



Manitoulin-Sudbury District Services Board

2010 Third Quarter Activity Report

Nov. 25, 2010

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 2010 third quarter financial report was presented to the Board and projects a year-end surplus of \$122,771. The DSB quarterly financial reports are available on the DSB website by clicking the following link: [Quarterly Financial Reports](#)

The Ministry of Health and Long-Term Care has extended the deadline for setting the new Response Time Standards to January 2013. Since the EMS Department has completed their review and recommendation for its 2011 Response Time Standards, they will use the extra two years to see whether the new Standards are appropriate.

The building of the new EMS station in Little Current is well underway and we anticipate the completion will be on schedule for December of this year.

The DSB has been full of activity preparing for the Territories without Municipal Organization (TWOMO) election. This year we have 4 candidates running for 3 positions on the DSB Board. This will be the first time since the Board's inception that an election will be held for the 3 TWOMO positions. The vote will be conducted by mail.

Children's Programs

Child Care Providers

As proposed in the second quarterly report, the Child Care Providers met during the summer and looked closely at the present child care fees to determine what could be done to help maintain their viability due to the FDELKP in schools starting September 1st 2010. They provided the DSB with a list of proposed rates. Those rates were presented to the DSB Board and were approved effective September 1st, 2010. Since there are no Infant programs offered in the LaCloche area, two Providers (A.B. Ellis

and St-Joseph in Espanola) decided to offer an Infant/Toddler Program and one will be offering an Infant Only Program. On the Island, Gore Bay Child Care will also offer an Infant/Toddler Program.

Full Day Early Learning Kindergarten Program (FDELKP)

The Full Day Early Learning Statute Law Amendment Act, 2010 was proclaimed on June 3, 2010 with the exception of section 21 which addressed performance appraisals and reporting obligations regarding early childhood educators. Since then, Section 21 has been proclaimed and came into force on August 16, 2010.

There is only one School Board in the Manitoulin-Sudbury DSB jurisdiction offering the FDELKP (Full Day Early Learning Kindergarten Program). We have entered into a Service Contract for Fee subsidy with the Rainbow District School Board for the children attending the extended day portion of the program at A.B. Ellis School in Espanola. There has been one school site chosen to offer FDELKP in year two. The school chosen in year two is Central Manitoulin and is located on Manitoulin Island, with the Rainbow District School Board.

Triple P Steering Committee (Positive Parenting Program)

Triple P is one of the few parenting programs in the world that's been scientifically proven to work. Over more than 30 years, Triple P has helped hundreds of thousands of families deal with issues ranging from temper tantrums to disobedience, bedtime dramas to homework battles, school bullying to teenage rebellions. Child Care Providers and some of their front line staff were trained in Triple P in the Manitoulin-Sudbury DSB jurisdiction and Greater Sudbury. The Children's Programs Supervisor was invited to participate on a Triple P Steering Committee group that consists of representatives from agencies directly involved with Triple P. The purpose of this committee is to discuss how we should move forward with the implementation of Triple P.

Service Contracts

Over the summer the Children's Programs Supervisor reviewed and updated all the Best Start Hub and the Child Care Providers' Service Agreement Contracts.

Quality Assurance

As a follow up to the Quality Assurance Audit Team's recommendations, the Children's Programs Supervisor met with Word Play/Jeux de Mots to offer some training to address literacy and language development issues. We are in the process of organizing a one-day workshop for all the Providers and their frontline staff on Encouraging Language Development in Early Childhood Settings.

Emergency Medical Services

Ambulance Service Review

As indicated in previous reports, the Ambulance Service Review process is one based on a quality peer evaluation that allows the Ministry of Health and Long-Term Care (MOHLTC) to reissue 3-year licenses to operate ambulance services. On June 1st, 2nd, and 3rd the MOHLTC review team visited our operations. The draft executive summary report has arrived. The results are extremely positive. There has been a 55% improvement between the last review and this one. Our review findings are better than the provincial average and we are better than the province in 12 out of 15 categories. The Ambulance Service Review team has commended this service throughout various components of the document but from our perspective one of the greatest achievements is that, when compared to the provincial average regarding patient care as compiled through review of patient care documentation, we see an 80% difference. The review team had issues with 2% of the DSB patient care documentation as compared to 9.6% average for the rest of the province. This is a testament to the quality of paramedics that we have working for us. They will be commended for a job well done.

EMS Management Changes

Internal candidate David Wolff was selected to the position of Superintendent of Training and Dan Brunet was named Field Superintendent. Both of these new positions started on September 7th. Dave is responsible for maintenance of the Public Access Defibrillator (PAD) program, and training of our paramedics. Dan's area of responsibility as a front line manager includes overall operations and specific attention to the Espanola, Massey, Foleyet and Chapleau stations. Both these positions further strengthen the Management Team of the EMS Department.

New EMS Stations

The building of the new Little Current EMS station is well underway. Anticipated completion is scheduled for December of this year. Numerous options have been sought for the Foleyet EMS station. Results of the RFP process were not satisfactory; however we have begun negotiations with one of the respondents on some possible cost efficiencies. A decision is expected in the first quarter of 2011.

AMEMSO Annual Conference

During the week of September 27th Michael MacIsaac and Glen Clifford attended the annual AMEMSO conference. The highlights of the conference included a substantial industry trade show and numerous guest speakers. New technology was seen and informative speakers discussed EMS Leadership and challenges, and health & safety.

The conference culminated in the annual EMS awards presentations for bravery, leadership and exemplary service. We were proud to have current Manitoulin-Sudbury EMS paramedic Bonnie Quackenbush present to accept her exemplary service medal. Absent was retired paramedic Keith Ashley. We congratulate both these paramedics for their dedication and service with the DSB.

New Ambulances

We took receipt of 3 new Demers Ambulances early in June. One of the new options ordered on these units is a softer rubberized suspension which is supposed to improve ride quality for the patients in the rear compartment. One of the longstanding issues with any ambulance approved for use in Ontario has been the ride quality for the sick and injured. Prior to next year's ambulance purchases we will evaluate the comments on this new suspension.

Ontario Works

Employment Ontario

The Manitoulin-Sudbury DSB began offering Employment Ontario Services effective August 1st, 2010. The program is fully up and running with a caseload of 46 clients, 2 referrals have gone to Second Career and 5 clients have been placed with employers for either an apprenticeship program or work experience.

Ontario Works Caseload

The Ontario Works Caseload has seen a decrease in the past 3 months at an average of 481 during this 3rd quarter. The caseload decrease is due to the seasonal employment available during the spring and summer months within our catchment area. Compared to last year at this time, the caseload has increased by 14%, therefore we are still looking at a gross budget deficit of \$123,314 and \$23,923 municipal deficit for 2010 if the caseload remains constant.

Labour Market Website

The Labour Market Website expansion is now concluded and includes all of the regions in our District: LaCloche-Manitoulin, Sudbury East and Sudbury North. The Summer Students/Interns worked diligently in collecting the data to input on the website and in the LaCloche-Manitoulin area it was updated to ensure accuracy of information for those seeking a labour market profile that is reliable, current to 2010, and accessible to employers, agencies, unemployed, potential investors and the general public. To view the website click the link: <http://labourmarketstats.com/>

Social Services Solutions Modernization Project (SSSMP)

The Ministry of Community and Social Services (MCSS) is proceeding with a multi-year project to modernize the Service Delivery Model Technology (SDMT). The goal of the SSSMP is to replace the existing technology and related business processes for social assistance with a Commercial Off-the-Shelf (COTS) solution. Part of this project includes on-line application to which we have made application to be one of the pilot sites beginning in January 2011. It is anticipated that the on-line application will be rolled out to all Ontario Works Delivery Agents in the spring of 2011.

Summer Jobs for Youth Program

Once again this year, the DSB received 100% provincial funding to place students with employers on Manitoulin Island through the Youth Opportunities Strategy.

Placement Results	
Funded Youth Placements	44
Youth who Applied to Program	83
Employers Applying for Placements	79
Job Orders Received from Employers	42
Youth Actually Placed	44
F/T Placements	44
Youth Completing Placements	41

In 2010, the program allowed students to continue working part-time until March 2011 while attending school subject to available funding. We currently have 8 part-time placements that will continue to work for 28 weeks from September 2010 to March 2011.

Social Housing

Applicant Activity

From July to September there were 42 new applications approved. Of these new applications we were able to house 7. An additional 14 applicants that applied prior to July 1st, 2010 were removed from the waiting list and housed with RGI subsidy.

During this period 16 tenants vacated their units, 5 of which were Market Rent tenants who were not receiving Rent-Geared-to-Income (RGI) subsidy.

Northern Repair Program

In March the DSB received an additional \$330,000 as part of the first year of the AHP program. This money was allocated to 15 applicants. Eight applicants have completed their repairs.

For year two we received an allocation of \$800,000. To date a total of \$569,890 has been allocated to 28 applicants.

Social Housing Repair and Retrofit Program (SHRRP)

For year two we received an allocation of \$365,916. Twenty projects have been approved. Seven of the projects are for 3 Non-profits for a total value of \$139,505. The remaining \$226,411 has been allocated to various DSB property projects. Ten projects have been completed for a total value of \$217,124.

Building Condition Audits (BCA)

The RFP for Building Condition Audits was awarded to the Stonewell Group. Audits were conducted in June and the results for each individual DSB property and the two Non-Profits were received in August. A rollup report summarizing the results was delivered in September and presented to the Board in October. The results of the audit were used in the development of the capital budget for 2011.

Rental Revenues

Revenues continue to be below anticipated projections for 2010. The third quarter rent revenue remained unchanged from the second quarter. Our current rent revenues are \$36,696 under budget in the third quarter compared to \$36,667 in the second quarter. Ongoing vacancy in Sudbury East, particularly Warren with no waitlist, has impacted our revenues and without an influx of applications this may continue. These vacancies have been advertised in order to ensure the units are filled. We will continue to closely monitor our revenues and rental arrears.

Service Managers Meetings

The Northern Service Managers group met in September just prior to the Housing and Homelessness Conference in Toronto. Topics of discussion included the upcoming Short-Term Rent Subsidy Program which the DSB has requested permission from the Ministry to fully direct-deliver. We await this approval (mid-November) and plan to roll out this program in the same manner as the successful Direct Shelter Subsidy Program which assists Ontario Works clients whose shelter costs exceed their maximum allowance.

The OMSSA Housing and Homelessness Conference took place in September and Service Managers are awaiting the release of the Long-Term Affordable Housing Strategy. Many anticipate amendments to the Social Housing Reform Act which may amount to large-scale change in the way business is managed by Social Housing Service Managers.

Social Housing Policy & Procedures Manual

The DSB has been working diligently to update the Social Housing Policy and Procedures Manual. This project was important as part of the ongoing Integration of Social Services within the DSB. The Infrastructure & Asset Management procedures supporting Social Housing have also been developed and included in the Social Housing Policy & Procedures Manual. The Manual will be presented to the Board in October for their consideration.

Summary

We have 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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