



## SOCIAL SERVICES COMMITTEE

Thursday, September 8, 2011

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A meeting of the Social Services Committee was held on Thursday, September 8, 2011 at 10:10 a.m. at the County of Renfrew Administration Building, 9 International Drive, Pembroke, Ontario.

Present were: Peter Emon, Chair  
Warden Bob Sweet

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

Staff Present: W. James Hutton, Chief Administrative Officer/Clerk  
David Anderson, Director of Social Services  
Bruce Beakley, Director of Human Resources  
Chery Leigh, Ontario Works Manager  
Carol Neill, General Manager, Renfrew County Housing Corp.  
Judy Mulvihill, Manager of Child Care Services  
Karen McManus, Administrative Assistant

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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-11-09-43**

Moved by: Reeve Green  
Seconded by: Mayor Wilson

THAT the minutes of the Social Services Committee meeting held on August 11, 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 a letter dated August 12, 2011 was received from Ms. Janet Hope, Assistant Deputy Minister, Municipal Affairs and Housing, announcing a new Investment in Affordable Housing for Ontario (IAH) Program, a joint initiative between Ontario and the federal government for the creation and repair of affordable housing over four years. The Renfrew County Housing Corporation, through the County of Renfrew, has been allocated up to \$2,832,070 for this four-year program. Mr. Anderson indicated that he would be reviewing the program for the Committee later in the meeting.

Warden Sweet commented on his attendance at the Association of Municipalities of Ontario (AMO) conference held on August 22 – 24, 2011. He noted specifically remarks made by the Progressive Conservative leader, Tim Hudak, regarding the upload of social assistance costs to the Province (2009 – 2018), as a result of the Provincial-Municipal Fiscal and Service Delivery Review in 2008. Warden Sweet feels this upload is now in jeopardy after hearing Mr. Hudak's speech at the conference, where it was unclear whether the party would honour the agreement and continue with the upload. Warden Sweet noted that it could have serious ramifications for municipalities (upper tier/lower tier) if these costs are again downloaded to municipalities. Warden Sweet noted that he did express his concerns to Mr. Hudak after his speech, however Mr. Hudak only responded that it was time for a review.

Chair Emon also commented that he had spoken to Mr. Hudak at the conference and expressed his concerns.

#### **RESOLUTION NO. SS-C-11-09-44**

Moved by: Reeve Green

Seconded by: Mayor Wilson

THAT a letter be sent to Mr. John Yakabuski, MPP, under the Warden's signature expressing the County of Renfrew's concerns over remarks made by Progressive Conservative Leader Tim Hudak at the AMO Conference regarding the uploading of social assistance costs to the Province, and requesting assurance that this uploading will continue. Further that this letter be copied to all Party Leaders, AMO and County Council.

CARRIED.

Mr. Anderson provided an overview of the new Investment in Affordable Housing (IAH) for Ontario Program. He noted that the IAH is a four-year program that will end on March 31, 2015.

The IAH program will offer 6 components:

- Rental Housing
- Homeownership
- Northern Repair
- Ontario Renovates
- Rent Supplement
- Housing Allowance

Service Managers (SMs) who wish to participate in any component of the IAH must sign an Administration Agreement (AA) with the Province. The AA contains an accountability framework between the Province and SMs and outlines the roles and responsibilities of the SM.

The AA outlines:

- Financial provisions (i.e. administration fees, payment claims and financial accountability)
- Eligible criteria
- Indemnification and repayment provisions
- Risk management protocols for projects facing difficulties
- Reporting, auditing and other accountability enforcement provisions

An AA is required to be signed before the SM can receive funding under any component of the IAH. Upon signing the Administration Agreement the Service Manager will receive \$100,000 in administration fees for planning and pre-development activities. For Years 2 to 4, Service Managers may use up to 5% of their total three-year funding allocation as administration fees. AAs must be signed no later than January 31, 2012.

#### **RESOLUTION NO. SS-C-11-09-45**

Moved by: Reeve Green

Seconded by: Mayor Rabishaw

THAT the Social Services Committee recommends to County Council that a by-law be adopted at the next session of Council authorizing the County of Renfrew to enter into a Service Manager Administration Agreement with the Province of Ontario to participate in the Investment in Affordable Housing (IAH) for Ontario Program.

CARRIED.

Warden Sweet suggested the possibility of using some of the administration funding to have a study completed on the housing stock in the County of Renfrew.

Mr. Anderson commented that in discussion with Chair Emon he would like to bring forward a terms of reference to review the assets of community housing. The study to be undertaken would determine effective strategies for unlocking the equity in the Renfrew County Housing Corporation's public housing portfolio. This study is the five-year follow up to the 2007 Needs/Demand Study previously discussed with Committee and County Council.

#### **Ontario Works Division**

In the absence of Ms. Chery Leigh, Ontario Works Manager, Mr. Anderson overviewed the Ontario Works Division Report, which is attached to the Department Report, and provided an update on caseload statistics and staff activity.

Mr. Anderson reported on the Electric Utility Late Payment Penalty Class Action Settlement. He advised that the Ontario Works Division will be administering the Electric Utility Late Payment Penalty Class Action Settlement, Ontario Superior Court Action No. 98-CV-158062 (Action). In accordance with the Amended Implementation Order dated April 28, 2011 (the Order), approving and implementing the settlement of the action, settlement funds are to be paid to United Way in Toronto to be used for low-income energy assistance programs.

The programs are the Low-Income Energy Assistance Program (LEAP), which is overseen by the Ontario Energy Board and the Emergency Energy Fund overseen by the Ministry of Community & Social Services. These settlement funds provided by United Way Toronto to the Ontario Works Division are to be used only for low-income energy assistance programs benefiting customers or residents of the territory serviced by the applicable utility.

For the territory to the County of Renfrew, the Ontario Works Division will be administering funds for the following lower-tier municipalities:

- a) Renfrew Hydro – Town of Renfrew - \$8,424.20
- b) Hydro One - Town of Deep River - \$2,942.28
- c) Hydro One - Town of Laurentian Hills - \$366.44

### 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.

Ms. Mulvihill circulated and reviewed the updated Integration Coordinators Statistics as well as reviewed the Eligibility Coordinators monthly statistics.

Ms. Mulvihill updated the Committee on the transfer of Best Start Capital Reserve Grant funding to the Renfrew County Catholic District School Board and the Renfrew County District School Board for projects in Petawawa and Deep River as approved by County Council on June 29, 2011. The transfer of funds was conditional on receipt of agreements and final cost estimates being received by the Social Services Department. Ms. Mulvihill advised that to date the funding conditions (signed agreements) have not been met for either project and funds have not been transferred. Communication with each school board involved indicates that the conditions outlined for the Renfrew County District School Board will be met by October 2011. Communication with the Renfrew County Catholic District School Board indicates that the conditions will not be met until November, 2011.

Ms. Mulvihill reported that the Child Care policies were approved by by-law in April 2009 (By-law No. 58-09). In September 2009 Child Care Policy CC-03 – Fee Subsidy Waitlist Prioritization was amended to include that working families with a net family income of \$20,000 or less be assigned to the First Level of Priority of placement to fee subsidy. Since that time this policy has been further examined and as a result it has been identified that further updates to policy CC-03 are required to include working families with a net income of \$20,000 or less with children with special or social needs as a first priority, working families with a net income of \$20,000 to \$40,000 with children with special or social needs as a second level priority, as well

as working families with a net income of \$40,000 or greater, with children with special or social needs as a third level priority.

**RESOLUTION NO. SS-C-11-09-46**

Moved by: Mayor Rabishaw  
Seconded by: Warden Sweet

THAT the Social Service Committee approves the identified changes to Child Care Policy No. CC-03 – Fee Subsidy Wait List Prioritization and recommends to County Council that By-law No. 58-09 be amended for the purpose of amending the existing Child Care Policy No. CC-03 – Fee Subsidy Wait List Prioritization.

CARRIED.

**RESOLUTION NO. SS-C-11-09-47**

Moved by: Mayor Rabishaw  
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 July 31, 2011 was reviewed.

**RESOLUTION NO. SS-C-11-09-48**

Moved by: Mayor Jacyno  
Seconded by: Mayor Wilson

THAT this meeting become a closed meeting for the following purpose(s) - Time – 11:10 a.m.

- |   |                                     |
|---|-------------------------------------|
| (a) the security of the property of the municipality or local board;  | <input checked="" type="checkbox"/> |
| (b) personal matters about an identifiable individual, including municipal or local board employees;                                  | <input checked="" 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 type="checkbox"/>            |
| (f) advice that is subject to solicitor-client privilege, including communications  | <input type="checkbox"/>            |

necessary for that purpose;

(g) a matter in respect of which a council, board, committee or other body may hold a closed meeting under another act;

(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.

CARRIED.

**RESOLUTION NO. SS-C-11-09-50**

Moved by: Mayor Wilson

Seconded by: Warden Sweet

THAT this meeting resume as an open meeting. Time 11:15 a.m.

CARRIED.

**RESOLUTION NO. SS-C-11-09-51**

Moved by: Mayor Jacyno

Seconded by: Mayor Weckworth

THAT the next meeting of this Committee be held on Thursday, October 13, 2011 and this meeting adjourn. Time 11:15 a.m.

CARRIED.

## COUNTY OF RENFREW SOCIAL SERVICES REPORT

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TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: September 8, 2011

SUBJECT: Department Report

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### **CORRESPONDENCE**

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

- a) Appendix I – Letter dated August 15, 2011 addressed to Service Managers from Mr. Roger Maloney, Chair, Social Housing Services Corporation and Ms. Lindsey Reed, CEO, Social Housing Services Corporation providing an update on recent developments with the SHSC Group Insurance Program.

At the August 11, 2011 meeting of the Social Services Committee the topic of insurance through the Social Housing Services Corporation was presented. Committee will note from the attached letter that the SHSC will work with sector stakeholders to begin re-defining the program management of insurance and possible redesigning the program.

**Recommendation:** Receive as information.

- b) Appendix II – Letter dated August 12, 2011 addressed to myself from Ms. Janet Hope, Assistant Deputy Minister, Municipal Affairs and Housing announcing a new Investment in Affordable Housing for Ontario (IAH) Program, a joint initiative between Ontario and the federal government for the creation and repair of affordable housing over four years.

The Renfrew County Housing Corporation through the County of Renfrew has been allocated up to \$2,832,070 for this four-year program. Additional details will be made available at the Committee meeting.

**Recommendation:** Receive as information.

- c) Appendix III – Letter dated August 23, 2011 addressed to Mayors and Councils from The Canadian Union of Public Employees (CUPE) and the Ontario Coalition for Better Child Care (OCBCC) asking Council to endorse a day of recognition for the many people who work providing care to children in the

community by proclaiming Wednesday, October 26, 2011 as Child Care Worker and Early Childhood Educator Appreciation Day.

**Recommendation:** Receive as information.

## **INFORMATION**

### 2. Association of Municipalities of Ontario (AMO) Top 12 Asks Checklist

At the Annual 2011 Association of Municipalities of Ontario (AMO) conference held August 22 – 24, 2011 at the London Convention Centre keynote presentations were made by Dalton McGuinty, Premier of Ontario, Tim Hudak, MPP, Leader of the Ontario PC Party, and Andrea Horwath, MPP, Leader of the Ontario NDP Party. The theme of the convention (Our Communities, Our Potential) focused on building opportunities to foster greater capacity. Each one of the provincial leader candidates were asked to address AMO's Top 12 Asks Checklist (attached as Appendix IV). Chief Administrative Officer, Jim Hutton, Chair Peter Emon and Warden Bob Sweet will provide additional detail on the leader's presentations and responses from the floor of the convention.

### 3. 211 Update

Attached as Appendix V is a 211 update provided by the administrator of the program as well as a local update on the utilization of the 211 Information System in Renfrew County.

### 4. Service Awards Banquet

The 2011 Service Awards Banquet to honor this year's service award recipients will be held on Thursday, September 29, 2011 at the Eagles Nest (Eganville Community Arena) in Eganville. The Social Services Department has 15 recipients this year (14 Renfrew County Housing Corporation and 1 Ontario Works) who will be acknowledged for 10 years of service since the time of download of social services to the County of Renfrew.

### 5. Investment in Affordable Housing (IAH) for Ontario Program

The Investment in Affordable Housing for Ontario Program (IAH) will provide \$480.6 million in federal and provincial funding for the creation and repair of affordable housing over four years.

The IAH will provide increased flexibility, with accountability, to municipal Service Managers (SM), housing proponents, and other housing partners to deliver affordable housing in their communities.

The Ministry of Municipal Affairs and Housing recognizes that adjustments or enhancements to the program's design may be necessary as a result of SM feedback and consultations, as such the Guidelines may be updated on an as needed basis.

Attached as Appendix VI is an overview of the IAH program.

6. Ontario Works Division Report

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

7. Child Care Division Report

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

Report respectfully submitted.

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 390 Bay Street, Suite 710  
 Toronto, Ontario M5H 2Y2  
 Tel: 416-594-9325  
 Fax: 416-594-9422  
 Toll Free: 1-866-268-4451  
 www.slscorp.ca



August 15, 2011

Dear Service Managers & Chief Administrative Officers:

We are writing to provide an update on recent developments with the SHSC Group Insurance Program. Recently, there have been questions and concerns raised about SHSC's legislated role in setting rules related to obtaining insurance from alternate brokers.

SHSC has heard these concerns. Therefore after careful consideration and discussions with provincial staff, the SHSC Board has arrived at a position that balances the flexibility desired by some with the need to sufficiently protect the housing assets of the whole group from financial or operational liability:

- **Providers who were granted alternate broker arrangements in 2010/2011 via SHSC's formal process will be able to apply and follow the same process in 2011/2012**
- **The sector-led Insurance Advisory Committee will play an expanded role in reviewing and assessing other requests for alternate insurance arrangements based on extenuating circumstances on a case-by-case basis**

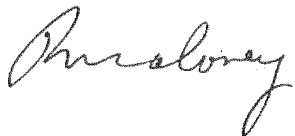
Given that the *Housing Services Act* will come into force in January 2012, SHSC will work with sector stakeholders in the next year towards re-defining the program management of insurance and possibly redesigning the program. The ultimate goal of this exercise will be to develop a sector-wide approach towards insurance that is consistent and sufficient in coverage, clear to all stakeholders, cost-effective and protects the needs of all providers covered by the legislation.

As a non-profit organization whose board is comprised of Service Manager and provider representatives from across Ontario, SHSC's primary objective is to protect the interests of the housing sector. The strength of SHSC's group insurance program to date has relied on representing and protecting Ontario's housing providers: the size of the group program has been a crucial factor in negotiating favourable premiums with insurers. It also helps SHSC in advancing recommendations to the Province and

supporting programs like tenant insurance (a business need originally identified by providers that protects both tenants and providers) that are in the interest of program participants.

We hope this clarifies matters. Should you require further details and/or have questions, please contact the SHSC Group Insurance Program directly at [SHSCInsuranceProgram@shscorp.ca](mailto:SHSCInsuranceProgram@shscorp.ca) or 1.866.440.2492 (extension 215, 219 or 244).

Sincerely,



Roger Maloney  
Chair, Social Housing Services Corporation



Lindsey Reed  
CEO, Social Housing Services Corporation

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**Ministry of  
Municipal Affairs  
and Housing**

Assistant Deputy Minister's Office  
Housing Division  
777 Bay St 16th Flr  
Toronto ON M5G 2E5  
Telephone: (416) 585-6277  
Fax: (416) 585-6800

**Ministère des  
Affaires municipales  
et du Logement**

Bureau du sous-ministre adjoint  
Division du Logement  
777, rue Bay 16<sup>e</sup> étage  
Toronto ON M5G 2E5  
Téléphone: (416) 585-6277  
Télécopieur: (416) 585-6800



August 12, 2011

Mr. David Anderson, Director, Social Services  
County of Renfrew  
9 International Drive  
Pembroke, Ontario  
K8A 6W5

Dear Mr. Anderson:

**Re: Investment in Affordable Housing (IAH) for Ontario Program**

As part of the recently announced multilateral Affordable Housing Framework, the province has developed the Investment in Affordable Housing for Ontario (IAH) program, a joint initiative between Ontario and the federal government for the creation and repair of affordable housing over four years.

This new initiative offers a variety of program components aimed at addressing affordable housing needs across the housing continuum and provides increased flexibility, with accountability, to municipal Service Managers, housing proponents, and other housing partners to deliver affordable housing in their communities.

I am pleased to provide you with details on your IAH notional allocation.

Service Managers are being provided with details on their notional allocation to assist with planning for the IAH. I am pleased to advise that the total notional funding allocation for the County of Renfrew is up to \$2,832,070, and is divided by fiscal year, as shown below:

County of Renfrew			
Year 2 2012-13	Year 3 2013-14	Year 4 2014-15	Total
\$1,162,188	\$1,164,269	\$505,613	\$2,832,070

Funding must be committed by December 31<sup>st</sup> of each fiscal year or it may be re-allocated. Please note that moving funding between fiscal years is not permitted under the IAH.

The ministry has designed Year 1 (2011-12) as a transitional year and no allocation is being provided for this year. Service Managers who have the capacity to commit funds in this fiscal year are encouraged to request to bring forward funding from their overall total notional allocation.

A maximum of \$47.5 million is available to be approved for Year 1. The ministry will approve funding requests until the maximum amount has been reached. Service Managers who receive funding approval for Year 1 will have their annual allocations for Years 2 to 4 adjusted to reflect their remaining balance.

Please note that the ministry reserves the right to adjust and reduce each Service Manager's fiscal year funding allocation for Years 2 to 4 if the maximum Year 1 funding amount is not reached by December 31, 2011.

Any remaining Year 1 balance will be pooled together and distributed in January 2012 to construction-ready projects or other available components to ensure that all Year 1 funds are utilized.

Finally, participation in the IAH is subject to the Service Manager and the province entering into an Administration Agreement. An Administration Agreement will be sent to you shortly.

Further program details will be provided in the near future. If you have any questions or require additional information, please contact your regional Municipal Services Office (MSO) Team Lead.

I look forward to working with the County of Renfrew throughout the implementation of the Investment in Affordable Housing program in the coming months. In the meantime, the province continues to encourage the federal government to develop a long-term affordable housing strategy that will allow both the province and municipal Service Managers to plan for their ongoing housing needs.

Yours sincerely,

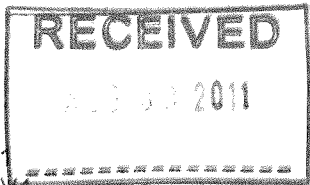


Janet Hope  
Assistant Deputy Minister

c. Mila Kolokolnikova, Team Lead, Regional Housing Services - MSO Eastern

Committee

Appendix III



305 Milner Ave, Suite 801  
Scarborough, ON M1B 3V4  
Phone: 416-299-9739 • Fax: 416-299-3480  
Web: cupe.on.ca E-mail: cupeont@web.net

August 23, 2011

To Mayors and Councils,

We are writing to ask that you and your Council endorse a day of recognition for the many people who work providing care to children in your community. This year will mark the 11<sup>th</sup> Anniversary of our Awareness Day which recognizes the education, skills, commitment and dedication of Early Childhood Educators and Child Care Staff.

The Ontario Coalition for Better Child Care (OCBCC), the Canadian Union of Public Employees (CUPE) and our other labour partners representing child care workers across Ontario are asking that Wednesday, October 26, 2011 be proclaimed as *Child Care Worker & Early Childhood Educator Appreciation Day* in accordance with the attached resolution.

Many groups are recognized by way of Municipal Resolution. Such a day allows the community to recognize the work of various groups and to acknowledge the contributions they make in the lives of community members.

Many children, families and communities benefit from the work of child care workers. Child care also contributes to the economic life of communities. Research shows the many economic benefits accrued from affordable, accessible high quality child care. These benefits come from the number of people employed in the child care industry and because the availability of child care allows parents to work and to contribute to the economic life of society.

Even if your Council does not issue official proclamations, there are many ways for your municipality to participate in and celebrate this special day. We ask your Council to sponsor public announcements, display our posters and distribute buttons. Many municipalities also organize events and contests for the day or have Councillors or the Mayor participate in events hosted by child care centres within the municipality. A list of ideas and examples is attached.

We hope that your proclamation of this day of appreciation, or your active support, will encourage and promote a day of community recognition for child care workers. Please fax the attached order to request posters and buttons to help you raise awareness and celebrate.

Please advise us of your participation in this day of recognition so that we can acknowledge your community's role in celebrating child care workers across Ontario on October 26<sup>th</sup>. Please direct any correspondence on proclamations and/or celebration activities to the attention of Kathy Johnson, by mail: CUPE, 305 Milner Avenue, Suite 800, Scarborough, ON M1B 3V4, or by fax: 416-292-2839.

Thank you for your consideration.

Yours sincerely,

President, CUPE Ontario

Tracy Saarikoski  
President, OCBCC

cc: CMSMs/DSSABs

:us/ cope491

# **11<sup>th</sup> Annual Child Care Worker & Early Childhood Educator Appreciation Day**

**October 26, 2011**

## **Resolution**

**Whereas** years of research confirms the benefits of high quality child care for young children's intellectual, emotional, social and physical development and later life outcomes; and

**Whereas** child care promotes the well-being of children and responds to the needs of parents, child care workers and the broader community by supporting quality of life so that citizens can fully participate in and contribute to the economic and social life of their community; and

**Whereas** Many studies show trained and knowledgeable Early Childhood Educators and child care staff are the most important element in quality child care, and that good wages and working conditions are associated with higher job satisfaction and morale, lower staff turnover which leads to high quality education and care;

**Therefore Be It Resolved** that October 26, 2011 be designated the 11th annual "Child Care Worker & Early Childhood Educator Appreciation Day" in recognition of the education, dedication and commitment of child care workers to children, their families and quality of life of the community.

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## Ontario Provincial Parties' responses to AMO's Top 12 Asks as of August 25, 2011 \*\*

AMO's 12 ASKS	Liberal Party	Progressive Conservative Party	New Democratic Party
<b>Will</b> meet (or beat) promised <b>upload of \$1.5 billion</b> in social service and court security costs by 2018	Committed to implement Agreement and honour full upload of \$1.5 billion annually by 2018.	Committed to honour the upload to date (\$947 million of as 2011-63%), however would need to review the remaining (\$553 million-37%) in light of proposed 2 cent government-wide spending reductions.	Committed to implement Agreement and honour full upload of \$1.5 billion annually by 2018.
<b>Won't download costs</b> , or add new ones to Ontario's limited property tax base	No additional downloading or new costs to municipalities' tax base.	No plans to do so (except as above).	Not addressed to date.
<b>Will create</b> a separate, new, predictable, permanent <b>fund for municipal roads + bridges</b>	Create a separate, new, permanent fund for municipal roads and bridges. Will invite federal government to participate.	Increase the Provincial Gas Tax Fund over four years to \$60 million for municipalities that do not currently receive gas tax transit funds; to be used for municipal infrastructure, including roads and bridges.	A new three-year dedicated fund will provide \$70 million annually to help municipalities with road and bridge repairs
Will make <b>permanent Provincial Gas Tax</b> revenue of about \$318 million for transit	Will make the Provincial Gas Tax Transfer permanent.	Will make the Provincial Gas Tax For Transit fund permanent, safeguard allocations at their current level for municipalities receiving them and allow funds to be used for other infrastructure purposes.	Will help municipalities with new support by splitting transit operating costs on 50/50 basis.
Will ensure <b>arbitration</b> process achieves affordable, accountable and transparent decisions	The Premier stated at the 2011 AMO Conference, that he was not prepared to change the arbitration system as concerned with keeping fair, balanced and unbiased; won't tilt in favour of either employers or labour.	Will fix the broken arbitration system by making arbitrators accountable, transparent and that they truly take ability for local community to pay into account.	Is not an easy fix. Will work with municipalities to alleviate costs.
Will protect taxpayers from excessive insurance claims (by addressing <b>joint + several liability</b> )	Will see how together we can address municipal concerns relating to joint and several liability.	Not addressed to date.	Will work with municipalities to control insurance costs.

Will <b>promote</b> personal and <b>producer responsibility for waste</b>	Will continue the current waste disposal programs (e.g. blue box, tires, electronic) and upcoming platform will provide next steps. Not fair to put costs on backs of municipalities.	Will look at what has been done in other provinces and will work with companies. Waste diversion needs to be convenient for families.	Will hold producers responsible for waste and will not pass costs onto municipalities or consumers.
Will provide <b>tools for</b> collecting \$1 billion in <b>unpaid Provincial Offences Act (POA) fines</b>	Willing to discuss how we can do more to help municipalities collect POA fines.	Not addressed to date.	Will help control costs with new tools to collect POA fines.
Will consolidate <b>housing</b> programs <b>with</b> current or more <b>funding</b>	Premier committed to continuing work on the consolidation of housing and homelessness programs with more funding.	Not addressed to date.	A strategy addressing affordable and social housing will be released in future platform related document.
<b>Won't introduce</b> property <b>assessment or taxation caps</b>	Will not introduce property assessment or taxation caps.	Will work with municipalities to address. Will review results of assessments in 2013 tax year, see what the impacts are and options, and address accordingly.	Will work with municipalities to stop property assessment caps.
<b>Will provide</b> clear, fair energy policy that supports sound <b>planning and investment in our electricity system</b>	Will maintain program that requires energy project proponents to satisfy municipal concerns while respecting provincial policy and standards. Will continue to aggressively pursue clean energy opportunities and jobs.	Will restore the local land use planning decision making authority removed by the <i>Green Energy Act</i> .	Will put planning of power back into public hands with public engagement process.
<b>Will review Development Charges Act</b>	Will not open the <i>Development Charges Act</i> , however is willing to discuss other ways to achieve objectives.	Not addressed to date.	Will review the <i>Development Charges Act</i> .

\*\*Sources: Leaders' speeches, new releases on official party websites, and official party materials distributed at 2011 AMO conference, August 21-24, 2011. All information above was said or made public at the 2011 AMO Conference.

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Thank you for all your support. Help us spread the word about 211 to all Canadians.

Appendix V

# Ontario 211



## We're Celebrating 10 Years of 211 in Canada



Photo from the 211 Lanark County Launch

### Thank you for your support!

10 years ago today, the Canadian Radio-television and Telecommunications Commission (CRTC) assigned the three-digit phone number 211 to community information and referral. Today 19 million, or 56% of Canadians, can dial 2-1-1 to get the right information on their local community and social services.

211 would not have been possible without the letters of support of more than [70 organizations and individuals](#) across Canada. These letters were submitted with the application made by [United Way of Canada-Centraide Canada](#) and its partners.

The CRTC decision today means 211 is accessible to over 19 million Canadians to help them get the right



**211 delivers service to over 84% of Ontario residents**



**and over 56% of Canadian residents.**

information and connect with community and social services across Canada. When you don't know where to find help, dial 211 for information on housing help, financial assistance, health services, employment centres, legal clinics, seniors' programs, parent help and a wide variety of community social services.

Canada's first 211 phone helpline launched in June 2002 in Toronto. Today 211 services are available in Ontario, Edmonton, Calgary, Quebec City Region and Vancouver. [Read more about the 211 initiative across Canada.](#)

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# 211 in Renfrew County



## 211 EASTERN ONTARIO

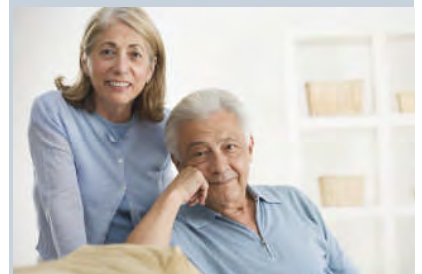
211 is an easy-to-remember, three-digit, non-emergency telephone number that connects callers to a full range of community, social, government and health service information in Eastern Ontario. Bilingual and certified information and referral specialists answer 211 calls 7 days per week. 211 is free, confidential and multilingual (150 languages). The information is also available online at [www.211ontario.ca](http://www.211ontario.ca)

Since launching in Renfrew County, approximately 8% or over 500 calls to 211 from Eastern Ontario come from Renfrew County.

Renfrew County is the largest county in Ontario (County of Renfrew), meaning that organizations and services can be spread over a large area. Having easy and efficient access to human services is essential for residents of Renfrew County. By dialing 211, Renfrew County residents can speak directly with a bilingual and certified Information and Referral Specialist who can direct them on how to access the programs and services they need.

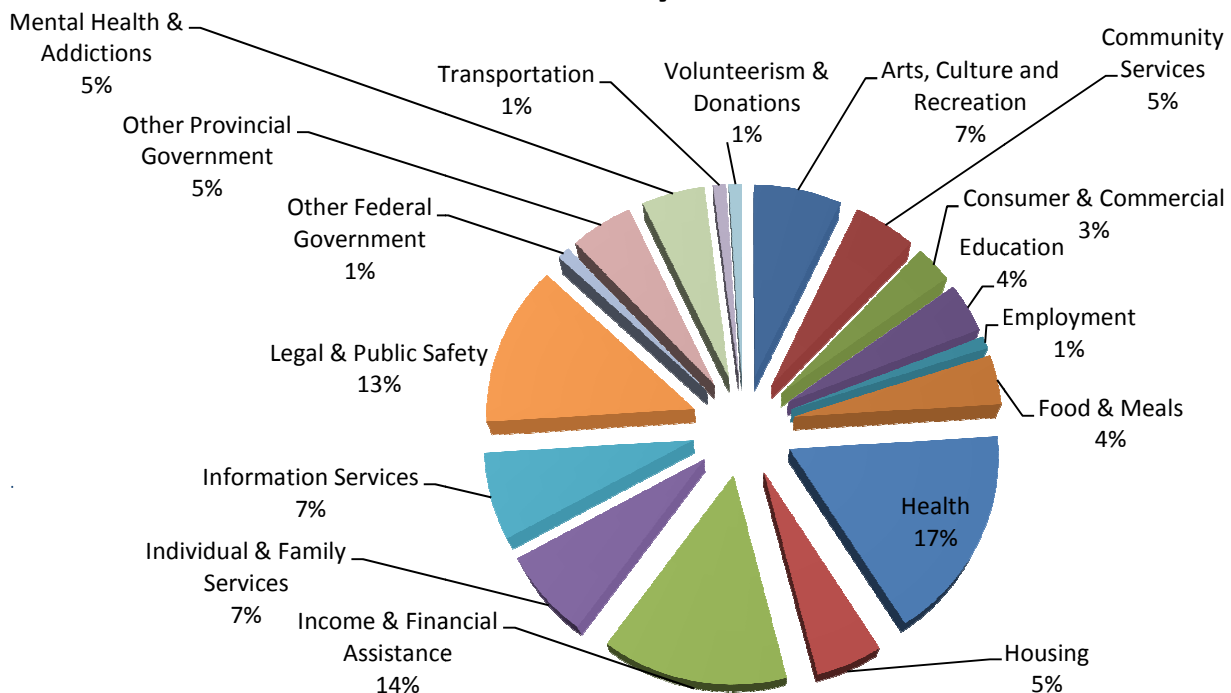


*211 connects callers to a wide range of community, social, health and government services*



# 211 in Renfrew County

## Renfrew County Reasons for Call



### Caller Needs

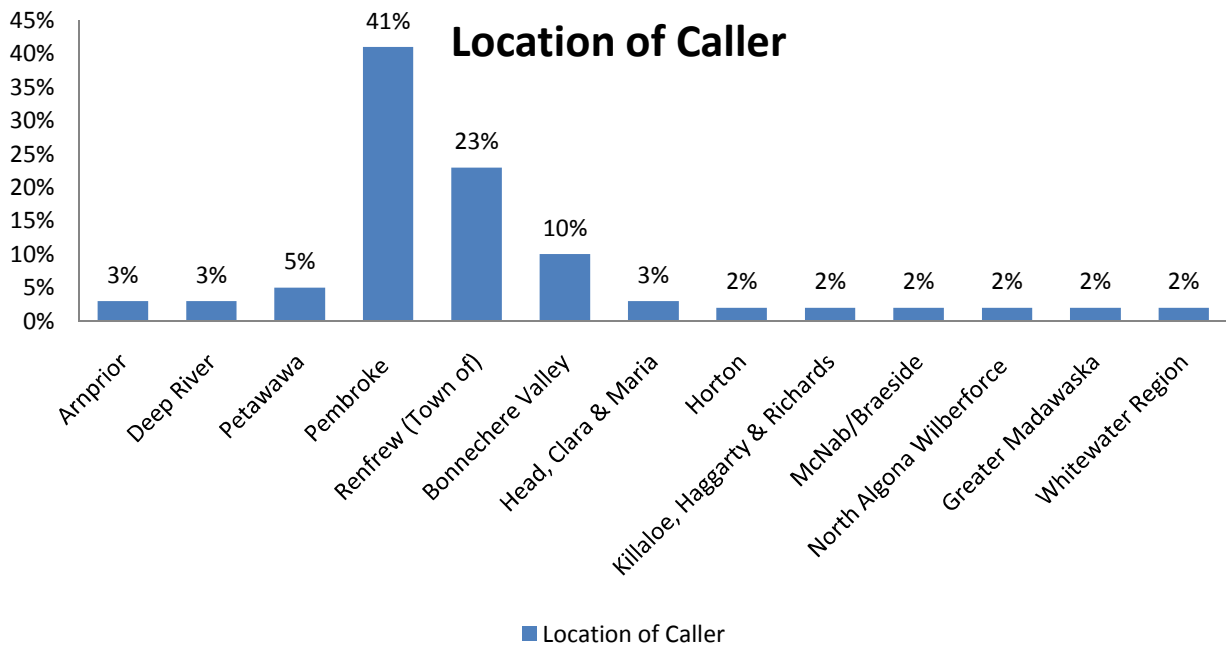
The chart above lists the reasons for call from Renfrew County. The top five reasons for call include:

- Health Services
- Income & Financial Assistance
- Individual & Family Services
- Arts, Culture & Recreation
- Information Services

211 provides information on and referrals to a full range of community, social, health & government services. For residents, this means “one stop shopping” for the services and information they need to take care of themselves and their families and to be active participants in community life.



# 211 in Renfrew County



The chart above provides information on where callers dialing 211 from Renfrew County are located with the majority of calls coming from Pembroke (41%), the town of Renfrew (23%) and Bonnechere Valley (10%).

## Success Story

A client called 211 who was living with a permanent disability and looking for assistance in helping to pay for some mobility devices that she badly needed in order to get around and to maintain her independence.

The Information and Referral Counsellor she spoke with was able to refer her to the Assistive Devices Program, offered through the Ontario Ministry of Health and Long Term Care.

The client said this was her first time hearing of such a program and was relieved to know that there was some help available to her.

The I&R Counsellor assured her that she could contact 211 again at any time in the future for whatever resources or programs she may need.



**211 officially began serving Renfrew County residents on January 28<sup>th</sup>, 2011**

**211 is free, confidential, multilingual (over 150 languages) and is available 7 days a week**

# 211 in Renfrew County

211 IN RENFREW COUNTY IS BROUGHT TO YOU IN PARTNERSHIP WITH



THIS REPORT WAS PRODUCED BY THE COMMUNITY INFORMATION CENTRE OF OTTAWA, SERVICE PROVIDER OF 211 EASTERN REGION. FOR MORE INFORMATION CONTACT:

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# **INVESTMENT IN AFFORDABLE HOUSING (IAH) FOR ONTARIO PROGRAM**

## **PROGRAM OBJECTIVES**

Building on the principles of Ontario's Long-Term Affordable Housing Strategy (LTAHS), the IAH continues the success of the Canada-Ontario Affordable Housing Program (AHP) and has the following key objectives:

- Improve access to affordable housing that is safe, sound, suitable and sustainable for households across Ontario.
- Provide SMs and housing proponents with the flexibility to meet local needs and priorities.
- Offer funding for an array of housing options that address affordable housing needs across the housing continuum.
- Incorporate energy efficiency requirements and accessibility into affordable housing units and building design.
- Provide SMs with the flexibility to design strategies to alleviate homelessness and help move households in their communities along the housing continuum.

## **FUNDING ALLOCATIONS**

The IAH is a four-year program that will end on March 31, 2015. Year 1 (2011-12) is a transitional year. The full program will be delivered in Years 2 to 4 (2012-13 to 2014-15).

SMs will be provided with a three-year (2012-13 to 2015-15) notional funding allocation for their SM area that is based on the SM's share of the province's households and the number of households in core need for the SM area.

Each SM's notional allocation is broken down by fiscal year. Similar to the AHP Extension (2009), funding allocations are on a 'use it or lose it' basis. Funds that are not committed by the required timelines will lapse as there is no possibility of re-profiling between fiscal years.

There is no allocation for Year 1. Allocations for Years 2 to 4 must be committed by December 31<sup>st</sup> of each fiscal year. The Ministry reserves the right to re-allocate any funding allocated to SMs that is not committed by the required deadlines for each year.

## **PROGRAM OVERVIEW**

- Year 1 (2011-12) is designed as a transitional year. The full program will be delivered in Years 2 to 4 (2012-13 to 2014-15).
- IAH will offer 6 components to SMs:
  - Rental Housing
  - Homeownership
  - Northern Repair (available Year 1 only)
  - Ontario Renovates (available starting Year 2)
  - Rent Supplement
  - Housing Allowance
- SMs may select all or some components to deliver each year using their annual funding allocations.

### **Timelines and Funding:**

- The IAH is a four-year program that ends on March 31, 2015.
- SMs have been provided with a three-year (2012-13 to 2014-15) notional funding allocation based on the number of households and the number of households in core need in the SM area.
- Allocations have been broken down by fiscal year.
- Due to federal and provincial budget rules, allocations are provided on a 'use it or lose it' basis. There is no possibility of re-profiling between years.
- Allocations will have to be committed by December 31<sup>st</sup> of each year or funds may be re-allocated.
- Committed is defined as the SM entering into a funding agreement with a proponent, client, or landlord.
- Funding agreements are specific to each program component:
  - Rental – Contribution Agreement
  - Homeownership – Agreement of Purchase and Sale, Confirmation of purchaser and unit eligibility.
  - Northern Repair – Project Information Form, Confirmation of security, Letter of Agreement or Funding Agreement, as required.
  - Ontario Renovates – Project Information Form, Confirmation of security, Letter of Agreement or Funding Agreement, as required.
  - Rent Supplement – Landlord Agreements, Agreements with delivery agencies (if applicable)
  - Housing Allowance – Client Applications, Agreement with delivery agencies (if applicable)

### **Year 1 (2011-12) – Transitional Year:**

- A maximum of \$47.5 million is available to be approved for Year 1.
- Instead of providing an allocation, SMs who have capacity to commit funds by March 31, 2012 are encouraged to bring forward funding from their overall notional allocation.
- Interested SMs must submit business cases outlining how their brought forward funds will be used.
- Business cases must include:
  - The amount of funding requested.
  - How the funding will be used, including the selected components for delivery.
  - Reasons why funding is needed in Year 1.
  - Expected outcomes for requested funding (i.e. units, households assisted, etc.).
  - Completed Project Information Forms (PIF), where possible, for projects that will be funded in Year 1.

### **Administration Agreement:**

- Service Managers must sign an Administration Agreement (AA) with the Province to participate in the IAH program, and they will receive \$100,000 in administration fees upon signing for planning and pre-development activities.
- For Years 2 to 4, SMs may use up to 5% of their total three-year funding allocation as administration fees. SMs are responsible for determining this amount per fiscal year in their Program Delivery and Fiscal Plan (PDFP).

- Administration fees for Years 2 to 4 will be paid to SMs at the beginning of each fiscal year as per the amounts identified in the PDFP.

**Program Delivery and Fiscal Plan:**

- SMs will submit a Program Delivery and Fiscal Plan (PDFP) that will outline how their annual funding allocation will be used over the life of the program.
- PDFPs are required for Year 2 to 4 and must be Council-approved.
- Deadline for the initial PDFP is February 28, 2012.
- SMs will be required to update their PDFPs on a quarterly basis, as well as track progress against their planned commitments.

**Program Components:**

- There are 4 capital components of the IAH:
  - Rental Housing
  - Homeownership
  - Northern Repair (Year 1 only)
  - Ontario Renovates (Years 2 to 4)
- There are 2 operating components of the IAH:
  - Rent Supplement
  - Housing Allowance
- Beginning in 2012-13 (Year 2), the Ontario Renovates component will encompass elements of federal Residential Rehabilitation Assistance Program (RRAP) and the Northern Repair component.

**Rental Housing Component:**

- New construction, acquisition, conversion of non-residential to residential.
- Funding: up to 75% of total capital cost per unit or \$150,000 per unit, whichever is less

Example

10 unit project

- Total Capital Cost = \$1,800,000
- Total Capital Cost per unit = \$1,800,000 divided by 10 = \$180,000
- IAH funding per unit is the lesser of:
  - (a) 75% of \$180,000 = \$135,000 or
  - (b) \$150,000

The maximum funding per unit will be \$135,000.

The total maximum IAH funding for the project will be \$1,350,000.

- Not restricted to specific target groups
- All SMs are now required to enter into Contribution Agreements (CA) directly with proponents (previously referred to as Direct Delivery)
- Projects must start construction within 120 days of signing Contribution Agreement.

**Homeownership Component:**

The County of Renfrew, through the Renfrew County Housing Corporation has participated in the past in the Homeownership Program. The program is for both resale and new construction.

**Ontario Renovates:**

Available for Years 2 to 4.

Staff continues to research the Ontario Renovates Program as it is linked to the federal Residential Rehabilitation Assistance Program (RRAP) currently run by the federal government of Canada. Staff are determining what the take-up is on this plan, as it will be phased out by the federal government and the Ontario Renovates Program may be instituted in its place, if the SM so desires.

**Rent Supplement Component:**

The County of Renfrew, through the Renfrew County Housing Corporation, currently participates in this program where the agency pays the landlord \$130.00 per month to bridge the difference between rent the household can afford to pay and market rent.

**Housing Allowance Component:**

The Housing Allowance is currently not in place in the County of Renfrew.

**PROPOSED ACTION PLAN AND BUDGET**

Action plan and proposed budget allocations to be distributed at the Committee meeting.

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## ONTARIO WORKS DIVISION REPORT

Prepared by: Chery Leigh, Ontario Works Manager

Prepared for: Social Services Committee

September 8, 2011

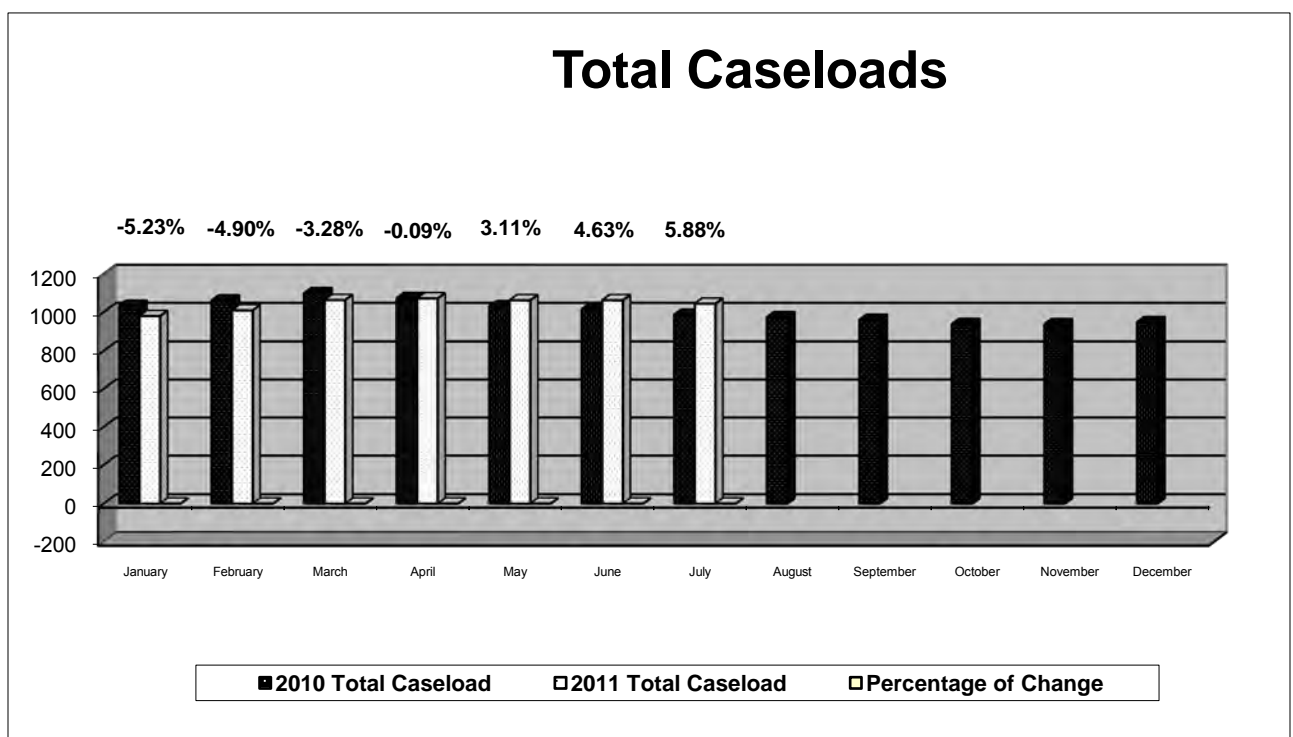
### INFORMATION

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

1. Caseload Statistics

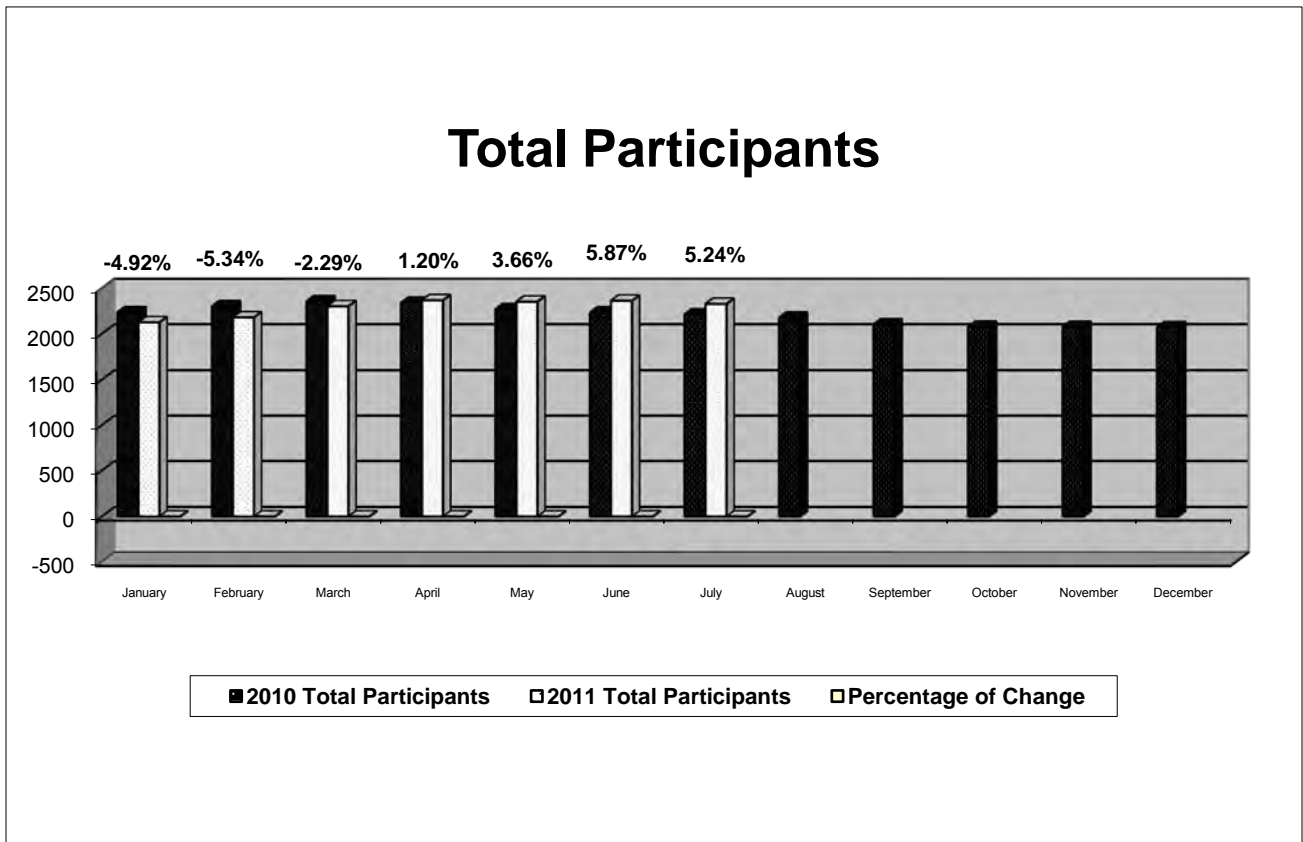
2010 and 2011 Monthly  
Ontario Works Caseload  
Comparison

	<b>2010 Total Caseload</b>	<b>2011 Total Caseload</b>	<b>Percentage of Change</b>
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	1044	5.88%
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	2328	5.24%
August	2176		
September	2103		
October	2075		
November	2074		
December	2071		



2. Project Fund Updates for 2011

NOTE: Information not available at time of mailing

<b>Name of Project</b>	<b>Number of Applications to Date in 2011</b>	<b>Total Number of Families Approved to Date in 2011</b>	<b>Monthly Expenditure</b>	<b>Approx Funds Remaining</b>	<b>Program Budget</b>
“Staying Put”					\$103,610
Emergency Transient Assistance					\$1,000
Emergency Energy Fund					\$16,320
Rent Bank Program					\$32,127.30

3. Electric Utility Late Payment Penalty Class Action Settlement

The Ontario Works Division will be administering the Electric Utility Late Payment Penalty Class Action Settlement, Ontario Superior Court Action No. 98-CV-158062 (Action). In accordance with the Amended Implementation Order dated April 28, 2011 (the Order), approving and implementing the settlement of the action, settlement funds are to be paid to United Way in Toronto to be used for low-income energy assistance programs.

The programs are Low-Income Energy Assistance Program (LEAP) which is overseen by the Ontario Energy Board and the Emergency Energy Fund overseen by the Ministry of Community & Social Services. These settlement funds provided by United Way Toronto to the Ontario Works Division are to be used only for low-income energy assistance programs benefiting customers or residents of the territory serviced by the applicable utility.

For the territory to the County of Renfrew, we will be administering funds for the following lower-tier municipalities:

- a) Renfrew Hydro – Town of Renfrew - \$8,424.20
- b) Hydro One - Town of Deep River - \$2,942.28
- c) Hydro One - Town of Laurentian Hills - \$366.44

Report respectfully submitted.

**CHILD CARE SERVICES REPORT**

Prepared by: Judy Mulvihill, Manager of Child Care Services

Prepared for: Social Services Committee

September 8, 2011

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**INFORMATION**1. Integration Coordinators Statistics

The monthly statistical report for Integration Services for August 2011 will be handed out at the meeting. 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 July 2011 is attached as Appendix CC-I. This report indicates the number of families and children on the Eligibility Coordinators' caseload who are receiving fee subsidy for the month.

3. Infrastructure – Best Start Update

On June 29, 2011 under Resolution No. SS-CC-11-06-34, County Council authorized the Social Services Department to negotiate an agreement with the Renfrew County Catholic District School Board and the Renfrew County District School Board for the transfer of Best Start Capital Reserve Grant funding in the amounts of \$600,000 and \$245,145 for projects in Petawawa and Deep River respectively. The transfer of funds was conditional on receipt of signed agreements and final cost estimates being received by the Social Services Department.

To date, the funding conditions (signed agreements) have not been met for either project and funds have not been transferred. Communication with each school board involved indicates that the conditions outlined for the Renfrew County District School Board will be met by October 2011. Communication with the Renfrew County Catholic District School Board indicates that the conditions will not be met until November, 2011. An update regarding the progress of these projects will be provided at the October, 2011 meeting of the Social Services Committee.

4. Child Care Fee Subsidy Waitlist Prioritization Policy Update

The Child Care policies were approved by by-law in April 2009 (By-law No. 58-09). In September 2009 Child Care Policy CC-03 – Fee Subsidy Waitlist Prioritization was amended to include that working families with a net family income of \$20,000 or less be assigned to the First Level of Priority of placement to fee subsidy. Since that time this policy has been further examined. As a result it has been identified that the following updates to the policy are required:

Policy CC-03 is attached as Appendix CC-II using the strike-out and bold format to highlight changes the Committee is being asked to consider.

**Recommendation:** That the Social Service Committee approves the identified changes to Child Care Policy No. CC-03 – Fee Subsidy Wait List Prioritization and recommends to County Council that By-law No. 58-09 be amended for the purpose of amending the existing Child Care Policy No. CC-03 – Fee Subsidy Wait List Prioritization.

Report respectfully submitted.

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Appendix CC-I

TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		60	
TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		27	
<b>REASONS:</b>			
	11	Moved out of jurisdiction	3
	1	Parental Leave	
	5	Income in Excess	1
	6	No further contact	2
	6	Child removed	22
		Income verification not received	1
	4	Work not found	
	6	Activity criteria not met	19
			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: 300

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
<b>JULY</b>	<b>340</b>	<b>499</b>	<b>350</b>	<b>508</b>
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: August 25, 2011

<b>Social Services Policies and Procedures</b>			
<b>SECTION:</b> Child Care Services			<b>Policy #:</b> CC-03
<b>POLICY:</b> Fee Subsidy Waitlist Prioritization			
<b>DATE:</b> APR29/09	<b>REV. DATE:</b> APR28/10 SEP28/11	<b>COVERAGE:</b> Fee Subsidy Program Staff	<b>PAGE #:</b> 1 of 5

## POLICY STATEMENT

All Child Care Fee Subsidy applicants will be placed on a County-wide Fee Subsidy Waitlist congruent with the County of Renfrew prioritization policy.

## PROCEDURE

### 1. Prioritization

Admission to subsidized vacancies will be based on the following priorities:

#### (a) First Level of Priority

- ~~(i) Participants in LEAP (Learning, Earning and Parenting) on either a mandatory or voluntary basis.~~
- ~~(ii) Participants in the Ontario Works Program on a mandatory basis - involvement in Employment Supports, Community or Employment Placement, education, employment or self-employment.~~
- ~~(iii) Families with children with special needs or social needs.~~
- ~~(iv) Families and children who are victims of abuse (physical, sexual and/or emotional and/or where a court order exists).~~
- ~~(v) Military families (with at least one parent on active duty).~~
- ~~(vi) Working families with a net income of \$20,000 or less.~~
- (i) Participants in:**
  - LEAP (Learning, Earning and Parenting) on either a mandatory or voluntary basis;**
  - Ontario Works Program on a mandatory basis - involvement in Employment Supports, Community or Employment Placement, education, employment or self-employment; or**
  - working families with a net income of \$20,000 or less with children with special needs or social needs.**

<b>Social Services Policies and Procedures</b>			
<b>SECTION:</b> Child Care Services			<b>Policy #:</b> CC-03
<b>POLICY:</b> Fee Subsidy Waitlist Prioritization			
<b>DATE:</b> APR29/09	<b>REV. DATE:</b> APR28/10 SEP28/11	<b>COVERAGE:</b> Fee Subsidy Program Staff	<b>PAGE #:</b> 2 of 5

(ii) **Participants in:**

- **LEAP (Learning, Earning and Parenting) on either a mandatory or voluntary basis;**
- **Ontario Works Program on a mandatory basis - involvement in Employment Supports, Community or Employment Placement, education, employment or self-employment; or**
- **working families with a net income of \$20,000 or less.**

(b) Second Level of Priority

~~(i) Participants in the Ontario Disability Support Program (ODSP) - involvement in Employment Supports, education, employment or self-employment.~~

~~(ii) Participants in the Ontario Works Program on a voluntary basis - involvement in Employment Supports, Community or Employment Placement, education, employment or self-employment.~~

~~(iii) Persons who are employed.~~

~~(iv) Persons enrolled in an educational institution or training program.~~

(i) **Participants in:**

- **the Ontario Disability Support Program (ODSP) - with involvement in Employment Supports, education, employment or self-employment;**
- **the Ontario Works Program on a voluntary basis - involvement in Employment Supports, Community or Employment Placement, education, employment or self-employment;**
- **an educational institution or training program who are enrolled; or**
- **working families with a net income of \$20,000 to \$40,000 or less with children with special needs or social needs.**

(ii) **Participants in:**

- **the Ontario Disability Support Program (ODSP) - involved in Employment Supports, education, employment or self-employment;**

<b>Social Services Policies and Procedures</b>			
<b>SECTION:</b> Child Care Services			<b>Policy #:</b> CC-03
<b>POLICY:</b> Fee Subsidy Waitlist Prioritization			
<b>DATE:</b> APR29/09	<b>REV. DATE:</b> APR28/10 SEP28/11	<b>COVERAGE:</b> Fee Subsidy Program Staff	<b>PAGE #:</b> 3 of 5

- **the Ontario Works Program on a voluntary basis - involved in Employment Supports, Community or Employment Placement, education, employment or self-employment;**
- **an educational institution or training program who are enrolled; or**
- **working families with a net income of \$20,000 to \$40,000 or less.**

(c) Third Level of Priority

- ~~(i) — Persons who are job seeking and require care to enable them to do so full-time.~~
- ~~(ii) — Families with children who seek socialization~~
- (i) **Working families with a net income of \$40,000 or greater, with children with special needs or social needs.**
- (ii) **Working families with a net income of \$40,000 or greater.**
- (iii) **Persons who are job seeking and require care to enable them to job seek full-time (granted on a time limited basis and as per budget and higher priority caseload demands). See established limits on job seekers in Policy CC-05, Fee Subsidy Intake and Eligibility Assessment.**
- (iv) **Families with one parent available in the household with children with special or social needs (granted on a time limited basis and as per budget and higher priority caseload demands).**

**Children with special and social needs are defined in the Ministry of Children and Youth Services Fee Subsidy Guidelines, 2006, page 32.**

If families with similar circumstances reach the top of the Waitlist simultaneously, the priority will be established chronologically according to the date of the application.

Geographic distribution of fee subsidies across the County of Renfrew may be considered if demand for fee subsidy significantly exceeds availability. In that circumstance, if one child no longer requires a fee subsidy from a particular geographic area, another child from that area will have first consideration for that subsidy. These decisions will take into account existing priority levels.

<b>Social Services Policies and Procedures</b>			
<b>SECTION:</b> Child Care Services			<b>Policy #:</b> CC-03
<b>POLICY:</b> Fee Subsidy Waitlist Prioritization			
<b>DATE:</b> APR29/09	<b>REV. DATE:</b> <del>APR28/10</del> SEP28/11	<b>COVERAGE:</b> Fee Subsidy Program Staff	<b>PAGE #:</b> 4 of 5

The Eligibility Coordinator may provide recommendation to the Manager of Child Care Services to prioritize cases based on individual circumstances which are unusual, exceptional or not addressed in the prioritization levels.

Admission of children to programs is the decision of both the child care service provider and the parent/guardian. Decisions relating to whether or not the parent/guardian will be in receipt of subsidy are decisions of the Eligibility Coordinator, as approved by the Manager of Child Care Services or designate.

2. Acceptance of a Subsidized Space

From time to time, applicants may accept a subsidized space that is more distant from their place of residence or work than desired (in another community or across town) to enable them to commence or maintain employment or training. These persons could then re-apply to be placed on the Waitlist for a specific location and transferred to a different child care service provider when a subsidized space becomes available. This practice will ensure that residents requiring child care are provided with choices regarding location and current availability. A County of Renfrew Centralized Waitlist form will be completed noting the child for whom they wish to transfer fee subsidy along with their prioritized choices.

3. Transfers

A child may be placed back on the top of the Waitlist for the one of the following reasons:

- (a) Ministry of Community and Youth Services involvement in the child's placement;
- (b) The family relocates to another area within the County boundaries and it is no longer feasible to use the existing placement; and/or
- (c) Space no longer exists with the current child care service provider.

A County of Renfrew Centralized Waitlist form will be completed noting the child for whom they wish to transfer fee subsidy along with their prioritized choices.

It is not possible to outline every specific situation that may occur in waitlist situations, therefore, the County of Renfrew retains the right to address situations on a case-by-case basis when parents/guardians are facing exceptional circumstances.

<b>Social Services Policies and Procedures</b>			
<b>SECTION:</b> Child Care Services			<b>Policy #:</b> CC-03
<b>POLICY:</b> Fee Subsidy Waitlist Prioritization			
<b>DATE:</b> APR29/09	<b>REV. DATE:</b> <del>APR28/10</del> SEP28/11	<b>COVERAGE:</b> Fee Subsidy Program Staff	<b>PAGE #:</b> 5 of 5

4. Add a Child to the Waitlist

A sibling of a child may be added to the Fee Subsidy Waitlist as per their date of request and as per the family's assessed priority.

5. Break in Service

The fee subsidy will be retained for families if the child care service provider is not providing service for a period of time (i.e. nursery school closing for the summer). A voluntary break in service initiated by the parent/guardian will result in the loss of the fee subsidy space. The family can be placed back on the Waitlist.

In special circumstances, if the parent/guardian can prove extreme hardship or a negative impact on the child, the County of Renfrew can protect the fee subsidy for the child when they return to care. This decision will be made on the recommendation of the Eligibility Coordinator and at the discretion of the Manager of Child Care Services or designate.

6. Updating the Waitlist

The Waitlist is updated as vacancies/funding become available. The applicant is contacted up to a maximum of three times to determine if they are interested in a space. Each time they have 24 hours to respond before losing that opportunity.

If they do not respond after three attempts to contact them, the Intake Coordinator will mail the applicant a letter indicating that they must contact the Intake Coordinator within 10 business days or they will be removed from the Waitlist. Also included with this letter is an Application for Child Care Fee Subsidy.

In situations where the Intake Coordinator does not receive a response, the child(ren) is/are removed from the County of Renfrew Waitlist and the applicant can re-apply at any time. A Notice of Fee Subsidy Waitlist Removal letter will be mailed to the applicant(s).

In situations where contact is made with an applicant, and he/she requests the child(ren) be removed from the County of Renfrew Waitlist, a Notice of Fee Subsidy Waitlist Removal letter along with an Application for Child Care Fee Subsidy will be mailed to the applicant(s).

**COUNTY OF RENFREW**

**BY-LAW NUMBER -11**

**A BY-LAW TO AMEND BY-LAW 58-09 - CORPORATE POLICIES AND PROCEDURES FOR CHILD CARE SERVICES FOR THE COUNTY OF RENFREW**

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WHEREAS on April 29, 2009 the Corporation of the County of Renfrew enacted By-law No. 58-09, being a By-law to establish Corporate Policies and Procedures for Child Care Services for the County of Renfrew; as amended on September 30, 2009 and April 28, 2010;

AND WHEREAS it is deemed desirable and expedient to amend the said By-law for the purpose of amending an existing policy;

NOW THEREFORE the Council of the Corporation of the County of Renfrew hereby enacts as follows:

1. That Policy CC-03 as set out in Schedule "A" of the said By-law 58-09 be repealed.
2. That the following policy attached to this By-law be hereby enacted as an amendment to the said By-law 58-09:
  - CC-03 – Fee Subsidy Wait List Prioritization
4. That this By-law shall come into force and take effect upon the passing thereof.

READ a first time this 28th day of September, 2011.

READ a second time this 28th day of September, 2011.

READ a third time and finally passed this 28th day of September, 2011.

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ROBERT SWEET, WARDEN

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W. JAMES HUTTON, CLERK

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**County of Renfrew**  
**General Revenue Fund - Social Services Costs (Net)**  
**As at July 31, 2011**

<b>Description</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>Variance</b>	<b>Full Year Budget</b>
Social Assistance - COA	380,425	480,312	(99,887)	822,950
Social Assistance - Benefits	637,170	651,854	(14,684)	1,117,462
Ontario Works	105,865	109,246	(3,381)	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
<b>Net Social Assistance Costs</b>	<b>1,123,461</b>	<b>1,241,412</b>	<b>(117,951)</b>	<b>2,129,151</b>
<b>Net Child Care Costs</b>	<b>299,087</b>	<b>312,243</b>	<b>(13,156)</b>	<b>535,227</b>
<b>Net Social Housing Costs</b>	<b>2,287,814</b>	<b>2,338,280</b>	<b>(50,466)</b>	<b>4,031,357</b>

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