



2011 Fourth Quarter Activity Report Feb. 23, 2012

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. They are available on the website by clicking the following link: [Monthly Program Statistics](#)

CAO Overview

The DSB [2011 Fourth Quarter \(Unaudited\) Financial Report](#) was presented to the Board and projects a year-end surplus of \$245,080. This surplus includes Ontario Works allowances forecasted to be under budget by \$100,238, and MOHLTC additional funding of \$50,990, which was reduced from \$136,674 pursuant to DSB [Board Resolution 11-57](#) that was approved in June 2011. In Addition the municipal share of Child Care program is under budget by \$87,538 due to administration expenses reallocated to Best Start Administration.

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

Suzanne Bouchard the Executive Assistant with the DSB retired on November 30, 2011. A competition was held to replace her and I am very pleased to announce that Melody Ouellette was the successful candidate. Melody has been with the DSB since its inception in 1999 and has been involved with the DSB Ontario Works, Child Care and Social Housing Programs over the past 11 years.

Emergency Medical Services

Non-Urgent Patient Transfers

We wrapped up our consultation process with appropriate stakeholders on the non-urgent patient transfer issue. We had a meeting at Health Sciences North with the aim of correlating their diagnostic imaging department policies to our wait time and appointment booking procedures listed within our Deployment Plan. Staff are continuing to monitor of our plan.

Inventory Control

The EMS Department is a large consumer of medical supplies. Provincial equipment standards dictate what we must carry and the minimum quantities required in each ambulance. We are also mandated by best practice to maintain a 3 month supply of stock should there be problems in obtaining stock from a manufacturer. In an effort to better align our quantities across all stations, we analyzed data from purchasing histories, and ZOLL EPCR usage reports to come up with new minimum and maximum quantities. It is hoped that utilizing truer statistics, which have become available with the introduction of electronic patient charting, will enable us to order less often thus cutting down on shipping costs and eliminating the potential for stale dating. The analysis is complete and we wait to see the impact on 2012 ordering practices.

Mindemoya Staffing

October 16th saw the start of 24 hour 7 day a week staffing in Mindemoya. While it is still too early to effectively analyze data on the effectiveness of the change, we do have some preliminary statistics that suggests Mindemoya is being utilized on a greater level than in the past. The following table depicts call volumes of the stations on Manitoulin Island from October 16th to December 31st for 2010 vs. 2011. It has to be noted that these are overall statistics not broken down by time of day.

	1 – Deferrable		2 - Scheduled		3 - Prompt		4 - Urgent		8 - Standby	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Gore Bay	2	5	14	5	11	18	37	41	92	96
Little Current	44	40	30	42	55	53	70	61	226	195
Mindemoya	43	43	51	56	48	55	74	82	273	327
Wikwemikong	8	12	8	5	61	47	97	83	105	96
TOTAL	97	99	103	108	171	170	269	259	693	712

New Provincial Protocols

In November, the MOHLTC released new Advanced Life Support (ALS) provincial medical directives for the paramedics in Ontario. These protocols provide the direction by which paramedics are to deliver medical care on an ALS level. ALS encompasses all skills and procedures that require certification by a Medical Director under whose license the paramedics work. This recent release is changing the way paramedics practice. In previous versions, the ALS standards were released in a protocol format whereby they would state under which circumstances a paramedic **would** deliver care. Now these standards are being presented in a directive format that indicates the conditions under which a paramedic **may consider** delivering care according to the patient's presentation. This new approach appears to be taking the job of a Paramedic from a technician to a clinician. They open the door for critical thinking in determining the best course of action for the patient instead of just performing an action because certain conditions exist. To assist our paramedics in this change of thinking we have initiated a year-long training endeavour on critical thinking. Utilizing a combination of MOHLTC programs and internally developed ones, we are presenting a package of learning in an online format that all paramedics will receive through 2012. While online

learning is most effective for distance education, we will also follow up and review pertinent sections with the paramedics during mandatory in person training sessions.

Children's Programs

Children's Program Supervisor

The Manitoulin-Sudbury District Services Board recently hired a new Children's Program Supervisor. Ray Hannah was the successful candidate appointed to this position effective December 26, 2011. Ray has been employed with the DSB for over 9 years and brings with him a vast knowledge of the programs offered within the DSB. Prior to his time with DSB, his employment experience involved working with children in various capacities such as serving children with special needs, and working with children as a Child Care Worker at the Children's Aid Society.

Full Day Early Learning Kindergarten Program

The most recent report on the MCYS website is "[Realizing the Vision of Ontario Best Start Child and Family Centres: An Update](#)". This report looks at what has been done so far under Best Start while making acknowledgement of some of the guiding principles. The guiding principles have direct impact on addressing the next steps that were also highlighted. The guiding principles include the following characteristics: a family-centered approach, a no wrong door approach, an intentional support, a shared understanding and shared practice, an appropriate human and financial capacity, a cultural responsiveness, and an improved outcomes for children and families. The next steps identified involve a community integration leader project, the innovation fund, re-engineering language services, and developing an outcomes index.

Best Start Network

The Best Start Network continues regular monthly meetings held on the third Tuesday of each month. Minutes to these meetings can be found on the [Best Start Network site](#). After many years of presence and work regarding Best Start implementation, the Network is reviewing and discussing what its work-plan will be for the future. Training is being sought through OMSSA to establish a work-plan and details are currently being planned to make this happen.

In December 2011, The Manitoulin-Sudbury District Services Board supported an event called "Celebrating Families". This event featured instruction from Barbara Coloroso, best-selling author and for the past 38 years an internationally recognized speaker and consultant on parenting, teaching, school discipline, positive school climate, bullying, grieving, nonviolent conflict resolution and restorative justice. This event was attended by service providers and the community. Barbara instructed professionals, educators, and parents on how to guide a child's growth throughout their development using everyday situations. This event was well received and, as a result, the Manitoulin-Sudbury District Services Board received a [letter of thanks](#) from Our Children Our

Future. In short, the letter of thanks brings attention to what a positive impact the event had on the lives of those who attended.

Child Care Providers Meeting

The third quarter report highlighted that Full Day Kindergarten programs are using the Emergent curriculum in the classroom. In the last quarter, the Children's Program Supervisor organized a one day training session for the Providers and staff to be trained in this curriculum. Child care providers attended this programming workshop called "The Mosaic Approach and Emergent programming". This workshop was held on November 5, 2011 in Sudbury.

The Children's Program Supervisor will begin planning for the local Child Care Provider meeting by April 2012.

OMSSA Children Services Networking Group

OMSSA has been developing a report that makes suggestions for changes to the Day Nurseries Act (DNA). This paper highlights the implications of full day early learning on child care in Ontario. It acknowledges the investment the government has made in children as well as the challenges it has caused for some providers and their viability. With this in mind, the paper notes a variety of changes that could bring consistency between the DNA Act requirements and those required of school boards. The hope is that changes to the DNA Act will allow more flexibility to service providers, and align the DNA and school board requirements, while reducing financial burden to service providers. Once the report is finalized it will be posted on the DSB website.

Ontario Works

Administrative Assistant

In November 2011, Melody Ouellette, our Administrative Assistant was appointed to her new position as Executive Assistant to the CAO. This left the Administrative Assistant to the Ontario Works, Children Services and Social Housing position vacant. A competition was held to replace this position and on January 3rd, 2012, Kaitlyn Dowdall began her new role as Administrative Assistant.

Ontario Works Caseload

In the 4th quarter of 2011, the Ontario Works Caseload average is 490. Compared to last year at this time, the caseload has increased by 1.6%. The 2011 budget was based on an estimated monthly maximum caseload of 495. As of December 2011, the caseload totals 499 for the complete District.

At year end, the Ontario Works Allowances were underspent for 2011 resulting in a municipal surplus is \$100,238.

Social Assistance Rate Increase

The Ontario government has increased the maximum monthly Ontario Works rates by 1%, starting December 2011. Please note that the Ontario government will pay 100% of the cost of the one per cent increase in rates for the 2011 calendar year. Municipalities will not have to share in the cost of the one per cent increase until 2012.

Eligibility Verification Process

After several years of conducting reviews under the Consolidated Verification Process (CVP), the ministry determined that the CVP's effectiveness and the accuracy of its risk identification model, along with other issues (e.g. increased caseload), demanded that the process be revisited, modernized and improved.

The Ministry is developing the Integrated Social Assistance Monitoring Framework (ISAMF), a risk-based redesign of the Social Assistance oversight framework. As part of the ISAMF, the Eligibility Verification Process (EVP) is the Ministry's key tool for overseeing the risks inherent in ongoing client financial eligibility.

The Eligibility Verification Process (EVP) will be introduced in January 2012, with the expectation that reviews under EVP begin in February.

The EVP fully replaces the Consolidated Verification Process (CVP) and its supporting case review prioritization models. The EVP has been designed to be better, faster and more effective than CVP as individual tasks and timelines have been streamlined and the review's focus placed entirely on financial eligibility.

In order to effectively implement the EVP in January 2012 and begin reviews in February, the ministry has developed a plan to communicate and orient management and staff on the EVP tools and processes.

Social Services Solutions Modernization Project (SSSMP)

Go-live with on-line applications was the first phase of the SSSMP Project. The next phase of the project is the implementation of a self-sustaining, modernized case management solution beginning in the Spring 2013. The existing SDMT technology 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.

Over the next few months, the project will continue to engage as many stakeholders as possible by hosting design engagement sessions. These sessions will provide an opportunity for staff to share their ideas on the design of the new solution.

For more information on the SSSMP Project, please click [here](#).

Employment Ontario

The DSB staff continues to work diligently serving over 40 new clients in the last 9 months and 48 others on an ongoing basis through the Employment Ontario (EO) Program offered in the Sudbury North Region. It was recommended back in September 2011 during an audit by the Ministry of Training, Colleges and Universities that the DSB hire another Employment Consultant/Job Developer to help with the marketing and promotion of the EO program. This new temporary contract position will be starting in January 2012.

Social Housing

Applicants

During the period, 74 new applications were approved and another 106 were cancelled for various reasons. As of the end of the year, the total applicants on the waitlists were 442. This number represents an overall increase of 12.3% as compared to last quarter.

Tenants

During the quarter, 12 new tenancies were created from waiting list applicants, including 2 Special Priority, 1 transfer and 1 tenant relocation. There were 2 evictions and 14 move-outs.

Revenues

Rental Revenues for the quarter remained on par with the previous quarter, but down from projected budgeted revenues. The quarter showed rental revenues of \$261,570 and at year end, the annual rental revenue are under budget by \$19,853.

Arrears

Rental Arrears for the quarter averaged 2.3% falling below the target of 3% of rental revenues. Our integrated services department work together to effectively collect outstanding rental revenues.

Housing Services Act (HSA)

Throughout the quarter, there were numerous conference calls related to the forthcoming changes to Housing Legislation. A working group was created to do a Housing Services Act (HSA) analysis to identify changes and a comparison to the Social Housing Reform Act (SHRA). The DSSAB/CMSM's of all areas participated in these meetings. The result was a thorough evaluation of the impact that the new Legislation will have on the sector and a better understanding of where changes to Policy may be required.

DSSAB/CMSM's, OMSSA, Housing Services Corporation and MMAH continue to collaborate to provide DSSAB/CMSM's support and tools to make the transition go smoothly.

Tenant Workshops

During the final quarter Social Housing staff participated in some very interesting and interactive events with our residents. In early October in conjunction with the Sudbury & District Health Unit, local residents of our buildings were invited to participate in a cooking workshop with Local Community Food Advisors. This workshop focused on cooking for one or two and was completely "hands on". Residents worked with the Community Food Advisors to prepare some quick and easy healthy recipes. Participants sampled their creations which included three easy meal ideas and one dessert. All recipes were budget conscious, ringing in at about \$1.50 - \$2.00/person.

Infrastructure & Asset Management

Chapleau Integrated Social Services Office

All renovations were completed in the fourth quarter of 2011. The building is now equipped with an accessible entrance and accessible washrooms. Two additional offices have been added to accommodate the additional Employment Ontario Staff person and allow for the other office to be rented or used by itinerant services.

Manitowaning

A drainage issue at the back of the DSB Manitowaning property that resulted in water overflow to a neighbouring property was addressed. Final determination that this has been resolved will be confirmed during the 2012 spring thaw.

Foleyet EMS Base

Construction began in the summer, however, some issues that included location of an underground septic tank which was not on the Phase 1 environmental assessment and construction deficiencies were encountered that affected the schedule. Both issues were rectified and construction restarted in the fall of 2011. Construction on the base continues and is slated to be completed in the spring of 2012.

Investment in Affordable Housing

A new program called [Investment in Affordable Housing \(IAH\)](#) was introduced by the Ministry of Municipal Affairs and Housing (MMAH). The Manitoulin-Sudbury DSB was allocated \$1,015,176 for a four 4 year period from August 2011 to March 2015.

The new IAH program incorporates the CMHC Residential Rehabilitation Assistance Program (RRAP). For the period April 2007 to March 2010 the RRAP program has expended \$1,546,000 in the Manitoulin-Sudbury DSB jurisdiction. Additionally the Affordable Housing Program - Northern Repair component delivered by the DSB has expended \$2,557,000 over the same 4 year period. A total of \$4,103,000 was expended providing necessary home repairs in order to allow residence to remain in their homes. The new IAH allocation leaves a funding shortfall of \$3,087,782 in the repair component of the new IAH program.

Additionally two proposals totaling close to 7 million dollars for the construction of non-profit housing were reviewed. The [Town of Espanola Non-Profit Housing Corporation](#) and the [French River Health & Housing Co-operative](#) business cases were reviewed to ensure they met the minimum IAH guidelines for submission to the Ministry. Resolutions supporting both submissions and to letters to the Minister of Municipal Affairs & Housing for additional funding were approved by the Board.

The Manitoulin-Sudbury DSB is looking at a funding shortfall of over 10 million dollars in order to meet the current requests under the new Investment in Affordable Housing program.

Taking the above into consideration, the DSB Board approved the [IAH Program Delivery and Fiscal Plan](#) at the November Board meeting. This plan focuses on providing IAH funding under the Northern Repair/Ontario Renovates program components while continuing to lobby the province for additional funding for capital projects.

Summary

We have had a very busy fourth 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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