

# 2022

# Quarterly Report

## Q1

Mark Stewart  
Chief Administrative Officer

Lyne Labelle  
Housing Services Manager

Louanna Lapointe  
Ontario Works Manager

Rachel Levis  
Director of Human Resources

Steven Beaton  
Acting Chief of EMS

Beth Nowak and Lyne Labelle  
Children's Services

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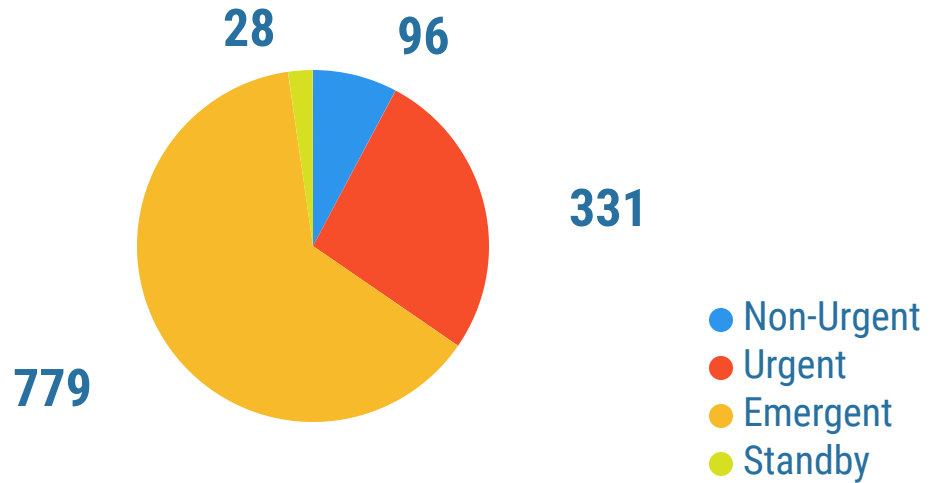
Rachel Levis, Director of Human Resources



# EMS

Q1 has been a busy period for EMS with several internal staffing and resource changes.

2022 Q1 Total Volume of Calls: 1,234



## Community Paramedicine Long-Term Care



### 13 Medics

Recruitment and onboarding of 5 full-time staff and 8 alternates.



### Executive Assistant

Hiring of EA to help address administrative tasks and ensure efficiency of program



### 4 vehicles

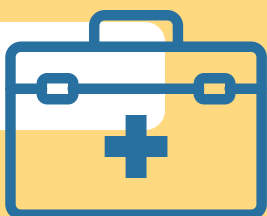
Purchasing of 4 new Community Paramedicine vehicles



### Recruitment

Hire paramedic staff to replace those who transferred to CP

The announcement of 2.5 million dollars over a 2.5 year span for the launch of the Community Paramedicine Long-Term care was welcomed by DTSSAB EMS. Roll out of the program is anticipated by the end of April.



# EMS Superintendents

With the full compliment of Superintendents in place, specific portfolios have been assigned to each for the sake of efficiency and thoroughness of operations maintenance. While all Superintendents will be able to assist the paramedics with any of the issues brought to them, one will oversee the portfolio to ensure it is being effectively and properly administered.

For example, one oversees the vehicle maintenance, one the stock and inventory for the service, one oversees all aspects of training and skills maintenance, and one would oversee uniforms and assist with labour/management issues. Each Superintendent has more than one portfolio.

The full complement of Superintendents includes:

- Trevor Neddo
- Shane Taylor
- Robert Rosewell
- Pierre Poulin



**THANK YOU!**

North Bay Central Ambulance  
Communications Centre  
(CACC)

National Public Safety Communications  
Week



# ONTARIO WORKS

The information below will provide a summary of Ontario Works program's first quarter (January, February and March 2022) performance, operation and delivery standards as well an update on activities.

## Applications for Assistance and Approvals

Q1 had a surge of new applications across the province. This surge was a result of Federal relief benefits such as Canada Emergency Relief Benefits (CERB) ending in December 2021. Applications include those completed by the province's centralized intake program and the DTSSAB's local offices.

180

New Applications

131

New Cases in Q1

11

Cases received emergency assistance

630

Q1 average caseload

40

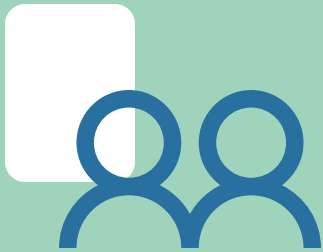
Number of cases with employment earnings

26

Cases exited to employment

85

Cases exited total

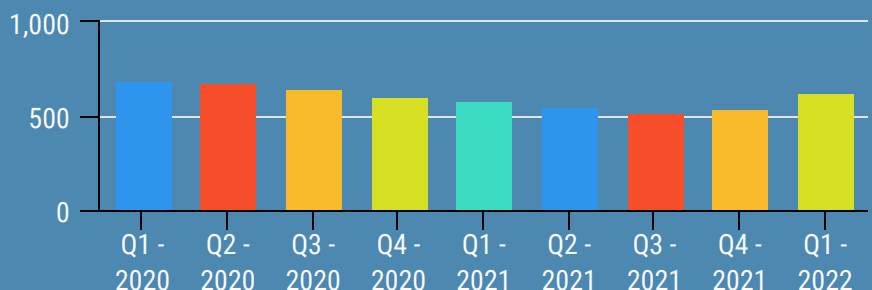


## Program Staffing



At the end of the first quarter, the DTSSAB'S Ontario Works staffing requirements remain the same: 8 Caseworkers, 2 Case Aides, 1 Eligibility Review and Case Presenting Officer, OW Supervisor, Manager, and Director of Client Services (DCS). Three caseworker positions remain vacant as well as the position of DCS, due to internal promotion. Interviews for caseworkers were completed for 2 previous vacancies at the South office as well as a recent vacancy in the North office. We believe all 3 vacancies will be filled by the middle of the second quarter.

## No. of Cases and Beneficiaries Trend



● No. of Cases

# Far North East Training Board (FNETB)

The Ontario Works Leadership team virtually attended the Far North East Training Board (FNETB) annual Working Together conference held on February 16-17, 2022. Participating stakeholders represented 49 different organizations of communities across the region. The conference primarily focused on Employment Service Transformation (EST). The goal of the conference was to collect input from 102 stakeholders on what the proposed transformation could mean for the communities within our area. Mark Stewart, Director of Client Services, together with Cochrane District Social Services Administration Board and Manitoulin-Sudbury District Social Services Board, presented Ontario's new vision for social assistance. What is life stabilization? Caseworkers will help clients access stable housing, affordable childcare, skills training, literacy, healthcare, mental health and addiction services and will be working with local partners. We will have an updated program and policy to reflect life stabilization and be able to better track and support planning and accountability.

Issues that were identified: The main concern expressed was our unique needs which consists almost entirely of small rural and remote communities. Examples:

- small rural and remote communities spread out in a broad geography with limited or no access to technology and as a result many clients without the digital skills and the capacity to receive online services.
- lack of public transportation to get to and from services and employment.
- a strong Indigenous and Francophone population with specific cultural needs.
- a population with lower educational attainment levels than the rest of the province.
- an increase in the number of clients with multiple barriers to employment (mental health, addictions, housing, food security, etc.).

The FNETB provides the ability for us to advocate for concerns specific to the region.

## Employment Assistance to Ontario Disability Support Program (ODSP) Recipients

We recently had an influx of ODSP referrals for non-disabled spouses and dependent adults to participate in employment activities. This has resulted in an increase of our caseworker's workload. ODSP has also been participating in SAIL (Supportive Approaches Through Innovating Learning) which is part of the Provincial strategy moving towards life stabilization. Both ODSP and OW leaders felt it necessary to review our Joint Implementation Plan to determine the process was effective and in line with our strategy. We are committed to removing barriers and increasing opportunities and the goal is to provide supports that will help people participate more fully in society and the economy.

## Reloadable Payment Card

As part of the strategy to modernization and improve client experience, our office has implemented the Reloadable Payment Card (RPC) among social assistance receipts who are unable to use direct bank deposit. This is an alternate electronic method of payment to eliminate the issuance of cheques. This initiative will reduce the costs of issuing cheques, reduce replacement for lost/stolen/damaged cheques and reduce staff workload.



**Get help**  
with travel costs  
to and from your  
COVID-19  
vaccination  
appointment

Social Assistance Service Delivery Branch and Social Assistance Program Policy Branch enhanced medical transportation benefits by temporarily waiving the \$15.00 monthly minimum to support Ontario Works clients. Ontario Works staff have been issuing medical travel benefits to support clients travelling to get their COVID vaccine/booster.

## Social Services and Modernization and Renewal Plan Update

The Ministry continues to make progress on Social Assistance Renewal and has changed the term “Life Stabilization” to “Stability Support”. The intent remains the same, to shift from “employment assistance” to “employment and life stabilization assistance”. The Ministry continues to engage with clients focusing on groups living with disabilities and social assistance clients in the North Region.

MyBenefits Messaging Service has made progress with clients and caseworkers by providing more choice and flexibility in how clients receive, manage and report information, including the ability to upload documents.

There is currently a pilot project in place to distribute Disability Determination Packages to applicants digitally. The Ministry of Children, Community and Social Services is working with the Ministry of Health in the creation of a new electronic package. The benefits will include enabling health care professionals to electronically complete the application and submit pertinent medical information. This will maximize accuracy, save money and time, reduce delays, minimize lost applications, as well as protect health and safety by reducing the need for in-person medical appointments to complete the application.

As of January 2022, 71% of Ontario Works municipalities have gone live with full Electronic Document Management (EDM). This will enable the centralized processing of benefits completed by the Ministry’s Intake and Benefit Administration Unit (IBAU), allow digital file transfers, instant access to historical files in SAMS, and secure transfer of documents with SAMS between programs.

Esignature is rolling out to Ontario Works offices between February and June 2022. Social Assistance clients will have the ability to sign, authorize and verify documents in a fast, secure, compliant and accessible format. This will expedite service delivery times, provide greater access to services as well as reduce need for in person visits. DTSSAB is scheduled for June 2022.

## Personal Development

[Training of staff to support Employment Service Transformation \(EST\)](#)

In response to the COVID-19 pandemic, the Social Assistance Service Delivery Branch’s Learning and Development Team formally launched the virtual delivery of Supportive Approaches through Innovative Learning (SAIL). The Ontario Works Manager is currently participating in SAIL (Supportive Approaches Through Innovating Learning), train the trainer sessions which will be launched locally in the fall of 2022. We currently have 2 caseworkers, 1 from each office, participating in the Common Assessment Tool and Action Plan as well as Mental Health First Aid training to prepare for EST. They will be team leaders to roll out and train other caseworkers at a later date. Specialized training will help staff have a better understanding of the barriers their clients face and therefore be able to provide more effective support.



Contact your caseworker through **MyBenefits**  
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- ✓ check payment history and overpayment information
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For more information, call **1-888-999-6130**  
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Ontario 



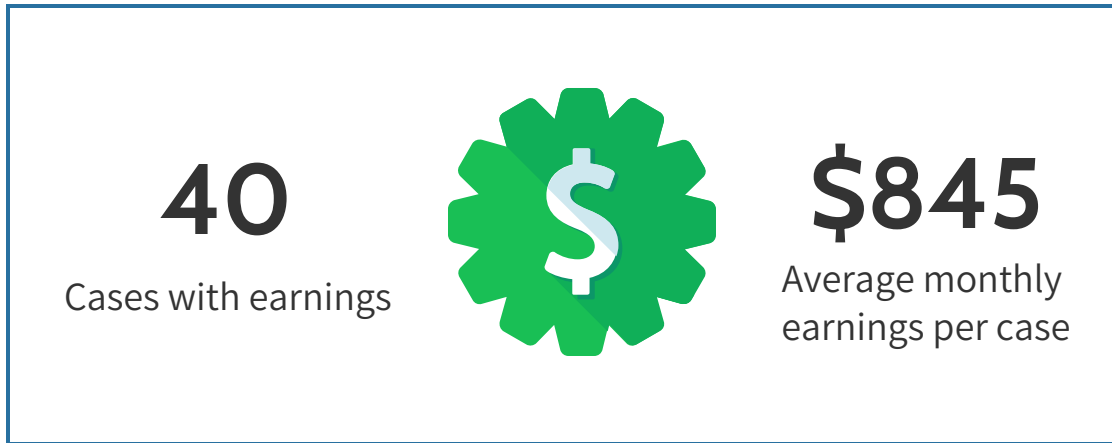
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For more information, call **1-888-999-6130**  
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Ontario 

## Client Outcomes for Q1 2022



## Working with Community Partners

The Ontario Works Manager and Ontario Work Supervisor recently met with Employment Options Service Coordinators at the Kirkland Lake and New Liskeard offices. We felt it was necessary to review our procedures for referrals and ongoing communication between Ontario Works caseworkers and Employment Consultants. Structure was needed for both programs to be successful. A joint effort was made by all to assist individuals seeking help. We have common ground in helping individuals that are faced with barriers and we have committed to working together to achieve employment / educational goals. As we progress towards stability support, we will be working closely with Employment Options, therefore building that relationship now is important to prepare for the future of both programs.

The Ontario Works team met virtually with the Ontario Disability Support Program (ODSP) staff in Kirkland Lake in January 2022, for training and to review issues with the reloadable payment card. The ODSP staff have been issuing the reloadable payment cards for 3+ years and have worked out all of the kinks. The Ontario Works program needed to get up and running at our end, onboarding from the best team was necessary and proved to be beneficial.



**Secure**  
direct bank deposit  
for people receiving  
social assistance

Direct bank deposit is an easy way to receive Ontario Works or ODSP payments. Instead of receiving a cheque, the money you are eligible to receive can be deposited directly into the client's bank account each month.





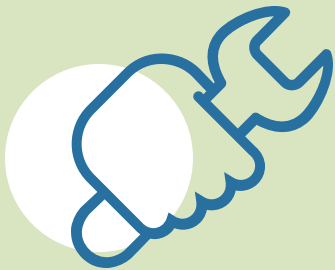
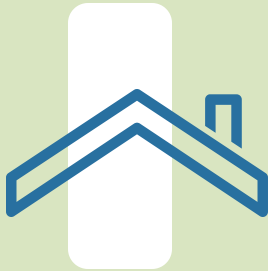
# HOUSING SERVICES

## Centralized Wait List

In the first quarter of 2022, the Housing Services Program continued to see a consistent number of applications for affordable units in our district. During the first quarter of 2022, 120 new applications were processed. Of those, sixty-five (65) applicants are without dependents, nine (9) are Seniors, and forty-one (41) have dependents and are seeking family housing. The waitlist currently holds 296 households.

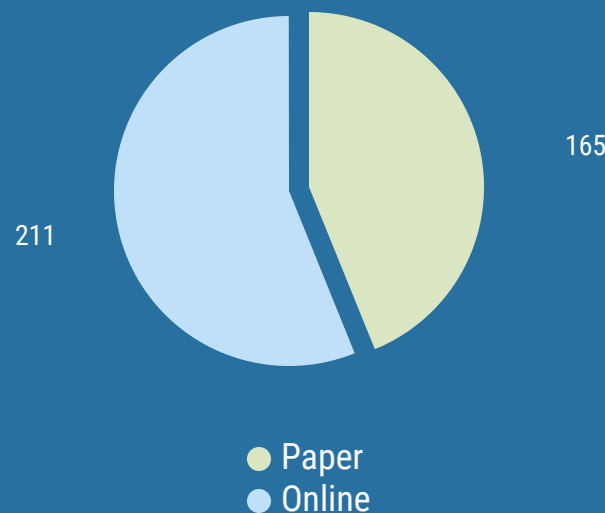
The chart below demonstrates a comparison with the previous year of eligible applicants on the centralized waitlist.

Applicant Type	SPP	RGI	High Need	Market
With Dependents	8	0	69	0
No Dependents	0	16	148	1
Seniors	0	33	29	2
Totals	8	48	245	3



## Online Application Update

Since implementing Online Application services in August 2021, the Housing Services Program has seen a significant number of applications received through the online portal. The most compelling benefit of going paperless in the Housing Services Program is that electronic documents are instantly available to everyone who needs them. In addition, it means fewer handoffs, less time lost in transit, reduced waiting times and less risk of loss. Going electronic also offers the potential of more efficient workflows to save even more time. While paper applications are still available, we encourage everyone to use the new streamlined online service.





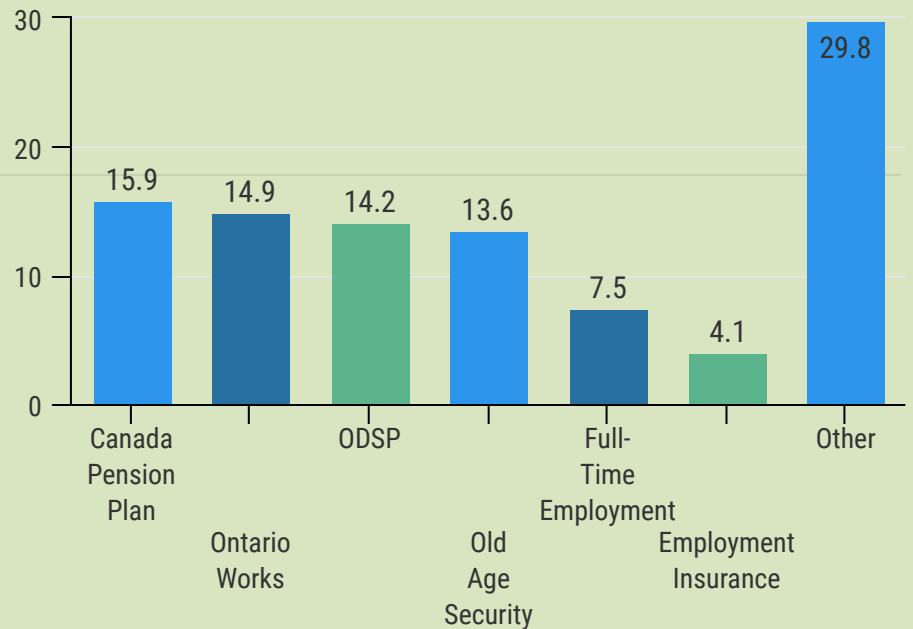
## Unit Turnover

Unit turnover is always unpredictable. Q1 is consistent with historical unit turnover. During this quarter the Housing Services Program processed 20 move-ins and 23 move-outs. Tenants move out for various reasons. The table below indicates reasons given by tenants who have vacated in this quarter.

Reason for Vacating	Q1	Reason for Vacating
Deceased	6 or 26%	Deceased
Evicted	3 or 14%	Evicted
Health	6 or 26%	Health
Left District	1 or 4%	Left District
Moved to other Subsidized Housing	1 or 4%	Moved to other Subsidized Housing
None Given	6 or 26%	None Given

## Income Distribution

Income Distribution of 301 Household as of March 31st, 2022



## 2022 Household Income Limits (HILS)

### 2022 RGI HILS

Bachelor	\$25,500
1 Bedroom	\$31,500
2 Bedroom	\$38,500
3 Bedroom	\$42,000
4+ Bedroom	\$50,000

### 2022 HIGH NEED HILS

Bachelor	\$25,500
1 Bedroom	\$31,500
2 Bedroom	\$38,500
3 Bedroom	\$42,000
4+ Bedroom	\$50,000

On an annual basis we receive a notification that provides an update on approved amendments to Ontario Regulation 370/11 under the Housing Services Act, 2011, regarding the household income limits for the current year. The HILS are used to determine initial and ongoing eligibility for rent-geared-to-income assistance.

# DTSSAB Partnering with Community Housing Initiatives



## Hope Haven

Hope Haven “A Way Forward” will provide safe, accessible, and short-term housing for individuals in our communities. Transition housing services include shelter that is not a destination, but a step towards sustainable rehousing. Hope Haven can accommodate up to six eligible individuals.



## Zack's Crib

Phase I, of Zack’s Crib, a Safe Bed Facility is in a central location which will assist in meeting the needs of individuals' experiencing homelessness in our communities. The facility will accommodate up to 10 non-gender specific individuals and provide shelter between the hours of 8:00 PM and 8:00 AM.

# Provincially/Federally Funded Programs

## Home for Good (HFG)



HFG is a “homelessness-focused” program that supports innovative local solutions for people experiencing homelessness. The goal of this program is to provide a safe space where programming and supports can be provided that will assist in the transition to stable independent living. The Ministry of Municipal Affairs and Housing has confirmed an allocation of \$111,920 for the 2022/23 fiscal year. The DTSSAB and CMHA continue assisting clients in need. \$24,380 has supported individuals experiencing homelessness in our communities during Q1.

## Social Infrastructure Fund (SIF)

In 2016 the Federal Government announced (2016-SIF). The Provincial Government cost-matched the increase to the Investment in Affordable Housing (IAH) Program over a three-year period, resulting in over \$640 million in new housing funding through the 2016-SIF for Ontario. **In SIF Year 6 we continue to deliver assistance to 15 households through the Housing Allowance Direct Delivery stream.**

# Canada-Ontario Community Housing Initiative (COCHI) and Ontario Priorities Housing Initiative (OPHI)

With the end of Q1 the Housing Services Program also saw the end of COCHI-OPHI Phase I. A total of \$965,305 was allocated under various components of this Program since 2019.



# CHILDREN'S SERVICES

During the first quarter of 2022, Children's Services saw child care centers preparing for re-opening as per Provincial guidelines. Effective March 21, 2022, child care programs saw the following changes:

Masks no longer required

Eye protection no longer required for staff

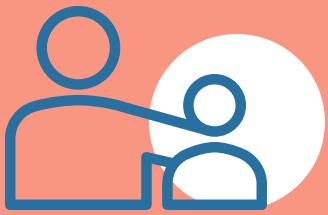
PPE continues to be made available by Provincial government should staff elect to continue to wear them

Eye protection no longer required for staff

Grouping will no longer be required between children, both indoors and outdoors. Shared spaces can be fully utilized.



We continue to provide support to child care centres by distributing rapid antigen tests to the programs as they need them. Stock is maintained in case of outbreak. The Ministry of Education will continue to supply as needed.



**EarlyON**

Child and Family Centre

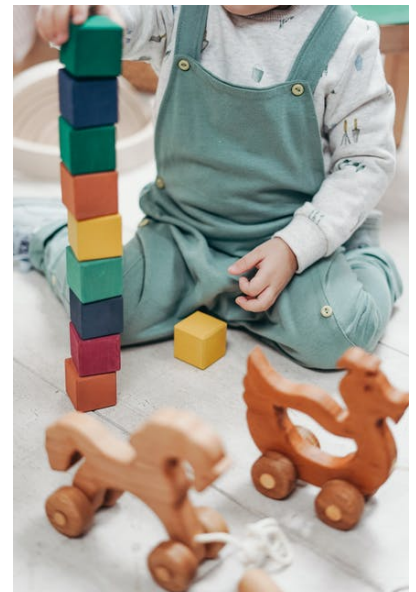
**ON y va**

Centre pour l'enfant et la famille

Caregivers will no longer need to pre-register in advance of participating in activities

All individuals entering the premises will be required to self-screen using the Provincial screening tool

Physical distancing will no longer be required at EarlyON centres



## CAPITAL PROJECTS



Garderie Francofleur et Miel (GFM) is anticipating the start of a renovation project in June 2022. In Q1, GFM procured funding and awarded the renovation project to G&S Enterprises Ltd. Service Master. The renovations are necessary to improve, upgrade and enhance the learning space of the facility.

## EARLY LEARNING SCHOOL READINESS PROGRAM (ELSRP)



Q1 saw the re-launch of the ELSRP program across the district. Caregivers were encouraged to see the program up and running again. Registration has been progressively building.

## ENROLLMENT

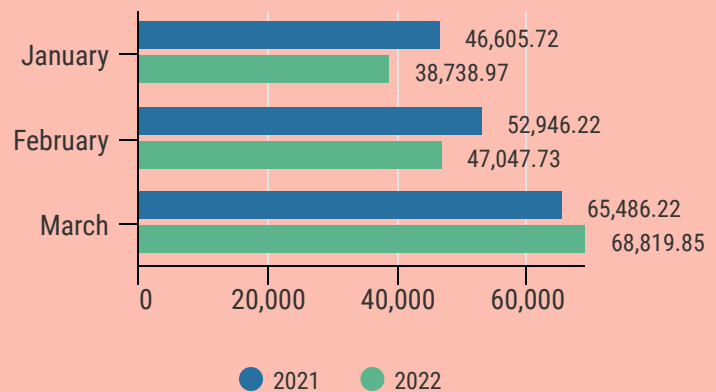


Local child care providers continue to operate at a decreased attendance resulting in operating below their licensed capacity. Constant staff shortage as well as pandemic guidelines regarding health & safety have impacted attendance. Providers in the district of Timiskaming report operating at 71% of their capacity.

## Child Care Fee Subsidy

Through provincial funding the DTSSAB provides Fee Subsidies to eligible family households in our communities.

2021-2022 Q1 Fee Subsidy Comparison



## Child Care

## WHAT THE CANADA-WIDE EARLY LEARNING AND CHILD CARE PROGRAM MEANS FOR YOU.

Ontario and Canada signed the Canada-Wide Early Learning and Child Care (CWELCC) agreement that will lower fees for parents and provide more accessible and high-quality child care for Ontario families. **What does this mean for you?**

Licensed child care operators will have the option to enroll in the CWELCC agreement. The fee reductions will apply to those licensed child care operators that choose to enroll.

### 25% Fee Reduction Retroactive to April 1st

Ontario families with children 5 years old and younger will see a **fee reduction of up to 25%**. Although the reduction will not be immediate, payments will be made retroactive to April 1st, 2022. **Payments can be anticipated in May 2022.**

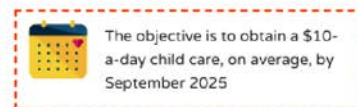


### Child Care Fee Subsidy

Eligible families will continue to apply and access the Child Care Fee Subsidy program.

### 50% fee reduction by the end of December 2022

Parents can anticipate a further fee reduction by the **end of December 2022**, averaging a 50% reduction.



The objective is to obtain a \$10-a-day child care, on average, by September 2025

### Additional Child Care Spaces

The Province's vision is to provide care to all children who require it, to achieve this vision there will be significant investment in the **creation of new child care spaces** to meet demand.

See the full news release here: <https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

If you have further questions contact your child care service provider.

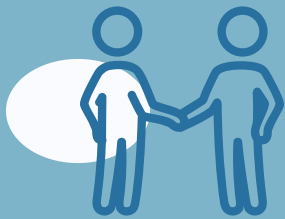
# HUMAN RESOURCES

Key non-confidential HR QI initiatives and/or activities included, but were not limited to:



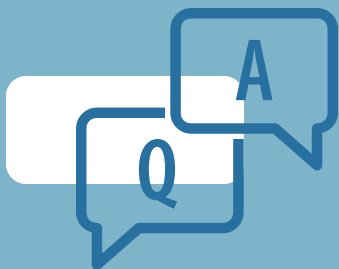
## **New Employee and Family Assistance Program (EFAP) - Inkblot**

At the DTSSAB, we are committed to supporting employee mental health and overall wellbeing, and this is in line with our work towards a progressively psychologically safer workplace culture. A need was identified to re-examine the EFAP services provided to our employees. Two options were explored as viable alternatives to the DTSSAB's program offered by Shepell. Of these options, Inkblot was selected.



Annually, Inkblot provides 5 hours of on-demand confidential video, phone or in-person counselling for full-time and part-time employees, and for each of their dependents. Employees utilize Inkblot's proprietary matching technology to select the appropriate counsellor for their needs, and self-book counselling. This reduces barriers for employees taking the first step in accessing mental health care. Inkblot also offers a wide range of advisory services, including legal, financial, childcare, other, as well as career and relationship counselling and health coaching. Providing life, health and wellbeing resources to staff is intended to help our employees feel and perform at their best.

In case of a critical incident, Inkblot provides 24/7 access to in-person, virtual or telephonic assistance, including management consultations. Inkblot also delivers benchmarked insights into the organization's psychological health and culture.



# **Inkblot**

## Mental Health Practitioner Definitions Expanded

Over the last two years, researchers have confirmed that the pandemic has severely impacted the mental wellbeing of individuals. As a result, mental health stressors have likely exacerbated coping abilities of individuals already afflicted by mental illness or declining mental health. Supporting our employees in the best way possible is important to us as an Employer. DTSSAB has also always acknowledged the additional pressures faced by our Paramedics who are exposed to trauma. As a proactive measure, Human Resources requested that our benefit provider, Gallagher, expand the definition of Mental Health Practitioner in our benefit plan for all employees of the DTSSAB in order to provide staff with a wider choice of practitioners to ensure they get the help they need.



Seven additional practitioner types were added to the plan, retroactively in December 2021. Coverage maximums were not increased, as these are negotiated benefits. Widening the practitioner list has added flexibility with respect to being able to have claims covered by the practitioner type that is most suitable for providing care to our employees and their dependents. The intent, with these meaningful changes, is also to contribute towards an improved workplace culture.

## Transformational Leadership Training

In January, members of the senior leadership team attended Queen's Transformational Leadership training, as an important step in working towards an improved workplace culture. During training, the focus was on providing very practical insights the small things DTSSAB leaders can do on a day-to-day basis (including in their interactions with staff, being more mindful and intentional with their communications, taking the time to create connections, etc.) to create big changes in the workplace that can lead to tangible improvements to our overall workplace culture. Leaders also took part in a one-on-one debrief to review the results of their individual 360-degree assessment, in which peers, subordinates, and their leader evaluated strengths and areas of focus for personal improvement.

Providing adequate training to DTSSAB leaders has been identified as a critical component for successfully managing our operations, programs, and services. Being able to lead staff effectively and in a responsive manner is essential in achieving our desired workplace culture. As we have more staff being promoted into leadership roles, and in welcoming external new hires, it is important to ensure that all leaders are equipped with similar baseline training. This will, in our opinion, set leaders up for success moving forward, and ensure that individuals understand their roles, responsibilities and are able to meet expectations of them as leaders.

Our frontline leaders will continue to take part in Queen's University's Learning to Lead program. Additional all-leaders training, hosted by Hicks Morley, as well as health and safety training, as a foundational component of DTSSAB's participation in the WSIB Excellence Program, has been stenciled for 2022. Following through on our leadership learning journey is indicative of movement towards achieving the goals set out in the Workplan.

## 2022 Q1 Recruitment and Staffing Summary

Closing Date	Position	Recruitment Status	Details and Comments
Jan. 18/22	Emergency Medical Services - Community Paramedic Lead	Filled internally - Temporary Full-Time	New position/ Community Paramedicine Program
Jan. 21/22	Emergency Medical Services - Paramedic - District Floats	Filled externally, Permanent Part-Time, 5 positions hired	Vacancies due to creation of the Community Paramedicine Program and internal movement
Jan. 24/22	Children's Services - Children's Services Manager	Filled internally, Permanent Full-Time	Vacancy due to incumbent resignation
Jan. 31/22	Housing Services - Social Housing Building Custodian	Filled externally, Temporary Full-Time	Vacancy due to incumbent's leave of absence
Feb. 22/22	Administration - Chief Administrative Office	Filled internally, Permanent, Full-Time	Vacancy due to incumbent resignation
Feb. 22/22	Ontario Works - Eligibility Review/ Case Presenting Officer	Filled internally, Permanent, Full-Time	Vacancy due to internal promotion to non-union
Mar. 04/22	Housing Services - Housing Services Manager	Filled internally, Permanent, Full-Time	Vacancy due to internal movement
Mar. 14/22	Ontario Works - South - Caseworker (2 positions)	In progress/ ongoing, Permanent, Full-Time	Vacancies due to internal movement
Apr. 5/22	Ontario Works - North - Caseworker	Filled internally, Permanent, Full-Time	Vacancy due to incumbent resignation
Mar 21/ 22	Housing Services - Summer Students	In-progress / ongoing, Temporary, Full-Time	Recurrent temporary seasonal positions