



HEALTH & HUMAN SERVICES COMMITTEE AGENDA

Thursday, May 23, 2024 at 1:00 pm

W & M Edelbrock Centre, Dufferin Room, 30 Centre St, Orangeville ON L9W 2X1

The meeting will be live streamed on YouTube at the following link:

<http://www.youtube.com/@DufferinOne>

Land Acknowledgement Statement

We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.

These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

Roll Call

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at info@dufferincounty.ca or 519-941-2816 ext. 2500 prior to 4:30 pm the day before the meeting.

REPORTS

1. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #1
Quarterly Community Services Activity Report – First Quarter 2024

A report from the Director of Community Services, dated May 23, 2024, to provide quarterly infographics that summarize the work undertaken by the Community

Services Department, across Housing Services, Ontario Works and Early Years and Child Care Divisions.

Recommendation:

THAT the report of the Director, Community Services, titled Quarterly Community Services Activity Report – First Quarter 2024, dated May 23, 2024, be received.

2. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #2
Community Services Annual Review 2023

A report from the Director of Community Services, dated May 23, 2024, to provide a summary of Dufferin County Community Service's activities, operations, accomplishments, and program directions in 2023 and a brief outlook of 2024.

Recommendation:

THAT the report Community Services Annual Review, dated May 23, 2024, from the Director of Community Services, be received.

3. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #3
Homelessness Prevention Program Update 2024-2025

A report from Director of Community Services, dated May 23, 2024, to provide details of the allocation for the Provincial Homelessness Prevention Program (HPP).

Recommendation:

THAT the report titled Homelessness Prevention Program Update 2024/25, dated May 23, 2024, from the Director, Community Services, be received.

4. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #4
National Housing Strategy – Housing Advocacy

A report from Director of Community Services, dated May 23, 2024, to provide details on the pause in funding for social housing supports and request Council pass a motion to advocate for the continuation of funding.

Recommendation:

THAT the titled National Housing Strategy - Housing Advocacy, dated, May 23, 2024, from the Director of Community Services, be received;

AND THAT Council supports a Motion to ask for the resolution of the current conflict between the Federal Government and the Government of Ontario to support the timely continuation of funding:

WHEREAS there is an unprecedented national housing affordability crisis;

WHEREAS there is no for-profit supply-only trickle-down solution to ending the national housing affordability crisis;

WHEREAS substantial investments in ensuring the use of housing for homes are required to help end the national housing affordability crisis;

WHEREAS substantial investments in new affordable social housing are required to help end the national housing affordability crisis;

WHEREAS substantial investments in revitalizing existing affordable social housing are required to help end the national housing affordability crisis;

WHEREAS substantial investments in social support expansions are required to prevent families choosing between housing and other basic necessities of life to help end the national housing affordability crisis;

WHEREAS the national housing affordability crisis is most acute in Ontario;

WHEREAS unlike most Provinces and Territories in Canada, 47 Service Managers and District Social Service Administration Boards (SM/DSSAB) are responsible for delivering social supports, including housing affordability supports in Ontario;

WHEREAS these 47 SM/DSSABs in Ontario lack the revenue and policy tools and powers of the Provincial and Federal governments to end the housing affordability crisis; and

WHEREAS any reductions in funding from the Federal and Provincial governments risks the termination of critically needed housing and social supports for some of the most vulnerable across Ontario.

THEREFORE, BE IT RESOLVED THAT:

- 1. The Warden advocate to the Federal and Provincial governments that the funding dispute must be resolved to limit mounting harms to some of Ontario's most vulnerable families;**

2. **The Warden send urgent correspondence to the provincial and federal Ministers of Housing to confirm that financial support will continue for vulnerable households across Ontario currently in receipt of the Canada-Ontario Housing Benefit and Ontario Housing Priorities Housing Initiative;**
3. **The Warden advocate to the Federal and Provincial governments to continue to fund Service Managers an amount equivalent to the monies under the CMHC-Ontario Bilateral agreement in the National Housing Strategy until a new funding agreement can be reached;**
4. **The Warden advocate to the Federal and Provincial governments to establish a trilateral table including the SMs/DSSABs, to negotiate the final 3-year tranche of funding under the National Housing Strategy; and**
5. **AND FURTHER THAT a copy of this motion be sent to the to the provincial and federal Ministers of Housing, the Housing Services Corporation, the Association of Municipalities of Ontario, the Ontario Municipal Social Services Association, the Western Ontario Wardens Caucus, and the Eastern Ontario Wardens Caucus.**

5. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #5
2023 – 2024 Dufferin Oaks Quality Services Report

A report from Administrator of Dufferin Oaks, dated May 23, 2024, to provide Council with an annual review of the Dufferin Oaks' Quality Services Program

Recommendation:

THAT the report regarding the Dufferin Oaks 2024 Quality Services Report, dated May 23, 2024, from the Administrator of Dufferin Oaks, be received.

6. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #6
Dufferin County Community Support Services Declaration of Compliance

A report from Administrator of Dufferin Oaks, dated May 23, 2024, to seek authorization for the Warden and Clerk to sign the Multi Sector Service Accountability Agreement (MSAA) declaration of compliance.

Recommendation:

THAT the report regarding the Declaration of Compliance, dated May 23, 2024, from the Administrator of Dufferin Oaks, be received;

AND THAT Council authorizes the Warden to sign the Declaration on behalf of Council for submission to Ontario Health – Central Region.

CORRESPONDENCE

7. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #7
Ministry of Municipal Affairs and Housing

Correspondence from the Ministry of Municipal Affairs and Housing to advise that delegation requests for the upcoming Association of Municipalities of Ontario (AMO) are being accepted until June 7, 2024.

8. HEALTH & HUMAN SERVICES – May 23, 2024 – ITEM #8
Township of Amaranth

A resolution from the Township of Amaranth, dated May 16, 2024, to request the Province reconsider phasing out free private drinking water testing services.

NOTICE OF MOTIONS

Next Meeting

Thursday, June 27, 2024

W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: May 23, 2024

**Subject: Quarterly Community Services Activity Report – First Quarter
2024**

From: Anna McGregor, Director Community Services

Recommendation

THAT the report of the Director, Community Services, titled Quarterly Community Services Activity Report – First Quarter 2024, dated May 23, 2024, be received.

Executive Summary

This report will provide Council with quarterly infographics that summarize the work undertaken by the Community Services Department, across Housing Services, Ontario Works and Early Years and Child Care Divisions.

Background and Discussion

Attached is the Community Services Activity Report for the first quarter of 2024. The report includes activity from Housing Services, Ontario Works and the Early Years and Child Care Divisions. The attached infographics provide quick reference information for consideration.

The infographics show the comparison between Q1 2024 versus Q1 2023. In some instances, there is no direct comparison as some services were modified with the pandemic, and some new services and programs started after the pandemic began. Lastly, the data is portrayed as quarterly totals unless indicated otherwise (quarterly average, accumulated etc.).

Updates to Service Delivery

Housing Services:

- 1 new rent supplement unit added to the portfolio (Shelburne)
- Spring Tenant Meetings have been scheduled
- 658 eligible applicants on the waiting list at the end of Q1
- 13 applicants housed in Q1

Ontario Works:

- Q1 saw a steady increase in the caseload. In late 2023, the County saw a surge in Asylum Claimants which impacted the overall caseload numbers. There was a 459.3% increase in asylum seekers in comparison to the previous year. December alone brought 40 unique applicants, a 900% increase from previous months. This trend has continued into 2024. The uniqueness of this demographic is particularly challenging as there is often a language barrier and the inability to job seek as they are pending approval for residency in Canada.
- In February 2024, the Community Advisory Board solicited interest from its member agencies specific to the Terms and Conditions of Reaching Home (RH) to meet the needs of homeless individuals in the County of Dufferin.
 - For funding years 2024/25 and 2025/26 there was interest from other agencies to deliver services. The Community Advisory Board decided that three (3) Housing Support Worker positions should transfer from the County to local agencies. One (1) for the Dufferin Men's shelter, one (1) for the Choices Youth shelter and one (1) for Family Transition Place.
 - There was no reduction in service. The transfer of caseloads took place in April 2024.

Early Years and Child Care:

- The EarlyON team continued to build capacity and attend professional learning, including ASIST applied suicide intervention skills training and Trauma Informed Care sessions.
- The Division implemented a change to the Canada Wide Early Learning and Child Care (CWELCC) system for CWELCC wage increases for Registered Early Childhood Educator staff, benefitting the lowest wage earners including those earning minimum wage.
- The Division designed a new website and learning platform for Dufferin County's early years professionals. It will offer resources, opportunities, and information related to professional collaboration, early years quality, capacity building, and professional development, as a complement to existing supports.

New Business

Housing Services:

- 10 supportive housing units have been secured at 236 First Street and referrals have been completed.
- Staff attended training through CMHA – Compassion Fatigue, Trauma Informed Care, and ASIST applied suicide intervention skills training.

Ontario Works:

- Employment Services Transformation (EST) went live on January 2, 2024. Ontario Works recipients are required to participate in employment assistance activities as a condition of eligibility. The same requirement applies to adult family members on Ontario Disability Support Program (ODSP) (commonly referred to as non-disabled adults). This includes spouses of the primary ODSP client with a disability who have not been adjudicated as a person with a disability and dependent adults on ODSP.
 - With EST, the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), through Employment Ontario (EO) is responsible for delivering employment and training services. Ontario Works is responsible for delivering case management services that focus on connecting clients to person centred supports (see attached: “Goals of Person Centred Supports for Ontario Works - EST” for more information) and services that prepare and enable them to participate in EO employment services and employment, and to make referrals to employment services when clients are ready.

Early Years and Child Care:

- The Division joined the collective called “Better Together”, comprised of several Service System Managers across the province, with the goal of exploring the research and delivery of effective approaches to professional development to support the early childhood education workforce.

Community Impacts – Poverty Trends

Orangeville Foodbank and Dufferin Food Share:

- Saw 32% more usage than a year earlier (March 2024 – March 2023).
 - 13% are currently working.

Financial, Staffing, Legal, or IT Considerations

There is no impact.

In Support of Strategic Plan Priorities and Objectives

Community - increase affordable and attainable housing options / support community well-being and safety through collaboration and partnerships

Economy - advance County-wide economic development workforce development

Governance - improve the County's internal and external communication.

Equity – align programs, services and infrastructure with changing community needs

Respectfully Submitted By:

Anna McGregor
Director Community Services

Attachments: Quarterly Community Services Activity Report Q1 Info Graphic
Goals of Person Centred Supports for Ontario Works - EST

Reviewed by: Sonya Pritchard, Chief Administrative Officer

Housing Services Activities

Housing Access Dufferin & Allowances

	Q1 2024	Q1 2023
Average waitlist total	651	788
Applications added	121	136
New clients receiving Ontario Priorities Housing Initiative	0	4
New clients receiving Canada-Ontario Housing Benefit	1	0

Community Housing Stock

	Q1 2024	Q1 2023
Total Applicants Housed	13	14
County Move-outs	9	5
County Housed	6	12
Rent Supplement	5	0
Housing Providers	2	2

Housing Stability Team



Clients served

67



Financial assistance provided

48



LEAP/OESP intake provided

19



Contacts made

250

Q1 2024



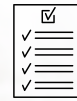
Clients served

28



Financial assistance provided

20



LEAP/OESP intake provided

8



Contacts made

272

Q1 2023

The By-Name List (BNL)




Monthly Average	Q1 2024	Q1 2023
Individuals Experiencing Homelessness	31	25
Identify Male	18.67	10.67
Identify Female	11.33	14
Housed (Total in Q1)	24	17
Chronically Homeless	13	8

Monthly Average	Q1 2024	Q1 2023
% Individuals disclosing mental health or addiction concerns	86%	73%
Individuals receiving CHHAP allowances	9.67	9

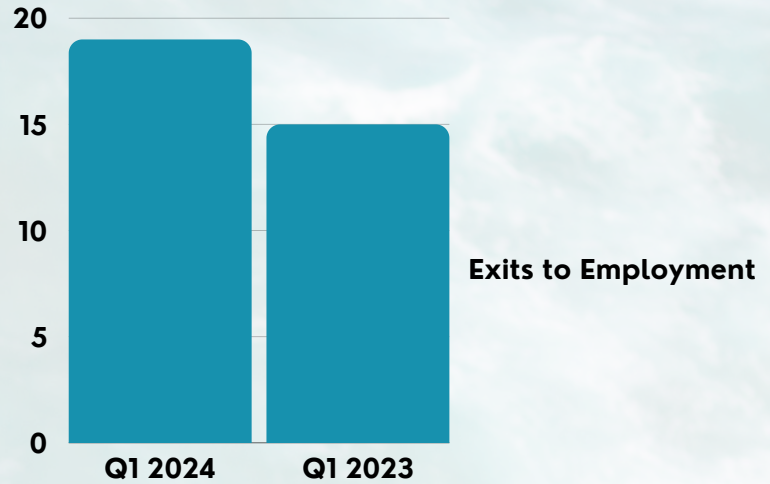


Ontario Works Activities

Client Intake

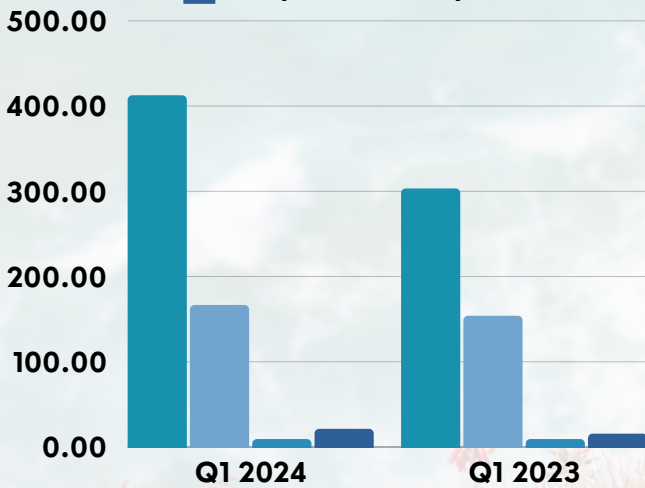
	Q1 2024	Q1 2023
 Total Applications Received	179	157
 Online Applications Received	127	105
 Average # business days (screening to decision)	3.33	2

Client Outcomes







- Singles
- Sole Support Parent
- Couples
- Couples with Dependents

Caseload



Caseload Composition (Monthly Average)

	Q1 2024	Q1 2023
 Average Monthly Caseload	579	458
 Average Monthly Beneficiaries	896	756
 Total Emergency Assistance Cases	6	1
 Average Months on Assistance	30.14	36.61

Employment Resource Centres

	Q1 2024	Q1 2023
Total Visits	2984	2358

Orangeville ERC

	Q1 2024	Q1 2023
Total Visits	678	557

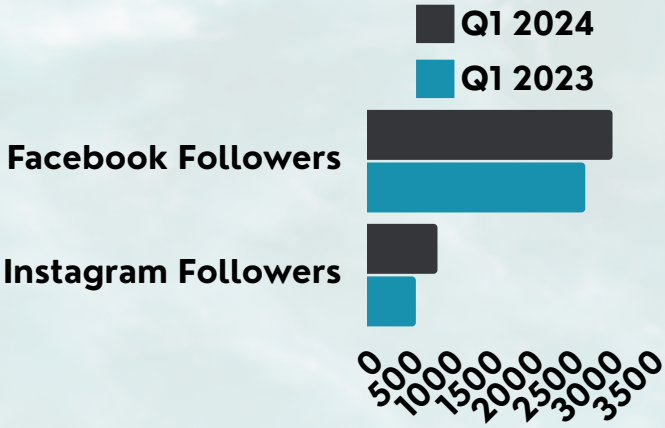
Shelburne ERC



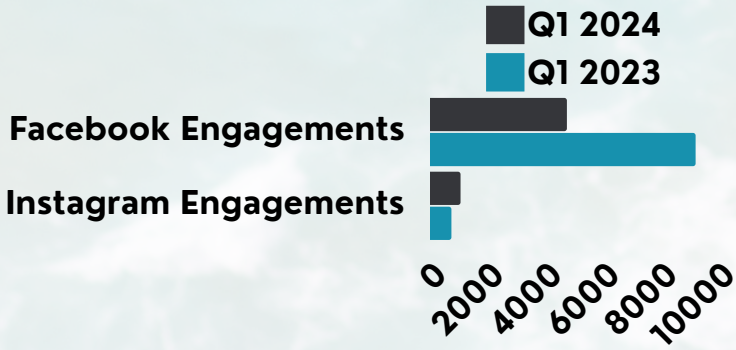
Early Years and Child Care Activities

EarlyON Social Media Engagement

Social Media Followers (Accumulated Total as of Q1)

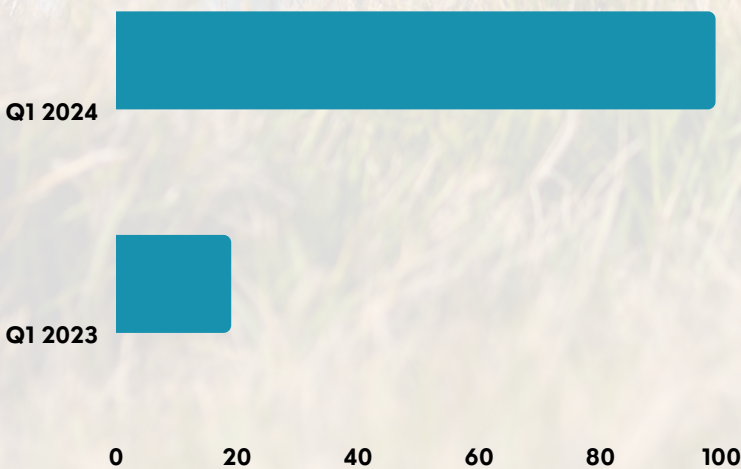


Social Media Engagements

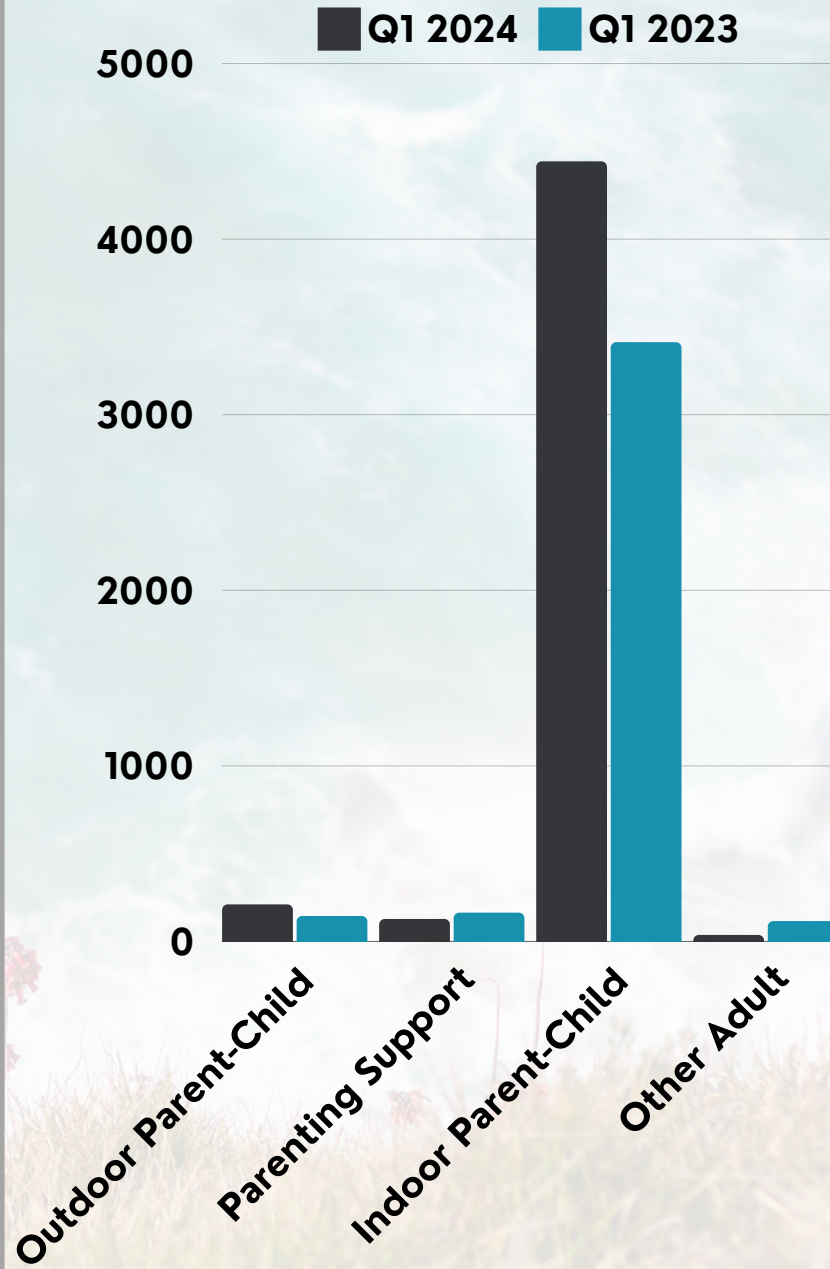



EarlyON 1 on 1 Supports

Ask EarlyON Calls



EarlyON In-Person Program Participation



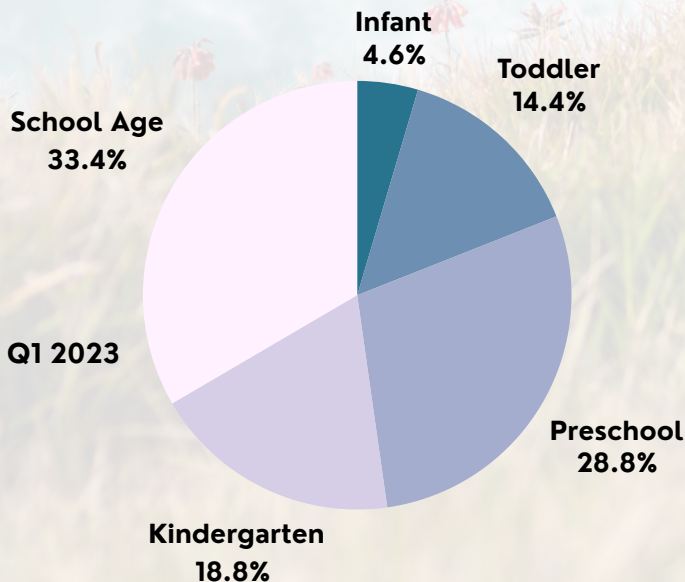
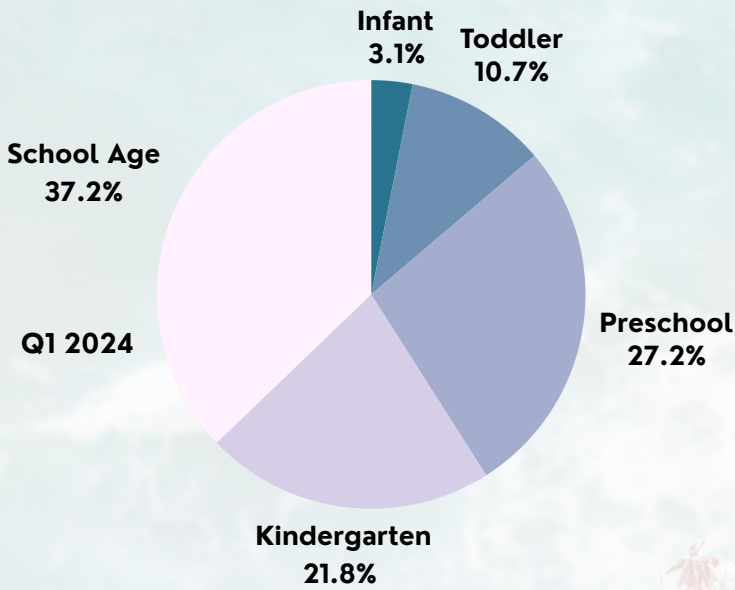
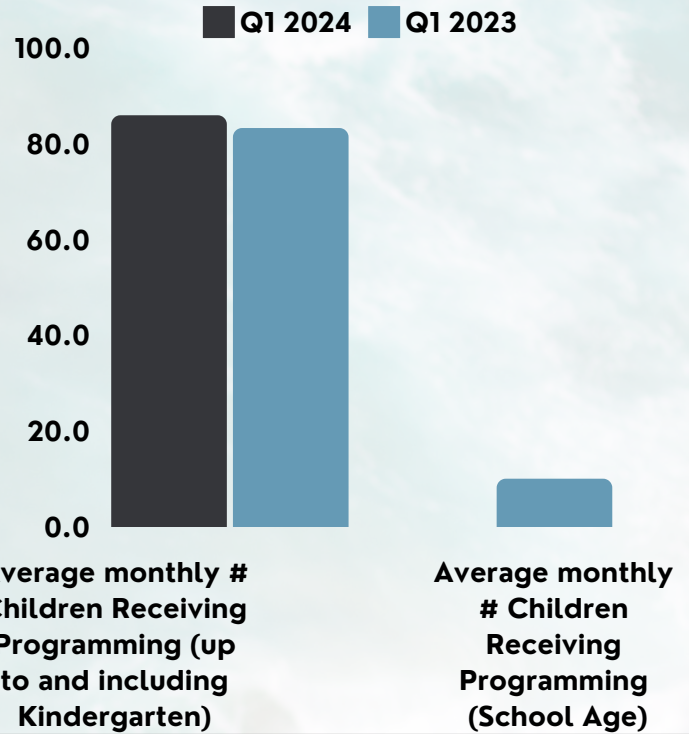


Early Years and Child Care Activities

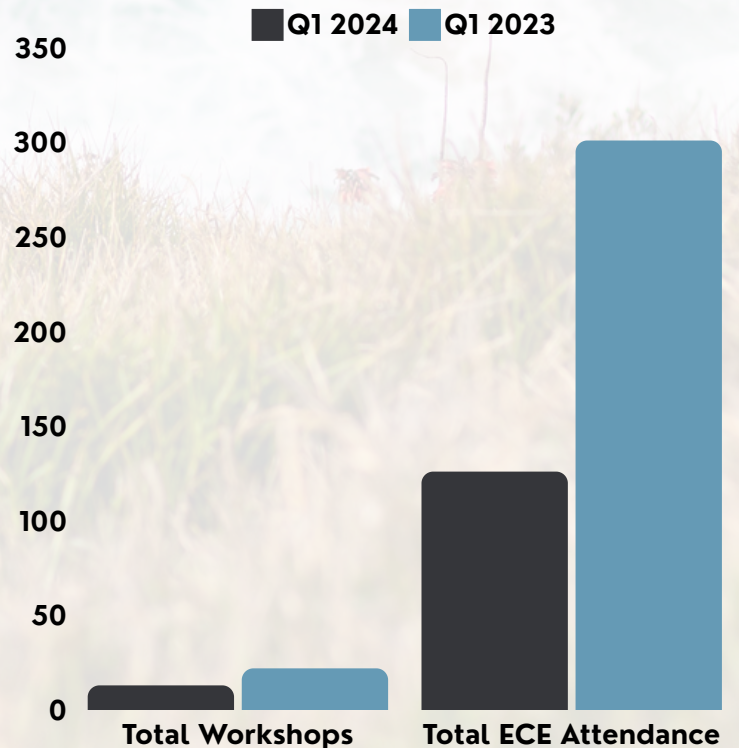
Child Care Fee Subsidy

	Q1 2024	Q1 2023
Children Receiving Subsidy (monthly average)	271.33	312
Total New Children Served	30	25

Inclusion for Children with Additional Needs



Raising the Bar



Goals of Person Centred Supports for Ontario Works – EST

To accompany report: HHS 2024-05-23 Quarterly Community Services Activity Report Q1 2024

The goals of a person centred supports focused system are to:

- provide clients with **awareness** of the supports and services available to them
- help address **support needs** they may have
- help clients to identify their needs so they can co-develop a **plan** towards employment or other goals towards increased independence
- identify services in the community that they can **access** and **participate** in to bring them closer to employment readiness
- track **progress** to ensure clients are getting the services and supports that they need

Person centred supports and services are ones that can be categorized as addressing:

- **crisis and safety** - such as financial support, housing, crisis resolution
- **health** - such as access to health supports and benefits including mental health and addictions
- **life skills** – such as self sufficiency, education and literacy, language and numeracy supports
- **community supports** – such as access to dependent care or caregiving supports, cultural connections (such as immigration and settlement supports) and justice and legal support



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: May 23, 2024

Subject: Community Services Annual Review 2023

From: Anna McGregor, Director Community Services

Recommendation

THAT the report Community Services Annual Review, dated May 23, 2024, from the Director of Community Services, be received.

Executive Summary

The Community Services Annual Review 2023 provides a summary of Dufferin County Community Service's activities, operations, accomplishments, and program directions in 2023. It also gives a brief outlook of 2024.

Background and Discussion

Attached is the Community Services Annual Review 2023. It includes narratives and statistics from the Ontario Works, Housing Services, and Early Years and Child Care Divisions.

Generally, statistics show the comparison between 2023 versus 2022. In some instances, there is no direct comparison as some services were modified with the pandemic, and some new services and programs started after the pandemic began.

Updates to Service Delivery

Ontario Works:

- Caseloads remained lower than pre-pandemic levels but continued to rise.
- Preparing for the Employment Services Transformation was a large focus in 2023.

Housing Services:

- 53 applicants were housed off the Centralized Waitlist in 2023. This was an increase of 51% from the year before.
- 90 Individuals were housed off the BNL.

Early Years and Child Care:

- The process for managing Canada Wide Early Learning and Child Care (CWELCC) fee reduction payments to licensed child care operators for all eligible families was transitioned from a manual procedure to the Ontario Child Care Management System (OCCMS) to reduce manual calculations, reduce administrative burden, and facilitate data collection.
- The Canada Wide Early Learning and Child Care system (CWELCC) further reduced the daily licensed child care fees for families of eligible children age 0-5 to a total fee reduction of 52.75% for full fee paying families and 50% for fee subsidy families. In addition, a \$1 per hour annual wage increase started for all eligible child care program Registered Childhood Educators (RCEs), up to a maximum cap of a \$25/hour wage.

New Business

Ontario Works:

- Centralized Intake Unit applications presented new challenges for clients and staff.
- 459.3% increase in asylum seekers which impacted the caseload late in the year.

Housing Services:

- County of Dufferin Housing Services was the first region in Ontario to disperse all Canada Ontario Housing Benefit.
- The Centralized Waitlist was impacted by changes to Income and Asset Limits.
- Housing Services restructured Emergency Shelter Agreements. This aligned services with the goal of eliminating homelessness.
- Senior representation on the Centralized Waitlist decreased in 2023.

Early Years and Child Care:

- Work began on a new service plan for 2023-2026.
- Access and Inclusion framework under the CWELCC agreement was officially released.
- The Early Years and Child Care division, along with Seneca Lab school, was featured in a program profile of "Reimagining Quality" as a part of the Association of Early Childhood Educators of Ontario's Roadmap to Universal Child Care in Ontario.

Financial, Staffing, Legal, or IT Considerations

There is no impact.

In Support of Strategic Plan Priorities and Objectives

Community - increase affordable and attainable housing options

Governance - improve the County's internal and external communication

Equity – align programs, services, and infrastructure with changing community needs

Respectfully Submitted By:

Anna McGregor
Director Community Services

Attachments: Community Services Annual Review 2023

Reviewed by: Sonya Pritchard, Chief Administrative Officer

2023

**COMMUNITY
SERVICES
DEPARTMENT**

**ANNUAL
REVIEW**

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MESSAGE FROM THE DIRECTOR

1

2023 was a year of new achievements and challenges in Community Services. Department staff and our partners really showed their resilience and nimbleness throughout the year. This report summarizes the Department's achievements and activities, and the challenges it has overcome in 2023.

A drastic change in the economic environment contributed to significant consequences for our clients. Access to child care has been challenging, poverty has increased, and the housing crisis worsened. Our community was not immune to this. I am pleased to say the Department has worked tirelessly to lessen the impact of this environment.

Adding to that, Community Services continues to reflect on its service. Our department, and the County as a whole, have taken steps to solidify our work as an organizational priority. Housing, Equity, and Community Safety and Well-being continue to be incorporated into our projects and day-to-day activities. This is great news for our community.

Lastly, I would like to thank our dedicated staff and community partners. I have seen first-hand how these relationships have grown. It is exciting to see the impacts of years of collaboration. Thank you!

Moving forward, I expect 2024 will present new opportunities and challenges. In this field, ongoing Federal and Provincial policy change is challenging. Despite this, I know the Department will continue to advocate for the community's most vulnerable and provide meaningful service to our clients.

Anna McGregor

Director, Community Services
County of Dufferin

WHO WE ARE

2

The Community Services Department prides itself on providing agile, mindful, and respectful services to clients. The Department is one of the 47 Service Managers in Ontario. The Service Manager is responsible for the administration, planning, funding oversight, and delivery of Ontario Works, Housing, and Early Years and Child Care services within the County.



The Department's main office can be found at the Edelbrock Centre. The Edelbrock Centre is located at 30 Centre Street, Orangeville, and is open to the public.

Moving forward, the Community Services Department will adapt to a challenging economic environment, as well as shifts in provincial and federal policy.

The Ontario Works caseload remained lower than pre-pandemic numbers. We saw a 13% increase across Dufferin County in 2023. The 2023 average caseload was 477 compared to 609 in 2019. A recent spike in new applications caused the current caseload to exceed what has recently been forecasted. Dufferin's caseload is forecasted to be 502 for 2023-24 however we ended 2023 with a caseload of 527.

In late 2023, the County saw a surge in Asylum Claimants which impacted the overall caseload numbers. There was a 459.3% increase in asylum seekers in comparison to the previous year. December alone brought 40 unique applicants, a 900% increase from previous months. This trend has continued into 2024. The uniqueness of this demographic is particularly challenging. There is often a language barrier and the inability to job seek as they are pending approval for residency in Canada.

Current Programs and Services

- Administers provincial Ontario Works program and financial assistance
- Employment Resource Centres and supports
- Housing Stability Team (Homelessness Services)

The focus of 2023 was preparing for the implementation of the Employment Services Transformation (EST) which was scheduled to go live on January 2, 2024. The Employment Services Transformation is a Provincial multi-year initiative to modernize employment services delivery in Ontario. Employment Ontario (EO), Ontario Works (OW) and Ontario Disability Support Program (ODSP) will all merge to provide easy access to employment supports for all job seekers in Ontario.

Dufferin County is positioned within the Kitchener-Waterloo-Barrie catchment area and began onboarding in the spring of 2023. The Service System Manager, Serco Canada, began working with Municipal and Employment Ontario partners this year in preparation of full implementation in 2024.

ONTARIO WORKS

Annual Caseload and Intake

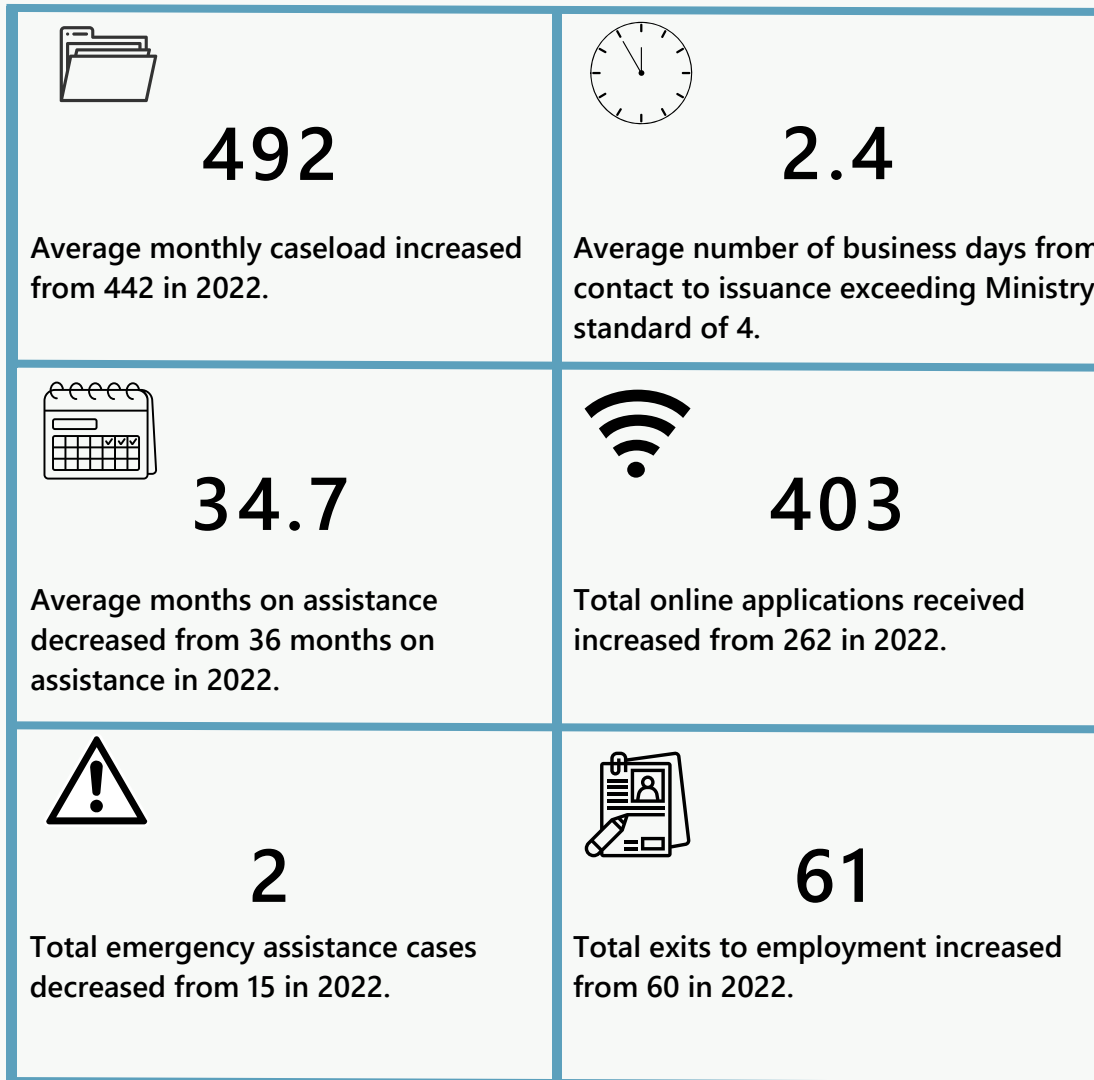


Figure 1: 2023 caseload and intake statistics.

Year over year statistics had notable differences from 2022. Average monthly caseloads increased by 11.3%. Online applications increased by 53%. Lastly, emergency assistance cases decreased significantly.

ONTARIO WORKS

Ontario Works caseloads continued to rise, so did the number of online applications. Staff continued to complete all applications via telephone however 69% of applications began online through the Centralized Intake (CI).

Despite this process being more technical and user friendly, the validity and integrity of the applications continued to be a concern. Applications submitted to the Intake and Benefits Administration Unit (IBAU) were only auto granted 54% of the time. The rest of the applications were redirected to the local office for processing. This added an extra layer of administration and created frustration for clients as they were bounced back and forth between offices. Dufferin continued to offer personal intake services for those who contacted our office directly.



ONTARIO WORKS

Employment Resource Centres

In 2023, The Employment Resource Centres (ERC) in both Orangeville and Shelburne were open to the public from Monday – Friday, 8:30 a.m. – 4:30 p.m. Screening and masking were no longer required. The ERC in Orangeville was also the main reception area for all of the County of Dufferin operations. All staff worked out of 30 Centre Street.

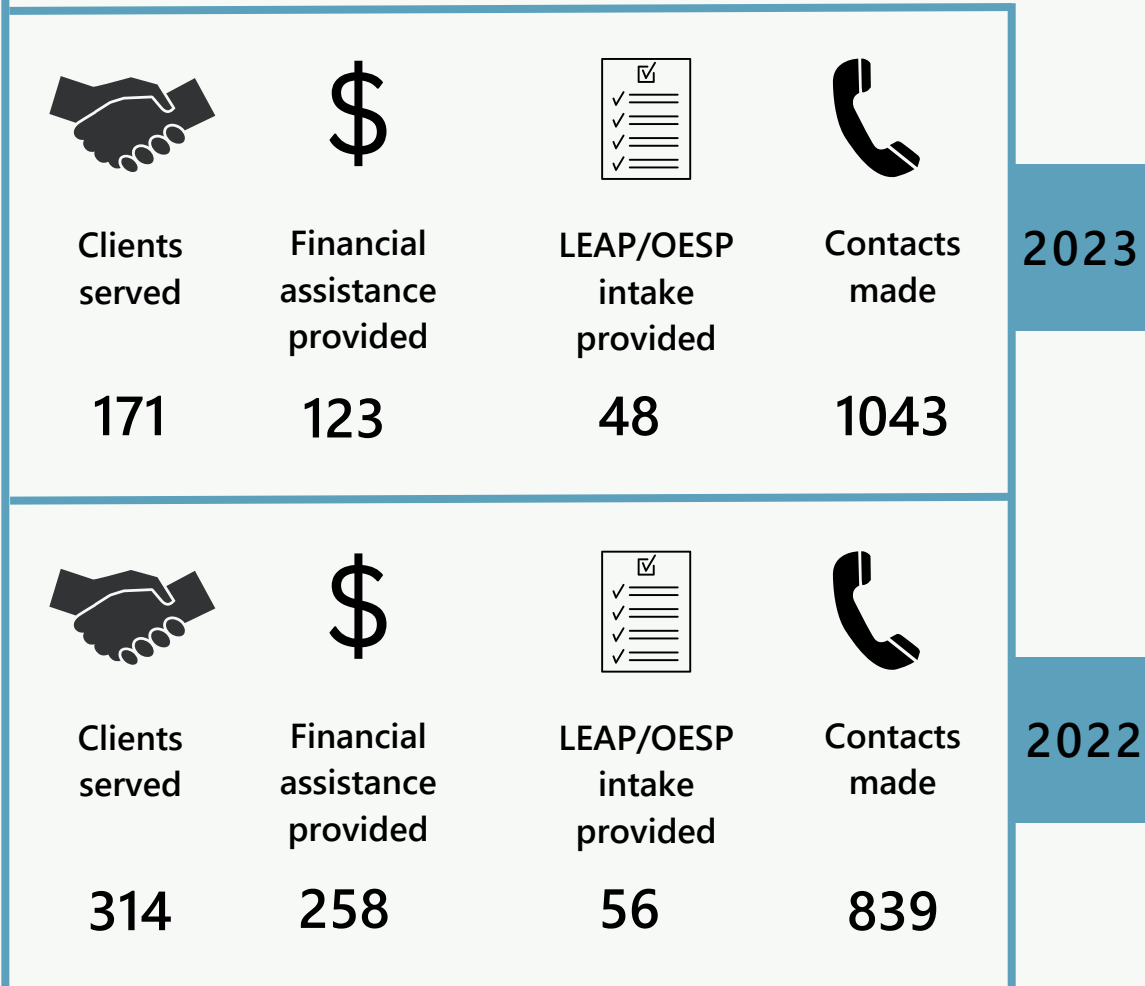


Figure 2: Orangeville Employment Resource Centre.

ONTARIO WORKS

Housing Stability Team (Reaching Home, By-Name List & Coordinated Access)

Figure 3: Housing Stability Team statistics.



Reaching Home

Reaching Home, a federal funding program, was launched in 2019. Reaching Home supports the goals of Canada's National Housing Strategy, in particular, to reduce chronic homelessness nationally by 50% by fiscal year 2027. The first milestone in reducing chronic homelessness is a quality By-Name List.

ONTARIO WORKS

The County of Dufferin has three subprojects under Reaching Home:

Dufferin County currently employs three Housing Support Workers who work with clients on the BNL. Workers assist clients with searching for and securing housing and completing applications and referrals to mental health and/or medical resources. They provide ongoing support and home visits to those maintaining their housing to avoid the client re-entering the homeless system. They work collaboratively with the Landlord Liaison to find solutions should issues arise with the landlord. This team is managed under the Ontario Works portfolio.

The Landlord Liaison is responsible for the ongoing development and maintenance of relationships with landlords in Dufferin County. The Landlord Liaison is the point person for the local motel owners who are participating in either the Motel Program or the Coordinated Access Transitional Housing (CATH) Program. They also work in collaboration with the Housing Support Workers in the event an issue is reported by a landlord. In 2023, the Landlord Liaison developed Memorandums of Understanding (MOUs) to work more efficiently with landlords and to outline support the County was able to provide. This included assistance for damages. The Landlord Liaison was able to have eleven MOUs signed with local landlords in 2023. This represented approximately 36 rental spaces.



Figure 4: Landlord Liaison function.

ONTARIO WORKS

Family Transition Place (FTP) was approved for 20 months of funding from August 1, 2022, through to March 31, 2024. This provided funding for 2 Frontline Outreach Workers. After a staff resignation in 2023, it was decided that only one crisis worker was needed. This was based on the fact that the Mobile Crisis Response Team (MCRT), which includes one OPP officer and one Mental Health Nurse, was able to respond to and reduce the need for crisis support.

The Front-Line Outreach worker is dedicated to working with Dufferin County citizens who are chronically homeless. The position has experience and expertise in mental health, substance use and housing support. They support an intersectional approach to best support this vulnerable population. These positions are affiliated with the existing Dufferin crisis services and are collectively working together as the “Integrated Crisis Program”. In addition, these positions work with the Coordinated Access Table and Community Advisory Board.

By-Name List

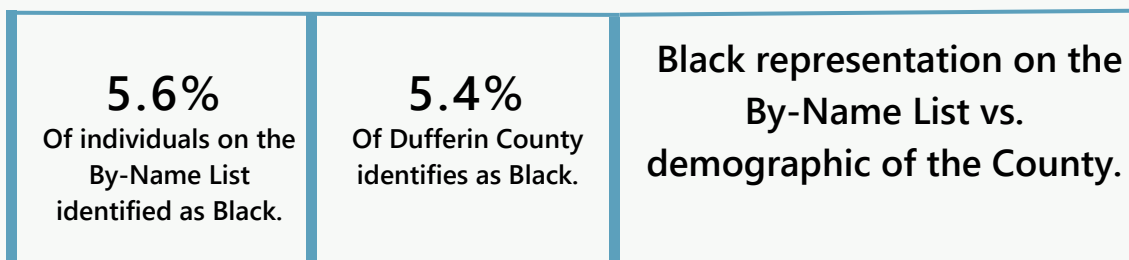
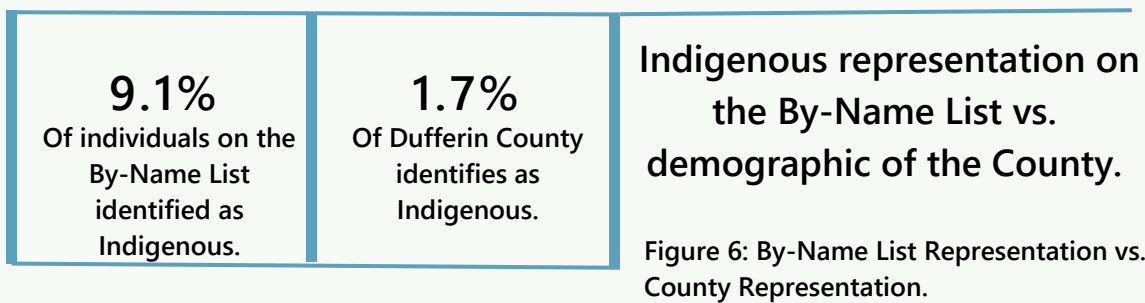
In 2023, the make-up of the By-Name List shifted slightly with males and females now having equal representation. Individuals who are white between the ages of 25-59 continue to dominate the BNL.

	2023 Average	Totals
Individuals disclosing mental health or addiction concerns	82.1%	335

Figure 5: Individuals disclosing mental health or addiction concerns on the By-Name List.

ONTARIO WORKS

Indigenous representation remains the second largest ethnic group on the BNL. It has decreased since 2022 in contrast to Black representation which has remained consistent. The most significant increase has been in the senior population who have seen their representation double over 2023, and even more significantly in the later part of the year.



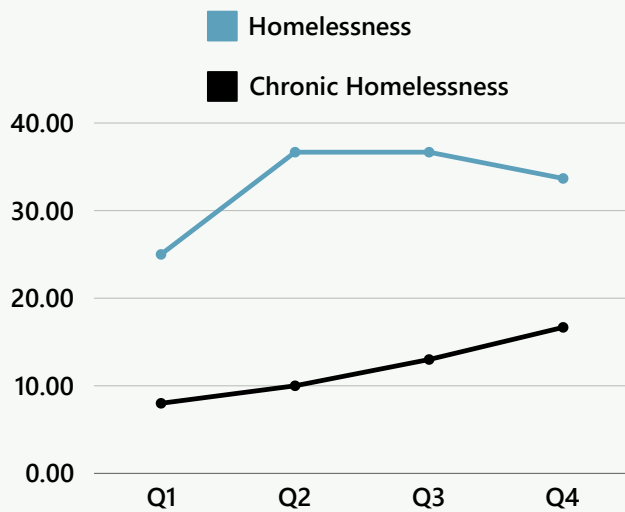
Age Group	Census 2021 Representation	By-Name List Representation
15-24*	11.7%	22.5%
25-59	47.4%	67.9%
60+	22.4%	9.6%

Figure 7: By-Name List representation vs. County representation

Census collects ages 15-24 and By-Name List collects ages 16-24

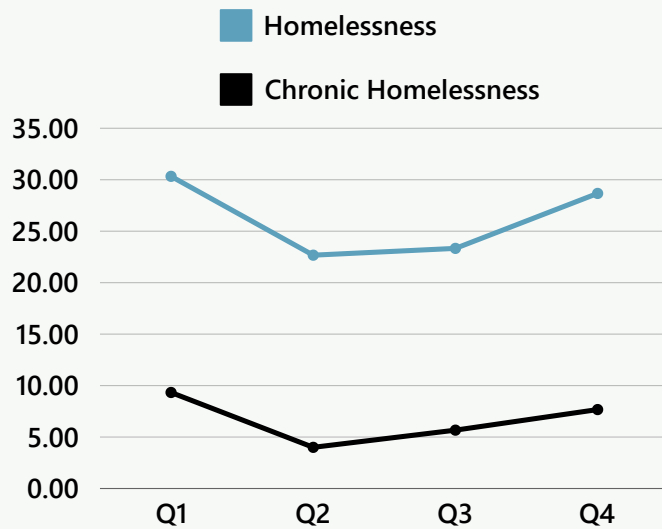
ONTARIO WORKS

In 2023, the average number of people on the BNL was 34, of which 12 were chronic. The housing success continued with 90 individuals who were experiencing homelessness, being housed.



2023

Figure 8: Average individuals on By-Name list by quarter.



2022

ONTARIO WORKS

Coordinated Access

Reaching Home required designated communities to have a Coordinated Access system in place by March 31, 2022, including a centralized database with real-time data on clients and available housing and supports, clear points of entry, common assessment, and standardized protocols and resources for referrals and prioritization. Dufferin County has had a Basic Quality Coordinated Access System since 2020. This was recognized in February 2021, and confirmed as the first Built for Zero Canada community to achieve Advanced Quality Coordinated Access.

Dufferin County continues to use the Homeless Individuals and Families Information System (HIFIS), a web-based, electronic client management information system.



ONTARIO WORKS

Looking Forward to 2024

The upcoming year will be a transitional year in many ways. With the implementation of the EST, staff will work through the challenges of delivering a new program. Ongoing meetings with the SSM and Service Providers will help to ensure a smooth transition, while developing policy and procedures and building on best practices.

Working with the IBAU has been challenging. Wait-times that were once two days are now up to three weeks. It is hoped that things will improve in 2024. The IBAU continues to reach out to the 47 municipalities to assist with workload and to take applications back to process.

The reduction in Ontario Works funding has left uncertainty. It is a challenge to deliver the same exceptional service while having less funds to do so. As the caseload continues to grow staff will be stretched thin. The County is reducing positions in Ontario Works due to attrition as multiple staff are set to retire in 2024. It will be a difficult task to balance staff and funding, while delivering the program efficiently.



HOUSING SERVICES 4

2023 was the year we felt gratitude, exhaustion, and uncertainty. We were grateful to see the end of the pandemic. Extreme weather, record-level inflation, a national housing crisis, an opioid epidemic, and rising domestic violence and mental health concerns have left all of us uncertain about the future, but none more so than the vulnerable population that we serve. We know that more will be required of us, and we will rise to the challenge.

Current Programs and Services

- Administering Rent Supplement Program
- Centralized Waitlist for community housing
- Working with local housing providers and landlords
- Managing and operating County owned properties

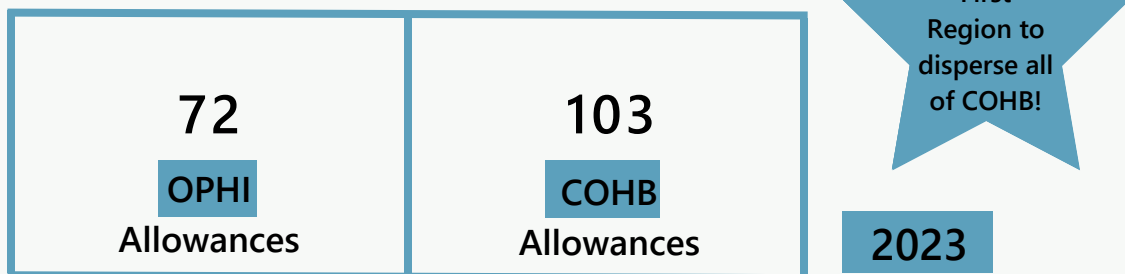


Figure 9: Apartments at 40 Lawrence Ave, Orangeville.

HOUSING SERVICES

Housing Allowances

Figure 10: 2023 Housing Allowances provided.



The Ontario Priorities Housing Initiative (OPHI) Housing Allowance provided housing allowances to a total of 72 households in 2023. In exchange for this allowance, recipients agree to put their wait list application on hold. OPHI Housing Support Services provides funding to ensure housing retention, greater self-reliance, and social inclusion for tenants. The Canada-Ontario Housing Benefit (COHB) provided 103 households with a portable housing benefit that can be used throughout Ontario. In exchange for this benefit, recipients agree to be removed from the wait list. OPHI and COHB were used to help reduce the strain on the waitlist and help assist those that are vulnerable to achieve housing stability.

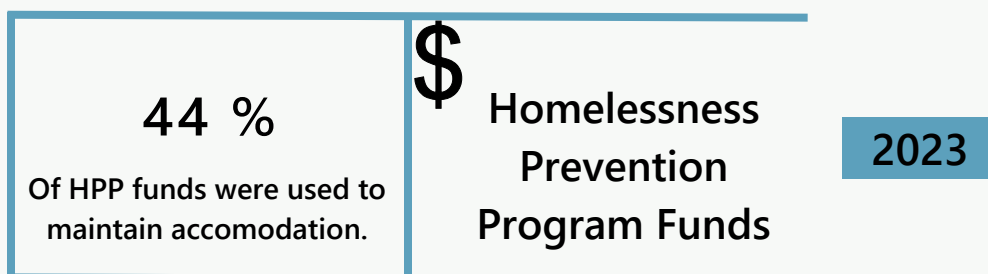
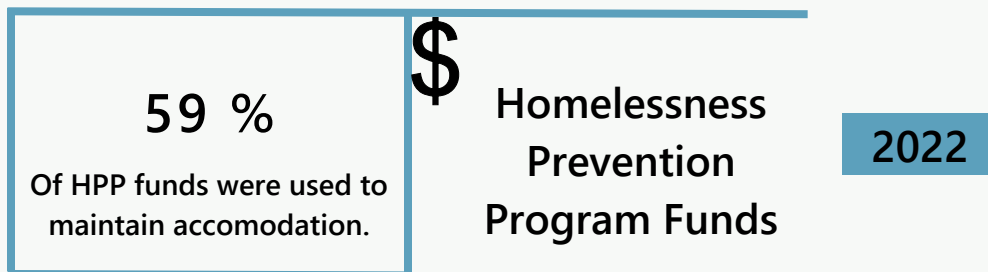


Figure 11: HPP accommodation funds.



HOUSING SERVICES

Centralized Waitlist and Housing Stock

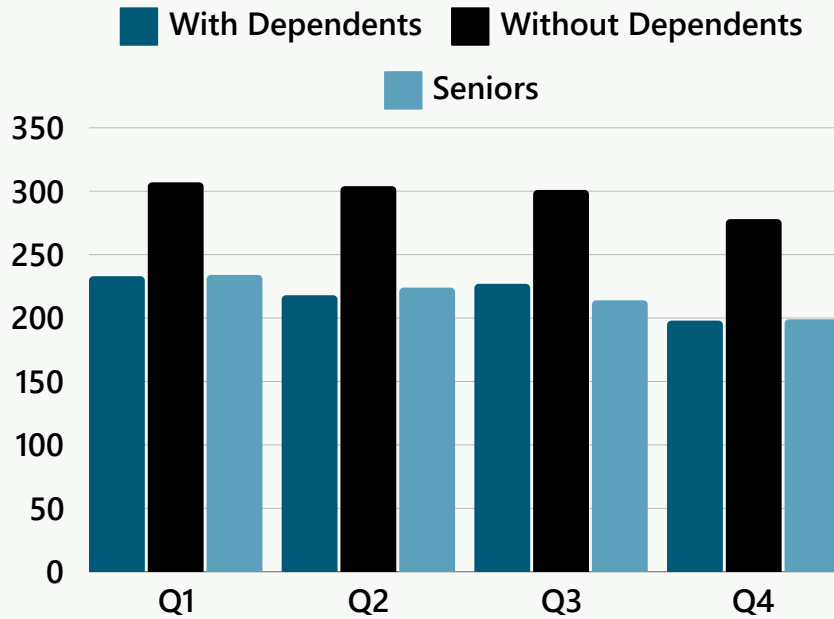


Figure 12: Average monthly waitlist by applicant type per quarter (2023).

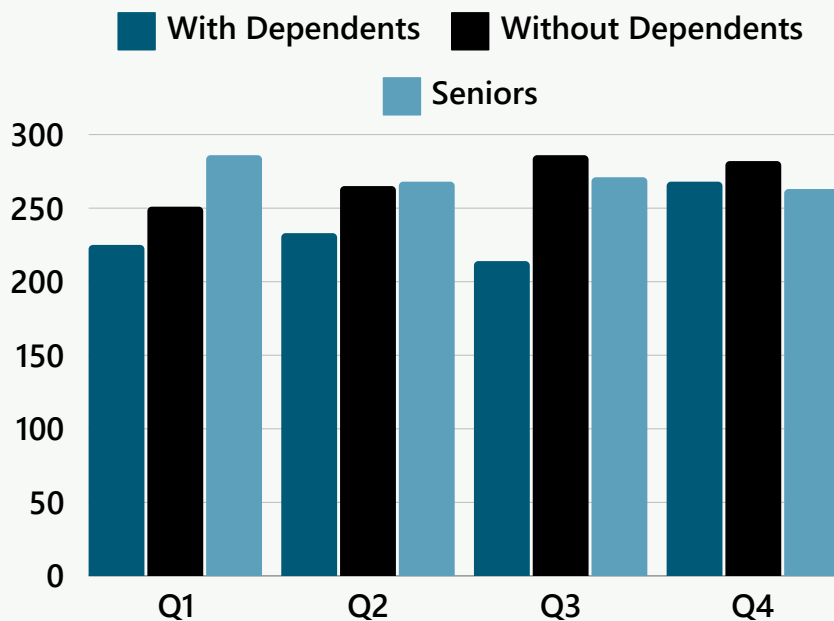
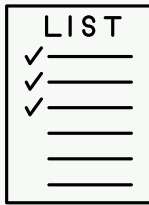


Figure 13: Average monthly waitlist by applicant type per quarter (2022).

Waitlist distribution for seniors saw steady decreases from 2022.

HOUSING SERVICES

Housing Access Dufferin (HAD) is the service which maintains the Centralized Wait List for community housing in Dufferin. The wait list is for all community housing within Dufferin, not just County-owned properties.



748 Applicants on housing waitlist - average.	53 Total applicants housed.
473 Total applications added.	72% Applicants housed by the County.
803 Applicants on housing waitlist - average.	35 Total applicants housed.
397 Total applications added.	74% Applicants housed by the County.

2023

Figure 14: Waitlist statistics.

2022

HOUSING SERVICES

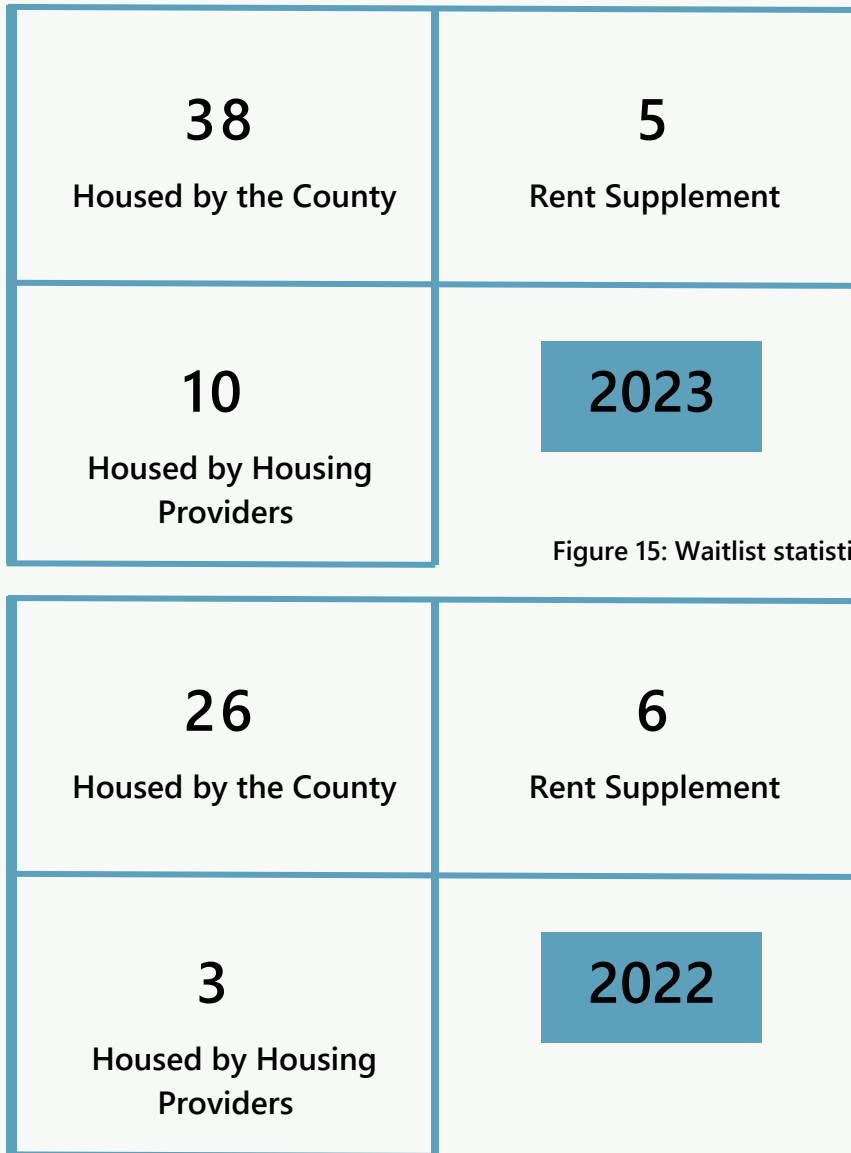


Figure 15: Waitlist statistics by provider.

HOUSING SERVICES

Policy Changes and Divisional Announcements

First region in Ontario to disperse all COHB

The County is one of the smallest service providers in Ontario yet was the first to disperse all of its allocated COHB.

Additional COHB for Asylum Seekers - \$130,800

Received additional funding October 2023 to assist with asylum seekers or recent refugees. 11 applications were completed in 2023, 1 additional client will be counted in 2024 stats as their start date of funding was February 2024.

Rent Smart certification offered to clients

Certification was offered in two cohorts. Clients from shelters and the BNL attended.

Changes to Income and Asset limits - Waitlist impacts

The regulations governing Income and Asset limits changed in 2023. The Centralized Waitlist's distribution was impacted by these changes as client eligibility changed.

Interviewed 8 clients - Video tells their story

In October 2023, we interviewed 8 people on how Dufferin County's housing programs have impacted their lives. This video tells their story. See video here [2023 dufferin county housing forum v5 \(1080p\).mp4](#)

Restructuring of Shelter agreements

The County restructured its Shelter agreements in 2023. This aligned services with the goal of ending homelessness.

Memorandum of Understanding created with SHIP

Through a MOU the Division strengthened its work on Supportive Housing.

HOUSING SERVICES

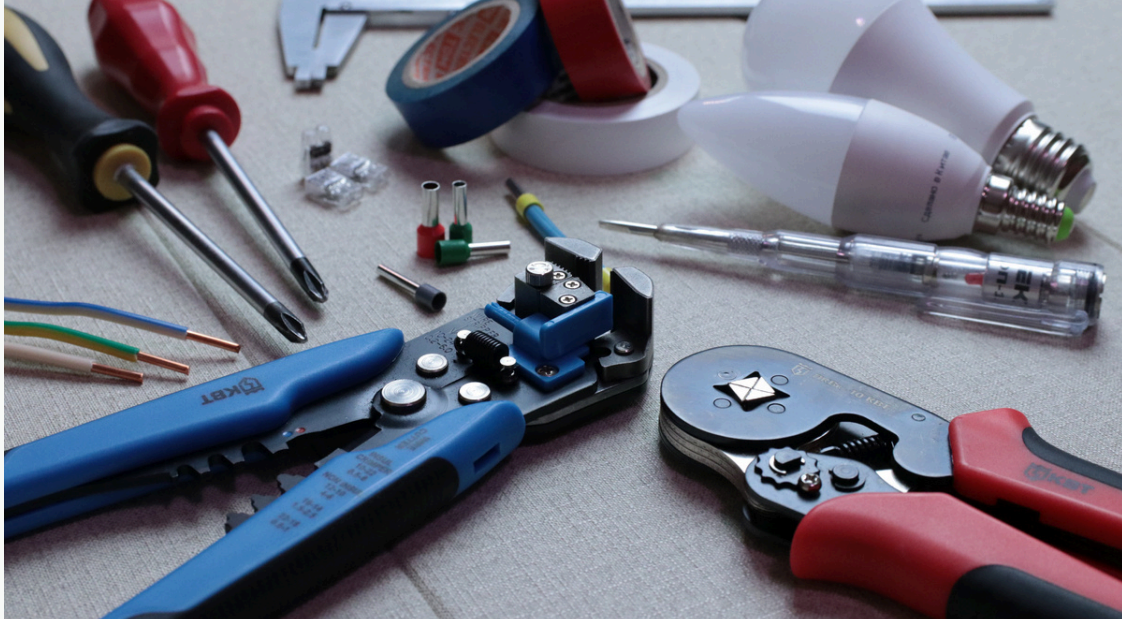
Canada-Ontario Community Housing Initiative (COCHI) Funding - \$398,900 dispersed to 3 Providers

- Lavender Lane: New fencing, Roofing and Windows.
- Fiddleville: Front entry way accessibility (curbs and walkways), Hallway flooring throughout the apartment complex, replacement of the front entrance canopy to the apartment complex.
- Credit River: New flooring in hallways of apartment complex, 4 kitchens, 5 bathrooms, new flooring for 3 x 3 bedroom units and 3 x 2 bedroom units.



HOUSING SERVICES

Property Modernization and Repairs



Parking Lot Restoration and Line Painting

- 43 Bythia St, Orangeville.
- 40 Lawrence Ave, Orangeville.
- 227 William St, Shelburne.
- 207 William St, Shelburne.

Repairs

- 54 Lawrence, Orangeville.

Security Review

- Entire housing portfolio.

HOUSING SERVICES

Other Initiatives and Events



Figure 16: 2023 Housing Forum Save The Date.

Housing Forum - Facing the Future Together

The Division organized a successful Annual Housing Forum on November 22, 2023. 62 community partners attended the Forum. The main components of the events were:

- Planning and Economic Development - Addressing housing and housing shortage through policy change.
- Impacted community services (Guest Speakers: Roger Barrow -Salvation Army New Hope Community Church, Heather Hayes -Orangeville Food Bank)
- Landlord/tenant challenges and solutions.
- County services and successes.
- The cost of homelessness - Interactive activity (Million Dollar Murray) and successful interventions in Canada.

Bridges out of Poverty

Staff attended workshops on October 17 and October 18th.

BBQ and Summer Concert Series

Leisa Way & Friends played for all County tenants.

Holiday Luncheons

Provided at all buildings.

EARLY YEARS AND CHILD CARE (EYCC)

5

The Early Years and Child Care Division plays a central role in the planning, funding, administration, and operation of early years and licensed child care services in Dufferin County.

Current Programs and Services

- EarlyON Child and Family Centres
- Licensed Child Care Supports
 - Canada-Wide Early Learning and Child Care System (CWELCC)
 - Access and Inclusion Framework and Start-Up Grant Funding
 - Licensed Child Care Operating Funding Supports
 - Child Care Fee Subsidy
 - Licensed Child Care Quality/Capacity Building and Pedagogical Leadership
 - Inclusion for Children with Additional Needs (iCAN)
- Children's Planning Table/Dufferin Coalition for Kids (DuCK)

In 2023, the Early Years and Child Care Division (EYCC) began to work on a new service plan for 2023-2026 to design and focus service delivery to ensure the County meets its mandatory obligations in line with provincial requirements and that it aligns services to where they are needed most.

As the implementation of the Canada Wide Early Learning and Child Care (CWELCC) system for 2022-2026 continued this year, the new Access and Inclusion Framework was officially released, along with allocations and guidelines for Start-Up Grant Funding, to support the expansion of the sector.

EYCC

Under this new framework, the EYCC Division considered equity-deserving children and families in plans to support projects aimed to increase access to high quality licensed child care. Meanwhile, the Early Years and Child Care Workforce Strategy, another multi-year initiative, wrapped up in 2023.

In November 2023, a six month pilot of a new Behaviour Therapy model to support child care centres began through Inclusion for Children with Additional Needs (iCAN).

The EYCC Division continued to focus on strategies and supports to create the conditions for children, families, and early years professionals to feel a sense of belonging, well-being, engagement, and expression; which are the four pillars of “How Does Learning Happen? Ontario’s Pedagogy for the Early Years,” the Ministry’s guiding document for the early years sector. Through a results based accountability process and collecting data from Dufferin’s local early years community, the Division is on a path to better understanding how its strategies and supports are impacting children, families, and the workforce.

The EYCC Division continued to work closely with the Ministry of Education to continue administration of all licensed child care programs and supports. The Division’s commitment to growth, positive impact, and critical reflection will persist with the additional support of both a permanent Program Assistant and Community Services Worker that were previously temporary positions.

EYCC

EarlyON Child and Family Centres

The EarlyON Child and Family Centres, located in Orangeville, Shelburne, and Grand Valley, provide opportunities for children from birth to six years of age to participate in play and inquiry-based programs, while supporting parents and caregivers in their roles. Families can participate in early learning activities with their children; meet and make connections with other families; learn about prenatal and early child development and benefits of early literacy, health, nutrition, etc.; and interact with early years professionals to get connected with services. All offerings through EarlyON are available at no cost to the families.

The EarlyON team plays a key role in the lives of Dufferin families. The goal of the team, as Early Childhood Educators (ECEs), is to create a sense of belonging for families and provide a safe environment where parents and caregivers can visit and connect to have their questions answered and worries eased. As Educators, the team supports families through applying the four foundations of learning (Belonging, Engagement, Well-Being, Expression) in daily interactions and curriculum, along with their understanding of children’s social, emotional, cognitive, and physical development. Through their ongoing commitment to professional learning and collaboration, the team is able to provide evidence-based programs for families.



Figure 17: “Why the EarlyON?” poster.

EYCC

The EarlyON continued to deliver mandatory core services in 2023, including free programs and resources to support early learning and development, engage parents and caregivers, and make connections for families. All programs were delivered in person (both indoors and outdoors), with an important focus on building relationships.



Figure 18: EarlyON team.

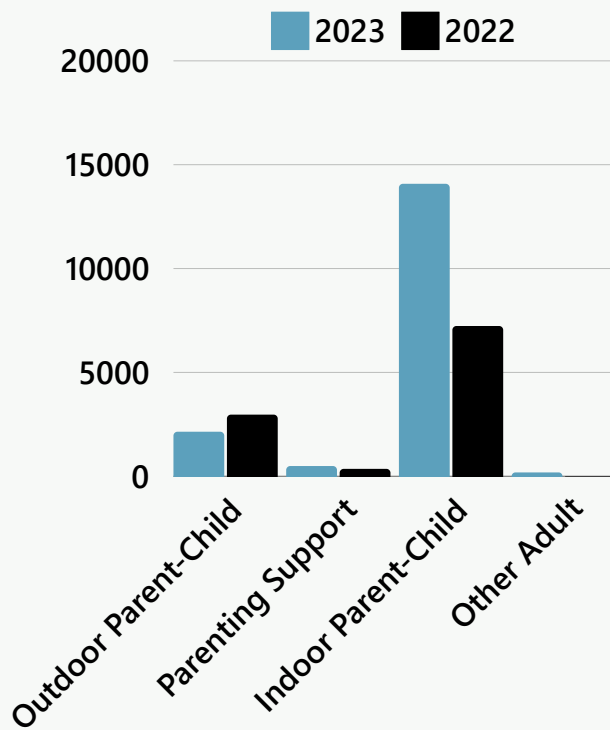
Family Time Drop-in Programs: Using creativity, the team was able to increase (more than double) the drop-in hours at each site. All three sites were open for two days per week, except Shelburne, which is open three days per week. This time allows families a place to gather, connect, and engage with others. During drop-in time, families have opportunities to learn about helpful resources and establish relationships, which helps them feel connected to their community and others.

Outdoor Programs: Outdoor programs continue to offer rich and intentional support to families, building on physical literacy and cognitive development. Outdoor programs include: Adventures in the Park (co-facilitated with the Orangeville Public Library), Outdoor EarlyON throughout Dufferin, Forest Explorers, and a Curious Preschoolers program for children preparing to enter kindergarten.

EYCC



Figure 19: EarlyON Outdoor Program photo.



In person indoor parent/child programming participation approx. doubled from 2022 to 2023.

Figure 20: EarlyOn program participant statistics.

EYCC

Parent/Caregiver Programs: Programs aimed towards the specific needs of parents and caregivers were offered as a continued piece of support, with a focus on well-being, post-partum, breastfeeding, and resiliency. Staff were trained through Wellington-Dufferin-Guelph Public Health in breastfeeding and lactation support, and now offer a program called Lactation Lounge - a safe space for new parents to gather information and receive support with their new baby. Two staff were trained in Bounce Back and Thrive (BBT) in 2022 and facilitated two 10-week training programs to families in 2023. This program is a resiliency skills training program designed to meet the needs of people parenting children under the age of eight.



Figure 21: EarlyON “Bring your new baby” poster.

Children’s Programs: Indoor and outdoor children’s programs were offered, with a focus on building independence and self-confidence, while the children explore, play, question, and grow. These programs are offered during parenting/caregiver programs, so that parents can embrace their program, or as standalone programs, such as Curious Preschoolers which is for children starting school within the calendar year.

EYCC



Figure 22: EarlyON children's program.

Mental Health Programs: The Ministry of Education allocated funding for the EarlyON to support mental health for families and staff. The EarlyON team has participated in a few training opportunities, such as compassion fatigue. The EarlyON offered families many programs including BBT, yoga, music therapy, and nutrition for families, to name a few. A Truth and Reconciliation Day Event was held, with special guest River of Knowledge.



Figure 23: EarlyON Truth and Reconciliation event.

EYCC

Outreach: The needs of families in Dufferin County have grown and EarlyON staff understand the importance of reaching families in rural areas who may experience barriers in attending the three main sites. To support these families, outreach efforts were expanded. With the collaboration of Horning's Mills Hall, EarlyON has implemented a Family Time drop-in program once a week for families in that area, offering a more accessible space to attend a program and build relationships within their community. In addition, outdoor EarlyON programs were offered in many communities throughout Dufferin, and EarlyON also participated in local community events.

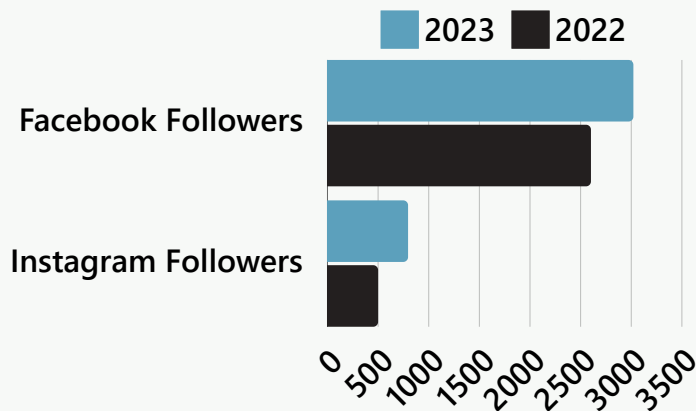


Figure 24:
BBQ at
Shelburne
EarlyON.

Community partnerships: The EarlyON continued to grow its partnerships to support families in 2023. This included the Orangeville Public Library, local Doulas, Wellington-Dufferin-Guelph Public Health, Dufferin Child and Family Services, and various other members in the community.

Social media: EarlyON social media continued to be one of the most direct ways to reach families with information, resources, and parenting support, with the goals of remaining connected with families and reaching out to the community in a meaningful way.

EYCC



Instagram followers increased by 60% and engagement increased by 80% in 2023 over 2022.

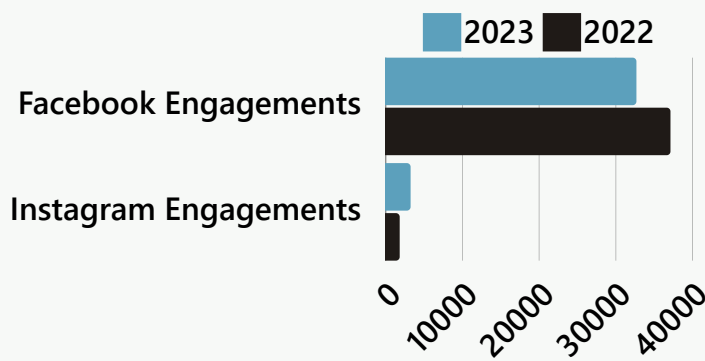


Figure 25: EarlyON social media statistics.

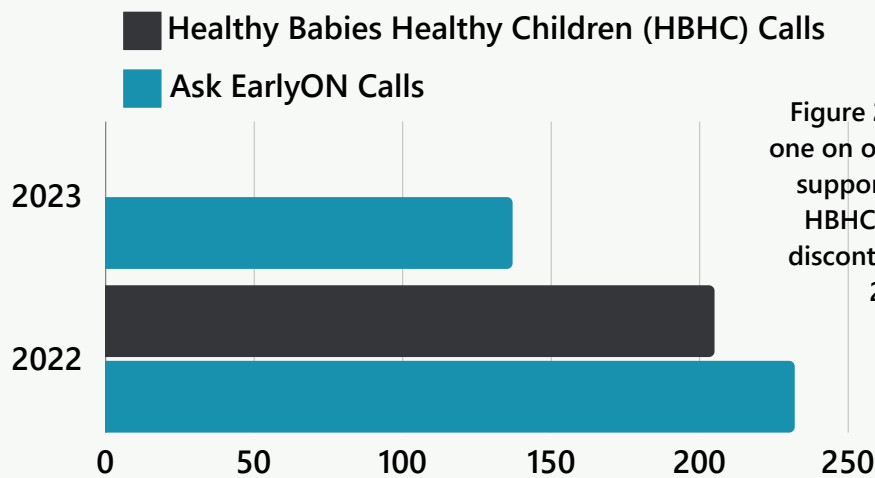


Figure 26: EarlyON one on one telephone support statistics. HBHC calls were discontinued in Q3 2022.

EYCC

EarlyON Feedback

Positive feedback from families attending EarlyON programs included such comments as:

- The work you all do is extraordinary - you help find the light at the end of the tunnel.
- My daughter has flourished and had so many firsts.
- You helped me grow confidence and learn life lessons.
- Families are so welcoming...it is a great feeling to give words of encouragement to each other.
- The techniques for dealing with your child's reactions and the resilience rating really helped with my mental health.
- The community of mothers has been immensely helpful having an open forum of sharing stories and experiences as we learn the material.



EYCC

Licensed Child Care Supports

The Early Years and Child Care Division provides multiple programs for licensed child care in Dufferin to support the operators, their workforce, and families attending licensed care. These programs work side by side to focus on funding, access, inclusion, quality, and workforce capacity. Funding supports are provided by the Ministry of Education and administered by the County.

In 2023, one new licensed child care centre opened and a new licensed home child care agency began to operate home providers in Dufferin County. By the end of 2023, there were 11 centre based operators and three licensed home child care agency operators with a total of 2,408 licensed spaces in the County.

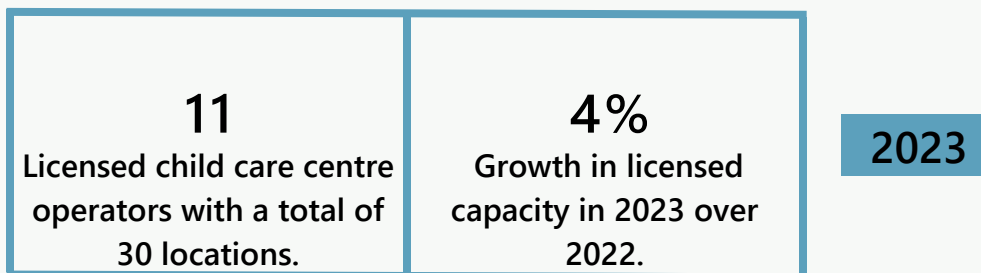


Figure 27: Licensed child-care operators and capacity in Dufferin.

Canada Wide Early Learning and Child Care System (CWELCC)

The year 2023 saw the second year of implementation of the Canada-Wide Early Learning and Child Care (CWELCC) System. The framework aims to lower licensed child care costs for children ages 0-5, while improving accessibility, quality, and inclusivity in Ontario's child care and early years sector. The County continued to administer the CWELCC system under Ministry direction to 12 licensed child care operators.

EYCC

In January, the reduction in daily licensed child care fees for families with children ages 0-5 was doubled from 2022, supporting a 52.75% reduction for full fee paying families (to a minimum fee of \$12 a day) and a 50% reduction of the parental contribution amount for families receiving fee subsidy. CWELCC also provided increased inflationary funding to operators to help offset cost escalation of operating expenditures, as their child care fees cannot be increased. CWELCC increased the wages of eligible Registered Early Childhood Educators (RECEs) in 2023 by a \$1/hour annual increase up to a maximum wage cap of \$25/hour.

In September 2023, the EYCC team improved the process for managing CWELCC fee reduction payments to operators by transitioning to using the Ontario Child Care Management System (OCCMS), in order to reduce manual calculations and administrative burden, and facilitate data collection.

Access and Inclusion Framework

In 2023, the Ministry of Education released the Access and Inclusion Framework to support the expansion of the CWELCC System. The overarching goal of this framework is to increase the number of licensed, affordable, high quality child care spaces for all children and families, with a focus on equitable access and inclusion.

The County of Dufferin was allocated a target of 478 spaces to be created by 2026 under this framework. In addition, the County has been allocated Start-Up Grant Funding to support new and existing licensed child care operators to create these new spaces. As required by the Ministry of Education, and in alignment with the County's strategic planning, the County engaged with local data and reported a Directed Growth Plan in early 2023, with consideration of equity deserving children and families, and geographic areas facing a lack of access to affordable child care options. This plan outlined growth planning, and identified priority neighbourhoods in high need of increased access to child care. Dufferin's priority neighbourhoods are Shelburne and Melancthon, with Mono and Orangeville following.

EYCC

In 2023, Dufferin gained 66 new licensed home child care spaces across municipalities and 28 licensed centre based spaces within Orangeville, for a total of 94 new spaces within the CWELCC System. The County has utilized its full 2023 allocation of Start-Up Grant Funding to support the creation of new spaces.

Operating Funding for Licensed Child Care Operators

In addition to CWELCC related funding, various other Ministry funding supports continued to be distributed to licensed child care operators. In 2023, the Ministry continued to provide the Provincial Wage Enhancement Grant (WEG)/Home Child Care Enhancement Grant (HCCEG) funding (\$2.00 per hour wage increase for all staff directly supporting licensed child care programming, and \$20 per day for full time licensed home child care providers). The goals of this Ministry funding are to assist with staff recruitment, retention and income security for those working in the licensed child care sector.

The General Operating Grant (GOG) continued to be provided to operators to help support operating costs. Other funding was provided based on approved applications to support upgrades and repairs at the centres, such as playground resurfacing, new flooring and fencing, and for items to support play-based learning, such as furniture, books, and toys.

Child Care Fee Subsidy

The Child Care Fee Subsidy program continued to support eligible families with their child care expenses. The total number of individual children served in 2023 was 697. This was a 12% increase over 2022 (620 children).

EYCC

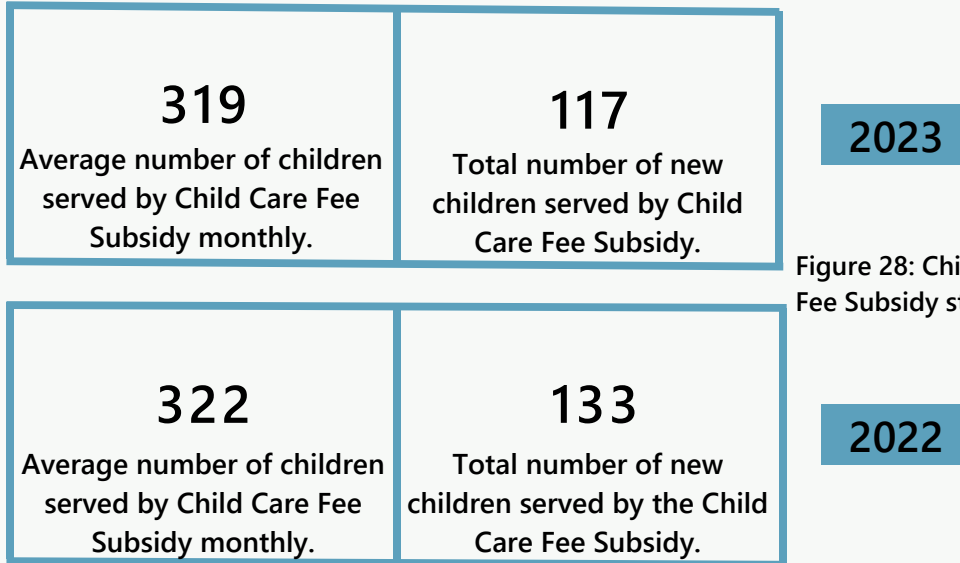


Figure 28: Child care Fee Subsidy statistics.

Staff training took place and work began on the online portal for families to apply for child care fee subsidy. This online Child Care Fee Subsidy Application is for Dufferin County residents who want to apply for subsidized child care offered in a licensed home, child care centre, or approved recreation camp.

Licensed Child Care Quality/Capacity Building and Pedagogical Leadership

Licensed child care Capacity Building/Quality Assurance/Raising the Bar supported the continuous learning of early years professionals in 2023, maintaining a focus on the Ministry of Education’s guiding document “How Does Learning Happen? Ontario’s Pedagogy for the Early Years” and the Child Care Workforce Strategy, which seeks to stabilize and enhance the Early Childhood Workforce in Dufferin County and support Diversity, Equity, Inclusion, and Truth and Reconciliation.

EYCC

The Dufferin Workforce Strategy is a part of the Growing Together: Ontario's Early Years and Child Care Workforce Strategy, which has a goal of building a stronger, more robust workforce by recruiting and retaining more educators in the early years and child care sector.

Connecting with ECE students:

In 2023, the Early Years and Child Care Division once again had the incredible privilege of connecting with post-secondary early childhood education (ECE) students from Georgian College. The EYCC division facilitated learning sessions with the desire to nurture bigger ecologies of learning, mentorship, and belonging for forty ECE students from our local Georgian College.



Figure 29: EYCC learning session ECE students.

"We just wanted to drop you and the Early Years and child care team a line to say - thank you so much for having us by! Many of the students expressed in their final projects how inspiring you all were to them, and how you opened their eyes to the many opportunities that are available in the Early Years sector! We appreciate your time and stories!"

Vanessa, RECE, M. Ed Faculty, Early Childhood Education, Georgian College

EYCC

Merrily podcast:
voiced.ca/project/merrily/



Figure 30: Merrily podcast poster.

The EYCC Division started to participate in the new podcast series project “Merrily...Taking Early Years Conversations Upstream and Down.” This is a community collaboration through which municipalities come together and build capacity within the early learning system and to change the narrative about the value and impact of child care and early years education.

Early Learning Celebration:

In 2023, the EYCC division, alongside members of the community who formed the Early Learning Celebration committee, had the desire to carve out spaces of connection while considering what it means to celebrate and be in relationship with land, materials, and each other. As a highlight of the celebration held at the Museum of Dufferin, Dr. Hopi Martin, Ojibwe Marten clan helper, gathered with Dufferin County’s early years professionals, inviting Indigenous early years pedagogy/Seasonal Pedagogies from the beginning place of considering land as Teacher.

A video slideshow of the presentation can be viewed here:

<http://www.youtube.com/watch?v=51gAudbiqTs>.

EYCC



Figure 31: Dr. Hopi Martin at the Early Learning Celebration at Museum of Dufferin

Reimagining Quality:

The Early Years and Child Care division acknowledges the importance of responding to the conditions of our times and creating openings for vibrant dialogue about pedagogical projects and processes that might matter to early childhood communities. The early years sector continues to face exciting successes, changes, challenges, and ebbs and flows with the implementation of the Canada-Wide Early Learning and Child Care System. In July 2021, the first edition of the Roadmap to Universal Child Care in Ontario was released by the Ontario Coalition for Better Childcare (OCBCC) and the Association of Early Childhood Educators Ontario (AECEO). In 2023, Dufferin County's Reimagining Quality Project was highlighted in the AECEO roadmap as a possibility to the vision and pathways forward.

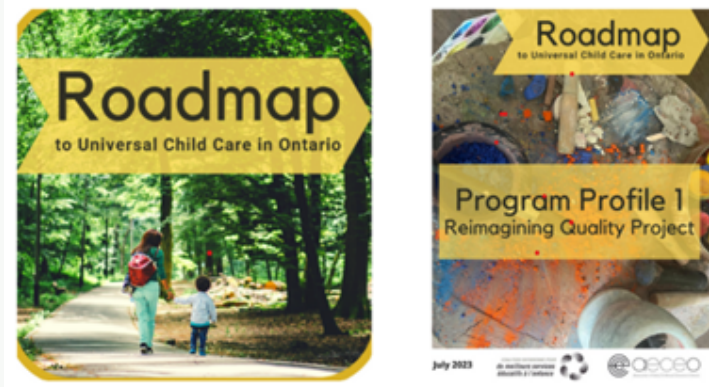


Figure 32: Roadmap to Universal Child Care in Ontario posters.

A link to the Roadmap document, and its highlight of Dufferin’s Reimagining Quality Project, can be viewed here:

http://assets.nationbuilder.com/aeceo/pages/2754/attachments/original/1690562101/Program_Profile_1_reimagining_quality_july_27.pdf?1690562101

Results Based Accountability:

In 2022, the Early Years and Child Care division sought an alternative way to consider the impact that the division’s programs and services are having on the community. A new evaluation of quality and impact was needed, one that reaches outside a market/technical/profit model and leans more towards a reflective relationship based model. This model acts with three simple questions to aid in measuring impact: “how much did we do, how well did we do it, and is anyone better off?” In 2023, the EYCC Division staff and community partners implemented this exciting way of planning, implementing action, and tracking progress across the community and in programs.

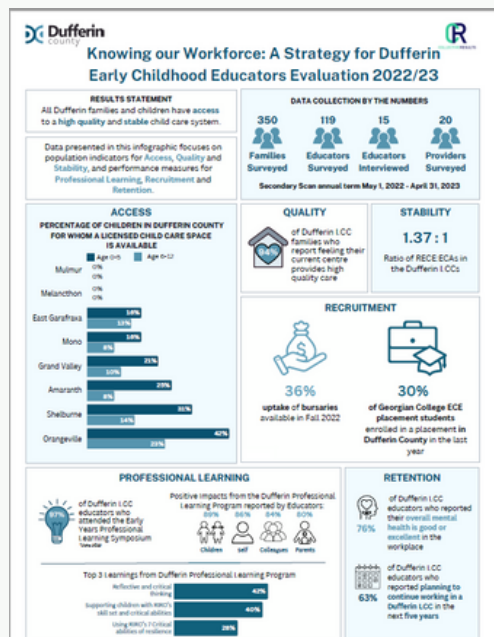


Figure 33: Dufferin “Knowing Our Workforce” infographic.

Diversity, Equity, Inclusion and Belonging:



Figure 34:
Educator and
child care
provider
gathering
focusing on DEI.

Diversity, equity, and inclusion (DEI) play a crucial role in early childhood education. The EYCC Division continues to create dialogical spaces for educators and child care providers to explore, exercise, and address diversity, equity, and inclusion in early childhood settings. In 2023, educators and providers gathered throughout the year in topics that included, but were not limited to: critical reflection, identity, race, intersectionality, supporting disability, equality, culturally responsive pedagogy, relationships, and leading with compassion and belonging.

RhiZONES Publication:

Storytelling creates a climate that is responsive to relationships, connections, reflection, learning, growth, inclusion, equity, and diversity associated with strengthening identity and belonging. The EYCC Division sought to create the conditions for educators in the local community to have a space and pathway for connection; an opportunity to elevate educators and their contributions; ways to notice and celebrate each other and the groundwork happening in our community; and ways to reflect on shared encounters and experiences.

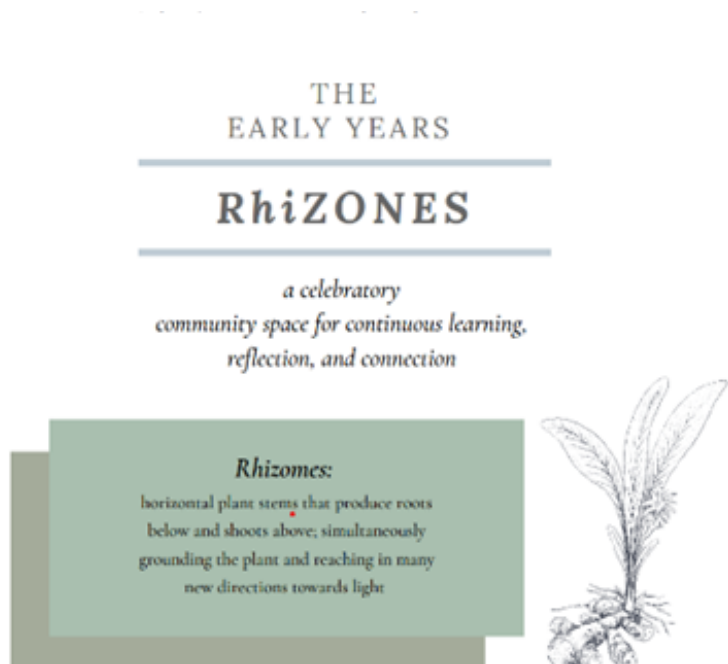


Figure 35:
RhiZONES
publication.

In 2023, a new publication was created for Dufferin early childhood educators called RhiZONES to facilitate connection, learning and belonging. A link to the RhiZONES publications can be viewed here:

<https://www.dufferincounty.ca/wp-content/uploads/2024/03/RhiZONESSummer2023.pdf>

<https://www.dufferincounty.ca/wp-content/uploads/2024/03/RhiZONES-12Fall-2023-4.pdf>

Reaching In...Reaching Out (RIRO) Resiliency Training:

After completing the RIRO Trainer Intensive program in fall 2022, Dufferin's small group of seven authorized RIRO facilitators has continued the journey of supporting the enhancement of resilience across Dufferin's local early years and child care community throughout 2023.

EYCC



Figure 36: Dufferin's authorized RIRO facilitators.

The collective has been gathering regularly over the past year, deepening understandings of resilience, and how it lives within Dufferin's early years sector. The group has facilitated five 12-hour resiliency training programs with a total of sixty-two early childhood professionals, including Dufferin's own Early Years and Child Care Division team. In addition to facilitating multiple programs, facilitators have also been supporting learned resilience skills, knowledge, and strategies throughout their roles in the community.

Inclusion for Children with Additional Needs (iCAN)

The County of Dufferin provides funding to Dufferin Child and Family Services (DCAFS) to deliver the iCAN program, which provides special needs resourcing supports to children who are attending licensed child care programs.

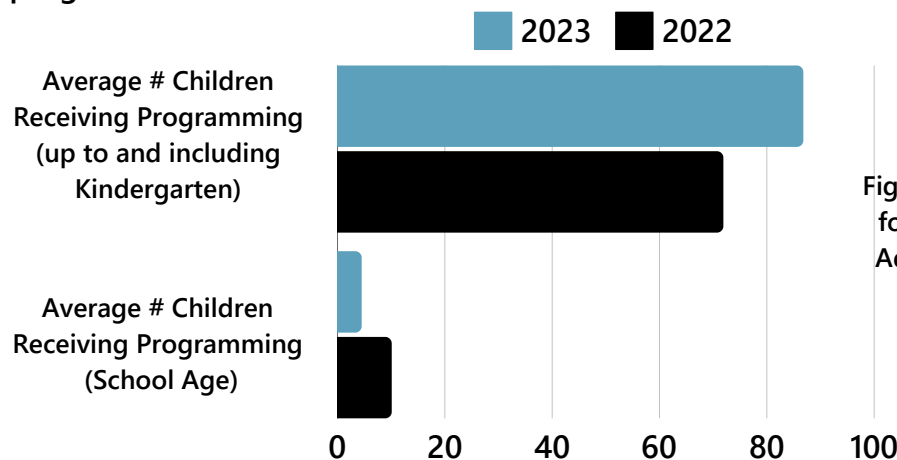


Figure 37: Inclusion for Children with Additional Needs statistics.

EYCC

143 Total unique children served in 2023.	125 Total unique children served in 2022.	21% Increase in average monthly children served in 2023.
-----------------------------------------------------	-----------------------------------------------------	--------------------------------------------------------------------

Figure 38: iCAN children served 2022 and 2023.

The iCAN program:

- provides support and consultation to licensed child care providers to help meet the needs of children with additional needs up to the age of 12 yrs.
- supports the inclusion of all children with additional needs (physical, social-emotional, developmental, behavioral) to help them learn and grow to their best and fullest potential.
- offers information & resources and helps connect families to other community resources if and when needed.

As part of iCAN services, the Inclusion Support Program continued to provide a way for licensed child care centres to request additional support and funding through an application process. The goal is to support the classroom, build capacity within the centre, and provide any needed special equipment. The support is short term to meet the immediate needs of the classroom/centre. The application is submitted with the collaboration of the iCAN Resource Consultant and the centre Supervisor and educators for a holistic look at needs.

EYCC

Children's Planning Table / Dufferin Coalition for Kids (DuCK)

Dufferin Coalition for Kids (DuCK), which is the children's planning table for Dufferin, advocates, plans, and promotes services to help Dufferin children aged 0-18 achieve success. Made up of over 19 organizations in Dufferin that provide services for children and their families, it receives leadership and support from County of Dufferin Early Years and Child Care Division in partnership with Dufferin Child and Family Services.

The work and format of DuCK is in transition, as it is being reassessed with the goal of redesigning it to meet the needs of the community most effectively. As a start, in 2023, the County and several community agencies that support children and families partnered to hold an "Interprofessional Practice Day" for connection, collaboration, and information sharing.

During this transition time, the DuCKLinks committee continued in 2023 to work as an interim measure to continue some of the important work of DuCK, such as providing parent education and linkages to information, services and resources, and ensuring that DuCK members continued to share information and feel connected and informed.

Looking Forward to 2024

Service Plan

The 2023-2026 Service Plan will be completed and issued in early Spring 2024.

EarlyON Child and Family Centres

In 2024, the EarlyON team will continue to be innovative and intentional with program offerings. Well-being and resilience will continue to be a strong value, leading to an expansion of Mental Health and prenatal supports, and continued offerings of the Bounce Back and Thrive program. With an equity lens, the team will build on a sense of belonging for all families. The team hopes to collaborate with Brave Canoe to offer workshops for families throughout 2024, where storytelling, drumming, and diverse activities will engage families and where Indigenous ways of knowing and being will meet community empowerment. Through a climate lens, the EarlyON will continue to look at ways to encourage families to reduce food waste and reduce garbage by including composting at all the EarlyON sites.

Canada Wide Early Learning and Child Care System

In 2024, Dufferin is expecting to gain an additional 275 spaces. These spaces will be supported by new and existing centres in Orangeville and Mono, and by one of our local licensed home child care agencies. The County anticipates using the full 2024 allocation in Start-Up Grant Funding to support this growth under the Access and Inclusion Framework.

Inclusion for Children with Additional Needs (iCAN) Program

The six month pilot for iCAN will continue into winter and spring of 2024, inclusive of workshops and training being offered to build capacity within the child care community. Feedback will be gathered to evaluate if the outcomes support continuing with this type of modeled support.

EYCC

Child Care Fee Subsidy

In Spring 2024, the Children's Services Portal for online child care fee subsidy application will be launched.

Licensed Child Care Quality/Capacity Building and Pedagogical Leadership

To continue to support professional development and the recruitment/retention of the early years and child care workforce, an area of focus in 2024 will be to continue to form innovative collective partnerships to cultivate a bigger picture weaving local and provincial perspectives. In addition, Dufferin's EYCC Division will develop and utilize a new learning management system that will support the educators of Dufferin County in communication and the engagement of mentorship, leadership, professional learning, and reflective practice. The EYCC team is planning its second Early Years Professional Learning Symposium with the recently announced Professional Learning funding for 2024.

Children's Planning Table / Dufferin Coalition for Kids (DuCK)

As the work and format of the Dufferin Coalition for Kids (Dufferin Children's Planning Table) continues to be reassessed, the County intends to host a second Interprofessional Practice day in 2024, with the day being centered around diversity, equity, and inclusion.

Glossary of Terms, Acronyms and Abbreviations

Affordable Rent	Where rent is set at 80% of the average market rent. Rent increases once a year in line with the provincial rent control guideline
BNL	By-Name List - real-time list of all people experiencing homelessness, who want to be linked to services and work with service providers
CAB	Community Advisory Board
CAT	Coordinated Access Table
Chronic Homelessness	Refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: <ul style="list-style-type: none"> • they have a total of at least 6 months (180 days) of homelessness over the past year • they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days)
CHHAP	Chronic Homeless Housing Allowance Program - ongoing financial supplement paid by the County to the landlord or eligible renter (from the BNL) to help them offset rental costs
CHPI	Community Homelessness Prevention Initiative (note: as of April 2022, CHPI will be renamed and rebranded)

APPENDIX

Glossary of Terms, Acronyms and Abbreviations

COHB	Canada Ontario Housing Benefit - ongoing financial supplement paid from the federal government directly to eligible renter households (from the waiting list) to help them offset rental costs. Administration done by the County
CEWS	Canada Emergency Wage Subsidy
CUP	Come Understand Parenting - an EarlyOn parenting support program
DAFHT	Dufferin Area Family Health Team
DCAFS	Dufferin Child and Family Services
DuCK	Dufferin Coalition for Kids
DEI	Diversity, Equity, and Inclusion
EDI	Early Development Instrument - a questionnaire completed by kindergarten teachers across Canada, which measures children's ability to meet age appropriate developmental expectations upon entry to school
ECC	Emergency Child Care
Emergency Sheltered	Includes those staying in overnight shelters for people who are homeless, as well as shelters for those impacted by family violence. Emergency shelters are facilities that provide short-term temporary accommodations and essential services for individuals experiencing homelessness

APPENDIX

Glossary of Terms, Acronyms and Abbreviations

ERCs	Employment Resource Centres. The Orangeville ERC is located at the Edelbrock Centre. The Shelburne ERC is located at the Mel Lloyd Centre
EST	Employment Services Transportation
EIP	Evidence Informed Planning
FAB	Feelings After Birth - an EarlyON parenting support program
FTP	Family Transition Place
Functional Zero	Functional Zero is three or less chronic homeless households on the BNL for three consecutive months
FYC	Filling Your Cup - an EarlyON parenting support program
GOG	General Operating Grant – a source of ongoing Ministry funding used to support license child care operating costs, supplement the salaries of child care staff, and promote staff recruitment/retention
HAD	Housing Access Dufferin - the centralised waiting list for community housing. People apply to the centralised wait list to get a rental unit. The rental units are supplied by County of Dufferin, various local non-profit housing providers and private rent supplement landlords

APPENDIX

Glossary of Terms, Acronyms and Abbreviations

HCCEG	Home Child Care Enhancement Grant - a source of ongoing Ministry funding used to support licensed home child care providers
HIFIS	Homeless Individuals and Families Information System - a comprehensive data collection and case management system allowing multiple service providers to access real-time homelessness data
Homelessness	Homelessness means without permanent address/residence and includes those who would be in emergency accommodation/shelter. For Dufferin it means that homeless numbers are a combination of those in emergency shelters, emergency motel stays, couch surfing, and those who are unsheltered
Home Ownership Program	Provides moderate income individuals and families with an interest-free down payment assistance loan to help them in purchasing their own home
HPP	Homelessness Prevention Program - wide range of programs that offer financial support to stop people losing their housing or to help them get housing. A financial assistance 'payment' can be paid direct to: <ul style="list-style-type: none">• landlord to stop an eviction• utility provider to stop a disconnect of service• landlord to cover first and last months rent• funds are limited and subject to availability
HSA	Housing Services Act, 2011

APPENDIX

Glossary of Terms, Acronyms and Abbreviations

IBAU	Intake and Benefits Administration Unit - Ministry of Children, Community and Social Services
iCAN	Inclusion for Children with Additional Needs - a program which provides resourcing supports to children with special needs who are attending licensed child care programs
LEAP	Low Income Energy Program - Emergency financial assistance program developed by the Ontario Energy Board. Administered by the County, to assist low-income energy customers who may be experiencing difficulty paying current arrears
Market Rent	Full rent is charged. No financial assistance is applied
MyBenefits	MyBenefits is an online service available 24/7 to Ontario residents who receive Ontario Works (OW) or Ontario Disability Support Program (ODSP). MyBenefits makes it faster, easier and more convenient to securely access information on any device (smartphones, tablets and computers)
ODSP	Ontario Disability Support Program
OESP	Ontario Energy Assistance Program - lowers electricity bills for low-income households. A monthly credit is provided to eligible customers based on household income and household size, and applied directly to eligible customers' bills. Households can apply directly or can access support at the County to apply

APPENDIX

Glossary of Terms, Acronyms and Abbreviations

OW	Ontario Works
Ontario Renovates	Provides financial assistance for low to moderate income homeowners or renter households: <ul style="list-style-type: none">• to increase accessibility of their unit through modifications and adaptations (ramps, etc.)• repairs and maintenance• house value and income limits apply• funds are limited and subject to availability
PiT Count	Point-in-Time (PiT) Homelessness Count - a coordinated event where persons experiencing homelessness are counted and asked a variety of questions to get a snapshot in time to illustrate homelessness in the community
RECEs	Registered Early Childhood Educators
Reaching Home	A federal funding program, that was launched in 2019. Reaching Home supports the goals of Canada's National Housing Strategy, in particular, to reduce chronic homelessness nationally by 50% by fiscal year 2027-2028
RGI	Rent-Geared-to-Income - where rent is subsidized, based on 30% of a household income. Rent changes in line with household income

APPENDIX

Glossary of Terms, Acronyms and Abbreviations

RentSmart	A program that provides education to tenants, providers, and community organizations to help people keep housing. It provides comprehensive housing and life skills education with a graduation certificate that may-be-recognized as a reference on housing applications
Rent Supplement Units	Where there is insufficient County of Dufferin and local housing provider stock (rental units) the County enter into agreements with private landlords who then rent their units to people from the Housing Access Dufferin Centralized Wait List. The tenant pays their portion of the rent (based on the RGI calculation) and the County pays the balance to the private landlord
SSRF	Social Services Relief Funding
Unit Composition	Refers to the mix of community housing
WDG PH	Wellington-Dufferin-Guelph Public Health
WEG	Wage Enhancement Grant - a source of ongoing Ministry funding used to increase the wages of eligible licensed child care centre staff to help support recruitment and retention



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: May 23, 2024

Subject: Homelessness Prevention Program Update 2024/25

From: Anna McGregor, Director Community Services

Recommendation

THAT the report titled Homelessness Prevention Program Update 2024/25, dated May 23, 2024, from the Director, Community Services, be received.

Executive Summary

This report details the allocation for the Provincial Homelessness Prevention Program (HPP) and comes full circle on discussions at committee and council about the funding for local homelessness services. Unfortunately, despite the current economic climate there is no funding increase, and it reflects the planning allocation the County were provided in 2023, of \$1,674,100. There are no new projects. The report lists where the funding will be allocated and compares it to the previous allocation.

Background and Discussion

On May 7, 2024, the Province shared details of the confirmed allocation for 2024/25 for the Homelessness Prevention Program (HPP). Dufferin will receive \$1,674,100 as previously communicated by the Province. The program guidelines remain the same.

The HPP is intended to be flexible. Service Managers can target funding where community need is greatest, to make the most impact on reducing and preventing homelessness.

Service Managers are encouraged to support a continued shift away from emergency responses, towards prevention and permanent housing contributing to a reduction in chronic homelessness and to support the creation and ongoing support for Supportive Housing.

The HPP funding is broken down into Services and Supports, which are allocated into provincially mandated service categories for reporting purposes. Service Managers are required to submit those details in the form of an Investment Plan to the Province for approval no later than May 24, 2024. Dufferin's details are as follows:

Provincial Investment Plan Reporting Service Category	2023-2024	2024-2025
Community Outreach and Support Services	\$22,000	\$22,144
Emergency Shelter Solutions	\$547,300	\$631,781
Housing Assistance	\$811,095	\$740,995
Supportive Housing * new for 2023-2024 *	\$210,000	\$195,475
Administration 5%	\$83,705	\$83,705
Total Service Categories	\$1,674,100	\$1,674,100

The above funding is further broken into Dufferin's Service Delivery:

e Delivery	Provincial Category	2023-2024	2024-2025
Contract: Choices "Youth" Emergency Shelter Beds and Support Services	Emergency Shelter Solutions	\$160,650	\$177,395
Contract: Family Transition Place Emergency Shelter Beds and Support Services	Emergency Shelter Solutions	\$194,000	\$200,991
Contract: Dufferin Men's Shelter Emergency Shelter Beds and Support Services	Emergency Shelter Solutions	\$160,650	\$177,395
Motel Stays/Out of the Cold Emergency Shelter overflow	Emergency Shelter Solutions	\$32,000	\$76,000
Housing Allowances to individual households on By-Name-List	Housing Assistance	\$370,000	\$368,000
Rent Supplements to existing households (formerly SCRSP)	Housing Assistance	\$194,768	\$200,000
"urHome" funds to "maintain" housing e.g. N4's, utility costs	Housing Assistance	\$150,644	\$100,000
"urHome" funds to "obtain" housing e.g. First and/or Last Month's Rent	Housing Assistance	\$95,683	\$72,995
Contract: Salvation Army - Emergency Support Services	Community Outreach and Support Services	\$18,000	\$18,000

e Delivery	Provincial Category	2023-2024	2024-2025
Misc. Expense (Grocery cards, ad hoc expenses)	Community Outreach and Support Services	\$4,000	\$4,144
Services and Housing In the Province (SHIP) for Staffing and Rent Supplement	Supportive Housing	\$210,000	\$195,475
Dufferin County	Administration	\$83,705	\$83,705
Total Fiscal Year	-	\$1,674,100	\$1,674,100

Financial, Staffing, Legal, or IT Considerations

The HPP allocation ensures existing services and supports funded from HPP are maintained; there will be no reductions in existing contracted service levels, while ensuring most of the funding is directed towards Housing Assistance. It does not allow for increases to off set the inflationary pressures service providers are experiencing.

The details in this report do not include funding received from the federal government under the Reaching Home program. See report Community Services Mid Year Staffing Update HHS 2024-04-25 [2024-04-25 Health and Human Services Agenda \(dufferincounty.ca\)](#) for details on where the federal funding is allocated.

In Support of Strategic Plan Priorities and Objectives

Community - increase affordable and attainable housing options

Governance - identify opportunities to improve governance and service delivery/
improve the County's internal and external communication

Equity – align programs, services, and infrastructure with changing community needs

Respectfully Submitted By:

Anna McGregor
Director Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: May 23, 2024

Subject: National Housing Strategy – Housing Advocacy

From: Anna McGregor, Director Community Services

Recommendation

THAT the titled National Housing Strategy - Housing Advocacy, dated, May 23, 2024, from the Director of Community Services, be received;

AND THAT Council supports a Motion to ask for the resolution of the current conflict between the Federal Government and the Government of Ontario to support the timely continuation of funding:

WHEREAS there is an unprecedented national housing affordability crisis;

WHEREAS there is no for-profit supply-only trickle-down solution to ending the national housing affordability crisis;

WHEREAS substantial investments in ensuring the use of housing for homes are required to help end the national housing affordability crisis;

WHEREAS substantial investments in new affordable social housing are required to help end the national housing affordability crisis;

WHEREAS substantial investments in revitalizing existing affordable social housing are required to help end the national housing affordability crisis;

WHEREAS substantial investments in social support expansions are required to prevent families choosing between housing and other basic necessities of life to help end the national housing affordability crisis;

WHEREAS the national housing affordability crisis is most acute in Ontario;

WHEREAS unlike most Provinces and Territories in Canada, 47 Service Managers and District Social Service Administration Boards (SM/DSSAB) are responsible for delivering social supports, including housing affordability supports in Ontario;

WHEREAS these 47 SM/DSSABs in Ontario lack the revenue and policy tools and powers of the Provincial and Federal governments to end the housing affordability crisis; and

WHEREAS any reductions in funding from the Federal and Provincial governments risks the termination of critically needed housing and social supports for some of the most vulnerable across Ontario.

THEREFORE, BE IT RESOLVED THAT:

- 1. The Warden advocate to the Federal and Provincial governments that the funding dispute must be resolved to limit mounting harms to some of Ontario's most vulnerable families;**
- 2. The Warden send urgent correspondence to the provincial and federal Ministers of Housing to confirm that financial support will continue for vulnerable households across Ontario currently in receipt of the Canada-Ontario Housing Benefit and Ontario Housing Priorities Housing Initiative;**
- 3. The Warden advocate to the Federal and Provincial governments to continue to fund Service Managers an amount equivalent to the monies under the CMHC-Ontario Bilateral agreement in the National Housing Strategy until a new funding agreement can be reached;**
- 4. The Warden advocate to the Federal and Provincial governments to establish a trilateral table including the SMs/DSSABs, to negotiate the final 3-year tranche of funding under the National Housing Strategy; and**
- 5. AND FURTHER THAT a copy of this motion be sent to the to the provincial and federal Ministers of Housing, the Housing Services Corporation, the Association of Municipalities of Ontario, the Ontario Municipal Social Services Association, the Western Ontario Wardens Caucus, and the Eastern Ontario Wardens Caucus.**

Executive Summary

The Federal government has paused approximately \$357 million in funding for social housing supports for Ontario, effective 1st April 2024, due to a lack of progress by the Province in meeting targets for building new affordable housing. As a result of the federal

decision, the Province of Ontario paused its portion of funding for programs under the National Housing Strategy (NHS).

This report shares details of the current challenge this creates for Service Managers in Ontario and provides details for Council to consider a motion to advocate to end the dispute and continue the funding. A call for more advocacy was an area of discussion at the Health and Human Services Committee held on April 25, 2024.

Background & Discussion

In 2017, the Federal government announced Canada's 10-year National Housing Strategy to improve housing affordability outcomes for Canadians through the progressive realization of the right to housing.

In 2018, the Federal and Ontario government signed a bilateral agreement under the National Housing Strategy that set out three cost-matched initiatives delivered by the Government of Ontario:

- Canada-Ontario Community Housing Initiative (COCHI) to support the repair and renewal of existing social housing.
- Ontario Priorities Housing Initiative (OPHI) prioritizing the development of new affordable rental.
- Canada-Ontario Housing Benefit (COHB) to provides households with a portable housing benefit for the private housing market.

According to the Financial Accountability Office of Ontario, the Province projects that 209,048 households will receive support from NHS programs by 2027-28. This includes 150,727 households supported by COCHI funding, 7,698 supported by OPHI funding and 50,623 supported by the COHB program.

The NHS agreement will also preserve federal funding for 131,067 social housing units in Ontario that was set to expire. In addition, the province must add 19,660 new rent-assisted units in social housing by 2027-28.

Challenge

The federal government has paused approximately \$357 million in funding for social housing supports for Ontario, effective 1st April 2024, and by extension municipal Service Managers and District Social Services Administration Boards, under the National Housing Strategy (NHS).

The federal government is attributing the decision to a lack of progress by the Province in meeting the targets for building new affordable housing supply required under the CMHC-Ontario bilateral funding agreement.

The Federal government asserts that Ontario has only met about 6% of the agreed upon supply expansion by year end of 2024-25, meaning 94% of the agreed upon supply, or over 18,000 new units of affordable housing supply, must be created over the next two years. The Federal government does not believe this is possible.

The Province disputes the Federal government's assertion stating that the federal government does not recognize Ontario's calculation of how it is meeting the target for new affordable housing supply under the bilateral agreement.

The Province appears to be sidestepping the specific issue of new affordable housing supply by pointing to exceeding the repair of existing affordable housing supply targets under the agreement.

For context, the Province has revised its approach to calculating the creation of new market housing supply by including long-term care beds in addition to housing starts, and recently proposing to include retirement homes, student housing, and other institutional living arrangements in reaching its stated target of 1.5 million new homes over the next ten years. Utilizing alternative calculations to satisfy targets is not unprecedented practice.

In short, the Province is claiming that the repair of existing affordable housing units is as, or more, important than creating new additional affordable housing and should count towards the Federal government's new affordable housing supply target.

This interruption of funding under the bilateral agreement will result in disruptions to households and programs supported by Canada-Ontario Community Housing Initiative (COCHI), Ontario Priorities Housing Initiative (OPHI), and Canada-Ontario Housing Benefit (COHB).

Of particular concern is that households who are actively receiving COHB or OPHI assistance are at risk of losing access to critical housing subsidy during this dispute and are at risk of homelessness: municipalities likely must prioritize backstopping these families. This must be addressed prior to the beginning of the new COHB reporting year (June 30, 2024).

The Ministry has not yet confirmed if/what payments will be impacted. During a housing and homelessness crisis, the impact of this funding loss will be thousands of households across Ontario at imminent risk of homelessness. Dufferin, as a Service Manager, is not in

the business of making people homeless. Dufferin's role as a Service Manager is being undermined.

Financial, Staffing, Legal, or IT Considerations

There are households, in Dufferin, who may be at risk from the possible pause in funding. This number could as be high as almost 200 households. It would impact those who receive Canada Ontario Housing Benefit (COHB) and the Ontario Priorities Housing Initiative (OPHI).

If news is not received from the upper levels of government, by June, the number of households affected and the possible financial impact of that will be brought forward to council for consideration, to request financial municipal support to backstop these households to prevent homelessness.

In Support of Strategic Plan Priorities and Objectives

Community - support community well-being and safety through collaboration and partnerships

Governance - identify opportunities to improve governance and service delivery/ improve the County's internal and external communication.

Respectfully Submitted By:

Anna McGregor
Director Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: May 23, 2024

Subject: 2023 – 2024 Dufferin Oaks Quality Services Report

From: Brenda Wagner, Administrator of Dufferin Oaks

Recommendation

THAT the report regarding the Dufferin Oaks 2023 – 2024 Quality Services Report, dated May 23, 2024, from the Administrator of Dufferin Oaks, be received.

Executive Summary

This report will provide Council with an annual review of the Dufferin Oaks' Quality Services Program. Dufferin County is committed to quality improvement which is evident in the newly developed Mission, vision, and values. Areas of improvement for the upcoming year include communications, use of technology, education, 5% reduction in falls, and older adults services.

Background & Discussion

Dufferin Oaks is dedicated to continuously improving care and service provision. The Quality Improvement Plan for 2024 – 2025 reflects our ongoing commitment to engage with all stakeholders – residents, families, staff, and external partners to collaboratively advance care and services leading to improved outcomes. The commitment to quality improvement is grounded in Seniors Services and our new Mission, Vision, and Values. The home continues to focus on Dufferin County's Strategic Plan and its key priority areas: Climate & Environment, Community, Economy, Governance and Equity. These strategic priorities provide a roadmap to address the many challenges we will continue to face in our industry, allowing us to respond to an aging demographic, high acuity care needs, multiple health co-morbidities and complexities of the resident population.

Dufferin Oaks Quality Improvement Report is available on the Dufferin County website, under Policy & Compliance for public review.

QUALITY IMPROVEMENT PRIORITY DEVELOPMENT

The quality improvement priority selection process reflects the collaboration and analysis of statistical data trends, program evaluation outcomes, inspection guidelines, audit results, Ministry of Long-Term Care reports, results from the Resident and Family satisfaction survey, Ontario Health system level priority areas, collaborations with healthcare partner and opportunities suggested to from our Quality Improvement Committee. The selection process is a balance between the many opportunities, resources available to support quality improvement projects, and the impact on the quality of care and services that can be achieved.

The development of our 2024-2025 Quality Improvement Plan (QIP) is developed thorough consultation and approved by the Dufferin Oaks Quality Improvement Committee.

PRIORITY AREAS FOR 2024 – 2025

Dufferin Oaks will focus on improving:

- Improved communication relating to concerns about care
- 5% reduction of falls
- Implementing new Technology to better integrate current systems
- Updating and enhancing current educational resources
- Older Adults Services Review

RESIDENT & FAMILY SURVEY

Feedback from the Residents' Council and Family Council is always sought when planning our annual Resident & Family Satisfaction Survey. Updates on the projects and the Quality Improvement Plan (QIP) will be provided throughout the year as requested by the Chairs of these councils and documented within the minutes. The Resident & Family Satisfaction survey was distributed in December 2023 and available until January 2024. 55 surveys were returned with a response rate of 41%. An average score of 95% was achieved for the category "Your Overall Satisfaction" with care and services. Results of the survey were shared at the Resident Council meeting on April 11, 2024, and the Family Council meeting on March 13, 2024. Residents and families are invited to participate in quality improvement work, including providing feedback through surveys. A resident and family member representative are part of the Dufferin Oak's Quality Improvement Committee.

2023 ACHIEVEMENTS

ACCOMPLISHMENT	Brief Description	Date Completed
Recruited Dufferin Oaks 1 st Quality Services Coordinator	Enhanced our team with a Quality Services Coordinator who will lead the Quality Improvement Program	October 2023
Older Adults Services Review	A project lead was recruited to oversee the Older Adult Services Review. A comprehensive plan with key recommendations will be prepared and presented to council in Fall 2024	November 2023
Nurse Call Portable phone replacement	Replaced 50 portable phones with upgraded model to ensure vendor support and operability	December 2023
PCC Performance Insights Module	Implementation of Quality module for Point Click Care which provides staff with access to clinical data	April 2023
Turbo Hubs installed	Provide backup for internet outages which have critical impact on the Nursing Department	June 2023
Implemented Meal Suite Point of Care Production	Software was implemented which allows the Dietary department to go paperless.	September 2023
Additional Wheelchair Accessible Van	The newest addition to our accessible van fleet brings a more comfortable riding experience for the client and more ergonomic friendly space for staff.	November 2023
Additional Wheelchair Accessible Van	Allows for the movement of up to 5 clients. This will assist with transportation needs within our Adult Day Program	May 2023

ACCOMPLISHMENT	Brief Description	Date Completed
	and support additional community pressures.	
New Walkway lighting	New lighting by the walkway in west and north of the building	April 2023
4 Showers were installed	4 Showers were installed as a direct result of the 2022 Satisfaction Survey. In addition, 3 completely electrical Carendo shower chairs, five regular and 1 bariatric shower chair were purchased	August 2023
Floor, sit to stand and ceiling lifts	Two ceiling lift, 2 floor lifts and three site to stand lifts were added	August 2023
Resident Furniture	Seven electric beds, and six new wardrobes and bed side tables were replaced	September 2023
Parking lot curbs and resurfacing	The front entrance, east and south and staff (receiving) parking lots were resurfaced. Added two new parking spots for older adults.	November 2023
Proresp Oxygen Service company joined our team	Transitioned from previous Oxygen supply company to ProResp.	August 1/23
Request For Proposal (RFP) for New Pharmacy services	CareRx's contract has come to an end and an RFP was initiated July 2023	November 2023 –Silver Fox will commence services January 18, 2024
Additional Nursing department hours	210 hours per week of PSW care and 122.5 hours of RPN were added	September 2023
Restorative Care Group exercise classes	This is an enhancement to the 1:1 and group classes offered by the Physio team.	February 2023

ACCOMPLISHMENT	Brief Description	Date Completed
Cafe opening	Partnered with Community Living Dufferin to open a Cafe in the front lobby area.	July 2023
Community Partnerships	Partnered with Active Lives Day Program and Glenbrook Elementary School for joint programming.	October 2023

2023 Mission, Vision and Values

Dufferin Oaks finalized the development of its new Mission, Vision, and Value statements (MVV’s) in collaboration with residents, family members and staff.

Development of the Oaks’ specific Mission, Vision and Values, is in keeping with the

Fixing Long Term Act legislation which requires Long Term Care homes to develop and review every five years. Particular care was taken to align the Mission, Vision and Values with Dufferin County’s statements, while also ensuring stakeholder feedback specific to Dufferin Oaks was sought.

In conjunction with the completed statements the Home has also developed visual representations that best suit the mission, vision and values as it best displays the essence and identity of the home.

OAKSCARE

OUR MISSION
Caring together with dignity, compassion, and respect.

OUR VISION
A community of excellence where we choose to be.

OUR VALUES

- COURAGE** to change, think creatively, be innovative.
- ALWAYS** with compassion and kindness.
- RESPECTFUL** relationships built on a foundation of trust.
- EMBRACING** community, where every voice matters.

CONTINUOUS QUALITY IMPROVEMENT

Policy, Planning, Monitoring and Reporting

Dufferin Oaks has a Quality & Risk management framework in place that focuses on improvement activities that improve resident care, safety and attaining positive resident outcomes. The Quality Improvement Committee supports this with identifying improvement opportunities and guiding improvement objectives for the year. The committees utilize annual program evaluations, action plans, resident and family survey’s, priority indicators released from Ontario Health, and operation plan development (annual strategic plan). Quality improvement within the home is grounded in QI science which outlines the tools and processes to support, assess achievements and spread QI results.

Quality Improvement Committee

The Committee continues to act in an advisory capacity to the leadership team to facilitate the Quality Services program throughout the home. The Committee meets on a scheduled basis throughout the year, quarterly, to monitor key indicators and elicit feedback from stakeholders which include residents, family members and staff. Through these meetings and the revision of data, Dufferin Oaks can confirm whether the changes resulted in improvement and identify if and where adjustments are required. The Quality Services Coordinator position supports with leading the quality services and improvement within the home.

Accountability

The Administrator and the Leadership Team, with the guidance of the Quality Services Coordinator, directs, co-ordinates and provides for the ongoing development of the home's quality improvement framework. Department leads, program leads, and committee members are accountable to support Dufferin Oaks achieve positive outcomes through quality improvement work, audits, program evaluations, action plan development, risk management, innovation, education, and implementation of policies and procedures which reflect best practices.

Sharing & Reporting

A comprehensive communication system is in place to support work relating to quality improvement within Dufferin Oaks. The actions enable the home to broadly communicate annual Quality Improvement Plans, results of quality improvement activities to senior management, residents/clients, caregivers, families, staff, and volunteers. A central part of the communication systems is to seek advice from Residents' Council and Family Council and make improvements as appropriate to care and services. Quality Improvement teams encourage and facilitate opportunities for input from internal councils into the annual Quality Improvement Plan and utilize feedback from our stakeholders to improve the quality improvement environment and communication methods.

Dufferin Oaks Communication System include the following:

- Posting on the home's Communication board located on the first floor in a highly visible area.
- Staff huddles and Departmental Team meetings.
- Monthly reports on progress on quality improvement work.
- Sharing quality improvement highlights with stakeholders from the Administrator.
- Internal Newsletter and Digital Email subscription, i.e. Mailchimp.
- Quality Improvement achievements are shared at County of Dufferin Council meetings.

PLANNED QUALITY IMPROVEMENT INITIATIVES FOR 2024

AREA OF FOCUS	CHANGE IDEAS
EQUITY	<ul style="list-style-type: none"> • Older Adults review – develop a strategy on how to support the changing needs of the older adult population in Dufferin County • Supporting staff through the development and implementation of an Equity Strategy for Dufferin Oaks
COMMUNITY	<ul style="list-style-type: none"> • Project AMPIFI - Improving data sharing program with our local hospitals ensuring better outcomes for our residents
GOVERNANCE	<ul style="list-style-type: none"> • Reviewing internal and external communications to ensure information is shared with relevant stakeholders • Ongoing review of Grant opportunities and Funding Opportunities
CLIMATE & ENVIRONMENT	<ul style="list-style-type: none"> • Ongoing Capital projects as outlined in the 2024 Capital Workplan to ensure Dufferin Oaks, McKelvie Burnside Village and the Mel Lloyd Centre are well maintained • Working with Procurement and Fleet to support the transition to hybrid and electric vehicles for our Transportation program

Financial, Staffing, Legal, or IT Considerations

At this time there are no Financial, Staffing, Legal, or IT Considerations

In Support of Strategic Plan Priorities and Objectives

Community - explore opportunities to improve access to healthcare services

Respectfully Submitted By:

Brenda Wagner
 Administrator, Dufferin Oaks

Prepared by: Arjun Sathya, Quality Services Coordinator

Reviewed by: Sonya Pritchard, Chief Administrative Officer



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: May 23, 2024

Subject: Dufferin County Community Support Services Declaration of Compliance

From: Brenda Wagner, Administrator of Dufferin Oaks

Recommendation

THAT the report regarding the Declaration of Compliance, dated May 23, 2024, from the Administrator of Dufferin Oaks, be received;

AND THAT Council authorizes the Warden to sign the Declaration on behalf of Council for submission to Ontario Health - Central Region.

Executive Summary

Every year, Ontario Health requires each health service provider to sign and submit a declaration of compliance with the requirements of the Multi Sector Service Accountability Agreement (MSAA).

Background & Discussion

As a requirement of the *Connecting Care Act, 2019*, each health service provider funded by Ontario Health must enter into a service accountability agreement in order to receive funding. The current Multi Sector Service Accountability Agreement (M-SAA) 2023-2024 requires that each health service provider sign and submit a Declaration of Compliance after the completion of every funding year during the Agreement. The Declaration is a standard form that was included as Schedule F in the Multi Sector Service Accountability Agreement. The Declaration confirms to Ontario Health that the health service provider has fulfilled its obligations under the M-SAA, is compliant with the terms of the *Connecting Care Act* and has accurately completed all required reporting.

The Declaration of Compliance for Dufferin County Community Support Services is attached and Ontario Health requires that an individual be authorized by Council to make the Declaration on the Council's behalf.

Financial, Staffing, Legal, or IT Considerations

At this time there are no Financial, Staffing, Legal, or IT Considerations.

In Support of Strategic Plan Priorities and Objectives

Community - explore opportunities to improve access to healthcare services

Governance - identify opportunities to improve governance and service delivery

Respectfully Submitted By:

Brenda Wagner
Administrator, Dufferin Oaks

Attachment: Dufferin County Community Support Services Declaration of Compliance

Reviewed by: Sonya Pritchard, Chief Administrative Officer

Multi-Sector Service Accountability Agreements

Ontario Health

2023-2024 - Schedule F: Declaration of Compliance

DECLARATION OF COMPLIANCE

To: The Board of Directors of Ontario Health
Attn: Board Chair.

From: The Board of Directors (the “Board”) of the Corporation of the County of Dufferin

Date: May 23, 2024

Re: April 1, 2023 – March 31, 2024 (the “Applicable Period”)

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between Ontario Health and the HSP effective April 1, 2023.

The Board has authorized me, by resolution dated May 23, 2024, to declare to you as follows:

After making inquiries of the Brenda Wagner, Administrator of Dufferin Oaks and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of the Board’s knowledge and belief, the HSP has fulfilled, its obligations under the service accountability agreement (the “MSAA”) in effect during the Applicable Period.

Without limiting the generality of the foregoing, the HSP has complied with:

- (i) Article 4.8 of the MSAA concerning applicable procurement practices; and,
- (ii) the *Connecting Care Act, 2019*.

Darren White,
Warden, Dufferin County

Appendix 1 - Exceptions

[Please identify each obligation under the MSA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.]

From: [Clerk](#)
To: [Michelle Hargrave](#)
Subject: FW: 2024 Association of Municipalities of Ontario (AMO) Delegation Form
Date: Tuesday, May 7, 2024 10:24:29 AM

Michelle Dunne, Dipl.M.M.|Clerk| Office of the CAO
County of Dufferin|Phone: 519-941-2816 Ext. 2504| mdunne@dufferincounty.ca |30 Centre Street, Orangeville, ON L9W 2X1
[Collaboration](#) | [Accountability](#) | [Innovation](#) | [Compassion](#) | [Courage](#)

From: Delegations (MMAH) <Delegations@ontario.ca>
Sent: Monday, May 6, 2024 11:56 AM
Subject: 2024 Association of Municipalities of Ontario (AMO) Delegation Form

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the contents to be safe.

Hello/ Bonjour

Please be advised that the Municipal Delegation Request Form for the 2024 Association of Municipalities of Ontario (AMO) Annual Conference is available online. Information about delegations and a link to the form are available here: [\[redacted\]](#). The deadline to submit requests is **Friday June 7, 2024**.

Le formulaire pour demander une rencontre avec le ministères pour le Congrès annuel de la AMO (Association of Municipalities Ontario) 2024 est disponible en ligne. Pour plus d'information sur les délégations et le formulaire, veuillez suivre le lien suivant : [\[redacted\]](#). Date limite pour présenter une demande: **vendredi 7 juin 2024**.

Thank you/ Merci

Delegations - Information and Analysis Unit
Municipal Programs and Analytics Branch
Ministry of Municipal Affairs and Housing
Delegations@ontario.ca



374028 6TH LINE • AMARANTH ON • L9W 0M6

May 16, 2024

Sent Via Email

Re: Resolution on Water Testing Services for Private Drinking Water

At its regular meeting of Council held on May 15, 2024, the Township of Amaranth Council passed the following resolution concerning Water Testing Services for Private Drinking Water.

Resolution #: 5

Moved by: G. Little

Seconded by: A. Stirk

BE IT RESOLVED THAT:

Whereas the Ontario Auditor General's annual report on public health from December 2023 indicates that Public Health Ontario is proposing the phasing-out of free provincial water testing services for private drinking water; and

Whereas free private drinking water testing services has played a pivotal role in safeguarding public health, particularly in rural communities, including the entire Township of Amaranth, that rely predominantly on private drinking water; and

Whereas the removal of free private drinking water testing could lead to a reduction in testing, potentially increasing the risk of waterborne diseases in these vulnerable populations; and

Whereas the tragic events in Walkerton, Ontario underscored the critical importance of safe drinking water.

Now Therefore Be It Resolved that The Township of Amaranth hereby requests that the Province reconsider and ultimately decide against the proposed phasing-out of free private drinking water testing services.

Further Be It Resolved that this resolution be sent to all Ontario municipalities, Minister of Environment Conservation and Parks, Minister of Health, Wellington Dufferin Guelph Public Health Unit, and MPP Sylvia Jones.

CARRIED

Please do not hesitate to contact the office if you require any further information on this matter.

Yours truly,

A handwritten signature in black ink, appearing to read "Nicole Martin".

Nicole Martin, Dipl. M.A.
CAO/Clerk

CC:
Minister of the Environment, Conservation and Parks
Minister of Health
Wellington Dufferin Public Health Unit
MPP Sylvia Jones
All Ontario Municipalities