



HEALTH & HUMAN SERVICES COMMITTEE AGENDA

Thursday, February 23, 2023 2023 at 1:00 p.m.

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

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

<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.

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at info@dufferincounty.ca or 519-941-2816 x2500 prior to 4:30 p.m. on February 22, 2023.

REPORTS

1. HEALTH & HUMAN SERVICES – February 23, 2023 – ITEM #1
Canada Wide Early Years and Child Care System (CWELCC) Update 2

A report from the Director of Community Services, dated February 23, 2023, to provide an update on the Canada-Wide Early Learning and Child Care System (CWELCC).

Recommendation:

THAT the report of the Director, Community Services, titled Canada-Wide Early Learning and Child Care System (CWELCC) Update 2, dated February 23, 2023, be received.

2. HEALTH & HUMAN SERVICES – February 23, 2023 – ITEM #2
Early Years and Child Care Workforce Strategy Update 2

A report from the Director of Community Services, dated February 23, 2023, to provide an update on the implementation of the Early Years and Child Care Workforce Strategy.

Recommendation:

THAT the report of the Director, Community Services, Early Years and Child Care Workforce Update 2, dated February 23, 2023, be received.

3. HEALTH & HUMAN SERVICES – February 23, 2023 – ITEM #3
Ontario Works Update

A report from the Director of Community Services, dated February 23, 2023, to provide an update on the availability of the new provincially centralised application process of Ontario Works applications and Employment Services.

Recommendation:

THAT the report of the Director, Community Services, dated February 23, 2023, titled Ontario Works Update, be received.

4. HEALTH & HUMAN SERVICES – February 23, 2023 – ITEM #4
Quarterly Community Services Activity Report – Third Quarter 2022

A report from the Director of Community Services, dated February 23, 2023, to provide Council with quarterly infographics that summarize the work undertaken by the Community Services Department, across Housing Services, Ontario Works and Early Years and Child Care (EYCC) Divisions.

Recommendation:

THAT the report of the Director, Community Services, dated February 23, 2023, titled Ontario Works Update, be received.

NOTICE OF MOTIONS

Next Meeting

Thursday, March 23, 2023

Video Conference



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

Meeting Date: February 23, 2023

Subject: Canada-Wide Early Learning and Child Care System (CWELCC) Update 2

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, titled Canada-Wide Early Learning and Child Care System (CWELCC) Update 2, dated February 23, 2023, be received.

Executive Summary

The Canada-Wide Early Learning and Child Care System (CWELCC) establishes the framework for providing a national system of high-quality, affordable and inclusive early learning and child care services for all families and will help lower child care fees for parents. It relieves heavily on the work of Consolidated Municipal Service Managers (CMSM), i.e. the County of Dufferin and local Licenced Child Care providers. Considerable work has been done to date with more development required. This report provides an update on that work.

Background and Discussion

On March 28, 2022, the Provincial and Federal Governments announced they signed a \$13.2 billion agreement to lower licensed child care fees for families and deliver an average of \$10 a day child care by 2025-26.

As the Service System Manager for Child Care and Early Years Services, it is the responsibility of the County's Early Years and Child Care Division to implement the new agreement, referred to as the Canada-Wide Early Learning and Child Care (CWELCC)

System. See report CC 2022-04-14 Early Learning and Child Care Update and CC 2022-08-18 Canada-Wide Early Years and Child Care System (CWELCC) Update.

The goals of CWELCC are to: offer financial relief through lower licensed child care fees for children under six (6) years of age, beginning with a reduction of 25% of fees in 2022 and increasing to about 50% in 2023; strengthen and stabilize the early learning and child care workforce; create additional high quality and affordable licensed child care spaces; address barriers to provide inclusive early learning and child care services; ensure a fair, equitable, transparent and consistent approach to the implementation of the CWELCC system; and increase wage compensation for low wage earners to support the recruitment and retention of Registered Early Childhood Educators (RECEs). A separate report that specifically provides an update on the Workforce Strategy has been included in this committee cycle.

Since the CWELCC announcement, significant work has been conducted by the County's Early Years and Child Care (EYCC) Division to initiate the implementation of CWELCC in Dufferin County. This work was conducted in consultation with the Ministry of Education (EDU), other Consolidated Municipal System Managers (CMSM), and Dufferin Child Care Licensees. It has been, and continues to be, an evolving process. Additional information and direction on how to implement the new system continues to come from the province. The 2023 guidelines were released early December 2022.

Of note, the Ontario Child Care Management System (OCCMS), which supports the administration of provincial funding such as Child Care Fee Subsidy, has been updated and continues to be updated further to support the administration of CWELCC. OCCMS administrators continue to support the EYCC Division with the changes to OCCMS.

CWELCC Enrollment

Following consultation between the County's Early Years and Child Care (EYCC) Division and Licensees, a CWELCC Application for Licensed Child Care Operators was developed by staff, with guidance from the Ministry of Education, and launched on July 21, 2022. The application has been used by Licensees to submit information and request the County's approval to enrol in CWELCC. To enrol in CWELCC for 2022, Licensees were required to submit their application to the EYCC Division no later than November 1, 2022. Licensees had the option to opt-out (i.e. not enrol) in CWELCC for 2022, and continue to have the option in each subsequent year of the program once enrolled. As part of the approval process, a Financial Viability tool is used to assess Financial Viability of the Operators, which is a requirement of the province for enrolment. Following submission of applications, staff reviewed and approved applications. At this time, 12 of 13 eligible

Licensees (10 centres and two licensed home child care providers) opted-in and are enrolled in the CWELCC System.

The County anticipates that those Licensees who are already enrolled will continue for the 2023 calendar year, and any new Licensees will have the opportunity to apply to the CWELCC System for this calendar year.

CWELCC Policy

A comprehensive policy for CWELCC was written by staff, with guidance from the Ministry of Education, and communicated on July 21, 2022, for use by the Licensees. The policy accompanies the application form and informs the Licensees of all guidelines and requirements to which they are expected to adhere to be approved to enrol in CWELCC, receive funding, and maintain their enrolment status in good standing. This policy will be reviewed and updated as necessary to include any updates that the Ministry of Education releases.

CWELCC Funding and Implementation to Date

For 2022, the County of Dufferin flowed a total of \$1.85 million to enrolled Licensees for parent fee reimbursements and fee reductions. This includes 25% of parent fees, from April 1 to Dec 31, 2022, as well as a 52.75% reduction for January 2023 as directed by Ministry of Education guidelines. The County's child care fee subsidy program and Ontario Works formal child care program also received reimbursements totalling \$509,255. The County has flowed a total of \$33,982 for wage compensation funding, to support increased wages of Registered Early Childhood Educators. The grand total CWELCC spend for the 2022 calendar year, inclusive of January 2023, falls within the County's allocation at \$2.7 million.

So far in 2023, the County is wrapping up 2022 CWELCC funding and has flowed a Business Continuity Grant of \$15,000 to each enrolled Licensee, to support any extra costs associated with transitioning to the CWELCC system. As Licensees have been unable to increase their parent fees under the CWELCC agreement, the County has also flowed an additional cost escalation amount of 6.48% of each Licensee's total 2022 CWELCC fee reimbursement and reduction funding, to support Licensees in covering their increased operating costs for 2022 that may historically have been covered by parent fee increases. The total amount flowed to Licensees for cost escalation is \$122,108. This year, parent fees have now been further reduced by 52.75% from the original amounts they were frozen at as of March 27, 2022. January 2023 funding was included in the 2022 payments,

as indicated above. February 2023 CWELCC funding consisted of fee reduction funding of \$444,758 and wage compensation funding of \$23,649.

County staff are consulting with the Ministry of Education regarding 2023 CWELCC Guidelines in regards to some updates, including a new funding calculation and the reconciliation process.

Access and Inclusion Framework

The Ministry of Education is finalizing the Access and Inclusion Framework, which is being developed under the umbrella of the CWELCC system. Utilizing CWELCC system funding, this framework will support the system's objectives to create 86,000 new high quality, affordable licensed child care spaces (relative to 2019 levels), 53,000 at today's level, and address barriers to provide inclusive child care for children ages 0 to 5 years. There is a focus on supporting child care access for children of low-income families, vulnerable children, children from diverse communities, children with special needs, and Francophone and Indigenous children.

All municipalities have been assigned annual target numbers for licensed age 0 to 5 spaces up to 2026. In Dufferin, the target totals 478 community-based spaces. EYCC Division staff are currently collecting data to make initial reports to the Ministry of Education and initiate the planning process for expanding access and inclusion to licensed child care spaces in Dufferin County. Staff will soon consult with Licensees and other community stakeholders for further planning and implementation under the scope of this framework.

Financial, Staffing, Legal, or IT Considerations

The CWELCC system is in addition to the Child Care Fee Subsidy program. The 2022 funding allocation for CWELCC for the County is almost \$3.4 million. This includes funding for the fee reduction, administration, and workforce compensation. Currently, there is no impact to tax levy.

After reviewing the 2023 CWELCC Guidelines, there have been a few changes to note from 2022. The Ministry has created and provided a Cost-Escalation formula which will provide guidance to County staff with calculating funding to be flowed to Licensees, with separate tracking required for expenses related to funding provided for cost escalation. The Ministry of Education has also introduced a five percent holdback on 2023 child care and

early years allocations, including CWELCC, which will be released upon completion of the Ministry's review of 2023 financial statements and reconciliation process.

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

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



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

Meeting Date: February 23, 2023

Subject: Early Years and Child Care Workforce Strategy Update 2

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, Early Years and Child Care Workforce Update 2, dated February 23, 2023, be received.

Executive Summary

The County of Dufferin, in its capacity as Consolidated Municipal Service Manager (CMSM) of the local Early Years and Child Care system, is responsible to develop and implement a 15-month Early Years and Child Care Workforce Strategy that will stabilize and enhance the early childhood workforce in Dufferin. This report provides an update on the implementation of that work. The Ministry of Education (EDU) have however stipulated that any funding for Workforce Strategy can not be used to increase salaries for staff working in the field. It is also worth noting that funding, to date, is not ongoing for this incredibly important work.

Background and Discussion

In Fall 2020, the federal Fall Economic Statement included a one-time investment of \$420 million in 2021–2022 for the provinces and territories to support the attraction and retention of the early childhood workforce. In August 2021, Canada and Ontario signed a new Early Childhood Workforce Funding Agreement, which provided approximately \$149.9M in one-time funding to the retention and recruitment of a high-quality child care and early years workforce. Report HHS 2022-08-25 Early Years and Child Care Workforce Strategy Update provides details on how that work started.

The County received \$475,926 in one-time funding to work towards this by addressing increased access to professional learning and creating the conditions for sustainable recruitment and retention of qualified Early Childhood Educators (ECEs). This funding must be expended by March 31, 2023. Two deliverables for the funding have been mandated by the Province:

1. Professional Learning Strategy that includes two professional learning days for eligible staff, and mentorship opportunities
2. Child Care and Early Years Workforce Funding Strategy to deliver targeted recruitment and retention strategies that reflect local labour market needs

Professional Learning Strategy

The goal of this strategy is to develop pathways that generate experiences to restore, renew, reimagine, and revive the early learning community. A number of activities and events have been held to increase access to professional learning and support retention of staff in the early years and child care sector. These include:

1. Funding for Professional Learning

Multiple child care centres were awarded funding to pursue their professional learning desires. Through these opportunities, child care centres and their early childhood educators experienced a renewal of practice. These experiences continue to build capacity for a high-quality child care workforce to support children and families in living well together and in relationship with our child care programs.

2. Culture of Reflective Practice

Early Childhood Educators across the County of Dufferin continue to participate in a series of ten sessions designed to create a culture of critical thinking and reflective practice. Seven sessions have been held to date, with the next three being held between January 2023 and March 2023.

3. Diversity, Equity, and Inclusion Strategies

Multiple sessions were offered to all Early Childhood Educators to provide a dialogical space for critical thinkers to explore ways to address diversity, equity, and inclusion in early childhood education. It offered a space to pause and wonder about well-being and what that entails for everyone.

In 2023, the work continues to look at entry ways to belonging, diversity, and equity. A series of encounters will be offered, as well as a virtual space to connect, access resources, and engage in reflections and dialogue. The Community of Practice Learning and Development Workshops series will include: Critical Reflection and Self-Awareness, The Reflective Professional: Our Blind spots and Biases, and Leading with Love: A Discussion about Disability and Race.

4. *Reaching In and Reaching Out*

In the post-pandemic world, we have come to know and understand the importance of resilience, relationships, self-/co-regulation, and connection. This work is designed to support educators across the County of Dufferin in their own wellness and resilience, to strengthen our community's culture of resilience. To aid this work several educators in the fall of 2022 participated in a train the trainer Reaching In... Reaching Out (RIRO), a resilience training program designed for educators working with children from birth to 8 years.

RIRO upholds the value of relationships and role modeling in creating a culture of resilience and will help build the knowledge and skills participants need to model and engage with resilience-building approaches in their day-to-day practice with children. In 2023, a multitude of RIRO engagements will be offered to Early Childhood Educators across our early learning and child care population.

The work in the professional learning area will result in the following outcomes:

- Increase in educator competence and confidence in providing quality care
- Maintenance of a strong, stable, viable, and qualified workforce
- Maintenance of 200 RECEs in Dufferin's early learning and child care system
- Increase in the attraction and retention of child care staff
- More children receiving high quality care
- Increased recognition of ECE as a valued profession

Workforce Recruitment and Retention Strategies

The goal of this area is to build and implement innovative strategies to support the recruitment and retention of the early years and child care workforce.

This includes growing the number of qualified staff in the early years and child care workforce to increase access to high quality licensed child care for families, and attracting and supporting the development of an increasingly diverse workforce to reflect the children and families accessing early years and child care programs more effectively.

A number of initiatives have been undertaken to support the recruitment and retention of the early years and child care workforce. These include:

1. Results Based Accountability (RBA)

In 2022, the Early Learning and Child Care Division (EYCC) of the County sought experienced parties interested in developing and implementing a comprehensive system-level evaluation methodology with respect to strengthening accountability for services, programs, and initiatives offered, including the County's Early Learning and Child Care Workforce Initiative, Quality Initiatives and other EYCC programs, such as the Inclusion for Children with Additional Needs (i-CAN) program.

The division currently uses anecdotal/qualitative data and quantitative data, which is communicated to the public through County reports and infographics. Funding is attached to quantitative data. Funders/investors are looking for quantitative data to measure profit; and non-profits and CMSMs often need to demonstrate their impact to funders, partners, and beneficiaries by providing a matrix to quantify investment and return. Quantitative data is essential for these purposes; however, it does not necessarily show the broader picture of community impact.

A new evaluation of quality/impact is needed, one that reaches outside a market/technical/profit model and leans more towards a reflective relationship model. The division seeks a model of collective impact, using structures of collaboration, engagement, reciprocity, and reflective dialogue.

Results Based Accountability (RBA) acts with three simple questions to aid in measuring impact: how much did we do, how well did we do it, and is anyone better off? In the Fall of 2022, the contract was awarded to Collective Results. In 2023, the EYCC Division is hosting RBA training for staff and community partners to implement this exciting way of planning, implementing action, and tracking progress across the community and in our programs.

2. *Life as an Early Childhood Educator and the Child Care Centres in Dufferin County*

Supporting students and Early Childhood Educators in their pursuit of meaningful placements and future employment is important. We believe that through thoughtful connective environments, mentorship, and relationships, we can grow the number of qualified educators and attract new educators from a diverse cross-section of the population.

Child care operators across Dufferin were invited to participate in a video project. A series of videos were created highlighting 10 individual child care centres throughout the Dufferin community.

This series of videos will offer ECE students and current ECEs attending Georgian College an opportunity to see the diverse child care organizations that live within Dufferin County, as they search for placements, and in the end of their studies, for employment. RECEs looking for employment across Ontario will have access to discover and gain a unique insight to “the life of the ECE” in Dufferin through a community video. These videos will be displayed on our Dufferin County Website and shared through social media platforms and community partners. Life as an ECE in Dufferin County video: <https://youtu.be/xDYup9gcVGc>

3. *Georgian College Bursaries*

To support and invest in the next generation of Early Childhood Educators, beginning in September 2022, Dufferin County is funding 18 new bursaries with Georgian College to diversify its local ECE workforce in that sector throughout the region. Bursaries are \$4000 each (over 2 years) and provided to full-time students who demonstrate financial need and/or diversity. 5 bursaries were distributed while 13 were rolled into the next intake cycle. This initiative supports ongoing efforts to retain and recruit a high-quality child care and early years workforce and is supported with funds from the Early Childhood Workforce Funding Agreement by Canada and Ontario.

Other initiatives that are in progress include:

- A public awareness campaign to promote the early childhood education profession
- Connecting with Dufferin secondary school guidance counsellors
- Creating a Community of Practice platform for mentorship and pedagogical leadership

- Building relationships with ECE students at the college level and bridging the relationship between ECE student and community/county
- Elevation of the visibility of the ECE qualification upgrade program funded by the Government of Ontario

The work in the area of workforce recruitment and retention will result in the following outcomes:

- Increase in the number of RECEs to meet licensed capacity in the early learning and child care system
- Increase in the attraction and retention of child care staff
- More children are able to access licensed child care
- Increased recognition of ECE as a valued profession
- Increase and promote the recruitment, retention, and professional development of French-language early childhood educator staff while supporting the provision of high-quality French-language services in child care and early years programs

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

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



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

Meeting Date: February 23, 2023

Subject: Ontario Works Update

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, dated February 23, 2023, titled Ontario Works Update, be received.

Executive Summary

The Ministry of Children, Community and Social Services (MCCSS) is continuing with the redesign of Social Assistance. Effective November 29, 2022, Ontario Works applicants have the option to apply for financial assistance through a new provincially centralised application process, referred to as centralised intake.

The County of Dufferin are also now in the planning and transition period for Employment Services Transformation. The new Service System Manager (SSM) Serco Canada will begin assuming responsibility for Employment Ontario (EO), Ontario Disability Support Program (ODSP) Employment Supports and Ontario Works (OW) Employment Supports in May 2023, with full transition expected by the end of the year.

Despite the changes implemented to date, the biggest challenges remain the financial assistance rates clients receive and the problems that many clients face in trying to access support services in a timely manner. Social Assistance rates for Ontario Works recipients have not been raised since 2018.

Background and Discussion

Social Assistance Renewal

For some context and overall background details on consultations for changes to Ontario Works, see report HHS 2022-02-24 Social Assistance Renewal Update and Engagement Results.

Centralized Intake

Part of the Provincial Social Assistance Recovery and Renewal plan focused on Centralised and Automated Intake. (Background details can be found in report HHS 2021-10-28 Centralised and Automated Intake for Ontario Works.)

The Ministry of Children, Community and Social Services (MCCSS) developed a province wide Centralised and Automated Intake process, i.e. a modernised application process; to reduce paperwork, give local case managers more time to support clients through crisis and to help clients get back to work.

Automated, smarter eligibility verification with provincial, federal and third-party sources will, in time, make financial assistance processing faster, while, strengthening program integrity. Centralised and Automated Intake comprises of three components:

1. The new Social Assistance Digital Application (SADA) for Ontario Works
2. A risk-based eligibility determination (RBED) framework that leverages proprietary data and government sources to corroborate client-reported information prior to automatically granting the case
3. The Intake and Benefits Administration Unit (IBAU) to support with operations

The County of Dufferin was one of the last 14 Ontario Works municipal offices to be onboarded to the province wide Centralised and Automated Intake system at the end of November 2022.

At this time, it has not improved timelines for applicants. Dufferin County Ontario Works staff could provide direct financial assistance to new applicants (if they provided all of their information) between one (1) to two (2) business days. However, recent statistics from the Ministry of Children, Community and Social Services (MCCSS) show that it takes longer for applicants to go through the provincial centralised intake process.

Employment Services Transformation

In February 2019, the provincial government announced its plan to transform Ontario's employment services by introducing a new model to manage the employment services system by more effectively meeting the needs of job seekers, businesses and communities.

This has resulted in a transformation of employment services by integrating the three employment programs, Employment Ontario (EO) Ontario Works (OW) and Ontario Disability Support Program (ODSP) into a one system. (Further details can be found in report HHS 2021-08-26 Employment Services Transformation Update.)

The County of Dufferin, is in a catchment area with the County of Wellington, Region of Waterloo and County of Simcoe, considered to be in Phase 2. Dufferin's catchment area was expected to complete the competitive process and finalize agreements by December 2022 however this was delayed.

The Ministry of Labour, Immigration, Training and Skills Development (MLITSD) published a letter on January 27, 2023 which stated:

Planning Period from February 1, 2023 to April 30, 2023 (3 months) Service System Managers (SSMs) will establish themselves within the catchment area.

Transition Period from May 1, 2023 to December 31, 2023 (8 months) Service System Managers (SSMs) will directly manage agreements with service providers, however, they will not be able to make changes to the service provider network.

Integrated ES Delivery Period starting on January 1, 2024 Service System Managers (SSMs) will assume full responsibility for integrated employment services.

On February 9, 2023, the Ministry of Labour Immigration, Training and Skills Development (MLITSD) announced the new Service System Manager (SSM) for Dufferin would be Serco Canada. Serco Canada is the current Service System Manager (SSM) for the Kingston-Pembroke catchment area. Serco Canada is the consortium lead, and Deloitte Inc. with Thrive Career Wellness Inc. are their consortium members to deliver Ontario's Employment Services Transformation (EST) program.

For the Dufferin area, Georgian College are the current Employment Ontario (EO) delivery agent. Dufferin's Ontario Works office and the Employment Services side at Georgian College currently work collaboratively to serve shared clients and share space at the Edelbrock Centre. The future impact to Georgian College is unknown at the moment.

Financial, Staffing, Legal, or IT Considerations

If the documented timetable is adopted, Employment Services will be removed from the Dufferin Ontario Works portfolio, effective January 1, 2024. It is also likely that will be when the County sees a reduction in the Ontario Works funding. Of note, funding has not been increased since 2018.

Some clients may prefer the centralised and more automated way to apply for assistance. However, some may not. Not all clients can apply independently and it should be noted that many offices are experiencing some applications taking several days before financial assistance is granted. At this time there is more work for staff because the new centralised intake created an additional layer of administration.

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 and future needs for a livable community

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



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

Meeting Date: February 23, 2023

Subject: Quarterly Community Services Activity Report – Third Quarter 2022

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, dated February 23, 2023, titled Ontario Works Update, be received.

Executive Summary

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

Background and Discussion

The attached infographics provide quick reference information for consideration and show the comparison between Q3 2022 versus Q3 2021. (The graphics are slightly different from previous reports because a different graphic design platform is now in use.) In some instances, there is no direct comparison as some services were modified with the pandemic, and some new services and programs started after the pandemic began.

Updates to Service Delivery

Housing Services:

- Move-ins for Rent Supplement and County Move-ins continued

Ontario Works:

- Homeless Prevention Program completed its transition to Housing Stability Team
- In-person intake visits remain optional

Early Years and Child Care

- EarlyON programs transitioned to 100% in person
- Healthy Baby Healthy Children call work returned to Wellington Dufferin Guelph Public Health

New Business

Housing Services:

- The Yardi upgrade began in the third quarter. Yardi is a property management tool, and this upgrade was a significant undertaking for divisional staff.
- Planning underway for Annual Housing Forum 2022, to take place in fourth quarter 2022, in person.

Ontario Works:

- 2 new staff started on August 2 in the role of Community Outreach Counsellors. These are contract positions (until March 31, 2024) that are funded through the federal Reaching Home program. This is a community-based program aimed at preventing and reducing homelessness across Canada.
- Province advised Centralized Intake System will begin in fourth quarter 2022.

Early Years and Child Care:

- Dufferin County provided funding for 18 ECE bursaries at Georgian College to diversify and support enrollment into the local program. Bursaries are \$4000 each (over 2 years) and provided to full-time students who demonstrate financial need and/or diversity. 5 bursaries were distributed while 13 were rolled into the next intake cycle.
- Several staff attended Reaching in...Reaching Out (RIRO) resilience training for educators. RIRO upholds the value of relationships and role modeling in creating a culture of resilience and will help build the knowledge and skills participants need to model and engage with resilience-building approaches in their day-to-day practice with children.
- EarlyON Dufferin offered a new program called Curious Preschoolers in all three communities to support 63 children in Dufferin. Curious Preschoolers is a program for children and their families that will be starting school in September of that year. It focuses on socialization, routines, and life skills.
- The Early Years and Child Care (EYCC) Division staff developed an application form, guidelines, and information tracking for funding purposes to support the implementation of the Canada-Wide Early Learning and Child Care (CWELCC) System in Dufferin.

- A total of 12 out of 13 licensed child care operators enrolled in CWELCC for 2022, which provides their families, with eligible children ages 0-5, a reduction of 25% of their daily child care fees retroactive to April 2022.

Financial, Staffing, Legal, or IT Considerations

There is no impact.

In Support of Strategic Plan Priorities and Objectives

Economic Vitality – promote an environment for economic growth and development

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

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

Respectfully Submitted By:

Anna McGregor

Director, Community Services

Attachment: Quarterly Community Services Activity Report Q3 2022 Info Graphic

Reviewed by: Sonya Pritchard, Chief Administrative Officer

Housing Services Activities


Housing Access Dufferin & Allowances

	Q3 2022	Q3 2021
Average waitlist total	818	731
Applications added	108	110
New clients receiving Ontario Priorities Housing Initiative	2	N/A
New clients receiving Canada-Ontario Housing Benefit	0	0

Community Housing Stock

	Q3 2022	Q3 2021
Total Applicants Housed	6	8
County Move-outs	7	10
County Housed	4	7
Rent Supplement	2	1
Housing Providers	0	2


Housing Stability Team


 Clients served

69
 Q3 2022


 Financial assistance provided


56
 Q3 2022


 LEAP/OESP intake provided


13
 Q3 2022


 Contacts made


185
 Q3 2022


 Clients served


86
 Q3 2021


 Financial assistance provided

74
 Q3 2021


 LEAP/OESP intake provided

12
 Q3 2021


 Contacts made

453
 Q3 2021

The By-Name List (BNL)




	Q3 2022	Q3 2021
Average Identified Homeless Individuals	23.33	35.33
Chronically Homeless	5.66	8.33
Transgender or undisclosed	.66	0
Male	12	22.33
Female	10.66	13
Total Housed	17	8

	Q3 2022	Q3 2021
% Individuals disclosing mental health or addiction concerns	68.57 %	67.68 %
Individuals receiving CHHAP allowances	10.33	11

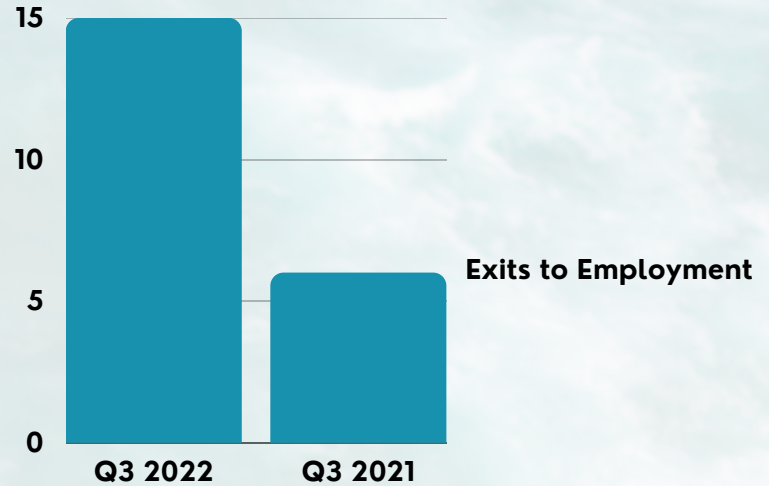


Ontario Works Activities

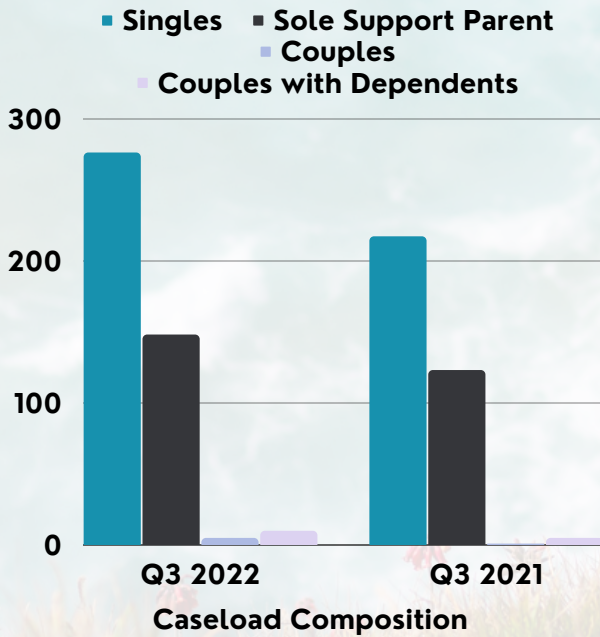
Client Intake





	Q3 2022	Q3 2021
 Total Applications Received	117	60
 Online Applications Received	60	32
 Average # business days (screening to decision)	4	2.66

Client Outcomes



Caseload



	Q3 2022	Q3 2021
 Average Monthly Caseload	427	350
 Average Monthly Beneficiaries	741	606
 Total Emergency Assistance Cases	4	2
 Average Months on Assistance	35	40

Employment Resource Centres

	Q3 2022	Q3 2021
Total Visits	1978	840
% of Inside Visits	100 %	100 %

Orangeville ERC

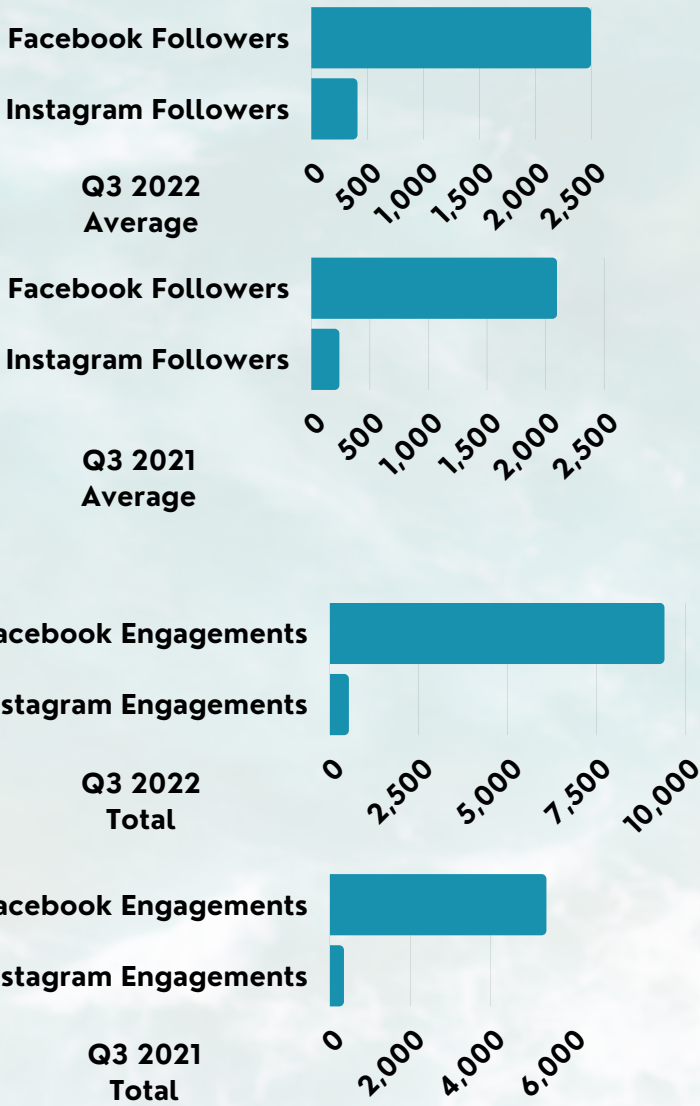
	Q3 2022	Q3 2021
Total Visits	370	N/A
% of Inside Visits	100 %	N/A

Shelburne ERC

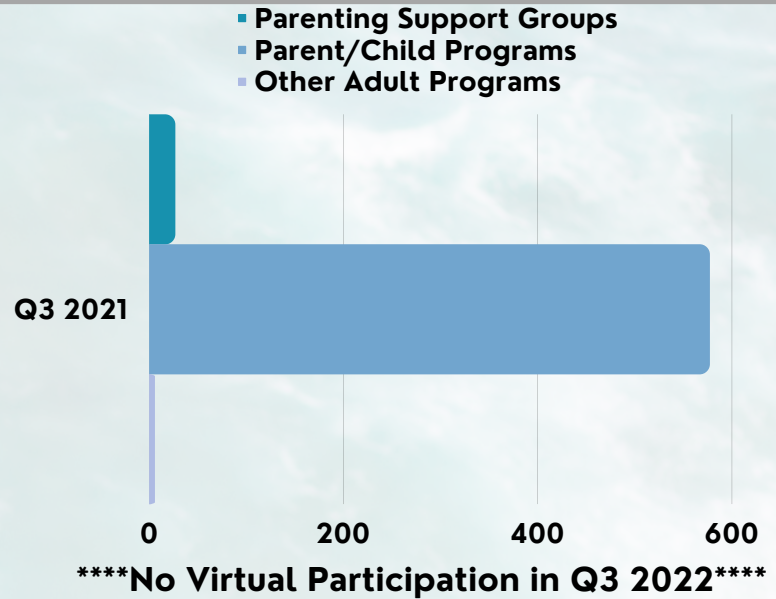


Early Years and Child Care Activities

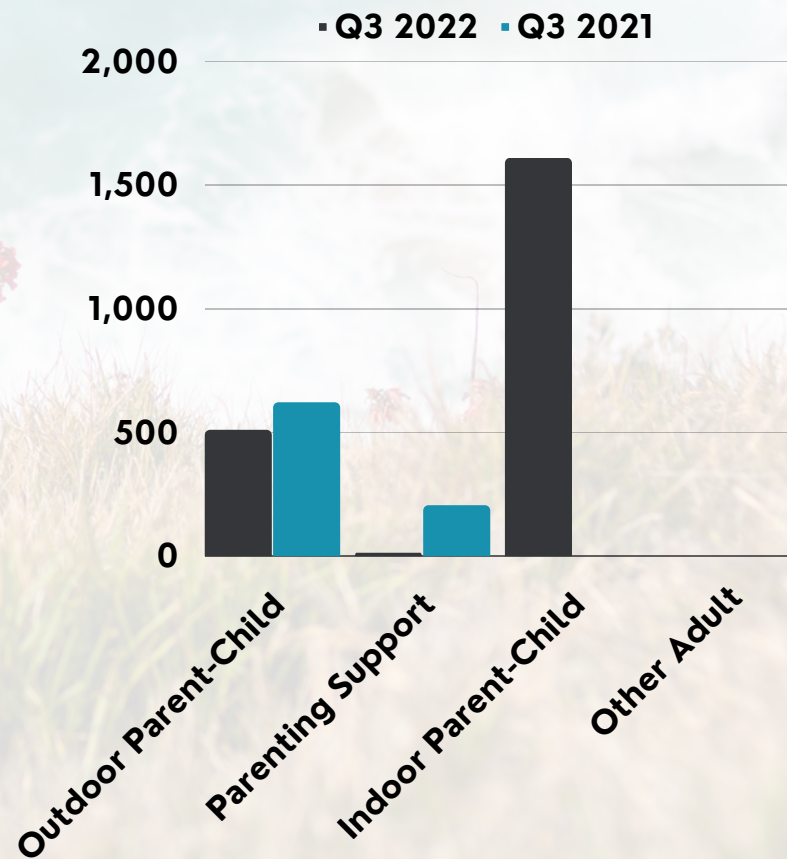
EarlyON Social Media Engagement



EarlyON Virtual Participants

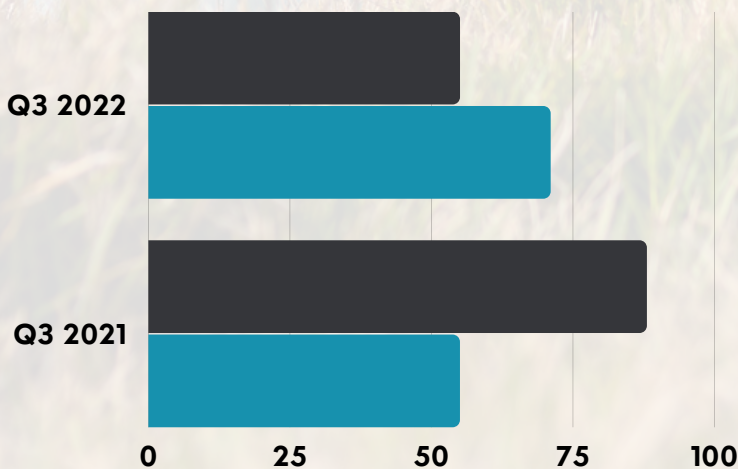


EarlyON In-Person Program Participation




EarlyON 1 on 1 Supports

- Healthy Babies Health Children Calls
- Ask EarlyON Calls



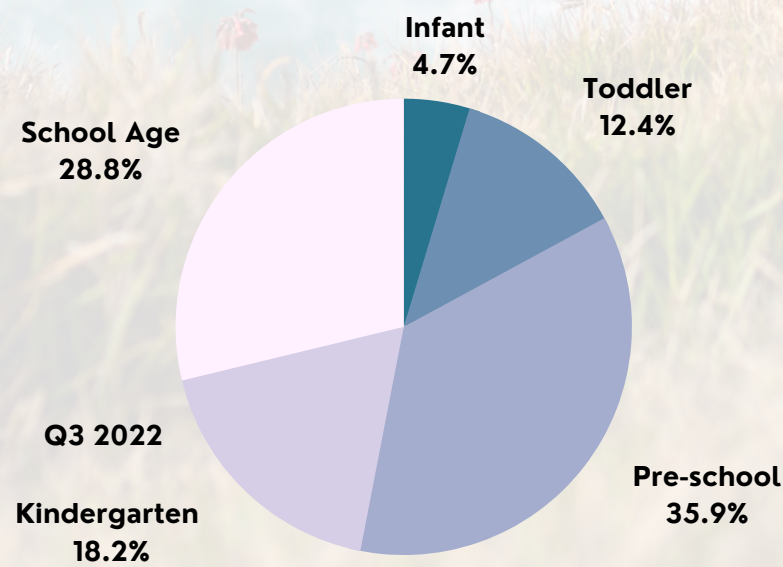
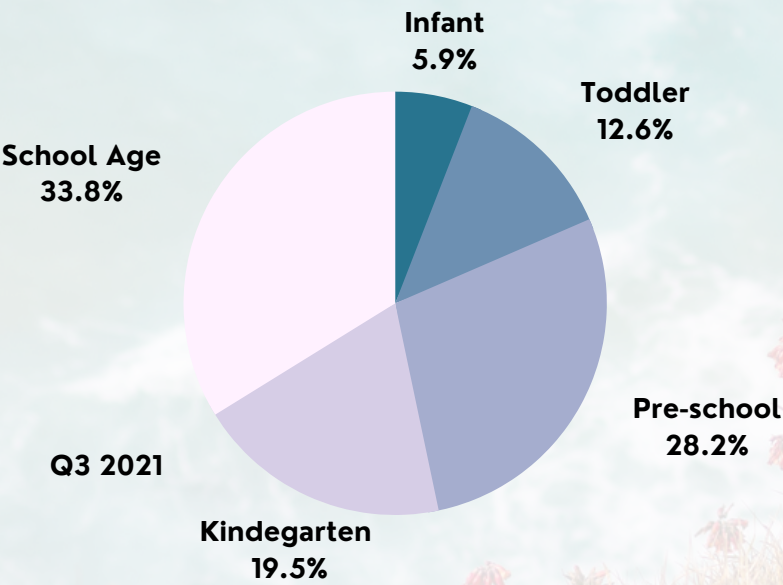
****No Indoor Participation in Q3 2021****



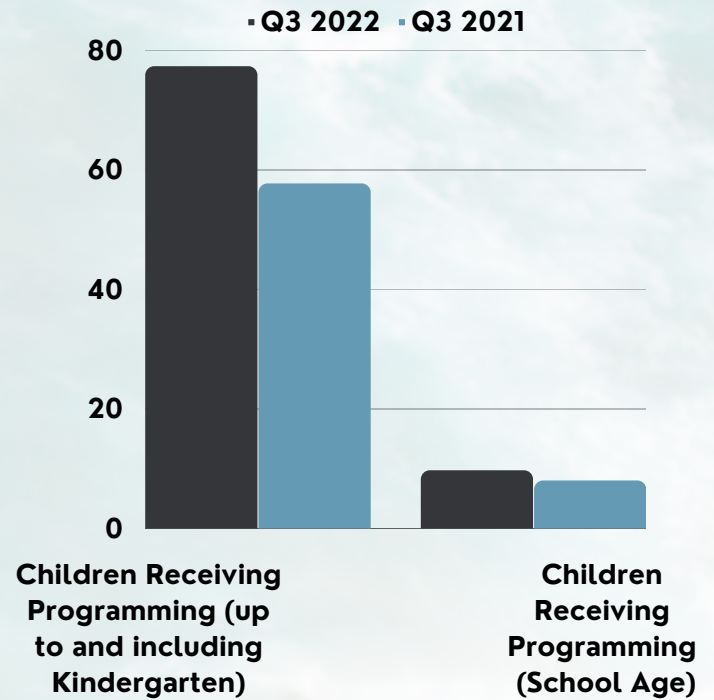
Early Years and Child Care Activities

Child Care Fee Subsidy

	Q3 2022	Q3 2021
Children Receiving Subsidy (monthly average)	344	279
Total New Children Served	62	109



Inclusion for Children with Additional Needs



Raising the Bar

