



HEALTH & HUMAN SERVICES COMMITTEE AGENDA

Thursday, February 24, 2022 at 1:00 p.m.

By video conference – The meeting will be live streamed on YouTube at the following link: <https://www.youtube.com/channel/UCCx9vXkywflJr0LUVkKnYWQ>

Land Acknowledgement Statement

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

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

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

Roll Call

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

To submit your request to ask a question please contact us at info@dufferincounty.ca or 519-941-2816 x2500 prior to 4:30 p.m. on March 23, 2022.

REPORTS

1. HEALTH & HUMAN SERVICES – March 24, 2022 – ITEM #1
Dufferin County Equity Collaborative 2021 Report to the Community

A report from the Director of Community Services, dated March 24, 2022, to share the 2021 Dufferin County Equity Collaborative (DCEC) Report to the Community.

Recommendation:

THAT the report of the Director, Community Services, titled Dufferin County Equity Collaborative 2021 Report to the Community, dated March 24, 2022, be received.

2. HEALTH & HUMAN SERVICES – March 24, 2022 – ITEM #2
Housing Benefits & Funding Update 2022

A report from the Director of Community Services, dated March 24, 2022, to provide an overview of the housing allowance programs the Community Services Housing Services Division will be operating effective April 1, 2022 onwards and details on a newly announced funding consolidation.

Recommendation:

THAT the report of the Director, Community Services, titled Housing Benefits and Funding Update Report 2022, dated March 24, 2022, be received.

3. HEALTH & HUMAN SERVICES – March 24, 2022 – ITEM #3
Dufferin Oaks 2021 Resident & Family Satisfaction Survey

A report from the Administrator of Dufferin Oaks, dated March 24, 2022, to inform committee members of the results of the annual Dufferin Oaks Resident and Family Satisfaction Survey.

Recommendation:

THAT the report of the Administrator of Dufferin Oaks, dated March 24th, 2022, with regards to the Dufferin Oaks 2021 Resident and Family Satisfaction Survey, be received.

Next Meeting

Thursday, April 28, 2022 at 1:00 p.m.

Video Conference



REPORT TO COMMITTEE

To: Chair Rentsch and Members of the Health and Human Services Committee

From: Anna McGregor, Director of Community Services

Meeting Date: March 24, 2022

Subject: **Dufferin County Equity Collaborative 2021 Report to the Community**

In Support of Strategic Plan Priorities and Objectives:

Good Governance - ensure transparency, clear communication, prudent financial management

Inclusive and Supportive Community – support efforts to address current and future needs for a livable community

Purpose

The purpose of this report is to share the 2021 Dufferin County Equity Collaborative (DCEC) Report to the Community.

Background and Discussion

The attached 2021 DCEC Report to the Community provides a highlight of key activities and accomplishments of DCEC members during the 2021 calendar year. Despite the ongoing challenges still present with the pandemic, the DCEC members continued to do the work. DCEC remains dedicated towards improving outcomes in Housing and Homelessness, Health Equity and Employment. Together the collaborative continues to focus on reaching the vision that “every resident of Dufferin County will have the opportunity to reach their full potential”.

In 2021, DCEC welcomed the Orangeville Food Bank in the co-chair role alongside the County of Dufferin.

The collaborative also changed the name of the Lived Experience Advisory Network to Partners with Lived Experience in order to better reflect the deep investment of DCEC in including those who have lived/living experience in the collaborative.

DCEC members continue to adapt and find new ways to ensure those who need services and supports are able to access them in this constantly changing environment. This report is a summary of progress made in 2021 and it acknowledges the efforts of those who have contributed to another successful year.

DCEC has strong partnerships with many of the local human services agencies, and are thankful for the time, dedication, and efforts of all individuals, local agencies and service providers involved in this collaboration. Together DCEC is making great progress towards having an impact.

Financial, Staffing, Legal, or IT Considerations

There is no impact at this time.

Recommendation

THAT the report of the Director, Community Services, titled Dufferin County Equity Collaborative 2021 Report to the Community, dated March 24, 2022, be received.

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Attachments:
2021 DCEC Report to the Community



2021

Report to the Community



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From the Co-Chairs

The same but different, that is how 2021 can be described. Despite the ongoing challenges still present with the pandemic, the DCEC members continued to do the work, as can be seen in the 2021 DCEC Report to the Community. DCEC members continue to adapt and find new ways to ensure those who need services and supports are able to access them in this constantly changing environment.

DCEC remains vigilant. We are stronger together. It is with the strength in collaboration that DCEC members work towards the vision that every resident of Dufferin County will have the opportunity to reach their full potential. As co-chairs, we would like to thank all of our active members and look forward to continuing to advance equity in the Dufferin community in 2022.

Anna McGregor
Director of Community Services

Heather Hayes
Executive Director



About DCEC

The Dufferin County Equity Collaborative (DCEC) formed in 2018. It was created when the Dufferin County Poverty Reduction Task Force and the Local Health Integration Network Poverty Sub-Collaborative recognized they could benefit from combining their skills and knowledge. The tables joined and held their first meeting on December 13, 2018. The collaborative is comprised of member agents representing a diverse cross section of:

- HUMAN SERVICE PROVIDERS
- DECISION MAKERS
- COMMUNITY LEADERS

VISION & MISSION:



**EVERY RESIDENT OF
DUFFERIN COUNTY WILL
HAVE THE OPPORTUNITY
TO REACH THEIR FULL
POTENTIAL**



**A COLLABORATIVE BROAD
BASE OF STAKEHOLDERS
WHO ARE WORKING
TOGETHER TO IMPROVE
THE QUALITY OF LIFE OF
DUFFERIN COUNTY
RESIDENTS**

VOTING MEMBERS:

- Alzheimer Society of Dufferin County
- Canadian Mental Health Association (CMHA) Peel-Dufferin
- Catholic Family Services Peel-Dufferin
- Choices Youth Shelter
- Community Member
- County of Dufferin
- Dufferin Area Family Health Team
- Dufferin Child & Family Services
- Family Transition Place
- Friends and Advocates Peel
- Georgian College
- Habitat for Humanity
- Hospice Dufferin
- Town of Orangeville
- Orangeville Food Bank
- Services and Housing in the Province (SHIP)
- TeleCheck (Headwaters Health)
- United Way Guelph Wellington Dufferin
- Upper Grand District School Board
- Workforce Planning Board of Waterloo Wellington Dufferin



Why Equity

Equity involves trying to understand what people need to participate and prosper in the community, and providing them with the right level of supports and resources to reach their full potential. Understanding barriers that individuals face and providing an opportunity to reduce those barriers (i.e. low income), is the first step to achieving equity. It is important to keep in mind that equity is subjective and personal. DCEC is working towards reducing inequities, removing barriers and creating equitable opportunities that support the well-being for all members of our community.

CURRENT PRIORITY AREAS:

There are a multitude of barriers which effect an individuals ability to reach their full potential. However, the DCEC stakeholders agreed that currently in the community certain factors in particular are top priority. The collaborative has also acknowledged that there is a need to include the voice of those who have lived/living experience of poverty and inequity. Therefore, DCEC is also working towards a partnership with those who have lived experience. Present priority areas include:

**Housing &
Homelessness**

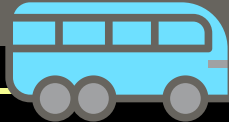
Employment

Health Equity

**Partners with
Lived
Experience**

Where we Have Been

Equity this way ->



Nov. 2015

- Dufferin Housing/Poverty Forum was held. Importance was placed on establishing a local Poverty Task Force and local strategy



Feb. - Oct. 2016

- First meetings on poverty reduction and first two DC MOVES Forums
- Consultant was hired to create an environmental scan of poverty in Dufferin. Early results were discussed at the Forum
- Pillars of Community Wellbeing, Poverty Reduction and Resource Sharing were set

<-Equity this way

Nov. - Jan. 2017

- The pillars were presented to County Council along with a request for funding
- Formalized structure of DC MOVES was established as well as the pillars
- The DC MOVES leadership table was formed, with members from Public Health, Georgian College, HCIA and the County of Dufferin



May - June 2019

- Work completed by groups
- Conducted six-month review meeting in June. Reviewed each working group's progress to date
- Revealed the DCEC logo, social media and website

Equity this way ->

Feb. - Apr. 2019

- Group chose three areas of focus
- Survey and vote on actions for roadmap
- Started Tamarack Institute - Vibrant Communities' - *Getting to Impact program*
- Reviewed actions for priority areas. Invited members to join a working group for one of the areas

Sept. - Dec. 2018

- The two poverty groups joined
- New TOR presented. Moved away from DC MOVES leadership
- New name Dufferin County Equity Collaborative (DCEC) adopted
- County of Dufferin & Public Health became co-chairs
- DCEC launch meeting
- Review of TOR by attendees and call to membership
- Review of new draft of roadmap and priorities



Jan. - May 2018

- Community Poverty Reduction Summit was held. Elaine Capes became DC MOVES Coordinator
- Finalization process for roadmaps and inventory of agency actions
- Connected with the CW-LHIN
- Questions raised on Terms of Reference (TOR) and connection to DC MOVES
- Discussion of joining DCPRTF & CW-LHIN Poverty Sub Collaborative



Sept. - Dec. 2019

- Largest *Bridges Out of Poverty* workshop in Dufferin was held (94 attended)
- Attended the 2019 Cities Reducing Poverty Ending Poverty in Canada event
- The County proclaimed October 17 as the *International Day for the Eradication of Poverty* in Dufferin
- Released the *2018/2019 Report to the Community*

Mar. - Dec. 2020

- COVID-19 disruption
- Despite the challenges of the pandemic, DCEC continued to make progress on areas of inequity in Dufferin
- Headwinds and tailwinds of the pandemic explored
- Released the *2020 Report to the Community*



How we Create Change



PATHWAYS TO CHANGE:



ADVOCATING, INFORMING & BUILDING AWARENESS

- Championing and giving a voice to the need for system and policy changes that reduce inequities
- Increasing public, influencer and decision-maker awareness and will
- Informing key parties about local needs and priorities to influence policy, and service design, delivery and evaluation



MINIMIZING SERVICE BARRIERS

- Defining the boundaries, actors and relationships in the system and providing service from a system lens
- Understanding service access through a client, patient, etc. perspective
- Responding (to needs and designing system accordingly) from the client perspective



INNOVATING SOLUTIONS

- Informing planning and decisions through evidence
- Creating or adjusting programs, services, and practices
- Recognizing and acting on opportunities to make immediate change to improve services

SPEAK OUR LANGUAGE:



IMPACT:

The effect of outcomes that contribute to our overall vision



OUTCOMES:

Actions, behaviour changes, etc., by key system actors that contribute to our goals (i.e. increase the awareness of housing and homelessness issues with local decision makers)



HORIZONS:

The three horizons is a strategy framework to think about the future. These horizons are:



- CRISIS MANAGEMENT



- RECOVERY



- TRANSFORMATION

They can happen all at the same time, or we may shift back and forth between these horizons for the next few years

Priority Area - Housing & Homelessness

2021 GOAL:

Members of the community will have equitable opportunities to find and maintain housing. Housing instability and homelessness will be prevented

Despite the increasing house prices and ongoing challenges present with the pandemic, members of the DCEC Housing & Homelessness working group were able to move the needle on eliminating chronic homelessness in Dufferin.

2021 INTENTIONS & REALITIES:

INTENDED OUTCOMES	REALIZED OUTCOMES
Increase awareness of housing and homelessness challenges in Dufferin County	<ul style="list-style-type: none">Continued disbursement of the "Are You Homeless in Dufferin" contact cards out to the communityCreated the housing postcard campaign to give voice to people who were struggling with housing and homelessness. Over 1,000 postcards were distributed to agencies in the community to pass on to their clients, staff, and volunteers. The postcards were self-addressed and people were asked to fill it out and send them to the Town of Orangeville to help stress the need for more affordable housing in the area
Explore options to increase supply of affordable housing options	<ul style="list-style-type: none">No action taken in 2021 due to COVID-19
Increase access to affordable rental housing options	<ul style="list-style-type: none">Implemented OPHI/CHHAP/COHB Housing Allowances. OPHI provided housing allowances to 55 households. COHB provided a total of 22 households with a portable housing benefit. CHHAP provided 16 chronically homeless individuals with a portable housing allowance
Greater prevention initiatives to help maintain existing housing	<ul style="list-style-type: none">Increased funding - Social Services Relief Funding and Reaching Home funding to help obtain/maintain housing

Priority Area - Employment

2021 GOAL:

Members of the community will have equitable access to employment opportunities with the ability to achieve economic well-being

In 2021, businesses were still responding to public health measures as they were implemented and reversed off and on. Individuals and families continued to be faced with challenging situations (i.e. increase in costs of goods/services, etc.). Yet the members of the DCEC Employment working group continued on with determination.

2021 INTENTIONS & REALITIES:

INTENDED OUTCOMES

Increase awareness of challenges employers and employees face in DC

Increase awareness and access to local skills training, vocation and apprenticeship opportunities

Advocate for Living Wage and benefits and Basic Income

REALIZED OUTCOMES

- Developed *Work from Home* series - 3 videos for employers and 2 for jobseekers now available as professional development (www.youtube.com/channel/UCGFsggLdDcM8NbldLL453yw)
- Recorded *Let's Talk Hiring Dufferin*- information for employers about how to access people and changes they need to make in recruitment (www.youtube.com/channel/UCGFsggLdDcM8NbldLL453yw)

- Promoted Findyourjob.ca (backed by Dufferin County) provides info around jobs and tags apprenticeship opportunities (added jobseeker accounts to customize search)
- Recorded *Is Apprenticeship for me?* Video series (www.workforceplanningboard.com/projects/apprenticeship)

- No action taken due to COVID-19

Priority Area - Health Equity

2021 GOAL:

Members of the community will have equitable opportunities to be healthy, by having access to quality care that is fair, dignified and appropriate to needs

The pandemic continues to be a challenge for those in health and wellness related sectors as third and fourth waves occurred. Those in healthcare who serve the public also have a markedly higher risk of becoming infected with COVID-19. Members of the DCEC Health Equity working group demonstrated fortitude and met several objectives.

2021 INTENTIONS & REALITIES:

INTENDED OUTCOMES	REALIZED OUTCOMES
Awareness raising and capacity building for health equity at the local institutional levels	<ul style="list-style-type: none">• Aligned with the Hills of Headwaters Collaborative Ontario Health Team (OHT) considering Diversity, Equity and Inclusion, to ensure we have the voices of the community represented in creating processes and policies reflective of their needs• Continued supporting the Cold & Flu Clinic, which allowed access to health care for all patients in our community• Ongoing support of the establishment of the Congregate Settings Working group, keeping those at most risk front and centre
Increase our knowledge and understating of lived experience and what would help to lessen negative impact	<ul style="list-style-type: none">• Suggested more patient stories and representation at all levels or working groups, etc.• Met with persons with lived experience
Raise awareness of the root causes of health equity within the community	<ul style="list-style-type: none">• Created communications directed at the community that increased knowledge and understanding of health equity and causes of inequity
Identify and remove service barriers to reduce health inequities	<ul style="list-style-type: none">• Ensured providers have access to education (such as Sanyas Cultural safety training) as knowledge is power
Utilize data and evidence to ensure evidence informed system and community planning (i.e. data sharing)	<ul style="list-style-type: none">• Suggested reach out to the OHT digital working group for data sharing agreement templates• Connected with the OHT around data that may be available to us, in order to inform planning

Partners with Lived Experience

Formerly known as the Lived Experience Advisory Network (LEAN), Partners with Lived Experience was re-named to better reflect the deep investment of DCEC in including those who have lived/living experience in the collaborative.

Unfortunately, due to public health restrictions, most meetings, services and programs have been virtual since the start of the pandemic. This made a continuation of a participation barrier. As such, this focus was temporarily put on hold for 2021. However, an application was submitted to the United Way in the fall of 2021 for a funding opportunity, which will assist with building our partnership with people with lived experience throughout 2022.



Call to Action

We open the invitation to others to join the effort to improve the lives of the residents of Dufferin County. How you can be part of the action:

- Share this report with your contacts
- Spread the word about DCEC
- Visit the website, Facebook, Twitter and share our posts
- Answer surveys
- Visit and take part in *Join In Dufferin*
- Attend trainings and workshops that are available

WHERE TO FIND US:

Website:



<http://dcmoves.org/priority-pillars/dufferin-county-equity-collaborative/>

Facebook:



www.facebook.com/dufferincountyequitycollaborative

Twitter:



twitter.com/ActionHCIA

Join In Dufferin:



<https://joinindufferin.com>

ACKNOWLEDGEMENTS:

We are thankful for the time, dedication, and efforts of all individuals, local agencies and service providers involved in this collaboration. We appreciate and want to thank each and every one of you. Let us continue together with our collaborative approach to creating an equitable, safe and inclusive community.

DCEC is pleased to have partnerships with many of the local human services agencies. Together we have a larger impact. In particular, we would like to thank County of Dufferin Council, our co-chairs, voting members, member agencies and all partners. Thank you also to our working group members, and presenters. Special thanks also to the Tamarack Institute and the Cities Reducing Poverty Team.

Closing Thoughts from the Warden

On behalf of the County of Dufferin, I am pleased to present the *2021 DCEC Report to the Community*. The COVID-19 pandemic continues to impact us all, but not equally. We have carried on with our dedicated work to address inequity in Dufferin County.

Despite the continuing challenges of this past year, DCEC has made progress on areas of inequity in Dufferin. This report highlights the important work underway in our community. Of course, we always look to do more. The County of Dufferin is grateful and thanks the DCEC members who have been dedicated to addressing poverty and inequity in Dufferin, when we work together, amazing things can happen.

Wade Mills

Warden



MOVING FORWARD WE WILL:

- Expand collaborative to include the voice of people with lived experience
- Continue to strengthen collaboration with additional members and partners
- Leverage what we each bring to the table
- Take into account changes brought on by the pandemic
- Take care of ourselves and each other

APPENDIX A:

GLOSSARY OF TERMS, ACRONYMS, & ABBREVIATIONS

- BI - Basic Income
- BNL - By-Name List
- CAB - Community Advisory Board
- CAT - Coordinated Access Table
- CATH - Coordinated Access Transitional Housing Program: provides those who are identified as chronic on the BNL with a transitional unit for up to three months
- CHHAP - Chronic Homeless Housing Allowance Program
- Chronic homelessness: refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: they have a total of at least 6 months (180 days) of homelessness over the past year; they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days)
- COHB - Canada-Ontario Housing Benefit
- CSWB - Community Safety & Well-being
- CW - LHIN - Central West Local Health Integration Network
- DAFHT - Dufferin Area Family Health Team
- DBOT - Dufferin Board of Trade
- DCEC - Dufferin County Equity Collaborative
- DC MOVES - Dufferin County – Managing Organizing Validating Engagement Strategy
- DEI - Diversity, Equity, and Inclusion
- HCIA - Headwaters Communities in Action
- HHCC - Headwaters Health Care Centre
- Impact: the effects of outcomes that contribute to our vision
- LEAN - Lived Experience Advisory Network
- OHT - Ontario Health Team
- OW - Ontario Works
- OPHI - Ontario Priorities Housing Initiative Housing Allowance Program
- Outcomes: actions, behavior changes, etc., by key system actors that contribute to our goals (i.e. increase in decision makers awareness of equity)
- Output: the number of people affected or number of items produced by an action
- SHIP - Services and Housing In the Province
- TOR - Terms of Reference
- WPB - Workforce Planning Board



REPORT TO COMMITTEE

To: Chair Rentsch and Members of the Health and Human Services Committee

From: Anna McGregor, Director of Community Services

Meeting Date: March 24, 2022

Subject: **Housing Benefits and Funding Update 2022**

In Support of Strategic Plan Priorities and Objectives:

Good Governance - ensure transparency, clear communication, prudent financial management

Inclusive and Supportive Community – support efforts to address current and future needs for a livable community

Purpose

This report provides an overview of the housing allowance programs the Community Services Housing Services Division will be operating effective April 1, 2022 onwards and details on a newly announced funding consolidation.

Background and Discussion

The Housing Access Dufferin (HAD) centralized waitlist had a monthly average of 742 applicant households on the waitlist in the fourth quarter of 2021, the highest ever in the County of Dufferin.

The average wait time to be housed is approximately 4-8 years. In order to relieve some of the strain on the waitlist and to help those that are vulnerable in our community, several housing allowance programs will continue to be offered from April 1, 2022 onwards. (Report CC 2020-05-28 Housing Benefits Update provided details on how the programs started.) The table on the next page provides a brief overview of each of the current programs.

Program Name	Delivery Provided By	Eligibility / Criteria	Amount Provided (\$)	Who Receives	Duration	Impact to Wait List
OPHI – Housing Allowance	Direct Delivery effective April 1 2022 (previous shared delivery)	Waitlist Income	\$250, \$325, or \$400	Client or landlord, client's choice	6 or 7 years remaining with potential for extension	Recipients status put in pending on wait list
CHHAP – Chronic Homeless Housing Allowance Program	Dufferin County	Chronic Homeless on the By-Name List (BNL)	Maximum \$1097 per month	Client or landlord, client's choice	No end date	Remain Active on the Wait List, i.e. this is not intended as long term
COHB – Canada Ontario Housing Benefit	Shared delivery with the Ministry	Waitlist Income	Calculation, similar to CHHAP, avg. \$702	Client or landlord, client's choice	6 years, remaining with potential for extension	Can allocate for approx. 26 recipients Applicants must cancel wait list application
Community Homelessness Prevention Initiative replaced by Homelessness Prevention Program Housing Allowance	Dufferin County	By-Name-List Chronic & Non-Chronic Homeless	Maximum \$1097.00 per month	Client or landlord, client's choice	Annual renewal required	Program started in July 2021 Renamed April 2022 due to provincial funding changes

The first program, the Ontario Priorities Housing Initiative (OPHI) Housing Allowance Program, is a financial supplement funded by the Province to eligible renter households, to help them pay their rent. Households that are eligible for the program could receive \$250.00, \$325.00 or \$400.00 per month. Approximately 65 clients receive this allowance.

This program provides housing allowance supports for clients on the Housing Access Dufferin (HAD) waitlist. Effective April 1, 2022, it will be delivered directly by the County of Dufferin.

The second program, the Chronic Homeless Housing Allowance Program (CHHAP), is funded through repurposing of existing municipal monies from the Social Assistance Restructuring and Reinvestment (SARR) budget. The allowance is used to address chronic homelessness for around 10 individuals or households.

The third program is the Canada-Ontario Housing Benefit (COHB), which builds on the Canada-Ontario Bilateral Agreement under the National Housing Strategy, will provide funding directly to approximately 26 households that are on the waitlist.

The final program, funded from the Community Homelessness Prevention Initiative (CHPI) is being updated. The province announced on March 7, 2022, they were consolidating the Community Homelessness Prevention Initiative, Home For Good and the Strong Communities Rent Supplement Program into one flexible Homelessness Prevention Program, beginning April 1, 2022. (The County of Dufferin does not receive Home for Good funding.) At the time of this report, staff are reviewing the information provided by the province, to determine what the change in funding will mean to existing programming. The intent will be to continue funding existing homelessness services and allocate any additional funding to create new Housing Allowances.

Program				2021-22 Allocation	2022-23 Before Change	2022-23 Revised Allocation
Community	Homelessness	Prevention	Initiative (CHPI)	\$861,461	\$861,461	N/A
Strong Communities	Rent	Supplement	Program (SCRSP)	\$166,139	\$166,139	N/A
Homelessness Prevention Program (HPP)				N/A	N/A	\$1,112,100
Canada-Ontario	Community	Housing	Initiative (COCHI)	\$0	\$1,380	\$1,380
Ontario Priorities Housing Initiative (OPHI)				\$337,400	\$307,600	\$307,600
Canada-Ontario Housing Benefit (COHB)				\$32,408	\$169,800	\$169,800
TOTAL				\$1,397,408	\$1,506,380	\$1,590,880

Overall the increase to funding is \$84,500. The housing allowance programs are aimed at addressing local housing needs and priorities. They are used to help reduce the pressure on the waitlist and to assist those that are vulnerable to achieve housing stability by providing financial help to assist with rental costs in the private market. Subsidy is tied to the recipient and not the unit.

The housing allowances detailed in this report are in addition to the County's rent supplement program. Private landlords enter into agreements where units are added to the community housing portfolio. Currently there are around 89 units. (Of those units, currently 23 are funded from the Strong Communities Rent Supplement Program.) These provide Rent Geared to Income assistance to tenants with a private landlord, where the subsidy is tied to the unit. The details also do not include the temporary Housing Allowance program that operates with Family Transition Place (FTP), which currently offers fixed subsidy of \$537 or \$268 per month, depending on household size, to 10 households and will expire on March 31, 2023. That program was funded from the Social Investment and Infrastructure (SIF) funding.

Financial, Staffing, Legal, or IT Considerations

There is no impact at this time. An update report will be provided in due course when the details from the newly formed Homelessness Prevention Program have been finalised.

Recommendation

THAT the report of the Director, Community Services, titled Housing Benefits and Funding Update Report 2022, dated March 24, 2022, be received.

Respectfully Submitted By:

Anna McGregor
Director, Community Services



REPORT TO COMMITTEE

To: Chair Rentsch and Members of Health and Human Services Committee

From: Brenda Wagner, Administrator

Meeting Date: March 24, 2022

Subject: **Dufferin Oaks 2021 Resident and Family Satisfaction Survey**

In Support of Strategic Plan Priorities and Objectives:

Good Governance – ensure transparency, clear communication, prudent financial management

Inclusive & Supportive Community – support efforts to address current & future needs for a livable community

Purpose

The purpose of this report is to inform committee members of the results of the annual Dufferin Oaks Resident and Family Satisfaction Survey.

Background & Discussion

As part of the Quality Services program at Dufferin Oaks, residents and families are surveyed to evaluate their satisfaction with care and services provided. This survey is conducted annually with input from the Residents Council as well as the Family Council.

Surveys were distributed November 2021 and the results are included as an attachment to this report. The response rate was 56% or 88 surveys were returned which has increased significantly from the previous survey which had a 25% response rate. Over 70% of the respondents completed surveys online which may have contributed to the increased level of participation.

Of note is that of those responding in the "Your Overall Satisfaction" section, an average score of 96.25% was received for "Your Overall Satisfaction" with care and services with and "Your Overall Satisfaction" with clean and well-maintained home. As well, 98.7% of respondents stated that they would recommend the Home to others requiring long-term care.

Financial, Staffing, Legal, or IT Considerations

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

Recommendation

THAT the report of the Administrator of Dufferin Oaks, dated March 24th, 2022, with regards to the Dufferin Oaks 2021 Resident and Family Satisfaction Survey, be received.

Respectfully Submitted By:

Brenda Wagner,
Administrator

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: *Resident Family Opinion Survey 2021*

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: *Leadership*

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: *March 2022*

STANDARD	RESULTS OF MONITORING	ACTIONS
<p>Ratings of Agree/Not Applicable will be achieved for 85% of surveys returned.</p>	<p>2021 survey questions were reviewed by Family Council and Residents Council prior to distribution. Surveys were mailed out in November and we again provided a link to Survey Monkey so those who wished could fill out the survey on line in addition to mail, fax or hand delivering.</p> <p>Overall Response Rate: 88 surveys were completed (27 paper and 61 electronic) or 56%. 92.1% of surveys were completed by Family Member(s)/Friend and 7.9% with input from both Family and Resident.</p> <p><u>Overall Score on “Your Overall Satisfaction” Questions = 96.25% Satisfaction Rate.</u> (80 responses) (“Your Overall Satisfaction” on care and services = 96.25% and “Your Overall Satisfaction” on clean and well-maintained home = 96.25%)</p> <p><u>98.7% would recommend the Home to others requiring long term care.</u> (76 responses)</p> <p><u>Staff treat my family member with respect = 98.7%</u> of respondents selected Yes; 1.3% had No Opinion (77 respondents)</p> <p><u>1. Personal Care and Service:</u> Standard exceeded for all questions.</p>	<p>Suggestions/comments were reviewed by the Senior management team members.</p>

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: *Resident Family Opinion Survey 2021*

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: *Leadership*

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: *March 2022*

STANDARD	RESULTS OF MONITORING	ACTIONS
	<p>My Family member is well cared for – 97.5% Care is provided in a kind, friendly, and gentle manner – 96.25%</p> <p><u>2. Communication/ Advocacy:</u> Standard exceeded for all questions. The Home keeps me informed about changes in my family members status – 94.8% When I have concerns about resident care issues, I know whom to communicate these concerns to – 91% I feel comfortable expressing my opinions and feelings about my family member’s care. – 100%</p> <p><u>3. Living Environment:</u> Standard exceeded for all questions. Overall, I am satisfied that Dufferin Oaks is clean and well maintained – 96.25%</p> <p><u>4. Participation:</u> Standard exceeded for all questions. My family member is given the choice to participate in in-Home activities. (6.7% had no opinion) – 92%</p> <p><u>5. Quality of Life:</u> Standard exceeded for all questions. Staff, volunteers and others demonstrate a genuine concern about my family member’s well-being. – 98.7% (1.3% had no opinion)</p> <p>Areas where we could improve (individual comments)</p> <p>Social worker needs to be full time</p> <p>Contract with Massage Therapist and manicurist - fee for</p>	

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: *Resident Family Opinion Survey 2021*

RISK MANAGEMENT ASSESSMENT: ☐ ☐

DEPARTMENT/TEAM: *Leadership*

QUALITY ASSURANCE ASSESSMENT: ☒ ☐

DATE: *March 2022*

STANDARD	RESULTS OF MONITORING	ACTIONS	
	<p>services rendered similar to hairdresser. This would help with hand hygiene and overall comfort</p> <p>The auditorium made up into a place where families can meet</p> <p>normally the calendar were supplied in the residence room, now only on the first floor cubby</p> <p><i>Areas where we exceed expectations (individual comments)</i></p> <p>Staff very courteous, kind, caring, loving. The teamwork is exceptional</p> <p>Mom enjoys her meals and joining the other ladies for their various meals</p> <p>We are so impressed with the quality of care being provided by staff in the Mulmur/Mono unit. They genuinely care for our family member and are so committed to their work! Keep up the fantastic work!</p> <p>I love the Dufferin Oaks staff. Everyone seems to really care for Mom.</p> <p>Should I say, you have exceed expectations; then there would be no room for going above expectations and beyond.</p>	<p><i>Concerns on individual surveys were forwarded to applicable managers and have been or are being addressed as able.</i></p>	

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: *Resident Family Opinion Survey 2021*

RISK MANAGEMENT ASSESSMENT: ☐ ☐

DEPARTMENT/TEAM: *Leadership*

QUALITY ASSURANCE ASSESSMENT: ☒ ☐

DATE: *March 2022*

STANDARD	RESULTS OF MONITORING	ACTIONS	
	<p>Staff at Dufferin Oaks are absolutely phenomenal! Every single one that i have come into contact with are friendly, kind, have a sense of humour and treat my mother like the lovely person she is.</p> <p>Best LTC facility probably in all of Ontario</p>		

ASSESSED BY: *Brenda Wagner*

PRESENTED TO Q.S. TEAM ON: *March 2022*

DATE ASSESSED: *March 2022*

PRESENTED TO C.O.M. ON: