



**COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE
AGENDA**

**Wednesday December 6, 2017 – 5:00 p.m.
55 Zina Street, Orangeville – Sutton Room (2nd Floor)**

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Members of the public will be provided an opportunity to ask questions of the Committee during this time. (Limited to 10 minutes).

COMMUNITY SERVICES

1. **COMMUNITY SERVICES/DUFFERIN OAKS – December 6, 2017 - ITEM #1**
Ontario Income Security Reform Working Group Update

A presentation and report from the Director of Community Services, dated December 6, 2017, to provide updated information to Council on province's creation of the "Income Security – A roadmap for Change" recommendations to help guide the province's efforts to reduce poverty and to support people in their efforts to participate in the economy.

Recommendation:

THAT the report of the Director, Community Services, titled Ontario Income Security Reform Working Group Update dated December 6, 2017 be received;

AND THAT Council endorse the Income Security Reform Working Group Recommendations found in the report titled "Income Security – A Roadmap for Change" October 2017.

2. **COMMUNITY SERVICES/DUFFERIN OAKS – December 6, 2017 - ITEM #2**
Ontario Early Years Child and Family Centres Needs Assessment and Initial Plan

A report from the Director of Community Services, dated December 6, 2017, to summarize the findings of the community needs assessment completed by the County of Dufferin which will be utilized in the development of the Ontario Early Years Child and Family Centres (OEYCFC) initial plan.

Recommendation:

THAT the report of the Director, Community Services, titled Ontario Early Years Child and Family Centres Needs Assessment and Initial Plan dated December 6, 2017 be received.

3. COMMUNITY SERVICES/DUFFERIN OAKS – December 6, 2017 - ITEM #3
Quarterly Housing Division Status and Activity Report - Info Graphic

A report from the Director of Community Services, dated December 6, 2017, to provide Council with an info-graphic that supports the work being undertaken in Community Services - Social Housing Division

Recommendation:

THAT the report of the Director, Community Services dated December 6, 2017, Quarterly Housing Division Status and Activity Report - Info Graphic be received.

4. COMMUNITY SERVICES/DUFFERIN OAKS – December 6, 2017 - ITEM #4
End of Temporary County Management at Local Co-op

A report from the Director of Community Services, dated December 6, 2017, to provide Council with information concerning the 2-year management contract that the County of Dufferin entered into with one of its Local Co-operative Housing Providers.

Recommendation:

THAT the report of the Director, Community Services titled End of Temporary County Management at Local Co-op dated December 6, 2017, be received

CORRESPONDENCE

5. COMMUNITY SERVICES/DUFFERIN OAKS – December 6, 2017 - ITEM #5
Ministry of Community and Social Services

Correspondence from the Minister of Community and Social Services, dated November 15, 2017, thanking Keith Palmer for his generous contributions to the Income Security Reform Working Group.

Recommendation:

THAT the correspondence from the Minister of Community and Social Services, dated November 15, 2017, thanking Keith Palmer for his generous contributions to the Income Security Reform Working Group, be received.

NEXT MEETING: TBD



REPORT TO COMMITTEE

To: Chair Laura Ryan and Members of Community Services Dufferin Oaks Committee

From: Keith Palmer, Director of Community Services

Meeting Date: December 6, 2017

Subject: Ontario Income Security Reform Working Group Update

In Support of Strategic Plan Priorities and Objectives:

Communications and Connections: Provide a strong voice for advocating to the province (2.3)

Purpose

The purpose of this report is to provide updated information to Council on province's creation of the "Income Security – A roadmap for Change" recommendations to help guide the province's efforts to reduce poverty and to support people in their efforts to participate in the economy.

Background and Discussion

The Ministry of Community and Social Services established an Income Security Reform Working Group to provide advice to the government on a holistic, client-centred approach to reforming social assistance in the context of the broader income security system. Over a 12 month period the working group focused on the broader income security system and provided a wide range of recommendations for consideration.

The working group built on work already underway and provided advice to government on social assistance reform, income security, and supports for housing, health and employment.

Together the group provided 98 recommendations in a roadmap and considered the following principals in the process:

- *Adequacy*
- *Right*
- *Reconciliation*
- *Access to Services*
- *Promoting Economic and Social Inclusion*
- *Equity and Fairness*

- *Sustainability*
- *Respect and Dignity*

The emerging themes that drove the work of the working groups were:

- *Investing in People*
- *Addressing Adequacy*
- *Recognizing the Experience of Indigenous People*

Recommendation of the working group provided a priority sequence with a focus on the first three years. Some of the key areas for reform and notable recommendations include:

1. Achieving Income Adequacy

- The Province should publicly commit to a Minimum Income Standard that will be achieved over a 10-year period (by 2027–28).
 - Established at Poverty Reduction Strategy (PRS) Low-Income Measure (LIM) (PRS LIM-50, plus an additional 30% for persons with a disability)
 - Begin work immediately to define a made-in-Ontario Market Basket Measure (MBM) that would include a modern basket of goods reflecting true costs and adjusted for all regions in the province.

2. Engaging the Whole Income Security System

- Introduce a housing benefit to assist all low-income people with the high cost of housing.
- Create a supplement to the Ontario Child Benefit for the lowest income families as social assistance rate structure is redesigned.
- Work with the federal government to enhance the effectiveness of the Working Income Tax Benefit (WITB).
- Make essential health benefits available to all low-income people, beginning with ensuring those in deepest poverty have access to the services they need.

3. Transforming Social Assistance

- Redesign the social assistance rate structure so that all adults have access to a consistent level of support regardless of living situation.
- Introduce an approach to serving people receiving social assistance that promotes a culture of trust, collaboration and problem-solving as a priority.
- Maintain and strengthen Ontario Disability Support Program as a distinct program for people with disabilities and co-design an “assured income” approach.

4. Helping Those in Deepest Poverty

- Immediately increase the income support available through social assistance as a readily available means for early progress towards adequacy.
- Over the next three years implement the following rate increases:
- **Ontario Works**
 - 10% (2018-19)
 - 7% (2019-20)
 - 5% (2020-21)
- **ODSP**
 - 5% (2018-19)
 - 5% (2019-20)
 - 5% (2020-21)

5. Indigenous and First Nations

- Take steps to ensure that social services are ultimately controlled by, determined by and specific to First Nations.
- Broaden program outcomes to encompass social inclusion.
- Simplify processes and provide tools for a more holistic, individualized approach that offers wrap-around services.
- Programs, services and supports provided through social assistance should better reflect the realities of living within First Nations communities.

The reforms recommended in the Roadmap are designed to be phased-in over time to allow for planning and design with partners and based on “lessons learned”. The working group was well aware that some changes should be tested in advance, so adjustments can be made prior to broad implementation. Actions in the first three years are designed to target those most in need and build momentum for further change. Many of the reforms will require ongoing dialogue with people affected by change, front-line case workers, service managers such as Dufferin County, advocates, Indigenous peoples and organizations, and other experts.

The Province has received the Income Security Reform Working Groups’ report with its advice and recommendations for helping Ontarians living in poverty and on low incomes get ahead.

The government has shared that they agree with the need to fundamentally reform the income security system, including the transformation of social assistance, to ensure all individuals are treated with respect and dignity and are inspired to reach their full potential.

The Roadmap has been posted online at www.ontario.ca/incomesecurity , and there is a 60-day period for the public to provide feedback.

The Dufferin County Poverty Reduction Task Force will be reviewing the recommendations and providing feedback to the Province.

Staff would like to thank County Council for allowing participation on the working group.

Financial, Staffing, Legal and IT Considerations

None.

Strategic Direction and County of Dufferin Principles

Participating in this working group adheres to the County of Dufferin Principles:

1. We Manage Change – by taking part in this initiatives we can address the needs of our community specific to social assistance reform
2. We Deliver Quality Service – by providing input from a rural perspective
3. We Communicate – by participating and sharing approved information with stakeholders interested in the work specific to Social Assistance Reform strategy
4. We Make Good Decisions – by having County staff participate in provincial tables that will lead to positive outcomes for all Ontarians

Recommendation:

THAT the report titled Ontario Income Security Reform Working Group Update dated December 6, 2017 be received;

AND THAT Council endorse the Income Security Reform Working Group Recommendations found in the report titled “Income Security – A Roadmap for Change” October 2017.

Respectfully Submitted by,

Keith Palmer
Director, Community Services



REPORT TO COMMITTEE

To: Chair Laura Ryan and Members of the Community Services/Dufferin Oaks/Museum Committee

From: Keith Palmer, Director of Community Services

Date: December 6, 2017

Subject: **Ontario Early Years Child and Family Centres Needs Assessment and Initial Plan**

In Support of Strategic Plan Priorities and Objectives:

Communication and Connections: 2.1 Connect with residents
Good Governance: 3.3 Improve policies, practices and procedures
Service Excellence: 4.2 Improve senior and social services

Purpose

The purpose of this report is to summarize the findings of the community needs assessment completed by the County of Dufferin which will be utilized in the development of the Ontario Early Years Child and Family Centres (OEYCFC) initial plan.

Background & Discussion

The Ministry of Education has established a plan to transition all Ontario Early Years Centres, Parenting and Family Literacy Centres, Family Resource Centres and Better Beginnings Better Futures into one program, renamed the Ontario Early Years Child and Family Centres as of 2018. Consolidated Municipal Service Managers were tasked with conducting a community needs assessment through meaningful engagement with key community partners, parents, and caregivers, which would provide the basis of recommendations moving forward.

The community needs assessment utilized a combination of quantitative and qualitative data, supplemented with family, child, and service provider experience. Some of the common themes which emerged through the course of the engagement includes:

- Lack of awareness of financial assistance programs available to help pay for programs/equipment for their children (i.e. Child Care Fee Subsidy)

- Parents/caregivers see the benefits of an early years program being interaction and socialization and having access to learning opportunities
- Many parents/caregivers are not aware of the programs and services that are available to them and their children
- Most parents/caregivers would like to hear about programs and services via online platforms such as social media, the internet, and e-newsletters
- Provision of multi-age children programming at the same time and location
- Transportation is a challenge for some families
- Parents/caregivers want programs and services to be provided at various times (i.e. evenings and weekends), on various days, and year round. The hours of operation need to be aligned with children's routines and parents' working hours
- Parents with children up to age 6 years are interested in the following topics: understanding childbirth, sleep, breast feeding, self-esteem/self-respect, school readiness, toilet training, and growth and development
- Some parents/caregivers are interested in attending parent/grandparent groups
- Many parents/caregivers are interested in attending Indigenous programs or sites
- Programs need to be accessible by people of various abilities, including children with special needs

The initial plan for the Ontario Early Years Child and Family Centres in Dufferin County consists of the following:

- Systems Management
 - Planning and Mentoring – continue to utilize Dufferin Coalition for Kids (DuCK) as a planning advisory and engage with stakeholders through the two existing mentoring groups
 - System Management and Support – broader collection and mobilization of quantitative and qualitative data through data analysis services and early literacy services being provided through the County of Dufferin
- Service Model
 - Services will be delivered in multiple ways, including: Main Sites, Satellite Sites, Pop Up Sites, Targeted Outreach, Online Resources and Local Phone Lines (i.e. 211)
 - Three mandatory services/functions will be provided at Ontario Early Years Child and Family Centres: engaging parents and caregivers; supporting early learning and development; and making connections for families
 - Locations of will be comprised of the current main and satellite Ontario Early Years Centre sites, with the expansion of four new satellite sites in Mono, Melancthon, Amaranth and a social housing complex in Orangeville
 - Staff will be provided with cultural competency training to build the capacity of programs to reflect local Indigenous cultures
 - The need for French language programs and services will be assessed on an ongoing basis, and in 2018, further data about Francophiles will be collected and analyzed

- Transition Plans – The first three months of 2018 will be considered the “transition phase.” In this phase, the current locations and level of service will be maintained. Over the rest of 2018, service enhancements and consideration of new Ontario Early Years Child and Family Centre satellite site locations will be considered in a phased approach
- Communication Strategy – Over the course of the fall 2017, a comprehensive communication strategy will be developed for the two phases of the Ontario Early Years Child and Family Centre initiative. Key audiences for the communication strategy are parents, staff, and community partners. The two phases of the initiative include:
 - Phase 1 (November 2017): Communication about the Community Needs Assessment and Initial Plan, and the Ontario Early Years Child and Family Centre transition approach
 - Phase 2 (April 2018): Communication about the service enhancements and new satellite locations

Financial, Staffing, Legal, or IT Considerations

All program enhancements based on the recommendations of the needs assessment will be funded 100% through provincial funding.

Strategic Direction and County of Dufferin Principles

The Ontario Early Years Child and Family Centres Needs Assessment and Initial Plan aligns with the Strategic Plan objectives Communication and Connections, Good Governance, and Service Excellence.

It adheres to the County of Dufferin Principles:

1. We Manage Change – by assessing the needs of the community in order to provide optimum supports
2. We Deliver Quality Service – by providing services that are in accordance with Ministry directives
3. We Communicate – by announcing program changes through various media to increase opportunities for engagement
4. We Make Good Decisions – by working with various stakeholders whose input contributes to informed decision-making

Recommendation

THAT the report of the Director, Community Services, titled Ontario Early Years Child and Family Centres Needs Assessment and Initial Plan dated December 6, 2017 be received.

Respectfully submitted by,

Keith Palmer
Director, Community Services



REPORT TO COMMITTEE

To: Chair Laura Ryan and Members of the Community Services Dufferin Oaks Committee

From: Keith Palmer, Director of Community Services

Date: December 6, 2017

Subject: **Quarterly Housing Division Status and Activity Report - Info Graphic**

In Support of Strategic Plan, Priorities and Objectives:

Communication and Connections: 2.2 Foster two-way communication with lower tiers and neighbouring municipalities

PURPOSE:

The purpose of this report is to provide County Council with an info-graphic that supports the work being undertaken in Community Services - Social Housing Division

BACKGROUND & DISCUSSION:

In efforts to better share information in a timely fashion, staff will be providing to Council a quarterly info-graphic status report titled "Housing Services Status and Activity Report" that details the work, data and progress in Social Housing division.

The document will detail the following as a quick snap shot:

- Housing Access Dufferin (HAD) Composition
- HAD Wait Times
- HAD applications
- Homelessness Prevention Details
- Ongoing Property and Unit Composition
- Affordable Units in Development
- Housing Move in and Move out data
- New Ministry Funding Announcements

This document will provide quick reference information for consideration.

Financial Impact:

No Impact

Strategic Direction and County of Dufferin Principles

Providing accurate and timely information will assist in the sharing of information on County programs.

The actions outlined in this report adhere to the County of Dufferin Principles:

1. We Manage Change – by sharing information that might be of interest to the public.
2. We Deliver Quality Service – by sharing this information, the work being undertaken by County staff and evaluating the state of housing services
3. We Communicate – by sharing information, community service programs remain transparent and current.
4. We Make Good Decisions – by staying abreast of current information decision specific to housing and homelessness

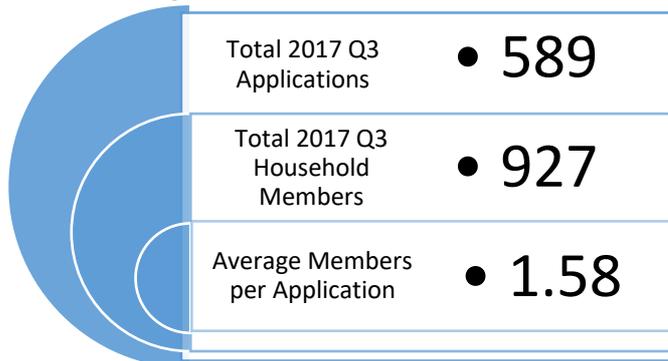
Recommendation:

THAT the report of the Director, Community Services dated December 6, 2017, Quarterly Housing Division Status and Activity Report - Info Graphic be received.

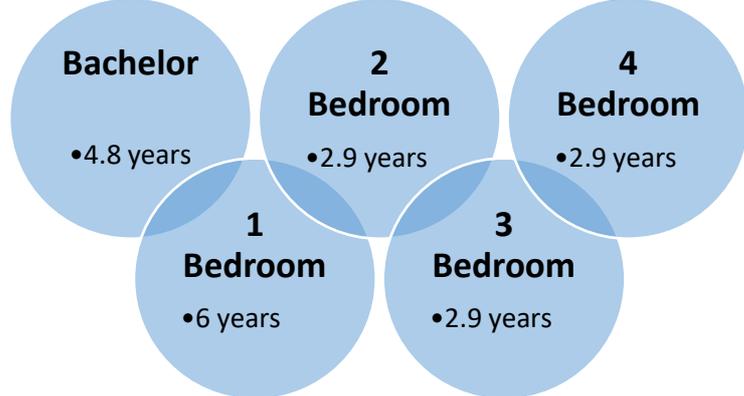
Respectfully submitted

Keith Palmer
Director, Community Services.

HAD* Composition



HAD* Wait Times for Chronological



HAD* Applicants Housed Q3

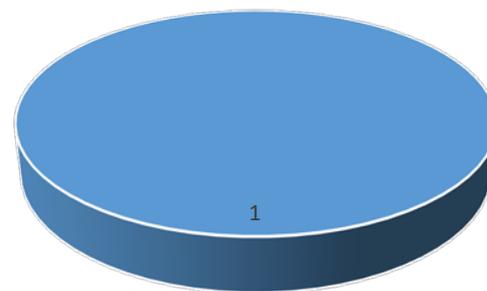


Homeless Prevention Program Q3

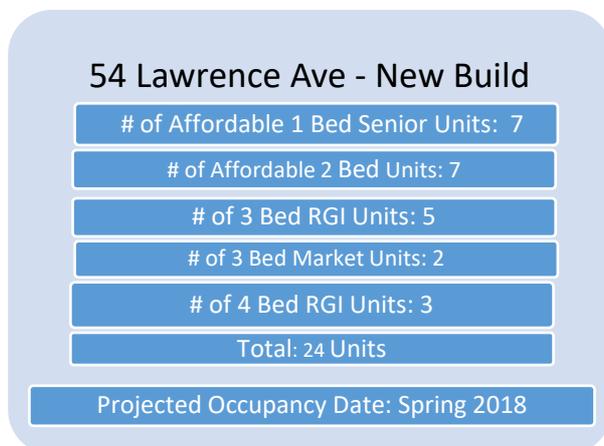


Property and Unit Composition

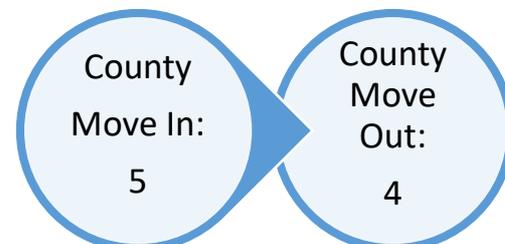
Dufferin County Owned Property	17
Dufferin County RGI** Units	225
Dufferin County Affordable Units	57
Rent Supplement Unit	90
Dufferin Housing Allowance Units	15
IAH RS*** Units	20
Total Units with Rental Support Supplied	424



Affordable Housing Units in Development



Dufferin Housing Activity Q3



* HAD - Housing Access Dufferin

** RGI - Rent Geared to Income

*** IAHS - Investment in Affordable Housing Rent Supplement



REPORT TO COMMITTEE

To: Chair Laura Ryan and Members of the Community Services Dufferin Oaks Committee

From: Keith Palmer, Director of Community Services

Date: December 6, 2017

Subject: End of Temporary County Management at Local Co-op

In Support of Strategic Plan, Priorities and Objectives: Economic Vitality: 1.1. Foster a regional approach to economic development; and Enhanced Communication and Connections: 2.2. Foster 2 way communication with lower tiers and neighboring municipalities; and

PURPOSE:

The purpose of this report is to provide Council with information concerning the 2-year management contract that the County of Dufferin entered into with one of its Local Co-operative Housing Providers.

BACKGROUND & DISCUSSION:

On November 1, 2015, the County of Dufferin started a 2-year property management contract with a 68 unit Co-op in efforts to assist with board, capital and program operations. Multiple challenges existed upon securing the contract, which became priority areas for the Board of Directors and the County as the Service Manager. These challenges created a position of vulnerability and the Service Manager, in collaboration with the Board of Directors, refocused operations on program sustainability, capital projects and strengthened board involvement in operations and decision-making.

County of Dufferin staff were assigned property management responsibilities, which included a collaborative partnership between County Community Services, Treasury, Facilities and Building Staff. Major projects undertaken upon acceptance of the management contract included:

- The creation of a 10-year capital plan to assist with future budgeting.
- Units inspections and a critical work plans created
- Review of financial management practices
- Establishing a 24 hour emergency maintenance line

- Engagement and education of the Board of Directors through various organizations throughout the co-op sector such as the Peel-Halton Co-operative Housing Federation.

Over the 2-year management contract, the County was instrumental in application, advocacy and administration of federal/provincial funding of over \$262,000 that allowed critical work to be carried out. Greater board education and on site presence translated into membership confidence and improved decision making by the board. Numerous policies and bylaws were also updated or created that allowed for easier governance and management of the property as well as creating a more transparent and easier to understand set of rules for member to follow.

Upon completion of the contract on October 31, 2017 maintenance to units were being completed on a regular basis and a preventative maintenance plan had been established. The enhanced relationship with the Co-op and the County is also in high standing, with the provider having a favourable outlook as a result of services delivered throughout the contract.

Future monitoring and oversight will continue, ensuring the provider continues to operate with confidence. A new and well-respected property management company has been selected by the Co-op with vast experience working with transitioning properties. Under the Service Manager role, the County will continue to monitor and guide the Co-op and the Board of Directors through such mechanics as:

- Attendance at various Board meetings.
- Review of Board packages and meeting minutes on a monthly basis.
- Annual financial reviews.
- Operational reviews, with the next review scheduled for November 2018.
- Additional options afforded to the Service Manager by the Housing Services Act.

County staff feel efforts made to work collaboratively with the Co-op and strengthen operations was a success. The County recognizes that oversight will be an integral part of the providers' success as challenges in the delivery of co-op housing will always exist. The County will continue to work with the provider to ensure all County related expenses are repaid and the provider remains in a strong and viable position.

Community Services would like to thank the Building, Facilities and Treasury Departments for their support in the execution of the management contract.

Financial Impact

There is no financial impact at this time.

Strategic Direction and County of Dufferin Principles

1. **We Manage Change:** by proactively addressing changes in community needs; meeting regulatory requirements; and responding to shifts in environmental, economic and demographic conditions
2. **We Deliver Quality Service:** by consistently delivering high quality, cost-effective programs and services that reflect the needs of the community and partners.
3. **We Communicate:** by engaging in regular, timely, accurate and clearly articulated conversations in a multitude of ways.
4. **We make good decisions:** by fostering an environment of collaboration that contributes to informed and thoughtful decisions that are reflective of the needs of those affected.

Recommendation:

THAT the report of the Director, Community Services dated December 6, 2017, titled End of Temporary County Management at Local Co-op be received.

Respectfully submitted

Keith Palmer
Director, Community Services.

Ministry of Community
and Social Services

Minister's Office

Hepburn Block
Queen's Park
Toronto ON M7A 1E9
Tel.: (416) 325-5225

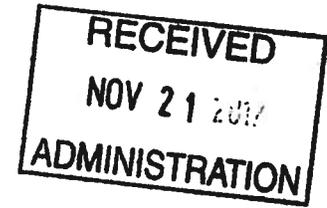
Ministère des Services
sociaux et communautaires

Bureau du Ministre

Édifice Hepburn
Queen's Park
Toronto (Ontario) M7A 1E9
Tél.: (416) 325-5225



NOV 15 2017



Mr. Keith Palmer
Director of Community Services
(Past President, Ontario Municipal Social Services Association)
County of Dufferin
30 Centre St.
Orangeville, Ontario
L9W 2X1 *Keith*

Dear Mr. Palmer:

I would like to take the opportunity to thank you for your generous contributions over the last year as a member of the Income Security Reform Working Group. Your commitment is reflected in the thoughtful and comprehensive recommendations put forward by the three working groups in their report: "Income Security: A Roadmap for Change". We were fortunate to have had the benefit of the knowledge, experience and perspective you brought on behalf of the municipal sector. We also greatly benefitted from your grass-roots understanding of how individuals and families as well as front line workers experience the current social assistance system, and how this might be improved by proposed transformational changes.

I realize this has not been an easy journey, requiring the dedication of many hours, thoughtful consideration and challenging choices to land on a recommended roadmap that members across all three working groups can stand behind.

Our government agrees with the need to fundamentally reform the income security system, including the transformation of social assistance, to ensure all individuals are treated with respect and dignity and are inspired to reach their full potential.

The roadmap provides us with the advice we need to guide our path forward. I am firmly committed to supporting fundamental changes in the income security system. I will be advocating for reform based on the vision that the working groups have proposed and through a practical plan for implementation.

Please extend my thanks to the County of Dufferin for sharing your time with us.

Sincerely,

A handwritten signature in cursive script that reads 'Helena'.

Dr. Helena Jaczek
Minister

Ms. Sonya Pritchard, Chief Administrative Officer, County of Dufferin