



## **HEALTH & HUMAN SERVICES COMMITTEE AGENDA**

**Thursday, February 22, 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>

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### 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](mailto:info@dufferincounty.ca) or 519-941-2816 x2500 prior to 4:30 p.m. on February 21, 2024.

### **REPORTS**

1. HEALTH & HUMAN SERVICES – February 22, 2024 – ITEM #1  
Dufferin Oaks Declaration of Compliance

A report from the Administrator of Dufferin Oaks, dated February 22, 2022, to request authorization to sign the Long Term Care Home Service Accountability Agreement Declaration of Compliance.

**Recommendation:**

**THAT the report of the Administrator of Dufferin Oaks, dated February 22, 2024, regarding the Declaration of Compliance, be received;**

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

2. HEALTH & HUMAN SERVICES – February 22, 2024 – ITEM #2  
Funding Increase for Community Support Services

A report from the Administrator of Dufferin Oaks, dated February 22, 2022, to inform committee members of a recent one time and base funding increase for Community Support Services announced by the Central Region of Ontario Health.

**Recommendation:**

**THAT the report of the Administrator, dated February 22, 2024, regarding the funding increase to Community Support Services, be received.**

3. HEALTH & HUMAN SERVICES – February 22, 2024 – ITEM #3  
Quarterly Community Services Activity Report – Third & Fourth Quarter 2023

A report from the Director of Community Services, dated February 22, 2024, to 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 (EYCC) Divisions.

**Recommendation:**

**THAT the report of the Director, Community Services, titled Quarterly Community Services Activity Report – Third and Fourth Quarter, 2023, dated February 22, 2024, be received.**

4. HEALTH & HUMAN SERVICES – February 22, 2024 – ITEM #4  
Access and Inclusion Framework and Start Up Grants

A report from the Director of Community Services, dated February 22, 2024, to share details about the County's implementation of the Access and Inclusion Framework within the scope of the Canada-Wide Early Learning and Child Care (CWELCC) System.

**Recommendation:**

**THAT the report of the Director, Community Services, titled Access and Inclusion Framework and Start-Up Grants dated February 22, 2024, be received.**

5. HEALTH & HUMAN SERVICES – February 22, 2024 – ITEM #5  
Dufferin Men’s Shelter Update #3

A report from the Director of Community Services, dated February 22, 2024, to provide an update on the Dufferin Men’s Shelter.

**Recommendation:**

**THAT the report of the Director of Community Services, titled Dufferin Men’s Shelter Update 3, dated February 22, 2024, be received.**

**NOTICE OF MOTIONS**

**Next Meeting**

Thursday, March 28, 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: February 22, 2024

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**Subject: Dufferin Oaks Declaration of Compliance**

**From: Brenda Wagner, Administrator**

### **Recommendation**

**THAT the report of the Administrator of Dufferin Oaks, dated February 22, 2024, regarding the Declaration of Compliance, 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 Long Term Care Home Service Accountability Agreement (LSAA).

### **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 Long Term Care Home Service Accountability Agreement (L-SAA) 2019-2022 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 E in the Long Term Care Home Service Accountability Agreement. The Declaration confirms to the LHIN that the health service provider has fulfilled its obligations under the Long Term Care Home Service Accountability Agreement, is compliant with the terms of the Local Health System Integration Act and has accurately completed all required reporting.

The Declaration of Compliance for Dufferin Oaks 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

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Respectfully Submitted By:

Brenda Wagner  
Administrator, Dufferin Oaks

Prepared by: Brenda Wagner

Attachments: Dufferin Oaks Declaration of Compliance

Reviewed by: Sonya Pritchard, Chief Administrative Officer

## Schedule E – Form of Compliance Declaration

### DECLARATION OF COMPLIANCE

Issued pursuant to the Long-Term Care Home Service Accountability Agreement

**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  
**For:** Dufferin Oaks (the “Home”)  
**Date:** February 22, 2024  
**Re:** January 1, 2023– December 31, 2023 (the “Applicable Period”)

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The Board has authorized me, by resolution dated February 22, 2024, to declare to you as follows:

After making inquiries of Brenda Wagner, Administrator of Dufferin Oaks and other appropriate officers of the Health Service Provider (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 long-term care home service accountability agreement (the “Agreement”) in effect during the Applicable Period.

Without limiting the generality of the foregoing, the HSP confirms that:

- (i) it has complied with the provisions of the *Connecting Care Act, 2019* and with any compensation restraint legislation which applies to the HSP; and
- (ii) every Report submitted by the HSP is accurate in all respects and in full compliance with the terms of the Agreement.

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

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Darren White  
Warden, Dufferin County

## **Schedule E – Form of Compliance Declaration Cont'd.**

### **Appendix 1 - Exceptions**

[Please identify each obligation under the LSAA that the HSP did not meet during the Applicable



A community that grows together

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

Meeting Date: February 22, 2024

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**Subject: Funding Increase for Community Support Services**

**From: Brenda Wagner, Administrator**

### **Recommendation**

**THAT the report of the Administrator, dated February 22, 2024, regarding the funding increase to Community Support Services, be received.**

### **Executive Summary**

The purpose of this report is to inform committee members of a recent one time and base funding increase for Community Support Services announced by the Central Region of Ontario Health.

### **Background & Discussion**

Ontario Health has announced an increase in funding for Assisted Living Services in Dufferin County as well as an enhancement to base funding for personnel delivering services.

Effective February 1, 2024, Ontario Health has announced an increase in funding to support the expansion of Assisted Living services provided by our two service providers.

The funding enhancement consists of:

2023/24 fiscal year will see an additional \$53,000.00 in funding to support additional clients being served who are currently on the waitlist. The funding amount will support the Health Service Providers with their current service pressures and ensure that waitlists are reduced, and patients and families receive high quality care and experience increased levels of connection and support in the community.



For the 2024/25 fiscal year, this funding will be annualized at \$204,500. This will bring the total funding to \$951,122 for 2024-2025, which is an overall 27% increase to Assisted Living.

Additionally, Ontario Health will provide a 2% increase to base funding in the amount of \$45,598 for the 2023/24 fiscal year for Community Services Workforce Investments and \$50,651 for 2024/25. This results in a total allocation of \$96,249 in additional annualized funding for personnel providing front line support in community services.

### **Financial, Staffing, Legal, or IT Considerations**

There are no legal, staffing or IT considerations at this time and the financial impact has been outlined in the report.

### **In Support of Strategic Plan Priorities and Objectives**

**Community** - explore opportunities to improve access to healthcare services.

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

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Respectfully Submitted By:

Brenda Wagner  
Administrator

Attachments:

- HHS 2024-02-22 Funding Increase for Community Support Services Appendix A
- HHS 2024-02-22 Funding Increase for Community Support Services Appendix B

Reviewed by: Sonya Pritchard, Chief Administrative Officer



# Ontario Health Central

Regional Tracking Number: M069

February 1, 2024

Mr. Kurtis Krepps  
Manager  
Corporation of the County of Dufferin  
55 Zina Street  
Orangeville, ON L9W 1E5  
kkrepps@dufferincounty.ca

Dear Mr. Krepps:

**RE: 2023-24 One-Time and Base Funding for Assisted Living Services Expansion**

Ontario Health, through Ontario Health Central, is pleased to advise that Corporation of the County of Dufferin will receive pro-rated base funding in the amount of \$53,000 in fiscal year 2023/2024 for the Assisted Living Services Expansion. Beginning next fiscal year, this funding will be annualized at \$204,500.

This funding will provide additional support to patients and families currently waiting to access ALS programs, address ALC pressures, decrease avoidable ED visits/hospital admissions, and ensure that patients and families receive high quality care and experience increased levels of connection and support in the community.

Details of the funding and the terms and conditions on which it will be provided are set out in the attached Appendix A and Schedules, if any.

In accordance with Section 22 of the *Connecting Care Act, 2019*, Ontario Health hereby gives notice that, subject to your organization's agreement, it proposes to amend the Multi-Sector Service Accountability Agreement (MSAA) between Corporation of the County of Dufferin and Ontario Health with effect as of the date this letter is signed back by your organization. To the extent that there are any conflicts between the MSAA and this letter, the terms and conditions in this letter, including Appendix A and Schedules, if any, will govern. All other terms and conditions in the MSAA will remain the same.

Financial records of this allocation are to be maintained for year-end evaluation and settlement in accordance with the MSAA and/or Ministry policy.

Please indicate your organization's acceptance of the MSAA amendment set out in this letter, including Appendix A and Schedules, if any, by signing below and returning the signed version of this entire letter via email to [OH-Central.Funding@ontariohealth.ca](mailto:OH-Central.Funding@ontariohealth.ca) adhering to the following nomenclature in the subject line of the email – M069 - Corp\_County\_Duff, **within 10 business days of the date of this letter.**

Regional Tracking Number: M069

If you have any questions or concerns, please contact Ure Ihekanandu, Lead, Performance, Accountability and Funding Allocation at [Ure.Ihekanandu@ontariohealth.ca](mailto:Ure.Ihekanandu@ontariohealth.ca).

I would like to take this opportunity to express my sincere appreciation for your continued contribution to the provision of high-quality services in our community and look forward to maintaining a strong working relationship with you.

Sincerely,



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Jeff Kwan

Vice President, Performance, Accountability and Funding Allocation  
Ontario Health Central

Attachment(s): Appendix A: Funding Details  
Sign-Back Form  
M069\_Community\_ALS\_Reporting\_Template

c: Susan deRyk, Chief Regional Officer, Ontario Health Central and West Regions  
Wade Mills, Warden, Corporation of the County of Dufferin

**Appendix A  
Funding Details**

**1.1 Funding Deliverables and Purpose**

**Health Service Provider (HSP):** Corporation of the County of Dufferin  
**HSP Integrated Financial Information System (IFIS) Number:** 23

**Ministry Initiative Name:** To Expand Assisted Living Services  
**Project/Program Name:** Assisted Living Services Expansion

Transfer Payment Business Entity (TPBE)	A One-Time Funding FY 2023/24	B Pro-Rated Base Funding FY 2023/24 Effective February 1, 2024	C=A+B Total Funding FY 2023/24	D Annualized Base Funding	Project/Program Description/Purpose
SH	N/A	\$53,000	\$53,000	\$204,500	To address waitlists and expand Assisted Living Services
<b>Total Allocation</b>	N/A	<b>\$53,000</b>	<b>\$53,000</b>	<b>\$204,500</b>	

**1.2 Functional Centre Details**

OHRS Functional Centre #	Health Service Activity	Incremental Fiscal Target		Incremental Annual Target
		One-Time Targets Fiscal 2023-24	Pro-Rated Base Targets Fiscal 2023-24 (Effective February 1, 2024)	Annualized Targets Fiscal 2024-25
CSS IH Assisted Living Services 72 5 82 45	Total Cost of Functional Centre*	N/A	\$53,000	\$204,500
	Full Time Equivalents*	N/A	0.75	3.45
	Individual Served by Functional Centre	N/A	08	13
	Hours of Care	N/A	715	5,361
	Inpatient/Resident Days	N/A	809	4,106

\* For information only

**1.3 Reporting Requirements**

All financial budget adjustments will be monitored through quarterly reporting in SRI (Self-Reporting Initiative) in accordance with Multi-Sector Service Accountability Agreement requirements.

**Reporting Deadlines**

Reporting Periods	Reporting Deadlines
2023-24 Quarterly SRI Reporting – Q4	June 7, 2024
M069_Community_ALS_Reporting	June 12, 2024

### **Additional Reporting Requirements**

Additional reporting to be submitted electronically to [OH-Central.Reporting@ontariohealth.ca](mailto:OH-Central.Reporting@ontariohealth.ca) adhering to the following nomenclature in the subject line of the email -ALS-M069-Corp\_County\_Duff by the timeline provided above.

#### **1.4 Terms and Conditions**

Corporation of the County of Dufferin acknowledges and agrees that:

- (i) Funding will be provided via Electronic Funds Transfer (EFT).
- (ii) Funding will be used for the specified activities only and cannot be allocated for any other purpose without written approval from Ontario Health and/or the Ministry.
- (iii) Funding will be spent by March 31 of the fiscal year. No carry-forward of unspent funds is permissible.
- (iv) Unspent funding or funding used for purposes not authorized by these terms and conditions is subject to recovery by Ontario Health and/or the Ministry in accordance with the MSAA and/or Ministry policy.
- (v) Reporting will be submitted as outlined in the MSAA unless otherwise set out in the Appendix A and attached Schedule(s), if any.
- (vi) It will provide additional information and documentation related to this funding at the request of Ontario Health and/or the Ministry.
- (vii) This funding will not increase risk to the organization's multi-year expense limits and annual balanced budget requirements.
- (viii) Funding under this Agreement is conditional upon an appropriation of moneys by the Legislature of Ontario to the Ministry and funding of the Funder by the Ministry pursuant to the Enabling Legislation.

Regional Tracking Number: M069

*Your signature below confirms acceptance of the funding and performance accountabilities set out in this funding letter. Please sign below according to the requirements of your organization (e.g., by-laws, delegation of authority etc.). If a second signature is not required, please indicate N/A on the signature line.*

**AGREED TO AND ACCEPTED BY:**

Corporation of the County of Dufferin

**By:**

---

**Wade Mills**  
Warden  
I have the authority to bind the organization.

---

Date (mm/dd/yyyy)

**By:**

---

**Rebecca Whelan**  
Deputy Clerk  
I have the authority to bind the organization.

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Date (mm/dd/yyyy)



**Ontario Health**  
Central

Regional Tracking Number: M069

February 1, 2024

Mr. Kurtis Krepps  
Manager  
Corporation of the County of Dufferin  
55 Zina Street  
Orangeville, ON L9W 1E5  
kkrepps@dufferincounty.ca

Dear Mr. Krepps:

**RE: 2023-24 and 2024-25 Base Funding for Community Services**

Ontario Health, through Ontario Health Central, is pleased to advise that Corporation of the County of Dufferin will receive base funding in the amount of \$45,598 in fiscal year 2023-24 for Community Services Workforce Investments; and base funding of \$50,651 in 2024-25 which effectively converts the previously allocated 2023-24 3% one-time amount into base funding starting in 2024-25. This results in a total allocation of \$96,249 in annualized funding in 2024-25 for community services investments.

Details of the funding and the terms and conditions on which it will be provided are set out in the attached Appendix A and Schedules, if any.

In accordance with Section 22 of the *Connecting Care Act, 2019*, Ontario Health hereby gives notice that, subject to your organization's agreement, it proposes to amend the Multi-Sector Service Accountability Agreement (MSAA) between Corporation of the County of Dufferin and Ontario Health with effect as of the date this letter is signed back by your organization. To the extent that there are any conflicts between the MSAA and this letter, the terms and conditions in this letter, including Appendix A and Schedules, if any, will govern. All other terms and conditions in the MSAA will remain the same.

Financial records of this allocation are to be maintained for year-end evaluation and settlement in accordance with the MSAA and/or Ministry policy.

Please indicate your organization's acceptance of the MSAA amendment set out in this letter, including Appendix A and Schedules, if any, by signing below and returning the signed version of this entire letter via email to [OH-Central.Funding@ontariohealth.ca](mailto:OH-Central.Funding@ontariohealth.ca) adhering to the following nomenclature in the subject line of the email – M069-Corp\_County\_Duff, **within 10 business days of the date of this letter.**

If you have any questions or concerns, please contact contact Mitchell Newman, Specialist, Performance, Accountability and Funding Allocations, at [mitchell.newman@ontariohealth.ca](mailto:mitchell.newman@ontariohealth.ca).



Regional Tracking Number: M069

I would like to take this opportunity to express my sincere appreciation for your continued contribution to the provision of high-quality services in our community and look forward to maintaining a strong working relationship with you.

Sincerely,



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Jeff Kwan

Vice President, Performance, Accountability and Funding Allocation  
Ontario Health Central

Attachment(s): Appendix A  
Appendix B  
Sign-Back Form  
M069\_Community\_Report\_Template

c: Susan deRyk, Chief Regional Officer, Ontario Health Central and West Regions  
Wade Mills, Warden, Corporation of the County of Dufferin

**Appendix A  
Funding Details**

**1.1 Funding Deliverables and Purpose**

**Health Service Provider (HSP): Corporation of the County of Dufferin**

**HSP Integrated Financial Information System (IFIS) Number: 23**

**Project/Program Name: 2023-24 and 2024-25 Community Services Investments**

Transfer Payment Business Entity (TPBE)	[A] 2% Base Funding FY 2023-24 <sup>[1]</sup>	[B] PSS/ Direct Base Funding 2023-24 <sup>[2]</sup>	[C] = [A] + [B] Total Funding FY 2023-24	[D] 3% Annualized Funding 2024-25 <sup>[3]</sup>	[E] = [C] + [D] Annualized Base Funding FY 2024-25
CSS	\$20,299	\$ 0	\$20,299	\$30,448	<b>\$50,747</b>
SH	\$13,468	\$11,831	<b>\$25,299</b>	\$20,203	<b>\$45,502</b>
<b>Total Allocation</b>	\$33,767	\$11,831	<b>\$45,598</b>	\$50,651	<b>\$96,249</b>

[1] 2.0% across-the-board increase for Community Services to be used to increase Eligible Compensation Costs for all categories of staff except executives (director or above). The Eligible Compensation Costs must be incurred after April 1, 2023.

[2] Funding to increase Eligible Compensation Costs for staff providing front-line, direct care PSS. The Eligible Compensation Costs must be incurred after April 1, 2023.

[3] Base funding for the 2024-25 fiscal year, previously provided in 2023-24 as one-time funding, for a 3% across the board increase for Community Services.

### 1.1 Functional Centre Details

All financial budget adjustments will be monitored through quarterly reporting in SRI (Self-Reporting Initiative) in accordance with Multi-Sector Service Accountability Agreement requirements.

### 1.2 Reporting Requirements

For community services health service providers (CS HSPs) receiving more than \$100,000 in total annualized funding from the 3% across-the-board Community Services increase, the 2% Community Services workforce compensation increase, and the compensation increase for PSS combined:

#### Reporting Deadlines

Reporting Period	Ontario Health Reporting Deadline
Report 1	February 23, 2024
Report 2	May 24, 2024

#### Additional Reporting Requirements

The report may combine funding from all Community Services across the board increases provided for the 2023-24 fiscal year. For further clarity, the HSP is not required to report separately for the 3% across-the-board increase provided earlier in 2023-24, the 2% increase and PSS increase.

Community health service providers will be required to submit the following to Ontario Health Central electronically to [OH-Central.Reporting@OntarioHealth.ca](mailto:OH-Central.Reporting@OntarioHealth.ca) by the timeline outlined above:

- Percentage of the funding received allocated to the following service delivery costs:
  - Staff wages (front line and supervisors/schedulers/coordinators)
  - Staff benefits (except travel)
  - Travel compensation – time and cost
  - Training for community services Health Service Providers employees
  - Recruitment and Retention of employees of community services Health Service providers employees
  - Other Operational costs including, but not limited to, those that improve working conditions (e.g., improvements in scheduling and routing to minimize travel time, investments in technology to improve working environments, and expenses related to transitioning part-time staff into full time positions)

Based on the funding by the report date, HSP is to provide an estimate of the percent distribution of the actual (if available) or planned spending (if determined) for each of six categories. The percentage of the funding received (phase 1 and 2) is retroactive to April 1, 2023, allocated to the service delivery costs. If all funding is spent or planned, the total percentages across the six categories should equal 100%.

Reporting is to be submitted electronically to [OH-Central.Reporting@ontariohealth.ca](mailto:OH-Central.Reporting@ontariohealth.ca) adhering to the following nomenclature in the subject line of the email: *M069-Corp\_County\_Duff*

In addition, the Ministry may re-issue the workforce survey first completed by providers in June 2023 to refresh the data relating to compensation. If the Ministry re-issues the survey, OH will distribute the survey to CS HSPs receiving this Funding, require its completion by the CS HSPs, and provide the results to the Ministry in accordance with the instructions provided by the Ministry.

### 1.3 Terms and Conditions

Corporation of the County of Dufferin acknowledges and agrees that:

- (i) Funding will be provided via Electronic Funds Transfer (EFT).
- (ii) Funding will be used for the specified activities only and cannot be allocated for any other purpose without written approval from Ontario Health and/or the Ministry.
- (iii) Funding will be spent by March 31 of the fiscal year. No carry-forward of unspent funds is permissible.
- (iv) Unspent funding or funding used for purposes not authorized by these terms and conditions is subject to recovery by Ontario Health and/or the Ministry in accordance with the MSAA and/or Ministry policy.
- (v) Reporting will be submitted as outlined in the MSAA unless otherwise set out in the Appendix A and attached Schedule(s), if any.
- (vi) It will provide additional information and documentation related to this funding at the request of Ontario Health and/or the Ministry.
- (vii) This funding will not increase risk to the organization's multi-year expense limits and annual balanced budget requirements.
- (viii) Funding under this Agreement is conditional upon an appropriation of moneys by the Legislature of Ontario to the Ministry and funding of the Funder by the Ministry pursuant to the Enabling Legislation.

## Appendix B

### Definitions:

For the purposes of this section, the following terms will have the following meanings:

**“Acquired Brain Injury Services” or “ABI Services”** means CSS, Homemaking Services, or Personal Support Services provided to people with acquired brain injury.

**“Adult Day Program”** means an adult day program that is a CSS.

**“ALS”** means assisted living services (as defined in O.Reg. 187/22 (Home and Community Care Services), provided to people living with physical disabilities, acquired brain injuries, or Acquired Immune Deficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV), or seniors in accordance with the Ministry’s Assisted Living Services Policy, 2023.

**“Community Services” and “CS”** means Community Support Services, Personal Support Services, Homemaking Services, Acquired Brain Injury Services or ALS, and does not include professional services as defined in O.Reg. 187/22.

**“Community Services Workforce Investment”** means the Funding described in section 2(b).

**“Community Support Services” or “CSS”** means community support services as defined in O.Reg. 187/22 under the *Connecting Care Act, 2019*.

**“Community Services HSP” or “CS HSP”** means a Health Service Provider the Agency funds to provide Community Services.

**“Eligible Compensation Costs** means an increase in the following:

- Wages (including statutory benefits)
- Compensation for time spent travelling, on top of or instead of wages
- Non-statutory benefits (i.e., pension plans/retirement savings, medical/paramedical plans such as eye care, drugs, dental, etc., enhanced vacation and sick leave pay beyond Employment Standards Act requirements)
- Premiums on top of wages for work outside typical/regular hours
- Special premiums for rural/hard-to-serve areas
- Training/education time
- Other compensation similar to above

For clarity, Eligible Compensation Costs do not include:

- Recruitment bonuses or incentives to existing employees – monetary or gift cards
- Hiring bonuses to new employees – monetary or gift cards
- Non-monetary compensation such as gift cards.



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**“Homemaking Services”** means homemaking services as defined in O.Reg. 187/22 under the *Connecting Care Act, 2019*.

**“Meal Services”** means meal services as defined in O.Reg. 187/22 that are a CSS.

**“Personal Support Services” or “PSS”** means personal support services as defined in O.Reg. 187/22 under the *Connecting Care Act, 2019*.



# Ontario Health

Central

*Your signature below confirms acceptance of the funding and performance accountabilities set out in this funding letter. Please sign below according to the requirements of your organization (e.g., by-laws, delegation of authority etc.). If a second signature is not required, please indicate N/A on the signature line.*

**AGREED TO AND ACCEPTED BY:**

Corporation of the County of Dufferin

**By:**

---

**Wade Mills**

Warden

I have the authority to bind the organization.

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Date (mm/dd/yyyy)

**By:**

---

**Rebecca Whelan**

Deputy Clerk

I have the authority to bind the organization.

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Date (mm/dd/yyyy)



A community that grows together

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

Meeting Date: February 22, 2024

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**Subject: Quarterly Community Services Activity Report - Third and Fourth  
Quarter 2023**

**From: Anna McGregor, Director Community Services**

### **Recommendation**

**THAT the report of the Director, Community Services, titled Quarterly Community Services Activity Report – Third and Fourth Quarter, 2023, dated February 22, 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 (EYCC) Divisions.

### **Background and Discussion**

Attached is the Community Services Activity Report for the third and fourth quarter of 2023. The report includes activity from the 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 Q3 2023 versus Q3 2022 and Q4 2023 versus Q4 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. Lastly, the data is portrayed as quarterly totals unless indicated otherwise (quarterly average, accumulated etc.).



## Updates to Service Delivery

### Housing Services:

#### Q3

- BBQs with summer concerts were held at 40 Lawrence Avenue and 43 Bythia Street.
- A BBQ was held at 71 Emma Street.
- Rent Smart – 1 Session was provided for clients on the By-Name-List (BNL).
- Balcony restoration was completed at 43 Bythia Street, 250 Simon Street, 71 Emma Street, and 227 William Street.

#### Q4

- In October 2023, 8 people shared how housing programs and supports have impacted their lives. This video tells their story. See video here [2023 Dufferin County Housing Forum \(youtube.com\)](#)
- November 22, 2023 the division held their annual Housing Forum
- The exercise to apply Assets and Income limits to the wait list was completed.
- 4 New Rent Supplement units added to the portfolio.
- 11 Canada Ontario Housing Benefit (COHB) applications completed with additional funding allocation for Refugee/Newcomers.
- Fall Tenant Meetings with Fire Prevention Inspector.

### Ontario Works:

#### Q3

- Ontario Works caseload rose slightly from an average of 468 from Q2 to 478.
- OW Caseload still below pre-pandemic level.

#### Q4

- Ontario Works caseload continues to rise. Dec. 2023- 527.

### Early Years and Child Care:

#### Q3

- 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 EarlyON brought together families on September 30, for a Truth and Reconciliation Day event, joined by River of Knowledge to share stories, traditions, and song.

#### Q4

- In Q4, 21 new spaces for children age 0-5 were added towards the County's Access and Inclusion growth plan and 94 total for 2023. Work is ongoing to support the

anticipated opening of 296 additional spaces at three new licensed child care centres and expanded current centres in 2024.

- Preparations were started to support CWELCC funding changes in 2024 for RECE staff wages and child care centre operating expenses.
- EarlyON Program Facilitators delivered a nine-week session of Bounce Back and Thrive to support families with resiliency skills.
- EarlyON held several sponsored holiday family skates for families in various locations across Dufferin.

### New Business

#### Housing Services:

##### Q3

- Canada Ontario Housing Benefit (COHB) – Additional funding allocation received from Ministry of Municipal Affairs and Housing (MMAH), specifically for Asylum Seekers – \$130,800 was provided.
- Canada Mortgage and Housing Corporation (CMHC)- began discussion regarding the Repairs and Renewals Capital Funding Program. (Specifically for municipal stock.)
- Market Rent Increases for 2024 were approved by Council, at a 2.5% increase.
- Parking Lot restoration began at 207 and 227 William Street in Shelburne.

##### Q4

- \$2 Million in capital funding from CMHC. (As discussed in Q3.)
- Canada Ontario Community Housing Initiative (COCHI) funding for housing provider capital projects approved.
- Preparation for end of operating/ mortgage agreements with housing providers.
- Parking lot restoration completed at 207 and 227 William Street in Shelburne.
- Negotiations with Coinamatic to upgrade laundry equipment in County owned buildings.

#### Ontario Works:

##### Q3

- Train the trainer for Employment Services Transformation (EST) began.
- Work began to begin the shift to EST – preparing staff and planning for the change.

##### Q4

- Basic training for program changes completed for EST roll out which began Jan. 1, 2024.
- Request made to the Province for additional funding to support necessary additional training as a result of the Common Assessment Tool.

Early Years and Child Care:

Q3

- The Early Years and Child Care Division, along with Seneca Lab school, was featured in a program profile of “Reimagining Quality” as part of the Association of Early Childhood Educators of Ontario’s Roadmap to Universal Child Care in Ontario. <https://www.aeceo.ca/roadmap>
- The EYCC division partnered with several community agencies that support children and families to hold an “Interprofessional Practice Day” for connection, collaboration, and information sharing.

Q4

- EYCC held an Early Learning Celebration, in which Early Years educators attended a number of encounters in celebration of each other, in celebration of materials and play, and in celebration of storytelling, community, environment, shared pedagogies and song. This video provides some highlights: <https://www.youtube.com/watch?v=51gAudbiqTs>
- As a part of Ontario's Early Years and Child Care Workforce Strategy, to build a stronger, more robust workforce by recruiting and retaining more educators in the early years and child care sector, the EYCC Division facilitated learning sessions with the desire to nurture mentorship and belonging for early childhood educator students from our local Georgian College.
- The online Children's Services Portal to apply for child care fee subsidy is in the process of being set up and staff are in the testing process, prior to implementation.

**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 – Q3 2023
- Quarterly Community Services Activity Report – Q4 2023

Reviewed by: Sonya Pritchard, Chief Administrative Officer

### Housing Services Activities

#### Housing Access Dufferin & Allowances

	Q3 2023	Q3 2022
Average waitlist total	742	818
Applications added	114	108
New clients receiving Ontario Priorities Housing Initiative	4	4
New clients receiving Canada-Ontario Housing Benefit	6	0

#### Community Housing Stock

	Q3 2023	Q3 2022
Total Applicants Housed	9	9
County Move-outs	11	8
County Housed	7	7
Rent Supplement	1	2
Housing Providers	1	0

### Housing Stability Team



Clients served

**47**



Financial assistance provided

**33**

Q3 2023



LEAP/OESP intake provided

**14**



Contacts made

**200**



Clients served

**69**



Financial assistance provided

**56**

Q3 2022



LEAP/OESP intake provided

**13**



Contacts made

**185**

### The By-Name List (BNL)




Monthly Average	Q3 2023	Q3 2022
Individuals Experiencing Homelessness	36.67	23.33
Chronically Homeless	13	5.67
Identify Male	18.33	12
Identify Female	16.33	10.67
Housed (Total in Q3)	24	17

Monthly Average	Q3 2023	Q3 2022
% Individuals disclosing mental health or addiction concerns	80%	69%
Individuals receiving CHHAP allowances	9.33	10.33

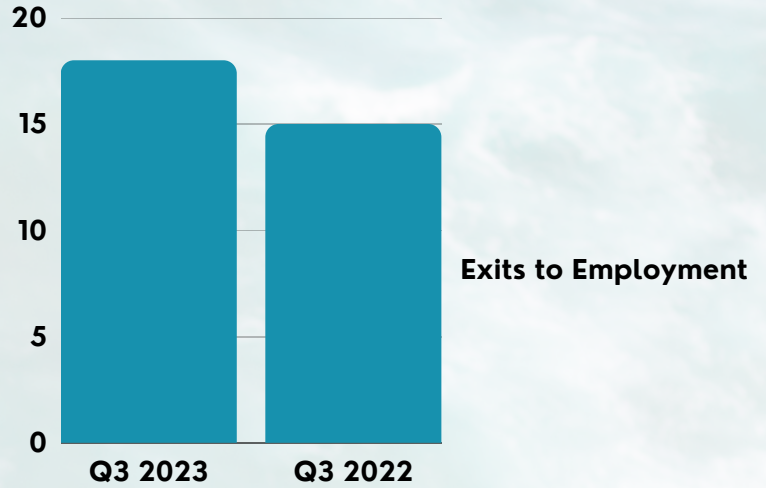


## Ontario Works Activities

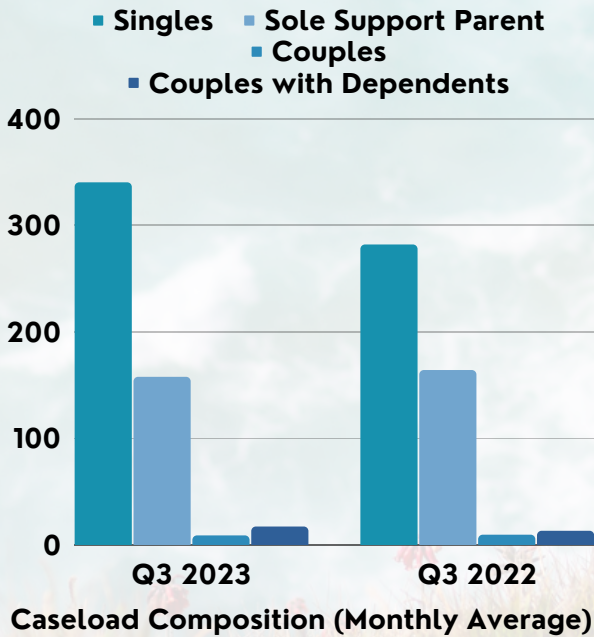
### Client Intake





	Q3 2023	Q3 2022
 Total Applications Received	141	109
 Online Applications Received	93	58
 Average # business days (screening to decision)	1.67	4

### Client Outcomes



### Caseload



	Q3 2023	Q3 2022
 Average Monthly Caseload	493	447
 Average Monthly Beneficiaries	786	744
 Total Emergency Assistance Cases	1	4
 Average Months on Assistance	34.44	36.37

### Employment Resource Centres


	Q3 2023	Q3 2022
Total Visits	3038	1493

Orangeville ERC

	Q3 2023	Q3 2022
Total Visits	387	359

Shelburne ERC

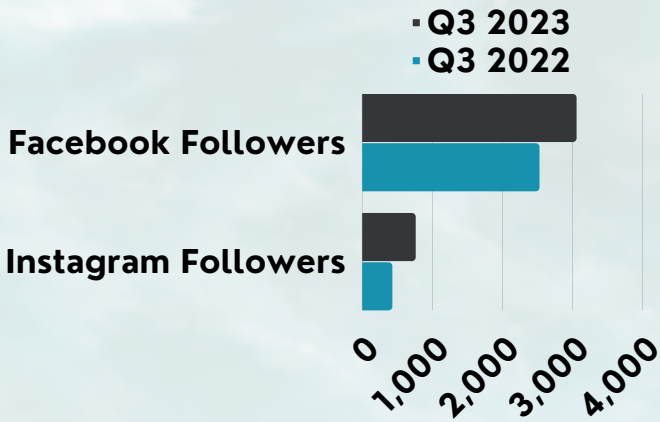


 Early Years and Child Care Activities

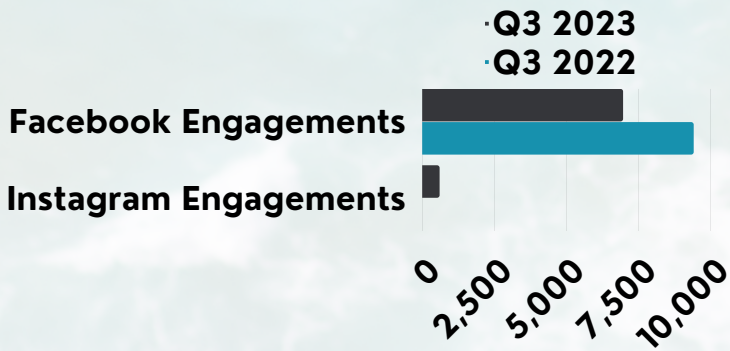
EarlyON Social Media Engagement

EarlyON In-Person Program Participation

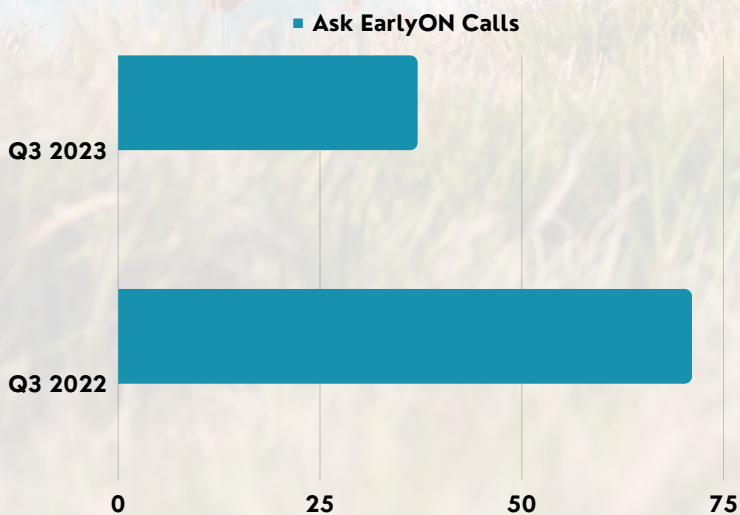
**Social Media Followers  
(Accumulated Total as of Q3)**



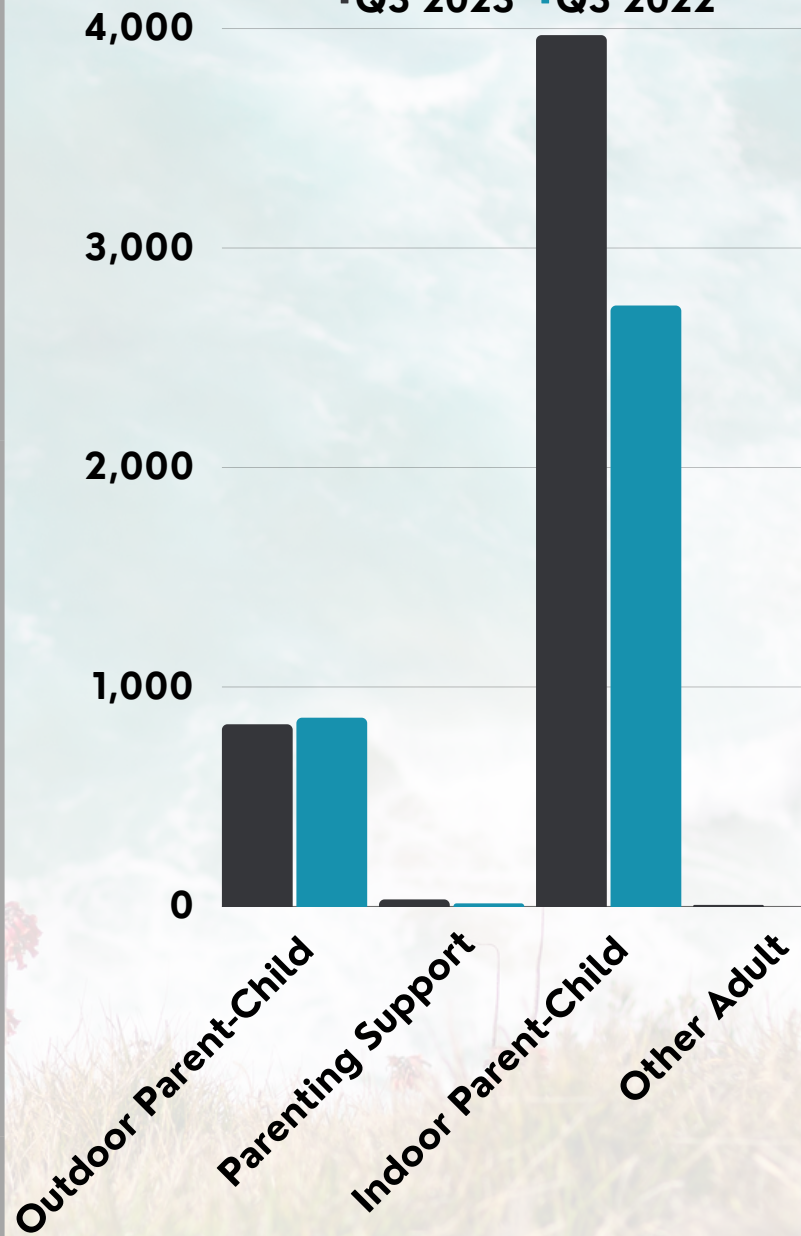
**Social Media Engagements**



**EarlyON 1 on 1 Supports**



**- Q3 2023 - Q3 2022**

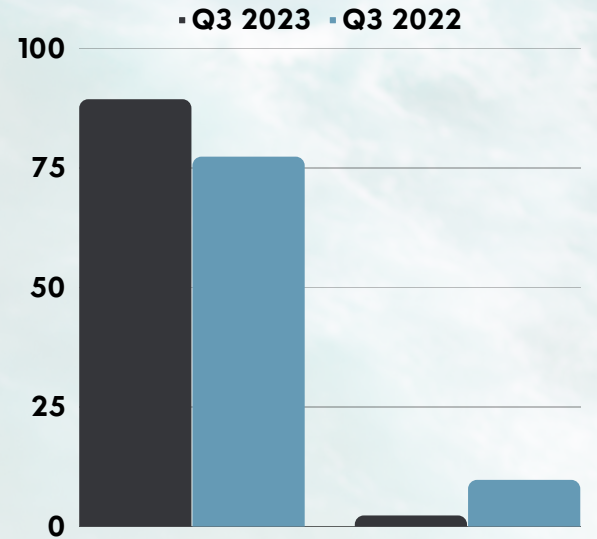


### Early Years and Child Care Activities

#### Child Care Fee Subsidy

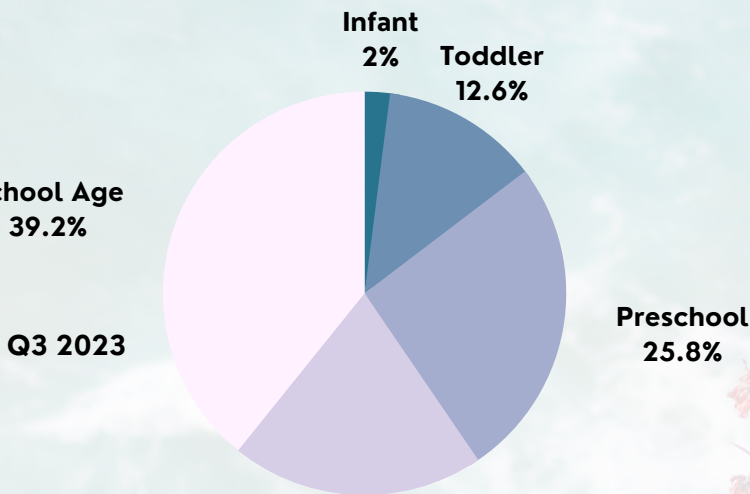
	Q3 2023	Q3 2022
Children Receiving Subsidy (monthly average)	346	344
Total New Children Served	77	62

#### Inclusion for Children with Additional Needs

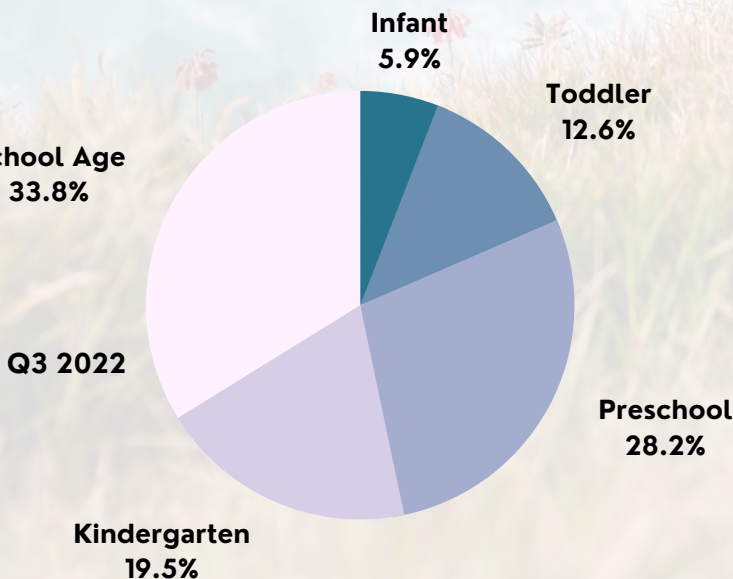


Average monthly # Children Receiving Programming (up to and including Kindergarten)

Average monthly # Children Receiving Programming (School Age)

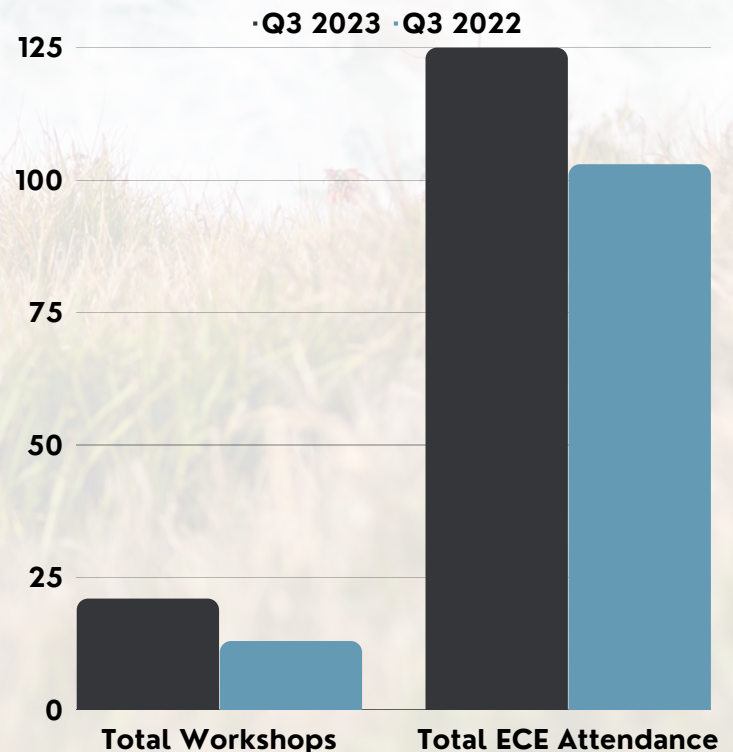


Q3 2023



Q3 2022

#### Raising the Bar



Total Workshops

Total ECE Attendance



### Housing Services Activities

#### Housing Access Dufferin & Allowances

	Q4 2023	Q4 2022
Average waitlist total	675	851
Applications added	102	98
New clients receiving Ontario Priorities Housing Initiative	2	1
New clients receiving Canada-Ontario Housing Benefit	11	0

#### Community Housing Stock

	Q4 2023	Q4 2022
Total Applicants Housed	16	12
County Move-outs	6	10
County Housed	11	7
Rent Supplement	3	2
Housing Providers	2	3

### Housing Stability Team



Clients served

**52**



Financial assistance provided

**42**

Q4 2023



LEAP/OESP intake provided

**10**



Contacts made

**221**



Clients served

**63**



Financial assistance provided

**55**

Q4 2022



LEAP/OESP intake provided

**8**



Contacts made

**108**

### The By-Name List (BNL)

Monthly Average	Q4 2023	Q4 2022
Individuals Experiencing Homelessness	33.67	28.67
Chronically Homeless	16.67	7.67
Identify Male	18	15.33
Identify Female	18.67	12.67
Housed (Total in Q4)	31	24

Monthly Average	Q4 2023	Q4 2022
% Individuals disclosing mental health or addiction concerns	82.3	62.8
Individuals receiving CHHAP allowances	10	10.33



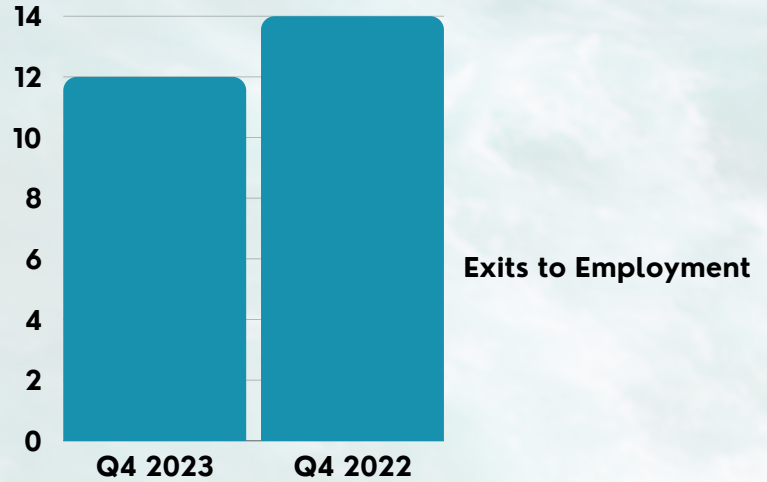
### Ontario Works Activities

#### Client Intake

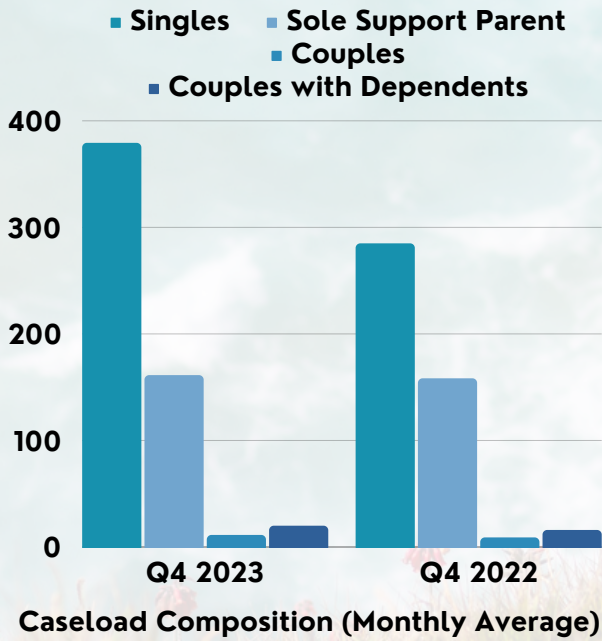
#### Client Outcomes



	Q4 2023	Q4 2022
<b>Total Applications Received</b>	163	116
<b>Online Applications Received</b>	123	70
<b>Average # business days (screening to decision)</b>	3.33	2.67



#### Caseload



	Q4 2023	Q4 2022
<b>Average Monthly Caseload</b>	535.67	447
<b>Average Monthly Beneficiaries</b>	836.33	759
<b>Total Emergency Assistance Cases</b>	0	4
<b>Average Months on Assistance</b>	31.99	37.22

#### Employment Resource Centres


	Q4 2023	Q4 2022
<b>Total Visits</b>	2783	2434

Orangeville ERC

	Q4 2023	Q4 2022
<b>Total Visits</b>	499	542

Shelburne ERC

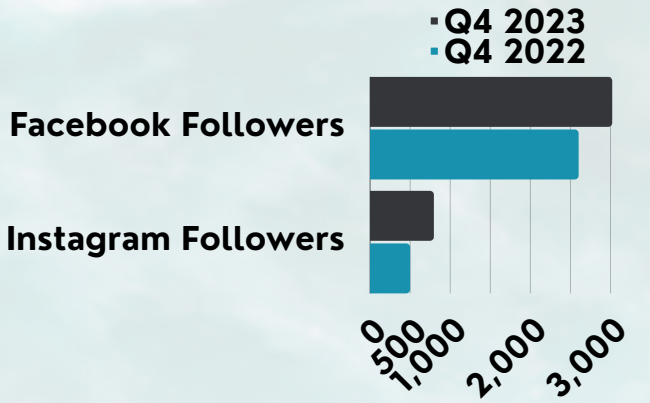


 Early Years and Child Care Activities

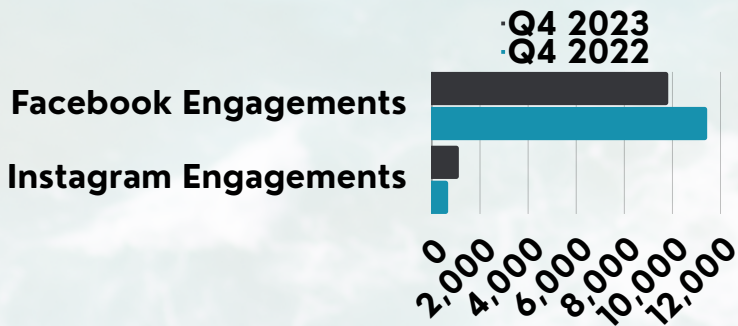
EarlyON Social Media Engagement

EarlyON In-Person Program Participation

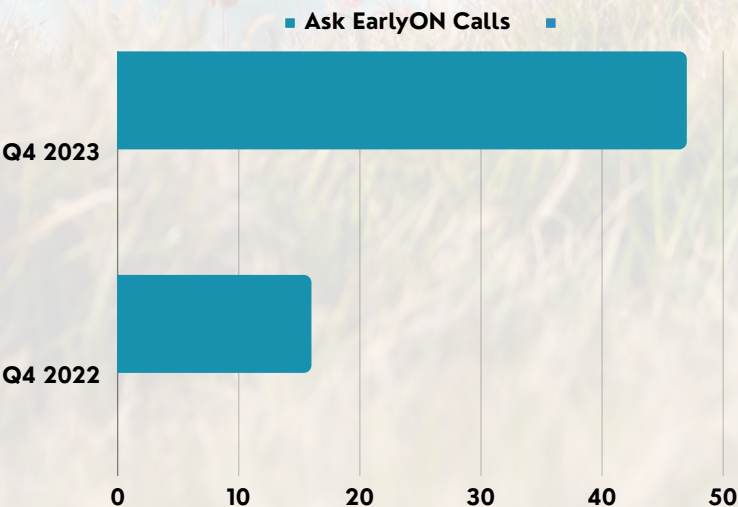
**Social Media Followers**  
(Accumulated Total as of Q4)



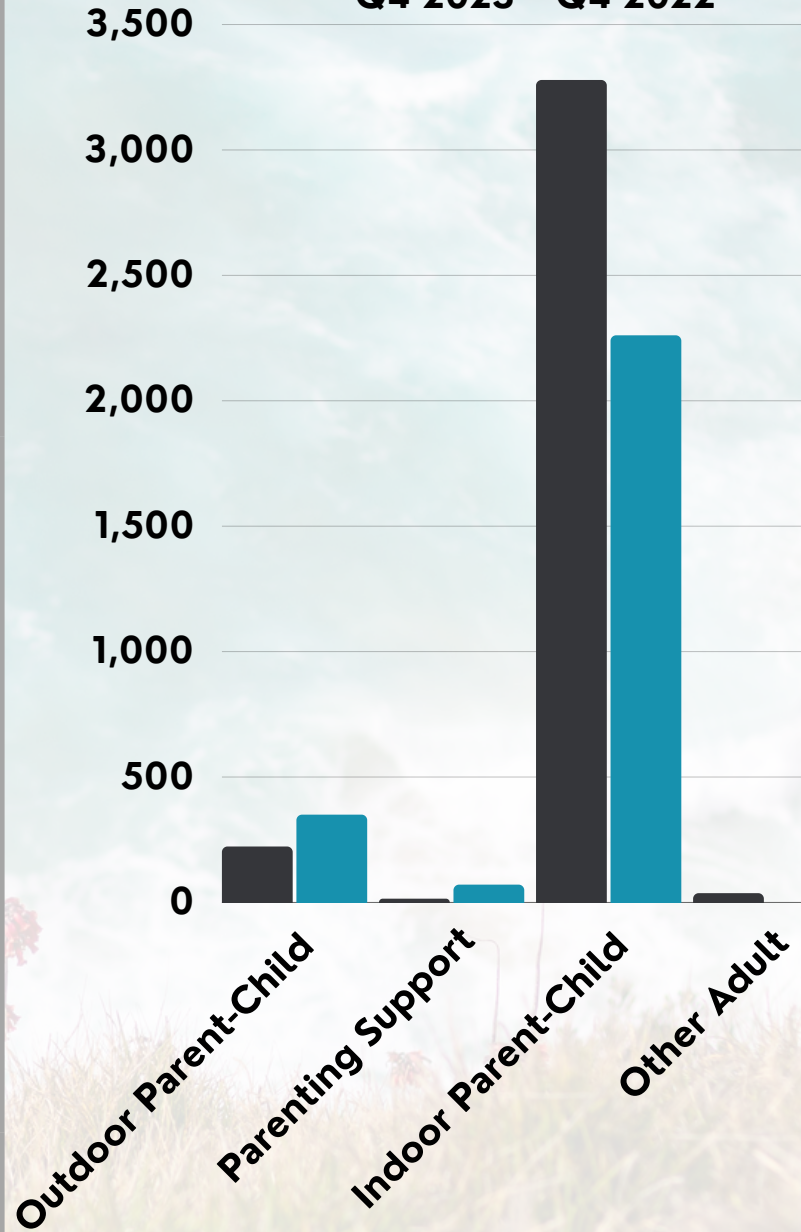
**Social Media Engagements**




**EarlyON 1 on 1 Supports**



**Q4 2023** **Q4 2022**



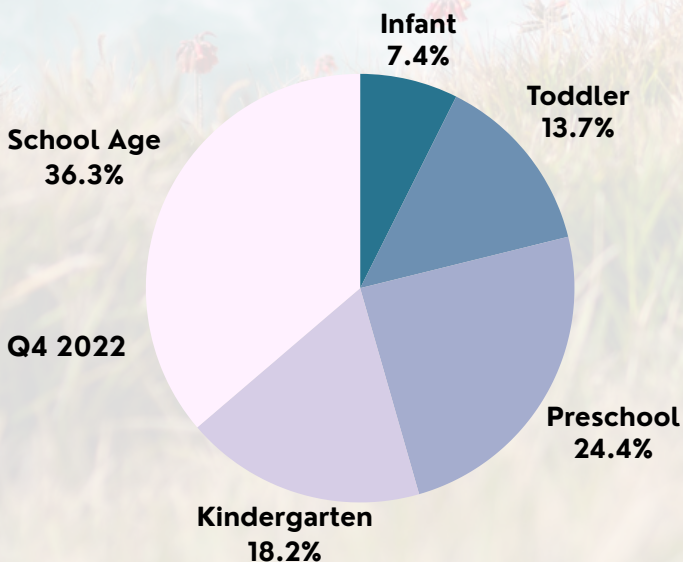
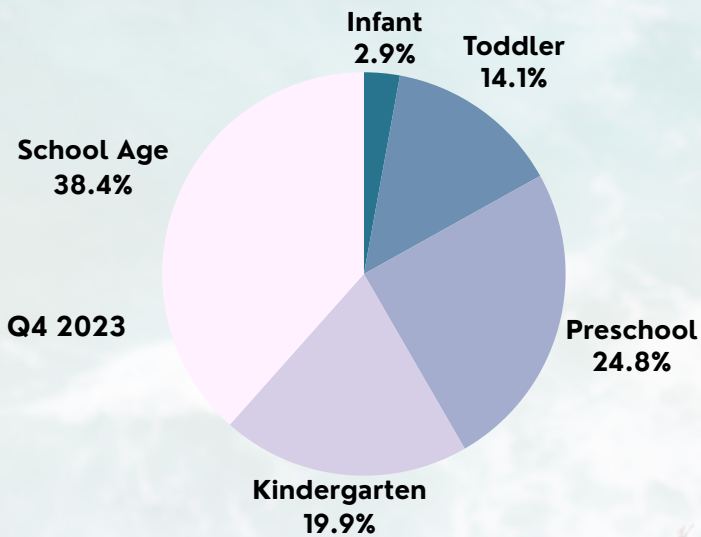
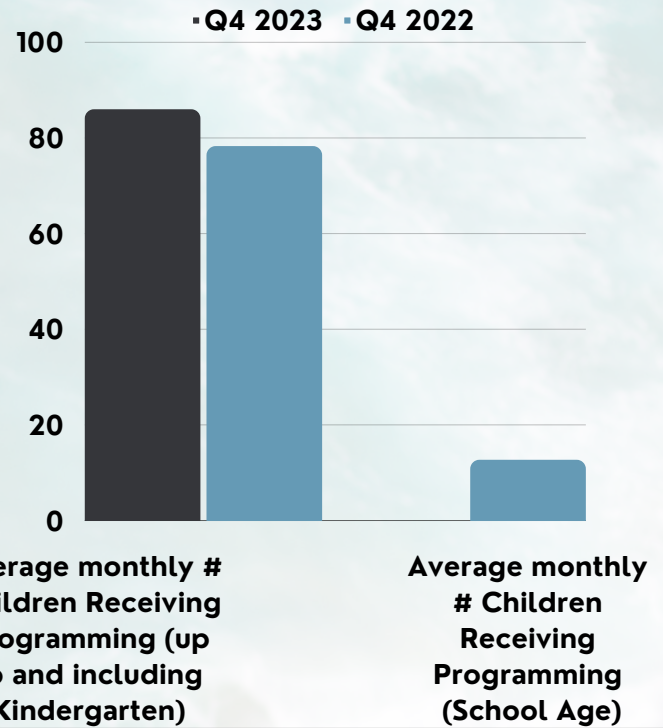


### Early Years and Child Care Activities

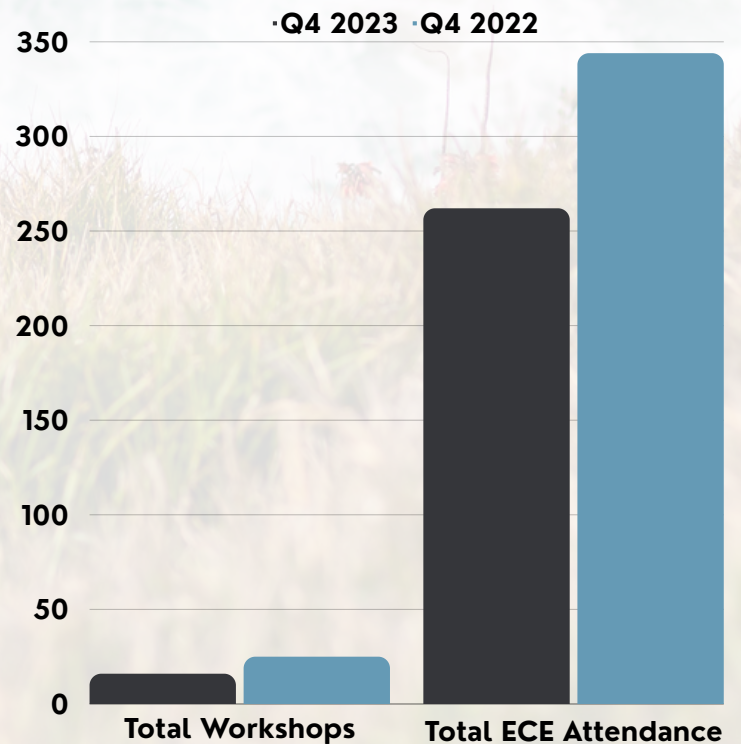
#### Child Care Fee Subsidy

	Q4 2023	Q4 2022
Children Receiving Subsidy (monthly average)	268	315
Total New Children Served	35	24

#### Inclusion for Children with Additional Needs



#### Raising the Bar





A community that grows together

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

Meeting Date: February 22, 2024

---

**Subject:** Access and Inclusion Framework and Start-Up Grants  
**From:** Anna McGregor, Director, Community Services

### **Recommendation**

**THAT the report of the Director, Community Services, titled Access and Inclusion Framework and Start-Up Grants dated February 22, 2024, be received.**

### **Executive Summary**

This report shares details about the County's implementation of the Access and Inclusion Framework within the scope of the Canada-Wide Early Learning and Child Care (CWELCC) System. The overarching goal of the Access and Inclusion 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. Details about the County's Directed Growth Planning, partnerships with local child care providers, and to date Start-Up Grant expenditures and projections are included in this report.

### **Background & Discussion**

Ontario's vision for the CWELCC System is that more families across the province have access to high quality, affordable, flexible and inclusive early learning and child care. Ontario has been funded to support the creation of 86,000 new licensed child care spaces (relative to 2019) by December 2026. Since 2019, 33,000 new spaces have become operational, with another 53,000 spaces to be created. In 2023, the Ministry of Education allocated funding and space creation targets for children ages 0 to 5 (the age group eligible for reduced fees within the CWELCC System) to each Service System Manager. Allocations were based upon available data, incorporating existing child care capacity, demographics, socio-economic indicators, official language minorities, and capacity for growth. Dufferin County was allocated a total of 478 community-based spaces (spaces to



be created in available community spaces, not within schools) to be created by the end of 2026.

As a part of the Access and Inclusion Framework, Dufferin County’s Early Years and Child Care Division reported a Directed Growth Plan to the Ministry of Education early in 2023, outlining the approximate number of spaces to be created each year and identifying priority neighbourhoods (municipally defined geographical areas in high need of increased access to child care).

As required by the Ministry of Education, and in alignment with the County’s Strategic Plan, the County’s Directed Growth plan was developed with consideration of equity deserving children and families, and geographic areas facing a lack of access to affordable child care options. Shelburne and Melancthon, together, were identified as the top priority “neighbourhoods” in Dufferin County under the Directed Growth Plan, targeting 204 spaces to be opened in the area. A total of 196 spaces were targeted for Orangeville and Mono, and 78 for Grand Valley. These targets, outlined for each neighbourhood, are the original targets reported to the Ministry of Education in early 2023. Targeted space creation has primarily been reported on using a year-by-year approach, and targets for each year have been adjusted as the County has been approached by new and existing child care operators with plans to create new spaces, see chart below:

**Targeted # of New CWELCC Spaces per Year (As of January 2024)**

2022	2023	2024	2025	2026	TOTAL
0	94 (actual)	296	50	38	<b>478</b>

In order to support child care operators who wish to expand and create new licensed child care spaces, the Ministry of Education has allocated the County of Dufferin about \$335,000 for 2023, and \$690,000 for 2024 in Start-Up Grant Funding. Start Up Grant Funding can be used for expenses such as play materials, equipment, and furnishings; non-consumable supplies and equipment to support ongoing operations of the child care program; renovations, additions or repairs to licensed or potential child care facilities; changes to outdoor play spaces required as a result of expansion; and leasehold improvements. One notable limitation with Start-Up Grant Funding includes the Ministry of Education’s cap of \$350,000 per 50 child care spaces, however the amount allocated to the County of Dufferin is insufficient to provide the maximum cap to child care operators. Another limitation is that funds cannot be used towards ‘new’ builds.

The Early Years and Child Care Division has developed an application process and local guidelines for child care operators to apply for Start-Up Grant Funding based on templates and guidelines provided by the Ministry of Education. To be eligible to expand

and create spaces within the CWELCC System and receive Start-Up Grant funding, applicants must:

- Be a licensed child care provider who either has an active license or who is in the process of applying for a license with the Ministry of Education.
- Be enrolled in CWELCC, or applying to be enrolled in CWELCC, with the County of Dufferin.
- Engage in expansion projects to create spaces for children ages 0 to 5 years only.
- Engage in expansion projects where new spaces are intended to support the County of Dufferin's Directed Growth Plan in consideration of geographical location, auspice (for-profit/not-for-profit), and inclusion criteria wherever possible.
- Have a need for expansion project funding that falls within the eligible expenses as outlined by the Ministry of Education.

To date, the County of Dufferin has flowed \$435,000 of Start-Up Grant Funding to child care operators and has approved an additional \$499,360 of Start-Up Grant Funding. Currently, there are two existing operators engaged in expansion projects and three new operators engaged in start-up projects that are being supporting through the Start-Up Grant Funding.

Locations of start up projects underway include one brand new centre, and the expansion of two existing centres in Orangeville; two brand new centres located in Mono, one of which is in close proximity to Shelburne; and the expansion of one home child care agency with homes throughout Dufferin County.

The largest challenge the County of Dufferin currently faces is the Ministry's requirement to maintain or increase its pre growth plan auspice ratio of Not-For-Profit to For-Profit licensed child care spaces. This is difficult because the majority of potential new providers choose to operate as For-Profit and, thus, this can create a barrier to growth. Before the CWELCC System implementation in 2022, Dufferin's auspice ratio was 57.4% Not-For-Profit to 42.6% For-Profit licensed spaces for children ages 0 to 5 years (this only includes programs that are now currently enrolled in CWELCC). Taking into consideration the projects currently approved, the anticipated auspice ratio is 53.6% Not-For-Profit to 46.4% For-Profit by the end of 2026, if the remainder of approved projects for 2025/2026 solely include Not-For-Profit organizations.

This challenge appears to be consistent for most municipalities across the province, and the Ministry of Education is currently taking steps to provide support and guidance to municipalities with this regard.

### **Financial, Staffing, Legal, or IT Considerations**

There are no financial, staffing, legal, or IT considerations at this time. Existing funding from the provincial government is being used. A new funding formula is expected later this year for the ongoing roll out of CWELCC.

### **In Support of Strategic Plan Priorities and Objectives**

**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 of Community Services

Prepared by:

Chelsea Raven  
Community Services Worker

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: February 22, 2024

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**Subject: Dufferin Men's Shelter Update 3**

**From: Anna McGregor, Director Community Services**

### **Recommendation**

**THAT the report of the Director of Community Services, titled Dufferin Men's Shelter Update 3, dated February 22, 2024, be received.**

### **Executive Summary**

On September 14, 2023, the Dufferin Men's Shelter presented a business case to council and asked for additional financial support. Financial support was approved on the condition the shelter take steps to address the challenges they face.

The shelter has taken steps to address several concerns and has been provided with additional funding to keep the shelter operating. This report provides an update on the additional funding provided and the work the shelter has carried out to stabilize operations.

### **Background & Discussion**

To show the complexity involved in the ask for additional funding by the Dufferin Men's Shelter, background details are provided. See reports:

1. HHS 2021-10-28 Homelessness Concerns in Dufferin [2021-10-28 HHS Agenda Package.pdf \(dufferincounty.ca\)](#)
2. CC 2023-09-14 Dufferin Men's Shelter [2023-09-14 Council Addendum \(dufferincounty.ca\)](#).
3. HHS 2023-10-26 Dufferin Men's Shelter Update [2023-10-26 Health and Human Services Agenda \(dufferincounty.ca\)](#)

4. CC 2023-12-14 Dufferin Men's Shelter Update 2 [2023-12-14 Council Agenda \(dufferincounty.ca\)](#)

#### Additional Support for 2023

The shelter was required to submit monthly invoices between the 1st and 8th of each month for the previous month. Each invoice had to clearly indicate the rationale for the value of each request for temporary funding, i.e., detail the value of the operating shortfall with an update on progress made to address the challenges identified on the template provided. See attached Monthly Update dated February 8, 2024, which builds on the previous update provided to Council.

For the term of the agreement Dufferin Men's Shelter could access support for September to December 2023, from the Rate Stabilization Reserve, a sum which was the lesser of the monthly operating shortfall – or - \$28,842 per month, to maintain operations up to December 31, 2023. The overall maximum offered was \$115,368.

The actual sums billed were less, because of the work the shelter did to address the challenges it faced:

- \$11,774.17 for September 2023
- \$6,636.04 for October 2023
- \$19,343.63 for November 2023
- NIL for December 2023

For the term of the temporary agreement the shelter was provided with overall additional support of \$37,753.84 on top of their standard contract funding. \$77,614.16 less than the original estimate of \$115,368.00.

#### Additional Support for 2024

The shelter made a request for additional help as they moved into 2024. They have concerns they will require some support in early 2024 as they continue to work through the timing of revenues and expenditures. A request was made for \$15,556.34 for January 2024 payable in February 2024. Given the reduced amount of support required and recognising they have increased their donations, additional support, where needed, can come from the existing Homelessness Prevention Program (HPP) funding, up to March 31, 2024.

At the time of this report, the shelter had not yet accessed all its standard funding and there were other funding avenues being investigated, including money from the federal government.

The County, collaborating with the Community Advisory Board (CAB), will also be able to provide one-time Winter funding allocation. A one-time Winter funding allocation was recently added to the federal Reaching Home program. The shelter is already part of the Community Advisory Board (CAB) who work with the federal Reaching Home program. The shelter submitted a request for additional funding, which was approved by Infrastructure Canada by email. The funding is expected to come through by the end of February.

### Moving Forward

Given the financial results to date, it is clear the shelter has made a considerable improvement to their financial situation. With the ability to bill within existing funding and the one-time Winter funding, short term stability has been secured.

The Board have re-set the shelter operations, realigned their finances and have a legal name change. They are now "Choices Shelter and Support Services". Both the men's shelter and the youth shelter will fall under the "Choices" umbrella.

The Board have no plans to close the shelter and are now focused on longer term stability.

### **Financial, Staffing, Legal, or IT Considerations**

In September 2023, Council approved the additional funding would come from the Rate Stabilization Reserve if the Homelessness Prevention Program (HPP) funding was exhausted. In 2023 no funds were required from the Rate Stabilization Reserve.

With existing capacity available, until the end of March 31, 2024, in the Homelessness Prevention Program and the one-time Winter funding from the federal Reaching Home program, it is unlikely the shelter will require any more short-term support.

Effective April 2024, the County will negotiate new service contracts with "Choices" for both the men's shelter and the youth shelter. Those contracts with the other sources of income Choices have secured, does mean Choices will be in a better financial position than they have been in recent years.

Staff from the Housing and the Ontario Works Divisions continue to realign some of their existing duties on a temporary basis to provide services to support the shelter as needed. This work will scale back over the next few months.

## **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.

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Respectfully Submitted By:

Anna McGregor  
Director Community Services

Attachments: Dufferin Men's Shelter October 2023 Update 3

Reviewed by: Sonya Pritchard, Chief Administrative Officer

## Dufferin Men’s Shelter – Monthly Update

**Date Completed: February 8, 2024**

**Completed By: Keith Ward, Chair**

#	Item	Description	Action Taken/Status Update
1	New Director Position	Orientation	<p><b>October 8</b>            New ED not starting until early November and plans will be further detailed in consultation with her. Preliminary plans: resigned ED (on part-time consulting) to introduce her to staff, partners and committees and tour partners’ facilities and to conduct full day orientation on arrival; Chair to orient to governance; Secretary to review governance docs</p> <p><b>November 8</b>            New ED, Jaime Edge, started November 2. Has been provided with many documents and correspondence with focus on urgent matters connected to funding from and reporting to Dufferin. Has met in person and virtually several times with Chair. Has had preliminary orientation from previous Director and met with her in person and virtually several times already. Has met with Dufferin lead staff. Previous ED</p>

#	Item	Description	Action Taken/Status Update
			<p>has agreed to support on an hourly basis over last months; this will be phased out as new ED's orientation and overlap on invoice tracking comes to an end</p> <p><b>December 8</b>            Previous Director is still providing ad hoc support to the new ED. This is winding down but is available for historical and continuity purposes.</p> <p><b>January 8</b>            Previous Director is only needed at a very minimal level. New ED is settled into new role.</p> <p><b>February 8</b>            No change</p>
2	Staffing Support	Transition	<p><b>October 8</b>            Staff have been advised of new ED, of Dufferin agreement, of board changes</p> <p><b>November 8</b>            New ED has met with team and are having first official team meeting on Nov 10<sup>th</sup>.</p>

#	Item	Description	Action Taken/Status Update
			<p><b>December 8</b> ED and staff are well acquainted. Staff are looking forward to enhanced and improved policies and procedures. Training and development opportunities are in the works for the team and will start early 2024.</p> <p><b>January 8</b> Staff have just completed a Naloxone training. An internal staff will also be starting to run CPI/NVCI training 4 times a year to ensure all staff are equipped with this training. Metal detectors and needle-proof gloves, and other Health and Safety measures have been enhanced to ensure the safety of staff and residents.</p> <p><b>February 8</b> Supports from previous Director have basically come to an end. Previous director is available to ED should any historical questions need to be answered.</p>
3	Governance	Board Changes	<p><b>October 8</b> Effective at Annual Meeting Sept 26<sup>th</sup>, with one director having resigned, three were elected but one resigned on the 28<sup>th</sup>, bring the board to six</p>

#	Item	Description	Action Taken/Status Update
			<p>total. The new directors have substantial local community experience and connections. Recruitment of a 7<sup>th</sup>, recommended by the Foodbank, has begun. The VP position was scrapped, with only three officers now. Keith Ward, M.A., former Commissioner Human Services Region of Peel, current director other community boards, with local business interests, elected Chair. Randy Beyers, CPA, CMA, Principal Ryan Consulting, and Mono resident, elected Treasurer. Shannon Gander, M.A., Housing Specialist Region of Peel and Orangeville resident, elected Secretary. Arranging for a board Fundraising Committee for large donors/events as first Committee under new board.</p> <p><b>November 8</b>  A seventh director added to the board at October 23<sup>rd</sup> Special Members meeting: Chris Russell. The Chair has begun orientation. At same meeting, Members approved appointment of auditor, which is experienced with non-profits/charities. An existing director resigned: Randy Narine; recruitment of new seventh director underway.</p>



#	Item	Description	Action Taken/Status Update
			<p><b>December 8</b> No changes to board composition. Recruitment efforts for additional director to be expanded.</p> <p><b>January 8</b> No further changes. Prospective board member being interviewed at time of writing this update. Board recruitment experienced seasonal lull, but continuing.</p> <p><b>February 8</b> Prospective 7<sup>th</sup> director interviewed and being recommended for election at pending meeting February 21<sup>st</sup>; very experienced, dedicated to youth services, with strong community connections</p>
4	Volunteer Program	Additional Help	<p><b>October 8</b> Staff and volunteer fundraising committee in process of being set up, with both front-line staff and a couple of volunteers expressing interest. Expect new ED to develop a volunteer program.</p> <p><b>November 8</b> Fundraising Committee approved by board but TOR being developed. No further progress on</p>

#	Item	Description	Action Taken/Status Update
			<p>this until new ED gets settled in, favouring internal coordination with external volunteers over previous plans for separate internal committee</p> <p><b>December 8</b>            Fundraising Committee met November 27<sup>th</sup>. Members include board directors, ED, other staff, community volunteers. Terms of Reference approved. Several fundraising ideas discussed for both short- and medium-term, including independent events, participation in community events, and targeting of corporate donations. TOR and ideas to be submitted to Board for approval December 11<sup>th</sup>.            ED has accepted a student placement to help with some non-confidential administrative duties to help with some of the policy/procedure enhancements that the new ED is working on.</p> <p><b>January 8</b>            As of January 15<sup>th</sup>, we will have 5 student placements to provide extra support to our programs. The ED, Jaime Edge, is also chatting with some community members who want to</p>

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			<p>start volunteering regularly with house maintenance, batch cooking, and cleaning.</p> <p><b>February 8</b> Above activities continue. Fundraising Committee will discuss more strategic approaches.</p>
5	Communications	Designated roles/people	<p><b>October 8</b> The Chair, Keith Ward, designated contact for County for this purpose. Chair and board-designated staff contacts for communication with St. Elizabeth Services Trust (SEST), in process of transitioning back-office services for SHIP.</p> <p><b>November 8</b> Community introductions to new ED have commenced, with expectation of ED being lead contact on day-to-day matters. Chair has introduced key contacts between SEHC and SHIP and between old and new auditors to facilitate transitions.</p> <p><b>December 8</b> Nothing to report.</p>

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			<p><b>January 8</b>            Social Media presence has increased for the agency. Followers have increased and traffic on website has also increased. ED looking to connect with a previous contact about updating the website. Currently the website does not capture anything about the Men’s Shelter. Future goal is to have both programs under the Choices umbrella of shelter services and supports.</p> <p><b>February 8</b>            Legal Name change is now official. Agency name is now Choices Shelter and Support Services. Choices will be the everyday/operating name and the 2 sites (youth and men’s shelter) will now both fall under the Choices umbrella. Logo re-design is underway so that we can make the formal announcement to the community in March. Social Media platforms and the website will be re-designed to incorporate this exciting change.</p>
6	Services and Housing in the Province (SHIP)	Transition	<p><b>October 8</b>            SEST starting bookkeeping services in November, expect SHIP to “shadow” for one</p>

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			<p>month. IT services to begin in mid-October, will involve complete platform change (to Microsoft)</p> <p><b>November 8</b> Transition of both Finance and IT still in progress, delayed somewhat by extended vacation of SHIP lead. SEST has stepped into lead in transition to new auditor.</p> <p><b>December 8</b> IT migration has begun. Preliminary plan discussed with Executive Director and SE Health. SE Health and SHIP have been meeting to navigate the migration. Timelines for completed migration will be available shortly. On Finance front, payment approval processes being reviewed now internally and with SEST to align banking processes for implementation by January 1, 2024.</p> <p><b>January 8</b> On site migration occurred last month. All devices are now linked to SE Health and we are now part of their service ticketing system for IT support. Phase 2 will occur this month with the overall completion of IT migration by end of</p>

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			<p>January. Finance migration is also almost complete. SE Health will commence the first payroll cycle on January 15<sup>th</sup>, 2024.</p> <p><b>February 8</b> Phase 2 of the IT migration is underway. ED is working closely with SE Health to ensure the project stays on track. First payroll cycles have been a success.</p>
7	Funding	More sources	<p><b>October 8</b> See financial re donations (ahead of budget) and #3, #4 above</p> <p><b>November 8</b> Donations still tracking ahead of budget. New ED beginning to form ideas for cost-savings and has identified possible source of federal assistance.</p> <p><b>December 8</b> Proposal was submitted to Health Canada – Substance Use and Addictions Program (SUAP) on Nov 22<sup>nd</sup>, 2023. Total proposal was for \$692,818 across 2 years (\$346,409 fiscally) encompassing both continuing and enhanced services. We expect a decision back by Jan/Feb</p>

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			<p>2024. Donations dedicated to men’s shelter down somewhat as momentum subsides from early media publicity</p> <p><b>January 8</b> Meeting set with DCAFS in January to discuss partnership to potentially offer emergency beds at a per diem rate. This could generate an alternate revenue stream. CAB set to meet in January to discuss 170k+ in federal funding. Choices has put forth several ideas on how the funding could be utilized.</p> <p><b>February 8</b> Choices was approved for approximately 95k from the Reaching Home project and the Winter Planning funding that was offered by INFC. This will pay for the staffing costs at the youth shelter for day supports and programming/groups from Nov 1<sup>st</sup> 2023 to April 30<sup>th</sup>, 2024. It also enabled Choices to open up the Men’s Shelter 2 days a week and this started Feb 1<sup>st</sup>, 2024. It has been a success already even after only a week! Programs are being offered 2 times daily on each of those days and we have had 10+ men in attendance at some of the groups!</p>

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			<p>Canada Summer Jobs application was completed in order to hire summer students starting in June. CSJ will cover almost all of the cost of these staff (minimum wage and Choices will top up to \$18.50/hr).</p> <p>Orange Door Campaign through Home Depot is now complete and Choices will be in receipt of approximately \$4300.00.</p> <p>The ED has met with a couple church groups as they are interested in making Choices their charity of choice and will be starting monthly donations. Amounts still undetermined.</p>
8	Contingency Planning	Wind Down Considerations	<p><b>October 8</b> Will work out timing with County as needed. Have obtained model from SHIP</p> <p><b>November 8</b> As above</p> <p><b>December 8</b> As above</p>



#	Item	Description	Action Taken/Status Update
			<p><b>January 8</b> As above</p> <p><b>February 8</b> As above As above, although increasing financial stability makes this prospect unlikely.</p>
9	Policies and Procedures	What needs to be created and/or updated	<p><b>October 8</b> Conflict of Interest Policy approved Sept 26<sup>th</sup>. Additional policies to be prioritized with Board and County, although initial push will be to review records management / retention policy and a gift/donation acceptance policy and re-issue, revise, or approve. Basic financial controls are in By-law but will be embellished through policy after pending By-law amendments. Staff Policies and Procedures guide in place covering most critical matters including as required by legislation / regulation.</p> <p><b>November 8</b> Board has agreed to prioritize policies for both board and staff document management / retention and for donation acceptance. Examples have been shared, including from County staff, and board leads have taken on this</p>

#	Item	Description	Action Taken/Status Update
			<p>task. New ED has identified several policies to be created for internal operations. New ED has initiated an internal audit on policies to ensure Service, HR, Health and Safety, and Operational policies are up to date</p> <p><b>December 8</b>            New Board policies still in development. ED has completed policy audit and has revamped all Health and Safety policies and procedures. Confidentiality policy and internal Confidentiality Sign-off form has also been updated. Staff to review all H&amp;S policies and acknowledge during the month of December. HR, admin/operational, and service policies will be revamped by end of January 2024.</p> <p><b>January 8</b>            Full roll out of policies and procedures to occur this month. Staff will be required to review and acknowledge all new/revised policies by the end of January. Each January current staff will review all policies on an annual basis.</p>

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			<p><b>February 8</b> Full policy roll out is a little delayed. All Health and Safety policies have been completed and will be the first batch of policies to be presented to the staff. After that, HR policies and Service policies will follow.</p>
10	Mandate	Define/re-establish	<p><b>October 8</b> Letters Patent speak to “youth”. Local lawyer has agreed to support board in re-stated Letters Patent and new By-Law to comply with ONCA; former will provide for greater flexibility in purposes and will proceed asap. Informal documentation will follow.</p> <p><b>November 8</b> Lawyers have begun processing revisions to Letters Patent and By-Law, with drafts being developed for board approval, and names being checked for registration.</p> <p><b>December 8</b> Board reviewed draft changes to constating documents and approved principles for changes to Letters Patent and By-laws. Approved mandate to stick to current shelter operations.</p>

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			<p>New Corporation name approved by Board: Choices Shelter and Support Services; Carters processing same, having already done a legal name search. Reviewed by-law changes with Carters. Targeting board meeting of December 11<sup>th</sup> to approve new documents to be submitted for approval of CRA, provincial authorities having jurisdiction over charities.</p> <p><b>January 8</b> Revised Letters Patent and By-Law approved by Board. Those and formal name change now being processed by Carters.</p> <p><b>February 8</b> Province has approved Letters Patent changes. Last approval step is CRA, underway.</p>
11	Data	Reliable Source	<p><b>October 8</b> HIFIS used as directed and staff trained in use of same</p> <p><b>November 8</b> As above</p>

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			<p><b>December 8</b>            ED and Case Managers interested in a HIFIS refresher meeting with the county to discuss Units of Service as there are retro opportunities from April to Nov 2023. ED will reach out to County staff to set up a meeting.</p> <p><b>January 8</b>            All Units of Service up to Dec 31, 2023 have been submitted to the County. Staff have a clear understanding about what is applicable and what is not going forward. All Units of Service will be submitted to the County on a Monthly basis going forward.</p> <p><b>February 8</b>            Nothing new to report.</p>
12	Dufferin Men’s Shelter relationship to Choices Youth Shelter	Define	<p><b>October 8</b>            TBD with County, but accounts to be clearly distinguished; has begun with up-front separation of staff compensation, being biggest single cost component</p> <p><b>November 8</b>            As above</p>

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			<p><b>December 8</b>            Staff are now cross-trained to work at both sites. This allows for better operational continuity and will help with scheduling/shortage of staffing. Staff code each shift to different account on their timesheet.</p> <p><b>January 8</b>            Website improvements are being looked at to ensure that the Men's Shelter supports and services are equally accessible on our website.</p> <p><b>February 8</b>            See above in communications for February update re: name change</p>
13	Housing and Homelessness Landscape	Orientation/Training for new staff	<p><b>October 8</b>            Staff trained in HIFIS with housing and homelessness module; trained in Housing First</p> <p><b>November 8</b>            As above</p> <p><b>December 8</b>            ED and Case Manager attended the Housing Forum on Nov 22<sup>nd</sup>. Staff were trained on Naloxone administration on Friday December 1<sup>st</sup>.</p>

#	Item	Description	Action Taken/Status Update
			<p>Staff who were not in attendance were able to complete the training module online.</p> <p><b>January 8</b> Over 13 people were successfully housed in the month of December in Dufferin and Choices had a big part in this success!</p> <p><b>February 8</b> ED is now signed up for VTRA Level 1 training in April. Our youth case manager also attended a youth homelessness forum online and will be bringing back the learnings to the greater team. The ED and Case Managers will also be attending a community breakfast on Feb 15<sup>th</sup> where many of our community partners will be in attendance. We were given free tickets to the event.</p>
14	Operational/Community Concerns	Address complaints and "NIMBY".	<p><b>October 8</b> Need to ensure complaints channeled directly for more immediate investigation / action. Door-to-door canvassing / education planned</p> <p><b>November 8</b> As above</p>

#	Item	Description	Action Taken/Status Update
			<p><b>December 8</b> Meeting being planned with Mayor to include above. Board Chair and ED will be in attendance.</p> <p><b>January 8</b> Meeting with Mayor still in the works.</p> <p><b>February 8</b> ED attended a round table discussion with the Mayor and other councilors to discuss the Out of the Cold program. From that discussion, it seems as though efforts will be focused more on a thorough planning for next year as it has been a fairly mild winter and there are still shelter spaces and warming centres available.</p>
15	Out of the Cold Program	Service Options	<p><b>October 8</b> TBD with Town, County but concern re day-time challenges</p> <p><b>November 8</b> Board decided to decline participation this winter</p> <p><b>December 8</b> No longer applicable</p>



#	Item	Description	Action Taken/Status Update
16	Emergency Shelter Services for Men	Is there a sustainable model	<p><b>October 8</b>            TBD with County, but aside from current finances, sustainability of an overnight-only model must be evaluated, given day-time community impacts/challenges especially in pending colder weather</p> <p><b>November 8</b>            As above</p> <p><b>December 8</b>            As above</p> <p><b>January 8</b>            As above</p> <p><b>February 8</b>            Current numbers at the Men’s Shelter is 13. The need is very apparent. Luckily with the winter planning money, Choices was able to open the Men’s Shelter during the day to offer groups and programming and allow the men to stay off the streets at least 2 more days in a week. Community Groups are still very interested in supporting the Men’s Shelter as they also see</p>

#	Item	Description	Action Taken/Status Update
			<p>the need. Continued advocacy needs to be done at the operational, municipal, provincial and federal level for funding. The number of Men experiencing homelessness in Dufferin continues to grow with new and returning men.</p>
17	Any Other Items As Required		<p><b>October 8</b>            For youth also, "temporary" 24/7 operation set up during Covid may not be sustainable as is, but client and community health and safety issues must be addressed in considering alternatives.</p> <p><b>November 8</b>            As above</p> <p><b>December 8</b>            Agency is considering closing the youth shelter during the day to cut down on operational costs. Date of closure TBD.            New ED has made some scheduling cutbacks to try to save on staffing expenditures.            Seasonal/holiday "in kind" donations have been frequent and generous with the majority of the designations going directly to clients or operational funding.</p>

#	Item	Description	Action Taken/Status Update
			<p>ED is exploring different partnerships to be able to offer beds for emergency stays to generate more revenue.</p> <p><b>January 8</b>            Meetings set with DCAFS to discuss emergency bed options that could generate some alternative revenue streams.            Cutbacks to the schedule have been made in order to create some financial efficiencies.</p> <p><b>February 8</b>            Budgets and expenditures continue to be monitored closely. The need for the shelters to be open during the day continues to be apparent...especially for the Men's Shelter. Different revenue streams are still continuing to be explored and pursued. Exciting meetings/prospective opportunities are set for the month of February and the ED will report back on those next month.</p>