



2019 Fourth Quarter Activity Report February 27, 2020

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 2019 Fourth Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal **deficit of \$7,178**. This deficit includes Ontario Works forecasted to be under budget by \$19,203. Children's Services is forecasted to be on budget. Community Housing is forecasted to be under budget by \$278,628. Paramedic Services is forecasted to be over budget by \$419,345. Interest revenue on non-reserve accounts is forecasted to be a \$114,336 surplus over budget.

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

Community Safety and Well Being

Legislation requires that the development and implementation of Community Safety and Wellness Plan by every municipality must be prepared by January 1, 2021. Over the past months, staff have presented to municipal associations in the Districts a concept by which municipalities might collaborate to develop single plans for large areas, rather than individual plans for each community. In accordance with legislation, the Integrated Social Services team sector are required planning members. While Paramedic Services is not a mandated party, the CAO has authorized the Chief of Paramedic Services and the Director of Integrated Social Services to assist municipal partners in facilitating plan design. To date, the DSB has presented to the Manitoulin Municipal Association, to the Sudbury East Municipal Association and to the LaCloche Foothills Municipal Association. Additionally, staff have spoken with the Mayor for Chapleau as that would be a single plan. Subsequent to the presentations, we have received council resolutions, or support for collaborative plans from 5 of the 8 municipalities on Manitoulin Island, follow up meetings with staff in the Sudbury east area, and support from Chapleau for engagement to assist.

Paramedic Services

Emergency Health Services Modernization Project

In the 4th quarter of 2019, the Ministry of Health announced a reset for their Emergency Health Services modernization plan. The Minister appointed Jim Pine as the Special Advisor who, with ADM Alison Blair, would engage with stakeholders in open sessions to examine ideas and opportunities for system improvement, focusing on antiquated communications technologies, ambulance offload delays, management of interfacility patient movements, multi-sectoral collaboration, rural/remote health care, and ethnically conscious care. Paramedic Services staff met with counterparts in the fall to assess concepts to assist in the process. Additionally, DSB staff and municipal representatives have been invited to attend sessions in the first quarter of 2020.

Ministry of Health Land Ambulance Certification

During late fall of 2019, the Paramedic Service received the [Ambulance Service Review Final Report](#) detailing the outcomes from the June Service Review. The document confirmed that paramedic Services received successful certification renewal. The final report was received following a face to face meeting with the Ministry on November 6th. This meeting included a fulsome discussion that focused on review findings and service responses either concurring with or rebutting the review observations. The Ministry Inspector confirmed what staff had suspected, there was no opportunity to demonstrate flaws in specific Ministry observations, nor see any amendment to the report.

Non-Urgent LHIN Project – Fourth Quarter

In the last quarter of 2019, the Northeast Local Health Integration Network's non-urgent pilot project remained operational with no decision related to a permanent model. The pilot project has now completed nearly 7 years of successful service delivery. The direction from the LHIN was to continue the service delivery as funded. DSB staff have continued to ensure stakeholders and the DSB Board of Directors are briefed on all evolutions surrounding the non-urgent system delivery for Northeastern Ontario.

Recruitment, retention and staff availability for shift assignments remains a challenge given the uncertainty of a permanent model. The DSB has secured ad hoc capacity for contracted staffing through a third party non-urgent service when staffing challenges occur. The result is maintenance of an effective service delivery model.

Fleet System

Paramedic Services has migrated to an emergency lighting design of red and blue, from the historic red and white. This pattern will increase conspicuity and ultimately safety for both personnel and the public.

Paramedic Services continue working with Greater Sudbury Fleet Services in the development of a cost effective and efficient delivery of fleet program. The first year of

this project was completed in the fourth quarter of 2019, and the impact both financially and operationally will be shared with the DSB Board in early 2020. The project did result in reduced maintenance of cost and decreased fleet downtime resulting from unscheduled repairs.

Community Paramedicine Update

Manitoulin-Sudbury DSB Paramedic Service Community Paramedicine programs continue, including weekly wellness sessions in social housing units, in collaboration with the Transitional Community Support Workers and DSB Integrated Social Services staff. Wellness clinics have also continued in Sudbury East during senior luncheons in St. Charles, Noëlville and Alban. Each of the sessions are well attended and received.

Paramedic Services Education

All active paramedics attended one of 10 education sessions at the end of November and beginning of December. The focus of these sessions surrounded Health and Safety, including safe operation of vehicles, Ministry certification opportunities, and introduction of new software solutions intended to assist with operational reporting.

Children's Services

At the October board meeting the [Child Care Spaces in the Manitoulin-Sudbury DSB Region - Issue Report](#) was presented highlighting program locations and occupancy. This report was in response to board queries regarding child care usage in the region during discussions regarding cost sharing options for expansion funding.

Child Care expansion funding is used to support operating costs of new spaces, support existing spaces with increased access through expanded hours and affordability in all areas of the district. In order to continue to operate existing spaces, consider new spaces, ensure access to expanded hours of care and support affordable fees, Child Care expansion funding is needed.

The board also inquired about the future viability of Child Care programs based on population data which has been retrieved from Statistics Canada. The issue report compared population estimates with centre based child care occupancy by region.

In Sudbury East, 14% of children ages 0-4 are accessing licenced childcare and 93% of spaces are being used. This data demonstrates the need to determine where additional spaces may be needed, staff will be reviewing the data within the region to determine if there is further need for expansion.

In Sudbury North 40% of children ages 0-4 are accessing child care, yet only 60% of the spaces are occupied. Based on population data and spaces occupied no further growth is needed at this time. Staff will be working with the provider to ensure recruitment efforts

for children and staff is being supported. In some cases, spaces are not occupied due to staff shortages.

On Manitoulin Island, 31% of children ages 0-4 are accessing licenced childcare, 85% of the spaces are being used. Providers have indicated that they have wait lists for infants and toddlers in some communities, a review of space distribution is currently being done.

The LaCloche area shows 35% of children ages 0-4 are using licenced child care, occupancy is 86%, similar to Manitoulin Island a review of space distribution is being done. In general, Child Care occupancy rates in our area is high, the spaces are being used and are needed in our community.

Ministry of Education

Licenced Child Care Data Profiles

On October 25, 2019 MEDU released the [Ontario's Early Years and Child Care Annual Report, 2019](#). The annual report is a snapshot of the childcare and early years sector and is based on reports submitted to MEDU directly from providers.

Since 2009-10 the number of licenced childcare centres in Ontario has increased by 15%, the number of spaces has grown across all age groups. In our district, the number of spaces has increased by 33% since 2010-11, the number of centres has increased by 20%, all of which are not for profit.

Parent fees by age group are reported by all centres in Ontario and the median fees range from \$66 per day for infants to \$22 per day for school age for before and after school care (DSB fees are currently \$35.00 for infants and \$10 for before and after school children).

Staff wages range provincially from \$15.00 per hour to \$27.00 per hour, Manitoulin-Sudbury DSB staff are currently gathering local data to determine wage rates in our district, at this time the data reported to MEDU is not available to service system managers at a local level.

As March 2019 there were 1,187 EarlyON Child and Family Centre locations across Ontario, of which 393 were main sites and 794 were mobile/satellite sites. In our district we have 4 main sites and 12 mobile/satellite sites. French-language programming is offered in Sudbury North, LaCloche and Sudbury East, Indigenous programming is offered throughout the district, the main sites all offer extended hours (evening and weekend).

In Ontario 61 Indigenous-Led childcare and child and family programs opened, we have child and family programming offered throughout our district in the Mnidoo-Mnising Sharing and Learning Centre for All led by KTEI.

2020 Budget Schedules and 2020 Child Care and EarlyON Child and Family Service Management and Funding Guideline

On October 25, 2019, the [2020 budget schedules](#) were released by MEDU, along with the [2020 Child Care and EarlyON Child and Family Service Management Guidelines](#).

Several important announcements were included with the budget schedule and guidelines. Since 2018 child care funding has been flowed through a five-year agreement, with schedules being replaced annually without requirement of a signature.

The 30-day grace period for reporting submissions has been removed to avoid confusion regarding actual deadlines for financial submissions.

The budget schedule includes Early Learning and Child Care funding for the entire year, the funding has been allocated in two parts, January-March, confirmed funding and April-December funding which is dependent on the federal investment after March 31, 2020.

The guidelines have been updated to include both child care and EarlyON, to support simplified planning for both funding streams.

Ontario Works

Ontario Works Caseload

In the fourth quarter of 2019, the Ontario Works/Temporary Care caseload average is 510. Compared to last year at this time, the caseload has decrease by 6%.

Reloadable Payment Card (RPC)

The DSB has been selected to become a pilot for the Reloadable Payment Card. Clients who do not have a bank account will be able to receive their benefits on a reloadable payment card rather than receiving a paper cheque.

Social Assistance Reform

Earlier in 2018, the government announced that changes impacting the Transition Child Benefit and the Ontario Works/ Ontario Disability Support Program Earnings Exemptions would take effect on November 1, 2018. On October 2, 2018, the government announce that they would not be implementing the proposed changes. Programs will continue in their current form.

Employment Ontario Audit

In December, the Ministry of Labour, Training and Skills Development met with DSB staff in Chapleau for the Employment Ontario Audit as a follow up to the Audit that was conducted in April 2019. Although we have not received the results of the audit, the Ministry made some recommendations to which we have responded to already and have

made the required changes necessary to be compliant with the program requirements. We continue to work diligently in maintaining compliance in all programs.

Employment Services

The DSB continues to deliver Employment Ontario programs in the Chapleau North area. In the fourth quarter, 621 individuals accessed our Employment Resource Centre. The DSB staff are working very closely with local employers, have reached out and have also been working closely with First Nations communities.

Community Involvement

In December, the DSB hosted our annual Career Job Fair in Chapleau. This is a great opportunity for the community to market their business, programs and services. This was a great success as many employers, youth and members of the community attended and participated.

In November, the DSB was invited and participated in a Career Job Fair on the Mattagami First Nations. The DSB set up a booth, promoted our programs and services to many members of that community. This is the start on building strong community partnerships.

The Manitoulin-Sudbury DSB continues to build and maintain relationships with community stakeholders for the benefit of our participants. These relationships can be used as a resource or tool to assist our clients in establishing a better quality of life. Linkages have already been developed with local organizations such as Cambrian College, Sudbury Vocational Resource Centre, Collège Boréal, Alpha en Partage, Mental Health and addictions, Chapleau Adult Learning Centre, all local Economic Development Corporations along with numerous `others.

Community Housing

COCHI (Canada-Ontario Community Housing Initiative) & OPHI (Ontario Priorities Housing Initiative) Investment Plan

The DSB has received approval to swap some of the OPHI allocations with another Service Manager to capitalize on the ability to use this funding in later years with the property sale dollars in the hopes of building a project where needed.

The Ministry is pleased to approve the resulting revised planning allocation for the Manitoulin-Sudbury District Services Board indicated below:

OPHI Revised Planning Allocation			
2019-20	2020-21	2021-22	Total
-	146,400.00	510,300.00	656,700.00

Adjustments made through this process will not result in any change in OPHI planning allocation, or administrative costs over the life of the program or obligations under OPHI.

Waiting list (Applicants)

As of December 31, 2019, the number of waiting applicants increased by 1.2%. A breakdown of the applicant breakdown is as follows: total applications to end of quarter is 562.

1 Bedroom	436 - (+6)	2 Bedroom	54
3 Bedroom	45 - (+1)	4 bedroom	27

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. As of the end of this quarter there were 203 active DSS recipients.

If the province informed the Manitoulin-Sudbury DSB to calculate the Direct Shelter Subsidy in the same fashion as the Portable Housing Benefit, 70% of our current recipients would not qualify for a portable housing benefit.

The vision of a rent supplement is associated with two overarching outcomes: decreasing the number of people who are homeless; and increasing the number of families and individuals achieving housing stability. Based on the difference between the Direct Shelter Subsidy and the Portable Housing Benefit, the DSS program pays for the full shelter expenses, ensures that families have stable housing and can focus on other challenges that they may be facing. Having the ability to administer the DSS Program is essential in our role in reducing homelessness.

The Manitoulin-Sudbury DSB staff are recommending that the province allow local flexibility as they negotiate the creation of a Canada-Ontario Portable Housing Benefit as one size does not fit all in Northern, Remote and/or Rural Ontario. The Direct Shelter Subsidy program has proven itself in helping clients become self-sufficient, resulting in significant annual social assistance savings the Province.

Income Mixing

Per DSB Policy, every effort is being made where the waitlist allows, to mix the Community Housing Buildings with RGI, Affordable and Market Rent Tenants. We have secured 10 full market rent tenants and 38 affordable rent tenants throughout the portfolio as of the end of the quarter four.

Smoke Free Housing – Unit Count-down

As of the end of the 4th quarter of 2019, 157/287 of the portfolio's units are designated as Smoke-free. This represents **55%** of the full portfolio currently Smoke-Free.

Housing and Homelessness Plan

The DSB completed and submitted the 5-year housing and homelessness plan. In this plan although we have 22 recommendations the top 5 priorities for the DSB in the next year will be as follows:

- Relationship Building with Indigenous Peoples
- Ensure that the Enumeration Study is conducted every two years to maintain baseline data
- Continue to 'swap' the OPHI funding from year 1 & year 2 into year 3 to allow Manitoulin-Sudbury DSB to add this funding to the revenue received from family dwelling sales to build new units where the need 'is' based on waitlist.
- Complete the implementation of the Vulnerable Persons Registry for all regions within the DSB catchment area
- Continue to advocate the Province to allow for this program to be funded in this same fashion as opposed to having the complications of the Portable Housing Benefit and monitor the savings effects that the DSS program has on social assistance recipients while lobbying for a local and flexible Portable Housing Benefit

Social Housing Notifications Regulatory Changes effective September 23, 2019

Community Safety

This addresses situation where a former tenant or household reapplies for housing who was evicted by Order of the Landlord and Tenant Board for an illegal act on the property. The new ground of refusal applies only where there was a previous eviction order based on an illegal act.

Refusal of Offers

The first change gives applicants one right of refusal (previously applicants could refuse up to three offers). Service Managers have until January 1, 2021, to implement the change to ensure applicants are aware of the new rule and have the opportunity to indicate and/or alter preferences. Further changes state that within the Occupancy Standards, a person who has been advised that they are over-housed (unit larger than required), and has exceeded the 12-month expiry period can also be deemed ineligible for RGI if they refuse a suitably sized unit.

Tenant Transfers

The second change allows Service Managers to determine their own processes for managing tenant transfers, so it is no longer mandatory to add households wishing to transfer units to the centralized waiting list.

Geared-to-Income-Rent

Determination of Geared-to-Income Rent is a major change which comes into force on July 1, 2020, but Service Managers may opt to delay until July 1, 2021. RGI will be based on 30% of a household's Annual Net income as opposed to Annual Gross. Household members having included income in the rent calculation will be required to complete an annual income tax return.

Infrastructure & Asset Management

Community Housing Reorganization

The CAO and his team recently took the opportunity to review the Social Housing Portfolio and considered a reorganization to see what makes sense from a customer/ tenant /custodian standpoint. On November 1, 2019, the Infrastructure and Asset Management work will be managed under the Integrated Social Services portfolio on a six months trial basis.

Along with these changes the job title of Social Housing Program Supervisor will be changed to Community Housing Program Supervisor. The current government direction is around the provision of community housing. The website will also be updated to reflect the Community Housing instead of Social Housing.

Ontario Renovates

The Program has now seen sunset and all projects are being wrapped up and finalized for year end reporting. No new projects will be going forth under the Ontario Renovates Program.

Workorders

Staff starting in November began with 122 open work orders to be addressed. In the month of November, we completed 71% of the total work orders brought forward. In December an additional 78 work orders were generated and 47% were completed.

Our staff are engaged and learning appropriate timelines and vendors for each request. We strive to attain a quick turn around time and are successful in most cases. Various process changes are being implemented and reviewed for program efficiencies.

Sale of Properties

In the fourth quarter of 2019, the DSB sold 1 of the three (3) single family residences in Espanola for \$150,000. The other two (2) single family dwellings are currently on the market.

Summary

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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