



2019 Third Quarter Activity Report November 28, 2019

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 Third Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal **surplus of \$3,443**. This deficit includes Ontario Works forecasted to be under budget by \$19,200. Children's Services is forecasted to be on budget. Social Housing is forecasted to be under budget by \$273,570. Paramedic Services is forecasted to be over budget by \$393,354. Interest revenue on non-reserve accounts is forecasted to be a \$104,027 surplus over budget.

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

Paramedic Services

OAPC Annual Conference

The annual general meeting for the Ontario Association of Paramedic Chiefs took place this quarter. The conference focused on collaboration with partners in health care.

During the final evening, the annual awards ceremony was held. This year, Primary Care Paramedic Aaron Wright was awarded the Governor General Exemplary Service Medal.

Ministry of Health Land Ambulance Certification

In August of 2019, the Paramedic Service received a [Draft Service Review Report](#) detailing the outcomes from the review that was completed in June. The document confirmed that Paramedic Services received successful certification renewal. The Ministry and service will meet in late fall of 2019 to review the findings. A final document will be shared by end of year 2019.

Non-Urgent Pilot Project

The PTS Non-Urgent Patient program has continued through the last 6 ½ years in the Espanola and Manitoulin Island areas. This project was initially to be a six-month trial, but for a number of reasons, extended. The permanent delivery model remains outstanding following the RFP release more than 2 years ago.

Community Paramedicine Update

Manitoulin-Sudbury DSB Paramedic Service re-established seniors' luncheons in St. Charles, Noëlville and Alban following the summer break. Wellness Clinics remain a fixture in multiple Social Housing buildings.

Killarney Station Project

During this quarter, Manitoulin-Sudbury DSB and the Municipality of Killarney collaborated to complete a project that included the replacement of the garage bay door system and replacement of the main entry door. The project included the removal of two 10-foot bay doors, removal of the door support systems and central pillars, and the placement of a single 24-foot bay door. This change meets the requirements related to larger ambulance widths.

Children's Services

Child Care Funding

At the September 26, 2019 Board meeting an [issue report](#) was presented. The purpose of the report was to obtain Board approval in principle to cost share Child Care expansion funding based on recommendations of the Finance Committee as they deliberate the 2020 budget and to receive support for an annual Child Care parent fee increase beginning January 1, 2020.

On January 1, 2020, Consolidated Municipal Service Managers (CMSM) and District Social Services Administration Boards (DSSAB) will be asked to cost-share Expansion Plan operating funding at a rate of 80/20 provincial/ municipal. While cost sharing continues to be encouraged, the ministry is committing to providing 80 percent of this funding regardless of the CMSM/DSSAB contribution.

Child Care expansion funding is used to support operating costs of new spaces, increased access through expanded hours and affordability in all areas of the district.

Since 2017, 75 new spaces in 5 communities have expanded as a direct result of expansion funding. The Manitoulin-Sudbury DSB has also committed to future expansion of 29 spaces in 2020 in Espanola and in Little Current.

The majority of programs in the district are nearing capacity, a review is being done to address community need.

The expansion funding totals \$1,479,134 of which the provincial 80% share is **\$1,180,291** the municipal 20% share is **\$298,843**.

Child Care expansion funding is needed to maintain the current system and address expansion needs, a review of cost share implementation options is needed to maintain the Child Care system.

The municipal share of expansion funding is needed to ensure current spaces remain open and new spaces can be considered in response to community need, without this funding spaces across the district will be in jeopardy.

Staff have also reviewed the current Universal Child Care rate structure and have met with providers to develop an annual fee increase to help address increasing costs associated with wages, food and occupancy costs.

Providers have agreed to an ongoing annual increase to Universal Child Care rates of two percent beginning January 1, 2020. Parents will be notified in advance. A moderate increase of 2% will address increasing costs to deliver programs and maintain an affordable system for families.

Ontario Works

Ontario Works Caseload

In the third quarter of 2019, the Ontario Works/Temporary Care caseload average is 523. Compared to last year at this time, the caseload has decrease by 6%.

My Benefits Account

The DSB has become a pilot to “My Benefits”. My Benefits is an Online Portal that allows for recipients receiving Social Assistance to receive information about their case, report income or changes without coming into the office. My Benefits will significantly improve the user experience as it is accessible from any online device and has been designed using the latest technology. Staff have been and will continue to market this new program.

Reloadable Payment Card (RPC)

The DSB has been selected to become a pilot for the Reloadable Payment Card. Clients who are unable to open a bank account will be able to receive their benefits on a reloadable payment card rather than receiving a paper cheque. Staff have started the onboarding process and will be going live in January.

2020 Ontario Works Program Delivery Funding Allocation

A [Memo](#) from Patti Redmond, Director of Social Assistance Service Delivery Branch, was received regarding the 2020 Ontario Works Program Delivery Funding Allocation. This memo was a follow-up to Steve Clark, Minister of Municipal Affairs and Housing announcement during the AMO Conference that the government will not reducing Program Delivery Funding levels for 2020.

To support early municipal budget planning, Patti Redmond confirmed that the Ontario Works Program Delivery Funding allocation for 2020 will be based on 2018 actuals. Reductions in Program Delivery Funding, reflecting reduced administrative costs from

modernization will be deferred until 2021 to provide municipalities more time to plan and adjust for future budgets.

Employment Ontario

Earlier this year, the government announced its overall approach to integrating and transforming employment services. Three prototype regions were announced on July 2, 2019 – Hamilton-Niagara Peninsula, Muskoka-Kawartha's and Peel Region – where the new employment services model will launch in fall 2019. Employment services across the rest of the province will move to the new system gradually, over the next several years. As part of the July 2 announcement, a Request for Qualification (RFQ) was launched for interested organizations to qualify for the Call for Proposal stage.

The ministry has evaluated the Request for Qualification submissions and invited qualified organizations to participate in the Call for Proposal to determine service system managers in the prototype regions.

The ministry will undertake a phased approach to this transformation.

- Phase I – Planning (January 2020 – March 2020)
 - This phase is intended to allow SSMs to establish themselves within the catchment area
- Phase II – Transition (April 2020 – September 2020)
 - Responsibility for managing EO and ODSP employment services service delivery will be transferred to the SSMs. However, SSMs will not be able to make changes to the service provider network during this period
- Phase III – Integrated ES Delivery (begins on October 1, 2020)
 - Transition is complete and responsibility of employment services for Ontario Works recipients will be transferred to SSMs. During this phase, the SSM will be permitted to make changes to the service provider network and will be fully responsible for the planning, design and delivery of in-scope employment services within the identified catchment area.

Employment Services

In the third quarter alone, 776 individuals accessed the DSB Employment Resource Centre. The DSB staff are working very closely with local employers and fostering relationships.

Youth Job Connection and Youth Job Connection Summer

Youth Job Connection continues 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 36 students were successfully placed and completed the program.

Espanola and Area Situation Table (EAST)

As you know the Espanola and Area Situation Table (EAST) launched on October 2, 2018. Since the launch, seven referrals have been brought forward to EAST, six of which (86%) met the threshold for Acutely Elevated Risk (AER). Four of the Espanola & Area Situation Table discussions that met the threshold of Acutely Elevated Risk were closed with the reason “Overall risk lowered—connected to services”. One situation was closed as “Still AER – Refused Services/Uncooperative” and the other was “Still AER – Informed about services; not yet connected.” The DSB was involved and assisted all 5 cases.

Social Housing

Homelessness Enumeration

In correspondence received from the Ministry in August, the decision to pause the requirement for Service Managers to conduct local Homelessness Enumeration was relayed. Enumeration is a key component in guiding outcomes for ongoing program support and budgets. The DSB approach to this is being considered to weigh the merits of continuation of enumeration at the local level to guide our approach moving forward.

Sale for DSB Social Housing Properties

One of the three single family homes in Espanola has been sold. The DSB expects to sell the other 2 properties by spring 2020. The DSB also had 10 unit building in Gore Bay up for sale. This property did not sell and the DSB is in discussions with the Ontario Aboriginal Housing Services.

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

With the announcement of these new funding programs, staff are providing business plans for the allocation of funding. The funding allocations are as follows:

Fiscal Year	COCHI	OPHI
2019-2020	\$ 31,587	\$ 282,500
2020-2021	\$ 75,240	\$ 146,400
2021-2022	\$ 203,673	\$ 227,800

The DSB is reviewing the opportunity 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.

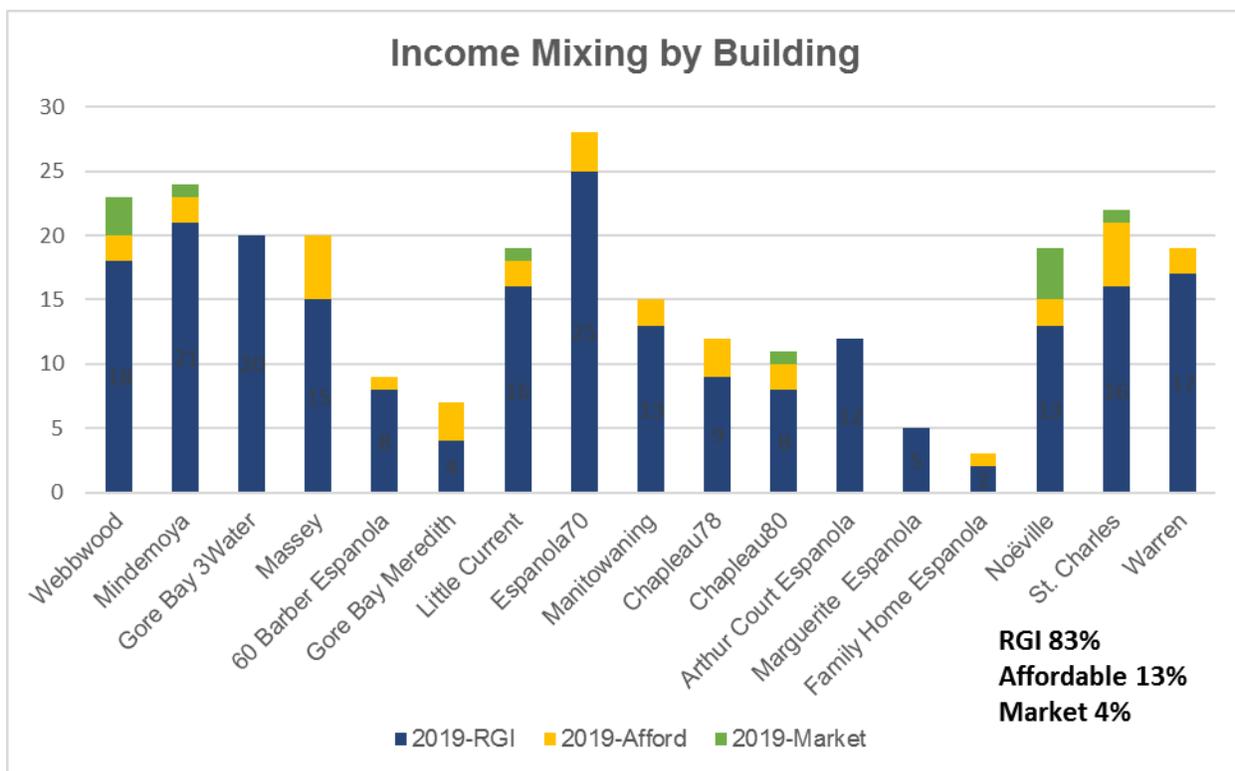
Waiting list (Applicants)

At September 30 the number of waiting applicants increased by 10%. A breakdown of the applicant breakdown is as follows: Total applications to end of quarter is 555.

1 Bedroom	430 - (+35)	2 Bedroom	54 - (+8)
3 Bedroom	44 - (+4)	4 bedroom	27 - (+3)

Income Mixing:

Per DSB Policy, every effort is being made where the waitlist allows, to mix the Social Housing Buildings with one third RGI, one third Affordable and one third Market Rent Tenants. Although this process may take time, staff have secured 11 full market rent tenants and 35 affordable rent tenants throughout the portfolio. DSB Staff review the waiting list when filling vacancies in buildings to determine if there is the possibility of increasing the revenue by filling vacancies with Affordable and Market Rents whenever possible.



Community Gardening

Again, this year, the DSB hosted Community Gardening Events in both Espanola and Chapleau. The Espanola Event took a changed approach and did an evening event on June 21 from 4 pm to 7 pm at the Red McCarthy Memorial Park. The event had slightly less attendance than in former years, but still saw 150 folks in attendance.

The Chapleau Event was a huge success in the Community. It was held on site at the DSB Housing Building on June 6th from 5 pm to 7 pm. They had over 200 participants!

Both Events had local first responders in attendance.

Infrastructure & Asset Management

Ontario Renovates

The third quarter saw five clients for Ontario Renovates Program, the packages were sent out and the work has been started for most of these clients.

There were no successful applicants for the Home Ownership Program during this quarter.

Infrastructure Maintenance Repairs and Capital Projects

A balcony replacement was done on one of the units at 70 Barber Street, the process was done on one balcony to determine the extent of work for the remaining balconies. The project was not completed on time to tender the remaining balconies.

A public request for tender was made regarding the creation of an accessible public washroom at 70 Barber St. Espanola; no bids were received. This project was retendered, awarded and will be started in the fourth quarter.

Workorders

In the third quarter 290 Workorder requests submitted. There were 116 workorder requests submitted in July, 74 submitted in August and 100 submitted in September.

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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