



SOCIAL SERVICES COMMITTEE

Thursday, August 11, 2011

A meeting of the Social Services Committee was held on Thursday, August 11, 2011 at 10:20 a.m. at the County of Renfrew Administration Building, 9 International Drive, Pembroke, Ontario.

Present were: Peter Emon, Chair

Committee Members: Audrey Green, Richard Rabishaw, Harold Weckworth, Jack Wilson
Ed Jacyno, City of Pembroke Representative

Regrets: David Thompson, Bob Sweet

Staff Present: W. James Hutton, Chief Administrative Officer/Clerk
James D. Kutschke, Treasurer/Deputy Clerk
Bruce McIntyre, Media Relations/Grants Coordinator
Chery Leigh, Ontario Works Manager
Carol Neill, General Manager, Renfrew County Housing Corp.
Judy Mulvihill, Manager of Child Care Services
Karen McManus, Administrative Assistant

Chair Emon called the meeting to order at 10:20 a.m. The roll was called and no pecuniary interests were disclosed.

RESOLUTION NO. SS-C-11-08-39

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

THAT the minutes of the Social Services Committee meeting held on June 16, 2011 be adopted as printed and circulated.

CARRIED.

In the absence of Mr. David Anderson, Director of Social Services, Chery Leigh, Ontario Works Manager, reviewed the Department Report, which is attached as Appendix A.

Ms. Leigh overviewed the Correspondence Report and advised that a letter was received from Premier Dalton McGuinty acknowledging receipt of Council's letter and resolution supporting the Regional Municipality of Durham's resolution regarding the 1% increase to basic adult allowance and maximum shelter allowance for recipients of Ontario Works and Ontario Disability Support Program.

She also advised receipt of a copy of a letter addressed to The Honourable Rick Bartolucci, Minister of Municipal Affairs and Housing from the Rainy River District Social Services Administration Board, including a resolution passed on July 21, 2011 requesting that the Social Housing Services Corporation Board of Directors reverse their decision to require all prescribed housing providers to only participate in their insurance program and to initiate a process to ensure that all of its programs and services are based on open, competitive bidding processes. Should the SHSC not reverse its decision, that the Province of Ontario intervene accordingly to ensure an open, competitive bidding process for insurance and other programs. The Committee recommended support of this resolution.

RESOLUTION NO. SS-C-11-08-40

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

THAT the Social Services Committee recommends to County Council that the County of Renfrew supports the resolution from the Rainy River District Social Services Administration Board requesting that the Social Housing Services Corporation (SHSC) Board of Directors reverse their decision to require all prescribed housing providers to only participate in the SHSC insurance program and to initiate a process to ensure that all of its programs and services are based on open, competitive bidding processes;

AND FURTHER, THAT should the SHSC not reverse its decision, that the Province of Ontario intervene accordingly to ensure an open, competitive bidding process for insurance and other programs.

CARRIED.

Child Care

Ms. Judy Mulvihill, Manager of Child Care Services, overviewed the Child Care Division Report, which is attached to the Social Services Department Report.

The Integration Coordinators Statistics and the Eligibility Coordinators monthly statistics were reviewed.

Ms. Mulvihill reviewed a newspaper article regarding the Renfrew County Catholic School Board's 2011-2012 budget and funding for Early Learning Full Day Programs

A question arose as to whether there has been an increase to the need for child care during the summer since the full-day learning program has been in place. Ms. Mulvihill indicated that she has not noticed much change.

Ontario Works Division

Ms. Chery Leigh, Ontario Works Manager, overviewed the Ontario Works Division Report, which is attached to the Department Report, and provided an update on caseload statistics, program funding, changes to programs, staff changes, staff training, activities of staff in health and safety, emergency services, etc.

Ms. Leigh advised that staff attended a full-day training session on new directives for delivering Self-Employment. This session was the final wrap up of the development of the Ontario Works In-House Policies and Procedures. She indicated that these new policies and procedures, which are fully accessible to all staff electronically, are very helpful and useful tools for staff.

Ms. Leigh provided an update on the Social Services Solutions Modernization Project.

Ms. Leigh reviewed with the Committee a semi-annual report on the Renfrew County Disaster Management Program submitted by Alistair Hensler, Manager of Disaster Management, Ontario East. It was noted that the position of Disaster Management Coordinator responsible for Renfrew County is currently vacant and the process is in place to find a replacement.

Ms. Leigh provided for the Committee's information a profile of people receiving Social Assistance in Ontario and an overview of the Ontario Disability Support Program (ODSP), including caseload trends and demographics. She noted that six percent of the provincial expenditures were allocated for Ontario Works and ODSP.

Ms. Leigh read to the Committee a letter she had received from a client expressing appreciation to an Ontario Works staff person at the Arnprior office. The client indicated that the Ontario Works staff person she dealt with had a very caring and helpful attitude, which made applying for social assistance a less stressful experience during a very difficult time in her life.

Mayor Ed Jacyno commented on the positive nature of the letter and said he sees this as a reflection of the quality of staff working for the County of Renfrew.

RESOLUTION NO. SS-C-11-08-41

Moved by: Mayor Weckworth
Seconded by: Reeve Green

THAT the Social Services Department Report, attached as Appendix A, be adopted as presented.

CARRIED.

The Treasurer's report for Social Services as at June 30, 2011 was reviewed.

RESOLUTION NO. SS-C-11-08-42

Moved by: Mayor Wilson
Seconded by: Reeve Green

THAT the next meeting of this Committee be held on Thursday, September 8, 2011 and this meeting adjourn. Time 10:45 a.m.

CARRIED.

COUNTY OF RENFREW SOCIAL SERVICES REPORT

TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: August 11, 2011

SUBJECT: Department Report

CORRESPONDENCE

1. The following items of correspondence are attached for the Committee's information and consideration:

- a) Appendix I – The June 2011 edition of Housing News. See article – “Social Housing Wait List Numbers on the Rise.”

Recommendation: Receive as information.

- b) Appendix II – An article from the Brockville Recorder & Times regarding a possible hike in insurance premiums for social housing and an Ontario-wide policy being recommended by the Social Housing Services Corporation (SHSC).

Recommendation: Receive as information.

- c) Appendix III - A Press Release entitled “Federal/Provincial/Territorial Ministers Responsible for Housing Announce a New Framework for Affordable Housing.”

Recommendation: Receive as information.

- d) Appendix IV – Executive Summary of the Ten-Year Infrastructure Plan, Building Together, released by the McGuinty government on June 24, 2011. Building Together identifies affordable and social housing as an important part of the province's social infrastructure; however, the plan provides no new funding or commitment to non- profit housing beyond the expected matching funds for the Federal-Provincial Affordable Housing Framework 2011-2014.

Recommendation: Receive as information.

- e) Appendix V – Letter dated July 20, 2011 addressed to Mr. James Hutton, CAO, from Premier Dalton McGuinty in response to Council's letter and resolution supporting the Regional Municipality of Durham's resolution regarding the 1%

increase to basic adult allowance and maximum shelter allowance for recipients of Ontario Works and Ontario Disability Support Program.

Recommendation: Receive as information.

- f) Appendix VI – Letter dated July 22, 2011 addressed to the Honourable Rick Bartolucci, Minister of Municipal Affairs and Housing from the Rainy River district Social Services Administration Board seeking support for a resolution passed by the Rainy River District social Services Administration Board at its meeting on July 21, 2011 requesting that the SHSC Board of Directors immediately reverse their decision to require all prescribed housing providers to only participate in their Insurance Program and to initiate a process to ensure that all of its programs and services are based on open, competitive bidding processes.

Recommendation: That the Social Services Committee recommends that County Council support the resolution.

INFORMATION

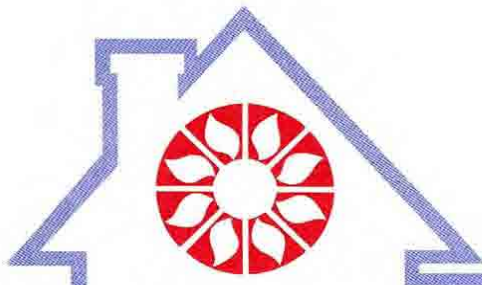
2. **Child Care Division Report**

Attached as Appendix VII to this report is the Child Care Division Report prepared by Ms. Judy Mulvihill, Manager of Child Care Services.

3. **Ontario Works Division Report**

Attached as Appendix VIII to this report is the Ontario Works Division Report prepared by Ms. Chery Leigh, Ontario Works Manager.

Report respectfully submitted.



Housing News

June 2011



Upcoming Events

Data Sanity: Dealing with Data Through Statistical Thinking

July 13, 2011

Le Jardin Conference & Event Centre
Woodbridge, ON

Bullying in the Workplace

September 27, 2011

Holland Christian Homes, Brampton

Predict & Prevent Workplace Conflict

October 5, 2011

Holland Christian Homes, Brampton

Administrator Certification Program Upgrade

Date & Location - TBC

Administrator Certification Program

October 23-28, 2011

Novotel North York Hotel, Toronto

Investigating Workplace Violence

November 9-10, 2011

Le Jardin Conference & Event Centre
Woodbridge, ON

(See page 10-11 for more information on OANHSS events or visit the Education page of the [OANHSS website](#))

Social Housing Wait List Numbers on the Rise

A recent report on social housing waitlists revealed an increase of nearly 18% (representing almost 23,000 households) over the last two years. The [2011 Report on Waiting Lists Statistics for Ontario](#) indicates that over 152,000 households are now waiting for financially assisted housing in Ontario. Further, 30 of 47 local Service Managers have reported an increase in their waiting lists, the largest increases in households added to the wait list being in Toronto, and the Regions of York, Niagara and Peel.

Seniors requiring social housing represent 24.9% of all households on the waiting list, a 10.3% increase from 2009, from 34,258 to 37,824 households. This represents the largest increase among the three household types that make up the wait lists (non-senior singles and families being the others).

Service Managers indicated in the report the reason for the trend affecting their wait list numbers was in large part due to the impact of the recession, resulting in factory closures, and an increase in foreclosures, bankruptcies and evictions. ■

Retirement Homes Act – Recent Developments

The *Retirement Homes Act* (RHA) moved closer towards implementation in the last few weeks. The following provides a summary of the recent developments.

- **Phase Two Regulations Released**

The Ontario Seniors' Secretariat (OSS) released the [second phase of draft regulations](#) under the Act for public comment on May 20 with a deadline of June 20 for responses. This phase of regulations deals primarily with administrative and transitional matters.

Cont'd on pg. 2

Specifically, Phase Two regulations:

- Require retirement home licensees to hold extra expense insurance.
- Establish an Emergency Fund to be held by the Retirement Homes Regulatory Authority (RHRA).
- Set out the requirements for determining fines for non-compliance with the RHA and its regulations.
- Outline a number of transitional matters.

OANHSS has drafted a [response](#) to the regulations, based on member feedback, and will be submitting it to the Secretariat.

- **Phase One Regulations Filed**

The government filed [Phase One regulations under the RHA](#). This phase of the regulations, which was released for public consultation earlier this year, includes provisions relating to care and safety standards, resident rights and protections, the definition of retirement home, and licensing, inspection and enforcement.

OANHSS participated in the consultation during this phase, responding with a [submission](#) that included among the recommendation assurances that the financial burden faced by not-for-profit retirement homes as a result of implementing the regulations do not restrict their ability to offer more affordable housing options. Among other recommendations, OANHSS also recommended that care and services provided to seniors meet a consistent minimum standard, regardless of where they are delivered.

The government indicated that they amended the regulations based on more than 60 submissions from organizations and individuals. In addition to numerous housekeeping amendments, the more substantial changes included the following:

- Including definitions for “adverse drug reactions” and “responsive behaviours” in addition to “drug” and “altered skin integrity” which were included in the draft regulation.
- Requiring a statement to be included in the package of information to residents that the licensee is required to assess (and re-assess) a resident only with the resident’s consent.
- Requiring licensees to keep a written record of all falls and evaluate the risk of falls in the home at least annually, and to keep a written record of each evaluation.
- As part of a dementia care program, requiring strategies for identifying and addressing triggers for responsive behaviours.
- Granting licensees the ability to charge residents a service fee as consideration for holding money in trust (so long as the service fee is not a transaction fee for withdrawals, deposits or any other transaction related to money held in trust).

- **Regulations Detailing Requirements for Care and Safety Filed**

The government filed [Immediate Protection Measures](#) assist retirement home residents who have been abused or at risk of being abused to access help. The [regulations on reporting matters relating to care and safety](#) allow for enactment prior to the RHA coming into force late this year. These regulations make it mandatory to report any suspected harm or risk of harm to a resident to the Registrar of the RHRA and obligating the Registrar to order an immediate inspection of a home following any reports of abuse or neglect.

Related to this, the government also announced the availability of the help hotline – the Complaints Response and Information Service (CRIS) with an additional 44 hours (see the government’s [FAQ](#) for further details).

- **Retirement Homes Regulatory Authority Update**

The newly created regulatory body for the retirement home sector continues to meet and initiate many of the Authority's start-up activities. The five-member interim board, (names and biographies reported in the February edition of [Housing News](#)) appointed Mary Beth Valentine as the interim Registrar and CEO. Ms Valentine was previously the interim Assistant Deputy Minister (ADM) at the OSS, as well as ADM of Health, Education and Social Policy in the Cabinet Office and an ADM at the Ministry of Health Promotion.

The RHRA expects to begin accepting applications for licenses on a voluntary basis in August prior to mandatory licensing expected to begin in January 2012.

For further information about the *Retirement Homes Act* and/or the RHRA, please contact [Jeffrey Graham](#), Director of Public Policy at 905-851-8821 ext 237. ■

Recreation and Leisure Services Diploma

Compressed Delivery - a combination of online and in-class on weekends

Beginning in May 2011, Georgian College, Barrie campus, has begun offering the Recreation and Leisure Services diploma.

24 credit courses are required for completion of the diploma. Three courses are planned per semester.

Each course will be compressed into four or five weeks consisting of a few Saturday sessions and online delivery.

This continuous intake program is specifically designed for those currently employed in Long Term Care.

Courses offered Summer 2011

Intro to Recreation Technology in Recreation Program Planning	May 13 to June 11 June 25 to July 23 August 6 to August 19 <small>(Registration deadline June 29)</small>
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REGISTER/CONTACT US

For more information about this program, fall schedule and how to apply, please contact:

Sabine Houlden
Program Clerk
Georgian College, Barrie Campus
705-728-1968 ext 1872
shoulden@georgianc.on.ca

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Bill 140 – *Strong Communities through Affordable Housing* Becomes Law

The Government's legislation allowing for implementation of many of the initiatives contained in its *Long Term Affordable Housing Strategy* (LTAHS) received Royal Assent in early May. Bill 140 – *Strong Communities through Affordable Housing* is expected to come into force on January 1, 2012.

Among other things, the legislation:

- Repeals the *Social Housing Reform Act* and replaces it with the Housing Services Act.
- Defines a new partnership between the province and the municipalities, establishing roles and responsibilities for each.
- Requires local Services Managers to undertake comprehensive local planning for housing and homelessness (with the first plans due at the end of 2012).
- Creates a simplified, annual rent-geared-to-income (RGI) calculation.
- Expands affordable housing opportunities for low and moderate income households, elderly parents or live-in caregivers.

The legislation was introduced in November 2010 and quickly progressed through the legislative process. OANHSS participated in consultations with the government both prior to the Bill 140's introduction and during the legislative stage.

OANHSS' [recommendations](#) to the Standing Committee on Justice Policy included the need for sustainable and flexible funding, the need to ensure that mandates as they pertain to seniors' housing does not include an age restriction, and stressed the importance of allowing for supportive housing in an affordable housing program.

Aside from housekeeping amendments, the Standing Committee's more substantial amendments included:

- Requiring the Minister to review a provincial policy statement on housing and homelessness at least once every 10 years.

- Requiring ministerial consent prior to the sale or transfer of a local non-profit or co-op housing asset or voluntarily winding-up a local housing corporation.
- Allowing service managers the ability to defer or forgive all or part of the rent payable by a household. ■



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For more information, contact Nurjehan Nazir at (905) 851-8821 x 221 or nnazir@oanhss.org

Members Urged to Get Involved in Community Planning

The Long Term Affordable Housing Strategy (LTAHS) shifts more responsibility for housing to local communities. Seniors' housing providers can ensure that the needs of seniors are addressed by participating in the planning process in their area.

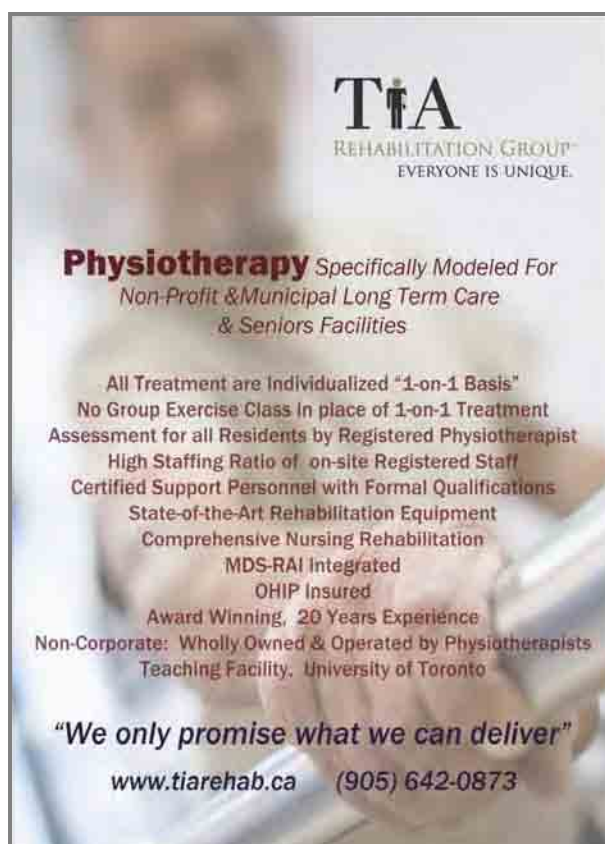
In the LTAHS, the 47 Service Managers will be required to work with housing providers to develop plans that identify needs and priorities for housing and homelessness initiatives. Local plans will be required by the end of 2012. At the recent OANHSS convention, Janet Hope, Assistant Deputy Minister, Housing Division, Ministry of Municipal Affairs and Housing, advised seniors' housing providers to notify their local service manager that they want to get involved.

The community planning process is the next step in devolution of responsibility for housing and homelessness programs, which has been underway for more than a decade. In 2001, the province transferred responsibility for funding and administration of social housing to the municipal Service Managers. Since that time, while the federal and provincial levels of government have continued to provide funding for new affordable housing and programs, Service Managers have played an increasing role in delivery and administration.

The LTAHS outlines the government's commitment to take that devolution process one step further. Currently there are more than twenty different housing and homelessness programs funded by the provincial government, each with its own criteria, separate funding and administration process. Over the next few years the government intends to eliminate these differences, giving local Service Managers the flexibility to use available funding as they choose to address local needs.

For example, under the old process homeless shelters received funding from the provincial government based on a fixed amount per day for each bed occupied by a person who would otherwise be homeless. If the Service Manager was able to help a homeless person access affordable housing and not have to stay in the shelter, the funding was not provided. Under the new process Service Managers will be able to use the funds not needed for shelters to put towards affordable housing or other local priorities.

As Service Managers begin to develop processes to include local stakeholders in identifying community needs and priorities, seniors' housing providers should step up to be part of that process. ■



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Social Housing or Affordable Housing - What's the Difference?

Paul Dowling, OANHSS Housing Consultant

The terms “social housing” and “affordable housing” likely mean the same thing to most people; however, when governments use these terms, they mean different kinds of programs with different rules and different funding mechanisms. What is the history of these two kinds of programs and why do the differences matter?

Social Housing

Until 2001, social housing in Ontario was funded and administered by the federal government through Canada Mortgage and Housing Corporation (CMHC) or by the provincial government through the Ministry of Municipal Affairs and Housing.

Social housing consisted of a series of programs funded and delivered between 1960 and 2000, which included:

- Public housing – owned by the Ontario Housing Corporation (OHC) and managed by Local Housing Authorities (LHAs) (both OHC and LHAs were provincial corporations).
- Municipal non-profit housing – owned and managed by non-profit corporations accountable to the municipality.
- Private non-profit housing – owned and managed by non-profit corporations accountable to local community organizations (e.g. church based, ethnic communities, service clubs, social services).
- Non-profit cooperatives – owned and managed by cooperative corporations which share ownership and responsibility among the residents (shared ownership with no individual equity).

In each of these different types of social housing, there were housing projects for families and housing projects for seniors. Supportive housing for people with special needs, including seniors, people living with mental illness, people with disabilities, etc. tended to be provided by private non-profit housing corporations, with support funding provided by another provincial ministry.

In almost all social housing, a proportion of the housing units were subsidized on a rent geared to income basis (RGI) where the rent paid by the household was determined based on the income of the household (roughly 30% of income). The remainder of the households in the housing project paid rent based on the local market. The proportion of RGI to market units varied between projects and programs over time.

Some social housing projects were developed with funding from CMHC, some with funding from the provincial government and some with funding shared between both the federal and provincial levels of government. After the housing was built and occupied, there was ongoing responsibility for administration of the housing program, whereby the housing provider was accountable for reporting to the funder and the funder was responsible for some continued funding.

Under the *Social Housing Reform Act, 2000* (SHRA), the provincial government transferred its responsibility for administration to municipal Service Managers. CMHC continues to be responsible for administration of some non-profit housing and co-ops, which they had funded unilaterally.

SHRA set out some of the rules that the Service Manager were required to follow in the administration of social housing, including how to calculate RGI rents and how to administer access to RGI units through a centralized waiting list. The SHRA also transferred ownership of provincially-owned public housing to the Service Manager. Most service managers merged the public housing and their municipal non-profit housing into one corporation.

Bill 140 - *Strong Communities through Affordable Housing Act, 2010* was introduced as part of the government's Long Term Affordable Housing Strategy. Bill 140, passed into law earlier this year, repealed the SHRA and replaced it with new *Housing Services Act* (HSA).

The HSA maintains many of the provisions contained in SHRA, such as RGI calculations and wait lists, but provides greater clarification for the role of the Service Manager and gives them increased flexibility in developing their local social housing programs.

Affordable Housing

Since 2001, there have been a number of initiatives by the federal and provincial governments to support the development of affordable housing. Affordable housing is different from the social housing program in a number of ways:

- Government support is in the form of an up-front capital grant and there is no ongoing subsidy to make the housing affordable.
- The capital grant is generally a fixed amount, not based on what is needed to make the housing viable. The housing provider has to access additional funds to meet project costs.
- There is no RGI subsidy as part of an affordable housing program (however, some housing providers have been able to add on rent supplements from other sources).
- Rents are set slightly below market (average of 80% of market rent).
- Affordable housing funding can be provided to private sector developers as well as non-profits.
- Affordable housing is not governed by the *Social Housing Reform Act* (however, rent supplement units in affordable housing projects may be).

At the same time, affordable housing is similar to social housing in that it is often developed and managed by the same non-profit corporations (municipal or private non-profit – but usually not co-ops). Tenants are required to be low or moderate income at initial occupancy but no RGI subsidy is provided. Tenants do not need to be selected through a centralized waiting list. ■

Talk to the expert!

Do you have housing questions you need answered or want to find out more about the information you are reading in *Housing News*?

Contact Paul Dowling, OANHSS Housing Consultant at
(416) 698-8425 or pdowling@rogers.com.

Telephone consultations are a *free service* available to OANHSS members.

New Laws for Not-for-Profit Corporations Soon to Come into Force

Last fall the Ontario government passed into law the [Not-for-Profit Corporations Act \(NFPCA\)](#). The purpose of the Act is to modernize the legal framework for Ontario's not-for-profit corporations.

While the Act is not yet in effect, it is expected to be proclaimed later this year. Once proclaimed, not-for-profits currently incorporated under the *Ontario Corporations Act* (OCA) will have three years to amend and file their letters patent, supplementary letters patent, by-laws or special resolutions to meet the new requirements of the NFPCA.

Among the changes that not-for-profit organizations can expect to see from the NFPCA:

- Enhances corporate governance and accountability.
- Simplifies the incorporation process.
- Gives more rights to members.
- Better protects directors and officers from personal liability.
- Allows not-for-profits to engage in commercial activities where revenues are used by the corporation in support of their not-for-profit purposes.

Additionally there are a number of changes with respect to governance, membership requirement and financial statement requirements which are listed below.

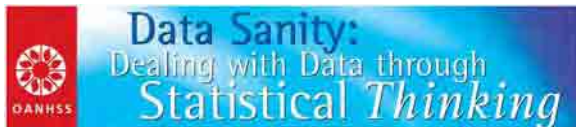
Governance
A range of Directors can now be specified instead of a fixed number. A Director no longer has to be a member (can be ex-officio). Mid-year Director vacancy(ies) can be filled by a decision of remaining directors. Director meetings can be held by telephone or electronic means. Directors can act by unanimous signed resolution (meeting not required). Standard for Director conduct raised to a "reasonably prudent person".
Membership
Memberships are not transferable. Proxies are not permitted under specific rules. No Annual General Meeting is necessary for small memberships (signed resolutions are sufficient). Members can initiate actions such as a by-law change.
Financial Statements
Annual financial statements can either be audited or done on a "review engagement" basis, depending on annual revenue and whether a public or non-public benefit corporation. New rules for fundamental changes, such as amalgamation and dissolution.

Members that were incorporated under the OCA are encouraged to review their corporate governance documents and practices to determine if they require updates.

See the [Ministry of Consumer Services website](#) for additional information or contact [Jeffrey Graham](#), OANHSS Director of Public Policy (905-851-8821 ext 237). ■



education



July 13, 2011
 Le Jardin Conference and Event Centre,
 Woodbridge
 Members: \$225, Non Members: \$245

OANHSS is pleased to offer *Data Sanity: Dealing with Data through Statistical Thinking*, featuring author and international statistical data expert, Davis Balestracci, who will facilitate a full-day seminar on data collection, analysis and the impact on quality improvement. Statistics used in improvement initiatives are often misunderstood and present many challenges to organizations. The ineffectiveness of the most common data analyses and displays will be demonstrated. This full-day session will suggest an elegantly simple – and very counterintuitive– alternative: statistical THINKING. Participants will be introduced to the language of “data sanity” as the catalyst for transforming their organizations through more productive conversations about data and quality improvement.

Register [online](#) or contact [Nina Zivkovic](#) at (905) 851-8821 ext. 246.



Host/City Location	Program Days	Mngr Session*/Time
1. Dunnville Grandview Lodge	SEPT. OCT. NOV 29 27 24	Early September 2011
2. Ottawa	T.B.A.	T.B.A.

Further details are posted on our [website](#).



November 9 & 10, 2011
 Le Jardin Conference and Event Centre,
 Woodbridge
 Members only: \$450

This program is ideal for senior staff and others who are responsible for conducting workplace investigations. Bullying expert Denise Koster will provide practical advice and guidance on investigating issues of workplace violence, including discrimination, harassment, bullying and resident abuse.

This is a members-only session and participants must have completed the OANHSS Bullying in the Workplace workshop or one of Denise Koster’s Violence in the Workplace workshops.

Register [online](#) or contact [Nina Zivkovic](#) at (905) 851-8821 ext. 246.

UPCOMING WORKSHOPS

Bullying in the Workplace
September 27, 2011

Predict & Prevent Workplace Conflict
October 5, 2011

Administrator Certification Program Upgrade
TBC

WSIB Claim Management Webinar
TBC

Counties face 60% increase for insurance

Posted 2 hours ago

The United Counties could be facing a 60 per cent hike in insurance premiums for social housing, treasurer Nigel White told a meeting of the Joint Services Committee Thursday morning.

White said that is the likely result if the counties' social housing department is forced to become part of an Ontario-wide policy being pushed by the province's Social Housing Services Corporation (SHSC).

In a report to the committee, White recommended the counties register its opposition with a resolution notifying the Ministry of Municipal Affairs and Housing "of the need for competitive bidding for social housing insurance coverage."

The recommendation is similar to one adopted by the Eastern Ontario Wardens' Caucus during a meeting in Cornwall last week.

United Counties Warden Mel Campbell said he supported that recommendation and urged his committee colleagues to endorse the latest in White's report.

Campbell said the additional cost to pay for the provincewide policy "threatens to blow this out of the water."

Councillor Bill Thake said local social housing agencies were originally part of the SHSC's insurance policy when the service was downloaded from the province.

When the agency allowed municipalities in 2004 to pursue individual policies, the cost of premiums dropped 40 per cent, he said.

During an interview after Wednesday's meeting, White said the counties is paying \$94,022 for individual insurance coverage in 2011.

By contrast, the rate that is available from the Social Housing Services Corporation, of which the counties' social housing department is a member, would be \$126,747, he said.

But the extra \$32,000 cost is only the tip of the iceberg, White told The Recorder and Times.

"That's how much it is today. With other changes it could be a 60 per cent increase."

He said a series of items requiring additional coverage and expenses as well as higher deductibles under the SHSC policy would account for the increased costs.

"Right now, our premium and deductible covers it all."

But the chairman of the SHSC argues White and staff from some other municipalities are jumping the gun by claiming costs will rise 60 per cent.

During a phone interview, Roger Maloney said the corporation will not be considering bids from insurance companies until late next month and a contract won't be settled until the fall.

"Wait until we get our prices. We haven't negotiated the deal yet," said Maloney.

"It would be premature to anticipate what the numbers will be as we are going forward."

Maloney said after a five-year decline totalling 30 per cent in the cost of the agency's social housing insurance premiums, rates appear to be moving up because of recent natural disasters.

Premiums are not rising, he insisted, because of a major fire during 2010 at a Toronto social housing high-rise on Wellesley Street as suggested by some municipal staff across the province, including White, said Maloney.

He said any increases in costs caused by specific incidents are borne by the individual municipality.

Similarly, Maloney said a municipality with a positive insurance record is rewarded with lower premiums.

The chairman said he is also open to allowing a municipality to opt out of the provincewide plan if it can provide the same level of coverage at a lower cost.

"If someone put forward a good business case and it made sense we would allow a municipality to opt out. But it has to be apples-to-apples for fairness's sake," said Maloney.

But that is precisely one of the major sticking points in treasurer White's report which itemizes a list of additional coverage for items such as fine arts and auditor's fees that go beyond the counties' package.

In his report, White also referred to a letter from the agency to the social housing department in which Maloney cited "recent world events and a heightened perception of the risk of social housing portfolios as a result of Toronto's Wellesley Street fire."

White also noted during his presentation to the committee that several municipalities are questioning the legitimacy of the decision.

For one thing, it appears to contradict provincial government policy mandating municipalities to publicly call for competitive bids on spending items to ensure transparency and keep a lid on costs.

Similarly, there is a suggestion the agency does not have the authority it cites under the Social Housing Reform Act and subsequent amendments to impose its will on member municipalities, said White.

"It takes our autonomy away." He said the counties' existing policy

expires at the end of December and the SHSC would expect it to join the provincewide policy at that time.

Counties CAO Steven Silver said the matter is also a concern to the Association of Municipalities of Ontario, which is monitoring the discussion.

nickg@recorder.ca

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Federal/Provincial/Territorial Ministers Responsible for Housing Announce a New Framework for Affordable Housing

OTTAWA, July 4, 2011 — Today, federal, provincial and territorial ministers responsible for housing announced a \$1.4 billion combined investment toward reducing the number of Canadians in housing need under a new Affordable Housing Framework 2011 – 2014.

The Framework recognizes the diversity of affordable housing needs of Canadians and that a range of solutions — from existing programs to new approaches — is the most effective in meeting local needs and priorities. It is also recognized that under this Framework provinces and territories have responsibility for the design and delivery of affordable housing programs in order to address their own specific housing needs and priorities in their jurisdictions. Accordingly, each province and territory is working towards a bilateral agreement to respond to the program needs in each jurisdiction; in these arrangements, federal funding will be matched by provincial, territorial and other contributions, and governments will report to their citizens on outcomes.

Under the new Framework, provinces and territories have the flexibility to invest in a range of programs and initiatives designed to achieve the overall intended outcome: to reduce the number of Canadians in housing need by improving access to affordable housing that is sound, suitable and sustainable. Initiatives under the Framework can include new construction, renovation, homeownership assistance, rent supplements, shelter allowances, and accommodations for victims of family violence.

The Honourable Diane Finley, Minister of Human Resources and Skills Development and Minister Responsible for Canada Mortgage and Housing Corporation (CMHC) along with the Honourable Jonathan Denis, Minister of Housing and Urban Affairs, Province of Alberta; Co-Chair of the Federal-Provincial-Territorial Housing Ministers Forum; and on behalf of the provinces and territories, expressed their satisfaction with the new Framework.

“Our government is committed to working with its partners to develop and implement solutions to housing,” said Minister Finley. “This Framework recognizes the need for local solutions to housing challenges and the importance of reporting progress on outcomes.”

“Our success in helping Canadians in need find and keep affordable housing is a direct result of partnerships across all orders of government and with private sector partners,” said Minister Denis. “This framework builds on existing successes and contributes to the creation of cost-effective programs that will address housing needs at the local level.”

In September 2008, the Government of Canada committed to a five-year investment of more than \$1.9 billion in housing and homelessness. The five-year investment, which began in 2009, included a two-year renewal of the Affordable Housing Initiative and various renovation programs. Provinces and territories made additional contributions to the two-year federal investment to address the housing needs of low-income Canadians.

Although Québec generally agrees with the principles and objective of the Framework, adhering to this Framework and its implementation will follow once the bilateral agreement is concluded between CMHC and the Société d'habitation du Québec.

Media please contact:

Charles Sauriol
 CMHC
 Media Relations
 Tel.: 613-748-2799

Dan Laville
 Communications
 Housing and Urban Affairs
 Province of Alberta

Ann Matejicka
Director of Communications
Office of Minister Finley
Tel.: 819-994-2482

Affordable Housing Framework (2011-2014)

Introduction

Stable, affordable and good quality housing contributes to positive outcomes for individuals, families and communities. Housing influences many aspects of life: individual health and wellbeing, educational achievement, social connections, labour market attachment, and community identity. From a broader economic perspective, the housing sector provides employment, creates investment opportunities, and stimulates and supports economic activity.

This Framework establishes the approach that will guide bilateral arrangements for the combined affordable and renovation housing funding envelope of federal housing funds between 2011 and 2014.

Federal, provincial and territorial governments are continuing to work together in many ways to address the needs of households in Canada with respect to affordable, sound, suitable and sustainable housing.

Nothing in this document shall be construed to derogate from the respective governments' jurisdictional responsibilities.

Vision

A balanced approach to housing is a tool to promote economic and social independence, personal accountability, and meaningful individual choice. Good housing is required to meet basic human needs while developing individual resources and capabilities to achieve positive longer-term outcomes such as self-reliance for individuals and families. This vision promotes healthier people, stronger neighbourhoods, a greener environment, and safe, quality, affordable housing. Within this Framework, federal, provincial and territorial governments recognize that:

- A continuum of program responses is required to respond successfully to the differing needs of households across their life courses.
- Sustainable practices to housing responses, such as enhancing the energy efficiency of housing, not only value and respect the environment but also help realize savings that improve housing affordability over the long term.
- Partnerships among federal, provincial and territorial governments will help provinces and territories work with community groups, individuals and the private sector to strengthen housing conditions in their jurisdictions.

Objective

The objective of this Framework is to improve the living conditions of Canadians in need by improving access to affordable, sound, suitable and sustainable housing.

Intended Outcome

The overall intended outcome of this Framework is to reduce the number of Canadians in housing need by improving access to affordable housing that is sound, suitable and sustainable for Canadians in need.

Spending Categories

Housing responses may vary depending upon market conditions and housing needs. Investments that flow under this Framework will support housing responses in one of the following areas of action:

1. Increase the supply of affordable housing across Canada. Initiatives may include new construction or conversion, and homeownership or rental, all targeted to households in need.
2. Improve housing affordability for vulnerable Canadians. Initiatives may include rent supplements, shelter allowances to address affordable housing needs, and homeownership assistance, all targeted to households in need.
3. Improve and/or preserve the quality of affordable housing. Initiatives may include renovation and rehabilitation of existing affordable housing to improve and preserve the quality of affordable housing for households in need (excluding existing social housing stock under F/P/T long-term agreements).
4. Foster safe independent living. Support for new housing construction, housing

modifications and renovations that extend independent living for households in need being seniors and persons with disabilities. Initiatives may also include accommodations for victims of family violence.

Principles

Federal, provincial and territorial governments recognize that initiatives that respond to identified and demonstrated needs, and that are built on the best evidence of what works, produce the best desired outcomes. Achieving success requires cooperation and respect for one another's roles and responsibilities, and a clear understanding of funding relationships.

Federal, provincial, and territorial governments agree that the following principles will guide the arrangements between federal, provincial and territorial governments for housing investments that flow under this Framework.

- P/Ts have responsibility for the design and delivery of affordable housing programs in order to address their own specific needs and priorities.
- P/Ts require flexibility to address PTs' specific affordable housing needs and priorities. Flexibility to move federal funds between years is subject to CMHC approval.
- Federal contributions may be used for upfront capital contributions or ongoing subsidies. Contributions by Others (provincial/territorial government, non-profits, municipalities, private sector) must be equal to or greater than the envelope of federal contributions.
- Housing supported under this Framework and related bilateral agreements will be modest in terms of size and amenities and will remain affordable for ten years or a mutually agreed upon period of time.
- Energy efficiency and water conservation measures will be promoted wherever possible in order to reduce the environmental impact of housing, such as greenhouse gas emissions and to improve housing affordability.
- Governments must be accountable to the public for the use of public funds through an open and transparent process which identifies expected outcomes, measures performance, reports on results to the public and provides for follow-up. In this context, each government is responsible for reporting annually to the public regarding the investments and achievement of intended outcomes under this Framework. The information provided by P/Ts, which will be agreed upon in the bilateral agreements, will enable the federal government to be accountable to Canadians.
- Administrative requirements must be streamlined so as not to adversely impact program delivery.
- Bilateral arrangements are to include a communications protocol providing for joint communications activities and products as well as open, transparent, effective and timely communications that equitably reflect the contributions of federal, provincial and territorial partners.
- Copies of signed bilateral agreements will be distributed to Provinces and Territories for information purposes. Any revisions or addendums to agreements granted by the federal government to a P/T under this Framework would, upon request, be extended to each Province and Territory who so wishes.

Bilateral Arrangements

This Framework will serve as the basis for bilateral arrangements between the federal government represented by CMHC and each Province or Territory who so chooses. Federal funding flow will be conditional on bilateral arrangements pursuant to this Framework that are signed with a Province or Territory. Where a Province or Territory does not conclude bilateral arrangements under this Framework, federal funding will flow through the extension of existing arrangements (AHI and renovation programs).



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BUILDING TOGETHER: Jobs & Prosperity for Ontarians

Modern and reliable infrastructure drives our economy. It contributes to our province's wealth and productivity, and it helps us attract investment and create jobs.

Other countries like the United States and China are investing heavily in infrastructure. To remain competitive we need to do the same.

Infrastructure also shapes our communities, improves our standard of living and gives us a better quality of life.

Just like your house or your car, our infrastructure must be maintained. Our climate, wear and tear, and even time, all affect the performance of our roads, buildings, transit, and water and wastewater systems. We need to take care of our infrastructure through regular maintenance, expansion and upgrades to get the most out of it.



Our province is changing. As our population grows, ages and diversifies, we need to make sure we have the right infrastructure to meet that challenge.

Ontario is making smart public infrastructure investments by:

- Maintaining our global competitiveness through better highways, bridges and border crossings.
- Getting time back in our days with faster, more affordable and environmentally friendly public transit.
- Creating jobs by educating a strong and innovative workforce at outstanding colleges and universities.
- Keeping your family healthy by creating more health care options and modern hospitals.
- Working with our cities and towns to redevelop local infrastructure.

We'll be building together on these investments by:

- Investing more than \$35 billion over the next 3 years.
- Effectively managing your tax dollars by making responsible infrastructure investments.
- Building infrastructure to meet the challenge of tomorrow: to create jobs, to drive our competitiveness and to boost our standard of living.



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BUILDING TOGETHER: Jobs & Prosperity for Ontarians

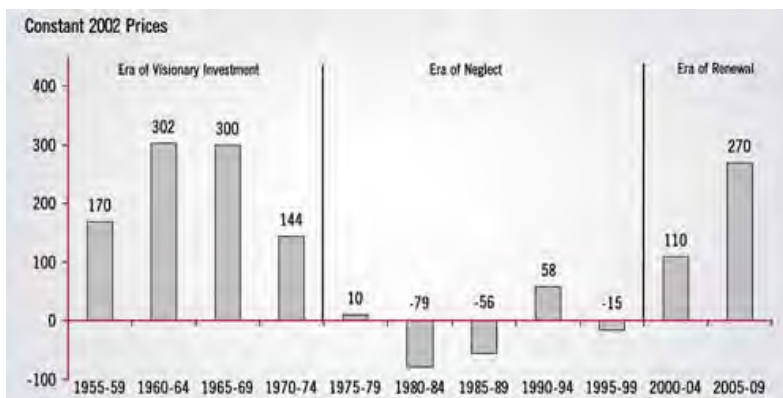
Executive Summary

Our economy and our quality of life depend on good public infrastructure.

The government of Ontario has taken significant steps to reverse the massive infrastructure deficit — estimated at tens of billions of dollars — that had accumulated over the last several decades and was threatening our long-term prosperity.

Since 2003, the government has invested \$62 billion in infrastructure. As Chart 1 makes clear, the province has not seen this level of investment since the post-war era, when many of the foundations of our present-day infrastructure, including the 400-series highways and the Toronto subway, were first laid.

Chart 1 - Average Annual Change in Per Capita Net Public Stock



Sources: Statistics Canada and Ontario Ministry of Infrastructure

The purpose of this plan is to chart a course forward for Ontario's infrastructure.

Despite record levels of investment over the last seven years, the case for continued investment and strategic planning is as compelling as ever. Our competitiveness is at stake. Jurisdictions around the world are pouring massive new resources into infrastructure to address their own infrastructure deficits and to spur economic growth.

Over the last six years, the Province has averaged \$10 billion in infrastructure investments per year. Through this plan, the Province expects to continue significant investments in public infrastructure over the next decade, and will begin by investing more than \$35 billion over the next three years. Infrastructure investments will drive continued economic growth and enhanced quality of life. Transportation, education, and health care will be significant priorities.

The plan responds to projected long-term economic, demographic, and environmental changes. These include a more global and service-oriented economy; a larger, older, and more urbanized population; and the effects of a changing climate.

Key investment priorities will include:

- **Getting Ontario's goods to market with better highways, bridges, and border crossings**
 - Finishing major projects, including the Windsor-Essex Parkway, which is expected to reduce travel time to the border by close to 20 minutes on average for each of the 6,500 trucks that cross every day, and the 407 East extension, which will add east-west capacity through Durham Region by carrying as many as 6,000 vehicles an hour in each direction
 - Expanding Ontario's network of high-occupancy vehicle (HOV) lanes, which have been shown to shorten driving time for all traffic
 - Rehabilitating highways, bridges, culverts, and other structures to meet state-of-good-repair targets
 - Adding at least 500 centreline-kilometres of highway where warranted by growth and demand

- **Giving commuters fast, affordable, and environmentally sound transit options**
 - Improving and expanding transit with the ultimate goal of creating a truly regional transit system in the Greater Toronto and Hamilton Area and helping reach GO Transit's goal of increasing ridership to more than 100 million trips a year
 - Supporting transit in Ontario's growing urban areas, including Ottawa and Waterloo Region

- **Educating a strong and innovative workforce**
 - Completing the rollout of full-day kindergarten across the province
 - Ensuring a system of elementary and secondary schools that meets present and future needs and is in an appropriate state of repair
 - Finishing construction of 49 postsecondary projects through the Knowledge Infrastructure Program, which with other initiatives will help to create more than 36,000 new spaces
 - Ensuring that infrastructure investments respond to demand and support the goal of a 70 per cent attainment rate for postsecondary education
 - Adding to Ontario's knowledge infrastructure that includes research facilities, commercialization hubs, and broadband assets

- **Ensuring healthier lifetime outcomes**
 - Expediting the shift towards a model that is focused on providing an aging population with appropriate health supports at home and in the community to help ease pressures on hospitals
 - Completing the 27 major hospital projects under construction, and continuing to invest in hospital expansions and redevelopment projects, subject to fiscal capacity
 - Investing in three to five major hospital expansions and redevelopment projects each year, subject to fiscal capacity

- **Helping Ontario's rural areas, regions, and cities**
 - Providing investment and other supports to smaller communities that lack the capacity to address water-related infrastructure needs on their own
 - Enhancing the Trans-Canada Highway corridors in northern Ontario
 - Improving broadband access in rural and remote areas
 - Continuing to find ways and means to work with other orders of government to build and

renovate social and affordable housing

This plan also sets out directions to ensure effective investments in cultural and tourism infrastructure, in the justice system, in supporting the delivery of social services, in ensuring accessibility, and in providing more streamlined access to government services.

Ultimately, this plan is designed to give municipalities, the broader public sector, and industry greater clarity and predictability to plan for Ontario's collective infrastructure needs.

To implement this plan, Ontario will:

- Make greater use of Infrastructure Ontario to procure the province's infrastructure. This will drive savings for the public and help the province maintain its status as one of the most dynamic infrastructure procurement markets in the world.
- Consult with its public sector partners on developing asset management plans that would build on and consolidate existing requirements. These plans, which would be phased in over time, would be required of organizations seeking significant provincial capital funds. Good asset management practices allow public and private organizations to achieve better value from existing infrastructure and set future priorities.
- Adopt a 10-year perspective for infrastructure planning, while making decisions to move ahead on specific projects through the Province's annual planning and budgeting processes.
- Support a strong and competitive construction sector within Ontario and promote its products and services internationally.
- Work with the federal government, municipalities, neighbouring jurisdictions, and Aboriginal peoples to address together the challenges of the current infrastructure deficit and emerging needs.

In summary, this plan sets out an infrastructure investment program that will act as a catalyst for economic growth and better quality of life.

The Premier
of Ontario

Legislative Building
Queen's Park
Toronto, Ontario
M7A 1A1

Le Premier ministre
de l'Ontario

Edifice de l'Assemblée législative
Queen's Park
Toronto (Ontario)
M7A 1A1



July 20, 2011

Mr. W. James Hutton
Chief Administrative Officer/Clerk
County of Renfrew
9 International Drive
Pembroke, Ontario
K8A 6W5



Dear Mr. Hutton:

Thank you for your letter of June 30 informing me of council's resolution regarding the basic adult allowance and maximum shelter allowance for recipients of Ontario Works and the Ontario Disability Support Program. I appreciate your keeping me updated on council's activities.

As this issue falls under the responsibility of the Honourable Madeleine Meilleur, Minister of Community and Social Services, I have sent her a copy of council's resolution. I trust that the minister will also take council's views into consideration.

Mr. Hutton, thank you again for the information.

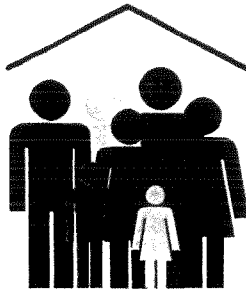
Yours truly,

A handwritten signature in black ink that reads "Dalton McGuinty".

Dalton McGuinty
Premier

c: The Honourable Madeleine Meilleur



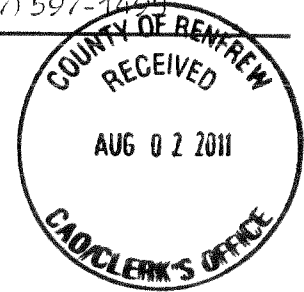


Rainy River District Social Services Administration Board

450 Scott Street
Fort Frances, ON
P9A 1H2
Phone: (807) 274-5349
Fax: (807) 274-0678
Toll Free: (800) 265-5349

Rawn Road Centre
P.O. Box 1300
Atikokan, ON
P0T 1C0
Phone: (807) 597-1431
Fax: (807) 597-1499

July 22, 2011



The Honourable Minister Rick Bartolucci
Ministry of Municipal Affairs and Housing
777 Bay Street, 17th Floor
Toronto, ON
M5G 2E5

Dear Minister Bartolucci:

Re: Competitive Bidding for Community (Social) Housing Insurance

Please be advised that the following resolution was passed by the Rainy River District Social Services Administration Board at its regular Board meeting held July 21, 2011:

“WHEREAS the Rainy River District Social Services Administration Board (RRDSSAB) object to the refusal of the Social Housing Services Corporation (SHSC) to allow for competitive bidding for insurance by prescribed housing providers in the Rainy River District;

AND WHEREAS the SHSC, an entity created by the Province of Ontario, has announced the elimination of all competition for the provision of insurance coverage outside of its exclusive Group Insurance Program for prescribed social housing providers;

AND WHEREAS the statutory mandate of the SHSC is limited to coordinating insurance programs for prescribed social housing providers;

AND WHEREAS the RRDSSAB directly owns 296 units of social housing and oversees 229 additional units of social housing as the Service Manager pursuant to the Provincial Social Housing Reform Act;

AND WHEREAS all social housing, including the RRDSSAB public housing units, will be unable to seek quotations for insurance coverage outside of the SHSC’s wholly-owned brokerage, as of November, 2011;

AND WHEREAS SHSC – insured social housing providers are expected to incur a substantial increase in their upcoming insurance renewal premiums;

BE IT RESOLVED THAT the SHSC Board of Directors be requested to immediately reverse their decision to require all prescribed housing providers to only participate in their Insurance Program, and return to their current business practice;

AND FURTHER BE IT RESOLVED THAT the SHSC initiate a process to ensure that all of its programs and services are based on open, competitive bidding processes;

AND FURTHER BE IT RESOLVED THAT should the SHSC not reverse its decision, the Province of Ontario intervene accordingly to ensure an open, competitive bidding process for insurance and all of its other programs and services;

AND FURTHER BE IT RESOLVED THAT the Minister of Municipal Affairs and Housing issue a written consent or other remedy if necessary to the RRDSSAB and its prescribed social housing providers, as well as any other Service Manager requesting such relief with the ability to not participate in the SHSC insurance program and other SHSC programs and services, if desired;

AND FURTHER BE IT RESOLVED THAT this resolution be forwarded to the Board of the SHSC, the Minister of Municipal Affairs and Housing, the Premier of Ontario, all prescribed housing providers in the Rainy River District, all Service Managers in Ontario, and the Association of Municipalities of Ontario.

The Board thanks you in advance for your immediate consideration of this matter.

Yours truly,



Dan McCormick, Interim CAO
Rainy River DSSAB.

/jk

cc: Premier D. McGuinty
SHSC Board Members
Rainy River District Housing Providers
Ontario Service Managers
Association of Municipalities of Ontario
Howard Hampton, MPP
Bill Mauro, MPP
Rainy River District Municipalities



CHILD CARE SERVICES REPORT

Prepared by: Judy Mulvihill, Manager of Child Care Services

Prepared for: Social Services Committee

August 11, 2011

INFORMATION1. Integration Coordinators Statistics

The monthly statistical reports for Integration Services in June and July 2011 are attached as Appendix CC-I. This statistical report indicates the number of children presently being served through the special needs Integration Services. Specifically, this report indicates the number of children on the wait list, the number of children receiving resource funding and the number of children on the wait list for resource funding.

2. Child Care Eligibility Coordinator Report

The statistical report of the Child Care Eligibility Coordinators for May and June 2011 is attached as Appendix CC-II. This report indicates the number of families and children on the Eligibility Coordinators' caseload who are receiving fee subsidy for the month.

3. Renfrew County Catholic School Board Full Day Learning Budget for 2011-2012

In a newspaper article, North Renfrew Times, July 13, 2011, it was announced that the Renfrew County Catholic School Board will spend more than \$240,000 in the budget year 2011-2012 from their reserves for expansion in four Early Learning Full Day Programs. The funding will also be enhanced by an additional \$209,000 from the Ministry of Education.

In addition to this, the school boards will continue to utilize \$270,000 additional funds from their reserve to offset the costs associated with providing additional full day classrooms that are not presently recognized or funded by the Ministry of Education's Full Day Learning Program. Please see attached article Appendix CC-III.

Report respectfully submitted.

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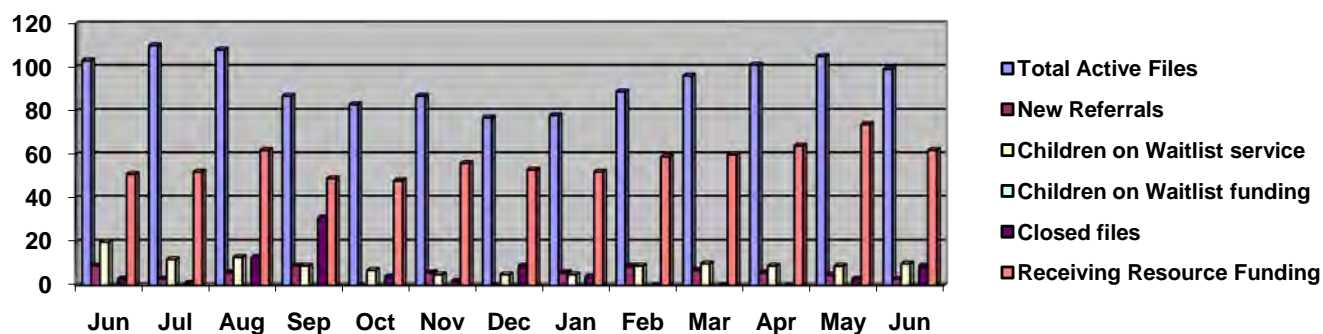
**COUNTY OF RENFREW CHILD CARE
SPECIAL NEEDS RESOURCING SERVICES STATISTICS**

Date: August 11, 2011

Statistics as of: June 30, 2011

For the Month of: June 2011

	2010							2011					
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Active Files	103	110	108	87	83	87	77	78	89	96	101	105	99
New Referrals	9	3	6	9	0	6	0	6	9	7	6	5	3
Children on Waitlist service	20	12	13	9	7	5	5	5	9	10	9	9	10
Children on Waitlist funding	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed files	3	1	13	31	4	2	9	4	0	0	0	3	9
Receiving Resource Funding	51	52	62	49	48	56	53	52	59	60	64	74	62



Active files: Children receiving support from an Integration Coordinator.

Wait List: Children waiting to receive support or may be waiting for resource funding, but no space is available at a licensed child care agency. Files do not become active until all required documentation is complete.

Resource Funding: Funding allocated to a licensed child care facility to hire a “special needs resource teacher” to support the integration of the child into the program.

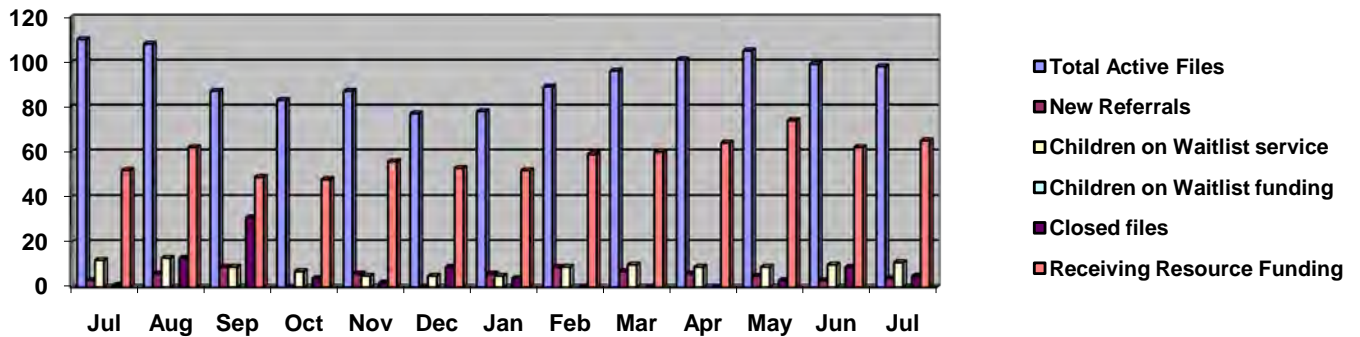
COUNTY OF RENFREW CHILD CARE SPECIAL NEEDS RESOURCING SERVICES STATISTICS

Date: August 11, 2011

Statistics as of: July 29, 2011

For the Month of: July 2011

	2010						2011						
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Total Active Files	110	108	87	83	87	77	78	89	96	101	105	99	98
New Referrals	3	6	9	0	6	0	6	9	7	6	5	3	4
Children on Waitlist service	12	13	9	7	5	5	5	9	10	9	9	10	11
Children on Waitlist funding	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed files	1	13	31	4	2	9	4	0	0	0	3	9	5
Receiving Resource Funding	52	62	49	48	56	53	52	59	60	64	74	62	65



Active files: Children receiving support from an Integration Coordinator.

Wait List: Children waiting to receive support or may be waiting for resource funding, but no space is available at a licensed child care agency. Files do not become active until all required documentation is complete.

Resource Funding: Funding allocated to a licensed child care facility to hire a “special needs resource teacher” to support the integration of the child into the program.

TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		38	
TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		17	
REASONS:			
	<u>4</u>	Moved out of jurisdiction	<u>2</u> Documentation not provided
	<u>1</u>	Parental Leave	Child above maximum age
	<u>4</u>	Income in Excess	Parent not willing to pay fee
	<u>2</u>	No further contact	<u>2</u> Suitable child care not found
	<u>5</u>	Child removed	<u>13</u> Care no longer required
		Income verification not received	<u>1</u> Withdrawal without notice
	<u>3</u>	Work not found	Terminated from waitlist
	<u>3</u>	Activity criteria not met	<u>15</u> Other
CURRENT COUNTY WAITLIST TOTAL:		324	

COMMENTS:

MONTHS	2010		2011	
	FAMILIES	CHILDREN	FAMILIES	CHILDREN
JANUARY	321	471	337	473
FEBRUARY	332	485	347	484
MARCH	334	490	352	495
APRIL	340	493	356	497
MAY	350	503	355	496
JUNE	355	511		
JULY	340	499		
AUGUST	338	501		
SEPTEMBER	346	507		
OCTOBER	329	467		
NOVEMBER	330	470		
DECEMBER	329	470		

Prepared By:

Angela Cybulski-Picard - Intake Coordinator, Child Care Services

Date:

July 19, 2011

TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		54	
TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		21	
REASONS:			
	8	Moved out of jurisdiction	2
	1	Parental Leave	
	5	Income in Excess	1
	5	No further contact	2
	5	Child removed	19
		Income verification not received	1
	3	Work not found	
	5	Activity criteria not met	18
			Documentation not provided
			Child above maximum age
			Parent not willing to pay fee
			Suitable child care not found
			Care no longer required
			Withdrawal without notice
			Terminated from waitlist
			Other

CURRENT COUNTY WAITLIST TOTAL: 349

COMMENTS:

MONTHS	2010		2011	
	FAMILIES	CHILDREN	FAMILIES	CHILDREN
JANUARY	321	471	337	473
FEBRUARY	332	485	347	484
MARCH	334	490	352	495
APRIL	340	493	356	497
MAY	350	503	355	496
JUNE	355	511	354	492
JULY	340	499		
AUGUST	338	501		
SEPTEMBER	346	507		
OCTOBER	329	467		
NOVEMBER	330	470		
DECEMBER	329	470		

Prepared By: Angela Cybulski-Picard - Intake Coordinator, Child Care Services
Date: July 19, 2011

School board's budget has money for St. Mary's

BY VANCE GUTZMAN

Full-day kindergarten will be back in full swing at St. Mary's School this coming fall.

The Renfrew County Catholic District School Board (RCCDSB) announced recently it will pump more than \$240,000 into expanding its Early Learning Kindergarten Program (ELKP) within its schools.

That was some of the good news coming out of the RCCDSB's most recent meeting, where trustees approved the board's 2011-12 budget.

St. Mary's was one of the first schools in the board's jurisdiction to undertake that program this past year.

The board funding means that full-day ELKP will be available again this fall at St. Mary's School here in Deep River, as well as at Holy Name Catholic School in Pembroke, St. John Bosco in Barry's Bay and Our Lady of Fatima in Renfrew.

The RCCDSB is also planning to expend \$270,000 to provide full-day, every-day kindergarten at Our Lady of Lourdes in Pembroke, Our Lady of Grace in Westmeath and St. Francis of

Assisi Catholic School in Petawawa.

The ELKP funding for St. Mary's and the other three schools will be topped off by \$209,000 in funding from the Ministry of Education.

Still, the \$240,000 the school board is putting into the program comes from its reserves, as does the \$270,000 for the full-day, every-day kindergarten classrooms.

For many years now, the RCCDSB has been forced to transfer funds from its reserves in order to balance its budgets in the wake of reduced funding from the province, and this year a total of \$845,037 is being transferred from reserves to cover off the 58.7 million in planned expenditures for 2011-12.

"Our administrative staff and trustees will continue to review all operations for efficiencies and effectiveness," school board chairman Bob Schreader told trustees while presenting the budget.

"But I must note that finding new efficiencies in our small board is becoming increasingly difficult."

ONTARIO WORKS DIVISION REPORT

Prepared by: Chery Leigh, Ontario Works Manager

Prepared for: Social Services Committee

August 11, 2011

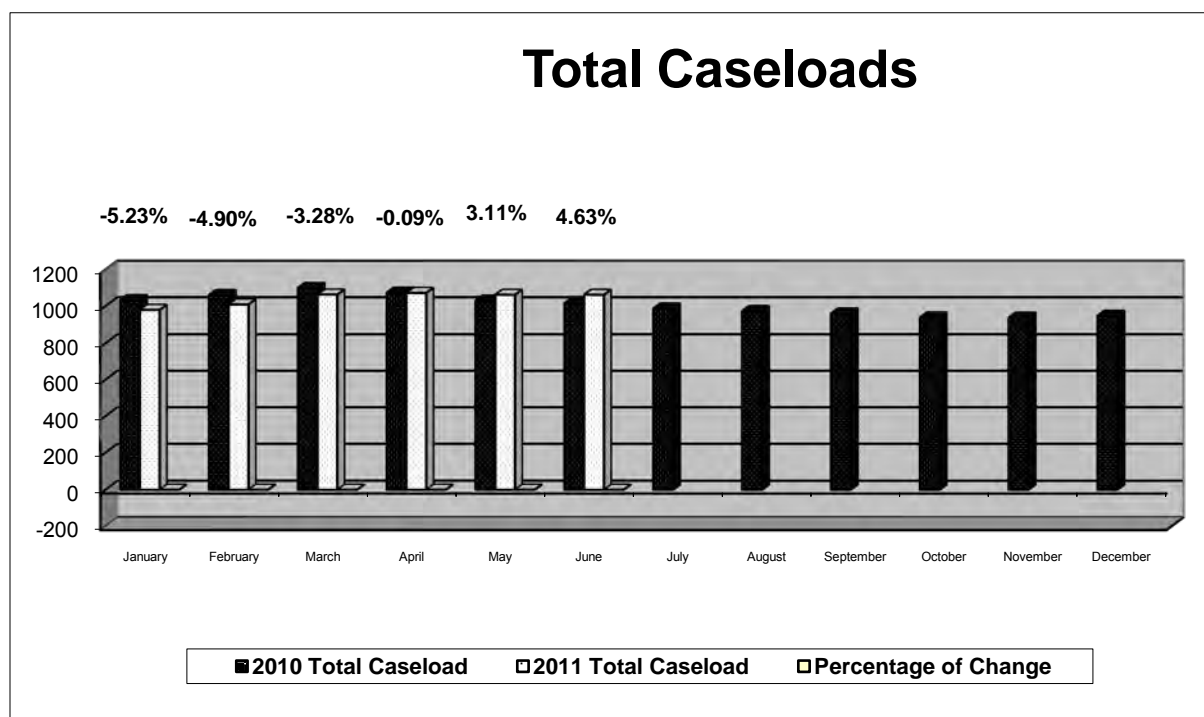
INFORMATION

The following is a brief summary of activities that occurred during June/July 2011:

1. Caseload Statistics

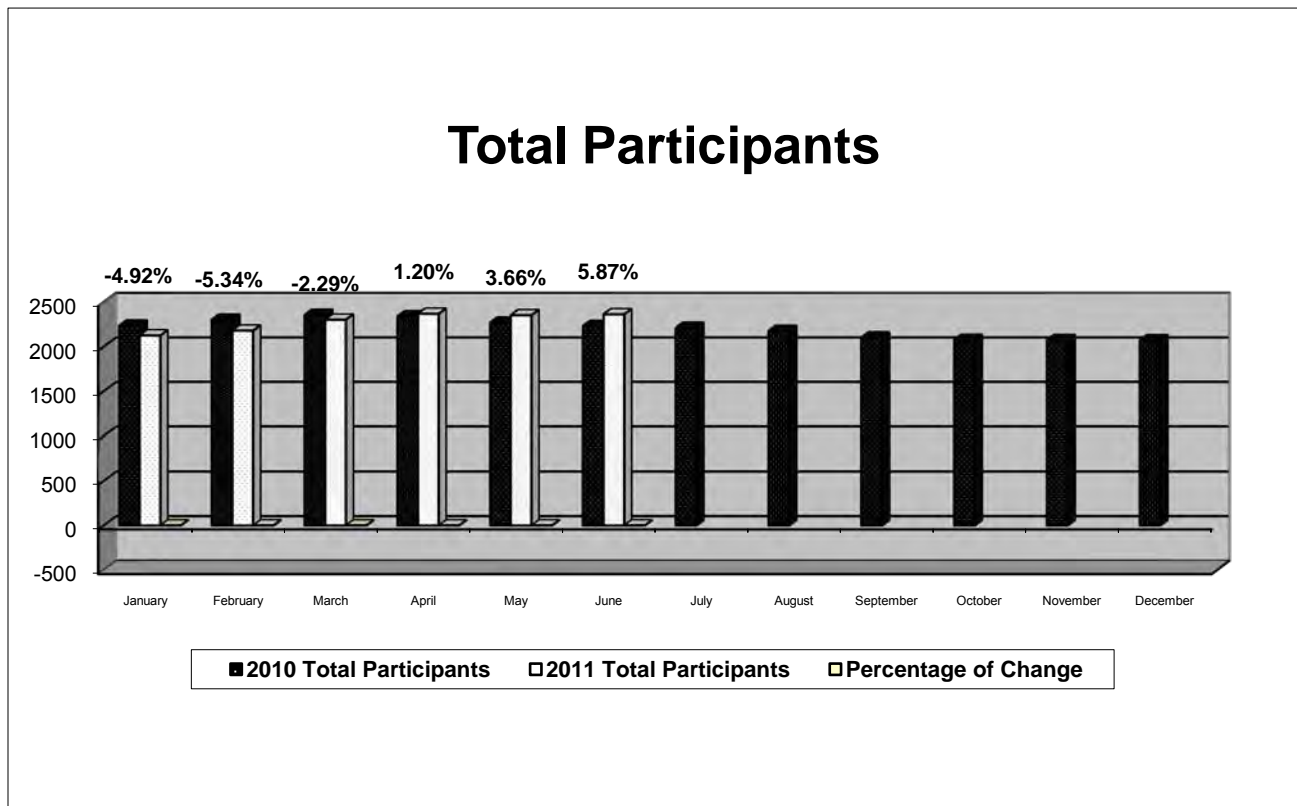
2010 and 2011 Monthly
Ontario Works Caseload
Comparison

	2010 Total Caseload	2011 Total Caseload	Percentage of Change
January	1033	979	-5.23%
February	1061	1009	-4.90%
March	1099	1063	-3.28%
April	1073	1072	-0.09%
May	1030	1062	3.11%
June	1015	1062	4.63%
July	986		
August	973		
September	959		
October	937		
November	936		
December	947		



2010 and 2011 Monthly
Ontario Works Participant Comparison

	2010 Total Participants	2011 Total Participants	Percentage of Change
January	2235	2125	-4.92%
February	2302	2179	-5.34%
March	2356	2302	-2.29%
April	2340	2368	1.20%
May	2270	2353	3.66%
June	2232	2363	5.87%
July	2212		
August	2176		
September	2103		
October	2075		
November	2074		
December	2071		



2. Project Fund Updates for 2011:

Name of Project	Number of Applications to Date in 2011	Total Number of Families Approved to Date in 2011	Monthly Expenditure	Approx Funds Remaining	Program Budget
“Staying Put”	81	81	\$13,187.62	\$45,742.95	\$103,610
Emergency Transient Assistance	8	8	\$271.82	\$435.71	\$1,000
Emergency Energy Fund	19	19	\$726.24	\$0.00	\$16,320 (Fund Depleted June 2011)
Rent Bank Program	7	7	\$3,000.00	\$25,670.00	\$32,127.30

3. Staffing

On June 28, 2011, staff attended a full day training session on the new directives for delivering Self-Employment. This session was facilitated by Pauline Lewis & Associates as the final wrap up of the development of the Ontario Works In-House Policies and Procedures.

Committee Members will recall that Laura Deacon, Site Supervisor for Renfrew Site was seconded to the Ministry as a Local Change & Implementation Coordinator for the Social Services Solutions Modernization Project. In backfilling her position, we are rotating a temporary Site Supervisor position for Pembroke Site. Jennifer Dombroskie is the current temporary Site Supervisor who will complete her rotation August 19, 2011 and return back to her former position. Effective August 22, 2011 Andrea Patrick returns as the Site Supervisor until February 2012.

4. Eastern Region Round Table

On June 2, 2011, representatives from the Eastern Region met in Ottawa. This table gives us an opportunity to update how each Consolidated Municipal Service Manager (CMSM) is doing and discuss what is working or not working and any new initiatives. This table consists of representatives from each CMSM as well as ministry representatives.

5. Health & Safety

On June 26, 2011 a client walked into a glass wall in the Resource Centre/Computer Lab at Pembroke Site. The glass shattered causing minor cuts to the client. First Aid was administered by staff. The client was offered further medical attention (ambulance), but declined. Pembroke Site was closed until the area was safe and secure for public traffic. Glass was replaced by tenant as per lease agreement.

On June 27, 2011 a client collapsed in an interview room at Pembroke Site. 911 was called and an ambulance dispatched. The client was unconscious for a minute or two. When the client came to, he was staggering around and not very coherent. When the paramedics arrived, the client took off as he didn't want any medical attention. At this point, the police were called in to investigate.

On July 2, 2011, it was noticed that the glass door to the boardroom at Pembroke Site was shattered. Due to this glass having the protective wiring in the glass, the glass pieces were contained. Glass has been replaced by the landlord.

6. Algonquin College

On July 7, 2011 Pembroke staff and management had an opportunity to attend an information session with Algonquin College and Employment Ontario. We were given a presentation on the new site and building for the college. Employment Ontario updated us on their services. We have now begun talks on how we can collaboratively work together for the common good of the clients we serve.

7. Enhanced Employment Services

June 30, 2011 marked the end of the Enhanced Employment Services Initiative with the province. This time limited 100% provincial funding was provided to CMSMs to provide enhanced support services to the most vulnerable social assistance recipients. Through this initiative, we were able to support 129 participants in 2011 with employment supports, training/education activities and sustainable employment.

8. Social Services Solutions Modernization Project

Online Applications Update:

May 16, 2011 marked the 'go-live' date for online applications. Since its inception, County of Renfrew has received 60 online applications. Of the 60 applications, 15 people applied during 'off' hours of operation.

First Nations:

The Ministry of Community & Social Services extended the opportunity for First Nations delivering the full Ontario Works program to participate in the Spring 2013 implementation of the new provincial technology (Curam Software) and related business processes. To date, 19 First Nations communities have indicated they will participate.

They are as follows:

Northern Region:

- Wikwemikong
- Eagle Lake
- Pic Mobert First Nation
- Long Lake #58
- Ochiichagwe-babigo-ining (Dalles)
- Shoal Lake # 40
- White Fish Bay (Naotkamegwanning)
- Whitesand
- Obashkaandagaang First Nation (Washagamis Bay)
- Whitefish River
- Lac Seul
- West Bay (M'chigeeng)
- Seine River
- Sheshegwaning
- Grassy Narrows

North East Region:

- Constance Lake

South West Region:

- Chippewas of Nawash

South East Region:

- Bay of Quinte (Mohawks of the Bay of Quinte)

Central East Region:

- Beausoleil

For those First Nations who were not in a position to make a formal commitment just yet, there will be opportunities beyond Spring 2013 to implement the provincial technology solution.

9. Emergency Social Services – Canadian Red Cross

Below for your information is a semi-annual report submitted by Alistair Hensler, Manager of Disaster Management, Ontario East. It is with regret that Mr. Alistair informed us that the previous coordinator, George Dicker passed away in June 2011 after an extended period on long-term disability. In addition, regrettably, Rob Burns, DM Coordinator responsible for Renfrew County, has resigned. The vacancy has been advertised and they are hopeful that a replacement will be found in the coming weeks.

Canadian Red Cross
Disaster Management Program
Renfrew County
Summary Report: December 2010 to June 2011

While our Disaster Management Team (DRT) remains relatively small in numbers, the members are dedicated and active in the County. Team members participated in the highly successful *Expo 150*. They set up and staffed a static display, which included an emergency vehicle and trailer, for the duration of the event.

In addition they made presentations and appearances around the County. They were present for *Petawawa Showcase* for three days. Two volunteers participated in the annual simulated exercise in Pembroke. The Team organized an in-house exercise involving the local amateur radio group, ARES. A VHF radio has been purchased for the Team and several members are being trained on its use to ensure seamless communications if cell and other phones fail during a disaster. Team members have facilitated Personal Preparedness Information Sessions for seniors at geriatric clinics in Renfrew, Arnprior and Pembroke.

In the period under review the Team responded to nine emergency calls to assist victims of residential fires and similar personal disasters. The Team operates on a rotating schedule to provide 24/7 coverage. A total of 15 adults and two children were provided assistance with temporary accommodation for at least 72 hours, meals, clothing, hygiene items and other basic needs. The total cost of this direct aid was \$5,875.00. This does not include costs associated with maintaining the Team's readiness such as pager and cell phone services. Other administrative and support costs, such as volunteer mileage but not including staff salaries, total \$3,530.00.

The Team continues to review and update supplier agreements with commercial establishments in the County. As animals are also affected by disasters, an agreement has been arranged with a pet store for various supplies. The Team will explore with veterinarians the provision of emergency medical aid to pets during a disaster response.

Recruitment of volunteers has not progressed as expeditiously as hoped. The Team has nine dedicated, active members. Two new volunteers have recently been recruited and are awaiting the basic training course and three applicants are currently being processed, i.e., interviews, police checks and orientation. So, there is movement forward.

We continue to upgrade the disaster management skills of the current members. In the past six months five volunteers have attended our Level Two supervisory courses which are centralized in Toronto. One of the five is Wilf Wityshyn who has replaced John Potter as the Volunteer Operational Lead. John and his wife Judy, one of our disaster management instructors, remain with the Team as very active volunteers. The relative

costs associated with training remains unchanged: basic course = \$500.00/volunteer; Level Two courses = \$1,500.00/volunteer. There are six Level Two courses which cover all aspects of supervision in a shelter situation.

We are very proud that three Team members were recognized by the province for their volunteer efforts. They were recipients of the Ontario Service Award. The Award is an indication of the commitment to volunteering of the Team's members.

10. Profile of People Receiving Social Assistance in Ontario

Attached as Appendix OW-I is the profile of people receiving Social Assistance (Ontario Works and Ontario Disability Support Program) in Ontario for your information.

11. Overview of the Ontario Disability Support Program (ODSP)

Attached as Appendix OW-II is an Overview of the Ontario Disability Support Program. The information package outlines the provincial caseload trends, funding of social assistance programs and some demographics. It is important to note that six percent of the provincial expenditures were allocated for Ontario Works and ODSP.

12. One Per Cent Increase to Social Assistance Rates

The 2011 Ontario Budget announced a one per cent increase to social assistance rates. These changes will be effective November 1, 2011 for ODSP and December 1, 2011 for Ontario Works. Please note the province will pay 100% of the cost of the Ontario Works increase for the 2011. As of January 1, 2012 delivery agents will be required to share Ontario Works costs per the usual cost-sharing arrangements (17.2% for 2012).

Report respectfully submitted.

[Return to Report](#)

Profile of People Receiving Social Assistance in Ontario

Ontario Works¹

Number of People

- In March 2011, 465,871 people (or 258,425 “cases”²) accessed Ontario Works. This represents 3.5 per cent of the Ontario population.

Gender

- 54 per cent of primary applicants³ are women; 46 per cent are men.

Age

- The average age among primary applicants is 36.

Geographic Location

- 45 per cent of Ontario Works cases live in the Greater Toronto Area (GTA); about six per cent live in Ottawa; six per cent live in northern Ontario.

Family Composition

- Ontario Works cases are made up of 58 per cent singles without children, 31 per cent sole-support parents with children, three per cent couples without children, and eight per cent couples with children.
- 64 per cent of singles without children are men.

Sole-Support Parents

- Sole-support parents make up 31 per cent of Ontario Works cases; 93 per cent of sole-support parents are women.

Children

- Over 70 per cent of the children in families receiving Ontario Works benefits are led by sole-support parents.
- Over half of these families have a child who is five years old or younger.

Newcomers

- 14 per cent of primary applicants are newcomers who have been in Canada for five years or less. Among newcomers receiving Ontario Works, refugee claimants make up about seven per cent of primary applicants and sponsored immigrants represent less than one per cent.

¹ All information is from November 2010 unless otherwise noted. Except for the “Number of People”, the information does not include people accessing Ontario Works on First Nations reserves.

² “Cases” means the number of individuals and families accessing Ontario Works. The number includes approximately 10,461 cases (four per cent) accessing Ontario Works on First Nations reserves.

³ The “primary applicant” is the person who applies for Ontario Works, either as a single individual or on behalf of a family.

Education

- 32 per cent of primary applicants have completed Grade 12-13; about 23 per cent have post-secondary education; the remainder has Grade 11 or lower.

Workforce Earnings

- 11 per cent of primary applicants have some earnings from employment.

Length of Time Receiving Ontario Works

- The average case accesses Ontario Works for about 20 consecutive months. Sole-support parents tend to stay on assistance longer, about 27 months on average.
- 40 per cent of cases who leave Ontario Works return within one year.

Ontario Disability Support Program (ODSP)⁴

Number of People

- In March 2011, 391,443 people (or 281,946 “cases”⁵) accessed ODSP. This represents 2.9 per cent of the Ontario population.

Type of Disability

- 44 per cent of primary applicants⁶ have a physical disability, 38 per cent have a mental disability, and 18 per cent have a developmental disability.

Gender

- Primary applicants are split almost equally between men and women.

Age

- The average age among primary applicants is 46.

Geographic Location

- 35 per cent of ODSP cases live in the GTA; about seven per cent live in Ottawa; 11 per cent live in northern Ontario.

Family Composition

- ODSP cases are made up of 77 per cent singles without children, nine per cent sole-support parents with children, eight per cent couples without children, and six per cent couples with children.

Sole-Support Parents

- Sole-support parents make up nine per cent of ODSP cases; 88 per cent of sole-support parents are women.

Children

- Just over half of the children in families receiving ODSP are led by sole-support parents.

Newcomers

- Two per cent of primary applicants are newcomers who have been in Canada for five years or less. Among newcomers receiving ODSP, refugee claimants and sponsored immigrants represent less than one per cent of primary applicants.

⁴ All information is from November 2010 unless otherwise noted.

⁵ “Cases” means the number of individuals and families accessing ODSP.

⁶ The “primary applicant” is the person who applies for ODSP, either as a single individual or on behalf of a family.

Education

- 30 per cent of primary applicants have completed Grade 12-13; about 18 per cent have post-secondary education; the remainder has Grade 11 or lower.

Workforce Earnings

- 11 per cent of primary applicants have some earnings from employment.

Appendix 2: Social Assistance Expenditures

Provincial social assistance expenditures totalled \$6.6 billion in 2009–10. Of this amount, about 90 per cent went to income support paid to Ontario Works and ODSP recipients and to cover the costs of prescription drugs provided to recipients.

Provincial expenditures in 2009–10 for employment services totalled \$235 million or four per cent of total costs.

Note that the Table below shows provincial expenditures only and does not include the municipal share of costs for Ontario Works benefits, employment assistance and administration.

Provincial Social Assistance Expenditures (\$M)*		
	2009-10 Actuals	Per Cent of Total
Ontario Works		
Financial Assistance Payment to Recipients**	1,803	27%
Administration Subsidy***	205	3%
Employment Assistance**	193	3%
Ontario Disability Support Program		
Financial Assistance Payment to Recipients	3,295	50%
Employment Assistance	42	1%
Administration****	244	4%
Ont. Drug Benefit Program for ODSP and Ontario Works	846	13%
Total	6,628	100%

* Provincial expenditures do not include the municipal share of costs. Totals may not add due to rounding.

** Represents the 80.2 per cent provincial share of 2009-10 costs. As part of a plan to upload costs incrementally, the province will cover 100 per cent of financial assistance costs by 2018.

*** Provincial subsidy does not include municipal share of costs.

**** Includes costs for delivering ODSP, and for the Social Benefits Tribunal and the information technology that support both ODSP and Ontario Works.

Appendix 3: Reports Cited

Overview of the Ontario Disability Support Program (ODSP)

Community Presentation

June 2011

Purpose

- To provide an overview of the Ontario Disability Support Program (ODSP).
- To describe the ODSP application process and service path.
- To provide information on the ODSP benefits available.
- To provide details on the ODSP employment supports program including the services and supports available and the client pathway to employment.
- To provide provincial and regional statistical information regarding ODSP.

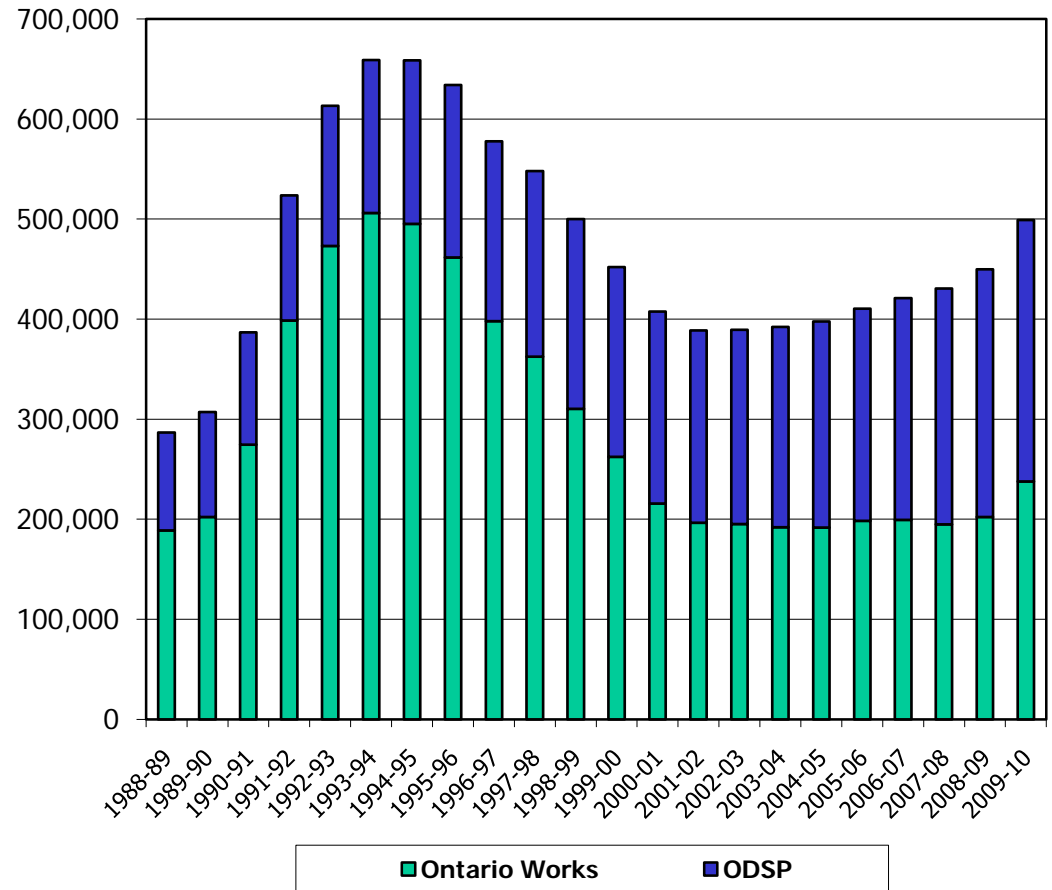
Provincial Overview

Provincial Overview

- Ontario's social assistance programs provide income and employment supports in Ontario to single adults and families who are in financial need:
- There are two social assistance programs:
 - **Ontario Works:** combines financial and employment assistance to help people move to paid employment and independence.
 - **ODSP:** provides income support and employment supports to enable people with disabilities and their families to live as independently as possible in their communities.

Provincial Caseload Trends

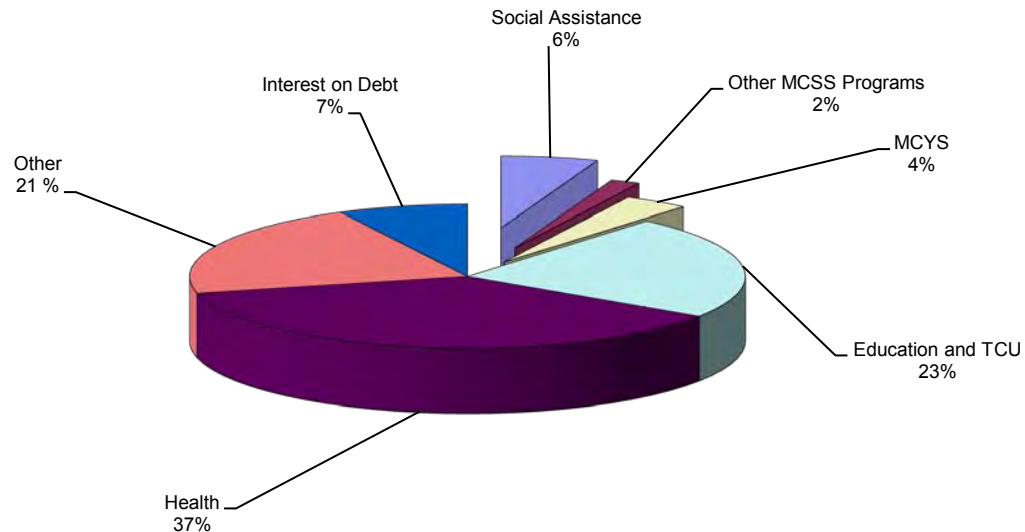
- The total caseload almost doubled from a monthly average of 386,742 in 1990-91 to 658,412 in 1994-95.
- Between 1994-95 and 2000-01, the overall caseload steadily declined by an annual average of about 7%.
- Between 2002-03 and 2007-08, the Ontario Works caseload remained fairly steady at just under 200,000 cases a month on average.
- Since the downturn in the economy, the Ontario Works caseload has increased steadily from November 2008 to March 2010. As of April 2010, the caseload levelled off and changes were typical of seasonal variations. As of January 2011, Ontario Works cases were 3.4% higher than in January 2010.
- On the other hand, ODSP has grown by 5% per year on average since 2006-07.



Funding of Social Assistance Programs

- In 2009-10, \$6.66 billion or 77% of the total MCSS expenditures and about 6% of Ontario's total expenditures were allocated for social assistance (Ontario Works, Ontario Disability Support Program, Ontario Drug Benefit Plan, and Direct Operating Expenditures).

2009-10 Interim Provincial Expenditures



Note: Numbers may not add up due to rounding.
Based on numbers from 2010 Budget Interim Outlook.

Provincial Caseload

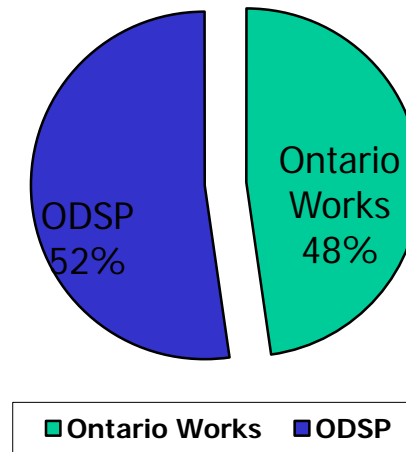
In the fiscal year 2009-10, about 6.0% of Ontario's population received social assistance.

Ontario Works

- Caseload* 237,634
- Beneficiaries** 435,721
- Children*** 162,057

ODSP

- Caseload* 261,509
- Beneficiaries** 362,594
- Children*** 53,141



In addition, there are 23,783 families with 27,769 children receiving Assistance for Children with Severe Disabilities (ACSD).

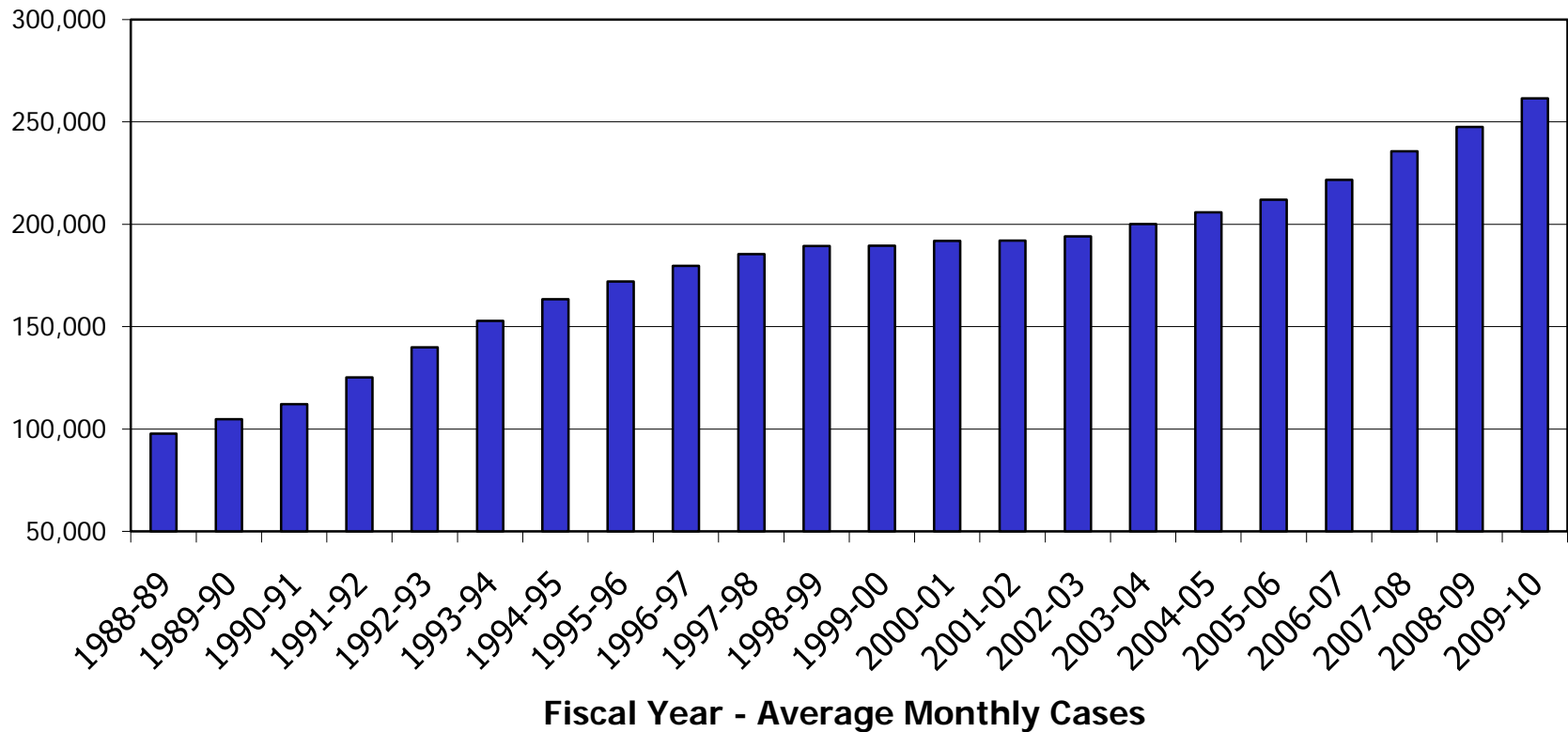
Note: *Caseload refers to the number of cases. A case can consist of a single recipient, a couple or a family

**Beneficiaries refers to heads of family plus all dependants including children

***Children are also part of the beneficiary count

The percentage of the population of Ontario on social assistances refers to the average monthly number of beneficiaries in Ontario Works or ODSP in 2009-10 over the population as of July 2010.

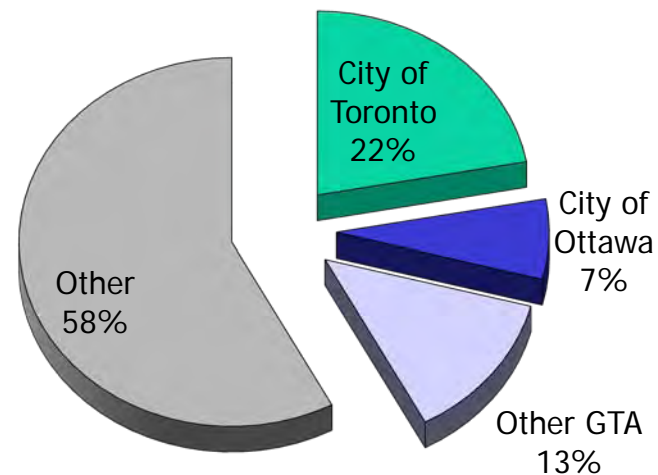
Provincial ODSP Caseload Trend



Geographic Breakdown

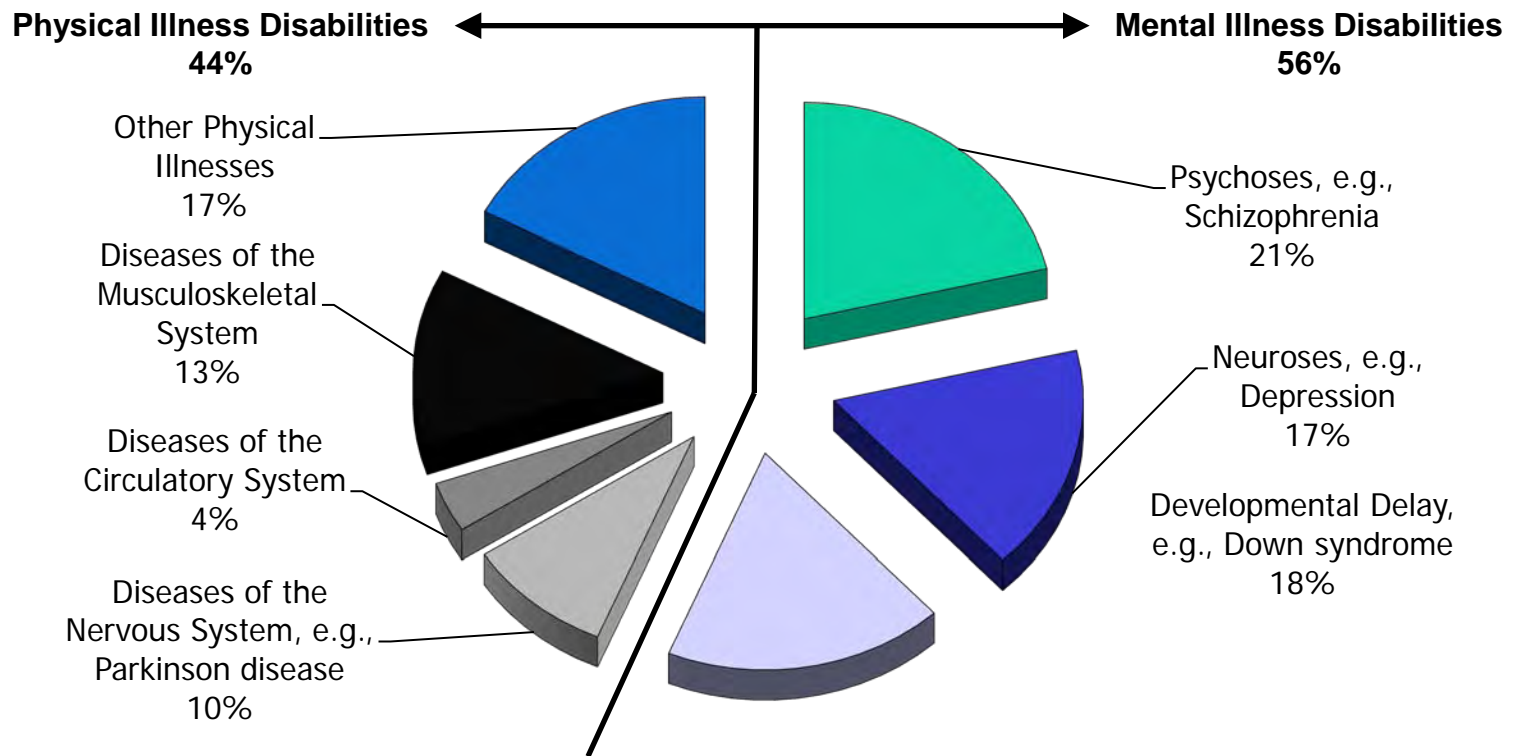
ODSP Caseload by Geographic Area

- The City of Toronto has the highest caseload with 22% of ODSP cases.
- 42% of the ODSP caseload is in either the Greater Toronto Area or the City of Ottawa.



ODSP Disability Profile - Provincial

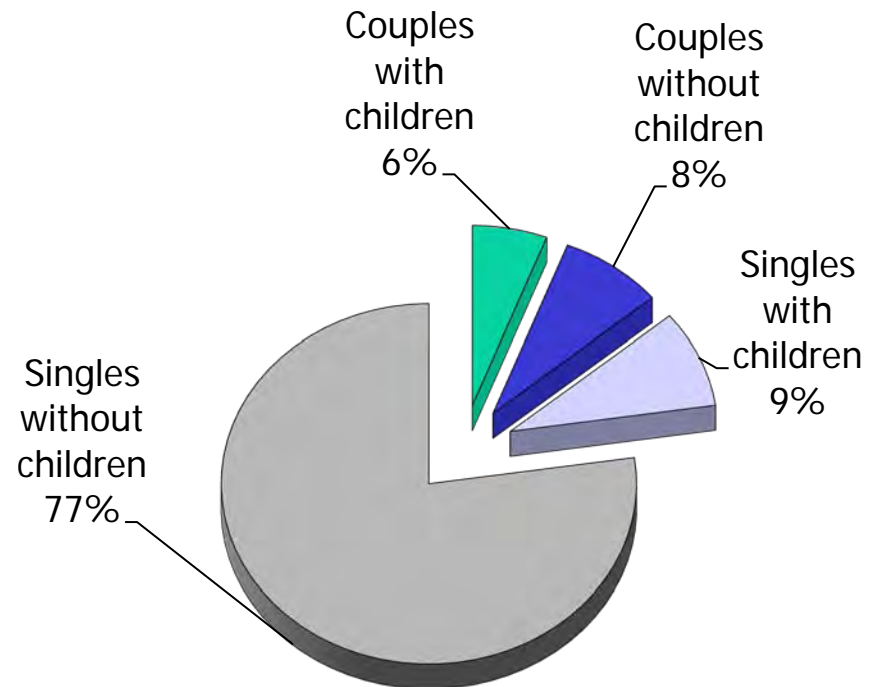
ODSP Cases by Disability Type, January 2011



Family Structure

- Three quarters of the ODSP caseload (77%) are single persons without children.

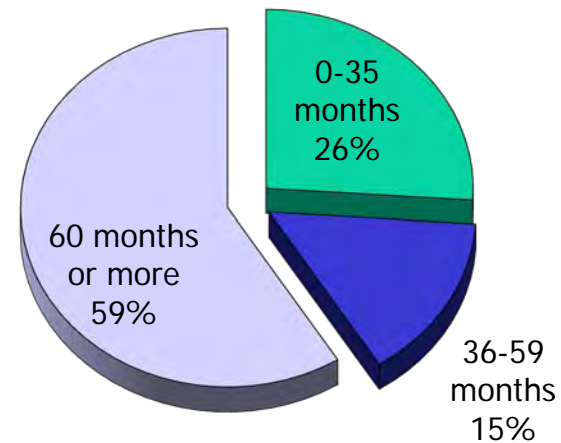
ODSP Caseload by Family Structure, January 2011



Time on Assistance

- As of January 2011, the length of time an average case has been receiving assistance for ODSP is about nine years.
- 59% of the ODSP cases who currently receive assistance have been receiving assistance for at least five years.

ODSP Caseload - Length of time on assistance for ongoing cases, January, 2011



Delivery of ODSP

- Over the past several years, the existing ODSP service delivery model has undergone a number of adjustments in order to continuously improve.
- The ministry has taken a proactive approach in an effort to understand the issues that stakeholders have identified and, in recent years, has gathered a significant amount of information from various networks and consultations.
- In order to effectively manage growing caseloads and challenges faced by the previous service delivery model, a new customer-centered ODSP service delivery and staffing model has been implemented in all ODSP offices across the province as of January 2011.

A New Approach to Service Delivery

- The new ODSP Service Delivery Model enables the ministry to enhance customer service by providing a “*one window*” case management approach.
- This approach also strengthens program integrity and accountability and provides an opportunity to establish a new culture, approach and perspective on customer service delivery.
- The new staffing structure refocuses the customer centered model to promote staff as empowered caseworkers who provide individualized support and manage all aspects of the customer’s file, including both income and employment supports.
- This fundamental shift in service delivery removes handoffs and over processing. It improves and simplifies the way we support customers and eliminates multiple points of contact for customer inquiries.

A Modern ODSP

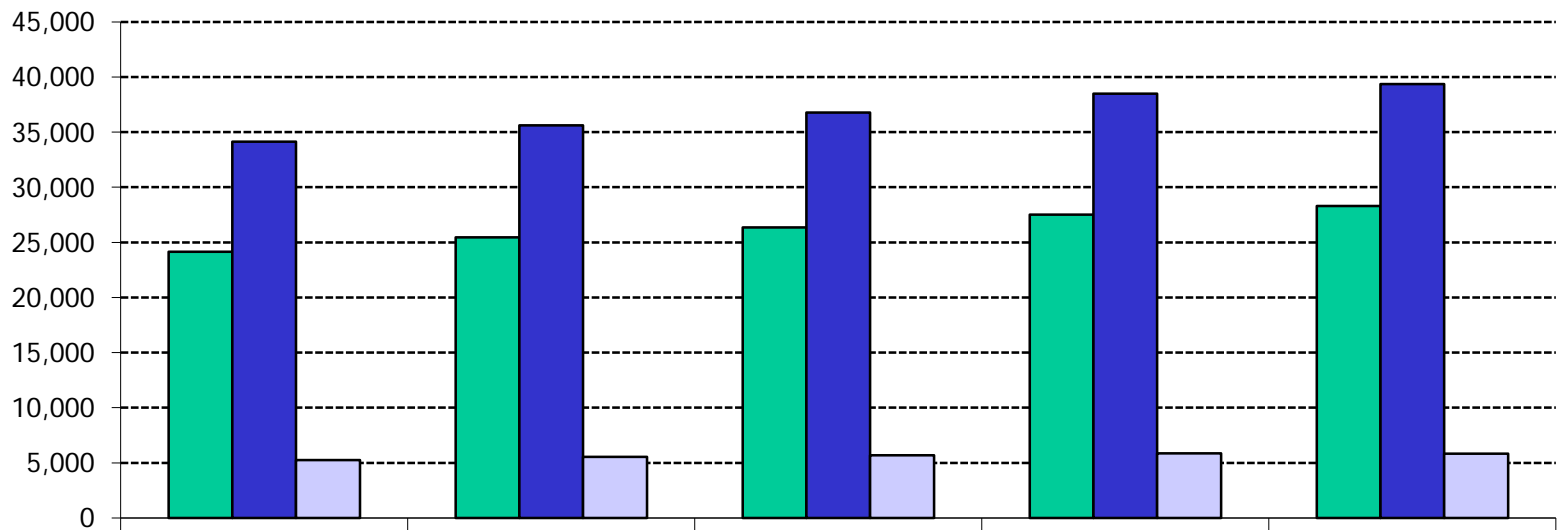
The following table highlights the shift that has been made in the new ODSP Service Delivery Model:

FROM	TO
Focus on work processes including the determination of eligibility	Focus on longer term outcomes for clients, including community inclusion and employment supports
Rule based	Customer experience
Focus on disability	Focus on ability
Segregation between financial support and employment support	One integrated program
Traditional management	Engaged and empowered workforce

Eastern Region

Statistical Slides

Eastern Region - ODSP Cases, Beneficiaries & Children

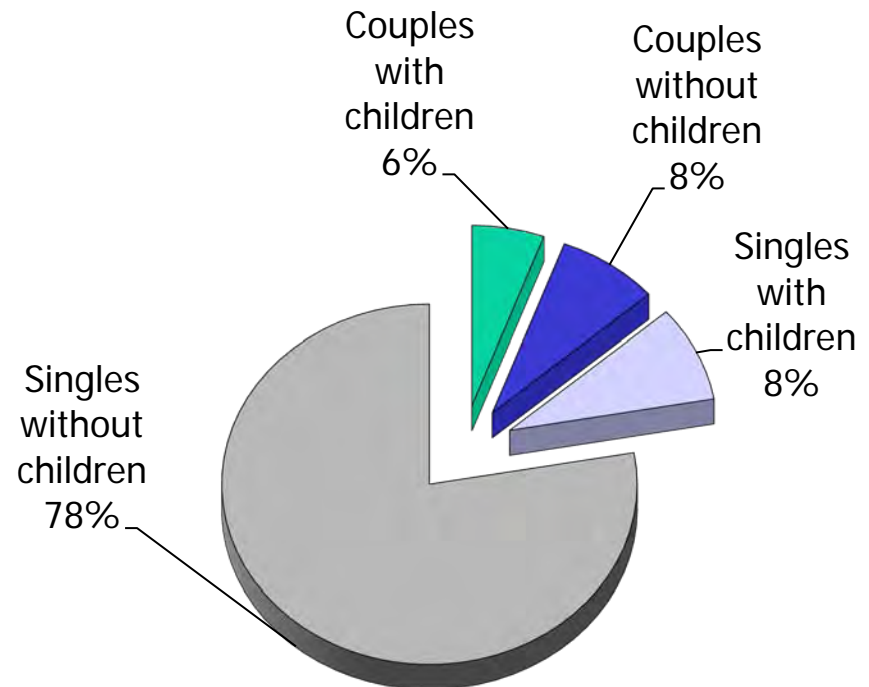


	2006/Mar	2007/Mar	2008/Mar	2009/Mar	2010/Mar
■ Cases	24,150	25,444	26,340	27,518	28,294
■ Beneficiaries	34,127	35,602	36,783	38,484	39,359
■ Children	5,243	5,534	5,695	5,860	5,837

Eastern Region - Family Structure

- In Eastern Region, 77% of the ODSP caseload are single persons without children.

ODSP Caseload by Family Structure, January 2011



County of Renfrew
General Revenue Fund - Social Services Costs (Net)
As at June 30, 2011

Description	YTD Actual	YTD Budget	Variance	Full Year Budget
Social Assistance - COA	305,323	397,799	(92,476)	822,950
Social Assistance - Benefits	546,594	558,732	(12,138)	1,117,462
Ontario Works	88,972	89,568	(596)	188,739
ODSP	0	0	0	0
Homelessness	0	0	0	0
NCB	0	0	0	0
Eligibility Review Officer	0	0	0	0
Enhanced Employment Services	0	0	0	0
OW Local Change Project	0	0	0	0
Emergency Energy Fund	0	0	0	0
Family Support Worker	0	0	0	0
Net Social Assistance Costs	940,889	1,046,099	(105,210)	2,129,151
Net Child Care Costs	244,221	265,328	(21,107)	535,227
Net Social Housing Costs	2,118,125	2,162,326	(44,201)	4,031,357

Return to Agenda