



## COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM COMMITTEE AGENDA

Thursday, May 23, 2019 at 6:30 p.m.

Mel Lloyd Centre, EOC (Entrance A) – 167 Centre St, Shelburne

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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/MUSEUM – May 23, 2019 –  
ITEM #1 – 2018 Community Services Year End Review

A report from the Director of Community Services, dated May 23, 2019, to provide Council with information on the 2018 Community Services Year End Review.

#### **Recommendation:**

**THAT the report of the Director, Community Services, titled 2018 Community Services Year End Review, dated May 23, 2019, be received.**

2. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – May 23, 2019 –  
ITEM #2 – iCAN Special Needs Resourcing Program Report

A report from the Director of Community Services, dated May 23, 2019, to provide information on the Special Needs Resourcing Program in Dufferin County known as iCAN (Inclusion for Children with Additional Needs) after its first full year of implementation.

#### **Recommendation:**

**THAT the report of the Director of Community Services, titled iCAN Special Needs Resourcing Program Report, dated May 23, 2019, be received.**

3. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – May 23, 2019 –  
ITEM #3 – Quarterly Community Services Activity Report – First Quarter 2019

A report from the Director of Community Services, dated May 23, 2019, to provide Council with the quarterly info-graphics that summarizes work being undertaken by the Community Services Housing, Ontario Works and Children's Services Divisions.

**Recommendation:**

**THAT the report of the Director, Community Services, dated May 23, 2019, titled Quarterly Community Services Activity Report – First Quarter 2019, be received.**

4. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – May 23, 2019 –  
ITEM #4 – Food For Thought Grant Allocation 2019

A report from the Director of Community Services, dated May 23, 2019, to provide Council with information on the allocation of the "Food for Thought" Grant (FFTG) for 2019.

**Recommendation:**

**THAT the report from the Director of Community Services, dated May 23, 2019, titled Food For Thought Grant Allocation 2019, be received;**

**AND THAT Council approve the Food For Thought Grant Allocations for 2019 to the following organizations:**

<b>Organization</b>	<b>Approved Amount</b>
Caledon Meals on Wheels	\$3,000
Children's Foundation of Guelph and Wellington	\$3,000
Orangeville Food Bank	\$3,000
Primrose Elementary School	\$1,000
<b>TOTAL</b>	<b>\$10,000</b>

## **DUFFERIN OAKS**

### **5. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – May 23, 2019 – ITEM #5 – Accommodation Options for Older Adults in Dufferin County**

A report from the Administrator of Dufferin Oaks, dated May 23, 2019, to follow up on the recommendation to investigate current and future options for accommodation needs for the older adult population in Dufferin County.

#### **Recommendation:**

**THAT the report of the Administrator, Dufferin Oaks, dated May 23, 2019, titled Accommodation Options for Older Adults in Dufferin County, be received.**

#### **Next Meeting**

Thursday, June 27, 2019 at 6:30 p.m.  
55 Zina St, Orangeville – Sutton Room (2<sup>nd</sup> Floor)



## REPORT TO COMMITTEE

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

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

**Date:** May 23, 2019

**Subject:** 2018 Community Services Year End Review

### In Support of Strategic Plan, Priorities and Objectives:

Economic Vitality (1.4) Support initiatives that improve social determinants of health  
Communication and Connections (2.4) Promote internal communications  
Good Governance (3.2) Increase transparency

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### Purpose

The purpose of this report is to provide Council with information on the 2018 Community Services Year End Review.

### Background & Discussion

Dufferin County Community Services has prepared an annual report to summarize activities, operations, accomplishments and program directions. This document speaks to the services provided over the 2018 calendar year and gives a brief plan for 2019 for each of the three (3) divisions within Community Services; Ontario Works, Housing Services and Children's Services. A copy of the 2018 report is attached to this report.

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

There is no impact.

### Strategic Direction and County of Dufferin Principles

It adheres to the County of Dufferin Principles:

1. **We Manage Change** – By preparing and sharing information, which illustrates ongoing change in services to meet the evolving needs of the community.



2. **We Deliver Quality Service** – By sharing information, the work being carried out by County staff can better be evaluated for quality service delivery.
3. **We Communicate** – By providing a transparent overview of Community Services.
4. **We Make Good Decisions** – By providing a clear review of service information, this report assists with program evaluation and planning.

### **Recommendation**

**THAT the report of the Director, Community Services, titled 2018 Community Services Year End Review, dated May 23, 2019, be received.**

Respectfully submitted by

Anna McGregor  
Director, Community Services



# Community Services 2018 Year End Review



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# Who We Are

## **Dufferin County Community Services Programs:**

- Financial Assistance
- Employment Services
- Rent Geared to Income Housing
- Homelessness Prevention Program
- Homeownership Program
- Ontario Renovates
- Jean Hamlyn Day Care Centre
- Dufferin Child Care Fee Subsidy
- Licensed Child Care Supports
- Licensed Child Care Quality Assurance

The County of Dufferin Community Services Department remains connected to the community and understands the challenges that come with service system management and human service integration. Community Services acts as the service systems manager for a multitude of programs within Dufferin County. Facilitated through the Ontario Works, Housing and Children's Services divisions, a range of programs are available to those within Dufferin County.

## **Edelbrock Centre Hub**



Human services agencies that support residents of Dufferin County continue to utilize the Community Hubs in both Orangeville (Edelbrock Centre) and Shelburne (Mel Lloyd Centre). Awareness of available space at the Edelbrock Centre continues to be welcomed by community partners.

## **Vision, Mission & Values**

### **Vision**

The County of Dufferin Community Services Department aspires to be at the forefront of delivering quality service to create an inclusive and accessible community

### **Mission**

The County of Dufferin Community Services Department is dedicated to improving the well-being of individuals and families in our community by connecting people to resources, supports and opportunities

### **Values**

- Accountability
- Respect
- Teamwork

# Message from the Director

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It is my pleasure to present the Community Services 2018 Year End Review.

This document speaks to the services provided over the 2018 calendar year and gives a brief plan for 2019 for each of the three (3) divisions within Community Services; Ontario Works, Housing Services and Children's Services.

2018 saw the Community Services Department deal with increased demand in all divisions. The Ontario Works caseload increased, the Housing Wait List increased and more families were in receipt of Child Care Fee Subsidy than in previous years. This rise in economic need coincided with the work the Community Services Department is doing with the newly formed Dufferin County Equity Collaborative (DCEC). DCEC is a broad base of stakeholders with a shared mandate to increase social prosperity and decrease inequities for the Dufferin population affected by economic hardship. Working together in collaboration, the membership jointly set strategic direction, identify evidence informed priorities that can be actioned locally and build on and enhance existing systems and programming.

As this review shows, the department has been, and will continue, working on Service Delivery Modernization internally and with local agencies. 2018 saw the introduction of pilot 'Drop In/Crisis Service' and a pilot 'Addiction' Service at the Edelbrock Centre Hub. I am confident the work on Service Delivery Modernization combined with partnerships and collaborations with local agencies will place the department in a strong position to deal with the ever changing landscape.

In June 2018 there was a change in provincial government. This has signaled a shift in programming direction and a focus on addressing the provincial budget deficit. The change has meant that all divisions will see changes to programming parameters and funding. Much of the change will take place in 2019 onwards.

None of this work would be possible without the hard work and dedication of the Community Services staff.

Thank you to everyone involved.

**Anna McGregor**  
**Director, Community Services**



# Ontario Works

The beginning of 2018 started as an exciting year for Ontario Works as the journey towards Service Delivery Modernization continued. With a dedicated commitment from the Ministry to continue with their Modernization Strategy, the County focused on providing a level of service that improved the client experience while ensuring long-term stability. Providing a modern and sustainable service delivery system, that was person-centred and supported integration across programs, was paramount.

In the second quarter of 2018, the Ontario Works team tested a new Service Delivery Pathway, which aimed to provide an efficient and expedient process in order to better serve clients. It was believed that streamlining intake processes, with an intake-initial contact, would improve client experiences and simplify access to benefits for clients, while at the same time reduce administration for staff. The new pathway did improve turnaround times from an average of three business days to one or two business days. However, upon review of the process and workload distribution, it was determined that the Community Services Workers would complete the

same process as previously used and would no longer be completing the intake-initial contact pathway. With the realignment of the process and lessons learned over the trial period, the Ontario Works team have been able to continue to improve services. Staff continue to exceed the four day Ministry standard, as the average turnaround time from date of contact to issuance is 1-2 days.

## *Regulation amendments supported the implementation of the following changes between April and July 2018:*

- Exemption of orphan's and disabled contributor's child benefit payments from other jurisdictions
- Maintain dependent children attending school away from primary residences
- Maintain dependent adults and dependent children in the parental benefit unit while in full time post-secondary education away from home
- Changes to eligibility requirements for Refugee Claimants making them eligible for social assistance effective the date they make a claim for refugee protection
- Exemption from the cap on the provincial contribution to Ontario Works Discretionary Benefits expenditures (First Nations Delivery Partners only)
- Exempt income paid under an employment training program for up to 12 months (Residents of First Nation Communities only)



## **Provincial Government Changes & Ministry Announcements**

The Ministry's strategy was to focus on making changes in key areas of the client journey including intake, client communications, benefits delivery, digital tools and processes, and payment administration over the next five years.

In addition to this, the Ministry continued to implement changes that were to transform, streamline and simplify social assistance; reduce the poverty gap for people in deepest need; improve health, employment and social inclusion outcomes; and help provide a better quality of life for Ontarians, including Indigenous peoples.

## 2018 Summary Cont.

A number of additional changes were scheduled for implementation between September and December 2018. Some of those changes were to include:

- Tax Free Savings Accounts and Registered Retirement Savings Plans would be exempt as assets
- Mandatory participation in Learning, Earning and Parenting Program (LEAP) would be removed
- Ontario Works rates (basic needs and shelter) would be increased by 3% for all family types, to be added to the basic needs amount only, with a 2% increase to various miscellaneous allowances (e.g. Temporary Care Assistance)
- Gifts and other voluntary payments would be fully exempt as income
- The flat rate Earnings Exemption would be increased from \$200 to \$400

However, in June of 2018, a provincial election saw a change in political leadership from the Liberal Government to a Progressive Conservative Government.

In the summer of 2018, Premier Ford froze all provincial changes and advised that social assistance would undergo a 100-day review. Social Assistance changes that were implemented between April and July would remain in effect; however the Government announced the cancellation to all changes expected between September and December 2018.

On November 22, 2018, Minister Lisa McLeod announced that Ontario's plan for social assistance reform would focus on reducing administration and paperwork, so clients and staff could focus on individual action plans that would set out a pathway to health, wellness and preparation to return to work.

### *Two Major Changes from the Progressive Conservative Government:*

- The Ontario Basic Income Pilot (OBIP) was cancelled. The final payment to eligible participants was issued on March 25, 2019
- The Social Assistance Rate Increase was rolled back. The Liberals' budget allowed for a three per cent (3%) increase, while the PCs reduced it to a 1.5 per cent (1.5%) increase. For Ontario Works, this increase was implemented on October 1, 2018

In addition, social assistance and employment services would be streamlined while increasing flexibility to help all job seekers reach their maximum potential. The Government also announced that they were committed to cutting red tape and restoring accountability.



Changes will be implemented gradually to update the system. As a first step, the Government announced that it would work closely with municipalities to develop a plan to phase in changes, giving them flexibility to meet local needs in the context of their local economies, and undertake consultation with First Nations to develop a specific approach for social assistance and employment services on reserve.

With the upcoming provincial changes to come through new legislation, Ontario Works will need to prepare for discussions in order to voice ideas on how to meet local needs in the context of the local economy.

## Ontario Works Caseload and Intake Statistics

The average monthly caseload numbers generally increased each quarter throughout 2018 (Figure 1). In 2018, the average monthly caseload was 644, much higher than in 2017 (average of 538). This is an increase of around 20% in the caseload numbers from 2017 to 2018 overall, indicating the continued need for social assistance.

Ontario Works staff continue to work to support Ontario Works participants through ongoing support and referrals to partnering agencies on a case-by-case basis.

Single people continue to comprise the largest percentage of the Ontario Works caseload (Figure 2). As a percentage of the caseload, the proportion of singles, sole support parents and families (including couples and couples with dependents) have all increased by around 2% from 2017.

Clients receiving Ontario Works are staying on Ontario Works longer. This can be seen by taking into consideration the increase in caseload numbers along with a slight decrease in intake numbers in 2018 (739, Figure 3) compared to 2017 (775). The caseload is increasing over time with ongoing clients, while fewer new clients started Ontario Works in 2018.

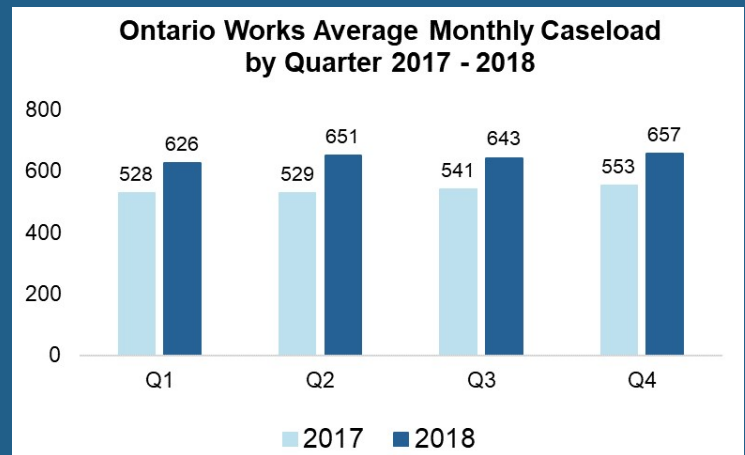


Figure 1 Ontario Works Average Monthly Caseload by Quarter All Types 2017-2018

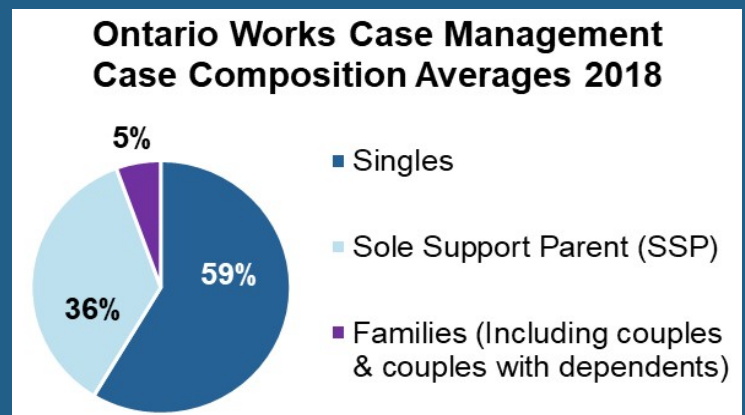


Figure 2 Ontario Works Case Management Caseload Composition 2018 Averages

**644** Average monthly caseload 2018

**2** Average # of business days from screening to financial eligibility decision

**23** Average months on assistance

2018 Ontario Works Intake Statistics	Monthly Average	Total	% of Total Intakes
Total Intake Calls & OW Inquiries Received	61.5	739	100%
Online Applications Received	15	184	25%
Emergency Assistance	17	205	28%
Eligible	37	439	59%

Figure 3 Ontario Works 2018 Intake Statistics



## Orangeville Employment Resource Centre (OERC)

The Orangeville Employment Resource Centre continues to forge strong relationships with a variety of outside employment agencies, including, but not limited to, Georgian College, Employment Ontario and The Upper Grand District School Board. Clients of the Employment Resource Centre have full access to an array of equipment, free of charge, which includes fourteen desktop computers, two telephones to make employment related phone calls, and a combination printer/scanner/photocopier/fax machine. Introduced in fall of 2018 was a clothing rack which provides visitors with a variety of donated gently used clothing items at no cost.

The placement of multiple supports in one location enables clients to access an increasing number of development opportunities and services.

**Employment Resource Centre – Orangeville  
Total Visits by Quarter 2017 - 2018**



Figure 4 Orangeville Employment Resource Centre Total Visits by Quarter 2017-2018

8,322



### Total Number of Visitors in 2018

There was a slight decrease in the total number of visitors to the OERC in 2018 (8,322) compared to 2017 (8,659). There was also a slight decrease in the total visits by quarter in Q1 and Q2 of 2018 compared to 2017 (Figure 4).

249



### Total Number of Days Open in 2018

The OERC was open for 249 days in 2018. The OERC's busiest month by number of visits was August with 785 visits. The quietest month was December with 457 visits.

10%



### Per cent of New Clients 2018

In 2018, 10% of total visitors are brand new clients. This is a slight decrease from 2017, where 12% of visitors were new clients.

## Shelburne Employment Resource Centre (SERC)

The Shelburne Employment Resource Centre located within the Mel Lloyd Centre provides resources similar to those offered in Orangeville. Clients have access to computers, printing, scanning, copying and faxing. Co-located within the Employment Resource Centre are Contact North, Georgian College, Upper Grand District School Board, Service Canada and Small Business Enterprise.

Occasionally services are also provided by Ontario Disability Supports Program (ODSP), Services and Housing In the Province (SHIP) and William Osler Addiction Supports Services. Staff from Community Services will also attend the resource centre to accommodate the needs of clients who reside in Shelburne.

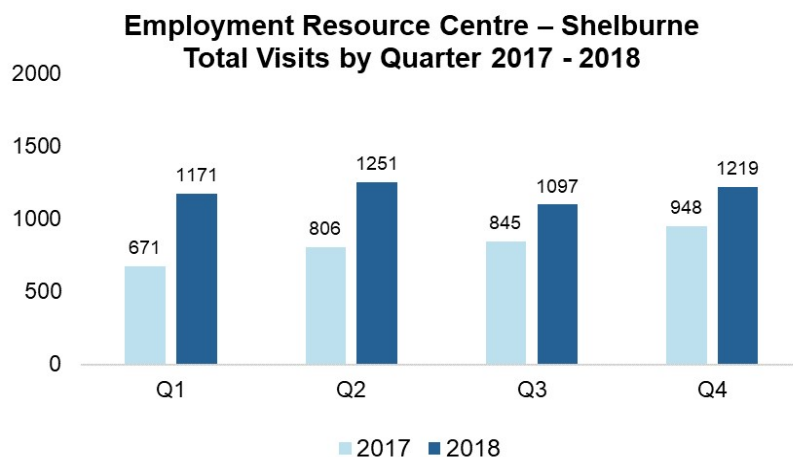


Figure 5 Shelburne Employment Resource Centre Total Visits by Quarter 2017-2018

4,738



### Total Number of Visitors in 2018

Total number of visitors to the SERC was up from 3,270 in 2017, to close to 4,800 visitors in 2018. Each quarter saw a greater numbers of visits in 2018 when compared to 2017 (Figure 5).

249



### Total Number of Days Open in 2018

The SERC was open for 249 days in 2018. The SERC's busiest month was May with 465 visits, while the quietest month was December with 314 visits.

26%

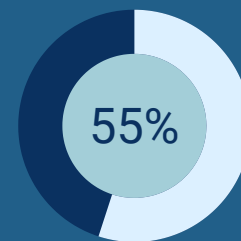


### Per cent of Visitors Requiring One-to-One Support

26% of those visiting the Shelburne ERC required one-on-one support in 2018.

## Addiction Services Initiative

The Addiction Services Initiative (ASI) is a targeted employment assistance activity that is designed to help Ontario Works participants whose substance abuse is a barrier to participating in Ontario Works and employment. In 2018, the Addictions Services Initiative continued to offer supports through an Intensive Case Management model by designating one Community Services Worker to manage the ASI caseload. Participants who self-disclose that they have a substance abuse problem or have been identified by the caseworker to exhibit behaviours which indicate they might have substance use problems work closely with the ASI worker to coordinate services and referrals to community agencies. Through a more intensive use of the Individual Service Plan, the ASI caseworker monitors the participant progress and needs.



**Of individuals experiencing homelessness in Dufferin County have an addiction** (2018, Point in Time Count)

### Opioid-Related Emergency Department Visits 2016\*

\*rate per 100,000

**Wellington-Dufferin-Guelph**

**34**



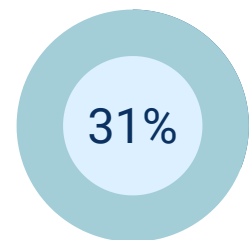
**Ontario**

**32**

2.1 CONNECT WITH RESIDENTS  
2.1.2 PROMOTE AND MARKET COUNTY AND COMMUNITY PROGRAMS AND SERVICES

## Income Tax Program

The Community Volunteer Income Tax Program was again coordinated through the Community Services department in 2018. Seven volunteers, trained through resources provided through Revenue Canada, were able to support the completion and EFILE of 213 tax returns, which resulted in \$1,028,733.29 in refunds and benefits to clients. Tax clinics were offered in Orangeville, Shelburne, and Grand Valley to best serve residents throughout the County. This program will be provided again in 2019.



**Of the returns were seniors**

## Moving Forward and 2019 Opportunities

In order to provide modernized, enhanced and more accessible programming and services for clients, several initiatives and new services will be coming to the Ontario Works division in 2019:

### MyBenefits

Dufferin County has put forth interest in piloting *MyBenefits*, which is a new online service available to active Social Assistance recipients and is available 24/7. With *MyBenefits*, recipients can check payment history and view a breakdown and status of each payment, report earned income and change of address, view profile information (e.g. Phone number, email, household members) and view letters. *MyBenefits* will be available to Ontario Works recipients in June 2019.

## Moving Forward and 2019 Opportunities Cont.

### Relaunch of ASI

The Dufferin Ontario Works Addiction Services Initiative Program was modernized and successfully re-launched in January 2019. *PEOPLE WHO USE DRUGS ARE REAL PEOPLE* is an Anti-Stigma campaign that mirrors other campaigns across the country. The focus of this campaign is to help reduce the stigma associated with substance use while encouraging clients to reach out for support. The goal is to help as many clients who struggle with addiction in Dufferin County as possible. William Osler Health System's Addiction Support Services is currently running a two month pilot at the Edelbrock Centre to assess need for ongoing services in Dufferin County. Negotiation with them is taking place for a purchase of service agreement for ASI clients.



Anti-Stigma Campaign material

### Reloadable Payment Card

The County of Dufferin has expressed interest in participating in the *Reloadable Payment Card* program expansion and would like to see implementation sometime in 2019. This will allow recipients to receive an alternate electronic method of payment other than direct bank deposit. The introduction of the *Reloadable Payment Card* will improve client experience, accountability, fiscal responsibility and cost efficiency.

### Third Party Additional Benefits

Beginning in May of 2019, the Ministry is changing the frequency of payments for Additional Benefits made to vendors on behalf of social assistance recipients. With the implementation of a monthly pay run, there will be a reduction in payment volumes and production costs through consolidation and will reduce administrative workload related to daily payment production.

### Transforming Ontario's Employment Services

On February 12, 2019, the government announced a plan to integrate social assistance employment services into Employment Ontario to help the province's most vulnerable, including people with disabilities, to break free from the poverty cycle. This will provide more streamlined supports that are locally delivered and focused on improving outcomes for all job seekers. Ontario's employment services will be implemented gradually, over several years, starting with three prototypes in the fall of 2019.

1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH

2.1 CONNECT WITH RESIDENTS

2.1.2 PROMOTE AND MARKET COUNTY AND COMMUNITY PROGRAMS AND SERVICES

4.4.3 LEVERAGE EXISTING AND NEW TECHNOLOGIES

# Housing Services

The Housing Services division anticipated a challenging year, particularly with the announcement of Canada's first ever National Housing Strategy, and the division was prepared.

In the spring, the Social Infrastructure Fund (Year 3) funded a Housing Allowance program until 2023. This program subsidizes Community partners who assist at-risk women and youth.

## ***Current Programs & Services:***

- Centralized Waitlist for social housing through Housing Access Dufferin
- Administering the Rent Supplement Program
- Homelessness Prevention Program
- Homeownership Program
- Ontario Renovates
- Managing and operating County-owned properties
- Working with local housing providers
- Programming to address poverty

The County of Dufferin and the local Community Advisory Board spearheaded another 20,000 Homes Campaign Homeless Enumeration exercise. Although the exercise was similar to that in 2016, it was enhanced and revealed 44 individuals experiencing homelessness. Clearly homelessness is an issue in Dufferin County. Federal funding was secured to hire a coordinator to implement software (*Homeless Individuals & Families Information System* – HIFIS) that could be used jointly with local homeless service providers and the County of Dufferin. The intent of HIFIS is to gain a more accurate account of those who are homeless and/or at risk of becoming homeless and to avoid duplication of service. HIFIS includes a robust set of data points that support coordinated access and prioritization as well as an understanding of homeless inflow and outflow at a system level.

During the summer, the construction of 24 rent-geared-to-income, affordable and market rent townhouses was completed at 54 Lawrence Avenue in Orangeville. Occupancy commenced September 1st. The election of a new Provincial government occurred and while no new housing announcements have been made, it is hopeful that this government will work with the Federal government to achieve the priorities outlined in the National Housing Strategy.

In the fall, the Annual Tenant Survey was conducted and overall tenant satisfaction remains high. The Annual Housing Forum was organized and provided an opportunity to share information and network with community partners. Housing staff were busy preparing for the implementation of *RentCafé*, the new Yardi software system, which went live in November.

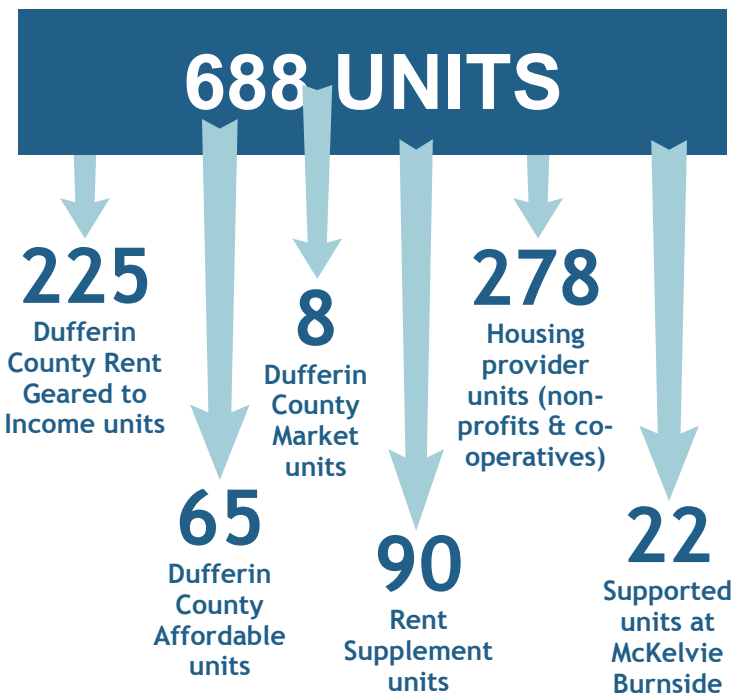
There was a record number of participants in the Homeownership Program this year. This program provides up to a 10% down payment in the form of a forgivable loan to qualified home buyers.

The Housing Division anticipates the growing need for affordable housing and additional social programming to assist the most vulnerable in Dufferin County.



## Long Term Housing

Between the County, non-profit and co-op housing providers, and private landlords on rent supplement agreements, in 2018 the total social housing stock was comprised of:



## What's New in Long Term Housing

### New Units & Increased Capacity

The County of Dufferin's newest rent-geared-to-income housing and new affordable/market housing located at 54 Lawrence Avenue in Orangeville was completed in the summer of 2018.

The complex consists of 24 townhouses with one, two, three and four bedroom units. This not only offers new housing to wait list family applicants and senior applicants, it has also offered new accommodation to existing tenants living in the County's older family units.

To create a community environment for both the 40 Lawrence Avenue senior's building and the 54 Lawrence Avenue mixed community, joint social events such as Christmas gatherings and BBQs will be arranged throughout the year moving forward.

## Tenant Testimony

*When Natalie contacted my wife and I to offer us a senior townhouse unit at 54 Lawrence Ave, Orangeville we never realized how wonderful an experience it would be.*

*From the day we made an application for the unit to the day we moved in, Natalie made it very easy. She explained all the things we needed to know regarding utility hook-ups, rental payment methods, garbage collection schedules and parking arrangements.*

*This little community of both senior and family townhouse units suits our needs perfectly. It is a well maintained property. The snow clearing of the parking areas and the common area sidewalks has been incredible! Making it safe for all residents.*

*With our 1 bedroom unit having just 1 floor, both front and back individual entrances, a patio area to BBQ and relax on, central air conditioning, in-suite laundering and a walk-in shower with hand safety rails, we could not have found a more suitable home in which to live. We look forward to many years of residency here at 54 Lawrence Ave.*

54 Lawrence new build



## Centralized Wait List

Housing Access Dufferin is the service which maintains the Centralized Wait List for subsidized housing in Dufferin County. The Centralized Wait List is for all social housing within Dufferin County, not just County-owned properties. In 2018, 286 households applied to be on the Centralized Wait List for social housing. This is an increase of 17 households from 2017. The average number of households waiting to be housed during 2018 ranged between a low of 614 in Q1 to a high of 673 in Q4 (Figure 6). This is much higher than the previous year, indicating the increasing need for social housing in this community. Caseload averages increased each quarter throughout 2018.

Seniors still represent the largest group on the wait list (Figure 7). The average waiting time to be housed in Dufferin County is currently 4 - 8 years. Wait times are dependent on family size, age of applicant household, and the choice of location the applicant household selects.

In 2018, a total of 74 households was provided with housing from the wait list: 54 County of Dufferin units, 8 Rent Supplement units (agreements with private landlords), and 12 with local housing providers (Figure 8). This is an increase of 35 from 2017; however, it is important to note that the 2018 housed number includes those rehoused from the move from the scattered units to 54 Lawrence Avenue.



**Average Wait Time to be Housed**

**286** Total added applications in 2018

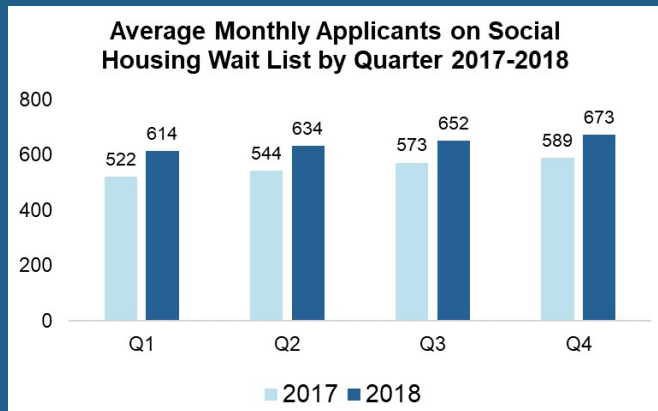


Figure 6 Social Housing Wait List Numbers - Average Monthly per Quarter 2017-2018

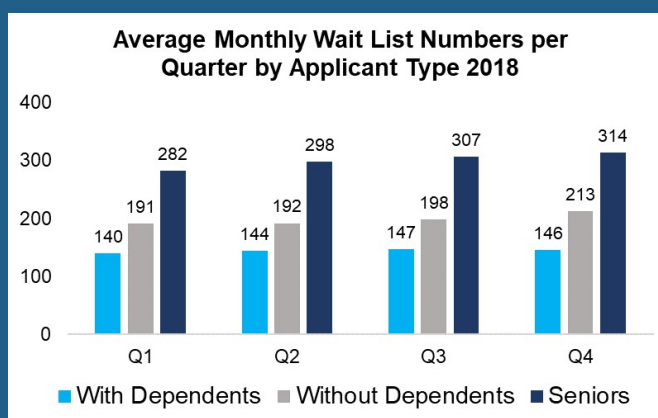


Figure 7 Social Housing Wait List Numbers by Applicant Type - Average Monthly per Quarter 2017-2018

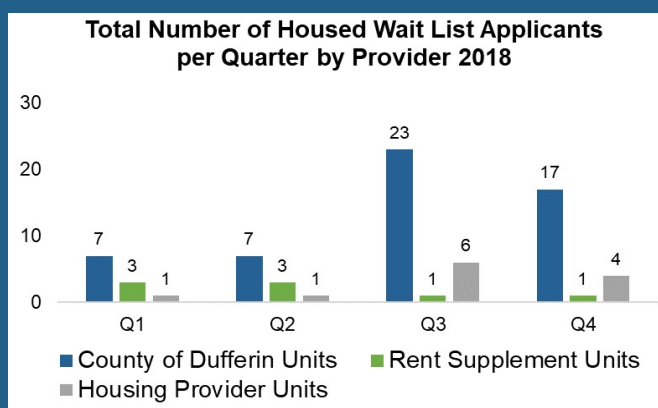


Figure 8 Total Number of Housed Wait List Applicants by Provider per Quarter 2018

**74** Total housed applicants in 2018



**73%**

Housed in County of Dufferin units

## Rent Supplement Agreements with Private Landlords

The Rent Supplement program provides affordable rents in privately owned buildings for tenants who cannot afford the market rent charged by the landlord. The buildings are not owned or managed by the County. The tenants pay the landlord a rent amount that is determined by Housing Services staff. The rent is based on 30% of their gross monthly household income. The County then pays the landlord the difference between the usual rent charged for the unit and what the tenant can afford to pay. When a landlord stops participating in the Rent Supplement program, another landlord is recruited.

### **Rent Supplement - IAH**

Agreements funded from the Rent Supplement - Investment in Affordable Housing are coming to an end between 2017 and 2019. Once funding expires, the County will revert to its previous numbers.

### **Average Number Rent Supplement Units 2018**

Program	Q1	Q2	Q3	Q4
Commercial Rent Supplement Program	68	68	68	67
Rent Supplement Program through Ministry of Community and Social Services	4	4	4	4
Rent Supplement Program through Ministry of Health and Long-Term Care	9	9	9	9
Rent Supplement - Strong Communities	9	10	10	10
Rent Supplement - Investment in Affordable Housing	15	11	10	7

Figure 9 Average Number of Rent Supplement Units by Program Type per Quarter 2018

### **Housing Allowance Program - IAH-E**

The temporary "Housing Allowance" program, which was funded from the Investment in Affordable Housing Extension, provided funding directly to the tenant and was paid out by the Ministry of Finance; the County did not administer the program. The current funding will be ending in June 2019. For households in receipt of Rent Supplement-IAH or Housing Allowance that expire before social housing becomes available, the County can provide a small transitional rent allowance, which can be paid for a period up to nine months in decreasing installments in order to help the transition back to paying full market rent.

#### 1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH

## Homelessness Prevention Program (HPP)

The Homelessness Prevention Program (HPP) is a comprehensive, year-round emergency financial assistance program administered by Housing Services. The program covers several funding programs; urHome, Poverty Emergency Prevention Program - which can help with rental and utility assistance - and the Low Income Energy Assistance Program (LEAP) for Orangeville Hydro, to assist with electricity assistance. The County also administers the application process for the LEAP for Enbridge Gas and Hydro One; payments are managed by United Way Simcoe Muskoka. The County also provides support for the Ontario Energy Assistance Program. This program lowers electricity bills for low-income households. A monthly credit is provided to eligible customers based on household income and household size, and applied directly to eligible customers' bills. Households can apply directly themselves or they can access support as part of the services offered by the County.



## Homelessness Prevention Program Cont.

All programs within the HPP umbrella aim to help households maintain or obtain affordable accommodation. Low-income earners, and individuals in receipt of Ontario Works or Ontario Disability Support Program, may be able to access support. All applicants are eligible to apply for the same program benefits. Payments are made to vendors directly; for example, rent to landlords and utility costs to energy providers.

In 2018, a total of 487 households were assisted by the program in some manner (Figure 10). This is slightly lower than the 502 households assisted in 2017. However, in 2018, the total spend was \$312,115, higher than the total spend in 2017 of \$267,238.

The actual spend for the utility assistance programs illustrates the continued need in the community (Figure 11). Housing Services continue to work with the utility providers, funding providers and persons in need to offer financial assistance and, where possible, advice on cost reduction.

In 2018, 26% of HPP funds were provided to assist with rental payments to help people obtain housing (Figure 12), slightly higher than in 2017 (22%). In 2018, 51% of HPP funds were provided for rental payments to prevent people being evicted from their homes, slightly lower than in 2017 (55%).

Homelessness Prevention Program Number of Households Served by Program 2018

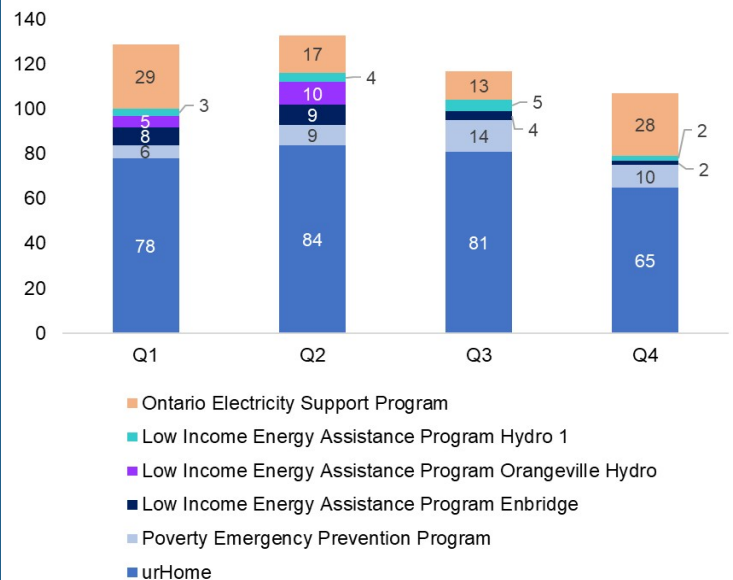


Figure 10 HPP Total Number of Households Served by Program per Quarter in 2018

Program	Program Component (s)	Breakdown of Spend	Total
UrHome	Obtaining Accommodation	\$79,426.36	\$285,123.42
	Maintaining Accommodation	\$147,851.92	
	Electricity	\$34,265.75	
	Gas	\$5,932.99	
	Other	\$17,646.40	
Poverty Emergency Prevention Program	Obtaining Accommodation	\$2,400.00	\$21,662.45
	Maintaining Accommodation	\$10,479.47	
	Electricity	\$7,135.33	
	Gas	\$1,147.65	
	Other	\$500.00	
Low Income Energy Assistance Program - Orangeville Hydro	Electricity	\$5,329.40	\$5,329.40

Figure 11 Homelessness Prevention Program - Breakdown of Spend by Program 2018

2018 HPP Funds by Funding Type

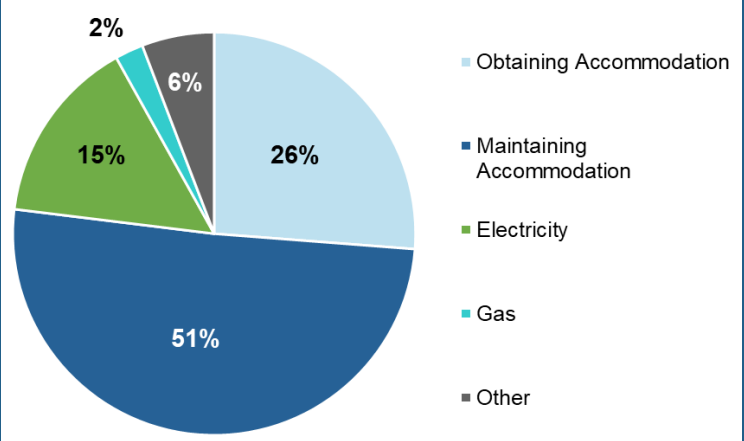


Figure 12 Homelessness Prevention Program Funds by Type of Funding Used in 2018

## Other Programs

### Homeownership Program

Despite the rising housing prices in the region, 2018 was a successful year for the Homeownership Program. The program aims to assist low-to-moderate income renter households to purchase an affordable home by providing down payment assistance in the form of a forgivable loan. The County can provide up to 10% to eligible applicants to a maximum of \$45,000. Funds are limited and subject to availability. Repayment may be required under certain circumstances. There is already a waiting list for 2019.

8

Households  
assisted in 2018

**\$250,940**

Provided in  
2018

### Ontario Renovates Program

The Investment in Affordable Housing for Ontario (IAH-E) Ontario Renovates Program is designed to provide low to moderate income homeowners with financial assistance towards home renovations or upgrades needed to make their house accessible. The program can offer a “grant” of up to \$5,000, which does not require repayment. Funds are limited and subject to availability. During 2018, there was little uptake on the program; however, the program will be revamped in 2019 in order to help make housing more affordable, sustainable and accessible in Dufferin.

1

Household  
assisted in  
2018

**\$3,200**

Total grant  
assistance  
provided in 2018

### Portable Housing Benefit - Special Priority Policy (PHB-SPP)

In 2018, the Ministry announced the PHB-SPP program, which provides two years of financial assistance to households approved under the Special Priority Policy (SPP). Eligible applicants, who would prefer to live in private rental housing or remain in their current rental unit, are able to apply for monthly portable housing benefit payments under this program. Eligible applicants may also receive funds for first and last months' rent in a new unit. This program empowers SPP clients with greater choices regarding their housing, both in type of housing and location within the province, as the client retains the benefit even if moving out of the Service Manager area. Once receiving support from the benefit, the household is removed from the Housing Access Dufferin wait list for social housing, thereby reducing the wait for households who did not participate in the benefit.

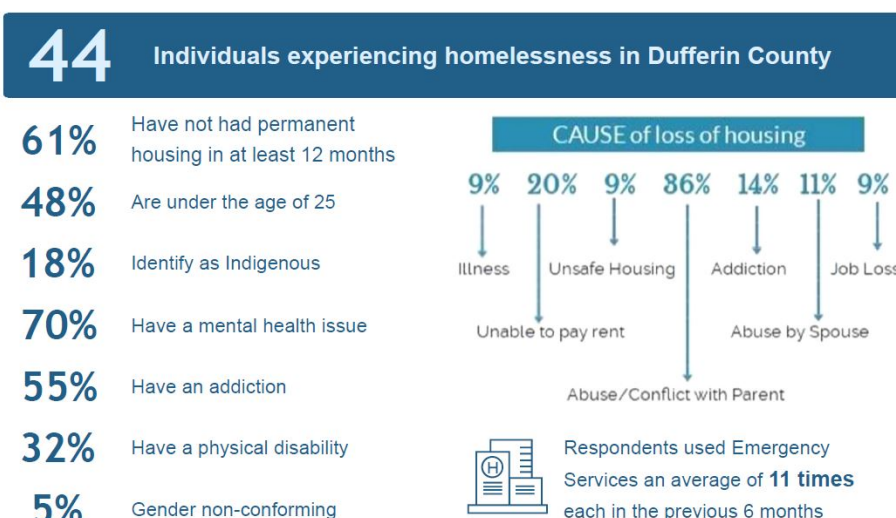
Monthly payments to participants are calculated based on Adjusted Family Net Income as reported to the Canada Revenue Agency. The Ministry of Finance pays the benefit to participants each month, recalculates the benefit if required, and verifies continued eligibility annually. First and last months' rent, as well as ongoing monthly benefit payments, are paid directly to the SPP client. This allows the client the choice of whether or not to disclose their receipt of this benefit to a landlord. Since the program introduction in July 2018, four households have applied and been approved for the benefit from Dufferin County.

## 2018 Point-in-Time (PiT) Count/Registry Week

In 2018, as part of efforts to end chronic homelessness by 2025, Service Managers were required by the Ministry to conduct a local enumeration of people experiencing homelessness. The Government of Canada supported this initiative, providing funding for this count through the Homelessness Partnering Strategy (HPS).

The Dufferin County 2018 Point-in-Time (PiT) Count included an enumeration of individuals experiencing homelessness living unsheltered, emergency sheltered, temporarily sheltered (i.e. couch surfing), and in public locations. The count was conducted by volunteers and staff from the homeless-serving system over a two day period, May 14-15, 2018, throughout the County. The purpose of the PiT Count was to provide a snapshot of the population experiencing homelessness on one day of the year. The PiT Count was implemented in combination with a Registry Week - a coordinated, multi-day count of people experiencing homelessness in shelters, on the streets, and in other public spaces. A total of 73 people were encountered during the Count, forty-five (45) of whom were found to be homeless.

### 2018 Point-in-Time (PiT) Count Key Findings



Of these 45 individuals, 44 agreed to be surveyed. Ratios of those sheltered/temporarily sheltered/unsheltered were found to be very similar to the data collected for the 2016 PiT Count. A few key statistics are presented in Figure 13. The full infographic and PiT Count Report can be accessed on the Dufferin County Website.

Figure 13 2018 Point-in-Time Count Key Findings

## Housing Forum

The theme of the Housing Forum held on November 22, 2018, set to coincide with National Housing Day, was “*Housing: Ever Changing.*” It was held at the Salvation Army New Hope Church in Orangeville.

The day included a variety of presentations. Wellington-Dufferin-Guelph Public Health presented on the Interactive Reports. There was a presentation regarding HIFIS and PiT Count Results and the Housing team presented on what has changed in housing and homelessness. The County also carried out consultation on the “*10 Year Housing and Homelessness Plan.*” In the afternoon, White Owl Ancestry took the attendees through an informative Blanket Exercise.

## Housing Allowance Program

In April 2018, the County of Dufferin started providing rental assistance in the form of Housing Allowances to Family Transition Place (FTP) and Choices Youth Shelter (Choices), in order to assist both organizations with housing and homelessness services.



The funding for both organizations is for a maximum of five years and funds are provided to the organizations to distribute to their clients. The Housing Allowance is used to temporarily provide rental assistance in order to help prepare a person for the eventual goal of moving into independent, unsubsidized living. The housing units must be modest and not exceed average market rent for the area and they must meet local occupancy standards. Life skills and budgeting supports are to be provided to the individuals in order to help move them towards independent living. A total of \$267,640 of funding has been allotted for the five year Housing Allowance program overall.

## Implementation of HIFIS 4

HIFIS – *Homeless Individuals and Families Information System* is a web-based, electronic client management information system. HIFIS is used to collect, share and report on client information, and to assist agencies in focusing services and resources to help homeless individuals. HIFIS 4 is the latest version of the HIFIS software. The County of Dufferin began the process of implementing HIFIS 4 in Spring 2018 and all Housing Services staff will be trained on HIFIS 4 by Spring 2019.

## RENTCafé/Yardi Transition

Yardi Voyageur (Property Management) and Coordinated Access (Wait List management) software systems have been utilized by Housing Services since shortly after January 2001 when the Province downloaded Housing responsibilities to the County. On November 15, 2018, *RENTCafé*, the new Yardi software system, went live and is currently managing the Rent-Geared-to-Income Wait Lists in Dufferin County and other Province-wide regions. The system continues to improve in its functioning.

The increased capacity of the *RENTCafé* Wait List management system will include moving toward more electronic record keeping and document storage to reduce consumption of 'paper' record keeping and staff time. The ability to access and share Information from all regions using the system enables Housing Services to better serve the population in need.

## Programming to Address Poverty

### Healthy Eating Harvest Program



The Healthy Eating Harvest Program encourages families participating in Social Assistance programs within Dufferin to buy and eat nutritious foods. This initiative is supported with the use of gift cards and a nutritional newsletter. Participants of Ontario Works, and clients of Subsidized Child Care and/or Dufferin County Housing and Rent Supplement programs were provided \$20.00 per child in their family. The gift cards were for local grocery stores in Orangeville and Shelburne.

**578** families

**914** children

**\$18,448** program cost

### Operation School Snacks



Operation School Snacks assists families participating in Social Assistance programs within Dufferin County with the purchase of healthy Back-to-School snacks for children. This initiative is supported with the use of gift cards, a suggested school supply list, information on the importance of early literacy, and an information sheet with nutritious recipes and ideas for school meals. Eligible families were given \$35.00 in gift cards for each eligible dependent to be used at No Frills or Zehrs.

**540** families

**909** children

**\$30,224** program cost

### Snow Angels



The Snow Angels program assists families participating in Social Assistance programs within Dufferin County to purchase winter clothing for their children. Participants of Ontario Works and clients of Subsidized Child Care and/or Dufferin County Housing programs were given \$50.00 gift cards for each of their children under 18 years of age. Eligible households were mailed packages including the appropriate number of gift cards, a letter outlining the program, and a flyer suggestion some tips on winter safety.

**531** families

**880** children

**\$43,650** program cost



## County-Owned Properties

### Tenant Survey

In September 2018, the fifth annual tenant survey was sent out to Dufferin County tenants. The response rate for the survey was 35%. The annual survey contains 21 questions. The responses regarding the satisfaction of administration and staff indicated that most tenants are satisfied. Respondents indicated greater satisfaction with the amount of information they were given in 2018 compared with 2017 (Figure 14).

Most tenants are also satisfied with their unit. However, there are a few differences in 2018 as compared to 2017. In 2018, tenants had a greater level of satisfaction with the temperature in their unit (94%) compared to 2017 (86%), but they have lower levels of satisfaction in 2018 with the bathroom (84%) and kitchen (87%) as compared to 2017 (92% bathroom and kitchen) (Figure 15).

Building satisfaction saw a much lower satisfaction in 2018 in regards to security. In 2018, only 74% of tenants felt somewhat or very satisfied with security, compared to 85% in 2017. Building security (40%), floors in unit (27%), exterior grounds (25%) and laundry area (22%) were the top four areas needing the most improvement as indicated by tenants (Figure 16).

Approximately 71% of respondents had repairs and maintenance work done in their units this past year, a small increase compared to 2017. Satisfaction levels with the repairs and maintenance work done in the units increased slightly (+2%) from 2017.

### Staff and Administration Satisfaction (Top 2 Box) 2018 vs. 2017



Figure 14 Tenant Survey Findings Staff Satisfaction Top 2 Box (strongly agree + agree) 2017-2018

### Unit Satisfaction (Top 2 Box) 2018 vs. 2017

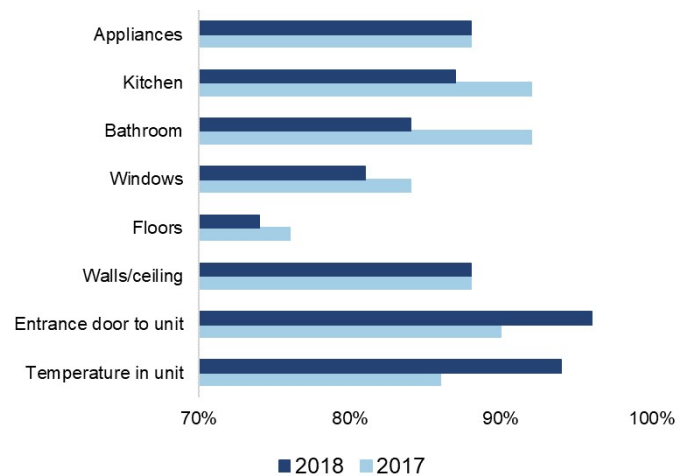


Figure 15 Tenant Survey Findings Unit Satisfaction Top 2 Box (very satisfied + satisfied) 2017-2018

### Building Satisfaction (Top 2 Box) 2018 vs. 2017

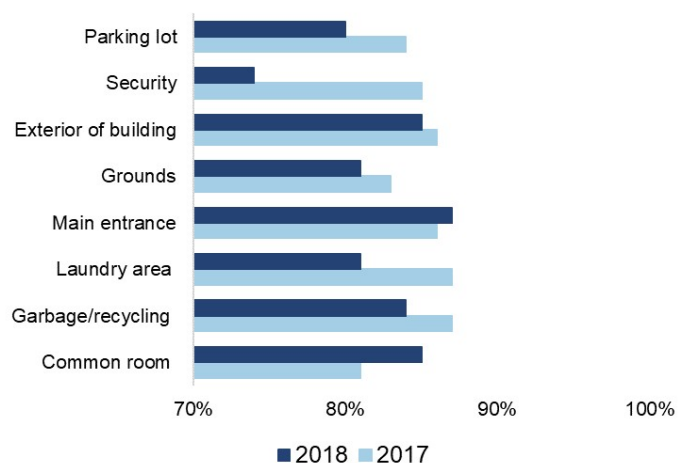


Figure 16 Tenant Survey Findings Building Satisfaction Top 2 Box (very satisfied + satisfied) 2017-2018

## County-Owned Properties Cont.

### **Social Programming**

When tenants feel happy and have a sense of ownership in their building, both the tenant and the landlord benefit. This also speaks to the divisional aim for continued Service Excellence. To achieve this, the Housing Services team bring additional services to tenants. Examples vary and are often seasonal; in 2018 they included:

- Gardening Club
- Tenant Summer BBQs
- Winter Holiday celebrations
- Transportation for Grocery Shopping

### **Bindrop**

A new service was arranged from Bindrop Laundry Services to the County of Dufferin's largest seniors' building located at 43 Bythia Street, Orangeville. This service would assist some senior tenants who are not able to prepare their own laundry. The service would pick up and drop off laundry at the tenant's door, for a small cost. Unfortunately, there was no uptake for the program and the program was cancelled in December of 2018.

### **Food Bank at 43 Bythia**

Starting in 2018, the Orangeville Food Bank now attends 43 Bythia each month offering senior tenants a pop-up farmers market. Tenants are able to receive fresh produce, milk and eggs at no cost. During the summer months, the Food Bank attends the building during the monthly BBQ club event, which ensures that tenants have an opportunity to attend both events.

## **Smoke-Free Policy: Cannabis Update**

Tenants were advised in the Fall 2018 Newsletter of updates to the smoke-free policy regarding the legalization of recreational use of cannabis in October 2018. Tenants were reminded that the smoke-free policy includes the smoking of cannabis. The smoke-free policy prohibits everyone from smoking within five (5) metres of any building, window, door, gazebo, and air intake unit. Tenants were also reminded that the smoke-free policy does not apply to all tenants and that tenants housed before April 1, 2017 will be grandfathered (exempted) for the length of their tenancy in their current apartment, unless they transfer or choose to sign a smoke-free lease agreement. However, all new tenants sign smoke-free leases.

Those tenants who fall under an exemption and who smoke marijuana for medical use **must** provide medical documentation to evidence the need for the medical use. No recreational or medical marijuana may be grown or consumed on the Premises by the Tenant(s) or guest(s) without the prior written consent of the Landlord.

## Working with Local Housing Providers

Housing Services continues to work with the local Housing Providers in Dufferin, both Non-Profit and Co-operative Housing.

### Non-Profit Housing

Non-profit housing is owned and operated by community based non-profit organizations. The housing developments are generally targeted toward families or senior citizens. The developments are commonly established as mixed housing, with a portion of each housing community paying market rent, while the balance of residents are in subsidized units. The non-profit organizations in Dufferin County are:

- Family Transition Place
- Credit River Non-Profit Housing Corporation (Quarry Gates)
- Fiddleville Non-Profit Housing Corporation (Old Mill Lane - Shelburne)
- Hiwhois Assistance

### Co-operative Housing

Co-operative housing is owned and operated by members of the co-operative who live on-site. Generally, the expectation is that the members will actively participate in the operation of their community through participation on committees or through other activities. Co-operative housing developments are generally family-oriented and have a mix of subsidized and market rent units. The co-operatives in Dufferin County are:

- Lavender Lane Co-operative Homes
- Shaw's Creek Co-operative Homes Inc.
- Dufferin Gardens Co-operative Homes

#### 2.4 PROMOTE INTERNAL & SECTOR COMMUNICATIONS

## Moving Forward and 2019 Opportunities

There are several objectives for 2019, which include:

### **By-Name List**

The next year will see the implementation of the By-Name List, which is a real-time list of all of the individuals experiencing homelessness in the community and will prioritize clients based on need with the goal to end chronic homelessness within the County.

### **RentSmart Program**

The *RentSmart* Program provides education and support to tenants, landlords and community partners with the goal of successful tenancies. Staff from Housing Services will be attending *RentSmart* training in June of 2019 with the aim to roll out *RentSmart* in the fall of 2019.

### **Portable Housing Allowance**

A Portable Housing Allowance will be created in order to supplement Housing First participants with the goal of achieving safe, permanent and sustainable housing.



# Children's Services

## **Current Programs & Services:**

- Licensed child care support
- Jean Hamlyn Day Care
- EarlyON Child & Family Centres
- Special Needs Resourcing
- Child Care Fee Subsidy
- Quality Assurance / Raising the Bar
- Community Coalition support
- Early Years research and data analysis

Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) are the designated child care service system managers responsible for planning and managing licensed child care services and EarlyON programs in their communities. In its role as a CMSM, Children's Services is responsible for the planning and administration of a wide range of services and programs with a focus on supporting children, parents, licensed child care providers, and early learning professionals. Children's Services also plays a role in supporting the work of partnering agencies in the community, through involvement with community coalitions.

The first month of 2018 started an exciting year of transformation, as CMSMs and DSSABs across Ontario became responsible for the local management of all ministry-funded child and family programs, with a change from Ontario Early Years Centres (OEYC) to EarlyON Child and Family Centres (EarlyON). This provided an opportunity to review all programs and processes to ensure that they are fully in scope of the revised mandate and meet the needs of the community as the EarlyON Pathway to Service Modernization continues.

As the result of a comprehensive review of the County's current program for children with special needs in licensed child care centres, a new provider, Dufferin Child and Family Services (DCAFS), was awarded the contract starting in April of 2018. The new program, known locally as I-CAN (*Inclusion for Children with Additional Needs*) broadens the scope of services for children while removing eligibility criteria.

Children's Services continued to support licensed child care providers through the distribution of Ministry grant funding, including General Operating Grants, as well as some new funding types to support the new minimum wage and licensed home child care. Along with the Upper Grand District School Board, 72 much needed child care spaces were created in the town of Shelburne and opened to the public in August 2018.

At Jean Hamlyn Day Care, there is a continued focus to provide quality child care programs with an emphasis on modernizing services available. In keeping with this, the *HiMama* online sharing forum was implemented in 2018.

The Child Care Fee Subsidy program saw a significant increase in the number of families accessing Fee Subsidy in 2018. Ministry funding intended for increasing access and affordability of licensed child care made it possible to support these families without incurring a wait list.

## 2018 Summary Cont.

Quality Assurance/Raising the Bar supported continuous learning of Early Years professionals in 2018 through numerous workshops and collaborative opportunities, with a continued focus on the Ministry's document *How does Learning Happen? Ontario's Pedagogy for the Early Years*. Particularly well received were training in self-regulation and reflective practice.

Work continued with community Coalitions in 2018. The DuCK Evidence Informed Planning action groups developed an evidence-based school program to address stress at school and launched *The Dufferin Basics*, an initiative that provides consistent, evidence-based messages to share with parents/caregivers of children from birth to age three across Dufferin County. Children's Services also played a key role in redesigning and modernizing the *Dufferin Coalition for Kids* website. Ongoing support was also provided to the Wellington-Dufferin-Guelph Coalition for Report Cards on the Well Being of Children.

A major focus of early years research and data analysis in 2018 was the implementation of the *Early Development Instrument* (cycle 5) and data support for new and ongoing reports related to Children's Services, both internal and external.

## Licensed Child Care Support

The County supports licensed child care providers in the County. By the end of 2018, there were 13 licensed providers with a total of 29 locations, including one directly operated centre and one private home day care agency.

The County provides multiple types of funding supports to child care providers in the form of grants provided by the Ministry of Education. All, except for Wage Enhancement and Fee Stabilization grants, require a Purchase of Service with the County to be eligible. In 2018, year four of the Wage Enhancement funding was implemented (\$2.00 per hour wage increase for Registered Early Childhood Educators (RECEs) and other staff directly supporting licensed child care programming, and \$20 per day for full time licensed home child care providers). The goals of this Ministry funding are to close the gap between compensation of RECEs working in schools and those working in child care centres; assist with staff retention and income security for those working with licensed child care providers; and help support licensed home child care agencies. Dufferin child care providers received just over \$700,000 in Wage Enhancement funding in 2018.

**13** Licensed child  
care providers

**29**  
Locations



**\$700,000+**

Provided in  
Wage  
Enhancement  
funding



## Licensed Child Care Support Cont.

The General Operating Grant is another source of Ministry funding used to supplement the salaries of child care staff and promote staff recruitment/retention, with the flexibility to use some for operational costs. A total of over \$600,000 was distributed among the providers. Other funding in 2018 was approved based on need and included repairs and maintenance funding for upgrades and repairs, such as new flooring or new appliances such as a furnace or washer/dryer. In total, about \$80,000 in repairs and maintenance funding was distributed.

**\$600,000+**

**Provided in  
General  
Operating  
Grant funding**



New funding in 2018 was provided by the Ministry of Education to increase access to, and affordability of, licensed child care. This included Fee Stabilization, intended to help transition providers to the new minimum wage for applicable staff, while minimizing fee increases for families. In addition, a Licensed Home Child Care grant was allocated to home providers to increase salaries and retention of staff, and also given to families served in order to decrease their child care fees.

In addition to financial assistance, the County provides support, leadership, and professional development to licensed child care providers (see Quality Assurance/Raising the Bar section).

The County of Dufferin and the Upper Grand District School Board partnered to develop 72 new child care spaces in a new building at Centennial Hylands Public School in Shelburne, which opened in August 2018. A new child care provider also opened at the French school (École élémentaire des Quatre-Rivières). In 2019, a new licensed child care centre is opening in Grand Valley.



All of these new providers either have, or are pursuing, a Purchase of Service with the County.

- 1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH
- 2.4 PROMOTE INTERNAL & SECTOR COMMUNICATIONS
- 3.3 IMPROVE POLICIES, PRACTICES & PROCEDURES

## Jean Hamlyn Day Care Centre

Jean Hamlyn Day Care Centre is committed to providing children, families, community partners and educators with current knowledge regarding the implementation of Early Learning Practices. Such practices follow *How Does Learning Happen? Ontario's Pedagogy for the Early Years*, a Ministry resource about learning through relationships. It is intended to support curriculum/program development in the early years. Jean Hamlyn values and recognizes the importance of delivering a high quality program with emphasis on relationships, the environment as the third teacher (space, furnishings, materials, organization of time, etc. all communicate a powerful message and contribute to shaping the actions that can be taken within it) and pedagogy (the understanding of how learning takes place). Focus is placed on the four foundations of *How Does Learning Happen? Ontario's Pedagogy for the Early Years*: Belonging, Well-Being, Engagement and Expression - respecting the individual needs of each child and family.

In April 2018, an online communication tool called *HiMama* was implemented at Jean Hamlyn, with the intent of modernization. It provides staff the opportunity to share the children's learning throughout the day with their families, through pictures and information. This strengthens the communication link between the Centre and home.

Community partnerships have an integral role in servicing the needs of the children and families in our community. Jean Hamlyn partners with Dufferin Child and Family Services in a new program that was implemented in the spring of 2018 called I-CAN (*Inclusion for Children with Additional Needs*). This program focuses on serving children with special needs and meets the developmental needs of children at the Centre (behavioural, social, physical). The Centre advocates for children and families by sharing community resources

Promoting inclusivity is fostered through staff participating in a Corporate initiated committee on "Diversity and Inclusivity." Knowledge sharing is then transferred to the team. The children and staff participated in "Orange Shirt Day" in September 2018 to show support and promote awareness of Indigenous history and culture. Opportunities for family involvement included participation in family events during National Family Week in October, the Family Holiday Party, and an ongoing commitment to actively communicate current early learning resources to families.



Children Participating in an "Orange Shirt Day" Exercise



The environment plays a significant role in a child's day at Jean Hamlyn. Steps have been taken to provide a more natural play space for the children with the installation of a wooden fence surrounding the playground and loose parts have been incorporated. Loose parts are materials from a child's world that provide an open-ended play opportunity (rocks, logs, wooden slats, plastic culverts, etc). The list is as long as a child's imagination.



## Jean Hamlyn Day Care Cont.

Jean Hamlyn supports positive and responsive interactions among children, families, community partners and educators, creating a place where a sense of belonging and well-being within the community is fostered each day.

The average daily enrolment at Jean Hamlyn in 2018 varied from 50 - 78 depending on the quarter (average of 69). Enrolment was at its lowest in the summer months (Q3), as is typical due to a reduced need for child care in the summer. The overall numbers were similar to 2017.

The school age program continued to have the highest number of children enrolled through the year; however, in Q1/Q2, preschool enrolment increased relative to previous years and was close to or equal to school age levels (Figure 17). More children attended full-time (every day) than part-time, as is typically seen in other years (Figure 18).

There was a 10% decrease in the average number of families at Jean Hamlyn receiving child care fee subsidy in 2018 relative to 2017 (Figure 19).

1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH  
2.1 CONNECT WITH RESIDENTS  
3.3 IMPROVE POLICIES, PRACTICES & PROCEDURES

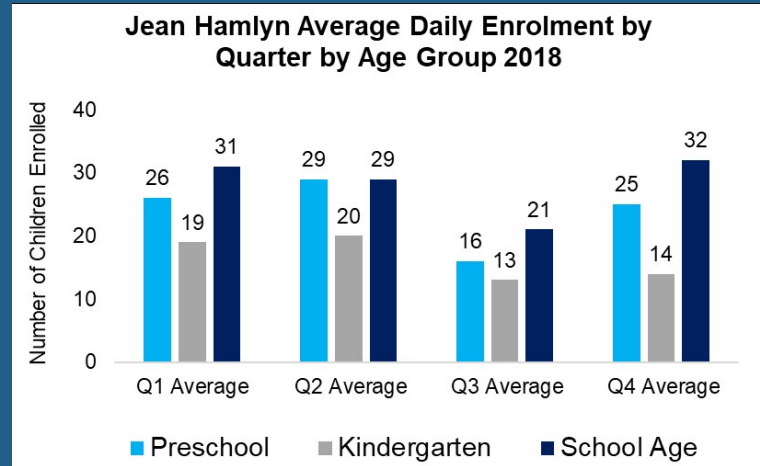


Figure 17 Jean Hamlyn Average Daily Enrolment by Age Group by Quarter 2018

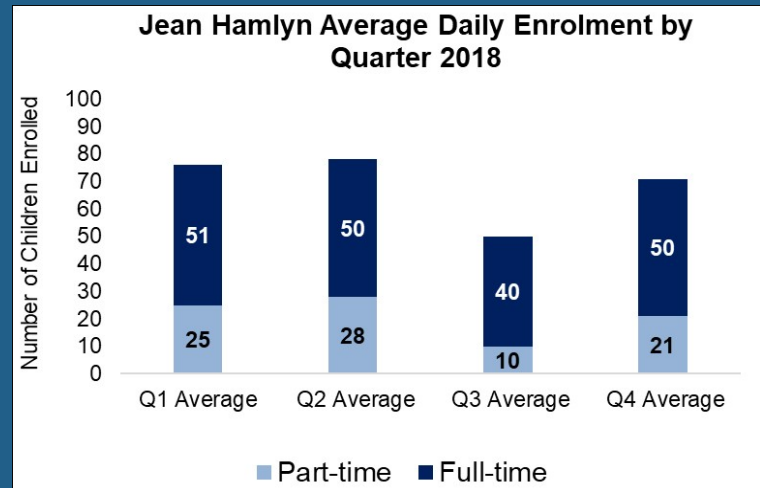


Figure 18 Jean Hamlyn Average Daily Enrolment by Quarter Full-Time vs. Part-Time 2018

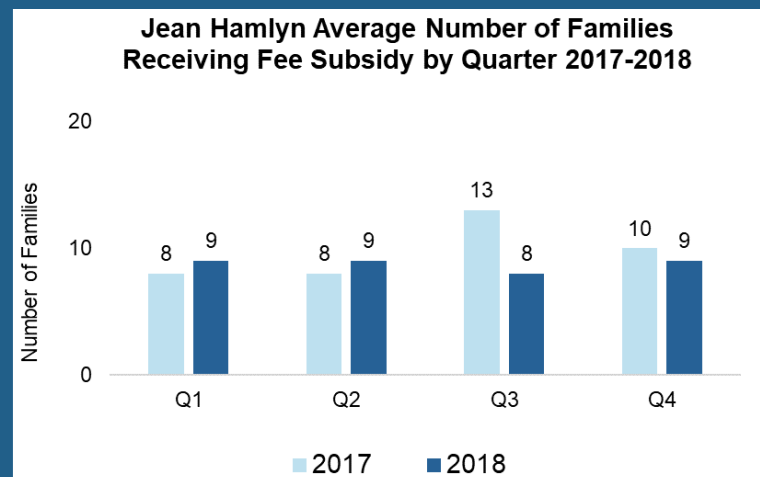


Figure 19 Jean Hamlyn Average Number of Families Receiving Fee Subsidy by Quarter 2017-2018

## EarlyON Child and Family Centres

EarlyON Child and Family Centres provide the lead for parenting support of children 0-6 years and the entry point for parents preparing their children for literacy and school. The centres are open to all families in Dufferin, offering free programs for parents/caregivers and children 0-6 years. Families can learn and play with their children, meet people and get advice. EarlyON centres are welcoming places that offer a range of services:



- Join fun activities – reading, storytelling, sing-alongs, games and more
- Get advice from professionals trained in early childhood development
- Participate in workshops and attend events
- Find out about other family services in your community
- Connect with other families with young children

January 2018 saw the exciting roll out of EarlyON Child and Family Centres (EarlyON) across Ontario, which combined four programs – Ontario Early Years Centres, Parenting and Family Literacy Centres, Child Care Resource Centres and Better Beginnings, Better Futures. The Ministry of Education reorganized the programs so that families can get the same services at any EarlyON Centre in Ontario, and find programs tailored to each community. The transformation to EarlyON from the previous Ontario Early Years Centres provides enhanced, modernized, and more accessible early years programs and services for clients of the four centres.

The two-year plan to fully transform the EarlyON consists of 26 key projects that were developed in response to the results of the Dufferin County EarlyON Child and Family Centres' Community Needs Assessment and Initial Plan conducted in 2017 and the EarlyON Pathway to Service Modernization. A program statement was developed, which is a document that states goals for families, children, the profession and the community. When working on these projects, staff use the following documents to guide their decisions:

- The EarlyON Program Statement;
- *How Does Learning Happen? Ontario's Pedagogy for the Early Years* document by the Ministry of Education;
- The Code of Ethics and Standards of Practice from the College of Early Childhood Educators (ECE)

A significant modernization project in 2018 was the implementation of new technology called *OneHSN*, an electronic scan registration program for families which also tracks family information and EarlyON usage statistics. Examples of other projects implemented in 2018 were the realignment of operating hours to meet the needs of families, introduction of snacks into programs, and the beginning stages of a communication plan to align consistencies at all of the Centres.

## EarlyON Centres Cont.

The Early Literacy Specialist role was also modernized, now called Early Learning and Quality Coordinator, to a pedagogical role. Moving forward, the literacy piece will be embedded in all programming offered through the county by early learning professionals, while the new Early Learning and Quality Coordinator position supports professional learning and development opportunities that build capacity in the early years sector throughout the County. One of the main functions of this position is to guide and support the Path to Service Modernization. By 2020, the Dufferin EarlyON Centres will have modernized their policies and procedures to provide more responsive, flexible, and client focused services in an inclusive and accessible environment.

In 2018, the EarlyON included a focus on belonging and well-being in our centres, incorporating a makeover to a natural home-like environment at the main Orangeville site. Staff worked together to design a space with a focus on wood and natural materials.

Staff within the EarlyON division actively participate in staff training and development throughout the year in order to better support families and meet the requirements of the College of ECE. As Registered Early Childhood Educators, staff each maintain a professional portfolio, which includes goals and reflections on training to meet those goals. Training dedicated to the document called Code of Ethics and Standard of Practice was one area that staff focused on in 2018, including Professional Boundaries, Dual Relationships and Conflicts of Interest. All staff also attended a two-day training on Mental Health First-Aid facilitated by St. John Ambulance. This opportunity equips staff with the tools and knowledge to support families and recognize needs for referral. In addition, staff participated in a True Colours session, in which they were guided through exercises to determine their Personality Colour. This builds on staff relationships and a greater understanding of group dynamics. This is a small sample of training, as each staff has individual training to meet their professional goals.



Outdoor programming for EarlyON is a passion for staff, and with this came the expansion of many new, innovative, and fun programs. Many of these programs were Parent/Caregiver and Child programs that looked at play schemas, development and natural experiences. These programs encourage exploration of the great outdoors, including gardening, nature walks, snow experiences, and fun in the parks. Parent/Caregiver programs also incorporated a piece of this by offering Stroller walks and other outdoor opportunities. In 2018, many of the Parenting programs were reviewed and updated specifically to meet the needs of families. This presented the opportunity to get feedback from families. The EarlyON continues to build partnerships within the community and local agencies. Collaboration with the senior's program in Shelburne continues to grow, with the expansion of programming and building strength in the community.

## EarlyON Centres Cont.

The EarlyON Transportation Van Program is available for parents/caregivers, together with their children age 0-6, and women who are pregnant, looking to access EarlyON programs, medical/therapy appointments and/or select services within Dufferin County. The program was expanded from four days a week to five days a week in 2018 and it currently runs Monday through Friday 9:00am – 4:00pm. Transportation is needed to and from a variety of agencies within the County, including all EarlyON Sites, Food Bank, Dufferin Child and Family Services, Family Transition Place, Child Care agencies, Library programs, parks, Art Therapy, Medical appointments, and more.

# Van Trips		
Area	2017	2018
Amaranth	0	3
East Garafraxa	1	14
Grand Valley	2	4
Melancthon	3	1
Mono	103	159
Mulmur	1	0
Orangeville	1073	1434
Shelburne	13	14
Outside of Dufferin	9	7
<b>Total</b>	<b>1205</b>	<b>1636</b>

Figure 20 Number of EarlyON Van Trips & Areas Served for 2017 - 2018

Number of Van Trips by Location 2018

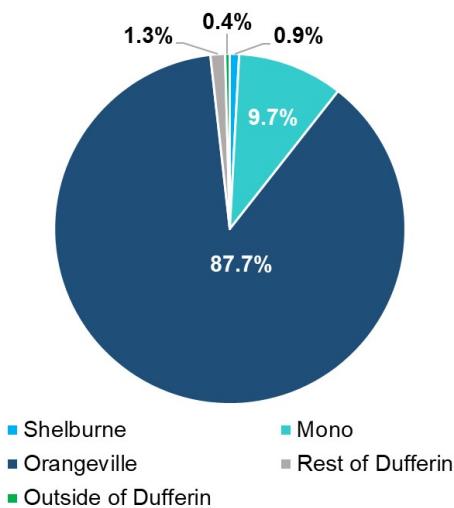


Figure 21 Percentage of All 2018 Van Trips by Locations



### EarlyON Transportation Program



**MONDAY → FRIDAY**



**9:00 am → 4:00 pm**



**Travels to and from a variety of agencies within the County, including (but not limited to):**



EarlyON sites



parks



library programs



food banks



child care agencies



medical appointments



select partner agencies

and more...



## EarlyON Centres Cont.

In 2018, the EarlyON social media marketing campaign continued to increase our ability to message and connect with families. Regular postings on Facebook that include programs and workshops have proven to be successful. Posts have been given more intention to reach out to the community on a larger scale. EarlyON will continue to generate email communications for staff, families, and community partners on a regular basis. There are currently 1,063 family and/or community partner subscribers, an increase of 215 subscribers since 2017 (Figure 22). This method of communication is a self-managed system, with subscribers having the ability to sign-up and/or unsubscribe independently.

Approximately 16,400 children age 0-6 and 12,100 adults participated in programs at all Dufferin County EarlyON centres in 2018. This is a slight increase in the number of adults since 2017 and a small reduction in the number of children. The number of visits typically tend to be lower over the summer months (Q3) (Figure 22).

## EarlyON Online Statistics 2018

1,314 fans



increase  
from 2017

1,063 subscribers



215

subscriber  
increase  
from 2017

629 average daily  
users reached



## Total Number of EarlyON Visits in 2018

12,066  
Adults



16,373  
Children

### Number of EarlyON Visits by Quarter 2018

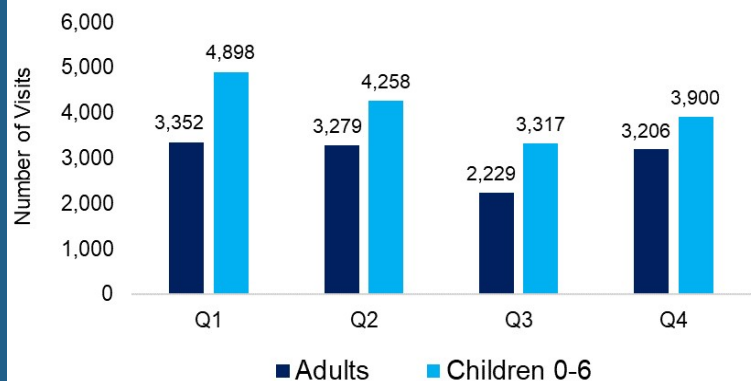


Figure 22 Number Of EarlyON Participant Visits All Sites Quarterly Figures for 2018

1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH

2.1 CONNECT WITH RESIDENTS

2.4 PROMOTE INTERNAL COMMUNICATIONS

3.3 IMPROVE POLICIES, PRACTICES AND PROCEDURES

4.4 PROMOTE ORGANIZATIONAL EXCELLENCE AND INNOVATION AND CELEBRATE SUCCESS

## Special Needs Resourcing Programming

The year 2018 was a transition year for special needs resourcing, a program which offers support to children with special needs who are attending licensed child care programs. The County conducted a Request for Proposals in 2017, which resulted in a change to a new program in April 2018 called I-CAN (*Inclusion for Children with Additional Needs*), delivered by Dufferin Child and Family Services. This replaced the previous *Preschool Resource Program* provided by Community Living Dufferin. A total of 98 individual children were served in 2018 across both programs. The average number of children served monthly steadily increased since the transition to I-CAN (Figure 23).

## Child Care Fee Subsidy

The Child Care Fee Subsidy program continued to see an increase in the number of families benefiting from Fee Subsidy through a decrease in their licensed child care costs. The effective Fee Subsidy program promotional campaign conducted in late 2017 continued to increase awareness of the program into 2018. Although more children were receiving Fee Subsidy in 2018, a wait list was not necessary due to the additional funding support from the Ministry for increased access to, and affordability of, licensed child care. In total, 654 individual children received Fee Subsidy in 2018. The average monthly number of children receiving Fee Subsidy in 2018 was fairly consistent across the quarters (yearly average of 424) and significantly higher than 2017 (yearly average of 339) (Figure 24). This is an increase of 25% in the number of children served from 2017 to 2018 overall.

The Child Care Fee Subsidy caseworkers revised the content of Service Agreement contracts with child care providers in 2018 to better suit current needs and practices. In addition, more access to summer camps was made available to lower income families in Shelburne and Grand Valley through new service agreements with Centre Dufferin Recreation Complex and Grand Valley & District Community Centre.

**98** Total number of individual children receiving Special Needs Resourcing in 2018

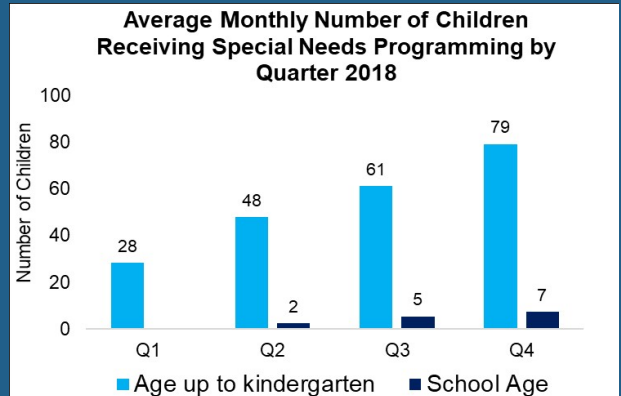


Figure 23 Average Number of Children Receiving Special Needs Resourcing School Age vs. Age up to Kindergarten by Quarter 2018

**654** Total number of individual children receiving Fee Subsidy in 2018

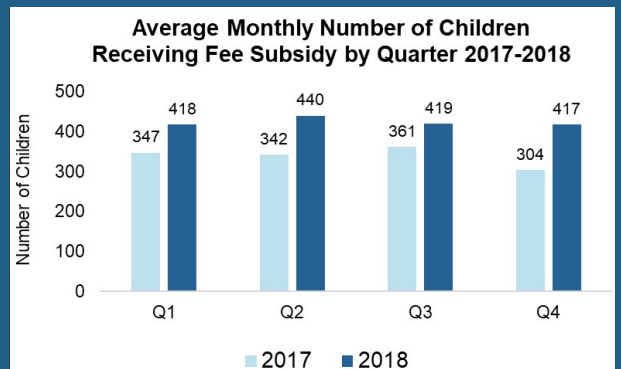


Figure 24 Average Monthly Number of Children Receiving Fee Subsidy by Quarter 2017-2018

**424** 2018 annual monthly average



increase from 2017



## Quality Assurance / Raising the Bar

Raising the Bar is a community initiative that was developed to promote and support quality in a variety of early learning and child care programs. The program provides a framework for best practice to guide early learning and child care licensees in delivering high quality services for children and their families, and is administered in Dufferin by the Quality Assurance Coordinator for Children's Services.



In the fall of 2017, the Ministry of Education put out a call for proposals to create Centres of Excellence, which connect early learning practitioners, educational institutions and service providers across Ontario through innovative professional learning networks. The County of Dufferin acts as a supporting partner to Western University and the Reggio Association of Ontario, who were jointly awarded the role of lead organization for the Provincial Centre of Excellence. The County will help inform the design process, provide feedback, and play a supportive role in the establishment and delivery of the approach to the Centre of Excellence through the involvement of the Quality Assurance Coordinator.

During 2018, the Quality Assurance Coordinator engaged in two phases of orientation with the Provincial Centre of Excellence for Early Learning and Care to become a pedagogist. In Phase 3 in 2019, a Pedagogical plan will be designed and work will begin as pedagogists with educators, children and families.

Angie Rosati is a professor of Early Childhood education and a PhD student in Education at York University. Ms. Rosati is conducting research around the science of self-regulation in children, with an emphasis on the impact of the literature. Children's Services has been involved in Ms. Rosati's research study since the fall of 2017. Early Childhood educators in Dufferin completed a pre-survey and participated in a two-day training session in 2018.



The Self-Regulation Institute (SRI) and the MEHRIT Centre (TMC) are global leaders in grounding living and learning in self-regulation of children. The SRI approached the Quality Assurance Coordinator, Angie Rosati, and one of the licensed child care centres in Dufferin to represent Dufferin with the invitation to be a part of a podcast and share the research of their invaluable experiences. Please see link to listen to the podcast: <https://soundcloud.com/voiced-radio/angie-rosati-lisa-taylor-heather-jackson>. In 2019, engagement of educators and families in the practices of Self-regulation will continue.

## Quality Assurance / Raising the Bar Cont.

Lorrie Baird has been actively working in the early learning field for 30 years. Her experience ranges from Classroom Educator, Director, College Faculty, and Curriculum Consultant and now as a Pedagogical Leader and Executive Director of Pedagogy with Compass Early Learning and Care in Peterborough, Ontario. During the fall of 2018, Ms. Baird engaged Dufferin Early Childhood Educators in the work of Reflective Practice. This was a six-part series that engaged over 100 educators. This exciting series inspired educators to grow as leaders and to build the kind of community that is desirable for children, families and ourselves. Some of the goals of the series included development of leaders and facilitators, pedagogical leadership in the classroom, team building, and increased understanding of play as learning.

Children's Services continues to participate in a project to create a natural outdoor playground (playscape) at Island Lake Conservation Area for children ages one to 12 years old. Outdoor environments provide experiences for children to explore ideas, investigate their theories, imagine, problem solve, make meaning from their experiences, and interact with others in play, according to *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. Credit Valley Conservation Foundation (CVCF) announced a \$100,000 donation with local partners Orangeville Lions Club and the Rotary Club of Orangeville in a ribbon cutting ceremony held November 15, 2018. Each service organization contributed \$50,000 in support of a new natural playground project scheduled for construction at the park. This project will feature a new 1.17-acre nature-inspired play area and will incorporate natural elements like plants, water, logs, boulders and terrain, with built play structures to provide different sensory experiences and types of play opportunities. The playground will feature a short, accessible loop trail that joins to the Memorial Forest Trail. In the winter, the trail will be groomed and flooded for skating and skiing for the community to enjoy. Total cost for the natural playground is expected to be between \$175,000 and \$200,000, half of which will be supported by the service club donations. In 2019, the project moves forward with the construction and collaboration of the playscape.

Raising the Bar Dufferin held its annual Early Learning Professionals recognition evening in 2018, which acknowledged the commitment and dedication of those in the Early Childhood Field.



Early Learning Celebration 2018



- 2.1 CONNECT WITH RESIDENTS
- 2.3 PROVIDE A STRONG VOICE FOR ADVOCATING TO THE PROVINCE
- 2.4 PROMOTE INTERNAL AND SECTOR COMMUNICATIONS
- 3.3 IMPROVE POLICIES, PRACTICES AND PROCEDURES
- 4.4 PROMOTE ORGANIZATIONAL EXCELLENCE AND INNOVATION AND CELEBRATE SUCCESS



## Community Coalition Support

### Dufferin Coalition for Kids (DuCK)

*Dufferin Coalition for Kids* (DuCK), the children's planning table for Dufferin, advocates, plans and promotes services to help Dufferin children aged 0-18 achieve success. Made up of over 20 organizations in Dufferin that provide services for children and their families, it receives leadership and support from the Children's Services Manager and staff.

DuCK continued to work on an extensive Evidence Informed Planning (EIP) process in 2018 (planning and integration of services based on local research and evidence), with the goal of setting priorities and action plans for DuCK to be implemented over the next several years. This work is supported by an evidence-informed planning Coordinator funded through the County of Dufferin and DuCK. In 2018, the EIP Coordinator continued to provide leadership and coordination to two DuCK action groups: Mental Health, Substance Misuse, and Addiction Prevention (MHSMAP) and Parental Support and Developmental Awareness (PSDA).

During 2018 and continuing into 2019, the Mental Health, Substance Misuse, and Addiction Prevention action group, in collaboration with Upper Grand District School Board, planned and implemented a pilot of an evidence-based school program called *Stress Lessons: From Stressed Out to Chilled Out* for grade seven students in three local elementary schools. *Stress Lessons* was developed by the Psychology Foundation of Canada and provides teachers with seven curriculum-based lessons to help their students understand and manage stress in their lives. An evaluation of the pilot program is also being conducted in order to assess its impact on students and how the program can be improved for the future. The *Stress Lessons* pilot program and its evaluation is supported by a grant from the Gambling Research Exchange of Ontario. The pilot program will be completed in May 2019 and an evaluation report will be available in the summer of 2019.

STRESS LESSONS  
From Stressed Out  
to Chilled Out  
Program for Grade 7-9 Classrooms



The Parental Support and Developmental Awareness Action Group implemented an initiative in 2018 called *The Dufferin Basics* that provides consistent, evidence-based parenting messages to share with parents/caregivers of children from birth to age three across Dufferin County. The campaign promotes five simple parenting messages that encompass much of what experts find is important for children of this age group:

- Maximize love, manage stress
- Explore through movement and play
- Count, group, and compare
- Talk, sing, and point
- Read and discuss stories



The content of the *Dufferin Basics* was originally developed by The Achievement Gap Initiative (AGI) at Harvard University. Through this partnership, *The Dufferin Basics* has a user-friendly website complete with instructional videos and printable materials to help parents understand and practice *The Dufferin Basics*: <https://dufferin.thebasics.org/>

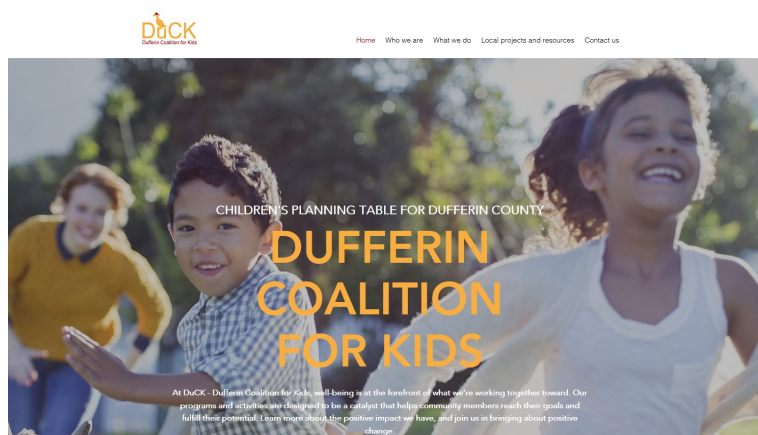


## **Dufferin Coalition for Kids (DuCK) Cont.**

Before the launch of *The Dufferin Basics* campaign, the PSDA planned and implemented two evaluation activities in the summer/fall of 2018: a parent survey that assessed parent/caregiver knowledge of the *Dufferin Basics* messages and parent focus groups that assessed parent/caregiver impressions of one of the *Dufferin Basics* videos. All parents/caregivers who participated had a positive reaction.

Wide implementation of *The Dufferin Basics* campaign continues into 2019 and is being supported by many service providers in Dufferin including EarlyON Centres, Wellington-Dufferin-Guelph Public Health, Dufferin Child and Family Services, Family Transition Place, public libraries, health care providers, and licensed child care providers.

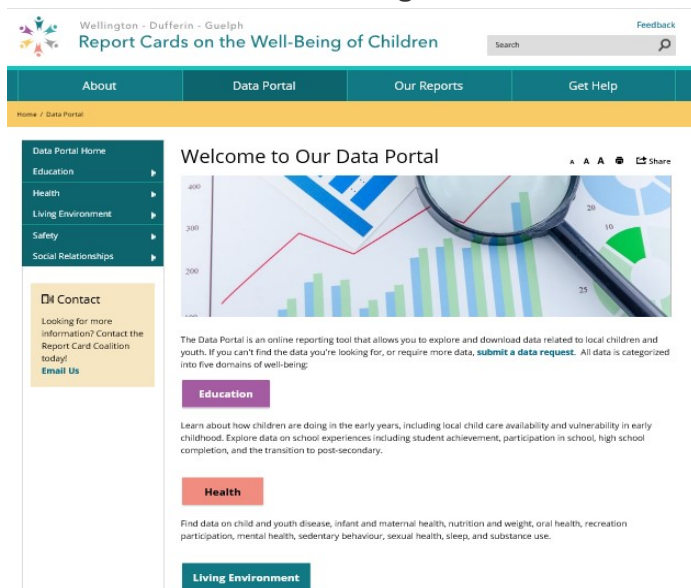
The DuCK Communication Committee continued its promotion of the *My Dufferin* service directory website, [www.mydufferin.ca](http://www.mydufferin.ca), into 2018 in order to increase awareness of this valuable resource for families living in Dufferin County. In addition, the committee redesigned the DuCK website, [www.dufferincoalitionforkids.ca](http://www.dufferincoalitionforkids.ca)



in order to modernize and increase the effectiveness of this tool for service providers. The intent of the website is to educate them about DuCK's goals and activities and provides resources that they can share with families.

## **Wellington-Dufferin-Guelph Coalition for Report Cards on the Well-Being of Children**

The Wellington-Dufferin-Guelph Coalition for Report Cards on the Well-Being of Children produces and shares data and information on key aspects of the well-being of children aged 0-18, and Children's Services plays a key role representing Dufferin County in this work. In 2018, the Coalition focused on continuing to enhance its interactive, web-based platform that was launched in 2017, by adding useful tools for analysis of data and implementing a process for data updates.



**Data Portal on WDG Report Cards on the Well Being of Children website [www.wdgreportcard.com](http://www.wdgreportcard.com)**

- 1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH
- 2.1 CONNECT WITH RESIDENTS
- 2.3 PROVIDE A STRONG VOICE FOR ADVOCATING TO THE PROVINCE
- 2.4 PROMOTE INTERNAL AND SECTOR COMMUNICATIONS
- 3.3 IMPROVE POLICIES, PRACTICES AND PROCEDURES

## Early Years Research and Data Analysis

The Data Analysis Coordinator (DAC) provides support and services to the early years community, including Children's Services in general, Dufferin EarlyON, licensed child care providers, community Coalitions dedicated to children, and other agencies that work with children. This includes the collection, evaluation, analysis, and reporting of data and information relevant to services for children. The Data Analysis Coordinator was involved in several key initiatives in 2018.

The *Early Development Instrument* (EDI), a comprehensive questionnaire completed every three years by Senior Kindergarten (SK) teachers across Ontario, measures the developmental health and readiness of SK students for school. This was coordinated by the Data Analysis Coordinator for all Dufferin schools in 2018 and included teacher training, data collection, analysis and communication of results through community reports and presentations. For example, key data is made available on the data portal of the [www.wdgreportcard.com](http://www.wdgreportcard.com) website. The DAC works closely with agencies and government in the community to make use of EDI results, along with other social determinants of health, to help inform strategies, policies, programs, and funding proposals to support children. In addition, the *Kindergarten Parent Survey* (KPS) was coordinated and administered by the DAC in Dufferin in 2018, which is a survey completed by Senior Kindergarten students' parents about their children's preschool experiences. The survey was conducted online for the first time. In 2019, a major focus for the DAC's early years research and data analysis will be the analysis and reporting of the EDI results when the raw data is released in late spring.

The DAC provides ongoing data reporting and analysis for the completion of quarterly and annual reports required by the Ministry of Education and the Ministry of Children, Community and Social Services and internal Children's Services reports, including the Community Services Year End Review and quarterly reports.

The DAC planned and administered the fourth year of the Wage Enhancement funding, the General Operating Grant, and other annual funding provided by the Ministry of Education to support licensed child care providers (see Licensed Child Care Support). Additional support was provided in 2018 due to the implementation of the new minimum wage, which impacted several child care providers. In 2019, the DAC will be collaborating with the Senior Policy Analyst to review the policies, practices and formulas used for the General Operating Grant and other funding types, with the intent of updating and optimizing the use of the funding provided.

## Early Years Research and Data Analysis Cont.

Ongoing work continued throughout 2018 to provide support to local Children's coalitions. The DAC contributed to the Dufferin Coalition for Kids (DuCK) Parental Support and Developmental Awareness action group's goals and chaired the DuCK Communication Committee, which continued the *My Dufferin* service directory promotion and implemented the redesign of the DuCK website. The DAC also is a working member of the Wellington-Dufferin-Guelph Coalition for Report Cards on the Well Being of Children and participated in achieving its goals in 2018 (see Community Coalition Support section for details).

As part of a corporate initiative to redesign the County website for a spring 2019 launch, the DAC took a lead role in collaborating with Children's Services staff to modernize and expand the Children's Services content.

1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH

2.1 CONNECT WITH RESIDENTS

2.4 PROMOTE INTERNAL AND SECTOR COMMUNICATIONS

3.3 IMPROVE POLICIES, PRACTICES AND PROCEDURES

## Moving Forward and 2019 Opportunities

The Ministry of Education continues to recognize the essential role of the Consolidated Municipal Service Manager as the local service system manager, and, as such, Children's Services is making significant progress in developing and implementing plans to address the goals of Ontario's Renewed Early Years and Child Care Policy Framework.

### **Five-Year Service Plan**

A major initiative for Children's Services in 2019 will be the formulation of a five-year service plan (2019-2023) that outlines priorities including services for children with special needs, affordable recreation, increased access and affordability of child care, and continued modernization of the new EarlyON Child and Family Centre system. Children's Services will continue to support licensed child care providers in 2019. Grand Valley will see a new child care centre opening in 2019.

### **Provincial Centre of Excellence & Pedagogical Environments**

At Jean Hamlyn Day Care, there is a continued focus to provide quality child care programs for families in Dufferin with an emphasis on meeting their needs and modernizing the services available. In 2019, Jean Hamlyn has partnered with the Centre of Excellence and Provincial initiatives in supporting a Pedagogical environment.

Children's Services is excited to be a supporting partner to Western University and the Reggio Association of Ontario in rolling out the new Provincial Centre of Excellence in 2018/2019, which will connect early learning practitioners, educational institutions and service providers across Ontario through innovative professional learning networks. The year 2019 will also bring the completion and opening of the new natural playscape project at Island Lake.

## Moving Forward and 2019 Opportunities Cont.

### **Continued Modernization at the EarlyON**

In order to provide modernized, enhanced and more accessible programming and services for families at the EarlyON Child and Family Centres, the two-year plan consisting of 26 projects to fully transform the EarlyON continues in 2019. Electronic record keeping for the Transportation Van is being developed to increase accessibility for all staff and eliminate the need for paper record keeping. A complete program review of all current programs including Parenting programs, Parent/Caregiver and Child programs and the Family Time program is being conducted to ensure all programs align with the *How Does Learning Happen? Ontario's Pedagogy for the Early Years* document. EarlyON will be working closely with Wellington-Dufferin-Guelph Public Health to collaborate with prenatal services in the community. Satellite programming will be an ongoing project for 2019, which will incorporate off-site programming to rural and low population/income areas not currently reached. This is just a few examples of new initiatives.

### **I-CAN**

In 2018, the County transitioned to a new program for children with special needs, known as I-CAN (*Inclusion for Children with Additional Needs*). This new program continues to provide enhanced services and will result in significantly more children receiving services in licensed child care in 2019.

### **Community Coalitions, Research & Data Analysis**

Work will continue with Community Coalitions in 2019. Children's Services supported Dufferin Coalition for Kids' Evidence Informed Planning (EIP) project and this will continue into 2019.

A major focus of early years research and data analysis in 2018 was the implementation of the *Early Development Instrument* (cycle 5), with analysis and reports of results to come in 2019. In addition to this, the Data Analysis Coordinator will continue to play a major role in the new initiatives of the community Coalitions and working with licensed child care providers to provide various Ministry funding grants. In 2019, a policy review will take place to optimize the allocation and use of this funding.

### **New County Website**

In 2019, a new County website will be launched. This provides the opportunity to enhance and modernize the Children's Services web presence and the implementation of online forms and applications for Child Care Fee Subsidy, Jean Hamlyn, and EarlyON.

- 1.4 SUPPORT INITIATIVES THAT IMPROVE SOCIAL DETERMINANTS OF HEALTH
- 2.1 CONNECT WITH RESIDENTS
- 2.2. FOSTER TWO WAY COMMUNICATION WITH LOWER TIERS AND NEIGHBOURING MUNICIPALITIES
- 2.4 PROMOTE INTERNAL AND SECTOR COMMUNICATIONS
- 3.2 INCREASE TRANSPARENCY
- 3.3 IMPROVE POLICIES, PRACTICES AND PROCEDURES
- 4.4 PROMOTE ORGANIZATIONAL EXCELLENCE AND INNOVATION AND CELEBRATE SUCCESS

# Service Delivery Modernization

In 2018, the Dufferin County Community Services vision for a modern service delivery system continued through the work of the Service Delivery Modernization (SDM) Project. With the support of the Leadership Team, teams of staff were inspired to work collaboratively to create a modern and responsive, cost effective and efficient service delivery system that is client-centered, staff designed and integrated across all departmental programs.



A culture where staff are committed to executing change ensured that SDM Project Teams were able to maintain momentum and demonstrate progress in the work of the project. Priority areas to improve service delivery were identified by engaging with stakeholders, clients and staff. Risk assessments were conducted to assure that modernized service delivery strategies were in line with the Dufferin County Strategic Plan, Corporate Services principles, and Provincial Legislation and Policy. Staff worked together to train and align those in new roles where initiatives required added responsibilities. Objectives were prototyped, piloted, measured and implemented. In 2018, Phase One of the project, **First Point of Contact**, was executed and completed.



**A new phone tree greeting guides callers to services in a clear, consistent and efficient way**



**DUFF BUCK\$ coffee and meal vouchers are given to clients to create a welcome and inclusive environment**



**Social Media and Centralized Email platforms allow clients to use communications channels that they prefer**



**A new website that can be more easily navigated by users will be launched in 2019**



**Expanded Hours of Service were piloted to ensure clients are able to access programs at their convenience**



**The Electronic Messaging Board provides consistent messaging about Community Services and local service providers' programs**



**Attending community events educates residents about programs and public needs**



**Paperless resources/materials share program information and refer to online platforms**

2.1 CONNECT WITH RESIDENTS

3.3 IMPROVE POLICIES, PRACTICES AND PROCEDURES

4.2.3 ENGAGE WITH COMMUNITY PARTNERS TO ADDRESS SERVICE PROVISION AND ACCESS

4.4 PROMOTE ORGANIZATIONAL EXCELLENCE AND INNOVATION AND CELEBRATE SUCCESS



## Challenges and Key Lessons Learned

SDM Project Teams were presented with challenges and key lessons were learned during the first phase of the project. Opportunities to coach co-workers, increase understanding and to gain new skills evolved, and a number of best practices were developed to support the continued success of the project:

- Engage with stakeholders to ensure ideas meet needs of the stakeholders
- Pivot when outcomes do not evolve as originally anticipated
- Collaborate with key players to achieve goals
- Persevere, maintain open channels of communication, adjust timelines if necessary
- Pilot objectives to support a smooth transition for stakeholders and staff
- Offer platforms for staff to discuss challenges and collaboratively create solutions
- Communicate progress to support transparency
- Maintain momentum through collective ownership of outcomes

### Expanded Hours of Service Pilot

In an effort to increase accessibility to services, an Expanded Hours of Service pilot was introduced from March 6 – September 11, 2018. Expanded hours were offered at the Edelbrock Centre, Orangeville, on Tuesday evenings from 4:30-7:00pm weekly. Two shifts of staff were used to support the pilot. One shift of staff worked regular business hours (8:30am-4:30pm) and the second shift worked from 11:00am–7:00pm. The pilot was marketed to the community in a number of ways, including:

- Radio announcements on Country 105 FM & MY FM 101.5 from June 25 - Sept 11
- Community Services and County of Dufferin Facebook and Twitter pages
- Community Services Electronic Messaging Boards and paper signage in Edelbrock and Mel Lloyd Employment Resource Centres
- Mail outs to clients
- DC MOVES Newsletter informed Community Partners

Uptake in client service under the Expanded Hours of Service delivery model was lower than anticipated. Traffic did not increase during the 4:30-7:00pm period despite marketing efforts. Staff observed a negative impact to service delivery between 8:30am-11:00am, when demands for service remained constant and only skeleton staff were available. Persons accessing services sometimes had to wait for staff to be available or return/call back to the office after 11:00am when regular staffing complements were available. Staff covering the 4:30-7:00pm shift were able to provide service to those persons who requested it, and focused on administrative duties during slower traffic periods. The pilot demonstrated that there was not a high demand for service after hours and the initiative ended September 11, 2018.

**191 visits total**  
during extended  
hours

**Average of 30**  
visitors per month  
accessed services

**Majority (80%)**  
could access  
services during  
normal business  
hours



Staff believe that providing an option for after-hours service to the public, on an as-needed basis, is important. The pilot demonstrated that some clients do benefit from after-hours service. A proposal for after-hours appointments was created. Under the proposed model, services would be offered by pre-appointment on Tuesdays and under special circumstances only (e.g. where clients are unable to access services during regular hours of operation). The model is currently being explored by staff with the support of the Joint Health and Safety Committee.

The second phase of the SDM Project, **Service Delivery**, was initiated in 2018 and stakeholder engagement sessions confirmed the need for modernization in many service areas.

### In the **Service Delivery** phase of the SDM Project, staff continued to modernize in the following areas:



Access to services will be enhanced with an *Integrated Consent to Release Form* that supports the disclosure of personal information across Community Services programs. An *Online Housing Complaint Form* will offer a new platform for tenants to report concerns about Dufferin-owned rental units



Offering Off-site Meetings to clients who have transportation or medical barriers will help to build relationships that are based on needs and trust



Access to services will be enhanced through Online Access by making the documents our clients need available on the website



Streamlining Service Delivery (EarlyON Transportation Program and Housing Services) will improve client experiences by modernizing administrative and simplifying processes for clients to access the services that they need



Establishing a modern and consistent approach for filing across programs with Electronic Records Management will transform service delivery and improve customer service for clients



The introduction of online Virtual Tours will help the community to independently navigate and better understand the services that are offered



Electronic Signatures will create a responsive and more efficient service delivery system that focuses on the needs of the vulnerable population by introducing a platform where clients can remotely sign for and receive services



An online Child Care Fee Subsidy Eligibility Calculator will improve autonomy and create transparency for people who are interested in accessing Child Care Fee Subsidy

## Moving Forward and 2019 Opportunities

In 2018, staff focused on building prototypes and in 2019 will be piloting the:

- Integrated Consent to Release Form
- Online Housing Feedback Form
- Off-site Meeting business practice

Modernization has become normalized and a natural part of the Community Services workplace culture. The process for executing change has evolved also. Additional modernization objectives are naturally being identified and developed. Moving forward, staff from Ontario Works, Housing and Children's Services program areas will replace SDM Teams and will continue to work collaboratively to champion, identify, pilot and implement the remaining SDM Project Service Delivery objectives. Priority areas include online access, virtual tours, electronic file management and interactive mapping of Community Services. By exercising accountability, respectfulness and collaboration, staff will create a Community Services service delivery model that is client-centred, modern, responsive, and cost effective.



## **REPORT TO COMMITTEE**

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

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

**Date:** May 23, 2019

**Subject:** **iCAN Special Needs Resourcing Program Report**

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

Economic Vitality: 1.4 Support initiatives that improve social determinants of health  
Good Governance: 3.3 Improve policies, practices and procedures  
Service Excellence: 4.4 Promote organizational excellence and innovation and celebrate success

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### **Purpose**

The purpose of this report is to provide information on the Special Needs Resourcing Program in Dufferin County known as iCAN (Inclusion for Children with Additional Needs) after its first full year of implementation.

### **Background & Discussion**

Dufferin County is responsible for the management of all ministry-funded child care and family support programs. As per Ministry guidelines, Special Needs Resourcing (SNR) funding is to be used to support the inclusion of children with special needs in licensed child care settings at no additional costs to parents. The Special Needs Resourcing (SNR) program in Dufferin was previously locally known as the Preschool Resource Program (PRP) and was provided by Community Living Dufferin.

The County of Dufferin allocated funding to Community Living Dufferin (CLD) since the 1970's. CLD supported 11 licensed child care centres with a total of 26 sites with 12 sites serving school age children only. Additionally it supported one licensed home based provider and summer camps. Services were provided with a staffing complement of six people.

Due to changes in the Provincial guidelines of SNR, changes to the previous model were required to match the mandate of the funding.

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Based on the information provided in the guidelines, and in efforts to modernize the PRP, it was practical that the County issue a Request for Proposal (RFP) to deliver a “new” PRP program. The County conducted a Request for Proposals in 2017, which resulted in a change to a new SNR program in April 2018 called iCAN (Inclusion for Children with Additional Needs), delivered by Dufferin Child and Family Services (DCAFS). This program replaced the previous program. The inaugural year for iCAN is complete with much feedback and successes experienced to date.

The iCAN Program is a Resource Consultation service for families and their children (up to 12 years) with additional needs who are attending licensed child care settings in Dufferin County. iCAN helps to ensure that all children have an opportunity to learn, grow and participate fully in all aspects of the child care program. iCAN works in partnership as part of a collaborative framework with a variety of service providers to provide a holistic, strength-based approach to enhance skills & strategies, and offer information and resources that support the healthy development of children within childcare environments. The iCAN framework highlights that the child and their family are at the centre of planning with the potential for involvement with multiple services. It confirms the importance of a collaborative early learning “system” versus individual early learning “services”. This framework contributes to a seamless experience for families, one that is well coordinated and easier for families to access and navigate.

To be eligible, children must reside and attend a licensed childcare program in Dufferin County, be between 0-12yrs of age, and be presenting with an additional need in one or more areas (i.e., physical, social-emotional, developmental, behavioural). Referrals can be made by families or with consent from the child care centre or other community partners.

### First Year of iCAN

April to June 2018 mainly focused on orientation of new iCAN staff to DCAFS as their new employer and to build familiarity with the new model for the delivery of SNR. July to September provided opportunity to further build relationships with the child care centres for which each Resource Consultant was assigned. October to December focused further on the delivery of the new model including attention to the needs of school age children. In order to look at a full year of data, as iCAN started in April of 2018, an examination of April 2018-March 2019 data is presented below.

<b>DCAFS iCAN Program</b>			
	<b>Total cumulative unique # children served year to date</b>	<b>Avg. monthly # children served (up to SK)</b>	<b>Avg. monthly # children served (school age)</b>
Q2 2018	70	61	5
Q3 2018	98	79	7
Q4 2018	107	67	10
Q1 2019	62*	48	2

\*cumulative year to date for 2019

### Successes Experienced to Date

There have been several successes throughout the first year of the iCAN Program. One of those successes is the use of a more streamlined consistent service, which has led to the creation of meaningful relationships with child care staff and children. It has also built community capacity and has expanded the network of service providers within the agency. Child care centres have been welcoming, positive and supportive of the new SNR service delivery model. Further, the child care centres endorse the collaborative team approach, which is used to create strategies that support children, classrooms and families. Centres continue to seek support as needed. Professional development and training have been available, and will continue to be available as we create a new programs that support the child, family and the community.

On-boarding of the new iCAN team was successful in establishing a great team foundation. The iCAN core team is positive, passionate, cohesive and supportive. Monthly team meetings and ongoing open conversations with the County contribute to a positive, open environment where continuous improvement is possible.

Another success has been the access to service under one roof, which has made it easier, more efficient, more collaborative and has helped to facilitate case planning. It has also helped families to make connections and linkages to appropriate internal DCAFS programs, services (i.e.: Infant Child Development Program) and consultation. This often leads to families who are more receptive to referrals. Transfers from one centre to another is now easier with formal consent in place ensuring transitions are smoother through collaboration of centres/iCAN.

Support for the Before/After School Care has been introduced through a new Service Delivery Model and the addition of a .5 Before and After School Resource Consultant, which is better able to support and identify common trends and challenges across before and after school programs.

### Next Steps

Increased use of electronic calendars (Caseworks/Outlook) will facilitate increased efficiency and accuracy of data. DCAFS will continue to explore location for Shelburne satellite space to support staff working in Shelburne and continue to explore possibility of use of iPads to build efficiencies for recording, access to resources etc. to support resource consultants to work remotely and in centre. iCAN will continue collaborative work with Public Health, ErinoakKids and DCAFS to close the gap for transition to school and will continue building relationships with child care centres, DCAFS staff, Before/After School Staff, and families.

Working lunches will take place with centres to collaborate on new or modified workshop information. Potential workshops include fine motor fundamentals, after-school age strategies and *Raising the Bar*. iCAN is looking to help host or plan workshops that focus on inclusiveness.



### Potential Future Challenges

It is important to acknowledge the announcement from the Provincial Government in February 2019 in regards to the changes to the Ontario Autism Program (OAP). The change communicated could potentially have an impact on child care centres as it relates to the support needs of children with autism. At this time, DCAFS as a service provider for OAP is assessing the impact of the announced changes.

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

There is no direct impact at this time.

### **Strategic Direction and County of Dufferin Principles**

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 fostering an environment of collaboration that contributes to informed and thoughtful decisions that are reflective of the needs of those affected
3. **We Communicate** – by engaging in discussion with families and service providers when reviewing current practice
4. **We Make Good Decisions** – by engaging in current and best practices, which contribute to an environment of wellness for our children in our community

### **Recommendation**

**THAT the report of the Director of Community Services, titled iCAN Special Needs Resourcing Program Report, dated May 23, 2019, be received.**

Respectfully submitted by

Anna McGregor  
Director, Community Services



## **REPORT TO COMMITTEE**

**To:** Chair Ryan and Members of Dufferin County/Dufferin Oaks/Museum Committee

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

**Date:** May 23, 2019

**Subject:** **Quarterly Community Services Activity Report – First Quarter 2019**

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

Economic Vitality (1.4) Support initiatives that improve social determinants of health  
Communication and Connections (2.4) Promote internal communications  
Good Governance (3.2) Increase transparency

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### **Purpose**

The purpose of this report is to provide Council with the quarterly info-graphics that summarizes work being undertaken by the Community Services Housing, Ontario Works and Children's Services Divisions.

### **Background and Discussion**

Attached is the Housing Services, Ontario Works and the Children's Services Activity Reports for the first quarter of 2019. The documents provide quick reference information for consideration.

The Housing Services info-graphic report summarizes:

- Housing Access Dufferin (HAD) Wait List Composition
  - Housing Access Dufferin (HAD) Average Wait Times for Housed Applicants
  - Housing Access Dufferin (HAD) Applicants Housed
  - Homelessness Prevention Program (HPP) Statistics
  - Ongoing Property and Unit Composition
  - New Development
  - County Housing Move In and Move Out
  - New Announcements
-

The Ontario Works info-graphic report summarizes:

- Intake Statistics
- Client Outcomes
- Caseload Statistics
- Case Composition
- Orangeville & Shelburne Employment Resource Centre (ERC) Statistics
- New Announcements

The Children's Services info-graphic report summarizes:

- Fee Subsidy Statistics
- Jean Hamlyn Average Monthly Number of Children
- EarlyON Child and Family Centre Number of Visits
- Raising the Bar Program
- Special Needs Resourcing Program i-CAN (Inclusion for Children with Additional Needs)
- New Announcements

## **Changes From the Previous Quarter**

Housing Services:

- The total number of applicants on the HAD waitlist continues to increase
- There were less applicants housed in Q1 2019 compared with Q4 2018
- The Homelessness Prevention Program served slightly less clients in Q1 2019 than in Q4 2018
- The majority of units at 54 Lawrence are now occupied

Ontario Works:

- Slight increase in the number of applications received, including online applications, in Q1 2019 compared with Q4 2018
- The average number of business days from screening to financial eligibility decision has decreased from two days in Q4 to one day in Q1 2019
- There was an increase in the average monthly case load in Q1 2019
- The ERCs continued to be busy and there was a slight increase in the total number of visitors to both of the ERCs in Q1 as compared to Q4 2018

Children Services:

- Both the average monthly number of children receiving fee subsidy and the total number of new children served increased in Q1 2019 compared to Q4 2018
- Enrollment at Jean Hamlyn is consistent with the previous quarter
- EarlyON Child and Family Centres saw an increased number of visits in Q1 2019 compared with Q4 2018
- There were more Raising the Bar workshops in Q1 compared with Q4 2018

- EarlyON Previous reporting (for quarterly reports): Shows the visits per quarter cumulative over the year.
- New for EarlyON quarterly reports moving forward and in the service review: Show Number of EarlyON Visits by Quarter with the quarters shown separately so the graph is consistent with all other reporting e.g. ERC visits.
- Special Needs Resourcing Previous reporting (for quarterly reports): Shows average monthly number of children receiving SNR cumulative at the end of each quarter.
- New for Special Needs Resourcing both quarterly reports moving forward and service review: Show Average Number of Children Receiving Special Needs Resourcing by Quarter with the quarters shown separately for consistency with all other reporting. Include both up to SK and School Age on the chart, as both age groups are shown in the quarterly reports.

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

No impact.

### **Strategic Direction and County of Dufferin Principles**

1. **We Manage Change** – By preparing and sharing information which illustrates ongoing change in services to meet the evolving needs of the community.
2. **We Deliver Quality Service** – By sharing information, the work being carried out by County staff can better be evaluated for quality service delivery.
3. **We Communicate** – By providing a transparent overview of Community Services.
4. **We Make Good Decisions** – By providing a clear review of service information, this report assists with program evaluation and planning.

### **Recommendation**

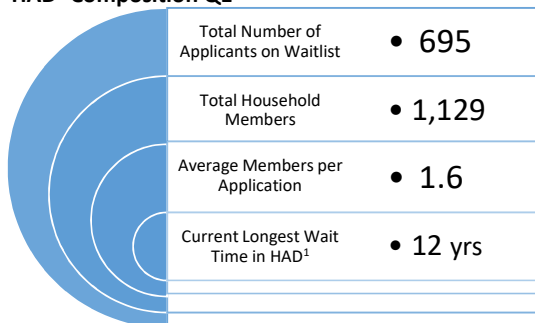
**THAT the report of the Director, Community Services, dated May 23, 2019, titled Quarterly Community Services Activity Report – First Quarter 2019, be received.**

Respectfully submitted by

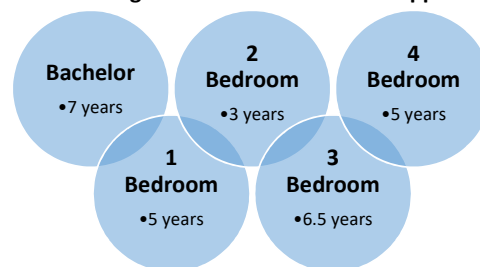
Anna McGregor  
Director, Community Services.

## COMMUNITY SERVICES

### HAD<sup>1</sup> Composition Q1



### HAD<sup>1</sup> Average Wait Times for Housed Applicants



Please note: Wait times vary depending on family size, age of applicant household and the choice of location the applicant household selects

### HAD<sup>1</sup> Applicants Housed Q1

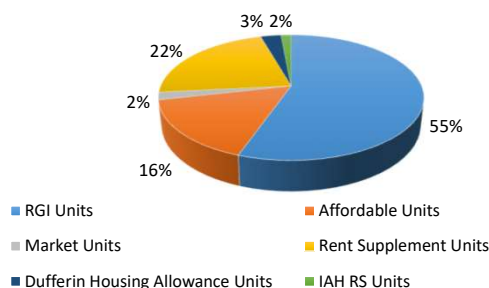


### Homelessness Prevention Program Q1



### Unit Composition

Dufferin County RGI <sup>2</sup> Units	225
Dufferin County Affordable Units	65
Dufferin County Market Units	8
Rent Supplement Units	90
Dufferin Housing Allowance Units	12
IAH RS <sup>3</sup> Units	6
Total Units with Rental Support Supplied	406



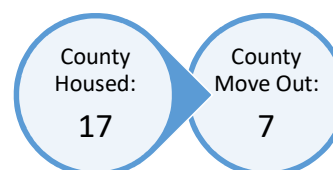
### Affordable Housing Units in Development

54 Lawrence Ave., Orangeville

#### Occupied Units

The majority of units are now occupied.  
Units that are still vacant at the end of Q1:  
- 1 market unit  
- 1 modified senior unit

### Dufferin Housing Activity Q1



### New Announcements This Quarter

All Housing Services staff received HIFIS 4 (Homeless Individuals and Families Information System) training in Q1 of 2019

There is currently a waiting list of over 20 people for the Homeownership Program. This program will start up again in Q2 of 2019.

The Ministry of Municipal Affairs and Housing (MMAH) initiated a public consultation process to seek comments and feedback in regards to ways to increase housing supply in Ontario. Three public consultations were held. A total of 79 people participated

<sup>1</sup> HAD - Housing Access Dufferin

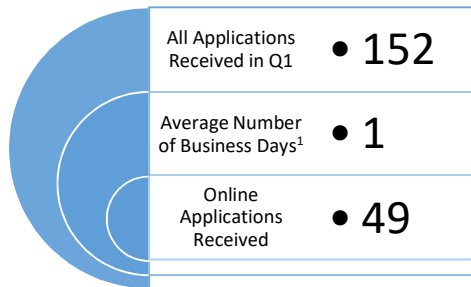
<sup>2</sup> RGI - Rent Geared to Income

<sup>3</sup> IAH RS - Investment in Affordable Housing Rent Supplement

\* please note: statistics are accurate as of April 1, 2019



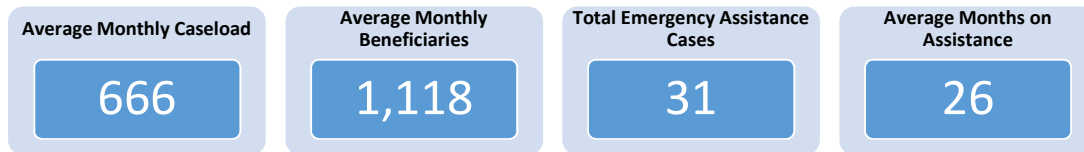
**Intake Q1**



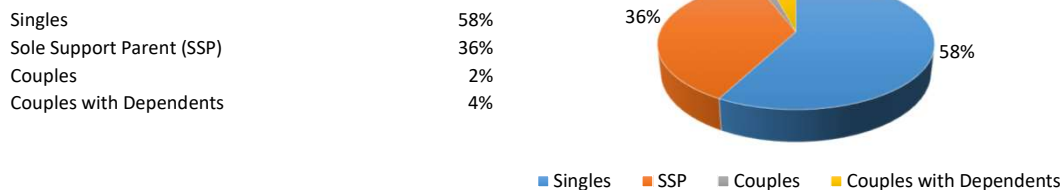
**Client Outcomes Q1**



**Caseload Q1**



**Case Composition Q1**



**Orangeville Employment Resource Centre (OERC) Q1**



**Shelburne Employment Resource Centre (SERC) Q1**



**New Announcements This Quarter**

The Addiction Services Initiative (ASI) Program was re-launched in January 2019. *People who use drugs are real people* is an anti-stigma campaign with an aim to help reduce the stigma associated with substance use while encouraging clients to reach out for support

William Osler Addiction Counselling Services is currently running a **2-month pilot** at the Edelbrock Centre. Individual counselling is available by appointment and there are drop-in group support services as well

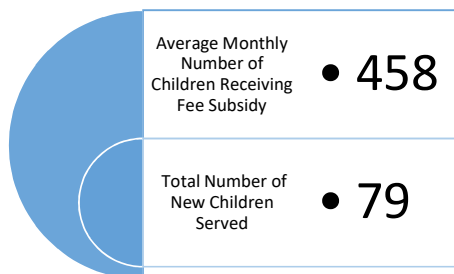
<sup>1</sup> Average # of business days from screening to financial eligibility decision

<sup>2</sup> The percentage outlined is the percentage out of the case closures

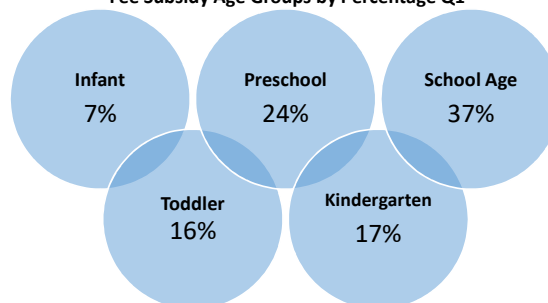
\* please note: statistics are accurate as of April 1, 2019

## Children's Services Activity Report 2019 Q1

### Fee Subsidy Q1

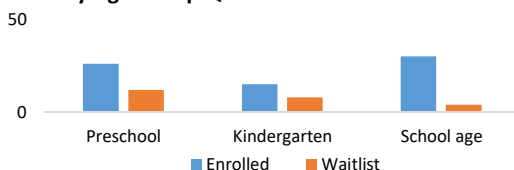


### Fee Subsidy Age Groups by Percentage Q1



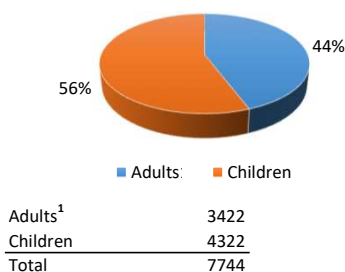
### Jean Hamlyn Average Monthly Number of Children by Age Group Q1

	Enrolled	Waitlist
Preschool	26	12
Kindergarten	15	8
School age	30	4
Total	71	24

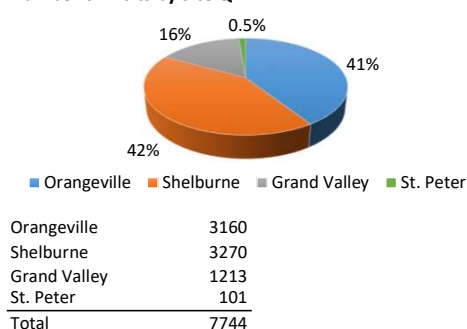


### EarlyON Child and Family Centres Q1

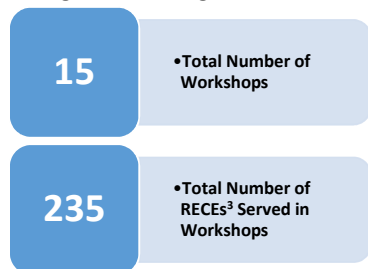
#### Number of Visits by Age Group Q1



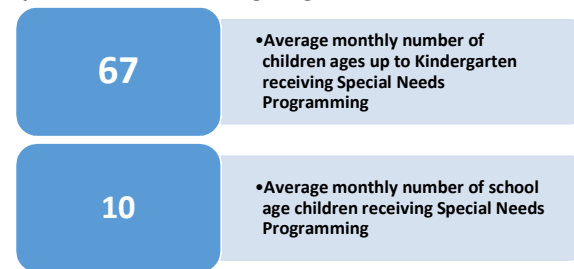
#### Number of Visits by Site Q1



### Raising the Bar<sup>2</sup> Program Q1



### Special Needs Resourcing Program i-CAN<sup>4</sup> Q1



### New Announcements This Quarter

Dufferin EarlyON Child and Family Centres changed the hours of operation to better accommodate the needs of families, based on statistics and survey results

The Quality Assurance Coordinator commenced engagement with the Provincial Centre Of Excellence to become a Pedagogist working with educators, children and families

"Creative and Critical Thinking and Languages of Expression" sessions invited Early Childhood Educators to reflect upon their values and practices about young children and their rights as citizens

\* please note: statistics are accurate as of April 1, 2019

<sup>1</sup> Adults include parents and caregivers

<sup>2</sup> Raising the Bar (Early Learning Quality Accreditation Program)

<sup>3</sup> RECEs (Registered Early Childhood Educators)

<sup>4</sup> i-CAN (Inclusion for Children with Additional Needs)



## **REPORT TO COMMITTEE**

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

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

**Date:** May 23, 2019

**Subject:** **Food For Thought Grant Allocation 2019**

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

Economic Vitality: (1.4) Support initiatives that improve social determinants of health  
Good Governance: (3.2) Increase Transparency

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### **Purpose**

The purpose of this report is to provide Council with information on the allocation of the “Food for Thought” Grant (FFTG) for 2019.

### **Background and Discussion**

The “Food For Thought” Grant (FFTG) program is funded by the County of Dufferin in support of registered charities or not-for-profit organizations who are providing Direct Food Services to individuals and families in Dufferin County. Direct Food Services are considered outcomes-based, innovative, food nourishing programs, food access programs, and nutrition education programs that assist in the reduction of poverty and provide services to residents of Dufferin County who are in need.

The objective of the FFTG is to provide agencies with financial support (considered a grant) for food related initiatives that will promote food literacy, food access, and food security. Eligible applicants are able to receive up to a maximum of \$3,000 in a calendar/funding year.

The 2019 grant review committee made up of the Program Manager of Children Services, Program Manager of Ontario Works, Deputy Clerk and the Director of Community Services has recommended funding all agencies that applied for the grant in 2019. The FFTG review committee reviewed the following for each applicant and was satisfied that:

1. Programs were located within the County of Dufferin or provided service to residents of Dufferin County
-

2. Programs do not prevent any resident of Dufferin County from accessing services, unless the program is being operated out of a local school
3. Request for funding align with the Dufferin County Strategic Plan, including its Mission and Vision, and at least one of its four Strategic Priorities
4. Requests fit at least one of the following three categories:
  - Food Literacy
  - School & Other Nutrition Programs
  - Sustainable Initiatives (including, and beyond, conventional food bank models)

Organization	Criteria Met (Yes/No)	Requested Amount	Approved Amount
Caledon Meals on Wheels	Yes	\$3,000	\$3,000
Children's Foundation of Guelph and Wellington – Food and Friends Program	Yes	\$3,000	\$3,000
Orangeville Food Bank	Yes	\$5,000	\$3,000
Primrose Elementary School - Breakfast Program	Yes	\$8,880	\$1,000
<b>TOTAL</b>		<b>\$19,880</b>	<b>\$10,000</b>

The review committee noted that the Food and Friends Program offered by the Children's Foundation of Guelph and Wellington does provide some funding to the Primrose Elementary School. Therefore, a smaller amount was allocated to the Primrose Elementary School Breakfast Program.

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

Each year Council approves \$10,000 be set aside from the County grant envelope to be used for the FFTG. The committee has recommended \$10,000 be allocated in 2019.

### Strategic Direction and County of Dufferin Principles

It adheres to the County of Dufferin Principles:

1. **We Manage Change** – by responding to shifts in economic conditions
2. **We Deliver Quality Service** – by supporting 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 way
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 from the Director of Community Services, dated May 23, 2019, titled Food For Thought Grant Allocation 2019, be received;**

**AND THAT Council approve the Food For Thought Grant Allocations for 2019 to the following organizations:**

<b>Organization</b>	<b>Approved Amount</b>
Caledon Meals on Wheels	\$3,000
Children's Foundation of Guelph and Wellington	\$3,000
Orangeville Food Bank	\$3,000
Primrose Elementary School	\$1,000
<b>TOTAL</b>	<b>\$10,000</b>

Respectfully submitted by

Anna McGregor  
Director, Community Services





## REPORT TO COMMITTEE

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

**From:** Brenda Wagner, Administrator

**Date:** May 23, 2019

**Subject:** Accommodation Options for Older Adults in Dufferin County

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

Economic Vitality (1.4) Support initiatives that improve social determinants of health, and Service Excellence (4.2) Engage with community partners to address service provision and access

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### **Purpose**

The purpose of this report is to follow up on the recommendation to investigate current and future options for accommodation needs for the older adult population in Dufferin County.

### **Background & Discussion**

In the fall of 2018 to spring of 2019, the County of Dufferin, with the help of an Older Adults Advisory Group, completed an Age Friendly Needs Assessment through a consultative process. While a number of areas were identified as requiring strategic planning, Housing was one of the key areas that were highlighted in the report.

Ontario's older adult population is growing ~ Seniors (65 years and older) are the fastest growing age group in Ontario. In 2016, 16.4% of Ontario's population was 65 years or older. By 2041, it is projected that 25% of Ontario's population will be 65 years or older, almost doubling from 3 million seniors in 2016 to 4.6 million seniors. The Age Friendly Needs Assessment and Strategic Action Plan noted the following about Dufferin County's Older Adult population:

*"Older adults have represented the fastest growing segment of the local population in Dufferin County during the past decade and are forecast to represent an increasing share of the population in Dufferin County over the*

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## Accommodation Options for Older Adults in Dufferin County

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*next two decades. As of 2016, older adults represented approximately 27.7% of the total population in Dufferin County, and by 2041 older adults are forecast to account for approximately 36.2% of the total population in Dufferin County.”*

- Supply of accessible housing types that are suitable for older adults and have the greatest demand are scarce (e.g. bungalows; accessible apartments/townhouses).
- Geographic inequality in terms of access to dedicated housing for older adults.
- Limited rental housing alternatives are available for older adults.
- Declining affordability as housing prices, property taxes, maintenance costs and/or rental rates rise.
- Insufficient capacity and long waiting periods for access to long-term care facilities, rent geared to income and supportive housing facilities for older adults.
- Limited programs and services are available to support independence for older adults who choose to age in place.

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County of Dufferin's Age Friendly Needs Assessment and Strategic Action Plan

When the term “Housing” is used, the bricks and mortar of a house or apartment building often comes to mind, but what is evident from the consultation was the desire for Dufferin County residents to not only have access to affordable, accessible housing but to also maintain their independence while aging in place. Here are some key housing needs that were shared from the consultative process:

For the purpose of this report, focus has been centred on the last 2 points which relates to either alternative housing options such as long term care or accessing care to support older adults to age in place.

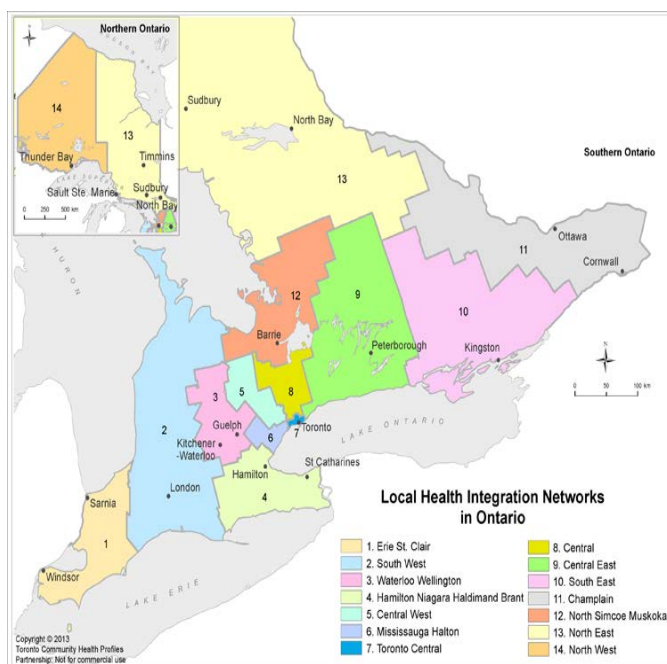
### Long Term Care

Long-Term Care (LTC) Homes provide care and services for people who no longer are able to live independently or who require onsite nursing care, 24-hour supervision or personal support. Eligibility criteria for admissions includes:

- be age 18 or older
- have a valid Ontario Health Insurance Program (OHIP) card
- have care needs including:
  - 24-hours nursing care and personal care
  - frequent assistance with activities of daily living
  - on-site supervision or monitoring to ensure safety or well-being
  - have care needs which cannot be safely met in the community through publicly-funded community-based services and other care-giving support
  - have care needs which can be met in a long-term care home

## Accommodation Options for Older Adults in Dufferin County

Wait times for admission into long term care can be several years dependent upon location, care needs and type of accommodation applied for (private, semi-private and basic accommodation) with basic accommodation typically being the longest. Below is the wait list for Ontario as of February 2019 listed by each Local Health Integration Network (LHIN):



LHIN	# of people on wait list
Central	5,106
Central East	7,287
Central West	968
Champlain	3,321
Erie St. Clair	792
Hamilton Niagara Haldimand Brant	2,759
Mississauga Halton	2,313
North East	2,057
North Simcoe Muskoka	1,937
North West	840
South East	1,444
South West	1,728
Toronto Central	2,599
Waterloo Wellington	1,683
<b>Ontario</b>	<b>34,834</b>

There are currently 629 long term care homes in Ontario with 23 of them located in the Central West LHIN. Admissions and wait lists to long term care are managed through the LHIN with every available bed open to admission to anyone located in the province that meets the eligibility criteria (admission to a Central West LHIN LTC facility is not restricted to residents of the Central West LHIN).

As well, the landscape of Long Term Care is rapidly changing as the acuity levels of residents being admitted are increasing. With community programs supporting older adults aging in place, residents are being admitted much older and frailer than even five years ago. Roughly 70% of adults living with dementia will end up admitted to long term care due to the nature of the disease.

*“Seniors whose dementia has progressed to the middle or advanced stages are the core population in long-term care homes. Two out of three (64%) residents have been diagnosed with Alzheimer’s disease or another dementia. Overall, 90% of residents in long-term care have some form of cognitive*

*impairment, not solely from dementia but from other causes such as stroke and memory loss.<sup>1</sup>*

Providing personal care and medical treatments requires a specialized approach because dementia is often accompanied by challenging behavioural symptoms, also called responsive behaviours. Care provided to residents with cognitive impairment is undergoing a much needed evolution in Ontario with task focused care evolving to emotional, person-centred care.

### Supportive Housing

Supportive housing is defined as a combination of housing subsidy and supports that enable people to live as independently as possible in a community setting. While a wide range of people are captured in this definition including older adults and high risk seniors, the focus of supportive housing programs may vary to also include those with mental health related needs or those with physical or developmental disabilities. For older adults, supportive housing enables those who need some support with daily activities to live as safely and independently as possible in a community setting and to delay admission to LTC and avoid admission to hospital. Since supports that are provided are based on care needs, supportive housing is typically a more affordable option compared to long term care. The term “Assisted Living” is often used in tandem with supportive housing and refers to the core services provided through the Ministry of Health and Long Term Care that is either funded or provided on a cost sharing basis through a community support services program. Currently, there are long wait lists for supportive housing in the province (in some cases as long as 8-10 years)<sup>2</sup>.

### Campus of Care

A campus of care setting may include a combination of supportive housing, seniors housing, retirement homes or life lease buildings located on or near the same site as a LTC facility. The ideal scenario would be for a continuum of care, or, for one to transition through the campus as their care needs change. However, LTC placement policies often presents barriers to this transition. For example, while one spouse may have greater care needs which may lead to long term care, there is no guarantee that the spouse would be admitted to that continuum’s LTC facility thus resulting in the spouses being separated.

### Housing Innovations

Throughout the province, there are a number of housing innovations occurring such as programs that provide grants to homeowners and developers to build “age friendly” houses and developments, shared seniors accommodations such as Rosehill Heights, located in Barrie, which brings together older adult women to live together, as well as the Abbeyfield model of care, a charitable organization that operates seniors housing.

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<sup>1</sup> OLTC “*This is Long Term Care 2018*”; April 2018

<sup>2</sup> OANHSS “*Bridging the Gap – Supportive Housing for Seniors*”; September 2016

## **Accommodation Options for Older Adults in Dufferin County**

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In conclusion, affordable or subsidized housing remains a key need for older adults. While Retirement Homes remain an option, affordability may be a barrier for a large number of older adults who are on a fixed income. A more in depth review of accommodation options shall be completed that will address which models may best meet the needs of Dufferin County's older adult population in order to ensure the right care is accessible at the right time.

### **Financial Impact**

While there is no financial impact at this time, Council has approved staff to prepare and release an RFP for consulting services to assess the current and future accommodation needs for the older adult population in Dufferin County.

### **Strategic Direction and County of Dufferin Principles**

1. **We Manage Change:** by proactively addressing changes in regional needs;
2. **We Deliver Quality Service:** by consistently delivering high quality, cost-effective services.
3. **We Communicate:** by providing information regarding the options for accommodations for older adults
4. **We make good decisions:** by fostering an environment of collaboration to ensure informed and thoughtful decisions that are reflective of the needs of the community.

### **Recommendation**

**THAT the report of the Administrator, Dufferin Oaks, dated May 23, 2019, titled Accommodation Options for Older Adults in Dufferin County, be received.**

Respectfully submitted,

Brenda Wagner  
Administrator, Dufferin Oaks