



2018 Third Quarter Activity Report November 22, 2018

The following is the most recent consolidated Quarterly Report that the DSB will be sending to member municipalities and posting on the public website. Expect Quarterly Reports in February, May, September, and November of each year.

The program statistics are provided separately and updated monthly. They are available on the website by clicking the following link: [Monthly Program Statistics](#)

CAO Overview

The DSB 2018 Third Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share **surplus of \$219,331**. This surplus includes Ontario Works over budget by \$13,800. Children's Services is on budget. Social Housing is under budget by \$375,399. Paramedic Services is over budget by \$160,402. Interest revenue on non-reserve accounts is \$18,135 over budget.

The DSB quarterly financial reports are available on the DSB website by clicking the following link: [Quarterly Financial Reports](#)

Paramedic Services

Strategic deployment Change

Since late 2017, Paramedic Services has worked with stakeholders and the Board to realize concepts for an organizational redesign that would make specific changes to the deployment model, intended to better address the community needs for Paramedic Service. On September 9, 2018, the implementation of this plan went live. In doing so, both Massey and Noëlville stations received additional hours of on-site Paramedic Services, taking them to 24/7 on-site coverage. Killarney, Gogama and Foleyet stations received additional hours of on-site Paramedic Services taking them to 12 hours of daily on-site coverage with 12 hours of on-call coverage. The ambulance operating from 8:00am to 4:00pm each weekday in Mindemoya, designed to facilitate Non-Urgent interfacility diagnostic transfers was eliminated. It should be noted that this workload was reassigned to the Non-Urgent Patient Transfer Service funded by the Northeast LHIN.

OAPC Annual Conference

The annual general meeting for the Ontario Association of Paramedic Chiefs took place this quarter and the conference focused on leadership in the profession and how to get the most from service members.

As always, this conference included the annual awards ceremony. This year, Superintendent Dan Brunet and Primary Care Paramedic James Robinson were awarded the Governor General Exemplary Service Medal.

Paramedic Michael Bigras will receive his Governor General's 30-year bar at a ceremony in late November.

Community Paramedicine Update

Manitoulin-Sudbury DSB Paramedic Service has expanded the successful CP programs into Sudbury East this region, including seniors' luncheons in St. Charles and French River. Wellness Clinics now are a fixture in multiple Social Housing buildings.

Paramedic Services and Integrated Social Services submitted a collaborative Business Case to the Northeast LHIN for additional funding to allow for specific programs to assist with post discharge assessments and senior wellness in the Sudbury East, no date we have not received a formal response to our business case.

PTSD Prevention and Peer Support Program

Development and deployment of the Manitoulin-Sudbury DSB Paramedic Service Post Traumatic Stress Disorder (PTSD) Prevention Plan, including the implementation of the Board approved Peer Support Program is moving forward with selection and education of Peer Support Staff now complete. The PTSD Prevention Plan has been finalized and submitted to the Ministry of Labour.

The program design for PTSD support and response was [reported](#) to the Manitoulin-Sudbury DSB Board in April of 2017. The process has been developed to ensure resilience, prevention and response/recovery are cornerstones of this program.

Children's Services

Personal Support Worker-Early Childhood Educator Recruitment and Retention

The Community Development Department from the City of Greater Sudbury (CGS) met with the Manitoulin-Sudbury District Services Board staff on January 8, 2018 to discuss areas of common interest. From this meeting, a common concern from sector partners was the need for additional Personal Support Workers (PSW) and Early Childhood Educators (ECE). Both organizations agreed to create a Recruitment and Retention Initiative Project Charter. This work would build on other job specific skills programs that are offered through the Social Services.

In the past 5 years, Cambrian College in Espanola has had 25 PSW Graduates. This course has not been offered in any other parts of the Manitoulin-Sudbury District.

Both Cambrian College and Collège Boréal offer the Early Childhood Education Diploma program as well as unique professional learning for those working in the sector, however, people from the District need to travel to Sudbury for this program.

Through Cambrian College, the province funds an Early Childhood Alternative Delivery (ECAD) program, which provides the equivalent of a full-time Early Childhood Education (ECE) diploma to participants that have been employed in the field for one year or more. It allows them to continue to work full-time while completing their studies online and in person outside of work hours.

Participants can also qualify for funding which covers the cost of tuition, books, and all other related expenses.

The Manitoulin-Sudbury DSB will ensure that Child Care and EarlyON Child Centres know that they are expected to be familiar with the Qualifications Upgrade Program, which is available to reimburse tuition fees and other expenses associated with obtaining an ECE diploma for staff currently working in the early years sector.

Early Childhood Educators must be registered with the College of Early Childhood Educators and are being held to a higher standard than ever before. There are mandatory annual on-going professional development requirements. The Province is investing in the profession by continuing to raise the expectations and strengthen the workforce.

The Community Development Department in the City of Greater Sudbury and the Manitoulin-Sudbury DSB are in the process of setting up meetings with representatives from Cambrian College and Collège Boréal to explore more about local strategies in these two fields of employment. Further partnerships may be formed with both institutions to increase recruitment for skills training. Local partners that have been working in both geographical areas will also be consulted for best practices to be implemented.

Child Care Allocations and Transfer Payment Agreements

On August 17th, 2018 DSB staff received confirmation via a Ministry [memo](#) that the 2018 Child Care allocations and guidelines had been amended.

The updated allocations continue to provide investments in the general allocation, Child Care expansion, base funding for licensed home Child Care agencies, the Canada-Ontario Early Learning and Child Care Agreement funding, Fee Stabilization Support funding, and ongoing Wage Enhancement/Home Child Care Enhancement Grant (HCCEG) funding. In 2018 the government will now invest approximately \$1.67 billion in Child Care.

In response to feedback from stakeholders the Ministry has made several changes with a focus on supporting Child Care affordability across the province, better meeting the needs of local communities, and reducing administrative burden.

A new 2018 Transfer Payment Agreement will be issued and replaces all previously issued 2018 agreements. Transfer payment agreements will now be in the form of a multi-year agreement, with an annual budgeting process.

Child Care Expansion Plan allocations are prorated for the period of September to December 2018. The Manitoulin-Sudbury Child Care allocation has been increased from our initial estimates from \$6,065,607 to \$6,424,465 (mainly due to the addition of the prorated year two expansion funding and slight increases to general purpose funding and fee stabilization support).

To reduce administrative burden and expedite the finalization of service agreements, a new approach to contractual service targets will be implemented in 2018 and will support the timely execution of service agreements and payment disbursement. More information will be provided on 2018 service targets with our service agreement package.

The For-Profit Maximum Percentage Threshold has been removed from the transfer payment agreements and will not apply in 2018. Local Service System Managers may direct Child Care funding to licensed providers that are best positioned to meet local needs and priorities. The DSB as the Service System Manager can continue to have discretion about the providers with which they enter into purchase of service agreements. At this time, there are no for-profit agencies in the DSB district.

Ontario Works

Ontario Works Caseload

In the third quarter of 2018, the Ontario Works/Temporary Care caseload average is 553. Compared to last year at this time, the caseload has increased by 3%.

Social Assistance Changes

On July 31, 2018, the government announced that it will not be implementing social assistance changes previously scheduled to take place in the fall of this year.

The government will be developing a Social Assistance Reform plan which will be released in the November 2018. While work is underway on a new plan, the ministry will be implementing a 1.5% cost of living adjustment instead the previous governments 3% increase. The cost of living adjustment will be effective September 1, 2018 for the Ontario Disability Support Program and October 1, 2018 for Ontario Works.

Social Assistance Reform

As part of the Ministry's 100-day review, Northern Ontario Service Deliverers Association (NOSDA), Association of Municipalities of Ontario (AMO) and Ontario Municipal Social Services Association (OMSSA) have provided recommendations to the Ministry in order to improve productivity, produce stronger outcomes, and provide greater capacity to focus on service delivery in a more efficient manner.

Employment Ontario

On July 26, 2018, the Manitoulin-Sudbury District Services Board sent a [letter](#) to the Ministry of Advanced Education and Skills Development requesting Service System Management for all Employment Services within our jurisdiction. This was supported unanimously by a proxy of NOSDA municipal mayors and councillors, representing the 144 Northern Ontario municipalities. This request would better align municipalities in Northern Ontario with the local market needs and could also provide significant opportunity for Provincial savings. A response [letter](#) was received from Andrew Irvine, Regional Director on behalf of Minister Fullerton indicating the Minister would not be meeting with the DSB as the matter was raised at AMO by NOSDA.

Employment Services

The DSB continues to deliver Employment Ontario programs successfully in the Chapleau North area. In the third quarter, 783 individuals accessed our Employment Resource Centre. The DSB staff are working very closely with local employers, fostering relationships and new relationships are being developed with employers. The DSB continues to work diligently with the Ministry of Training Colleges and Universities and the community at large to ensure high quality of service.

Youth Job Connection and Youth Job Connection Summer

Youth Job Connection will continue to provide more intensive, targeted support for youths between the ages 15 and 29 who are neither in education, employment or training. These youths present multiple barriers to employment including poverty, homelessness, disability and mental health.

Youth Job Connection Summer, which is a program geared to high school students facing challenging life circumstances was delivered through the summer months for youths between the ages of 15 to 18. This summer 45 students were successfully placed and completed the program.

Vulnerable Sector Registry (VPR)

The Manitoulin-Sudbury DSB is exploring the implementation of a vulnerable person's registry that will be implemented over a 3-year period. The development and implementation of a Vulnerable Persons Registry (VPR) is an essential piece to emergency preparedness efforts.

The Manitoulin-Sudbury DSB residents who are at greater risk during emergencies and who have registered as vulnerable, will have their key information placed into Computer Aided Dispatch systems of emergency response agencies. This voluntary, confidential service will allow those with mobility, vision/hearing challenges, or those with cognitive

challenges, those who require electricity for life-sustaining equipment such as life support, oxygen, dialysis, etc. to receive the supports they require. This information would be disseminated to agency personnel during either an emergency incident, or an extended/widespread community event such as electrical outage, flooding or forest fires.

A proposal involving a partnership with the Innovation Centre in Sault Ste. Marie in order to develop the registry.

Social Housing

Direct Shelter Subsidy (DSS)

Staff continue to identify and complete the application process with eligible applicants for the DSS program. All applicants receiving the benefit are deemed housed. At the end of the third quarter, there were 190 active DSS recipients. This program continues to be a valuable option for folks in making their accommodations affordable.

Waiting list (Applicants)

As September 30th the number of waiting applicants **decreased significantly by 146 applicants from 554 to 408, a decrease of 26.4%**. The reason for the decrease was an undertaking to contact waiting applicants and determine if the application remained viable and current. A breakdown of the applicant breakdown is as follows:

1 Bedroom	- 323 (down 103)
2 Bedroom	- 38 (down 26)
3 Bedroom	- 26 (down 9)
4 bedroom	- 21 (down 8)

Community Paramedicine Wellness Clinics

As the Paramedicine Wellness Clinics have been such a success in our Housing Buildings, the natural progression was to provide the same on a Community Level. Using a collaborative approach, the Clinics will be open to the Public Starting in October 2018. We look forward to the expansion and bringing these valuable services from our trained professions to all in our communities.

Transitional Community Support Worker (TCSW)

During this quarter, the LaCloche TCSW resigned to pursue other employment opportunities. The Canadian Mental Health Association (CMHA) Sudbury-Manitoulin and the DSB have been working together to recruit a new TCSW. We hope to have a replacement hired very shortly. In the interim, CMHA Sudbury-Manitoulin has provided support for the caseload from their own staff compliment to ensure residents have the support they need. Tina Legault, who is our Manitoulin TCSW is doing well with the

caseload and supporting the residents of Manitoulin Island. She also is on-site during Community Paramedicine Wellness Clinics.

Community

As a follow up to the Annual Family Gardening Event and BBQ in Espanola, the Espanola Horticultural Society has sponsored a \$50 Gift Card to a local business to encourage participants in the family-centered day to complete a short survey about the event.

The survey closes at the end of October and the draw will take place on November 5th. Surveys were distributed at the Hub, Day Cares, mail and social media.

The Manitoulin-Sudbury DSB has partnered with Espanola and District Association for Community Living (EDACL) and the office of Developmental Services Ontario (DSO) to pilot the Good Neighbour Program in Espanola. The program supports the housing of an individual who is both on the waiting list for Social Housing with the DSB and a DSO client that will require supports from Community Living. The program has shown success in other communities by providing on site supports in person and using technology to the individual via a “Good Neighbour”.

Smoke Free Housing – Unit Count-down

As of the end of the third quarter, 125 /288 of the portfolio’s units are designated as Smoke-free. This represents 43.4% of the full portfolio at this time. Units are designated as turn-over occurs.

Infrastructure & Asset Management (IAM)

Ontario Renovates

There were 13 clients approved for the Ontario Renovates program during the quarter: Chapleau 4, LaCloche 4, Sudbury North 4, and Manitoulin 1. The annual funding allocated by the end of September was \$222,396 and is on budget. Homeownership was not actively pursued by clients and there were no successful files in 2018. The \$75,000 funds are use-it or lose-it and are required to be re-allocated within capital funding components and thus were allocated to the Ontario Renovates component.

Supervisor of Infrastructure & Asset Management

The heater installations at 70 and 60 Barber were successfully completed. Further maintenance upgrades were made to the main gas line system. The tenders for the 78 Pine Street roof replacement and the Arthur Court window replacement were completed with successful bidders scheduled to complete the work in the 4th quarter. Three generators were installed at Paramedic Services bases per the tendered work.

Construction schedules in 2018 have been noticeably delayed with an apparent overabundance of work and a shortage of qualified contractors available. Ontario Renovates clients have had difficulty getting quotations for work and installation dates were booked on average 3 weeks longer than previous years.

Infrastructure Maintenance Repairs and Capital Projects

The third quarter results indicate that 125 services requests were received in July, 118 in August and 132 in September. Significant efforts were on pest control measures to ensure individual unit issues were contained. Various treatments were implemented to assist in the prevention of pest intrusion along with management plans to contain insect infestations when detected. Air management and fridges have been the primary appliance challenges during the hot weather this quarter. Unit turnover work has been unpredictable but steady with turnovers being mostly completed and ready within 30 days.

Summary

The DSB had a very busy third quarter. If municipal Councils have any questions or would like DSB staff to attend a municipal Council meeting, please feel free to contact me at the address below.

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