



COUNTY OF WELLINGTON

COMMITTEE REPORT

AD-22-07

To: Chair and Members of the Social Services Committee
From: Luisa Artuso, Social Services Administrator
Date: Wednesday, September 14, 2022
Subject: Increased Drop-In Hours in Downtown Guelph

Background:

This report provides further information on the possibility to increase 4 hours of service at a shelter or drop-in centre located in downtown Guelph as requested at the Social Services Committee held on July 21, 2022.

Update:

Emergency Overnight Shelter – Stepping Stone

Stepping Stone is a non-profit organization established in 1983 to help end homelessness in Guelph-Wellington by helping individuals and families experiencing homelessness step forward on a path toward securing permanent housing.

The mandated provision of emergency shelters in the County's role as the Housing Service Manager is primarily contracted to Stepping Stone who currently operate 2 emergency shelters supported with funds provided by the Housing Division:

Holiday Inn located at 545 Silvercreek Parkway North – Open 24/7 with 48 rooms
The Stepping Stone at 23 Gordon – Open 8 pm to 8 am with up to 27 beds

The 23 Gordon location originally operated as a drop-in centre and transitioned to be solely an emergency shelter during the pandemic. In consulting with Stepping Stone to increase hours at this location, County staff were informed that the organization is not in a position to extend their current operating hours due primarily to staff shortages. They also shared that because the beds are side-by-side, individuals who use this emergency shelter tend to leave shortly after they wake up in the morning so they are unlikely to remain on their beds if hours were extended until noon, especially during warm weather.

Drop-In Services – Royal City Mission Church

Royal City Mission (RCM) was officially founded in 1993 and is a registered charity. In 2005, RCM purchased 50 Quebec Street in Guelph and began offering Saturday Night Dinners in 2008. Currently, RCM offers a Worship Service on Sundays, drop-in services from Monday to Saturday (warming centre and meals), as well as many other programmes to bring people together in a safe and loving environment.

Before 2020, RCM provided drop-in services for 4 hours per day, 6 days per week. In the fall of 2020, RCM offered to increase their drop-in services from 4 hours to 8 hours per day on an emergency basis in order to fill a large gap in people needing a place to go during the pandemic. To support RCM, the Housing Division quickly provided them with a portion of one-time COVID provincial funding totaling approximately \$70,000 per year. This one-time funding allocation continued into 2021 and 2022.

As of September 2022, RCM is serving up to 150-170 meals per day with lunch and dinner being provided Monday to Friday and dinner provided on Saturdays. They also have a storage box system for those that would like to store their personal items.

Over time, RCM realized that the costs incurred to deliver the extra 4 hours surpasses the amount provided by the Housing Division. It is important to note that the provision of drop-in programmes is not mandated in the County's role as the Housing Service Manager and one-time funding allocations from the Housing Division to RCM is set to end in 2022.

In consulting with RCM to extend their current hours to 12 hours (8 am to 8 pm), RCM informed County staff that they are interested in expanding their services to 12 hours/day.

However, they need:

- a. To address current fiscal and staffing challenges to deliver the current 8 hours of services. RCM will need a total of \$224,874.00 in community funds to sustain the current 8 hours of drop-in services per day, 6 days per week.
- b. An additional commitment of \$53,848.00 in community funds will be needed to extend services for 4 hours (12 hours in total) for a period of 12 months. (The original request to increase hours for a period of 6 months is insufficient to secure staffing and to meet the needs of the community especially over the winter months.)

To note:

RCM will contribute \$204,288.00 from donations to sustain 8 hours/day (total annual budget = \$429,162.00).

RCM will contribute an additional \$45,557.00 from donations towards increasing services to 12 hours/day (total increase for addition 4 hours from 8 hours to 12 hours = \$99,405.00).

Financial Implications

Total community funds of \$278,722.00 provided with 100% municipal discretionary funds would result in \$27,872.00 for the County and \$250,850.00 for the City in 2023. The traditional shelter system City/County cost split sits at approximately 90% City and 10% County. Any changes to the cost split will be reviewed as part of the County's 2023 budget process.

Housing Services has also entered into a service contract with Stepping Stone for an additional FTE 6-month Street Outreach Worker position (September 2022 to February 2023) to be dedicated to RCM. This position will be funded within the Housing Division budget as it is a mandated service.

| Total Budget 2023 | Royal City Mission Funds | Community Funds |
|-----------------------|--------------------------|-----------------------------|
| 8 hours \$429,162.00 | \$204,288.00 | \$224,874.00 |
| | | City Portion \$ 202,387.00 |
| | | County Portion \$ 22,487.00 |
| 4 hours \$99,405.00 | \$45,557.00 | \$53,848.00 |
| | | City Portion \$ 48,463.00 |
| | | County Portion \$ 5,385.00 |
| 12 hours \$528,567.00 | \$249,845.00 | \$278,722.00 |
| | | City Portion \$ 250,850.00 |
| | | County Portion \$27,872.00 |

Recommendation:

That with the concurrence of the City of Guelph, the Royal City Mission be requested to commence 8:00 am – 8:00 pm drop-in service at its Quebec Street location effective January 1, 2023 as detailed in the report entitled, "Increased Drop-in Hours in Downtown Guelph", dated September 14, 2022; and,

That the County contribute \$27,872 in 100% municipal funds in 2023; and,

That the City of Guelph be requested to confirm its operating contribution of \$250,850 at its December 13, 2022 Council meeting; and,

That the extension of hours be reviewed in the Fall of 2023 by County and City staff, and considered for funding by the County and the City in 2024 budgets.

Respectfully Submitted,



Social Services Administrator

Information Report



To Chair and Members of the Social Services Committee

From Stephen Dewar, Chief and General Manager, Guelph-Wellington Paramedic Service

Date September 14, 2022

Subject **Paramedic Service Response Performance 2021 and Performance Plan 2023**

Executive Summary

Purpose of Report

To provide a report on the performance of the Guelph Wellington Paramedic Service against the 2021 Response Time Performance targets as set by the City of Guelph Council, and to advise of the proposed Response Time Performance Plan (RTPP) for the Paramedic Service for 2023, and to inform Committee of significant pressures that may affect the service's ability to meet the targets for 2022 as set by the City of Guelph Council in 2021.

Key Findings

In 2021 Guelph-Wellington Paramedic Service could not fully meet the targets and compliance rates set by the City of Guelph Council. Causes included pressures from increased call volumes, the ongoing pandemic and the relatively new pressure of hospital offload delays.

Report

Response times to emergency calls are an important key indicator for Paramedic Services. Patient outcomes can be directly related to those times and overall community satisfaction and perception of the service delivered can also be affected by the time it takes for an ambulance to arrive at the scene of an emergency.

Response times to emergency calls are affected by the location of the nearest available ambulance to the site of an emergency. Guelph-Wellington Paramedic Service uses a complex deployment model to move available ambulances to predetermined locations as other ambulances are assigned to calls. As fewer ambulances become available, the locations are wider spread and response times increase. GWPS has used computer modelling to ensure that the most appropriate station and deployment locations are being utilized.

City of Guelph Council is required to set the desired response times for the service for the upcoming year by October 31, and the actual annual performance results are reported to the Provincial Ministry of Health by March 31 of the following year.

The purpose of setting response time targets is to provide the residents of our area with a reasonable expectation of ambulance response times in their community, and to provide some accountability and transparency around the provision of the Paramedic Ambulance Service.

Performance targets are set in the form of a Response Time Performance Plan (RTPP), which establishes a target response time and compliance level to that target for each of five (5) categories of medical emergencies. The categories are based on the severity of the patient's illness or injury and are defined based on the Canadian Triage Acuity Scale (CTAS), which is a score shared by hospitals and other services across Canada.

The five levels of CTAS include:

- CTAS 1 – requires resuscitation (i.e., cardiac arrest)
- CTAS 2 – requires emergent care (i.e., major trauma)
- CTAS 3 – requires urgent care (i.e., mild shortness of breath)
- CTAS 4 – requires less urgent care (i.e., minor trauma)
- CTAS 5 – requires non-urgent care (i.e., sore throat)

A sixth response time measures the time to deliver a cardiac defibrillator to the scene of a Sudden Cardiac Arrest (SCA). Because this can include Public Access Defibrillators, Fire departments or other allied agencies arriving first, actual response times, especially with public access defibrillators, are often difficult to capture consistently. This time is set by the Ministry of Health at six (6) minutes, but the expected compliance rates to that target are set by Council.

Performance in 2021

As indicated in the chart below, Guelph Wellington Paramedic Service was not able to fully meet or exceed all the targets set by the City of Guelph Council for responses in 2021. As reported to Committee, one significant challenge that affected service delivery was a significant increase in the number and duration of hospital offload delays experienced at the Guelph General Hospital. An offload delay occurs when paramedics arrive at the Emergency Department and hospital staff are unable to assume care for the patient within 30 minutes, requiring that paramedics stay at the hospital caring for the patient for an extended period. Offload delays at the Guelph General Hospital were historically relatively rare and related to an exceptional surge in call volumes or other specific events. Beginning in late August of 2021 offload delays became a more frequent occurrence and involved multiple teams of paramedics, causing fewer ambulances to be available in the community and increasing the response times to emergency calls. In 2021, GWPS paramedics cared for patients in offload delay for more than 4,900 hours. This includes a dramatic increase in delays lasting greater than 90 minutes, increased by over 300% from 2020.

Other factors that affected response times in 2021 included an increase in call volumes by 14% over 2020. A similar pattern of increasing call volumes is being experienced by most paramedic services in Ontario and internationally. In addition, paramedics continue to be required to take extra time on scenes and after calls because of the COVID pandemic – donning additional Personal Protective Equipment and utilizing enhanced cleaning practices.

The table below illustrates the approved RTPP for 2021, and Guelph-Wellington Paramedic Service's compliance with its response time targets. The Paramedic Service was required to report these results to the Ontario Ministry of Health by March 31, 2022.

| CTAS Category | Response Time Target | 2021 Target Compliance as approved by Council (October 2020) | 2021 Actual Compliance Rate |
|-----------------------|-----------------------------|---|------------------------------------|
| Level 1 | 8 minutes (set by MOH) | 65% | 65% |
| Level 2 | 10 minutes | 75% | 76% |
| Level 3 | 15 minutes | 90% | 89% |
| Level 4 | 15 minutes | 90% | 87% |
| Level 5 | 20 minutes | 90% | 94% |
| Sudden Cardiac Arrest | 6 minutes (set by MOH) | 65% | 52% |

The RTPP is a good retrospective measurement of performance but is less useful as a planning tool. The Service needs to attempt to arrive at all calls as quickly as possible because the severity of the patient's condition, or their CTAS level, cannot be verified before a Paramedic arrives.

Response Time Improvement Strategies

In addition to the dynamic deployment methodology for the available ambulances mentioned earlier in this report, GWPS continues to make efforts to improve response times to emergency calls. The Community Paramedicine program provides non-emergency services to high-risk individuals in the community to reduce the incidents of emergencies occurring in addition to ensuring that these

individuals receive the most appropriate care and avoid hospitalizations, reducing the strain on the hospital system. There is evidence that this program is having some success in achieving these goals.

GWPS has also taken advantage of recent changes to Provincial legislation that allows paramedics to transport some patients to alternate destinations instead of the Emergency Department. Although the number of patients being diverted is relatively small, this change reduces the number of people presenting to the hospital, improving patient flow, and reducing offload delays. The province has recently announced an expansion of these programs, but details have not yet been announced.

Efforts to Maintain response times have also included incremental enhancements to the paramedic service over several years to address the increasing call volumes. An additional 12 hours of paramedic ambulance service, seven days per week was approved for 2022 and added in January.

Finally, GWPS has utilized information from an earlier consultant's report and computer mapping to determine the appropriate location and establish a permanent paramedic station in the downtown core of Guelph, located at the corner of Gordon and Fountain Street. This location will allow responses in a timelier manner to a high volume of calls in the downtown Guelph area. Further future improvements in response time may be realized through our discussions with the County of Wellington in which the County will build paramedic stations in locations identified in that report. Unfortunately, the timing of those projects has been delayed for several years.

2023 Response Time Performance Plan

GWPS predicts a continued increase in emergency call volumes in 2023. The resulting pressures are expected to be offset to some degree by the staffing enhancements added in 2022 and by the relocation of the downtown Guelph paramedic station. With the pressures of increased call volumes, we do not predict a significant improvement in response times.

The impact of hospital offload delays is more difficult to predict and outside of the control of GWPS. The timing and duration of periods of high incidents of offload delays cannot be predicted, and it is not possible to adjust staffing patterns or deployment plans to fully compensate for this pressure.

Given this uncertainty, the City of Guelph Council accepted our recommendation to maintain the current RTPP targets and compliance rates for 2023:

| Canadian Triage Acuity Scale Levels | Response Time Target | Compliance Rate Recommended to Council |
|--|------------------------------------|---|
| CTAS Level 1 | 8 minutes (set by the Province) | 65% |
| CTAS Level 2 | 10 minutes | 75% |
| CTAS Level 3 | 15 minutes | 90% |
| CTAS Level 4 | 15 minutes | 90% |
| CTAS Level 5 | 20 minutes | 90% |
| Sudden Cardiac Arrest | 6 minutes (set by the Province) | 65% |

Guelph-Wellington Paramedic Service will continue to strive to meet or exceed these targets and compliance rates using best practices in deployment strategies and practices.

Respectfully Submitted by:



Stephen Dewar
General Manager / Chief
Guelph-Wellington Paramedic Service
519-822-1260 ext. 2805
Stephen.dewar@guelph.ca

This report was recommended by:
Colleen Clack-Bush
Deputy Chief Administrative Officer
Public Services, City of Guelph
519-822-1260 extension 2588
colleen.clack-bush@guelph.ca



COUNTY OF WELLINGTON

COMMITTEE REPORT

To: Chair and Members of the Social Services Committee
From: Jackie Osti, Manager Purchasing & Risk Management Services
Date: Wednesday, September 14, 2022
Subject: Tender Award – Roof Replacement 51 John Street

Background:

Staff recently issued Project No. CW2022-039, a tender for replacement of the roofing system at 51 John Street in Harriston, Ontario in accordance with the detailed specifications.

The scope of work involves removing and replacing the existing layer of shingles with metal shake shingles and the eaves trough system and roof stacks. Repairing/replacing plywood decking where required. The award includes an option to install a two-pipe fence style snow guard system.

On Wednesday July 6, 2022, bid submissions were received from contractors as follows, with pricing shown exclusive of H.S.T. @13% -

| COMPANY NAME | Total Bid Price + Option 2 |
|--|----------------------------|
| Wm. Green Roofing Ltd., Guelph | \$247,582.75 |
| Semple Gooder Roofing Corporation, Toronto | \$250,840.95 |
| Flynn Canada Ltd., Cambridge | \$275,232.79 |
| Atlas-Apex Roofing Inc., Etobicoke | \$418,257.71 |

Staff are recommending awarding to the lowest bidder meeting the specifications, Wm. Green Roofing Ltd., of Guelph at the total tendered amount of \$247,582.75 excluding H.S.T. @ 13%.

Consulting fees for this project are estimated at \$10,500.00 excluding H.S.T. @ 13%.

Funding for the project is outlined in the attached Financial Schedule.

Recommendation:

That County of Wellington Project No. CW2022-039 a tender for the replacement of the roofing system at 51 John Street in Harriston, Ontario specified be awarded to Wm. Green Roofing Ltd., of Guelph, Ontario at the total tendered amount of \$247,582.75 excluding H.S.T. @ 13%; and

That the funding for this project be approved as set out in the attached schedule; and

That the County Treasurer be authorized to transfer the additional funding for this project from the Housing Capital Reserve; and

That staff be authorized to issue the Purchase Order for the contract; and

That the Warden and County Clerk be authorized to sign the required contract documents and staff issue the necessary purchase orders.

Respectfully submitted,

A handwritten signature in cursive script that reads "Jackie Osti".

Jackie Osti
Manager,
Purchasing and Risk Management Services

FINANCIAL SUMMARY

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| COUNTY OF WELLINGTON CAPITAL PROJECT EXPENDITURE AND FINANCING SCHEDULE |
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Project name: 51 John Metal Roof Install
Project number : 21520271

PROJECT COSTS

| | <u>Total</u> |
|-----------------------------|------------------|
| Tendered Construction Cost* | \$251,900 |
| Consulting Fees | \$10,500 |
| Contingency | \$27,600 |
| Project total | <u>\$290,000</u> |

* includes net cost to County of HST

PROJECT BUDGET APPROVALS AND FINANCING

| | Gross cost | Municipal Recovery | Housing Capital Reserve |
|---------------------------------------|------------|-----------------------|-------------------------------|
| 2022 Capital Budget | \$ 240,000 | \$ 183,000 | \$ 57,000 |
| | \$ 240,000 | \$ 183,000 | \$ 57,000 |
| Funding Adjustment | \$ 50,000 | \$ 37,500 | \$ 12,500 |
| Revised cost and sources of financing | \$ 290,000 | \$ 220,500 | \$ 69,500 |



COUNTY OF WELLINGTON

COMMITTEE REPORT

To: Chair and Members of the Social Services Committee
From: Jackie Osti, Manager Purchasing & Risk Management Services
Date: Wednesday, September 14, 2022
Subject: Tender Award – Roof Replacement Applewood/Sunset

Background:

Staff recently issued Project No. CW2022-036, a tender for replacement of the roofing system at the Applewood/Sunset housing complex in Guelph in accordance with the detailed specifications.

The scope of work involves removing and replacing the existing layer of shingles with metal shake shingles and the eaves trough system and roof stacks. Repairing/replacing plywood decking where required. The award includes an option to install a two-pipe fence style snow guard system.

Due to the urgency of the repairs required at Blocks B & D staff awarded this part of the work expediently, therefore this report is a summary of the entire project and related blocks of work.

On Wednesday July 6, 2022, bid submissions were received from contractors as follows, with pricing shown exclusive of H.S.T. @13% -

| COMPANY NAME | Blocks A & C | Blocks B & D – Awarded July 22 nd |
|--|--------------|---|
| Semple Gooder Roofing Corporation, Toronto | \$298,136.25 | \$468,348.00 |
| Atlas-Apex Roofing Inc., Etobicoke | \$562,353.54 | \$852,586.45 |

Staff are recommending awarding Blocks A & C to the lowest bidder meeting the specifications, Semple Gooder Roofing Corporation of Toronto at the total tendered amount of \$298,136.25 excluding H.S.T. @ 13%.

The bid from Torino Construction limited of Markham was disqualified as they did not meet the mandatory certification requirement specified in the tender for having good standing in the Ontario Industrial Roofing Contractors Association.

Consulting fees for this project are estimated at \$35,110.00 excluding H.S.T. @ 13%.

Funding for the project is outlined in the attached Financial Schedule.

Recommendation:

That County of Wellington Project No. CW2022-036 a tender for the replacement of the roofing system at Blocks A & C at the Applewood/Sunset complex in Guelph as specified be awarded to Semple Gooder Roofing Corporation of Toronto, Ontario at the total tendered amount of \$298,136.25 excluding H.S.T. @ 13%. and

That the funding for this project be approved as set out in the attached schedule; and

That the County Treasurer be authorized to transfer the additional funding for this project from the Housing Capital Reserve; and

That staff be authorized to issue the Purchase Order for the contract; and

That the Warden and County Clerk be authorized to sign the required contract documents and staff issue the necessary purchase orders.

Respectfully submitted,

A handwritten signature in cursive script that reads "Jackie Osti".

Jackie Osti
Manager,
Purchasing and Risk Management Services

FINANCIAL SUMMARY

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| COUNTY OF WELLINGTON CAPITAL PROJECT EXPENDITURE AND FINANCING SCHEDULE |
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Project name: Applewood / Sunset Roofing Rep

Project number : 21510282

PROJECT COSTS

| | Total |
|-----------------------------|------------------|
| Tendered Construction Cost* | \$780,000 |
| Previously Incurred Costs | \$7,200 |
| Professional Fees | \$27,900 |
| Contingency | \$59,900 |
| Project total | \$875,000 |

* includes net cost to County of HST

PROJECT BUDGET APPROVALS AND FINANCING

| | Gross cost | Municipal Recovery | Housing Capital Reserve |
|--|-------------------|-----------------------|----------------------------|
| 2021 Capital Budget | \$ 20,000 | \$ 15,000 | \$ 5,000 |
| 2022 Capital Budget | \$ 790,000 | \$ 603,000 | \$ 187,000 |
| | \$ 810,000 | \$ 618,000 | \$ 192,000 |
| Funding Adjustment | \$65,000 | \$ 50,000 | \$ 15,000 |
| Revised cost and sources of financing | \$ 875,000 | \$ 668,000 | \$ 207,000 |



COUNTY OF WELLINGTON

COMMITTEE REPORT

To: Chair and Members of the Social Services Committee
From: Jackie Osti, Manager Purchasing & Risk Management Services
Date: Wednesday, September 14, 2022
Subject: Tender Award –Roof Replacement 39 Dawson Road

Background:

Staff recently issued Project No. CW2022-038 a tender for replacement of the roofing system at 39 Dawson Road in Guelph in accordance with the detailed specifications.

The scope of work involves removing and replacing the existing layer of shingles with metal shake shingles and the eaves trough system and roof stacks. Repairing/replacing plywood decking where required. The award includes an option to install a two-pipe fence style snow guard system.

On Wednesday July 6, 2022, bid submissions were received from contractors as follows, with pricing shown exclusive of H.S.T. @13% -

| COMPANY NAME | Total Bid Amount (Option 2) |
|--|-----------------------------|
| Semple Gooder Roofing Corporation, Toronto | \$186,068.00 |
| Wm. Green Roofing Ltd., Guelph | \$190,401.52 |
| Flynn Canada Ltd., Cambridge | \$227,642.04 |
| Atlas-Apex Roofing Inc., Etobicoke | \$313,935.68 |

Staff are recommending awarding to the lowest bidder meeting the specifications, Semple Gooder Roofing Corporation of Toronto at the total tendered amount of \$186,068.00 excluding H.S.T. @ 13%.

The bid from Torino Construction limited of Markham was disqualified as they did not meet the mandatory certification requirement specified in the tender for having good standing in the Ontario Industrial Roofing Contractors Association.

Consulting fees for this project are estimated at \$7,500.00 excluding H.S.T. @ 13%.

Funding for the project is outlined in the attached Financial Schedule.

Recommendation:

That County of Wellington Project No. CW2022-038 a tender for the replacement of the roofing system at 39 Dawson Road in Guelph, Ontario as specified be awarded to Semple Gooder Roofing Corporation of Toronto, Ontario at the total tendered amount of \$186,068.00 excluding H.S.T. @ 13%; and

That the funding for this project be approved as set out in the attached schedule; and

That the County Treasurer be authorized to transfer the additional funding for this project from the Housing Capital Reserve; and

That staff be authorized to issue the Purchase Order for the contract; and

That the Warden and County Clerk be authorized to sign the required contract documents and staff issue the necessary purchase orders.

Respectfully submitted,

A handwritten signature in cursive script that reads "Jackie Osti".

Jackie Osti
Manager,
Purchasing and Risk Management Services

FINANCIAL SUMMARY

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| COUNTY OF WELLINGTON CAPITAL PROJECT EXPENDITURE AND FINANCING SCHEDULE |
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Project name: Willow / Dawson Shingle Replace
Project number : 21510112

PROJECT COSTS

| | Total |
|--------------------------------|------------------|
| Tendered Construction Cost* | \$189,300 |
| Previously Incurred Misc Costs | \$0 |
| Consulting Fees | \$7,500 |
| Contingency | \$23,200 |
| Project total | \$220,000 |

* includes net cost to County of HST

PROJECT BUDGET APPROVALS AND FINANCING

| | Gross cost | Municipal Recovery | Housing Capital Reserve |
|---------------------------------------|------------|-----------------------|----------------------------|
| 2021 Capital Budget | \$ 20,000 | \$ 15,000 | \$ 5,000 |
| 2022 Capital Budget | \$ 150,000 | \$ 114,000 | \$ 36,000 |
| | \$ 170,000 | \$ 129,000 | \$ 41,000 |
| Project Surplus | \$ 50,000 | \$ 38,000 | \$ 12,000 |
| Revised cost and sources of financing | \$ 220,000 | \$ 167,000 | \$ 53,000 |



COUNTY OF WELLINGTON

COMMITTEE REPORT

HS-22-11

To: Chair and Members of the Social Services Committee
From: Mark Poste, Director of Housing
Date: Wednesday, September 14, 2022
Subject: Streamlining Rental and Utility Assistance

Background:

Housing Services receives a 100% provincial Homelessness Prevention Programme to provide programmes to help prevent experiences of homelessness. These programmes include our community's Diversion and Rapid Rehousing programme, Housing Focused Street Outreach, the Acute Intervention Programme, the Housing Stability Workers at Stepping Stone, and the Rental and Utility Assistance programmes operating out of various sites in the community.

The Rental and Utility Assistance programmes focus on stabilizing households in the home that they are already in and help to avoid experiences of homelessness. The programmes help households get caught up on rent payments if it will avoid an eviction and get caught up of utility costs if the assistance will reconnect or avoid the disconnection of a utility. The funding source for these programmes was originally funded through Consolidated Homelessness Prevention Programme in 2008, which transitioned to the Community Homelessness Prevention Initiative programme in 2013 and transitioned again in April 2022 into the Homelessness Prevention Programme. With every new iteration of these funding programmes, more and more flexibility was provided to the Service Manager to help provide additional opportunities to stabilize households at risk of losing their housing and ultimately to prevent experiences of homelessness.

Since 2007-08 the County has contracted three local community agencies to distribute rental and utility assistance to community members on the County's behalf. The Salvation Army (2007) currently receives an annual allocation of \$49,000 while the Community Resource Centre and the Stepping Stone (2008) receive \$50,000 and \$59,000 respectively.

In 2008, the County's Housing Stability Team also began delivering its own rent bank programme for non-social housing tenants, and since has also started to deliver:

- The Housing Stability Programme: assists with first and last month's rent, rent and utility arrears, and moving expenses
- Low-Income Energy Programme (LEAP) and Ontario Electricity Support Programme (OESP): provincial programmes which the Housing Stability Team manages the intake for on behalf of the province.
- Ontario Works Emergency Assistance: The Housing Stability Team can complete an Emergency Assistance Application for households or individuals who are not concurrently in receipt of OW or ODSP, that are in a crisis situation, such as an imminent loss of housing.

These programmes have been taken on by the County's Housing Stability team over the years, creating a consistent point of contact for these homelessness prevention programmes in the community. At

the same time, the Housing Services division teams have worked collaboratively with the Ontario Works teams to ensure streamlined access for recipients of social assistance.

Update:

During the pandemic, the County's Housing Stability team began looking at how different programmes could be consolidated to allow for streamlined delivery, encouraging consistent access to programmes and the prioritization of funding to support other parts of the homeless serving system. In January of 2021, the County committed in Committee Report HS-21-02 to reprioritizing the traditional commitment to Stepping Stone for rental and arrears assistance towards the operational needs at the new Grace Garden Supportive Housing project. The County receives limited funding to provide homelessness prevention supports to the Guelph-Wellington Community. In 2022, the Housing Stability Team saw an increase in the call volume for rental and utility arrears support. The increased cost of rent today has also led to an increase in rental arrears, along with high costs associated with first and last month's rent.

Streamlining Rental and Utility Assistance:

In summary, streamlining the services into one programme, will reduce the administrative burden on residents to receive assistance from multiple agencies and enhance our ability to maximize internal funding opportunities. Staff will be moving forward with the phase out of the arrears and utility support grants provided to the Community Resource Centre and the Salvation Army, and consolidating that funding into the County's Housing Stability Programme. The County will provide notice to the Salvation Army and the Community Resource Centre, indicating that funding will not be issued for the provision of rent and utility arrears beyond 2023. County staff will work with both agencies to create a referral pathway for households that require Housing Stability Programme funding after this consolidation has taken place.

Financial Impacts:

The arrears and utility assistance programme is fully funded through the provincial Homelessness Prevention Programme (HPP). The reallocation of \$99,000 in funding from the Salvation Army and Community Resource Centre is not expected to have any impact on the municipal budget in 2022 or future years.

Recommendation:

That the report #HS-22-11 Streamlining Rental and Utility Assistance document be received for information.

Respectfully submitted,



Mark Poste

Director of Housing

County of Wellington - Ontario Works



2019-22 County / City Caseload

| Monthly County of Wellington Caseload | 2019 | 2020 | 2021 | 2022 | Change From Previous Month Cases | Change From Previous Month % | Change From Previous Year Cases | Change From Previous Year % |
|---------------------------------------|-------|-------|-------|-------|----------------------------------|------------------------------|---------------------------------|-----------------------------|
| January | 398 | 375 | 289 | 300 | 13 | 4.5% | 11 | 3.8% |
| February | 397 | 371 | 286 | 318 | 18 | 6.0% | 32 | 11.2% |
| March | 402 | 383 | 291 | 342 | 24 | 7.5% | 51 | 17.5% |
| April | 414 | 386 | 292 | 355 | 13 | 3.8% | 63 | 21.6% |
| May | 411 | 370 | 290 | 355 | - | 0.0% | 65 | 22.4% |
| June | 402 | 350 | 284 | 352 | (3) | -0.8% | 68 | 23.9% |
| July | 381 | 330 | 289 | 338 | (14) | -4.0% | 49 | 17.0% |
| August | 381 | 322 | 287 | | | | | |
| September | 372 | 306 | 269 | | | | | |
| October | 374 | 316 | 265 | | | | | |
| November | 369 | 298 | 281 | | | | | |
| December | 354 | 296 | 287 | | | | | |
| Total | 4,655 | 4,103 | 3,410 | 2,360 | | | | |
| Average | 388 | 342 | 284 | 337 | | | 53 | 18.6% |

| Monthly City of Guelph Caseload | 2019 | 2020 | 2021 | 2022 | Change From Previous Month Cases | Change From Previous Month % | Change From Previous Year Cases | Change From Previous Year % |
|---------------------------------|--------|--------|--------|-------|----------------------------------|------------------------------|---------------------------------|-----------------------------|
| January | 1,612 | 1,680 | 1,279 | 1,315 | 51 | 4.0% | 36 | 2.8% |
| February | 1,600 | 1,697 | 1,241 | 1,334 | 19 | 1.4% | 93 | 7.5% |
| March | 1,610 | 1,712 | 1,243 | 1,394 | 60 | 4.5% | 151 | 12.1% |
| April | 1,611 | 1,772 | 1,222 | 1,397 | 3 | 0.2% | 175 | 14.3% |
| May | 1,658 | 1,667 | 1,212 | 1,409 | 12 | 0.9% | 197 | 16.3% |
| June | 1,669 | 1,578 | 1,201 | 1,434 | 25 | 1.8% | 233 | 19.4% |
| July | 1,668 | 1,522 | 1,203 | 1,425 | (9) | -0.6% | 222 | 18.5% |
| August | 1,699 | 1,482 | 1,176 | | | | | |
| September | 1,672 | 1,392 | 1,111 | | | | | |
| October | 1,647 | 1,355 | 1,108 | | | | | |
| November | 1,640 | 1,325 | 1,177 | | | | | |
| December | 1,651 | 1,297 | 1,264 | | | | | |
| Total | 19,737 | 18,479 | 14,437 | 9,708 | | | | |
| Average | 1,645 | 1,540 | 1,203 | 1,387 | | | 184 | 15.3% |

County of Wellington - Ontario Works



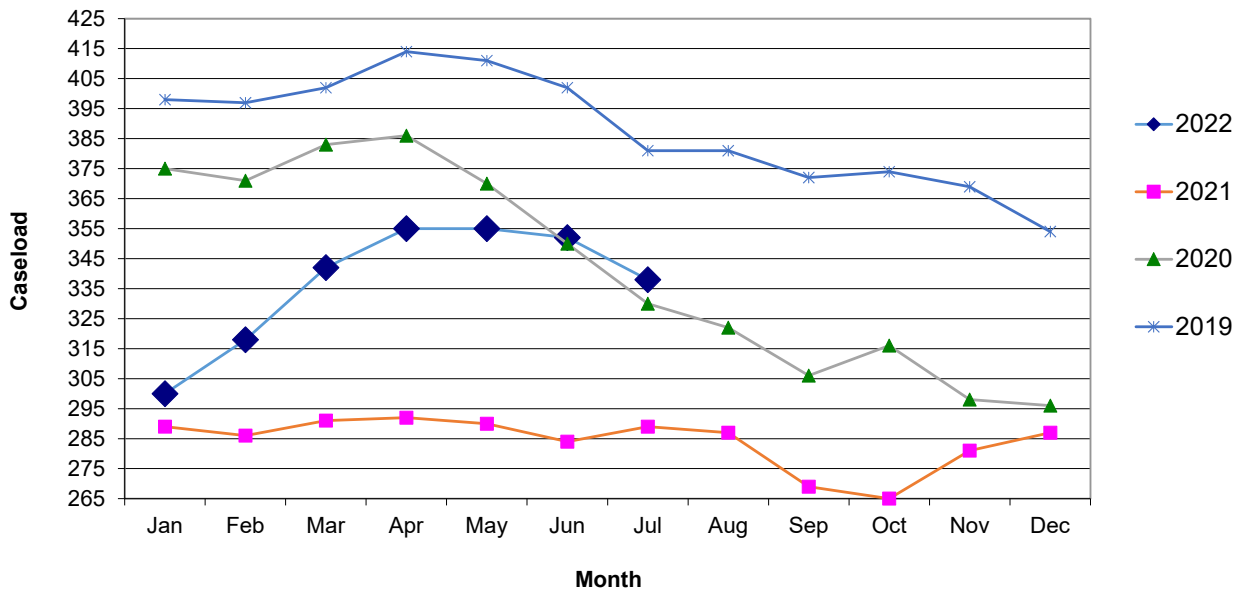
2019-22 County / City Caseload

| Monthly Total City and County Combined Caseload | 2019 | 2020 | 2021 | 2022 | Change From Previous Month Cases | Change From Previous Month % | Change From Previous Year Cases | Change From Previous Year % |
|---|--------|--------|--------|--------|--|---------------------------------------|---|--------------------------------------|
| January | 2,010 | 2,055 | 1,568 | 1,615 | 64 | 4.1% | 47 | 3.0% |
| February | 1,997 | 2,068 | 1,527 | 1,652 | 37 | 2.3% | 125 | 8.2% |
| March | 2,012 | 2,095 | 1,534 | 1,736 | 84 | 5.1% | 202 | 13.2% |
| April | 2,025 | 2,158 | 1,514 | 1,752 | 16 | 0.9% | 238 | 15.7% |
| May | 2,069 | 2,037 | 1,502 | 1,764 | 12 | 0.7% | 262 | 17.4% |
| June | 2,071 | 1,928 | 1,485 | 1,786 | 22 | 1.2% | 301 | 20.3% |
| July | 2,049 | 1,852 | 1,492 | 1,763 | (23) | -1.3% | 271 | 18.2% |
| August | 2,080 | 1,804 | 1,463 | | | | | |
| September | 2,044 | 1,698 | 1,380 | | | | | |
| October | 2,021 | 1,671 | 1,373 | | | | | |
| November | 2,009 | 1,623 | 1,458 | | | | | |
| December | 2,005 | 1,593 | 1,551 | | | | | |
| Total | 24,392 | 22,582 | 17,847 | 12,068 | | | | |
| Average | 2,033 | 1,882 | 1,487 | 1,724 | | | 237 | 15.9% |

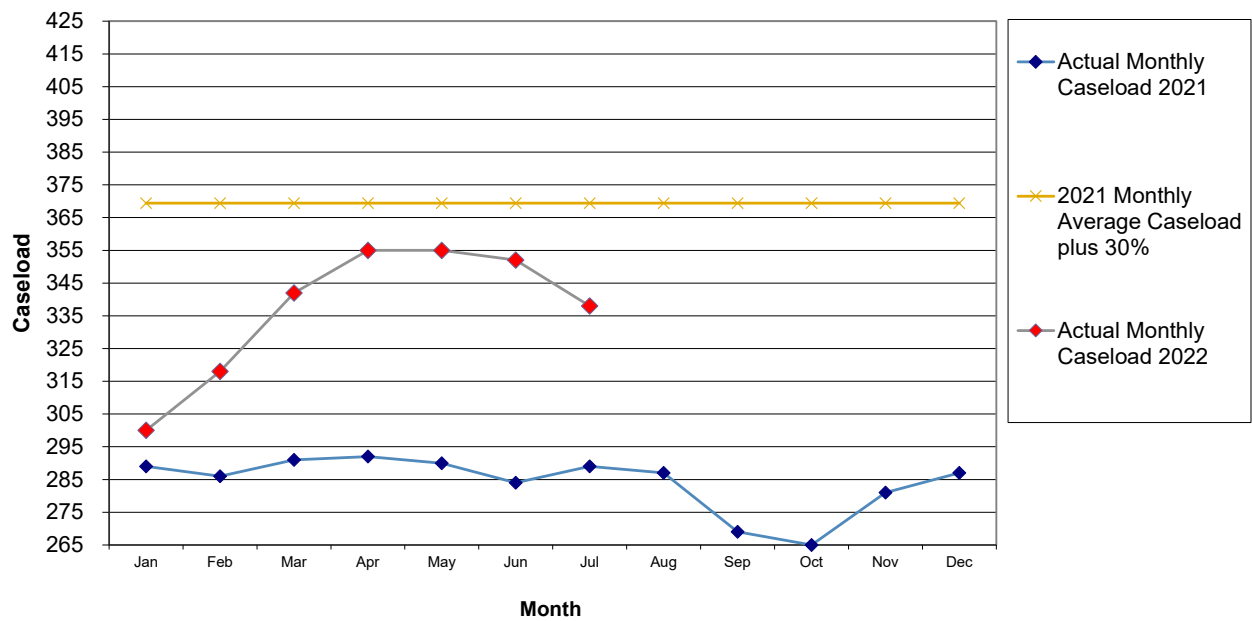
| Monthly City/County % Share of Caseload | City 2019 | County 2019 | City 2020 | County 2020 | City 2021 | County 2021 | City 2022 | County 2022 |
|--|-----------|----------------|-----------|----------------|-----------|----------------|-----------|----------------|
| January | 80.2% | 19.8% | 81.8% | 18.2% | 81.6% | 18.4% | 81.4% | 18.6% |
| February | 80.1% | 19.9% | 82.1% | 17.9% | 81.3% | 18.7% | 80.8% | 19.2% |
| March | 80.0% | 20.0% | 81.7% | 18.3% | 81.0% | 19.0% | 80.3% | 19.7% |
| April | 79.6% | 20.4% | 82.1% | 17.9% | 80.7% | 19.3% | 79.7% | 20.3% |
| May | 80.1% | 19.9% | 81.8% | 18.2% | 80.7% | 19.3% | 79.9% | 20.1% |
| June | 80.6% | 19.4% | 81.8% | 18.2% | 80.9% | 19.1% | 80.3% | 19.7% |
| July | 81.4% | 18.6% | 82.2% | 17.8% | 80.6% | 19.4% | 80.8% | 19.2% |
| August | 81.7% | 18.3% | 82.2% | 17.8% | 80.4% | 19.6% | | |
| September | 81.8% | 18.2% | 82.0% | 18.0% | 80.5% | 19.5% | | |
| October | 81.5% | 18.5% | 81.1% | 18.9% | 80.7% | 19.3% | | |
| November | 81.6% | 18.4% | 81.6% | 18.4% | 80.7% | 19.3% | | |
| December | 82.3% | 17.7% | 81.4% | 18.6% | 81.5% | 18.5% | | |
| Average | 80.9% | 19.1% | 81.8% | 18.2% | 80.9% | 19.1% | 80.5% | 19.5% |

Note: City/County splits are based on % municipal breakdown caseload report as a % of the Official Stats on the Operational Report

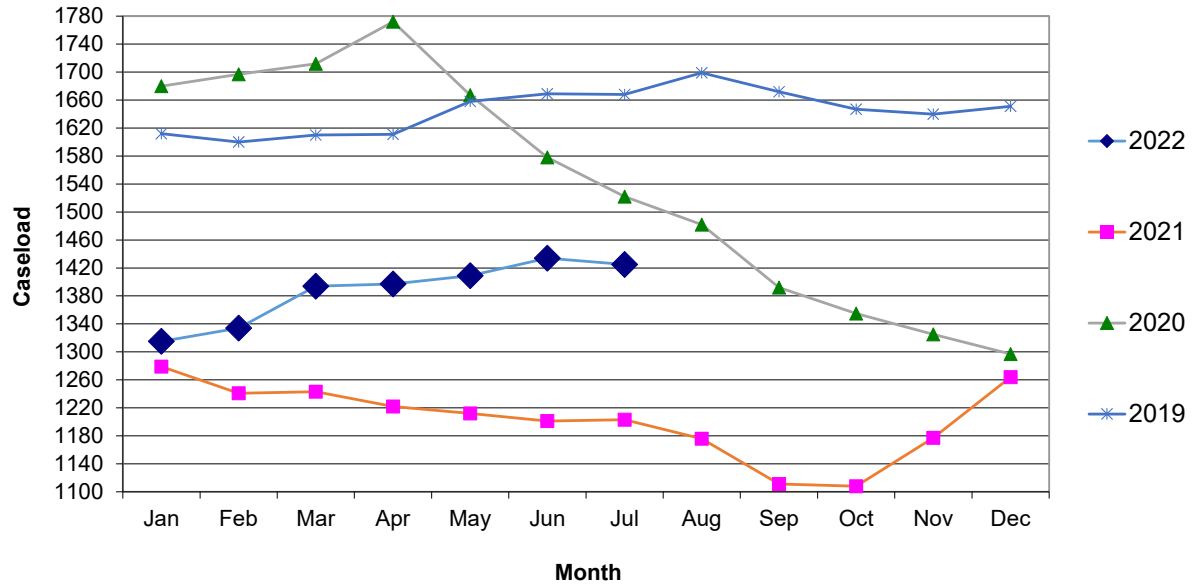
County of Wellington Ontario Works Caseload - January 2019 to July 2022



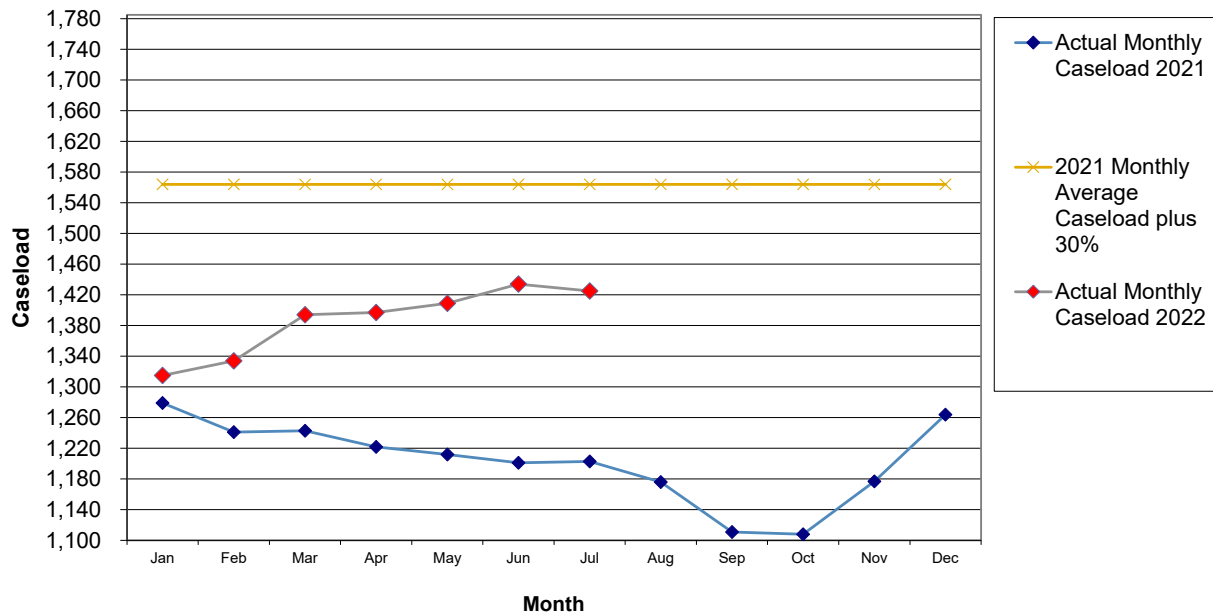
County of Wellington Ontario Works Caseload Budget/Actual Comparison



City of Guelph Ontario Works Caseload - January 2019 to July 2022



City of Guelph Ontario Works Caseload Budget/Actual Comparison





COUNTY OF WELLINGTON

COMMITTEE REPORT

OW-22-06

To: Chair and Members of the Social Services Committee
From: Stuart Beumer, Director of Ontario Works
Date: Wednesday, September 14, 2022
Subject: **ODSP and ACSD Monthly Assistance Rate Increase**

Background:

On August 25th, the Ministry of Children, Community and Social Services (MCCSS) sent a memorandum to all Municipal Service Managers detailing the province's announcement earlier in August to increase Ontario Disability Support Programme (ODSP) and Assistance for Children with Severe Disabilities (ACSD) monthly assistance rates by 5% effective September 2022. The government has indicated that this increase is happening now due to the rising cost of living, and a desire to better support persons with a disability and their families, who face extra expenses and barriers.

ODSP and ACSD Rate Increases:

The government is providing a 5% rate increase to the following ODSP and ACSD rates:

- Basic needs and shelter maximums for singles and families
- Board and lodge amounts for singles and families
- The amount provided for a couple where both have disabilities (double disabled maximum)
- Amounts for services provided by a Long-Term Care Home or a Specialized Care Residence
- The rate table used for calculating the income charge for sponsored immigrants living with their sponsor
- The maximum monthly amount that may be paid for a child through the ACSD programme

The 5% rate increase does not apply to any of the special purpose allowances or benefits that an individual may also be eligible to receive through ODSP, such as special diet allowances or mandatory special necessities to support medical needs.

The government also announced that they will tie future ODSP annual rate increases to inflation starting in 2023-24. Additional details related to this proposal are to be provided later this year.

Ontario Works Assistance Rates:

The government's rate increase announcement does not apply to rates, allowances, or benefits under the Ontario Works (OW) programme or the Temporary Care Assistance programme. Further information from the province indicated that OW is a programme of last resort for individuals and families and that the government will continue to focus on improving access to employment and training services for OW recipients. The government also cited that there are a variety of federal and provincial income-tested benefits available to low-income workers.

Current OW rates of assistance are not adequate to allow recipients to meet their basic needs or shelter costs. Increasing rental rates over the past number of years and more recent inflationary pressures increasing the cost of living have only served to make this situation more challenging. As a result, OW recipients often are required to spend significant time and energy accessing additional services and supports available in the community through charitable and non-profit agencies.

Previous and ongoing analysis of the Ontario Works caseload has clearly documented that many OW recipients are experiencing circumstances and challenges that make it difficult for them to obtain and maintain employment. These circumstances include:

- Single parents with care giving requirements
- Medical conditions that impact their daily living, including mental health concerns, substance use and mental illness
- Past experiences of abuse and trauma
- Previous and current experiences of homelessness

The long-standing and complex barriers experienced by many clients on OW has resulted in a local and provincial trend of long-term reliance on OW, with consistent year-over-year increases in the proportion of the caseload on assistance for longer than two years; locally this now represents 45% of the caseload.

The County continues to support advocacy efforts to increase Social Assistance rates and investments in services to help better meet the needs of OW recipients. This includes supporting the policy positions of the Ontario Municipal Social Services Association (OMSSA) related to adequate rates tied to inflation, enhancing rent scales and investing in support services. Failure to address the inadequacy of OW rates moving forward will also make it more difficult for the County to meet provincial outcome targets in our work with individuals and families.

Attachment: OMSSA Policy Brief, “Income and Employment Services in Ontario”, February 2022.

Recommendation:

That report OW-22-06, ODSP and ACSD Monthly Assistance Rate Increase, be received for information.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Stuart Beumer'.

Stuart Beumer
Director of Ontario Works



Income and Employment Services in Ontario



In Ontario, **Service System Managers** play a central role in the **planning, funding, administration and delivery** of income support (Ontario Works) and employment services

Across Ontario, Service System Managers are responsible for:

- Administering and delivering **Ontario Works (OW)** – also known as social assistance or income security – providing **financial and skills supports** to eligible individuals and families in their communities
- Providing **face-to-face case management** services to support people along the **continuum from income support to employment**
- Negotiating and maintaining **service contracts with local employment services providers** to ensure these needs are met in the most coordinated and effective ways
- Supporting people in **navigating and connecting to stabilization services**, to ensure they have the additional supports needed to thrive and be successful in finding and keeping employment
- **Setting local policies and developing operational and strategic plans**, in coordination with community service agencies, to meet the needs of their communities now and into the future
- **Co-funding the administration and delivery** of local income support and employment programs
- Ensuring that local income and employment services **meet provincial standards**
- Finalizing and implementing **Community Safety and Well-Being Plans** to coordinate human services with health, policing, educational and other vital services within communities
- Working towards **human services integration** to improve efficiency in services and outcomes

Ontario's 47 Service System Managers are **Consolidated Municipal Service Managers (CMSMs)**, or upper-tier (regional) and single-tier municipalities across Ontario, and **District Social Services Administration Boards (DSSABs)** in areas where there are no regional municipalities in Ontario's north

The **Value** of Service System Management in Income and Employment



The Service System Management role is critical

for the long-term success of and positive outcomes for Ontario's most vulnerable residents. There is a growing recognition of the value of providing integrated services and supports at the local level – an approach that allows people to access the right mix of social and financial assistance, employment supports, and services related to housing, child care, public health and others, all through one agency located right in their home community. For over a decade, OMSSA members have advocated and worked towards greater human services integration.

When these services are offered independently – in piecemeal 'silos' – we fail to support the "whole person" with wraparound services, we are less effective in helping people reach the outcomes they need to prosper, and we are less efficient with taxpayer dollars.

For Ontario to achieve the vision of an **effective, accessible and efficient system of income and employment supports that meets local needs and allows our **communities to prosper**, Service System Managers must continue to play a **central role**:**

LOCAL EXPERTISE

Service System Managers bring a deep level of expertise, experience and local knowledge to the table. As arms of municipal government, Service System Managers are tapped into the broader community planning and economic development process, bringing a **long-term vision** and a sophisticated level of local **data, research, needs mapping and local economic and labour market analysis** to guide their work.

They understand the **unique social, economic, regional and demographic forces** that shape their communities, and their strong

relationships with local service providers help them deliver the **right mix of services** – with the right community partners – to address specific local needs.

Service System Managers are **heavily invested** in a system that provides the best outcomes for Ontario's communities – directing additional resources to provide effective local employment services, and innovating to find **creative, home-grown solutions** to reducing poverty, boosting employment, and achieving better long-term outcomes.

The **Value** of Service System Management in Income and Employment



COORDINATION

Service System Managers' deep local knowledge and well-established relationships with community service providers enables them to play an important system planning role – leveraging local connections to **align service delivery, minimize duplication**, coordinate to **achieve shared goals and outcomes**, and **maximize resources** to meet local needs in efficient and effective ways.

They also have a **deep understanding of their local labour market** and **established relationships with local employers**, making

them best-positioned to deliver employment services that will be effective within their community's unique contexts.

Changes through Employment System Transformation must **coordinate with local municipalities** to ensure integration and clients continue to receive required supports.

These connections – along with their ongoing work to integrate and streamline the delivery of all human services at the local level – help to achieve the **best value for money for taxpayers**.

PEOPLE-CENTERED SERVICES

Local, case-managed service delivery brings a **human face** and **tailored approach** that leads to **better outcomes** for people and communities. In many cases, a person may need **extra support or skills development** beyond financial assistance. Service System Managers have **decades of experience helping clients who face multiple barriers** to entering or returning to the workforce.

When people can access a **dedicated case manager** right in their community – who can understand the specific supports and approaches they need to thrive, and help make those connections – they can achieve **better employment, social and health outcomes**, and will be more likely to engage with and contribute to their communities in meaningful ways.

And when services like social assistance, employment support, housing, child care and other municipal services can be accessed in one central place, we can achieve a better, **more efficient use of taxpayer resources**.

ACCOUNTABILITY

As local governments, municipal Service System Managers are **accountable to their communities**, subject to oversight of locally elected officials, and local taxpayers and residents.

They are the level of government that is **closest to the communities they serve**, and they play a key role in ensuring that the local delivery of income and employment services is **efficient, effective and accountable**.

Social Assistance Renewal

The Province has been working to review Ontario's social assistance programs, implement new technology for modernization and reduce administrative red-tape to focus on better case management, stabilization services and supporting quicker re-entry into the workforce. Service System Managers were quick to respond with emergency assistance, discretionary benefits and ensuring that vulnerable people received needed supports during the peak of the COVID-19 pandemic. Provincial and federal support through the Social Services Relief Fund and the Safe Restart Agreement was crucial to supporting vulnerable populations across all communities in Ontario.

OMSSA and its members encourage the Province to move forward with human services integration, social assistance renewal and social services modernization to achieve better outcomes for people and communities. Ontario's Service System Managers are heavily invested in achieving these goals given the central role they play in delivering social assistance and other critical human services through provincial-municipal programs. Service System Managers are crucial to successfully delivering these programs and achieving the Province's goals at the local level.

- ▶ **OMSSA encourages the Province to continue working with Service System Managers as partners** in designing and implementing needed reforms to social assistance in Ontario.

As the Province moves forward with this work, it is important to consider:

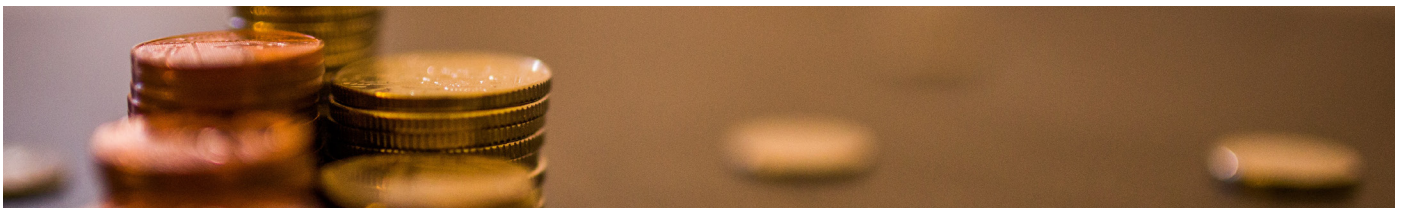
- ▶ That many individuals require support services **beyond financial assistance** in order to thrive and contribute to Ontario's workforce, economy and their communities.
- ▶ That **valuable work has been undertaken by the multi-stakeholder Income Security Reform Working Group** – a diverse, non-partisan body leveraging expertise from across Ontario's business, health, law and social policy sectors – to review and propose key reforms designed to maximize people's ability to work, reduce pressures on Ontario's health system, reduce administrative burdens and enable program staff to focus on supporting people to lift themselves out of the cycle of poverty.
- ▶ **OMSSA and Service System Managers support the recommendations** outlined in the Income Security Working Group's report and **encourage the Province to leverage and build on this work** to achieve their goals in reforming Ontario's social assistance programs.
- ▶ **OMSSA encourages the province to conduct a full review and evaluation** of the Employment Services Transformation (EST) prototypes before any further rollout of EST.

Increasing Social Assistance Rates

To effectively support people in lifting themselves out of poverty, **social assistance rates must realistically keep pace with inflation** and rising costs of basic necessities in Ontario. This is especially true for singles on Ontario Works. The Income Security Working Group recommended a 10% increase from current rates that have not kept up with the cost of living or inflation. Adequacy in social assistance rates is crucial to reducing poverty in Ontario.

A single Ontario Works recipient currently receives \$9,604 per year, which is **well below any standard measure of poverty or low income**. Increasingly, low-income Ontarians are turning to services like food banks to meet basic needs. Between 2017 and 2019, Ontario saw a **27% increase in the proportion of adults with employment income accessing Ontario's food banks**. The pandemic has only increased challenges with poverty and food security.

- ▶ **During the COVID-19 pandemic**, the federal government introduced the Community Emergency Response Benefit (CERB) and the Community Recovery Benefit (CRB) recognizing these amounts provided are the level of income required for Canadians not working to live on. To address the rising cost of living and inflation, Ontario's social assistance benefits should be increased to match the federal social assistance programs offered during the pandemic. **OMSSA acknowledges the 1.5% rate increase offered to clients in 2018; however, those rates have been frozen since**. The rate of inflation is currently above 5% in Canada.¹
- ▶ **Poor health acts as an added barrier** to addressing the cycle of poverty and re-entering the workforce. Recognizing the strong link between poverty and health, the Province should consider **expanding dental and drug coverage for social assistance recipients** and linking social assistance outcomes with social determinants of health.



Enhancing Social Assistance Rent Scales

The social assistance rent scales outlined in the *Housing Services Act, 2011 Regulation 298/01* have not been updated since 2000 and do not reflect the current cost of living. Shelter allowances are currently inadequate.

- ▶ The **rent scales must be examined and updated** to match the maximum shelter rate for OW and ODSP recipients living in the private market to address current realities.

¹ Statistics Canada: https://www.statcan.gc.ca/en/subjects-start/prices_and_price_indexes/consumer_price_indexes

Service System Manager Priorities in Income and Employment



Removing Administrative Burdens

Unnecessary administrative burdens and inconsistencies **divert important resources** that can be better directed to serving the needs of Ontario's communities and **add unnecessary costs** to municipalities and the Province. OMSSA and its members encourage the Province to:

- ▶ **Move forward in partnership** with municipalities and Service System Managers to remove unnecessary administrative burdens, to enable program staff to focus on supporting people in lifting themselves out of poverty and finding meaningful employment in their communities.
- ▶ **Streamline the approach to defining, measuring and verifying income across all “income-tested” programs**, including income support (Ontario Works), rent-geared-to-income (RGI) housing, and subsidized child care.
- ▶ **Leverage technology to support modernization**, while enabling a “no wrong door” approach is to ensure that clients with additional barriers do not fall through the cracks.
- ▶ **Continue investment in digital enhancements** to allow for more time to work with clients. As the province moves to a digital model, a Digital Access Strategy, and continued investments in broadband, is required to ensure all clients can utilize technology.



Expanding Local Employment Supports

Service System Managers have a deep understanding of their local labour market and established relationships with local employers, making them best-positioned to deliver employment services that will be effective within their community's unique contexts.

Service System Managers have the relevant experience and a strong track record for supporting clients with barriers in stabilization services and employment. OMSSA is disappointed that no municipalities were successful in their bid for Employment Ontario system service management within the first three prototype areas. Municipalities making future bids for Employment Ontario service system management should be strongly considered over foreign, for-profit bids.

- ▶ The Province should consider the unique **strengths and benefits of the service system management approach** to employment services, and work with Ontario's Service System Managers to **explore an expanded role in delivering local employment programs** as designated Employment Ontario providers, where interest exists.

Service System Manager Priorities in Income and Employment



Investing in Mental Health Services

OMSSA and its members welcome the Province's commitment to investing \$1.9 billion in mental health services supports over the next ten years. These services are integral to achieving better income, employment, homelessness prevention and poverty reduction outcomes in communities across Ontario.

- ▶ OMSSA and its members encourage the Province to **collaborate with Service System Managers**, whose experience in serving the needs of Ontario's most vulnerable and implementing provincial policy at the local level will be a strong asset.
- ▶ **Increased investment is needed for mental health and addiction services** along with wraparound supportive services to help address stabilization services for clients.
- ▶ **The Ministry of Health must be at the table** when discussing and developing human services policy. It is important to coordinate and collaborate with public health, Ontario Health Teams, paramedicine and the health sector.
- ▶ **It is important to ensure a strong municipal voice and maximum collaboration** between Service System Managers and local Ontario Health Teams.

Integrating and Modernizing Human Services Delivery and Funding

Service System Managers have been leaders and partners in integrating and modernizing human services delivery in Ontario.

- ▶ OMSSA and its members encourage the Province to work with them to explore continued technological enhancements and innovations to achieve **greater efficiency**, **reduce red tape and administrative burdens**, and **improve people's experience**.



Ontario's Ministry of Children, Community and Social Services (MCCSS) is working in partnership with Service System Managers to further integrate the planning and delivery of human services programs, to **simplify access for people**, **streamline service delivery** and **improve service system management**.

- ▶ OMSSA and its members encourage the Province to continue with and prioritize human services integration work, as it has **strong potential to achieve savings that can be reinvested** into needed services for Ontario's people and communities. Case workers need to focus on supporting people, not paperwork and administration.
- ▶ Recognizing the strong linkages between human services and health, the Province should work towards greater **collaboration and coordination** between Provincial Ministries in the areas of **community and social services, justice, housing and health**. The collaboration amongst these Ministries and the 47 Service Managers during the COVID-19 pandemic proved to be invaluable in responding to community needs.
- ▶ **Additional funding is required to support economic recovery** and the delivery of social assistance during a pandemic. Program delivery funding (PDF) has been frozen since 2018, causing increased cost pressures on Service System Managers, municipal budgets, and property taxpayers.

Service System Manager Priorities in Income and Employment



Partnering with the Province

The economic costs of poverty have been well-documented. In Ontario, it is estimated that **poverty costs \$32 to \$38 billion per year** – or \$2,300 per year per household.²

Service System Managers have collaborated with the Province on **Ontario's Poverty Reduction Strategy** through local poverty reduction efforts and the development of 10-year housing and homelessness plans. Service System Managers are undertaking additional planning through their Community Safety and Well-Being plans. These plans have value, but **resources are needed** to allow Service System Managers to develop and implement the best plans possible.

- ▶ OMSSA and its members encourage the Province to **work in partnership to achieve provincial goals in poverty reduction and ending chronic homelessness** in Ontario's communities. This includes proactively collaborating on service plans with the corrections system to ensure stabilization services are available in local communities prior to release.
- ▶ As key partners in administration, funding and delivery, **Service System Managers must be engaged and leveraged at all stages of policy design and development** in income and employment services and programs in Ontario.
- ▶ **OMSSA members are ready to collaborate and coordinate on economic recovery and reopening** to ensure vulnerable populations continue to receive required supports during this critical time. As the Province continues its work on social assistance reform, social services modernization, human services integration and employment services transformation, **it is**

Working Together

OMSSA and its members are ready to build on our relationships and work in partnership with the provincial and federal governments to lend our expertise and experience towards integrated human service delivery and improved outcomes in employment, income security and poverty reduction.

The Ontario Municipal Social Services Association (OMSSA) is a non-profit, non-partisan organization whose members are Ontario's Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs). By supporting, connecting and advocating for our members across Ontario, we help them to achieve their collective mission of delivering the best human services outcomes for Ontario's communities | www.omssa.com

² Ontario Association of Food Banks, *The Cost of Poverty: An Analysis of the Economic Cost of Poverty in Ontario*, 2008.



COUNTY OF WELLINGTON

COMMITTEE REPORT

CEYD-22-05

To: Chair and Members of the Social Services Committee
From: Mandy Koroniak, Director of Children's Early Years Division
Date: Wednesday, September 14, 2022
Subject: Canada-Wide Early Learning and Child Care System Update

Background:

On June 8, 2022, a report was provided by Children's Early Years to provide information about the 100% federally funded Canada-Wide Early Learning and Child Care (CWELCC) System at that time. This report adds context and provides a current update on implementation of the CWELCC System.

Update:

The Ministry of Education made its 2022 CWELCC Guidelines available in April, 2022. On August 17, 2022, the Ministry of Education updated its 2022 CWELCC Guidelines and made regulatory changes to O. Reg. 137/15 to better support participation in the CWELCC System. These changes included:

- Extending enrolment dates for licensees to sign on to the CWELCC system to November 1, 2022.
- Directing service system managers to process applications and confirm eligibility within 10 calendar days of date of completed application.
- Directing service system managers and licensees to execute an agreement within 30 calendar days of date of completed application and approval, and,
- Requiring licensees to provide rebates to families within 20 calendar days of receiving funding.
- Confirming that licensees applying to the CWELCC System may withdraw their application at any time, or terminate their participation in the System, subject to the terms of their CWELCC System service agreement. Service system managers may not impose any penalties related to a licensee's termination.
- Clarifying that licensees operating as for-profit corporations or individuals can continue to earn profit and licensees operating as not-for-profit corporations will be permitted a surplus amount to build reserves or re-invest in the organization.

In addition, the Ministry of Education has added principles for Consolidated Municipal Service Managers (CMSMs) in the updated CWELCC Guidelines to help support implementation and clarify focus for the year ahead including a focus on quality, a commitment to ongoing processing of applications and timely rebates and cost reductions for parents, protection for for-profit and non-profit spaces and a commitment to an efficient administrative system focused on collection of minimally necessary information from licensees.

Ontario is continuing to take a phased approach to implementing the CWELCC System, with a focus on the immediate objectives of affordability for families and system stability, before moving on to addressing the objectives of increasing accessibility and inclusion over the longer term.

Enrollment and Implementation Update:

Licensees must indicate their intention to enroll in the CWELCC System to the County by November 1, 2022. Licensees that indicate their intent to enroll in the CWELCC System must then submit a completed CWELCC Enrolment Application to the County by December 30, 2022. The County will then enter into a CWELCC Agreement with licensees that have met the stipulated criteria through the application. In exceptional cases where the Licensee is not able to demonstrate financial viability, or if the County has strong concerns that the funding will be used for improper purposes, the County may deny a licensee's enrolment in the CWELCC System.

County of Wellington Directly Operated Child Care Centres and the Wellington Home Child Care Agency have been enrolled in the CWELCC System and rebates of 25% have been implemented for families with eligible children. The County continues to receive notifications of intent to opt-in to the CWELCC System and CWELCC Enrolment Applications from Licensees.

As of September 6, 2022, 56 (71%) of the 79 community-based licensees in our service delivery area, have indicated their intent to either opt-in or opt-out of the CWELCC System. There have been 6 completed applications received from community-based licensees, which are under review by County staff with enrollment in progress. A summary of the 56 notifications of intent to opt-in or opt-out of the CWELCC System from community-based licensees is shown in the table below:

CWELCC Notifications of Intent Received as of September 6, 2022

| | County | | City | |
|-------------------|------------|------------|------------|------------|
| | Non-Profit | For-Profit | Non-Profit | For-Profit |
| Opting In | 11 (100%) | 3 (75%) | 29 (97%) | 9 (82%) |
| Opting Out | 0 (0%) | 1 (25%) | 1 (3%) | 2 (18%) |

The County made its Wellington Canada-wide Early Learning and Child Care Guidelines 2022 available to all licensees on July 13, 2022, and the County's CWELCC Funding Agreement has been finalized and was made available to all licensees on August 29, 2022. County staff have participated in community meetings and continue to meet with licensees individually, and respond to licensee inquiries, to support CWELCC System application and implementation processes and procedures.

There has been no communication about an allocation to support expansion of the child care system at this time.

No additional staff positions to support implementation of the CWELCC System were filled in 2022. Staffing resources required to operate this system on an ongoing basis are being evaluated and it is expected that two additional staff positions will be included as part of the 2023 budget process. It is expected that these positions will be fully funded through the CWELCC System administration funding with no financial implications to the County tax levy in 2023.

Recommendation:

That the report, Canada-Wide Early Learning and Child Care System Update, be received for information.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "M. Koroniak". The signature is fluid and cursive, with the first letter "M" being large and prominent.

Mandy Koroniak
Director of Children's Early Years Division



COUNTY OF WELLINGTON

COMMITTEE REPORT

CEYD-22-06

To: Chair and Members of the Social Services Committee
From: Mandy Koroniak, Director of Children's Early Years Division
Date: Wednesday, September 14, 2022
Subject: 2023 Directly Operated Child Care Centre User Fees

Background:

User fees charged by Directly Operated Child Care Centres are reviewed by staff on an annual basis when preparing for the operating budget of the upcoming year in addition to the preliminary ten-year plan. The review considers the projected cost of living increase for Ontario and also considers the average public rates being charged by local licensed child care centres to ensure competitive neutrality in user fees.

Update:

County of Wellington Directly Operated Child Care Centres have been enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System. In accordance with the requirements of the CWELCC System and regulatory amendments to O. Reg. 137/15, all enrolled licensed child care operators are subject to a cap on all base user fees for eligible children and are to implement a user fee reduction of up to 25% within 20 calendar days of enrolment in 2022 and 50% (to a minimum of \$12 per day) as of January 2023.

To meet the requirements of the CWELCC System, Directly Operated User Fees need to be reduced by 25% as of October 2022.

Revised User Fee Schedule as of October 1, 2022

| Programme | Current 2022 Daily Rates | October 1, 2022 Daily Rates | % Decrease |
|---------------------------|-----------------------------|--------------------------------|------------|
| Infants | | | |
| Full day, 5 days/week | \$61.30 | \$45.98 | 25% |
| Full day < 5 days/week | \$73.40 | \$55.05 | 25% |
| ½ day with lunch | \$39.85 | \$29.89 | 25% |
| ½ day without lunch | \$36.70 | \$27.53 | 25% |
| Toddlers | | | |
| Full day, 5 days/week | \$49.55 | \$37.16 | 25% |
| Full day < 5 days/week | \$54.25 | \$40.69 | 25% |
| ½ day with lunch | \$33.75 | \$25.31 | 25% |
| ½ day without lunch | \$29.05 | \$21.79 | 25% |

| | | | |
|------------------------|---------|---------|-----|
| Preschoolers | | | |
| Full day, 5 days/week | \$43.55 | \$32.66 | 25% |
| Full day < 5 days/week | \$48.05 | \$36.04 | 25% |
| ½ day with lunch | \$27.95 | \$20.96 | 25% |
| ½ day without lunch | \$24.40 | \$18.30 | 25% |

Subsequently, staff recommend the following user fees be in effect at all Directly Operated Child Care Centres as at January 1, 2023.

User Fee Schedule as of January 1, 2023

| Programme | Current 2022 Daily Rates | Proposed 2023 Daily Rates | % Decrease |
|------------------------|---------------------------------|----------------------------------|-------------------|
| Infants | | | |
| Full day, 5 days/week | \$61.30 | \$30.65 | 50% |
| Full day < 5 days/week | \$73.40 | \$36.70 | 50% |
| ½ day with lunch | \$39.85 | \$19.93 | 50% |
| ½ day without lunch | \$36.70 | \$18.35 | 50% |
| Toddlers | | | |
| Full day, 5 days/week | \$49.55 | \$24.78 | 50% |
| Full day < 5 days/week | \$54.25 | \$27.13 | 50% |
| ½ day with lunch | \$33.75 | \$16.88 | 50% |
| ½ day without lunch | \$29.05 | \$14.53 | 50% |
| Preschoolers | | | |
| Full day, 5 days/week | \$43.55 | \$21.78 | 50% |
| Full day < 5 days/week | \$48.05 | \$24.03 | 50% |
| ½ day with lunch | \$27.95 | \$13.98 | 50% |
| ½ day without lunch | \$24.40 | \$12.20 | 50% |

Financial Implications:

User fee reductions as required by the CWELCC System are offset by the 100% federal CWELCC System funding allocation. The Ministry of Education's 2022 CWELCC Guidelines, as revised in August 2022, indicate that CWELCC funding is designed to fully offset the reduction in revenue from reduced base fees, while also improving compensation for eligible qualified workers. The Ministry of Education has further indicated that its 2023 CWELCC Guidelines will provide further parameters on the use of CWELCC funding to mitigate changing operational costs.

Recommendation:

That the user fee schedules for Directly Operated Child Care Centres for October 1, 2022 and as of January 1, 2023 be approved as set out in report CEYD-22-06 ; and,

That staff be directed to prepare the necessary by-law.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "M. Koroniak". The signature is fluid and cursive, with the first letter of each word being capitalized and prominent.

Mandy Koroniak
Director of Children's Early Years Division