

# Manitoulin-Sudbury District Social Services Administration Board

## Fourth Quarter Activity Report - February 25, 2010

This is the second of the consolidated Quarterly Reports 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.

See: <http://www.msdsb.net/ADMIN/MonthlyProgramStats.php>.

### CAO Overview

In mid-June, the CAO, Gary Champagne went on an extended sick leave. The Board contracted with David Court of David Court Consulting to serve as Acting CAO on an interim basis up to October 31, 2010. In October, Fern Dominelli, the Director of Social Services, was named Acting CAO effective November 1, 2009.

In October, the DSSAB Board approved the 2010 Budget. The 2010 Budget included the provincial uploading of 50% of the municipal cost for the Ontario Disability Support Program (ODSP) and 3% of the municipal cost for the Ontario Works (OW) program. This provincial uploading of the ODSP and OW program costs resulted in a reduction in the Municipal share of:

ODSP	(\$1,133,476)
OW	(\$24,659)

In preparation for the 2010 Budget, the Board removed these amounts from the base budget before considering any increases to the DSSAB Budget for 2010. The net result for 2010 was a municipal increase of **\$251,336.67** or a **2.86% increase** over the 2009 budget once the provincial uploading numbers were removed from the 2009 approved budget. This increase is driven by collective agreement increases, general inflation and energy cost increases across all Board programs.

We have prepared a document called "Budgets Year-to-Year Summary" which I would encourage all municipalities to review carefully. This document can be found on the DSSAB website at: [Budgets Year-to-Year Summary](#).

In addition the 2010 Budget documents can be found on the DSSAB website at: [BUDGETS](#).

## Children's Programs

### Best Start Child Care

#### Early Learning Program (ELP)

On October 27, Premier Dalton McGuinty announced plans for the implementation of a full-day early learning program for four- and five-year olds. ([More details](#))

The Deputy Minister, Kevin Costante, sent a memo to the Directors of Education asking that the school boards submit a list of proposed schools for September 2010 implementation. The memo states that the school boards will consult with the Best Start Networks, Consolidated Municipal Service Managers and District Social Services Administration Boards with respect to the identification of the preferred school locations for the implementation of ELP.

This Board and the Best Start Network did take this opportunity to provide all school boards in our jurisdiction with our recommendations as to where we believe the best locations would be for the full-day learning to start.

#### Full-Day Junior Kindergarten

Both the Rainbow District School Board and the Sudbury Catholic School Board announced full-day junior kindergarten starting September 2010. Prior to this announcement, full-day junior kindergarten was available at both French School Boards. This expansion of junior kindergarten means that all schools located within the Manitoulin-Sudbury DSSAB catchment area will be providing full-day junior kindergarten as of September 2010.

Since all 4-year-olds will have the option to attend full-day junior kindergarten as of Sept 2010, this expansion will affect Child Care providers. The DSSAB is in the process of working with Child Care Providers to determine the impact of this expansion.

#### Best Start Network

The DSSAB provided one-time funding to Best Start Hubs in order to move toward developing Best Start Child & Family Centres as described in the Pascal Report.

These dollars are intended to increase programs to families. The hub leads met and identified the gaps in programming in their communities. Their goal is to create and strengthen partnerships with existing children's service providers to enhance and build on those programs and services. As each community is unique, funding will be used to hire a coordinator in each Hub to plan and implement the program. The program coordinator for each Hub will be responsible for creating a work plan

ensuring that each area receives services from the program. Activities will be planned according to the needs of the community.

### **Quality Assurance**

As part of the DSSAB's Quality Assurance Review, all Child Care Providers were visited by the Quality Assurance Team. The Quality Assurance Team met with each Provider on a one-on-one basis and went through their evaluation and provided them with recommendations. The Child Care providers were then asked to put together a three-month Action Plan and to provide this to the DSSAB. There will be a follow-up visit by the Quality Assurance Team in March to determine their progress with work plans.

### **Board Governance Training for Licensed Service Providers**

As part of the Manitoulin-Sudbury DSSAB Strategic Plan, the Children's Program Department will be providing Board Governance Training to non-profit Child Care Service providers in its jurisdiction. A Request for Proposal (RFP) process was used to invite interested parties to deliver this training and the successful party was the Integrity Management Group. The training for non-profit Boards of Directors will take place in the first quarter of 2010.

## **Emergency Medical Services**

### **EMS Management Changes**

On September 17, Jeff Horseman, Director of EMS, announced that he would be leaving the organization in October to take a position with Huron County. Jeff left the organization on October 16<sup>th</sup>. This move allows him to return each night to his family in Bruce County. On December 14<sup>th</sup>, following a province-wide competition, Michael MacIsaac was named the new Director of EMS. Michael has been the DSSAB's Operations Manager from June 2005 to present. The search for a new Operations Manager began in December with the hopes of filling the position early in the First Quarter of 2010.

### **WSIB Work Plan Completed**

As indicated in the third quarter report, EMS has been working with WSIB on a work plan focusing on injury prevention. A final review of our plan was completed in mid-December and a letter was issued by WSIB indicating full completion of the requirements. We were thanked for our commitment and hard work in helping the WSIB in achieving its provincial vision of eliminating all fatalities, injuries and

illnesses on the job. The completed work will now become part of a revised EMS Policy and Procedures Manual.

### **Electronic Paramedic Call Report (EPCR) Deployment**

In October, EMS signed an agreement with ZOLL Data to purchase the use of their Tablet EPCR program. Currently, our paramedics complete a paper Ambulance Call Report for every patient they encounter. This program takes the completion of the Electronic Paramedic Call Report to the electronic level. Utilizing the existing laptops in each ambulance, the paramedics will soon begin to electronically document their patient care. Benefits of this technology include electronic data capture with immediate feedback, less document physical storage space required, legibility of legal documentation, and accurate call statistics. Furthermore, the reporting features of such a program allow the management team greater ability to assess the need for training programs. Other services using the same product include the Niagara EMS, Halton EMS, Toronto EMS, and more locally Nipissing DSSAB. We will start the technology in the ambulances within the first quarter of 2010.

### **Primary Care Paramedic Recertification**

Manitoulin-Sudbury EMS Primary Care Paramedics underwent their first recertification process under the newly amalgamated Northeastern Ontario Pre-hospital Care Program. In years previous, there were three (3) separate base hospital programs that covered the paramedics in our service. Yearly recertification in delegated medical acts from a local medical director is a requirement of all paramedics. Throughout October and November every paramedic was tested and every paramedic was successful.

### **Basic Emergency Management (BEM) Course**

DSSAB employees attended a Basic Emergency Management course held in Espanola. These included EMS Director, EMS Quality Assurance Manager, Acting EMS Operations Manager, EMS Field Managers, EMS Service Area Leaders, Property Manager, Director of Finance and Acting Ontario Works Supervisor.

The course was conducted in early November by Emergency Management Ontario (EMO) in conjunction with the Espanola Fire Chief. This course provided an overview of emergency management in Ontario, including the systems and processes for preventing, mitigating, preparing for, responding to, and recovering from emergencies and disasters. Utilizing a mix of hands-on and team approached tabletop exercises with topical lectures, a comprehensive look at emergency management was provided. The course ended with the completion of a written test with all successful

candidates receiving a certificate. This BEM course is the first prerequisite for many other advanced courses offered by EMO.

## **Statistics**

For much of the 2009 calendar year, the Ministry of Health and Long-Term Care ARIS (Ambulance Response Information System) Direct Data Access System (ADDAS) program was producing call response numbers that were so out of the ordinary that they were deemed to be inaccurate. While neither we nor the MOHLTC could account for the inaccuracies, a review of the final year-end call statistics would suggest that the numbers are more in line with what would be expected. While we cannot verify their accuracy, the overall numbers appear to be more in keeping with previous years. The statistics for 2009 can be found on the DSSAB website at: <http://www.msdsb.net/EMS/reports/Stats.php>.

### **90<sup>th</sup> Percentile Response Time Standard**

Manitoulin-Sudbury EMS/SMU has a mandated 90<sup>th</sup> percentile response time standard of 23 minutes and 56 seconds based on the 1996 response times. According to the most current ADDAS data, our response time statistics are as follows:

**January 1, 2009 - December 31, 2009                      25 minutes 4 seconds (+68 seconds)**

As noted above, the ADDAS System is not functioning properly. Until such time as the problem is rectified, the 90<sup>th</sup> percentile response time should not be considered 100% accurate. It should be noted that concerns related to the accuracy of ADDAS data has been raised by this Board with the Ministry since 2001.

## **Ontario Works**

### **Enhanced Employment Services (ESS) for Vulnerable Persons**

In the Sudbury East area, with the 100% provincial funding of the new Enhanced Employment Services for Vulnerable Persons, Alpha en Partage has hired their Community Liaison Officer. Referrals have begun from the DSSAB caseload to assist clients with their individual needs and their barriers to employment. In the LaCloche area, the Hôpital Régional de Sudbury Regional Hospital has also hired their Case Manager to service our referred clients with addictions and/or mental illness. Unfortunately the level of funding provided was not adequate to provide enhanced services across the full jurisdiction. We will continue to lobby for additional funding for this important activity

## **Supportive Approaches Innovative Learning (SAIL) Training**

During the last quarter of 2009, we made arrangements with the Ontario Municipal Social Services Association (OMSSA) to deliver the Supportive Approaches through Innovative Learning (SAIL) training. All Ontario Works, Children's Services, Housing and Administrative staff (including Management) will be trained in 2010. In order to build an existing partnership with community agencies, we have invited community partners such as Cambrian College, Alpha en Partage and Sudbury Regional Hospital - Community Mental Health Services, Espanola.

SAIL is designed to enhance management and staff competencies and provide tools for effective intervention strategies. Key themes in SAIL training include:

- client-centred services
- improvement of employment outcomes
- team development
- a 'Coach Approach' as a framework for building staff, organizational and community capacity
- integration of human services

Most importantly, SAIL is more than a client centred approach; it is designed to support a municipal strategy for working more effectively with colleagues, clients and communities.

## **Ontario Works Caseload**

The Ontario Works Caseload has been slowly rising since August 2009 when it was at 403 cases. As of December 2009, the caseload is at 465 for the complete District. This represents a 15.3 % increase in five months. The 2010 budget was based on an estimated monthly maximum caseload of 450. If the caseload continues at the 465 level based on the estimated cost per case, we are looking at a gross budget deficit of \$126,000 and \$25,200 municipal deficit for 2010.

## **Social Assistance Rates increase effective December 1, 2009**

In the 2009 Ontario Budget, the government announced a two percent increase to social assistance rates. This change was effective December 1, 2009. The province paid 100% of the cost of the two percent increase in rates for the month of December 2009 only. Municipalities will share in the cost of the two percent increase in all of 2010.

## **Social Housing**

### **Northern Repair Program**

The first year of the two-year Northern Repair Component of the Affordable Housing Program (AHP) set a goal of \$400,000 to be allocated towards approved essential home repairs. We have approved 22 applications under the new funding criteria and in doing so we have met our target goal. Work on many of the homes is underway now and in some cases has already been completed.

### **Social Housing Repair and Retrofit Program (SHRRP)**

Under the Social Housing Repair and Retrofit Component of the AHP, our DSSAB was given a funding envelope of \$377,341 in the first year of this two-year program. We have met the target and have allocated all of the funds amongst the participating Non-Profit providers as well as within our own DSSAB housing stock. Much of the work has been completed.

### **Annual Inspections**

The program of annual unit inspections was commenced during the final quarter of the year. These inspections provide our staff with an opportunity to meet with residents in their home to discuss any maintenance issues that the tenant may wish to bring forward. The visitation allows our staff to better judge the need for operational and capital repairs and the scheduling of same. Life safety issues always form a part of our observations. When our staff inspect a unit they are better able to observe changes which may have occurred over the year and determine whether enhancements to the apartment, such as smoke detectors for the visually/hearing impaired, are required. These inspections will continue until each unit has been visited. These inspections also allow DSSAB staff the opportunity to visit with tenants and determine any other needs they may have in order to remain in their units.

### **Tenant Meetings**

Meetings with our tenant population have also been underway during this last quarter. At these meetings tenants are provided the opportunity to speak to issues that may concern them with regard to any facet of their lease or their residency in our buildings. Our Property Manager takes advantage of these meetings to reaffirm DSSAB policy and procedures. Tenant involvement through tenant councils is encouraged and our Property Manager will work with groups wishing to come together for the betterment of their residency in their building.

## Staffing

The Housing Department Maintenance Manager, Mr. Graham Lewis, tendered his resignation on December 24, 2009. Mr. Lewis has been selected for the position of Director of Environmental Services at the Manitoulin Health Services which serves both Little Current and Mindemoya. We wish Graham well in his new position. The recruitment process has begun for his replacement.

The Housing Services Department has utilized a portion of the time limited AHP Administrative funding provided by the Ministry of Municipal Affairs and Housing to contract the services of an AHP Project Coordinator. Mr. Steve Broadhurst commenced work on a full-time basis on December 21, 2009.

## Summary

We have had a very productive fourth quarter and if municipal Councils have any questions or would like DSSAB staff to attend a municipal council meeting please feel free to contact me at the address below.

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