



Manitoulin-Sudbury District Services Board 2011 First Quarter Activity Report May 26, 2011

The following is the most recent consolidated Quarterly Report which we are sending to member municipalities and posting on our public website. Expect Quarterly Reports in February, May, September, and November of each year.

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

CAO Overview

The DSB 2011 first quarter financial report was presented to the Board and projects a year-end surplus of \$216,388. This surplus includes Ontario Works allowances forecasted to be under budget by \$88,038 and MOHLTC additional funding of \$136,674 that was not known during the 2011 budget process.

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

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At the February 2011 Board meeting the DSB Board awarded the RFP for the construction the Foleyet Land Ambulance base to Smart Structures Corporation in the amount of \$375,527 plus applicable taxes. A meeting was held with the general contractor in March 22nd to go over the final drawings and timelines were established. From a general timeline, construction is expected to begin in May and end this fall.

Children's Programs

Full Day Early Learning Kindergarten Program (FDELKP)

On March 2, 2011 the Ministry of Education announced the approved Full Day Kindergarten (FDK) sites in Ontario for year 2012/2013. There were 6 schools chosen in the Manitoulin-Sudbury Jurisdiction.

Conseil scolaire de district catholique du Nouvel-Ontario

1. St Antoine in Noëlville
2. Saint Charles-Borromée in Saint Charles
3. École Saint-Thomas in Warren

Rainbow District School Board

1. CC McLean in Gore Bay
2. Little Current Public school in Little Current
3. Monetville Public School in Monetville

Ontario Municipal Social Services Association (OMSSA) Children's Services Networking Group

The group met in February and March. OMSSA will develop a paper to present to the Provincial Committee on Rural issues. A one day rural, Northern, and remote Child Care Forum will be held in Toronto on May 5th, 2011.

OMSSA has developed a [Vision for the Best Start Child and Family System](#).

Triple P Steering Committee (Positive Parenting Program)

On February 23rd there was a Grand opening of Triple P for Manitoulin and Sudbury District. Manitoulin Family Resources (MFR) and Chapleau had their Grand Opening in their respective hubs. Specialized Service Providers along with Children and their families were invited. An article appeared in the [Mid-North Monitor](#), the [Manitoulin Expositor](#) and the [Chapleau Express](#). Triple P training will be happening for staff from Espanola and Sudbury East through Our Children Our Future (OCOF).

Best Start Network

MCYS Minister Laurel Broten is working closely with Dr. Charles Pascal towards the development of a Policy Framework for Best Start Child and Family Centres (BSCFC). Five sites in different regions were chosen to have a face to face consultation along with the opportunity for other ways to provide valuable input. On February 25th, 2011 DSB staff was invited to attend the face to face consultation with Dr. Charles Pascal in Sudbury. Best Start Network members were asked to fill out a Workbook (tool kit) posted on the MCYS website. The Manitoulin-Sudbury Best Start Network has looked at many child and family situations and they responded to the survey as a group.

DSB staff attended a Leadership and Partnership Meeting with ADM Jim Grieve and Dr. Charles Pascal. Many key messages were shared with the group. Charles Pascal talked about the Child and Family Centres and the progress they have made up to date to develop the Policy Framework for Best Start Child and Family Centres (BSCFC). MCYS and Dr. Pascal are working with internal and external reference groups, community engagement tables and there was an online consultation kit.

The Best Start Network Planning Tables meet in small groups to discuss their current status, what strengths can we build on and what challenges need to be addressed.

The Regional Best Start Hubs meet and each Network table worked at developing a plan which they committed to bring back to their Best Start Networks for discussion and to use as a base for their work plans for this coming year.

Emergency Medical Services

ZOLL Electronic Patient Charting Records (EPCR) Data

As previously mentioned we have been using an electronic means of patient charting since July of last year. Many different types of statistics can be drawn from the data that we have been collecting. We have now generated new statistics using the EPCR and the new reports are available on the [EMS Program Statistics](#) section of the DSB website.

Ambulance Service Review

As indicated in previous reports the Ambulance Service Review process is one based on a quality peer evaluation that allows the MOHLTC to reissue 3 year licenses to operate ambulance services. We have received our Certificate to operate an ambulance service which is valid for the next 3 years. On March 29th we received a follow up visit from a single inspector and from all accounts have met every requirement listed in the draft document.

New EMS Station

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Foleyet EMS Station

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Gravol Arbitration

Two and half years ago we were presented with a policy grievance from OPSEU local 679 representing the paramedics over the administration of the symptom relief drug, Gravol. The grievance called our management rights into question based on our decision to introduce this new medication. OPSEU was seeking "proper compensation" for this added medication. The matter went before arbitrator Kevin Burkett on February 22. A Letter of Understanding was signed as a result of this hearing thus settling the issue. The significant note in the settlement indicates that, "this additional knowledge requirement of the Primary Care Paramedic (PCP) position does not, in and of itself, warrant an increase in compensation".

Employee Employer Committees

Two committees began in the first quarter with the involvement of our employees; the Scheduling Committee, and the Equipment Committee. The goals of these committees, while different, both involve gaining the participation of the employees in a consultation process on topics that truly affect their workplace. It is essential that employees have a say and that their opinions can be heard wherever possible and these two committees represent a good starting point in trying to achieve this goal.

Canadian Armed Forces Exercise

During the week of March 14th the Canadian Armed forces conducted a winter training exercise in Gogama. This exercise involved more than 300 armed forces personnel which more than doubled the population in the area. During the course of the exercise the Armed Forces personnel engaged in combat scenarios and winter weather training modules. The EMS Department was involved in the process from the start. We allowed the use of the spare bay in the EMS garage as the host location for the Armed Forces field ambulance unit. We also had 2 managers attend the week long exercise as observers. They also were available for emergency calls should there have been an influx of emergencies in the area.

Ontario Works

Ontario Works Caseload

The Ontario Works Caseload remains at an average of 483 during this 1st quarter of 2011 compared to 482 during the last quarter of 2010. From December to January, we experienced a dip in the caseload by 7.5%, with 38 terminated cases within one month. Since then, the caseload has increased by 5% with 25 new cases from January to March. The 2011 budget was based on an estimated monthly maximum caseload of 495. If the caseload continues to remain the same based on current trends, we are looking at a gross budget surplus of \$468,287 and \$88,038 municipal surplus for 2011.

Social Services Solutions Modernization Project (SSSMP)

A) On-Line Application

The online application is part of the government's initiative to modernize and improve social assistance technology and delivery across Ontario. The Online Application for Social Assistance is a new, convenient way for people to apply for social assistance. The application includes a screening process where a person can find out whether or not they might be eligible before they start the application process. It is available 24 hours a day in English and French at www.ontario.ca/socialassistance. Applicants can access it from the privacy of their own homes, or from any computer with an Internet connection. The Manitoulin-Sudbury DSB will go live with the on-line application on May 16th, 2011.

B) Cúram Software

While working towards a new technology system with an implementation date of spring 2013, the Ministry is consulting with various DSB's and CMSM's for their input and feedback on the project. Best practices and challenges are being shared with the SSSMP Team from those who work directly into the field to ensure that the Commercial-Off-The-Shelf solution will be designed in the best possible manner.

The current system will be replaced utilizing Cúram software, a proven case management solution that integrates best practices in human service delivery from many jurisdictions in Canada, the U.S. and internationally. The new technology will establish a foundation case management application that can be built upon in the future to support the effective delivery of human services in Ontario. The technology and business process renewal will result in:

- Streamlined business processes
- Timely implementation of policy and program changes
- Effective management of client data and other information to support service planning and delivery
- Improved customer service through new online services and enhanced service tools
- Enhanced audit capacity and controllership
- Integrated case management

The new case management solution will replace the functionality in the current application and provide a foundation to build upon in the future. The project is building a foundation for the future evolution of human service delivery in Ontario.

Employment Ontario Audit

In March 2011, the Ministry of Training Colleges and Universities met with DSB staff in Chapleau for the Employment Ontario Audit. We have achieved all of our targets to date. The Employment Training Consultant made very minor 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 offering services to over 80 clients to date.

Student Nutrition Program

On November 8th, 2010, the Manitoulin-Sudbury DSB entered into a partnership with Better Beginnings Better Futures to provide them with one-time funding of \$30,000 from the Social Assistance Reinvestment (SAR) program. This partnership is to support the healthy growth and development of children and youth by providing universal access to nutrition meals and snacks to 26 elementary schools in our catchment area. I am pleased to report that 77,346 meals have been served in the first quarter of 2011 to support this program.

Social Housing

Affordable Housing Program (AHP) - Northern Home Repair

The AHP Northern Home Repair program provides low- and moderate-income individuals and families with an opportunity to repair their homes, bring them up to health and safety standards and improve accessibility for persons with disabilities.

The Manitoulin-Sudbury DSB received \$800,000 in 100% funding for the 2010 AHP Program - Northern Repair Component. We have allocated all of that money to 38 candidates for various home renovation projects. To date 21 of these projects have been completed at a total cost of \$419,928. We have also made partial payment on 5 other projects with a cost of \$59,950. To date we have spent \$479,880 of the \$800,000.

Since 2007 the AHP Northern Home Repair program has assisted 134 families across the Manitoulin-Sudbury DSB jurisdiction investing \$2,557,000 in our local communities. [Summary of Northern Home Repair 2007-2010](#)

Social Housing Repair and Retrofit Program (SHRRP)

The Manitoulin-Sudbury DSB received \$625,425 for Year 2 of the SHRRP program. We used this money for 20 projects. All projects have been completed except for the Renewable Energy Initiative (R.E.I) project, but it is well on its way.

Seven of these projects were for non-profits that do not belong to the DSB and had a total cost of \$139,505. The remainder of the funding \$485,920 was used to repair various DSB owned buildings with a major portion (\$240,000) being used for the Renewable Energy Initiative a geo-thermal project in Mindemoya.

Applicant Activity

From January - March there has been a steady increase in housing applications with the quarter finishing with a total of 319 applicants waiting for available units. This represents an approximate 20% increase since end of year.

Tenant Activity

During this period 10 tenants vacated their units, and 16 new applicants were housed in available units. The end of 2010 and the start of 2011 saw many of our long-standing residents leaving our buildings due to illness and long-term care requirements.

Rental Revenues

Rent revenues for the first quarter of 2011 are down 3.1% from the amount budgeted. The projected budget deficit for 2011 is \$25,739. Rent revenues are based on an individual tenants' income using the rent geared to income scale, currently rental rates are lower than projected as tenants housed have lower incomes than estimated.

Arrears

It is always the goal of the Housing Department to keep arrears in check. The aim is to keep arrears under 3% each month. For this period, rental arrears began the year above anticipated rates for both the local DSB housing stock and C.A. MacMillan Place with 0% arrears for both January and February. A spike for March at C.A. MacMillan Place for March to 9.3% has been alleviated in April, while the remaining DSB rental revenues only experiencing 0.69% arrears in this month.

The housing department has a good process in place for arrears collection, working in tandem with the OW Supervisor and Case Managers to manage timely collection of rent.

Property Management Software

Our department moved forward with implementation of Yardi Voyager Property Management at the end of March. Although we experienced some initial growing pains, we are now becoming more comfortable with the new software and things are running more smoothly. We anticipate better performance as we move forward and learn to transition workflows in accordance with the available functionality offered through Yardi. Our 2011 reports have been modified to reflect improved applicant/tenant tracking.

Summary

We have had a very busy first 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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