



SOCIAL SERVICES COMMITTEE

Thursday, May 12, 2011

A meeting of the Social Services Committee was held on Thursday, May 12, 2011 at 10:10 a.m. at the County of Renfrew Administration Building, 9 International Drive, Pembroke, Ontario.

Present were: Peter Emon, Chair
Bob Sweet, Warden

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

Regrets: David Thompson

Staff Present: W. James Hutton, Chief Administrative Officer/Clerk
James D. Kutschke, Treasurer/Deputy Clerk
David Anderson, Director of Social Services
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 10:10 a.m. The roll was called and no pecuniary interests were disclosed.

RESOLUTION NO. SS-C-11-05-19

Moved by: Mayor Rabishaw
Seconded by: Mayor Weckworth

THAT the minutes of the Social Services Committee meeting held on April 14, 2011 be adopted as printed and circulated.

CARRIED.

Mr. David Anderson, Director of Social Services, reviewed the Department Report, which is attached as Appendix A.

Mr. Anderson advised that the Annual General Meeting of the Renfrew County Housing Corporation will be held at 9:00 a.m. on Thursday, June 16, 2011 prior to the regularly scheduled meeting of the Board.

Mr. Anderson advised the Committee that the Child Care office in Pembroke shares connectivity to the Internet with Miramichi Lodge using a combination of technology. He advised that increased operating requirements both at the Child Care office and Miramichi Lodge require that the bandwidth be expanded using a fiber optic link to be shared by Miramichi Lodge and Child Care. The Child Care Division will incur \$2,000 in capital costs plus an additional \$217.53 per month for these upgrades.

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 advised the Committee that a letter was received from Mr. Jim Grieve, Assistant Deputy Minister of the Early Learning Division, Ontario Ministry of Education, on April 29, 2011 regarding proposed new flexibility for the delivery of before- and/or after-school programs for junior kindergarten (JK) and kindergarten (K) pupils at full-day kindergarten (FDK) schools.

The letter indicated that the proposed new measures for before- and/or after school programs are subject to the approval of the Legislature and that “If the proposed amendments to the Education Act are approved by the Legislature, the government would revoke O. Reg. 225/10, which governs extended day programs, and replace it with a new regulation – Extended Day and Third Party Programs”. Ms. Mulvihill gave a brief overview of some of the proposed changes:

Revised Timelines:

For programs operating in the 2011-12 school year, actual fees would need to be posted by the last day of the 2010-11 school year and the required information would be submitted to the Minister by July 15, 2011.

Fee Calculation:

“A board that intends to enter into an agreement with a third party operator to operate before- and/or after-school programs for JK/K pupils at FDK schools would still be required to set a base daily fee for an extended day program. The rationale for this is that, if the third party program were to cease operation, the board would be required, within seven days of the third party program ceasing to operate, to directly operate an extended day program in its place if it were to be unable to secure an agreement with another third party within this timeframe. Thus, the calculation of a base daily fee would be a risk management measure for boards, enabling the timely implementation of an extended day program if needed”.

Licensing:

“A board that is planning to enter into an agreement to operate a before- and/or after-school program for JK/K pupils at its FDK schools with the third party operator with an existing operation at a FDK school should work with the operator to ensure it contacts Ministry of Children and Youth Services (MCYS) regional licensing staff to obtain any required expansion of the program’s licensed capacity, to ensure it obtains municipal approvals for expanded space and to ensure the expanded program meets all requirements under the Day Nurseries Act”.

“If the amendments are approved by the Legislature and if a board intends to enter into an agreement with a third party operator which is not yet operating at a FDK school location, the prospective operator should contact the MCYS regional office for an application package and work with licensing staff to achieve the licensing requirements under the Day Nurseries Act. The Ministry of Education and MCYS are beginning work to help facilitate the licensing of new third party before- and after-school programs for JK/K pupils at FDK schools”.

Third Party Occupancy Costs:

“The proposed regulation does not include any provisions pertaining to the occupancy costs that may be charged by boards to third party operators. However, the Ministry encourages boards to ensure that such costs are reasonable and will monitor this issue as FDK implementation proceeds to determine if any further direction or measures are required”.

Collaboration with Service System Managers:

“A board that intends to enter into an agreement with a third party operator to operate before-and/or after-school programs for JK/K pupils at FDK schools should work with local Consolidated Municipal Service Managers (CMSMs) ... during the planning process. As service system managers for child care, CMSMs and DSSABs administer funding for fee subsidies and special needs resourcing for third party programs”.

Concern was raised whether the County of Renfrew would be responsible in any way if the child care fees set by the Ministry of Education do not cover operating costs of the third party operators. Mr. Anderson reminded members that County Council has been quite clear with the Province that the program would only continue if it is funded 100% by the Province as the tax base in the County of Renfrew could not sustain the program.

RESOLUTION NO. SS-C-11-05-20

Moved by: Mayor Rabishaw

Seconded by: Warden Sweet

That the Social Services Committee approves and recommends to County Council that the following additions and amendments be made to the County of Renfrew Child Care Policies:

1. Existing licensed child care operators within schools be granted priority for third party contracts.
2. Daily fees as set by the school boards cover all operating costs of the third party operator (licensed child care centre).

3. It will be encouraged that third party operators be granted space within the school to provide child care during non-instructional days (summer holidays, March break and Professional Activity days).
4. Service agreements with third party operators be approved by County Council as an agreement addendum to the present Child Care Services Agreement and that third party operators be approved based upon the demonstration of quality of service delivery, inclusion practices for children with special needs, sound business practices and not-for-profit status.
5. Service agreements with school board operated Full-Day Kindergarten programs be created and approved by County Council prior to service delivery.

CARRIED.

Ms. Mulvihill circulated to the Committee an addendum to the Child Care Division report and advised the Committee that in 2005 the County of Renfrew received a \$1,862,843.00 Best Start provincial (100% funded) allocation from the Ministry of Children and Youth Services for the fiscal year 2005 – 2006. In 2006 the County of Renfrew was notified by the Ministry of Children and Youth Services that remaining funds (\$1,600,000) would be transferred into an Unconditional Grant. Municipalities were encouraged by the Ministry of Children and Youth Services to expend these Unconditional Grant dollars on capital projects for child care. Child care capital projects for Renfrew County were identified in the County of Renfrew Operational Review (2005-2006) and endorsed by the Renfrew County Best Start Network (2006).

Priorities were based on: the condition of the present agency's facility; the agency's eagerness to participate in relocation; and the availability of an appropriate location in which to create a new space within budgetary limitations. The three projects identified as requiring funds for capital builds were, and continue to be, as follows:

- Arnprior - Arnprior and District Child Care Association
On March 2, 2007 a by-law was passed by County Council authorizing the County of Renfrew to enter into an agreement with the Renfrew County District School Board and Arnprior and District Child Care Services for the transfer of Best Start Unconditional Grant Funds to the Renfrew County District School Board in the amount of \$800,000.00 to be used for the addition of a child care facility on to A. J. Charbonneau Public School in Arnprior, Ontario.
- Petawawa - Creation of new child care spaces within a new school build.
- Deep River - Creation of renovated and expanded child care space within Mackenzie High School, now known as Mackenzie Community School. Mackenzie Community School is presently renovating to accommodate grades Junior Kindergarten to twelve. Within the existing school, space has been created to accommodate the Deep River Nursery School with an expanded daycare license for 16 preschoolers and 10 toddlers. This expansion will provide extended hours (an increase from part time care only to full time care) and increased licensed capacity for preschoolers and toddlers.

In 2010 the Social Services Committee took a position that it would not be responsible for capital development of a new building (shell) for Child Care, however would participate in the fit-up of a building for child care purposes if an agreement could be reached with a building owner and/or a third party provider to secure the investment by the County of Renfrew, both short-term and long-term.

Ms. Mulvihill advised that a written request has been received from Mr. Roger Clarke, Director of the Renfrew County and District School Board, for approximately \$200,000 to support the capital expenditures required to accommodate the licensed child care centre within Mackenzie Community School in Deep River. She further indicated that in a telephone call received on Wednesday, May 11, 2011 she was informed that the school board confirmed construction costs in the amount of \$270,000. Increased costs and a request for increased funding are a result of washrooms being built within the child care space and requirements under the Day Nursery Act that all heat registers be located in the ceiling out of the reach of children.

Ms. Mulvihill indicated that pending legal counsel approval of both the financial agreement between the County of Renfrew and the Renfrew County District School Board, confirmed costing, and a signed lease agreement between Deep River Nursery School and the Renfrew County District School Board, the above funding request will be brought forth to the Social Services Committee for consideration at their June meeting.

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 indicated that training for staff has been completed and everything is on schedule to go live with on-line applications as of May 16, 2011.

Ms. Leigh advised that the Ontario Works Division has received notice from the Province that they have been advised by Canada Post that the Canadian Union of Postal Workers (CUPW) has received a strong mandate from the national strike vote concluded on April 17, 2011. According to the Canada Post website, the earliest possible date for a national strike is May 25, 2011. Ms. Leigh reviewed a contingency plan that has been developed by the Ontario Works Division for the delivery of payments to Ontario Works clients.

Ms. Leigh reviewed with the Committee updates made to the 2010 – 2012 Ontario Works Service Plan. This document was submitted to the Ministry on April 29, 2011 as required.

Ms. Leigh circulated to the Committee a copy of the May 2011 edition of the Ontario Works Insight newsletter that has been distributed to all clients.

RESOLUTION NO. SS-C-11-05-21

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

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

CARRIED.

The Treasurers report for Social Services as at March 31, 2011 was reviewed.

New Business

Under the Social Housing Reform Act, 2000 (SHRA), the consent of the Minister of Municipal Affairs and Housing (MMAH) is required under certain circumstances before Service Managers (SMs) can take certain actions. Under the SHRA, Minister's consent is required when:

- A SM wants to encumber a social housing project;
- A SM wants to sell or otherwise dispose of a social housing project;
- A SM wants to develop or redevelop social housing land;
- A SM wants to exercise a remedy available to it under the SHRA in a social housing project that has been declared a Project in Difficulty under Section 18 of the SHRA;
- A SM wants to remove all or some of the Directors of a social housing project board.

As approved in the Social Housing Renovations and Retrofit Program (SHRRP), Renfrew County Housing Corporation will be installing an elevator system at the Palmer Rapids complex. The Palmer Rapids complex will have an addition added to the exterior of the existing building, which will house the elevator system. Due to the expansion of the building, the SHRA requires Renfrew County Housing Corporation to obtain Ministerial Consent. In order to obtain Ministerial Consent, Renfrew County Housing Corporation requires the support of Renfrew County Council by way of resolution. Approved funding (100%) for the Limited Use/Limited Access (LULA) elevator is being provided under the Affordable Housing Program – Social Housing Renovation and Retrofit Program.

RESOLUTION NO. SS-C-11-05-22

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

THAT the Social Services Committee recommends to County Council that the County of Renfrew support the Renfrew County Housing Corporation request for funding under the Social Housing Renovation and Retrofit Program (SHRRP) for \$330,000 for the installation of an elevator at 5967 Palmer Road, Palmer Rapids, Ontario. Due to the nature of the design of the elevator project, Ministerial Consent is required in order to proceed.

CARRIED.

RESOLUTION NO. SS-C-11-05-23

Moved by: Reeve Green

Seconded by: Warden Sweet

THAT this meeting become a closed meeting for the following purpose(s) - Time – 10:50 a.m.

- | | |
|--|-------------------------------------|
| (a) the security of the property of the municipality or local board; | <input type="checkbox"/> |
| (b) personal matters about an identifiable individual, including municipal or local board employees; | <input type="checkbox"/> |
| (c) a proposed or pending acquisition or disposition of land by the municipality or local board; | <input type="checkbox"/> |
| (d) labour relations or employee negotiations; | <input type="checkbox"/> |
| (e) litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board; | <input checked="" type="checkbox"/> |
| (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose; | <input type="checkbox"/> |
| (g) a matter in respect of which a council, board, committee or other body may hold a closed meeting under another act; | <input type="checkbox"/> |
| (h) a meeting of a council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied:
i. The meeting is held for the purpose of educating or training the members AND
ii. At the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the council, local board or committee. | <input type="checkbox"/> |

CARRIED.

RESOLUTION NO. SS-C-11-05-25

Moved by: Reeve Green

Seconded by: Mayor Rabishaw

THAT this meeting resume as an open meeting. Time 11:00 a.m.

CARRIED.

RESOLUTION NO. SS-C-11-05-26

Moved by: Mayor Rabishaw

Seconded by: Mayor Weckworth

THAT the next meeting of this Committee be held on Thursday, June 16, 2011 and this meeting adjourn. Time 11:02 a.m.

CARRIED.

COUNTY OF RENFREW SOCIAL SERVICES REPORT

TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: May 12, 2011

SUBJECT: Department Report

CORRESPONDENCE

1. No items of correspondence at time of mailing.

INFORMATION

2. Renfrew County Housing Corporation – Annual General Meeting

We wish to advise members of the Renfrew County Housing Corporation Board of Directors and Social Services Committee that the Annual General Meeting of the Renfrew County Housing Corporation will be held at **9:00 a.m. on Thursday, June 16, 2011**, prior to the regularly scheduled meeting.

3. Lease – 141 Lake Street

Our lease for the Ontario Works office at 141 Lake Street in Pembroke expired on December 31, 2010. Working with the Development and Property Department and Finance Department, we are in the process of negotiating a new three-year lease (January 1, 2011 – December 31, 2013). Details, once negotiated and finalized, will be brought before Committee and County Council.

4. Fiber Optic Link – Child Care

The Child Care office (Pembroke) shares connectivity to the Internet with Miramichi Lodge using a combination of technology including both wireless and hard wiring to a service provider. Increased operating requirements both at the Pembroke Child Care office and Miramichi Lodge require that the bandwidth be expanded for future projects and new business practices.

Working with the Administrator of Miramichi Lodge, Manager of Child Care Services, and Manager of Information Technology Services, we have explored a number of options with respect to bandwidth and connectivity to the Internet to accommodate operational

needs both at the Child Care office and Miramichi Lodge. Accordingly, I am attaching as Appendix I a comprehensive fiber optic report that will be going to the Health Committee for information purposes. The bandwidth upgrade will occur in the fall of 2011.

Currently, the County of Renfrew Child Care Services (Pembroke) pays a maintenance fee of \$2,678.10 (HST included) annually for wireless connectivity to the Internet between the Child Care office and Miramichi. Once upgrades are complete, for which we will contribute \$2,000 in capital costs, we will incur an additional \$217.53 per month (including HST) for increased bandwidth service. Capital costs were allocated in the 2011 budget. Additional charges for bandwidth (\$217.53) will be absorbed within the 2011 budget for the remainder of 2011 once the upgrade occurs. The 2012 budget of Child Care Services will capture additional costs.

5. Child Care Division Report

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

6. Ontario Works Division Report

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

Report respectfully submitted.

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Excerpt from Miramichi Lodge Report dated May 11, 2011:2. Fiber Optic Link

As Committee will recall, during the 2011 budget process staff identified that there were questions as to whether Miramichi Lodge's internet bandwidth would be sufficient to accommodate the following new projects in 2011:

- The transition of IDT (scheduling and payroll) and Activity Pro (recreation documentation) software to on-line versions
- Addition of 18 to 20 Point of Care (Personal Support Workers direct care documentation) Kiosk computers

Since that time, Mr. Chris Ryn, Manager, Information Technology (IT), has confirmed that, due to the poor performance of the current internet circuit, there would be major negative impacts on internet bandwidth if Miramichi Lodge were to continue as planned without a bandwidth upgrade. Mr. Ryn noted that adding to the poor performance is that the Pembroke Child Care office taps into the Miramichi Lodge link as well for internet access. This additional draw on bandwidth compounds the issue for the Lodge as the Child Care staff is regularly some of the highest consumers of bandwidth on this circuit.

Following several meetings with IT, the Social Services Director and the Administrator of Miramichi Lodge, several options were reviewed including consideration to remove the Child Care staff from the Miramichi Lodge internet connection. IT advised that the operating cost for internet access and the annual maintenance costs for Child Care would be significantly more than maintaining the wireless link between the two sites: from current cost \$2,500 per year to an estimated cost including capital charges of \$16,100 plus \$9,100 in ongoing operating charges. IT has recommended that Miramichi Lodge move to a fiber optic link to be shared with Child Care.

For comparison purposes the following are some other circuits throughout the County:

Site	Speed	Cost	Provider
County Admin Building	5 MB Wireless	\$500/month	Vianet
County Admin Building	5 MB Fiber	Free	eHealth
Social Services Pembroke – OW, SH, POA	10 MB Fiber	\$1890/month	Bell Canada
Miramichi Lodge, Child Care Pembroke	1.5MB DSL	Free	eHealth
Bonnechere Manor	5 MB Fiber	Free	eHealth
Paramedic Services - Pembroke	5 MB Fiber	Free	eHealth
Paramedic Services – Chalk River, Barry's Bay, Eganville, Arnprior	1.5 MB DSL	Free	eHealth
Paramedic Services - Petawawa	2 MB DSL	\$100/month	Bell Canada
Renfrew County Place – OW, SH, ES, ERC	10 MB Fiber	\$1890/month	Bell Canada
Social Services Arnprior – OW & SH	10 MB Fiber	\$1890/month	Bell Canada

The current internet circuit at Miramichi Lodge is provided by eHealth at no cost to Miramichi Lodge which is comparable to a residential digital subscriber line (DSL)

connection. Without eHealth willing to upgrade the internet circuit, IT has advised that the upgrade to a fiber optic link is required to utilize the new technology. The following pricing would allow for a similar dedicated circuit to that of Bonnechere Manor:

Capital Charges:

- Fiber Optic Construction Charge \$1,750.00 (One Time Cost covered by Child Care)

Operating Charges:

- 5 MB Fiber Internet \$550/month (Monthly Service Charge Cost-Shared 65% by Miramichi Lodge and 35% by Child Care)

With this new circuit there would be enough and dedicated bandwidth to handle the new projects that Miramichi Lodge has planned for 2011 along with supporting the IT needs of the staff of the Child Care office. This link is fully scalable as well, in the likely circumstance that IT needs will only continue to grow and more bandwidth is required in the future.

Miramichi Lodge anticipates installation of the new project in the fall of 2011. Therefore, the additional costs to meet the IT needs in this budget year is \$1,615.88 and can be accommodated. The ongoing increased operational cost in the 2011 budget would be \$403.97 per month or \$4,847.64 on an annual basis.

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CHILD CARE SERVICES REPORT

Prepared by: Judy Mulvihill, Manager of Child Care Services

Prepared for: Social Services Committee

May 12, 2011

INFORMATION1. Integration Coordinators Statistics

The monthly statistical report for Integration Services for April 2011 is 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 March 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.

RESOLUTIONS3. Delivery of Before and After School Programs for Pupils in Full Day Kindergarten

In an email from Mr. Jim Grieve, Assistant Deputy Minister of the Early Learning Division, Ontario Ministry of Education, received April 29, 2011 regarding “proposed new flexibility for the delivery of before- and/or after-school programs for junior kindergarten (JK) and kindergarten (K) pupils at full-day kindergarten (FDK) schools,” the following information was provided.

It is important to note that the proposed new measures for before- and/or after school programs are subject to the approval of the Legislature.

“If the proposed amendments to the Education Act are approved by the Legislature, the government would revoke O. Reg. 225/10, which governs extended day programs, and replace it with a new regulation – Extended Day and Third Party Programs”.

“An overview of the proposed legislative amendments that would permit boards to enter into agreements with third parties to operate before- and/or after-school programs for JK/K pupils at FDK schools and the proposed new Extended Day and Third Party Programs regulation was posted on April 15, 2011 and will be accessible for comments until May 30, 2011. The posting can be accessed at www.ontariocanada.com/registry.”

A copy of the proposed legislative amendments is attached as Appendix CC-III.

Revised Timelines:

For programs operating in the 2011-12 school year, actual fees would need to be posted by the last day of the 2010-11 school year and the required information would be submitted to the Minister by July 15, 2011.

Fee Calculation:

“A board that intends to enter into an agreement with a third party operator to operate before- and/or after-school programs for JK/K pupils at FDK schools would still be required to set a base daily fee for an extended day program. The rationale for this is that, if the third party program were to cease operation, the board would be required, within seven days of the third party program ceasing to operate, to directly operate an extended day program in its place if it were to be unable to secure an agreement with another third party within this timeframe. Thus, the calculation of a base daily fee would be a risk management measure for boards, enabling the timely implementation of an extended day program if needed”.

Licensing:

“A board that is planning to enter into an agreement to operate a before- and/or after-school program for JK/K pupils at its FDK schools with the third party operator with an existing operation at a FDK school should work with the operator to ensure it contacts Ministry of Children and Youth Services (MCYS) regional licensing staff to obtain any required expansion of the program’s licensed capacity, to ensure it obtains municipal approvals for expanded space and to ensure the expanded program meets all requirements under the Day Nurseries Act”.

“If the amendments are approved by the Legislature and if a board intends to enter into an agreement with a third party operator which is not yet operating at a FDK school location, the prospective operator should contact the MCYS regional office for an application package and work with licensing staff to achieve the licensing requirements under the Day Nurseries Act. The Ministry of Education and MCYS are beginning work to help facilitate the licensing of new third party before- and after-school programs for JK/K pupils at FDK schools”.

Third Party Occupancy Costs:

“The proposed regulation does not include any provisions pertaining to the occupancy costs that may be charged by boards to third party operators. However, the Ministry encourages boards to ensure that such costs are reasonable and will monitor this issue as FDK implementation proceeds to determine if any further direction or measures are required”.

Collaboration with Service System Managers:

“A board that intends to enter into an agreement with a third party operator to operate before- and/or after-school programs for JK/K pupils at FDK schools should work with local Consolidated Municipal Service Managers (CMSMs) ... during the planning process. As service system managers for child care, CMSMs and DSSABs administer funding for fee subsidies and special needs resourcing for third party programs”.

Recommendation: That the Social Services Committee approves and recommends to County Council that the following additions and amendments be made to the County of Renfrew Child Care Policies:

1. Existing licensed child care operators within schools be granted priority for third party contracts.
2. Daily fees as set by the school boards cover all operating costs of the third party operator (licensed child care centre).
3. It will be encouraged that third party operators be granted space within the school to provide child care during non-instructional days (summer holidays, March break and Professional Activity days).
4. Service agreements with third party operators be approved by County Council as an agreement addendum to the present Child Care Services Agreement and that third party operators be approved based upon the demonstration of quality of service delivery, inclusion practices for children with special needs, sound business practices and not-for-profit status.
5. Service agreements with school board operated Full-Day Kindergarten programs be created and approved by County Council prior to service delivery.

Report respectfully submitted.

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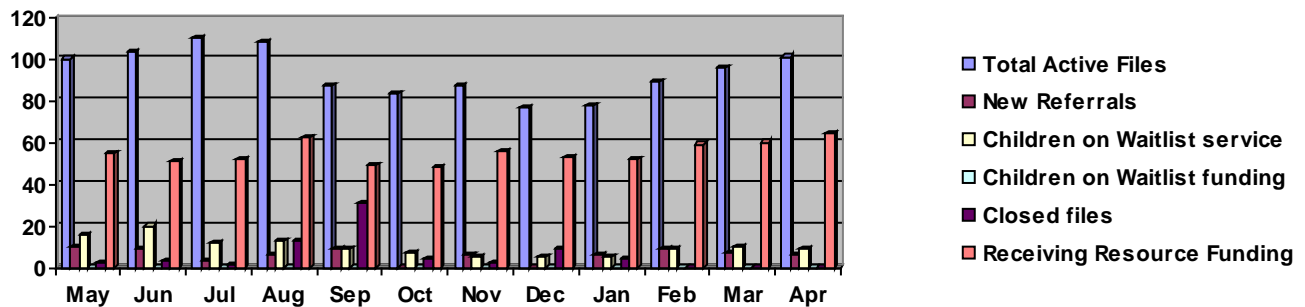
**COUNTY OF RENFREW CHILD CARE
SPECIAL NEEDS RESOURCING SERVICES STATISTICS**

Date: May 12, 2011

Statistics as of: April 29, 2011

For the Month of: April 2011

	2010								2011			
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Total Active Files	100	103	110	108	87	83	87	77	78	89	96	101
New Referrals	10	9	3	6	9	0	6	0	6	9	7	6
Children on Waitlist service	16	20	12	13	9	7	5	5	5	9	10	9
Children on Waitlist funding	0	0	0	0	0	0	0	0	0	0	0	0
Closed files	2	3	1	13	31	4	2	9	4	0	0	0
Receiving Resource Funding	55	51	52	62	49	48	56	53	52	59	60	64



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.

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TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):	27
TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):	7
<i>REASONS:</i>	
3	Moved out of jurisdiction
1	Parental Leave
1	Income in Excess
1	No further contact
2	Child removed
1	Income verification not received
1	Work not found
2	Activity criteria not met
2	Documentation not provided
1	Child above maximum age
1	Parent not willing to pay fee
1	Suitable child care not found
7	Care no longer required
1	Withdrawal without notice
1	Terminated from waitlist
12	Other

CURRENT COUNTY WAITLIST TOTAL: 307

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		
MAY	350	503		
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: April 28, 2011

Regulatory Posting: Extended Day and Third Party Programs

Context

The *Education Act* requires school boards to operate an extended day program (i.e., a before-and/or after-school program) for full-day kindergarten (FDK) pupils in every FDK elementary school.

School boards, the child care sector and families have told the government that they require greater flexibility in order to ensure that high-quality before- and/or after-school programs are available to all children enrolled in FDK.

For the 2010-2011 school year, a third of FDK schools offered before- and after-school programs operated by third parties, such as the YMCA and Family Day Care Services. This is working well for families.

That is why, on March 29, 2011, the government introduced Schedule 10 to Bill 173, which proposes amendments to the *Education Act*. If approved by the Legislative Assembly, these amendments would allow school boards the choice to either directly operate before- and/or after-school programs, or to enter into agreements with third party operators that meet specified criteria.

Under the proposed amendments to the *Education Act*, subject to regulations, policies and guidelines, school boards would be required to either:

- (a) Directly operate before- and/or after-school programs (i.e., extended day programs under S. 259 of the *Education Act*) for four- and five-year-olds at FDK schools on at least every instructional day, OR
- (b) Ensure the operation of a licensed third party child care program under an agreement between the board and the operator to deliver before- and/or after-school programs for four- and five-year-olds at FDK schools, provided that school boards ensure these programs are:
 - Delivered on at least every instructional day;
 - Delivered on the school premises;
 - Led by a Registered Early Childhood Educator (ECE);
 - A day nursery program licensed under the *Day Nurseries Act* or another program prescribed by the regulations; and
 - In compliance with any additional conditions set in regulation.

If a school board's agreement with a third party operator is terminated or a third party program ceases to operate during a school year, the board would be required to ensure a replacement program is in place for the balance of the school year within seven days. The replacement program may be operated by either a board or a third party.

Subject to the approval of the proposed amendments to the *Education Act* by the Legislative Assembly, the operational framework for third party before- and/or after-school programs would be set out in regulation.

Proposed Regulatory Framework

Regulatory requirements governing board-operated before- and/or after-school programs are currently set out in O. Reg. 225/10 – Extended Day Programs. The regulation also identifies the schools that are subject to a school board's duty to operate a before- and/or after-school programs for FDK pupils. If the amendments in Schedule 10 to Bill 173 are approved by the Legislative Assembly, it is proposed to repeal O. Reg. 225/10 and replace it with a new regulation – Extended Day and Third Party Programs – that would identify FDK schools and govern before- and/or after-school programs operated by both school boards and third party operators. The existing elements of O.Reg. 225/10 that apply to board-operated before- and/or after-school programs would be included in the new regulation.

The other provisions that would be included in the proposed new regulation are summarized below.

Communication of Program Fees

No later than the first school day in January before the new school year, every school board would be required to post the proposed fee for the before- and/or after-school programs being operated by either the board or a third party at the board's FDK schools (e.g. for a program to be operated in the 2012-13 school year, the proposed fees would need to be posted by January 2012).

The board would also be required to communicate the proposed fees in writing to parents of pupils enrolled in the school in junior kindergarten and, if relevant, kindergarten and other classes in the primary or junior divisions, as well as to parents who have expressed an interest in enrolling their children in the school in the next school year in junior kindergarten, kindergarten and, if relevant, other classes in the primary or junior divisions.

The proposed fees would be used in determining whether or not a before- and/or after-school program is viable at specific FDK school sites.

After determining viability and planning its before- and/or after-school program (see below), a school board would be required to post the actual school-specific daily fees on its website and communicate these fees in writing to parents. This would be done no later than one day before the last day of April before the new school year.

Program Viability

A school board would not be required to ensure the operation of a before- and/or after school program at FDK schools where the program has a projected enrolment of less than 20 children in either the before and/or after school portions of the program.

Thus, a before and/or after school program could be viable after school but not before school, or vice versa, in which case a board would only be required to operate a program or ensure the operation of a program during the portion of the day in which it is viable.

Each school board would be required to determine viability by projecting enrolment based on information that it has collected from parents, including:

- Their intentions of enrolling their children in a before- and/or after-school program;
- Their interest in enrolling their children in programs operated on non-instructional days (i.e. professional development day or holidays); and
- Their preferences with respect to the hours of operation for before- and/or after-school programs and programs on non-instructional days (where applicable).

Boards would be required to reassess program viability each year.

Planning Before- and/or After-School Programs

School boards would be required to consider the information that was collected when determining program viability when planning the before- and/or after school programs that would be operated at its FDK schools. Where it is proposed that the program would be operated by a third party, the board would confirm the following with the third party operator:

- The hours of the day during which the operator would operate the program;
- Whether the program would be offered for older children (e.g. grades 1 – 6); and

- Any non-instructional days on which the program would be operated.

By May 15 before the new school year, school boards would be required to submit the following information to the Minister of Education regarding third party before- and/or after- school programs:

- A list of schools of the board that will have programs operated by third party operators in the upcoming school year;
- The fees that the operators will charge;
- A statement confirming that the program meets the requirements under the *Education Act*.

School boards would be required to provide similar information to the Minister regarding any before- and/or after-school programs that they directly operate by the same date.

Conditions of School Board/Third Party Agreements

If a board chooses to meet its obligation to ensure that a before-and/or after-school program is operated through an agreement with a third party operator, it would first need to confirm that the third party operator would be eligible to receive fee subsidy payments for children enrolled in its program and the agreement with the third party would be required to include the following conditions:

- (a) The content of the program would be the same content that school boards are required to include in a board-operated extended day program. The board's content requirement would be prescribed by Minister's policy.
- (b) The operator would ensure that staff or contractors who have regular direct contact with the children enrolled in its program report to the school's principal if they become aware that a pupil of the school may have engaged in an unsafe activity that could be grounds for suspension or expulsion.

Termination of Agreements

If a school board's agreement with a third party operator is terminated or a third party program ceases to operate, the board would be required to ensure a replacement program would be in place during the school year during the same hours and on the same non-instructional days (where applicable) as the program that has ceased to operate. The replacement program may be operated by either the school board or by a third party operator.

Transition Provision

O. Reg 225/10 currently provides that for the 2011-12 school year, a school board is not required to determine viability or operate a before- and/or after-school program in a FDK school if the board had an agreement with a third party to operate a before- and/or after-school program on the school site before the regulation came into force.

The proposed new regulation would continue this one year transitional exemption. Thus, the third party program operator requirements in the proposed regulation would not apply to operators of transitional before- and/or after school program. However, for the 2012-13 school year and beyond, all third party before- and/or after-school programs would be required to comply with the requirements of the proposed regulation.

Revocation of Spent Regulation

In addition to the regulatory changes proposed above, the Ministry is proposing the revocation of O. Reg. 500/00 under the *Day Nurseries Act* – Repeal of Subsection 1(2) of the Act. This regulation set out the date for the repeal of the transitional provision for delivery agents under the *Day Nurseries Act*. As subsection 1(2) has been repealed, O. Reg. 500/00 is a spent regulation and can now be revoked.

Return to Report

ONTARIO WORKS DIVISION REPORT

Prepared by: Chery Leigh, Ontario Works Manager

Prepared for: Social Services Committee

May 12, 2011

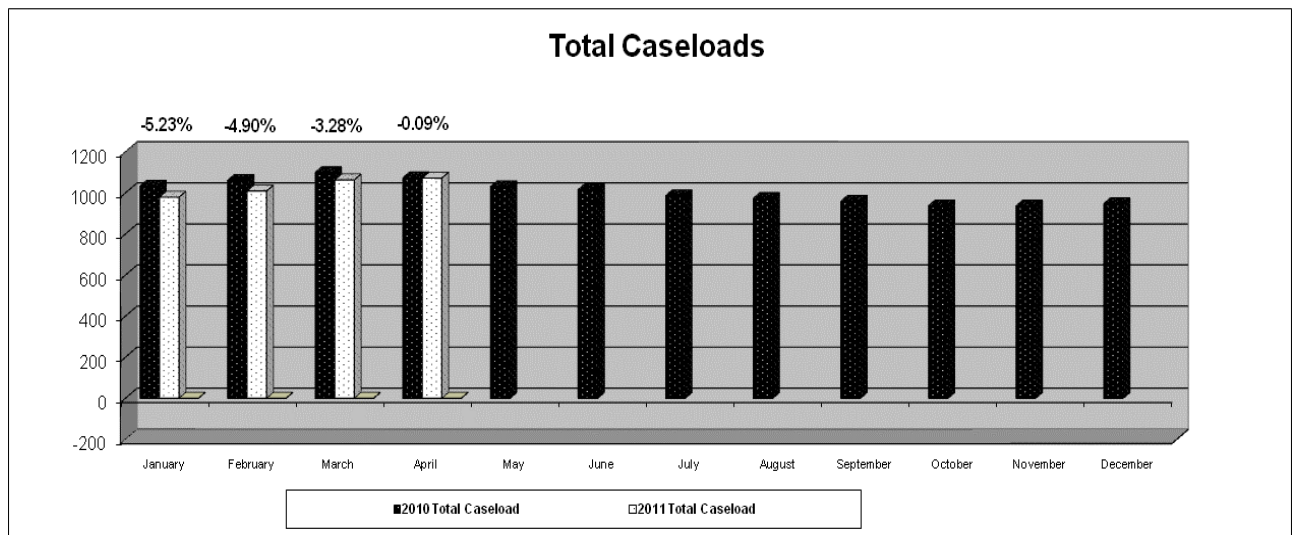
INFORMATION

The following is a brief summary of activities that occurred during April 2011:

1. Caseload Statistics

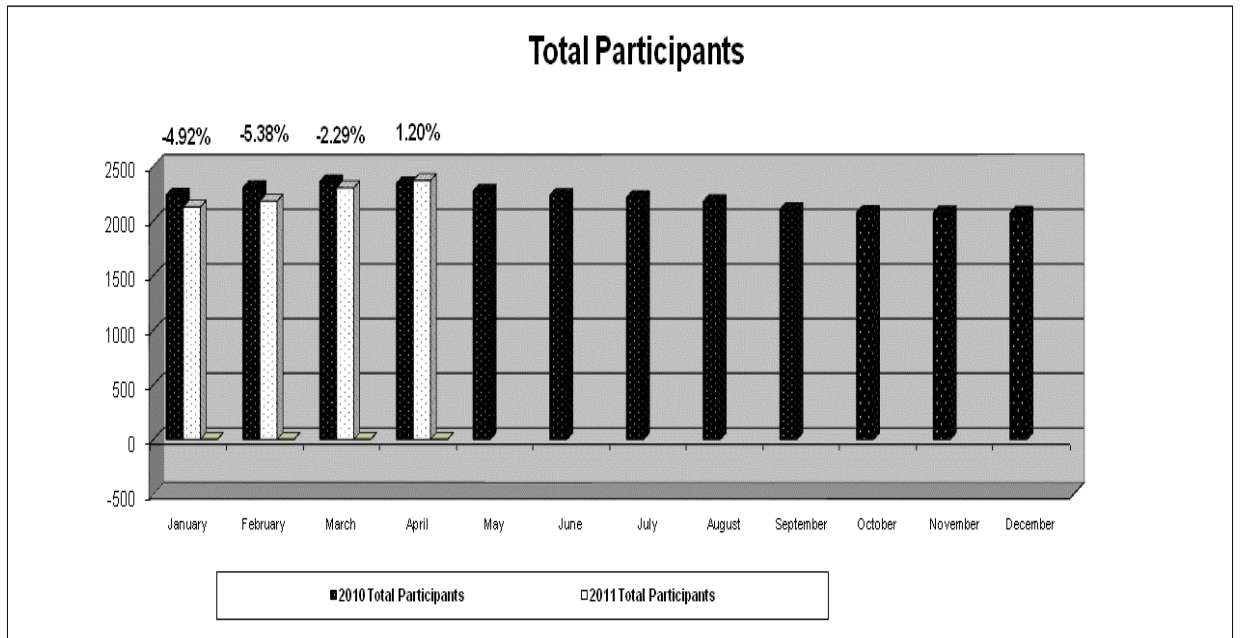
2010 and 2011 Monthly
Ontario Works Caseload
Comparison

	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		
June	1015		
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		
June	2232		
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”	50	50	\$11,449.25	\$67,335.39	\$103,610
Emergency Transient Assistance	5	5	\$118.99	\$707.53	\$1,000
Emergency Energy Fund	12	12	\$5,111.71	\$1,315.21	\$16,320
Rent Bank Program	0	0	0	0	\$32,127.30

3. **Human Resources**

All staff will have training for the implementation of online applications May 6, 2011. Mr. Cristian Sippmayr, Regional Change Lead and Ms. Laura Deacon, Local Change Implementation Coordinator from the province will be on site for this training. This E-learning training takes approximately one hour. Once staff complete the training, they will receive a certificate.

Options 2011- Some staff in Pembroke attended this trades and career fair, held recently at the Pembroke Memorial Centre, to gather information about services offered to promote opportunities to Ontario Works participants.

4. **Canada Post**

Our division has received notice from the province that they have been advised by Canada Post that the Canadian Union of Postal Workers (CUPW) has received a strong mandate from the national strike vote concluded on April 17, 2011. According to the Canada Post website, the earliest possible date for a national strike is May 25, 2011.

In light of this, we are putting together a contingency plan for the delivery of payments to Ontario Works payments, in particular, the June 1, 2011 monthly entitlements.

Here is a brief overview of our contingency plan:

a) We have contacted the CAOs/Clerks of the municipal offices within the County who have agreed to hand out our client cheques in case of a national strike. All but three have replied back. We will create a sign-in sheet for each municipal office. Clients would have to sign and date the sheet to indicate that they have picked up their June cheque.

Create an instruction sheet for each municipal office providing Pembroke's Emergency Number. Instruction sheet will state that ID must be provided before releasing a cheque. Where the client has no ID, the designate from the municipal office will call Ontario Works to verify the identity of the client.

b) We have e-mailed staff to let them know of the potential strike so they can avert issues now by setting up Direct Bank Deposits (DBDs) with Ontario Works participants.

c) Daily cheques (employment supports related to such things as Employment Start-up and Community Start-up, new grants, etc) will be handed out at the Ontario Works offices throughout the County.

d) Our four main offices (Pembroke, Renfrew, Arnprior and Killaloe) will also be designated as cheque pick up sites.

To Do:

a) Identify which recipients are not registered for DBD and have Agents contact these people via mail prior to May 25th providing our clients an opportunity to take advantage of DBD.

b) Deliver bundle of cheques to each municipal office.

c) Put the information on our County of Renfrew website.

Things to consider:

a) Communicating to clients without telephones - Do we hold their cheque at their local OW office until contact from them to arrange pick up?

b) We will need to ensure that our courier service is available for the other locations. If not, we will determine who will be delivering the bundle of cheques to the various municipal offices.

c) Do we need to do a radio announcement to advise of where cheque pick up will be?

d) If strike continues we will also need a drop off plan for Statements of Income **or** look at estimating income if clients are not able to drop off their Statements of Income. A telephone call could be made to the client requesting the information.

e) Eligibility Decisions - we will not be able to communicate decisions in the event of a postal strike therefore should we formally push all the dates forward to prevent suspensions or cancellations, unless ineligibility is overwhelmingly obvious; we need instructions to provide to staff.

f) Staff have to be vigilant in promptly answering their phone calls and returning messages during a strike; communication to staff is required

g) Pay Directs of Rent, Renfrew County Housing Cooperation, Hydro, Gas, etc - We can deliver the cheques to Pembroke and Renfrew Hydro and Renfrew County Housing Cooperation; Hydro One - we will need to have a contact there to develop a plan (fax pay list to contact to ensure payment and develop a Memorandum with Hydro One assuring

them that payments would be forwarded to them by mail, once the strike is over, in accordance with the pay list previously faxed to them); Enbridge Gas - (fax pay list to contact to ensure payment and develop a communication with Enbridge Gas assuring them that payments would be forwarded to them by mail, once the strike is over, in accordance with the pay list previously faxed to them); other pay directs will be handled on a case-by-case basis. Landlords - enclose the pay direct with the client's monthly assistance and have a cheque insert instructing the client to forward the cheque on to his/her landlord.

5. Ontario Works Service Plan Update

Appendix OW-I – 2010-2012 Updated Ontario Works Service Plan will be reviewed at the meeting for Committee's information. As required, this document was submitted to the Ministry on April 29, 2011.

6. Ontario Works 2011 Employment Outcome Measures

The Ministry of Community & Social Services (MCSS) and Ontario Works delivery agents (CMSM) share a common goal – improving outcomes for people relying on Social Assistance.

For Ontario Works Employment Assistance, this means providing effective, integrated supports to help people prepare for, find and keep jobs. One way to improve the employment related outcomes of Ontario Works participants is to directly link employment assistance planning and funding to employment outcomes.

This outcome based approach is geared to achieving savings in financial assistance by helping Ontario Works participants earn some income, earn more income and get off and stay off of social assistance.

There are two core employment outcomes that guide the overall planning, delivery and funding for Ontario Works Employment Assistance:

Employment – helping people find and keep jobs

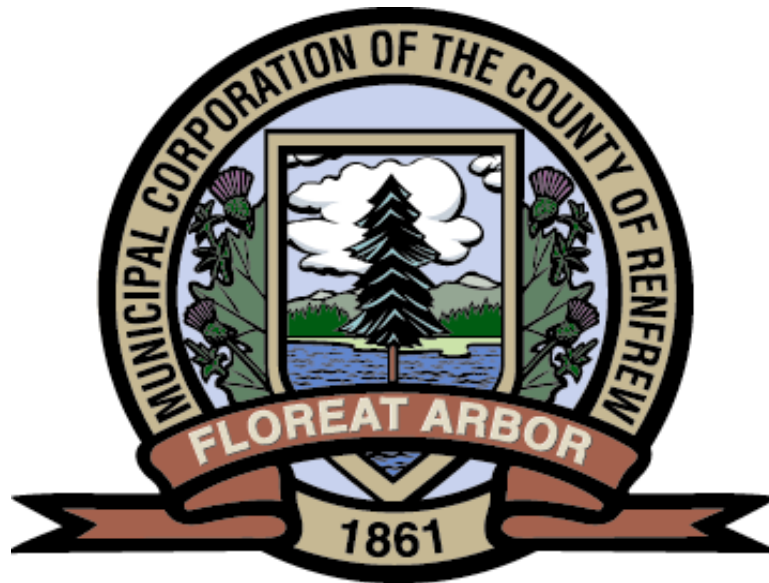
Earnings – improving the quality of jobs that people get is one way to increase the earnings of people and make it more possible for them to become financially independent

Attached as Appendix OW-II is the 2011 Employment Outcome Measures targets.

7. Ontario Works Newsletter

“Ontario Works Insight” is a newsletter that goes out to clients in the spring and fall. The newsletter will be handed out at the meeting.

Report respectfully submitted.



Ontario Works Service Plan

2010 - 2012
County of Renfrew

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ONTARIO WORKS SERVICE PLAN

Delivery Agent: County of Renfrew
For the three year period: 2010 – 2012

Section 1: ONTARIO WORKS VISION AND MANDATE

Vision

To achieve improved employment outcomes for Ontario Works participants by increasing individual employability with the goal of sustainable employment and increased financial independence.

Mandate

To provide employment assistance and financial assistance to people in financial need. The Ontario Works program:

- recognizes individual responsibility and promotes self-reliance through employment;
- provides financial assistance to those most in need while they meet obligations to become and stay employed;
- effectively serves people needing assistance; and
- is accountable to the taxpayers of Ontario.

All Ontario Works delivery agents share the same vision and mandate. This serves as a common starting point for the service planning process.

Section 2: ENVIRONMENTAL SCAN ***Analysis of Previous Planning Cycle***

Overall, the County of Renfrew accomplished the strategies set out in the 2008-2009 Ontario Works Service Plan.

Strategies That Worked:

- a) The opportunity to provide targeted one-on-one assistance to participants with job readiness techniques.
- b) Having an Employability Assessment Profile on each participant. Due to duplication of information in Service Delivery Model Technology (SDMT) and the Profile, we discontinued the Profile and all information is now available in SDMT. Technical barriers prevented us from continuing with this strategy.
- c) Marketing to Local Employers – The Employment Placement with Incentives and the Community Placement programs are marketed to local employers through an outreach marketing strategy which has worked for the County of Renfrew.
- d) Participants continued to have access to locally developed training programs.
- e) The Division offered numerous workshops on budgeting, job readiness, information on low-cost resources and employment opportunities.
- f) We hosted two Community Forums to enhance our understanding of the services in the community, continuation of exposure to other community services, continuation of newsletters, successful implementation of the Ontario Child Benefit Initiative to participants and our community partners.
- g) Educating Ontario Works participants on utilizing Full-Time Employment Benefit (FTEB), Extended Health Benefit (EHB), and Extended Employment Health Benefit (EEHB).
- h) Explored with participants the reasons for re-entry to Ontario Works.
- i) Utilizing appropriate windows in SDMT to ensure statistics are captured.
- j) ‘Ontario Works Insight’ newsletter contains valuable information on community resources and ‘Tips & Techniques’ for becoming job ready and sustaining employment.
- k) Through interviews and meetings with participants and community partners, encouraged employed participants to keep their resume up to date, stay informed of the local labour market activities, discuss conflict resolutions, internal advancement opportunities and future training needs and requirements.
- l) Ontario Works Resource Centres continue to house community bulletins, job postings, access to internet, placements available and computers/equipment for their job searching use.
- m) Successful completion of the Social Service Delivery Review with the client/community stakeholder surveys and moving forward with the implementation of some of the recommendations.
- n) Roll out of Supportive Approaches through Innovative Learning (SAIL) components and training for staff.
- o) Development of a Business Continuity Plan in the event of a Pandemic.
- p) Successfully completed an Overpayment Review of terminated files from 1997 to 2007.

What Didn’t Work:

The demand for Homelessness funds surpassed the funds available in the County.

External Influences

Renfrew County has a total population of 97,545. The County is geographically the largest in Ontario, encompassing approximately 7,645 square kilometers. Located in the heart of the Ottawa Valley, it stretches along the shores of the Ottawa River/Province of Quebec from the outskirts of the City of Ottawa in the east to the northern tip of Algonquin Park's wilderness in the west. The County is highly diverse, ranging from wilderness areas, which make up half of the County, to highly industrialized and developed areas with world-class employers and facilities using the latest technology. There are a total of 18 municipalities in Renfrew County with Arnprior (population of 7,158), Renfrew (population 7,846), Pembroke (population 13,930) and Petawawa (population 14,651) having the largest concentrated populations.

In July 2008, the department conducted a survey with Ontario Works participants. The focus of the survey was to identify how many participants did not have a family doctor and how many participants without a doctor want to apply for Ontario Disability Support Program (ODSP).

- 699 cases responded to the survey or 82.1% of the total caseload
- of the 699 cases there were a total of 1,342 people (includes all adults and children)
- of the 1,342 people, 258 or 19.2% people do not have a family doctor
- of the 258 people who do not have a family doctor, 58 or 22.4% people want to apply for ODSP

Although some areas of Renfrew County already have high speed internet, some communities are still lacking this essential service. This proposes a barrier for existing businesses operating in this area and a deterrent for potential community investors. The County of Renfrew and the lower-tier municipalities are currently looking at building a Broadband service to have high-speed internet throughout the County.

Transportation remains a barrier for many individuals living in rural communities. Most rural communities do not have adequate public transportation to accommodate their local workforce. Inadequate public transportation is a barrier for many employers considering setting up new businesses or expanding existing businesses in rural communities. In addition, from a client perspective, lack of transportation prevents clients from accessing information services and educational opportunities.

The average age in Renfrew County is 42.1, which is higher than the Province of Ontario by 3 years. 38.6% of the population of Renfrew County is over the age of 50, clearly indicating an aging population. With such a large portion of the population at or near retirement age, there is an increased chance of future workforce strategies. This aging population may also escalate demands on the County's health care system, resulting in a need for more health care workers in Renfrew County.

Employers in the retail sector have indicated that they are managing multiple generations in the workplace and that many new employees do not possess the communication and customer service skills required to succeed in this sector.

Renfrew County has historically had a strong economic base comprised of the manufacturing, agriculture and forestry sectors. This has resulted in higher rates of attainment of apprenticeships/trades and college certificates, and lower rates of university degrees in every age group. Due to the recent losses in the manufacturing and forestry sectors, there may be a need for increased essential skills upgrading, post-secondary education and training programs in the region.

The main losses were in manufacturing, agriculture, forestry, fishing, hunting, finance and insurance. This information suggests that Renfrew County, like many other regions in Ontario, seems to be transitioning from an economy with a strong industrial, agriculture and forestry base to one that is more retail and service focused. The closures in manufacturing and slowdown in agriculture and forestry have resulted in a high number of unemployed workers who may require retraining in order to re-enter the workforce.

Caseload Description

SERVICE DELIVERY PROFILE AND FORECAST

Caseload Profile	Source(s)	Prior Year Actuals – 2010	Year 1 Forecast 2011	Year 2 Forecast 2012
Average monthly number of applicants (number of intake screening applications in Service Delivery Model Technology - SDMT)	Delivery Agent	249 (SDMT report) Internal Tracking – 118 (calls only over 10 minutes)	230 (SDMT report...this is difficult to forecast as we are moving towards Online Applications)	225 (not sure if Curam will give us this information)
Average monthly caseload	Form 5	1004	987	970
Average monthly number of Ontario Works participants with participation requirements	Benefit Unit Summary Report	1092	1088	1084
Average monthly number of Ontario Works participants with deferred participation requirements	Employment Assistance Deferrals and Restrictions Report	620	617	614
Average participant to worker ratio	Delivery Agent	90	86	82
Average number of cases on the caseload over 12 months (excluding Temp Care)	2010 Data Resource Guide	Information not available	Information not available	Information not available
Average number of cases on the caseload over 24 months (excluding Temp Care)	2010 Data Resource Guide	Information not available	Information not available	Information not available
Percentage of participants with earnings from employment	Employment Outcome Measures 2009 (2A)	14.13%	14.79%	15%
Percentage of cases exiting with employment income	Employment Outcome Measures 2009 (2B)	26.06%	26.88%	27%

Caseload Profile	Source(s)	Prior Year Actuals – 2010	Year 1 Forecast 2011	Year 2 Forecast 2012
Average monthly number of sole support parents	Benefit Unit Summary Report	352	355	360
Number of LEAP participants	In-house 2010 Statistical Report	38	40	46

Ontario Works Caseload Composition – Internally Developed

April 2011 Snapshot:

- 274 participants have a mode of transportation
- 372 participants have a Class “G” Driver’s License
- 433 sole support parents who are deferred (of the 433, 189 participants are applying for ODSP)
- 72 participants are restricted due to medical problems
- 528 participants have obtained their grade 12 diploma
- 89 participants have some or completed post secondary education
- 220 participants have self identified they have a criminal record
- 168 participants have self identified an alcohol/substance abuse problem
- 112 participants are working part time
- 39 participants are working full time
- 12 participants currently in a Community Placements
- 15 participants currently in an Employment Placement
- 23 LEAP participants
- 5 participants are in self-employed activity
- 135 participants are in school (literacy, adult education, Grade 12 requirements)
- 753 resumes on file
- 24 bilingual participants
- 41 couples with no children
- 61 couples with children
- 617 single participants
- 27 ODSP clients participating in OW activities

Local Labour Market

We have seen our unemployment rate rise from 6.2% in 2008 to 9.0% in 2009. As of March 2010, it is 9.6% in our economic region (3515) in comparison to the provincial rate which is 9.2%.

Renfrew County has seen modest increases in public administration, health care and social assistance; and retail trade. Losses were felt in the manufacturing, agriculture, forestry, fishing and hunting; and finance and insurance. This has resulted in a significant need for retraining in order to re-enter the workforce.

97.5% of businesses in Renfrew County are small and medium sized. In 2009, the top small/medium sized industries were food and beverage services, specialty trades, retail and ambulatory health care services. The challenge that rural businesses have identified for them is that it is difficult for them to hire more staff and increase their business.

Renfrew County has traditionally had a strong base in forestry and manufacturing, however, this is no longer the case.

Renfrew County had a decrease in employers of 1% during the 6 month period of December 2008 to June 2009.

Through community partners and employers the following statements consist of the challenges we are facing moving forward into 2010/2011.

- The County consists of small to medium businesses. Difficulties tend to arise when businesses try to recruit, retain and manage their workforce. As the average age in the County of Renfrew is over 50 years, the combination of an aging population with the shortage of jobs results in a difficulty to fill positions.
- While there is a decline in the forestry industry there is room for potential growth in the green energy bio mass projects. These projects would utilize our surplus of raw materials as well as employ hundreds of laid off skilled workers that could transition into this area with little training. It needs to be noted that through provincial government policy allowable cuts of forest product is being reduced as contained in the document "Lightening Ecological Footprint" of logging in Algonquin Park. Any reduction in the 'available for harvest' forest land base has a detrimental effect of forest industry employment, both current and potential. Any reduction in timber harvest affects direct employment and related indirect employment such as sawmills, equipment suppliers and other spin off jobs.
- A local rural barrier such as lack of funding for businesses to place ads in the media, rural barriers surrounding Internet access and/or dollars to obtain such access to services is limited. This results in a lack of detailed information becoming available to job seekers of all ages regarding future employment opportunities available locally.

- The First Nations community is experiencing barriers to employment, including transportation, lack of employment opportunities within and outside of their community. This is apparent in the lack of detailed information reaching other communities within the County of Renfrew identifying the skills and strengths of these workers within this community.
- Daycare availability has become limited in all communities. This results in a barrier around affordability for this service so that parents with families can work towards self-sustainability and secure employment.
- Due to the loss of jobs in the forestry and manufacturing sectors there are a number of unemployed workers that require retraining in or to transfer effectively into a second career. The barrier around this consolidates many barriers into one. This barrier would consist of, but is not limited to, affordable childcare, affordable housing, transportation, access to schooling and maintain a financial balance between the workforce demands and raising a family.
- Many individuals still lack the essential skills to become employable. This is reflected in the lack of Community Placement opportunities within the County of Renfrew.
- Lack of communication between the potential labour force opportunities and the services and benefits that are available from Employment Services within their community.
- Youth and adults lack detailed information about the multiple benefit associated with career and skilled trades.
- Not enough employers are hiring apprentices, resulting in skilled trade shortages.
- New Provincial Policies – The Endangered Species Act continues to impact employers in the Natural Resource Industries in Renfrew County. During these difficult economic times, unnecessary restrictions are not helpful in creating jobs. For example, compliance with the Endangered Species Act can add costs for residential, commercial and industrial development through the requirement for professional studies and/or mitigation measures. These costs can affect the overall viability of a project and frustrate the creation of future jobs.

References:

Trends, Opportunities, Priorities (TOP) Report: The Labour Market Group of Renfrew & Lanark – 2010/2011

Statistics Canada

Community Engagement

- a) The department has engaged community stakeholders to partner with our staff for participation in community forums and workshops which provides opportunity to work together to meet participant's needs.
- b) Ongoing effort is made to have community partners such as Community Mental Health, Literacy Plus, Rural Outreach Employment Services, Women's Shelter & Support Services, Police Services and the Child Care Department to visit our office and provide presentations on updates of their programs.
- c) We are active members in T.O.P. - Trends Opportunities and Priorities for Lanark and Renfrew. This network explores the local labor market issues and challenges facing our region.
- d) Ontario Works participants are offered the Ace Program, sponsored by Algonquin College, which focuses on assisting participants in obtaining grade 12 equivalency and to upgrade their skill set to attend college or apprenticeship or Employment Ontario services and programs.
- e) Local services such as the Salvation Army provide immediate short-term assistance to participants in crisis.
- f) Referrals are made to various employment services organizations that provide resources and the necessary tools to assist participants in their employment journey.
- g) We are members of various committees throughout the County of Renfrew promoting the needs of the Ontario Works participants. Examples are Renfrew County Committee for Abused Women, Renfrew & Area Social Safety Net, Renfrew County Crime Council and the Child Poverty Action Network.
- h) Other community stakeholders include recreation departments, Probation & Parole Services, Renfrew County Social Housing, Addiction Services and Public Health.
- i) Through the normalization of SAIL, we are developing strategies that include community guest speakers and ongoing agency updates. In addition, we have developed a Team Charter.
- j) We will develop participant specific training to enhance opportunities for participants to become marketable in today's competitive economy.
- k) We have begun community consultations with the Pembroke & Area Dental Association to ascertain how we can enhance our Dental Program. In 2011, we entered into an agreement with AccertaClaim Servcorp Inc. who will be handling the administration aspect of mandatory and discretionary dental benefits.

- 1) In 2011, we increased our funeral/burials benefits and rates to \$4,000.

Over the last 10 years it has been identified that there is a need to work collaboratively with our community due to geography and resource limitations. Referrals to agencies are a standard practice and our staff is well versed in the services available and their specific mandates.

Gaps in Services:

- a) After hours child/day care. The impact of the full day learning as of yet is still unknown. The child care providers are required to complete a template for capital funding. Funding has been provided for increased fee subsidy expenditures due to increased costs associated with serving a younger age group
- b) The impact of staggered bells on child care; increased need for before school care hours of care and/or decreased need for after school care hours. Some child care agencies have reported increased food costs due to the increased time children are attending in the morning.
- c) Transportation continues to be an ongoing challenge throughout the County
- d) Available Addiction services; participants expressing immediate need for services - not 6 weeks down the road. Individuals with substance abuse issues that do not acknowledge the barrier and actively engaged in illicit underground drug market
- e) Many participants struggle with criminal records. We need more employers willing to offer them a second chance when recruiting for possible positions. In addition, if participants have a criminal record and are applying for a criminal reference check, they wait 4 to 6 months to receive it. The delay will impede the Ontario Works program in placing these participants into Community Placements and Employment Placements
- f) Individuals lacking basic soft skills and life skills that can enhance job retention. For example, communication, listening, assertiveness training, conflict resolution in the workplace, time management, hygiene, and budgeting
- g) Lack of affordable housing
- h) Aging workforce; baby boomers 'move off the stage' with health issues which presents a growing challenge
- i) A shortage of doctors and healthcare specialists
- j) Access to high speed Internet is not available in the rural areas
- k) Lack of shelter for families and men

Reference:

Trends, Opportunities, Priorities (TOP) Report: The Labour Market Group of Renfrew & Lanark

Section 3: PROGRAM MANAGEMENT

Service Delivery Rationale

To address the large geographic area, the Ontario Works Department maintains four (4) offices throughout the County of Renfrew with main offices located in Pembroke and Renfrew, and satellite offices in Arnprior and Killaloe. Deep River offers an “in-kind” office space for our department.

Provision of Service

Intake services are located at Pembroke Site with a provision of a toll free number to serve potential participants throughout the County. On May 16, 2011, we will be implementing Online Applications as another means to apply for Ontario Works.

During the telephone application process, most fields are populated in the SDMT by the intake screener in order to allow the Ontario Works Agent to fully engage the participant in negotiations of the tailored steps to move along a path toward sustainable employment and self-reliance that fully considers the priority needs and capability of each individual. Our intake screeners know our community partners and are well versed in assisting people in crisis.

The intake screeners also prioritize emergency situations so vital concerns can be quickly addressed.

As part of the Verification Interview (VI) each participant attends the Ontario Works Information Session which introduces the program services and responsibilities for ongoing eligibility. A Participation Agreement is developed during the VI appointment.

Every individual is provided employment supports, which extend a flexible range of services, to help each participant while they are actively looking for sustainable employment.

Each of our offices is equipped with Resource Centres which provide participants with the necessary tools to conduct their job search. Participants have access to computers, printers, photocopiers, fax machines, community resources, employment library, and a job opportunity board.

To achieve improved employment outcomes for Ontario Works participants leading to sustainable employment and financial independence, staff provides a holistic approach to assessing the most effective routes to sustainable employment. This includes offering opportunities for individuals to be involved with Community Placements, Employment Placements, self-employment, educational options, and Learning, Earning and Parenting (LEAP).

Now Program (New Opportunities Waiting)

The aim of this program is to provide a strategy to improve employment outcomes for Ontario Disability Support Program non-disabled spouses and dependent adults. These services help this group of social assistance recipients prepare for, find and keep a job, and work to remove barriers to employment.

Eligibility Monitoring

As a component of service delivery, Consolidated Verification Process (CVP) offers a standardized verification process for financial eligibility to ensure the right amount of financial assistance is provided.

Family Support Program

Services are provided to all participants who have outstanding or unresolved support issues. This service works with participants to ensure that adequate support payments are in pay through private agreements and court orders as well as monitors the progress of support assignments with the Family Responsibility Office.

Consolidated Homelessness Prevention Program (CHPP)

The Rent Bank Program, a Ministry of Municipal Affairs & Housing initiative, is administered by Ontario Works. This program works to promote housing stability by assisting low-income tenants who experience a temporary crisis that forces them into short-term rent arrears.

The Energy Emergency Fund is designed to assist low-income individuals with energy-related emergencies demonstrating the government's commitment to help vulnerable people already at risk of homelessness.

Staying Put Utility Project supports the prevention of homelessness by assisting with financial support for low-income households at imminent risk of eviction or utility disconnection.

Emergency Transient Assistance Fund operates in partnership with the Police Services in the County of Renfrew. This fund is used to prevent or reduce the health and safety risks when transient persons spend the night on the streets of our community. The fund offers transportation vouchers to transients after business hours to get to shelters.

Ontario Energy Board - Low-Income Energy Assistance Program (LEAP). LEAP is a grant program developed by the Ontario Energy Board that is intended to provide emergency relief to eligible low-income customers who may be experiencing difficulty paying current arrears. The Program is to assist low-income energy customers better manage their bill payments and energy costs. LEAP is not intended to provide regular or ongoing bill payment assistance. The delivery of the Program relies heavily on the cooperation between utilities and social services agencies. Ontario Works is coordinating the LEAP for Renfrew Hydro customers. A fund of \$2,500 was allocated to help customers in need. The grant level is set at a maximum of \$500 per household.

Emergency Assistance:

Emergency Assistance is reviewed on a case-by-case basis.

Business Practices

Supervisors continue with random file reviews to ensure program requirements are met and participants' progress in their employment path is complied with. Where there is discretion, the County of Renfrew is supporting and exercising decisions in the best interest of the participant.

Addressing Service Gaps

Flexible and after hours child/day care – continue to identify the need to our community stakeholders. To encourage the promotion of Home Based Licensed Day Care as a self employment opportunity. Provide bulletin board space in resource centres for posting of childcare needs and for providers to post availability. Encourage employers to offer on-site day care facilities.

Transportation continues to be an ongoing challenge throughout the County – continue to problem solve with participants such as car-pooling strategies. Promote the current benefits offered through Ontario Works (Employment Related Expenses/ Community Start-Up Benefits for participants who relocate).

A shortage of doctors and health care specialists – extend flexibility of the time requirements to secure medical information. Continue to provide medical transportation to cover costs associated with accessing medical services outside of our jurisdiction.

Affordable housing – Continue to work with Social Housing to lobby the housing needs of our clients; provide bulletin board space in the resource centres to post vacancies.

Addiction Services – access to services consists of a waiting list that is impacting clients as they need the services as soon as they identify the addiction. We will continue to work with the addiction service agencies in the County of Renfrew to ensure that they are aware of the issues that long wait times create. In addition, staff will provide more support through the Enhanced Employment Services program for clients in this vulnerable category.

Criminal Records – Clients with criminal records are finding it difficult to obtain employment or to complete the pardon application process. In addition, the length of time to obtain a criminal record check for clients with a criminal record or the pardon application process is lengthy.

Individuals lacking basic soft skills - (i.e.: hygiene, balancing work/life, time management, etc) are finding it difficult to seek or maintain employment - this is addressed in Strategy # 2

Overview of Learning Supports

Our division completed 11 SAIL modules over 10 days of training in 2009. An in-house SAIL committee was comprised to implement and coordinate the logistics of SAIL. We are now implementing SAIL normalization strategies.

The in-house SAIL committee will remain as an active committee to embrace opportunities for learning and self development throughout the year. This committee will put forth these opportunities to management for roll out. The in-house SAIL committee will provide communication tools to staff to ensure consistency with SAIL learning and practices.

SAIL promotional materials are posted at all sites and motivational quotes are sent out to staff via email.

The SAIL committee will be introducing a monthly learning opportunity for staff. Each month there will be an activity that builds upon the learning that took place in 2009. Examples of the monthly activities with staff are as follows:

- Review a video from the recommended list encouraging follow up discussion
- Monthly review and discussion around application of the learning on a SAIL module
- Local labor market professional development day
- Training day to exchange updates on services for Social Housing, Child Care, Ontario Disability Support Program and Ontario Works
- Participation in self care module through OMSSA Zone 7 conference
- Introduction of guest speakers throughout the year that focus on reviewing and expanding upon a learning objective in SAIL
- Workshop to Staff – Respect in the Workplace & Bill 168

Strategy to Deliver French Language Services

Access To French Language Services:

Within the four Ontario Works offices we have 2 staff who are fluently bilingual in French and English (written & oral); the Administrative Assistant and an Ontario Works Agent. Both staff work out of the Pembroke site, however, the Ontario Works Agent travels throughout the County.

During the intake process, French speaking participants are asked if they prefer to have services in French or in English. If the preference is for French, then the bilingual staff will sit in at all meetings with the staff person who is assisting that participant. This rarely happens, for in most cases, French speaking participants access services in English as they wish to learn the language to become more employable in the County of Renfrew (majority of employers are English speaking).

Ontario Works does not have designated bilingual positions.

Communication:

All Ministry forms, posters and brochures are printed in both English and French. We do not have any signage in French as we are not designated under the French Language Services Act.

All in-house forms, posters and brochures are printed in English. All correspondence is answered in English.

If available, posters and brochures are located in our Resource Centres in both languages.

Section 4: OUTCOME STRATEGIES

<i>Linking of Strategies to Outcome Measures</i>		
1. Strategy	Approved Outcome Measures	Action Steps
Offer participants more of enhanced training opportunities.	Measures 1A, 1B, 2A, 2B, 2C, 2D, 2E	<ul style="list-style-type: none"> • Engage our community partners and local businesses to provide tailored training to meet the needs of the economic climate. • Meet with participants more frequently to assess training needs.
Rationale	Employment Outcome	Required Resources
<p>Due to the recent losses in the manufacturing and forestry sectors, there may be a need for increased essential skills upgrading, post-secondary education and training programs.</p> <p>In continuing to work with the community, strengthened relationships will be achieved.</p> <p>Will provide the needed skills necessary to compete in today's labor force</p>	Employment and Earnings	<ul style="list-style-type: none"> • Up-to-date information on current skills required in the County • Access to employers and trainers

2. Strategy	Approved Outcome Measures	Action Steps
<p>Offer participant 'work/life/balance' sessions.</p>		<ul style="list-style-type: none"> • Income Tax Clinics • How to complete government forms... identification forms, etc. • Offer training to staff who can then assist participants in doing their own income tax on-line
Rationale	Employment Outcome	Required Resources
<p>This permits for the development of a much needed skill and service. The completion of Income tax allows participants to have more disposable income (rebates and tax credits).</p> <p>Encourages participants to pursue tax credits and rebates that they are entitled to.</p> <p>Appropriate completion of forms will permit participants to remove barriers quickly such as pardons, reinstating of driver's license, etc which will allow participants to pursue employment opportunities.</p>		<ul style="list-style-type: none"> • Income tax preparation training

3. Strategy	Approved Outcome Measures	Action Steps
Continue to provide interesting and new methods of communicating information to the community and participants.	Measures 1A, 1B, 2A, 2B, 2C, 2D, 2E	<p>Continue to host information sessions from the local community college and apprenticeship programs so that changes and improvements are timely.</p> <p>Continue with the bi-annual client newsletters. This newsletter contains community and timely information for participants as well as a job searching section.</p>
Rationale	Employment Outcome	Required Resources
Information would be easy to read and will contain important information on new initiatives, programs and supports along with information on community resources	Employment and Earnings	No additional resources required

4. Strategy	Approved Outcome Measures	Action Steps
On-Line Learning for participants and access to on-line services	Measures 1A, 1B, 2A, 2B, 2C, 2D, 2E	<p>Provide hyperlinks to community stakeholders.</p> <p>Provide on-line learning opportunities for participants in our resource centers.</p>
Rationale	Employment Outcome	Required Resources
Access to on-line learning will enhance participant opportunities. The County website is viewed by participants; this will provide greater access to resources after hours.	Employment and Earnings	IT assistance to create links to the Ontario Works web page.

5. Strategy	Approved Outcome Measures	Action Steps
Continue to determine reasons for re-entry to Ontario Works after previously exiting due to employment/income.	Measures 2D, 2E	Staff will explore further reasons for re-entry to Ontario Works. This will enable us to determine what new steps we need to take with the participant to ensure long-term financial independence.
Rationale	Employment Outcome	Required Resources
To minimize re-entry to Ontario Works and promote long-term attachments to employment	Employment and Earnings	No additional resources required.

Monitoring Service Strategies

- We currently monitor service strategies on a monthly basis through the SDMT Reports. In addition, we have comprised in-house statistical reports for monitoring of our strategies.
- Continue to have ongoing staff meetings to ensure a clear understanding and knowledge of expectations.
- Ongoing random file reviews to ensure we are in compliance with policies and legislation.
- Continue to utilize the Caseload Composition as a tool for understanding the needs of our clients.

Stakeholder Linkages

- Continue to consult, engage, participate and negotiate with our community stakeholders for locally developed strategies and supports.
- Continue to maximize utilization of child care fee subsidies.

Increased Employability Strategies

- Continue to provide employment assistance supports to help participants develop marketable skills to be competitive in today's economy.
- Continue to promote participants to engage in employment assistance activities that will lead to employment.
- Form a strong partnership with Employment Ontario service providers.
- Continue to provide upgrading and skills development as well as provide guidance on job retention and on-the-job problem-solving skills to retain participant employment.
- Continue to provide intensive employment counselling for participants who identify with significant employment barriers.
- Continue to deliver the LEAP (Learning, Earning and Parenting) program. We will continue to promote this program to non-mandatory participants so that they can benefit from the supports offered through LEAP
- Provide all new applicants with a STEP (Services to Employ and Prepare) workshop shortly after entering Ontario Works.

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2011 Employment Outcome Measures

Earnings - 600 points
Employment - 400 points

Outcome Measures 2011 Earnings	2010 Actuals	Forecasted Baselines	Target	Jan-11	Feb-11	Mar-11	1st Quarter 2011	Apr-11	May-11	Jun-11	2nd Quarter 2011	Jul-11	Aug-11	Sep-11	3rd Quarter 2011	Oct-11	Nov-11	Dec-11	4th Quarter 2011	Year to date Jan - Feb 2011	Quarter Average for Budget
Outcome Measure #1 (1A) Average amount of employment earnings for participants with earnings. (300 points)	\$777.13	\$777.13	\$784.93	\$705.66	\$803.92		\$752.76													\$752.76	\$752.76
Outcome Measure #2 (1B) Average amount of employment earnings at exit. (300 points)	\$1,255.78	\$1,255.78	\$1,268.33	\$1,433.63	\$999.63		\$1,260.03													\$1,260.03	\$1,260.03

Outcome Measures 2011 Employment	2010 Actuals	Forecasted Baselines	Target	Jan-11	Feb-11	Mar-11	1st Quarter 2011	Apr-11	May-11	Jun-11	2nd Quarter 2011	Jul-11	Aug-11	Sep-11	3rd Quarter 2011	Oct-11	Nov-11	Dec-11	4th Quarter 2011	Year to date Jan - Feb 2011	Quarter Average for Budget
Outcome Measure #1 (2A) Percentage of caseload with employment income. (100 points)	14.13%	14.13%	14.79%	12.21%	10.77%		11.47%													11.47%	11.47%
Outcome Measure #2 (2B) Percentage of caseload exiting to employment. (100 points)	26.06%	26.06%	26.88%	25.81%	21.67%		23.77%													23.77%	23.77%
Outcome Measure #3 (2C) Job retention rate determined by average length of time from exit due to earnings and/or employment to re-entry into social assistance when earnings have taken benefit unit off assistance. (100 points)	8.52	8.52	9.25	9.52	8.44		8.94													8.94	8.94
Outcome Measure #4 (2D) Job Retention rate determined by % of participants who exit social assistance due to earnings and/or employment and return.	11.38%	11.38%	10.98%	12.39%	16.67%		14.35%													14.35%	14.35%
Outcome Measure #5 (2E) Average length of time to employment. (100 points)	Months 9.71	Months 9.71	Months 9.25	Months 16.57	Months 9.38		Months 13.35													Months 13.35	Months 13.35

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**County of Renfrew
General Revenue Fund - Social Services Summary
As at March 31, 2011**

Month Actual	Month Budget	Variance	Description	YTD Actual	YTD Budget	Variance	Full Year Budget
130,960	164,921	(33,961)	Social Assistance - COA	468,809	516,600	(47,791)	2,096,916
691,262	675,693	15,569	Social Assistance - Benefits	1,943,687	2,027,079	(83,392)	8,108,315
98,488	107,680	(9,192)	Ontario Works	319,251	323,040	(3,789)	1,361,403
0	0	0	ODSP	0	0	0	0
15,546	12,204	3,342	Homelessness	22,775	36,612	(13,837)	328,568
0	0	0	NCB	0	0	0	0
0	0	0	Eligibility Review Officer	0	0	0	0
7,980	19,875	(11,895)	Enhanced Employment Services	26,600	59,625	(33,025)	125,000
6,887	3,264	3,623	Emergency Energy Fund	9,178	9,792	(614)	16,320
6,966	7,220	(254)	OW Local Change Project	20,928	21,660	(732)	93,890
0	0	0	Family Support Worker	0	0	0	0
958,087	990,857	(32,770)	Total Expenses	2,811,229	2,994,408	(183,179)	12,130,412
(80,611)	(99,963)	19,352	Social Assistance - COA	(288,586)	(313,675)	25,089	(1,273,966)
(597,464)	(582,571)	(14,893)	Social Assistance - Benefits	(1,679,321)	(1,747,713)	68,392	(6,990,853)
(84,860)	(92,752)	7,892	Ontario Works	(275,539)	(278,256)	2,717	(1,172,664)
0	0	0	ODSP	0	0	0	0
(15,546)	(12,204)	(3,342)	Homelessness	(22,775)	(36,612)	13,837	(104,610)
0	0	0	NCB	0	0	0	0
0	0	0	Eligibility Review Officer	0	0	0	0
(7,980)	(19,875)	11,895	Enhanced Employment Services	(26,600)	(59,625)	33,025	(125,000)
(6,887)	(3,264)	(3,623)	Emergency Energy Fund	(9,178)	(9,792)	614	(16,320)
(6,966)	(7,220)	254	OW Local Change Project	(20,928)	(21,660)	732	(93,890)
0	0	0	Family Support Worker	0	0	0	0
(800,313)	(817,849)	17,536	Total Revenues	(2,322,927)	(2,467,333)	144,406	(9,777,303)
157,774	173,008	(15,234)	Ontario Works Net Costs	488,302	527,075	(38,773)	2,353,109
41,796	35,654	6,142	Child Care Net Costs	115,718	105,716	10,002	425,477
470,248	451,363	18,885	Social Housing Net Costs	1,059,818	1,081,163	(21,345)	4,031,357