



## Manitoulin-Sudbury District Services Board 2010 Fourth Quarter Activity Report Feb. 24, 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 2010 fourth quarter financial report was presented to the Board and projects a year-end surplus of \$409,033. This surplus includes a Workplace Safety & Insurance Board (WSIB) rebate of \$141,000 and an increase in MOHLTC Funding for EMS of \$82,950, neither of which were known during the 2010 budget process. In addition the ODSP program which is administered by the Province came in with a surplus of \$73,619 which was unexpected. In 2011 municipalities will no longer be required to share in the cost of ODSP. The DSB surplus for 2010 would have been \$111,464 or 1.2% on \$9,046,622 municipal share without the above mentioned unpredictable surpluses.

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

In the 2008 Poverty Reduction Strategy, Ontario committed to reviewing social assistance with a focus on removing barriers and increasing opportunities for people to work. In November 2010, the government announced a Commission for the Review of Social Assistance in Ontario which will occur over the next 18 months.

The Province announced Ontario's Long-Term Affordable Housing Strategy, with a vision to improving access to adequate, suitable and affordable housing and providing a solid foundation on which to secure employment, raise families and build strong communities. More details of the strategy will be provided in the Social Housing section of this report.

The building of the new EMS Station in Little Current neared completion in December 2010 and plans are well underway to be fully moved into the new location by the end of February 2011.

## Children's Programs

### Child Care Providers

Child Care Providers met in November. The morning session was a Professional Development Training on job Insecurity and Commitment during Economic Uncertainty in relation to Extended Day Early Learning Kindergarten Program in Schools (EDELKP). There was a presentation on Bill 168, the Occupational Health and Safety Act (Violence & Harassment in the Workplace). Providers need to develop a policy on Work place Harassment/Violence. There are two levels of training, one for management and one for staff. It was suggested that management get trained and then it will be up to the Providers to bring this to their staff members.

Most Providers reported steady enrolment for the time being. They have also expressed how difficult it was to hire and retain qualified Registered Early Childhood Educators (RECE). Best Start Hub Leads are experiencing the same problem with hiring of qualified staff. Some Providers are in the process of opening their infant program.

### Full Day Early Learning Kindergarten Program (FDELKP)

On October 5, 2010 Assistant Deputy Minister Jim Grieve sent out the [Early Learning \(EL\) Memo # 11](#). Planning for Year 3 of Full-Day Early Learning Kindergarten (FDK) for the 2012-13 school year has been launched. This EL- Memorandum provides school boards with information about the planning steps for Year 3 FDK implementation. With this expansion, the program will reach 49% of projected kindergarten enrolment in Ontario. School Boards had to submit their school site selection by November 26, 2010. The Ministry intends to announce final approval of Year 3 FDK sites by early spring 2011. The Children's Programs Supervisor attended a meeting in Sudbury with the School Boards to further discuss their Year 3 schools identification. Six school sites have been submitted in the Manitoulin-Sudbury jurisdiction.

On December 16, 2010, Assistant Deputy Minister Jim Grieves sent [Early Learning Memo-12](#) on Regulatory Amendments for Full-Day Junior Kindergarten and Kindergarten and Extended Day Programs. The Minister announced a proposed new direction for Boards with respect to the role of third parties in operating before- and/or after-school programs for junior kindergarten and kindergarten pupils on school sites. This flexibility is intended to ensure optimal access for families to high quality before- and after-school programs across the province. This proposed new direction will be subject to the approval of the Legislature.

## **Northern Ontario Service Delivers Association (NOSDA) Child Care Managers Group**

The final report on Base Funding from the sub-committee was presented to NOSDA, who forwarded same to Jim Grieve. One of the recommendations is that additional funding is required in order to ensure viability of Child Care Providers. The child care system is complicated and needs to be streamlined. A recommendation in the report was that funding for child care be similar to schools, although this is also a complicated formula which is based on the previous year and looks at a number of variables such as geography and population.

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

The group met in October and in November. OMSSA will develop a paper to present to the Provincial Committee on Rural issues. OMSSA will be sending out a survey to all the CMSMs and DSSABs about the state of rural child care. The goal is to educate others on the realities of rural child care, and to advocate for positive changes within our rural communities. OMSSA will be collecting concrete data from service managers about the state of rural child care.

## **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. 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.

## **Best Start Network**

The Manitoulin-Sudbury Best Start Network is looking at hiring a facilitator to guide the Network in reviewing and updating the existing Terms of Reference. A tentative date for a full day workshop has been set for April 18, 2011. In early 2011, the Ministry of Children and Youth Services (MCYS) and the Ministry of Education will be holding their annual Regional Best Start Network meeting in Thunder Bay. The Network will utilize some of the planning dollars to send members to this conference. Planning dollars will also be used for the development of a website, video for advertising and branding of the four Best Start Hubs/Child and Family Centres.

## **Emergency Medical Services**

### **ZOLL Electronic Patient Charting Records (EPCR) Data**

We have been using a new Electronic Patient Charting program from ZOLL since July 28, 2010. A variety of reports are available now that we have control on our data. The EMS team is working on gathering reports containing the most effective information.

### **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. We provided follow-up to the MOHLTC on all the outstanding recommendations and await their final response.

### **New EMS Station**

The building of the new Little Current EMS Station reached near completion by the end of the 4<sup>th</sup> quarter. Plans are to be fully moved into the new location by the end of February 2011. Once the spring arrives there will be an open house at the new base where all residents of the community can come and see their local EMS Station.

### **InfoPath Forms**

The EMS Department has started the use of a forms generating program which is available in the Microsoft Office suite, called InfoPath. This program integrates nicely within the SharePoint web program. Combined, the two programs offer efficiencies in tracking and reporting, and create an ease of use via internet browser forms. An increased level of communication is also a feature of the system whereby the form submitter gains the ability to see that their form was successfully submitted and also the knowledge of where their form is in the approval process. The first form being utilized is the Ambulance Deep Clean Log which will more efficiently help us to maintain compliance when tracking vehicle cleanliness.

### **Public Access Defibrillator (PAD) Program**

Round 3 distributions of public access defibrillators was completed by the end of the 4<sup>th</sup> quarter. The total number of Automatic External Defibrillator's (AED's) in our communities is now at 78, plus 18 within DSB properties for a total of 96 AED's. Additionally, through the Ontario Heart and Stroke Foundation's Restart a Heart, a

Life Program and the Chase McEachern Tribute Fund, it is estimated that nearly 1,000 citizens within our communities have been trained in CPR and use of the AED's.

## **Ontario Works**

### **Employment Ontario**

Employment Ontario Services are currently being offered in Sudbury North from our Chapleau Integrated Services Office. Our caseload totals 70, 4 referrals have gone to Second Career and 7 clients have been placed with employers for either an apprenticeship program or work experience. In mid-November, our Employment Consultant/Job Developer gave his resignation. We are happy to welcome Gisèle Noël to our team as the new Employment Consultant/Job Developer for the Sudbury North Region.

### **Ontario Works Caseload**

The Ontario Works Caseload has stabilized in the past 6 months at an average of 482 during this 4th quarter. We have seen a spike of 5% in the caseload from November to December, with 35 new applications within one month. This is due to the seasonal time of year ending and contract work terminating as the winter months approached. In the 3<sup>rd</sup> quarter, the Ontario Works Allowance gross budget deficit was \$123,314; the municipal share was \$23,923. At the end of the 4<sup>th</sup> quarter, the Ontario Works Allowance gross budget deficit is \$89,845; municipal share is \$17,884.

### **Social Services Solutions Modernization Project (SSSMP)**

The Ministry 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 beginning in the spring of 2011. Staff are attending information sessions in order to understand the process with this new way of taking applications.

### **Social Assistance Rates increase effective December 1<sup>st</sup>, 2010**

In the 2010 Ontario Budget, the government announced a one per cent increase to social assistance rates. This change was effective December 1<sup>st</sup>, 2010. The province paid 100% of the cost of the one per cent increase in rates for the month of December 2010 only. Municipalities will share in the cost of the one percent increase in 2011.

## Ontario Announces a Comprehensive Social Assistance Review

In November 2010, the government announced its plans for a major review of social assistance programs as a first step in developing an action plan to make social assistance:

- more effective at getting people into jobs;
- easier to understand;
- more accountable to taxpayers; and
- work better with other federal, provincial and municipal income security programs such as Employment Insurance.

The review is one of the government's key commitments under the Poverty Reduction Strategy. It will take place over 18 months (January 2011 to June 2012) and will:

- recommend ways to improve people's ability to find and keep jobs, and guarantee security for people who cannot work;
- examine and determine the effectiveness of social assistance and its role in relation to other parts of Canada's income security system; and
- define Ontario's position regarding the federal government's responsibility for Ontarians' income security.

You can find more detail on this in the [Issue Report](#).

## Special Diet Allowance (SDA)

The 2010 Provincial Budget announced the elimination of the Special Diet Allowance (SDA) and the creation of a nutritional supplement program for people with severe medical needs.

In November 2010, changes to the Special Diet Allowance were also announced. The government has announced the continuation of the SDA within social assistance. The allowance will be examined within the context of the broader social assistance review along with other targeted benefits. The Ministry will work closely with all Ontario Works delivery agents to implement these changes.

## Social Housing

### Long Term Affordable Housing Strategy (LTAHS)

The province announced the long awaited release of the Long Term Affordable Housing Strategy (LTAHS). Providers have been hearing of this for some time now and many meetings and consultations have taken place prior to the release. As the

Strategy and the accompanying Bill (Bill 140) continue to receive consideration (2<sup>nd</sup> reading in the House), providers continue to meet and receive information from the Ministry on anticipated changes to both the legislation and the Social Housing Reform Act. Changes here will change the direction of Social Housing to a more innovative and people centered approach to better reflect the vision of human services integration in our Province. You can find more information on this strategy by viewing [Ontario's Long Term Affordable Housing Strategy - Building Foundations: Building Futures Report](#) or by reviewing the [DSB Issue Report](#).

### **Northern Repair Program**

In March 2010 the DSB received an additional \$330,000 as part of the first year of the AHP program. This money was allocated to 15 applicants and 11 applicants have completed their repairs.

For year two we received an allocation of \$800,000. All of this money has been allocated to 38 applicants. Fifteen projects have been completed. Total paid out to date is \$390,504.

### **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. Eighteen projects have been completed for a total value of \$351,249. In addition to this, under the Renewable Energy Initiative (REI), we also received a funding increase of \$240,000 for the installation of a Geo Thermal Make Up Air heating unit at our Mindemoya site and another \$19,509 which we plan to use at our Warren site for fire/safety upgrades.

### **Applicant Activity**

From October-December there were 94 new applications approved. Of the total applications on file, we were able to house 15. An additional 59 applicants were removed from the waiting list due to cancellations. The overall change to the waiting list for the quarter was an increase of 21 applicants or 7.3% increase.

### **Tenant Activity**

During this period 25 tenants vacated their units for various reasons. Also it should be noted that we were successful in filling all outstanding vacancies in our Sudbury East (Warren) location, ending the year with only one vacancy. We have been plagued with vacancy issues in this location all year.

## Rental Revenues

Revenues continue to be below anticipated projections for 2010. Unit vacancy issues saw improvement during the fourth quarter however revenues for the year are still \$40,203 under budget.

## Property Management Software

Our new Yardi Co-ordinated Access program is functioning well with all applicants now in both systems. We are confidently working towards finalizing the waitlist by amending the status of applicants who have been housed or cancelled. Once completed, we will be fully functional in only one environment. We move forward now to the property management side and are working closely with our team of Yardi professionals to ensure a smooth transition from Enterprise to Voyageur. Yardi staff attended our office in early December to provide staff with training on the new system and to troubleshoot the upgrade.

## Social Housing Policy & Procedures Manual

We are also proud to have completed our updated Policies and Procedures manual and had these approved by the Board for implementation on December 1<sup>st</sup>, 2010. The project was challenging, but with good supports from the team we were able to successfully implement many new policies to assist with operation of the program. The New Social Housing Policy Manual can be found on the DSB website by following this link: [Social Housing Manual](#)

## 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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