

# Welcome!

## Manitoulin-Sudbury District Services Board Annual General Meeting 2010



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

# Manitoulin-Sudbury DSSAB Annual General Meeting

April 15, 2010  
7:00 - 9:00 p.m.

Royal Canadian Legion  
370 Annette Street  
Espanola

Mayors/Reeves, Councillors & Clerks/Clerk-Treasurers/CAOs  
of the municipalities serviced by  
Manitoulin-Sudbury District Social Services Administration Board  
are invited to attend the  
Manitoulin-Sudbury DSSAB Annual General Meeting

- Agenda attached below
- Question & Answer Period will follow each presentation

We would appreciate knowing who will be attending from your municipality.

RSVP by Thursday, April 8, 2010 to:  
Suzanne Bouchard at 705-862-7850 ext 235 or  
online at <http://www.msdsb.net/registrations/>

Those of you who need overnight accommodation are responsible for your own arrangements.

## Espanola Area Motels:

Alta Vista Motel -- 705-869-1065 -- (Hwy 17 -- near Espanola turn-off)  
Goodman's Motel -- 705-869-1020 -- (Hwy 17 & 6 -- at Espanola turn-off)  
Pinewood Motor Inn -- 705-869-3460 or 1-800-361-3460 -- (Espanola)  
Queensway Motel -- 705-869-1065 -- (Espanola)



**Manitoulin-Sudbury District Social Services Administration Board  
ANNUAL GENERAL MEETING  
Royal Canadian Legion, Espanola  
Agenda  
April 15, 2010**

- 6:15 - 7:00 **DSSAB Program Displays**
- 7:00 **Call to Order and Welcome - Chair, Ray Chénier**
- 7:05 **Audit Presentation - Auditor, Kirby Houle CA  
Freelandt Caldwell Reilly LLP**
- 7:30 **Emergency Response Planning Presentation & Discussion  
Chair, Ray Chénier**
- 7:45 **CAO Report - Fern Dominelli, CAO (A)**
- 7:55 **Program Presentations:**  
**Children's Services - Suzanne Malette, Children's Programs Supervisor**  
**Emergency Medical Services - Michael MacIsaac, Director of EMS**  
**Finance - Connie Morphet, Director of Finance**  
**Ontario Works - Donna Moroso, Director of Social Services**  
**Social Housing - Rhonda McCauley, Property Manager**
- 8:55 **Evaluations**
- 9:00 **Adjournment**

**ADMIN**

Welcome!

Manitoulin-Sudbury District  
Services Board  
Annual General Meeting 2010



---

---

---

---

---


---

---

---

**ADMIN**

CAO Report



---

---

---

---

---

---


---

---

**ADMIN**

**Year in Review**

- 2009 was the 10<sup>th</sup> year of Board Operations which saw significant changes.
- Gary Champagne was the CAO for the first 6 months of the year but was unfortunately and unavoidably absent due to illness.
- David Court was appointed Acting Interim CAO for the period of July 1 to Oct. 31.
- Fern Dominelli was appointed Acting CAO effective November 1, 2009.



---

---

---

---

---

---


---

---

**ADMIN**

### Strategic Plan

- Staff worked with an external consultant David Court on the implementation of the Strategic Plan that had been completed in 2008.
- The full text of the Strategic Plan can be found on the DSSAB website under Administration Local reports. [Link](#)
- A total 103 recommendations were approved.
  - 72 or 70% are now fully completed
  - 25 or 24% are ongoing activities with no end date
  - 6 or 6% are delayed due to workload pressures



---

---

---

---

---

---


---

---

**ADMIN**

### Website Redesign

- The focus was to ensure that the program portions of the website were sufficiently detailed to meet the needs of applicants, recipients or the general public.
- The Administrative section of the website was also rebuilt. The goal here was to ensure that member municipalities and Board members have, at their fingertips, the information they need.



---

---

---

---

---

---


---

---

**ADMIN**

### Website Redesign

- Our Director of Finance, Connie Morphet will speak to the many new sections of financial information provided under the Finance sub-section.
- The Board portion of the website was expanded to include a Correspondence section to capture the letters, reports and directives on which the Board is making its decisions.



---

---

---

---

---

---


---

---

**ADMIN**

### Finance Department Review

- The Strategic Plan identified the need for this review.
- The goal was to identify opportunities for systemic improvements as the Department has gone through 10 years of continuous change and needed an external review to set future directions.
- The review was conducted by an external financial consulting firm. Connie will speak to this review in her report.



---

---

---

---

---

---


---

---

**ADMIN**

### Board Policy Ontario Works

- An in-depth review of the Ontario Works Policy and Procedural manual began in the fall of 2008
- There were many changes within Ontario Works provincial regulations and Directives since 2004 when the manual was last approved.
- The manual was finalized and approved by the Board in 2009.



---

---

---

---

---

---


---

---

**ADMIN**

### Board Policy Children's Services

- The Children's Services Policy and Procedural manual was reviewed, revised and approved by the Board in 2009.
- The policy was changed to introduce a simplified universal rate structure for Child Care Centres
- To update the child care subsidy calculation from the needs test to the new income test.



---

---

---

---

---

---


---

---

**ADMIN**

## Board Policy Human Resources

- An in-depth review of The Board's Human Resources Manual commenced in the fall of 2009.
- The manual was updated to ensure it complies with current labour law and new requirements such as Accessibility Standards.
- The manual was finalized and will be presented for final approval by the Board in May 2010




---

---

---

---

---

---


---

---

**ADMIN**

## Board Policy - Administration

- The website review and the external financial review identified a lack of clarity in several administrative policies and procedures.
- In 2010 work began on the creation of a General Administration manual which would include Board Governance, Finance & Administration and Emergency Planning.
- This manual is in draft form and will be presented to the Board this month.




---

---

---

---

---

---


---

---

**ADMIN**

## Board Policy Emergency Planning

- During 2010 the DSSAB formed an Emergency Planning Committee.
- A Draft Emergency Response Plan has been developed and received 1<sup>st</sup> & 2<sup>nd</sup> reading by the Board in March 2010.
- The draft plan has been distributed to member municipalities for their review and input before final approval by the Board.




---

---

---

---

---

---


---

---

**ADMIN**

### Management Team Meetings

- These bi-weekly meetings were changed to a fixed monthly meeting.
- Formalized agenda and action minutes were introduced.
- These restructured meetings are a key element of a strategy to deal with significant change.




---

---

---

---

---

---


---

---

**ADMIN**

### New Quarterly Reporting

- As part of the communications strategy, the Strategic Plan suggested the change from voluminous monthly reporting to a brief quarterly roll up by the CAO of reports from each department.
- The goal was to create a document which highlighted any significant changes and was concise enough to be distributed as part of municipal agendas.
- This was implemented as of November 2009.




---

---

---

---

---

---


---

---

**ADMIN**

### Job Description Review

- As part of the website redesign, it became clear that some job descriptions were now out of date and others needed to change in order to support the integrated delivery of Social Services and Social Housing.
- Led by our HR Support, Aurel Malo, all job descriptions were reviewed beginning in the late fall. This project is now near completion and all job descriptions will be current.




---

---

---

---

---

---

---


---



**ADMIN**

## Program Changes in 2009

- There were many significant changes in all the program areas during 2009.
- Each Director /Manager will give a brief overview of their program and the major changes which they encountered during 2009.



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

**ADMIN**

## THANK YOU

- The Board for their confidence in me
- The Directors and Managers for their cooperation in a year of change
- Board Committees for their hard work dealing with the exceptional work load
- Member Municipalities for their understanding and patience during this year of change



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---


---

---

---

**ADMIN**

## Questions?



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---


---

---

---

**CS**

## Children's Programs




---

---

---

---

---

---

---


---

**CS**

## Licensed Child Care

Licensed, or regulated care, is child care licensed under the Day Nurseries Act by the Ministry of Children and Youth Services (MCYS).

- The Act establishes a host of minimum standards
- These standards are in place to ensure the safety and quality of care for children in licensed child care settings.
- The Province is responsible to license day nurseries.




---

---

---

---

---

---

---

---


**CS**

## Funding Streams

DSSAB provides financial supports to Child Care providers through a variety of funding streams. This Board does not directly deliver child care or related services.

**Fee Subsidies:**

- These subsidies assist eligible parents with the cost of the daily fees associated to the licensed child care provided to their child.
- Financial eligibility of the parent(s) is determined based on an income test.
- The actual subsidy that the DSSAB pays is attendance based and is driven by an attendance reporting system.




---

---

---

---

---

---

---


---

**CS**

## Funding Streams

**Wage Subsidies:**

- These "Wage Subsidy" payments were designed to enhance the salaries and benefits of staff.
- The payments under this program are to the providers who then must pass the subsidy on to their individual staff members.




---

---

---

---

---

---

---

---

---

---

**CS**

## Funding Streams

- **Special Needs Resourcing (SNR):** This funding stream provides funding for staff, equipment, supplies or services needed to support the inclusion of children with special needs in licensed child care settings.
- **Health and Safety Grants:** These are one time grants which can be used to complete capital repairs and renovations to child care centres.
- **Family Resources Centre:** Funding to the Delivery Agent (FRC) is to purchase community-based non-profit centres that serve caregivers, parents and children through the provision of information, public education, consultation and support.




---

---

---

---

---

---

---

---


---

---

**CS**

## Universal Rates

- As of January 1, 2010 the Manitoulin-Sudbury DSSAB has adopted the Universal Rate system.
- The use of universal rates is used across the province in a number of CSM/DSSAB's.
- Previous to January 1, 2010, the licensed service providers set per diem rates for both full fee and subsidized parents.
- With the introduction of the Universal Rates the number of care codes used by child care centres in order to invoice the DSSAB has dropped from well over 200 care codes down to approximately 30 care codes
- In the conversion to Universal Rates the DSSAB ensured that centres were not adversely affected.




---

---

---

---

---

---

---

---


---

---

**CS**

## Best Start Network

- The Best Start Network was formed after the Provincial government's Best Start Plan was designed to give Ontario's Children the best possible start in life so that they can achieve success in school.
- The Manitoulin-Sudbury Best Start Network is made up of members reflecting a broad range of community perspectives to help develop a plan that contains the community's vision for Best Start Hubs.




---

---

---

---

---

---

---


---

**CS**

## Best Start Hubs

What is available through Best Start Hubs?

- Access to flexible programs available at times that meet parents' needs
- Provision of information on parenting and community programs that promote healthy child development and early learning
- Quality Child Care
- Early and ongoing screening of all children to enhance their developmental health and well-being
- Provision of referrals to specialized community services for those children identified with potential issues, needs and risks




---

---

---

---

---

---


---

---

**CS**

## Manitoulin Best Start Hub

- Manitoulin Family Resources (MFR) is the Lead Agency
- Located at the Little Current Public School adjacent to Magic Rainbow Daycare




---

---

---

---

---

---

---

---

**CS**

### Sudbury East Best Start Hub


- Nickel Belt Early Years Centre (OEYC) is the Lead Agency

In building on existing capacity in Sudbury East, is working closely with Our Children, Our Future / Nos enfants notre avenir to provide services in 5 communities

- Located at École St. Antoine, Noëlville

Outreach in:

- Ecole Camille Perron, Markstay
- St. Thomas, Warren
- École St. Charles Barronée, St. Charles
- Monetville Public School, Monetville



---

---

---

---

---

---

---

---

**CS**


### LaCloche Best Start Hub

- Our Children Our Future (OCOF) is the Lead Agency

- Located in Espanola at Sacred Heart School

Outreach in:

- Massey
- Webbwood



---

---

---

---

---

---

---

---

**CS**

### Sudbury North Best Start Hub


- Chapleau Child Care Centre is the lead agency of the Sudbury North Hub

- Was developed in 1992 as a core model of childcare service delivery

- Located in Chapleau

Outreach in:

- Gogama
- Foleyet
- Sultan



---

---

---

---

---

---

---

---


**CS**

## Quality Assurance Audit

The purpose of this audit was to get a comprehensive overview of the quality of the licensed programs in the Manitoulin-Sudbury DSSAB jurisdiction.

The Quality Assurance Audit will be completed by the end of April.

As a result of the review, best practices are being shared among the operators and any problems are being addressed with those operators.




---

---

---

---

---

---

---

---

---

---

**CS**

## Board Governance Review

As part of the strategic plan for the Manitoulin-Sudbury DSSAB, the Children's Services Department was committed to ensuring that all non-profit boards are trained, have a full understanding regarding their operations and understand their responsibilities as Board members.

The process includes:

1. Operational Review of all Child Care Centres
2. Provide Governance Training to the Boards of Directors of Child Care Services (i.e. workshops)
3. Develop a policies and procedures template for each provider site to use to develop their own policies.




---

---

---

---

---

---

---

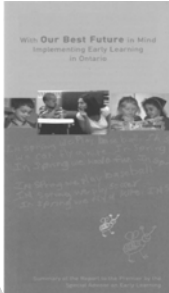
---

---


---

**CS**

## With Our Best Future in Mind Implementing Early Learning in Ontario



- In partnership with parents, full-day learning will provide Ontario children with high-quality programs that help lay the foundation for a healthy and productive life.
- In November 2007, the Premier asked Dr. Charles Pascal to recommend the best way to implement full-day learning for 4-and 5-year-olds.




---

---

---

---

---

---

---

---

---


---

**CS**

### Four key components of Early Learning

This new, comprehensive and transformational early learning plan for Ontario begins by recommending better use of the resources we have to create a system of service for children and families from the prenatal period to age 12, including the following:

1. Full-day learning for 4- and 5-year-olds
2. Before and after school and summer programs for school-age children
3. Quality programs for younger children
4. Enhanced parental leave by 2010




---

---

---

---

---

---

---

---

---


---

**CS**

### Early Years Policy Framework Ages Four and Five

**School boards to offer:**  
A two-year, full-day Early Learning Program prior to Grade 1, participation would be by choice; option of a half, full (school hours), or a fee-based extended day of programming.

**Staffing:**  
The team would consist of certified teachers and registered early childhood educators (ECEs).




---

---

---

---

---

---

---

---


---

---

**CS**

### Phase One: Full-Day Learning for Four- and Five-Year-Olds

- On Tuesday, October 27, 2009 Premier Dalton McGuinty announced plans for the implementation of a full-day early learning program for four- and five-year-olds.
- Nearly 600 schools across every school board in Ontario will be selected to offer ELP.
- The program will be phased in over time starting in September 2010-11 school year.




---

---

---

---

---

---

---

---


---

---

**CS**

### Recommendations in the Selection of Schools to Offer ELP

- School Boards worked with local schools, municipalities and DSSABs to make their recommendation.
- Together, they reviewed schools using ministry guidelines which include:
  - Available Space
  - Impact on existing local child care
  - Local need
- In our area, the following schools were selected for ELP in Sept. 2010
  - Espanola - École St-Joseph, Conseil Scolaire Catholique du Nouvel Ontario
  - Espanola - A.B. Ellis Public School, Rainbow District School Board.




---

---

---

---

---

---

---

---


---

---

**CS**

### Future Direction

- With four- and five-year-olds going to the Full Day Early Learning Program, we will work with the Ministry of Children and Youth Services and Ministry of Education to support our Child Care Providers in hopes that they can expand their programs to serve a different age group so that they can continue to be viable.
- The Manitoulin-Sudbury DSSAB's Children's Program Department continues to work closely with all its Child Care Providers as we prepare for full day learning and the increasing professional expectations of early childhood educators.
- Continue to promote the development of new initiatives in the Manitoulin-Sudbury DSSAB jurisdiction.
- Continue to advocate on behalf of Child Care Providers for a base funding model that ensures the viability of existing centres.




---

---

---

---

---

---

---


---

---

---

**CS**

### Questions?




---

---

---

---

---

---

---

---

---

---



EMS

## Emergency Medical Services




---

---

---

---

---

---


---

---

EMS

## Ambulance Act

- Piece of legislation that governs the way an ambulance service in Ontario is operated.
- Lays out definitions and responsibilities of what is required to be a certified delivery agent.
- Manitoulin-Sudbury DSSAB is the Designated Delivery Agent (DDA) for this area.
- As the DDA our goal is to provide a land ambulance service that meets the needs of the people within our area.




---

---

---

---

---

---


---

---

EMS

## MOHLTC responsibilities

- Dispatching of Ambulance Services
  - Currently accomplished through 3 Central Ambulance Communications Centres (Sudbury, Sault Ste. Marie, & Timmins)
- Base Hospital Services
  - Recently amalgamated into one regional site from 3. Now called the Northeastern Ontario Prehospital Care Program based out of Sudbury.
- Setting Standards and Ensuring Compliance
  - Through a 3 year certification cycle




---

---

---

---

---

---

---

---

**EMS**


### Key EMS Responsibilities

Provide a service that includes all aspects of land ambulance operations including:

- Personnel, vehicles, and equipment
- Type of service (on-site versus on-call)
- Quantity and level of service

Responsible for all costs associated with the provision of these services:

- 50/50 cost share with province on "Approved Costs"




---

---

---

---

---

---

---

---


---

---

**EMS**

### Manitoulin Sudbury EMS/SMU

- 12 EMS Station Locations
  - Sudbury East: Noëlville, Hagar, Killarney
  - Sudbury North: Chapeau, Foleyet, Gogama
  - La Cloche: Espanola, Massey
  - Manitoulin Island: Little Current, Mindemoya, Gore Bay, Wikwemikong (Wikwemikong is operated by DSSAB on behalf of the Province)
- 5 Volunteer Emergency First Response Teams
  - Cartier, Cockburn Island, French River Delta, St. Charles, Tehkummah




---

---

---

---

---

---

---

---


---

---

**EMS**

### Operations

- Logistical Resources
  - 23 Ambulances
  - 3 Emergency Response Vehicles
  - 1 Logistics Unit
  - 1 Administrative Vehicle
  - 4 Emergency First Response Team Vehicles




---

---

---

---

---

---

---

---

---


---

**EMS**

## Operations *continued*

Human Resources

- 60 Full-Time Primary Care Paramedics
- 52 Part-Time Primary Care Paramedics



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

---


---

**EMS**

## Priority Codes for Service

Priority codes are the basis on which ambulances are dispatched

- Priority Code 1 - Deferrable
- Priority Code 2 - Scheduled
- Priority Code 3 - Prompt, not life threatening
- Priority Code 4 - Urgent life threatening
- Priority Code 8 - Emergency Standby



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

---

---

**EMS**

## Call Statistics 2009 Comprehensive Analysis

Area	Code 1	Code 2	Code 3	Code 4	Code 8	Total	%
Sudbury East	47	18	207	881	1137	2290	19.2%
Sudbury North	23	128	102	335	61	649	5.7%
LaCloche	304	133	389	769	1322	2917	24.5%
Manitoulin Island	714	279	691	1481	2864	6029	50.7%
<b>Total</b>	<b>1088</b>	<b>558</b>	<b>1389</b>	<b>3466</b>	<b>5384</b>	<b>11885</b>	<b>100%</b>

---

---

---

---

---

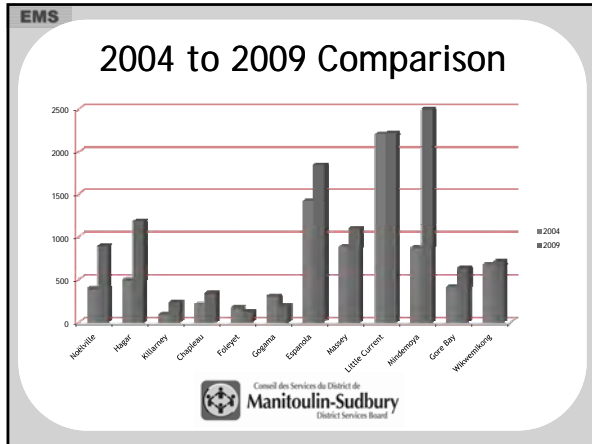
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---

**EMS**

### Response Times

Current 90<sup>th</sup> Percentile Response

- The current mandated minimum response performance for all code 4 calls, and is based upon responses in 1996.
- Manitoulin-Sudbury DSSAB's mandated 1996 90<sup>th</sup> percentile response time is 23 min 56 seconds.
- It is evident from previous slides that call volumes have drastically changed from 2004 to 2009.

Conseil des Services du District de  
**Manitoulin-Sudbury**  
 District Services Board

---

---

---

---

---

---

---

---

---

---

---

---

**EMS**

### NEW Response Time

- The 1996 standard does not reflect today's patient demographics, does not account for growth and does not consider medical-based evidence regarding enhancements in patient care.
- The MOHLTC is now challenging DDA's to create their own response times starting in 2011 based on certain principles.
- There are 3 separate response criteria based on the level of the patient's condition.

Conseil des Services du District de  
**Manitoulin-Sudbury**  
 District Services Board

---

---

---

---

---

---

---

---

---

---

---


---

**EMS**

### NEW Response Time *continued*

The 3 criteria in the new response time standard are:

1. What percent of the time will we have a defibrillator on scene within six (6) minutes of a sudden cardiac arrest?
2. What percent of the time will we have a paramedic on scene within eight (8) minutes for other critically ill patients?
3. What percent of the time will we have a paramedic on scene for less ill patients (CTAS 2-5) within response times that we as the DDA set?




---

---

---

---

---

---


---

---

**EMS**

### NEW Response Time *continued*

- The new response time standard allows for greater municipal flexibility and is now patient outcome focused.
- Each DDA will submit their plans to the MOHLTC each autumn for the upcoming year.
- End results are to be reported to the MOHLTC by each March 31<sup>st</sup> of the following year.




---

---

---

---

---

---

---

---

**EMS**

### Emergency First Response Teams & Tiered Response Agreements

- The DSSAB supports both EFRT's and Tiered Response agreements in an effort to increase efficient response times within the communities we serve.
- Goal of the recent review process was to have written documentation that clearly lays out the responsibilities of all parties.




---

---

---

---

---

---


---

---

**EMS**

### Electronic Patient Care Reporting

- Paramedics are required by legislation to produce patient care charts for every patient.
- Historically this has been accomplished on paper.
- Will begin utilizing ZOLL Tablet EPCR in the second quarter of 2010.
- Advantages of the electronic system include: timeliness, no penmanship issues, compliance, statistical gathering.



---

---

---

---

---

---


---

---

**EMS**

### Strategic Issues

- Continued commitment from the Government of Ontario to provide true 50/50 cost sharing
- Operating such a large geographical service under the control of 3 CACC's
- Provincial Ambulance Service Review (2010)
- Growth of the Public Access Defibrillator program
- Electronic advances in patient charting



---

---

---

---

---


---

---

---

**EMS**

### QUESTIONS?



---

---

---

---

---


---

---

---

**ADMIN**

## Finance Department




---

---

---

---

---

---


---

---

**ADMIN**

## 2010 Budget

	2010 Total Budget	2010 Federal and Provincial Share	2010 Municipal Share
ODSP	11,334,762	10,201,286	1,133,476
Ontario Works	5,784,754	4,193,723	1,591,031
Child Care	3,269,300	2,590,856	678,444
Social Housing	4,598,546	2,786,544	1,812,002
EMS	10,462,388	6,531,555	3,930,833
Interest	(99,163)	-	(99,163)
<b>Net Budget</b>	<b>35,350,587</b>	<b>26,303,964</b>	<b>9,046,623</b>




---

---

---

---

---

---


---

---

**ADMIN**

## 2010 Ontario Works & ODSP Uploads and Net Budget

	2010 Total Budget	2010 Provincial Share	2010 Municipal Share
ODSP	11,334,762	9,067,810	2,266,952
ODSP Upload 2010	-	1,133,476	(1,133,476)
<b>Net ODSP</b>	<b>11,334,762</b>	<b>10,201,286</b>	<b>1,133,476</b>
Ontario Works	5,784,754	4,169,064	1,615,690
Ontario Works Upload 2010	-	24,659	(24,659)
<b>Net Ontario Works</b>	<b>5,784,754</b>	<b>4,193,723</b>	<b>1,591,031</b>




---

---

---

---

---

---

---

---

**ADMIN**


Year over Year Budget Increase 2009 - 2010

Summary of Year to Year Increase including impact of provincial uploads.

(A) 2009 levy not including any refunds = \$9,855,322

(B) Value of provincial upload of the ODSP (50%) and Ontario Works Benefits to clients (3%) based on the 2009 forecasted actual cost of those charges = \$1,060,035

(C) Adjusted 2009 Base (C = A - B) = \$8,795,287




---

---

---

---

---

---

---

---

**ADMIN**

Year over Year Budget Increase 2009 - 2010


Summary of Year to Year Increase including impact of provincial uploads

(C) Adjusted 2009 Base (C = A - B) = \$8,795,287

(D) 2010 proposed levy not including refunds = \$9,046,623

(E) True \$ amount year to year increase (E=C-D) = \$251,336

(F) True percentage increase (F = E / C) = 2.86%




---

---

---

---

---

---


---

---

**ADMIN**

**Financial Review 2009**

- KPMG was tendered to review the processes and procedures in the finance department
- Completed in October 2009
- Implementation of recommendations began immediately and are ongoing in 2010




---

---

---

---

---

---

---


---



**ADMIN**

**Financial Review 2009  
Highlights of Recommendations**

- Monthly financial reports are provided on a scheduled basis
- Reduce processes that duplicate internal controls
- Transfer responsibility of processes to programs
- Replace credit cards with procurement cards



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---


---

---

**ADMIN**

**Financial Review 2009  
Highlights of Recommendations**

- Utilize electronic signatures associated with the issuance of cheques
- Additional e-commerce initiatives
- Reduce the number of cash receipts



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---


---

---

**ADMIN**

**Financial Review 2009  
Highlights of Recommendations**

- Establishment of a new finance supervisor position within existing compliment of staff
- Consider rotating finance department personnel on a periodic basis



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---


---

---

**ADMIN**

## Financial Review 2009 Highlights of Recommendations

- In total there were 18 recommendations, to date 13 have been completed, the balance are on track to be completed by mid year.



---

---

---

---

---


---

---

---

**ADMIN**

- **Financial Section of the DSSAB Website**  
<http://www.msdsb.net/ADMIN/finance/financial1.php>  
<http://www.msdsb.net>



---

---

---

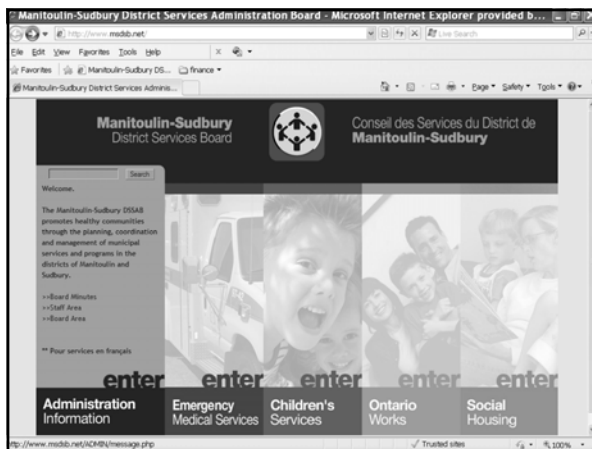
---

---

---

---

---



---

---

---

---

---

---

---

---







---

---

---

---

---

---

---

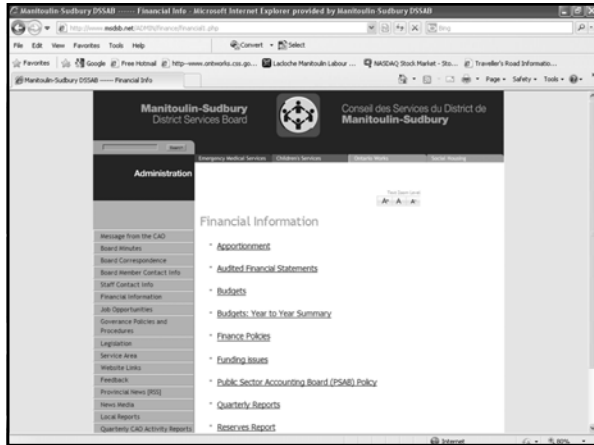
---

---

---

---

---



---

---

---

---

---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

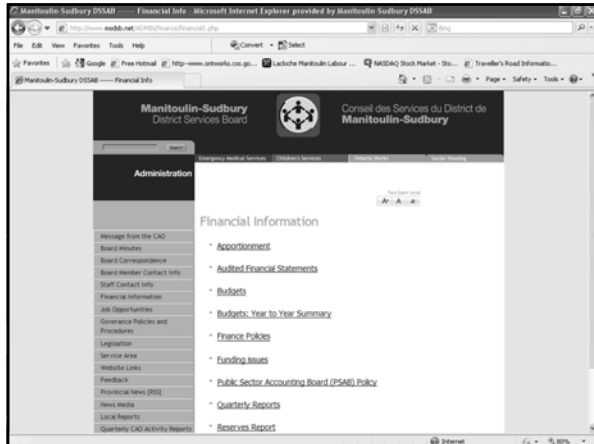
---

---

---

---

---




---

---

---

---

---

---

---

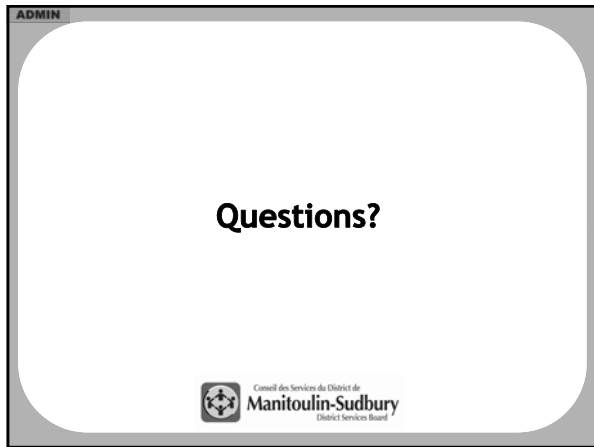
---

---

---

---

---




---

---

---

---

---

---

---

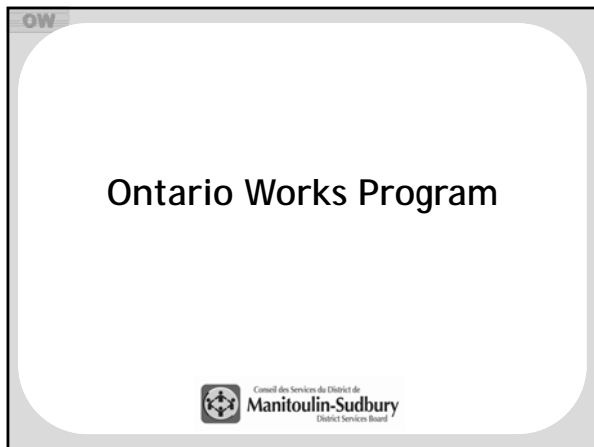
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---


**OW**

## Ontario Works

To be eligible for Ontario Works, an applicant must be:

- a resident of Ontario;
- in immediate financial need; and
- willing to participate in employment assistance activities.

The amount of money that someone receives from Ontario Works varies depending upon housing costs and family size. Clients may also be eligible for drug and dental coverage, eyeglasses, hearing aids, and community and employment start-up benefits.




---

---

---

---

---

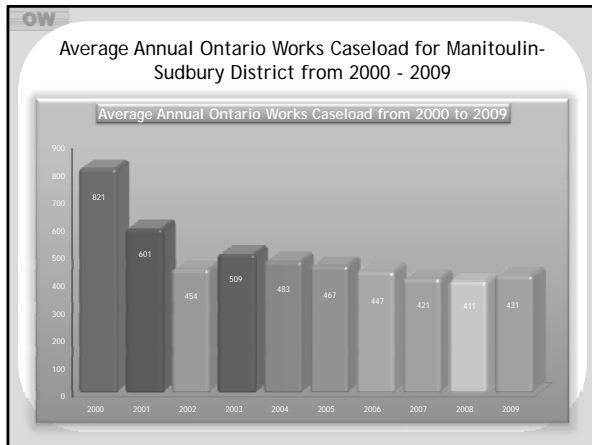
---

---

---

---

---




---

---

---

---

---

---

---

---

---


---

**OW**

## Employment and Training Services

Ontario Works provides a number of services that assist participants to find employment. These services include:

- Workshops on various topics specific to job readiness;
- Referrals to job counseling, training or education;
- Access to telephones, faxes, computers and job banks;
- Information on who is hiring.




---

---

---

---

---

---

---

---

---

---

**OW**

## Job Specific Skills Training offered by DSSAB

- Emergency First Aid
- First Aid/CPR
- WHMIS
- Chainsaw Certification
- Smart Serve
- True Colors
- Boater Safety
- Team Excellence
- Service Excellence
- Automated External Defibrillation Course
- The Poverty Game
- Safe Food Handling
- Traffic Protection Training
- Communication Excellence
- Overcoming Negativity
- Ethical Excellence



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

---

---

---

---

**OW**

## Job Specific Skills Training

All job specific skills training workshops are available to municipalities and their staff.

Category	Percentage
C2W Clients	77%
Citizens including Municipalities	10%
Summer Youth Staff	12%
Manitowish Summer Youth Staff	6%

**Total number of people trained - 869**



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

---

---


---

---

**OW**

## Creativity

- Considering the vast geography that the Manitoulin-Sudbury DSSAB covers, transportation is often difficult for Ontario Works clients in attending any training or upgrading/educational classes.
- The DSSAB currently has 7 vans that are being utilized to transport our clients from their homes to their classes overcoming that barrier.



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

---

---

---


---



**OW**

### Summer Jobs for Youth Program 2009

Funded Youth Placements	40
Youth who Applied to Program	72
Employers Applying for Placements	36
Job Orders Received from Employers	103
Youth Actually Placed	55
F/T Placements	54
P/T Placements	1
Youth Completing Placements	51




---

---

---

---

---

---

---

---


---

---

**OW**

### Employment Ontario

- In August 2010, our DSSAB office in Chapleau will be considered a 'one stop shop' in the delivery of the new employment services.
- The new employment service model focuses on 5 components:
  - Client Service Planning and Coordination
  - Resource and Information
  - Job Search
  - Job Matching and Placement
  - Job/Training Retention




---

---

---

---

---

---

---

---


---

---

**OW**

### Integration

When walking through the doors of any of our Manitoulin-Sudbury DSSAB offices, whether it be in Chapleau or Espanola, the client can apply for Ontario Works, Child Care Subsidy or Subsidized Housing as our front line staff are all trained in providing various services.




---

---

---

---

---

---

---

---

---


---

**OW**

### Eligibility Review Officer and Family Support Worker

The Eligibility Review Officer ensures that an entitlement is being received in accordance with the Ontario Works legislation. Investigations are conducted when allegations of fraud are received by Manitoulin-Sudbury DSSAB.

The Family Support Worker assists the clients in their efforts to obtain child and spousal support, either by negotiating private agreements or by guiding them through the family court system; this represents a savings in the amount of Ontario Works paid out.




---

---

---

---

---

---

---

---

---

---


**OW**

### Our Kids Count Program

The Our Kids Count Program is a Social Assistance Reinvestment program that assists all low-income families by:

- Supporting parents on social assistance as they move into employment with improved access to essential benefits and services for their children;
- Providing much needed support to parents who are employed in low-income jobs to stay employed.

In the long term, child poverty will be reduced if parents on social assistance enter the workforce and remain in it.




---

---

---

---

---

---

---

---

---


---

**OW**

### Our Kids Count Program

The program is comprised of 3 separate components:

1. Recreational Bursaries
  - Maximum of \$500 per child/year
  - Children ages 0 to 12
2. Early Childhood services & Supplementary Health Benefits
  - Maximum of \$500 per child/year
  - Children ages 0 to 12
3. Informal Child Care Subsidies
  - To support parents as they move from social assistance to employment in areas where licensed childcare is not available in our catchment area.




---

---

---

---

---

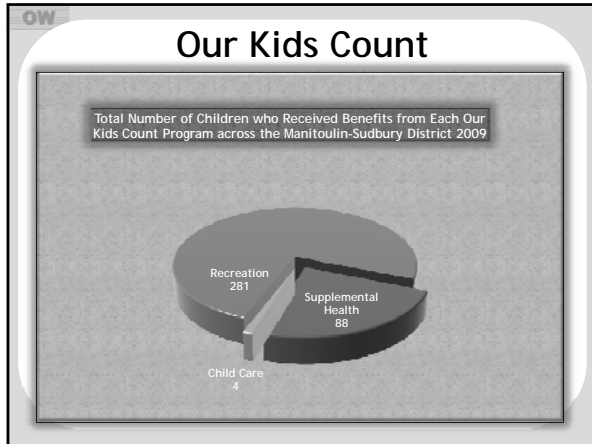
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

**OW**

### Healthy Communities Fund

- The Healthy Communities Fund is intended to provide short-term one-time assistance.
- Eligibility for the program will be limited to one issuance within a 24-month period.
- Eligibility for these benefits will be based on the most recent Low Income Cut-Off (LICO) for the appropriate family size published by the Canadian Council on Social Development.
- Families in receipt of Ontario Works and Ontario Disability Support Program automatically qualify.

---

---

---

---

---

---

---

---

---

---

**OW**

### Healthy Communities Fund

The program is comprised of 3 separate components:

1. Homelessness Funding
  - Transportation to shelter/family/friends
  - Transportation for securing employment for non-OW clients
  - Moving costs for non-OW clients
  - Permanent Residence start-up for non-OW clients
  - Emergency repairs to permanent housing
2. Rent Bank
  - Payment of rental arrears
  - Household income must be below income limits as set periodically by the Ministry of Municipal Affairs and Housing
3. Emergency Energy Assistance
  - Electricity Arrears (natural gas, oil, other forms of energy)
  - Security deposits
  - Reconnection fees

---

---

---

---

---

---

---

---

---

---

**OW**


## Direct Shelter Subsidy

The Direct Shelter Subsidy Program is available to households that are Social Housing Reform Act eligible, in that the applicants need to meet our financial Household Income Limit criteria.

This program is directed to active Ontario Works clients who are on the DSSAB Housing waiting list.

To be eligible for the Direct Shelter Subsidy Program, applicants cannot:

- Owe rental arrears money to this DSSAB
- Include a residence where the applicant is an owner of the property




---

---

---

---

---

---

---

---


**OW**

## Direct Shelter Subsidy

The DSS provided will be calculated by determining the difference between the Ontario Works shelter maximum and the total actual shelter costs paid by the applicant on a monthly basis.

The maximum benefit payable is \$200 per month per Ontario Works Benefit Unit.

With this program, we assisted a total of 77 families.




---

---

---

---

---


---

---

---

**OW**

## Questions?




---

---

---

---

---


---

---

---

SH

## Social Housing




---

---

---

---

---

---

---


---

SH

## Social Housing

The DSSAB Social Housing Program provides safe, clean, affordable and appropriately sized rent subsidized housing units to eligible applicants and is delivered through the following programs:

- Public Housing
- Non-Profit Housing Corporation
- Aboriginal Housing
- Rent Supplement




---

---

---

---

---

---


---

---

SH

## Manitoulin-Sudbury as a Service Manager

- Manitoulin-Sudbury is 1 of 47 Service Managers in the Province
- Manitoulin-Sudbury is the Service Manager for 6 independent Housing Providers
- Each of the 6 Providers is a separate legal entity with staff and Board of Directors
- Manitoulin-Sudbury funds their operations with both Municipal \$'s and Federal \$'s. The total DSSAB budget for the 6 Housing Providers is \$1,061,751




---

---

---

---

---

---


---

---

**SH**

### Other Housing Providers

- Espanola Municipal Non-Profit Housing Corporation
  - 30 Seniors units
- Little Current Place Non-Profit Housing Corporation
  - 16 Seniors units
- Gore Bay Municipal Non-Profit Housing Corporation
  - 25 Seniors units
- Cochrane-Temiskaming Native Housing
  - 13 Family units in Chapleau
- Chapleau Health Services
  - 19 Seniors units (Rent Supplement)
- Native People of Sudbury Development Corporation
  - 11 Family units in Espanola




---

---

---

---

---

---

---

---

---


---

---

**SH**

### Manitoulin-Sudbury as a Service Manager

- Manitoulin-Sudbury oversees Housing Provider activities including: budget approval, insurance, capital reserves, year-end financial reconciliation and approval of annual subsidies in accordance with provincially established benchmarks




---

---

---

---

---

---

---

---

---

---

---


**SH**

### Manitoulin-Sudbury as a Direct Service Provider

- Owner of 15 Housing Projects
- 27 Buildings
- 288 Rental Units

In Addition manage:

- 6 DSSAB Administration Offices (owned/leased)
- 12 EMS Ambulance Bases (owned/leased)




---

---

---

---

---

---

---

---


---

---

---


SH

Noëlville





Sudbury East

Warren



St. Charles



 Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---


---

---


SH


Sudbury North

Chapleau



Chapleau Family Units



 Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---


---

---


---

SH

Mindemoya




Little Current





Manitoulin Island

Gore Bay



Manitowaning



 Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

SH

Espanola Family



Webbwood



LaCloche Area




Espanola



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

Massey

---

---

---

---

---

---

---

---

---

---

SH

### Building Asset Management

Preventative Maintenance Program

- Life safety systems/equipment maintenance and monthly/annual inspections
- Annual furnace inspections
- Semi-Annual smoke detector inspections
- Annual unit inspections
- Pest control
- Inventory control



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

---


---

SH

### Building Asset Management

Housing units are supported by a team of dedicated staff

- All day-to-day maintenance requests
- Comprehensive ongoing custodial and grounds work
- Develops and delivers annual capital works program



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

---


---



**SH**

### Capital Works Program

- Approved by the Board on an annual basis.
- Address issues in each community based on priority of need as determined by a Consulting Engineer's Report and ongoing experience with each site.
- Addresses major building components, not day to day operational issues. (i.e. Roofing, windows, appliances, site work, carpet/tile, painting, electrical/plumbing, life safety systems etc.)
- Capital Work extends to all DSSAB-owned properties including administration and EMS locations




---

---

---

---

---

---

---

---


---

---

**SH**

### DSSAB Capital Asset Management

- The DSSAB is currently in the process of obtaining Building Condition Assessments (BCA) on all DSSAB-owned properties.
- The BCA's will provide the DSSAB with the needs of these buildings over the next 20 years
- The BCA's should be finalized by the end of July 2010
- The BCA's will be used to develop the DSSAB's 2011 Capital Asset Management Plan and form part of the 2011 Budget




---

---

---

---

---

---

---

---

---

---

**SH**


### Affordable Housing Program (AHP)

Manitoulin-Sudbury is a participant in the Affordable Housing Program made possible through the Canada-Ontario Affordable Housing Agreement

The AHP Program ends March 31, 2011

Components to the AHP include:

- Social Housing Renovation & Retrofit Program (SHRRP)
- Northern Component




---

---

---

---

---

---

---

---

---

---

**SH**

### Social Housing Renovation & Retrofit Program (SHRRP)

This program is a capital grant program that funds the repair and regeneration of eligible social housing projects.

DSSAB received      \$476,259 in 2009  
                                  \$365,916 in 2010

This program component ends March 31, 2011

Typical 2009 projects included:

- Replaced the HVAC units on Queensway Place - Espanola Non-Profit Housing
- Replace 16-20 year old refrigerators/stoves with energy star rated appliances at Gore Bay, Mindemoya, Little Current, Massey - MSDSSAB
- Replace entire roofing system on Evelyn Mc Nenley Apartments , Massey - MSDSSAB




---

---

---

---

---

---

---

---

---

---

**SH**

### Social Housing Renovation & Retrofit Program (SHRRP)

Scheduled 2010 Projects include:

- Replacement of elevator machinery Cedar Grove Apts. Chapleau Health Services
- Installation of Heat Recovery Ventilators in 13 family units Cochrane Temiskaming Native Housing
- Upgrade water treatment system in 19 unit Villa Beauséjour Apts. in Warren
- Install energy efficient windows in 11 family units Native People of Sudbury Development Corporation




---

---

---

---

---

---

---

---

---

---

**SH**

### Affordable Housing Program Northern Component

The Northern Component consists of two sub components:

- Northern Home Repair - to assist low to moderate income house owner households repair their homes to bring them to acceptable standards
- Northern Multi Unit Repair - assists landlords of rental projects to rehabilitate affordable rental units
  - 2007 \$385,000
  - 2008 \$642,000
  - 2009 \$730,000
  - 2010 \$800,000
- This program component ends March 31, 2011




---

---

---

---

---

---

---


---

---

---

SH

QUESTIONS?



Council des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---

ADMIN

Thank you for attending  
the Manitoulin-Sudbury District  
Services Board  
Annual General Meeting



Council des Services du District de  
**Manitoulin-Sudbury**  
District Services Board

---

---

---

---

---

---

---

---