

Quarterly Report

Q4 - 2022

October 1st - December 31st

Mark Stewart
Chief Administrative Officer

John McCarthy
Chief of EMS

Louanna Lapointe
Ontario Works Manager

Steve Cox
Housing Services Manager

Lyne Labelle
Children's Services Manager

Rachel Levis
Director of Human Resources

Janice Loranger
Director of Finance

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Communications and Executive Coordinator

OFFICE OF THE CAO

Below is a summary of key initiatives undertaken by the Office of the CAO in the 4th Quarter, of 2022.



Leadership Mentoring

As the organization undergoes various leadership shifts across the organization, the Office of the CAO continues to provide Leadership mentoring to the following programs:

- Support EMS Leadership, including roll out of Community Paramedicine Program
- Ontario Works
- Housing Services
- Children's Services

Collaboration

The DTSSAB is engaged in various projects with community partners, including actively participating in the Timiskaming Opioid and Poisoning Prevention Task Force, Timiskaming Drug and Alcohol Strategy.

Q4 also saw the attendance at NOSDA and OMSSA, to collaborate with other DTSSAB CAOs in continuous improvement for service delivery in Northern Ontario.

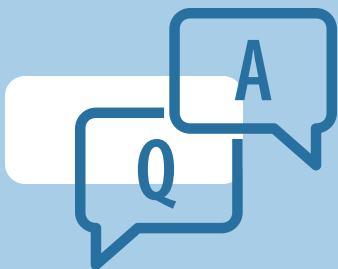
2022 Wrap-Up

With 2022 coming to a close. Leadership worked to take stock of progress towards organizational goals, to thank team members, and to set priorities for 2023.

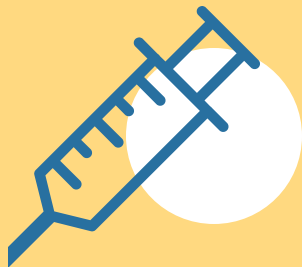
This included the sole in-person meeting of the 2022 DTSSAB Board members, a 2022 Wrap-Up Meeting for Senior Leadership, and a Years of Service Event for all staff that was held in Englehart.

Preparation for Onboarding of New Board

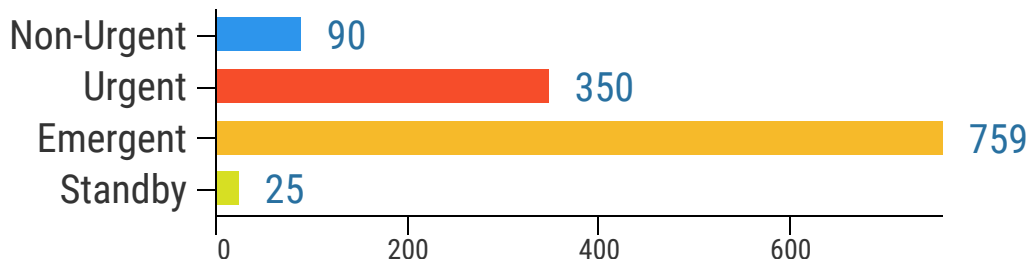
The tail end of 2022 was spent preparing onboarding materials for the new Board. This involved the creation of public facing documents that provide a high-overview of the organization as a whole, as well as a review of current Board processes and communications. This initiative was lead in collaboration with the Communications and Executive Coordinator.



Emergency Medical Services and Community Paramedicine



2022 Q4 Call Volume



Code 4 - Emergent

These calls are emergencies and require immediate, life-saving care. They take the highest priority.

Code 3 - Urgent

Calls that could lead to a life threatening condition, but the patient is presently stable.

Code 2 - Scheduled

Patient is stable and needs to attend a scheduled appointment for care.

Code 1 - Non-Urgent

Patient is stable and may need support and/or transportation to hospital for admission.

Code 8- Stand By.



Service Review

As per the *Ontario Ambulance Act* the Ministry of Health conducts an Ambulance Service Review every 3 years. DTSSAB EMS' review was done virtually in Q4, completed through communication and document submission. DTSSAB EMS Leadership has worked cooperatively and diligently to submit the report by first week of January 2023. Successful completion of this review is needed in order to maintain our license to operate municipal ambulance service.

Base Hospital Training

Annual recertification training took place for all frontline active DTSSAB paramedics. This training is a collaborative with in-house training and base hospital. Paramedic delegated *patient care skills* training was conducted, this included the introduction of three new medications that the paramedics will be able to administer.



Community Involvement

With an unprecedented demand for local food banks, DTSSAB EMS and staff participated in numerous food drives. The holiday season also marked the annual involvement in the NEOFACS Toy Drive and participation in local parades.



Community Paramedicine Long-Term Care Q4 Stats

Program Development of the Community Paramedicine Program this quarter included:

- Launched a Pilot Project for the first Medical Directive: Congestive Heart Failure
- Partnership with Community Paramedicine Clinic at McMaster University
- Wellness Clinics - October 25th and November 24th.

156

Active Clients

732

Number of home visits

16

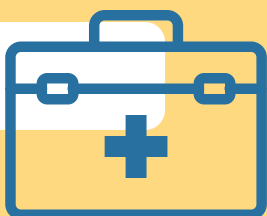
Number of virtual visits

30

Number of referrals of clients to additional services

509.25 hours

Estimated time providing Long-Term Care Services to clients



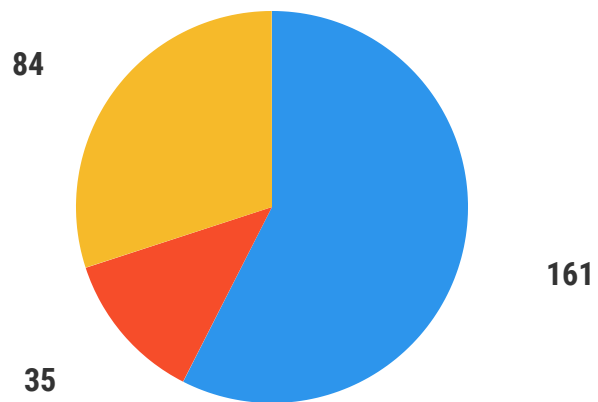
ONTARIO WORKS

Below are highlights of Ontario Works program's fourth and final quarter for 2022 (October, November and December 2022). Included are the performance, operation and delivery standards as well as an update on staff activities.

Application for Assistance and Approvals

There has been an increase in applications the past quarter in new applications. Applicants are stating they are unable to find suitable employment.

Caseload Turnover in Q4 - Total 280



- New Applications
- Number of Cases Exiting to Employment
- Number of Cases Terminated for other reasons

Average Caseload
in Q4

620

Average # of
Beneficiaries Q4

1,062

Average % of Cases
with Earnings in Q4

7.3%



Secure

direct bank deposit
for people receiving
social assistance



Ontario Works Service Delivery Plan

The Ontario Works team have been preparing for Electronic Document Management (EDM). All current files at both the North and South office are in the process of review and purging. Once completed, files will be sent to a digital mailroom where files will be uploaded to our Social Assistance Management Systems program (SAMS). This model was developed as part of the Ministry’s Social Assistance Reform mandate. Electronic Document Management provides the foundational base for enhanced user experience, administrative efficiencies and process optimization through the digitization of paper into digital records assessable through the SAMS. Caseworkers will be able to view, download and edit documents, upload digital-born documents directly through SAMS. The Ministry implemented EDM to help make file management more efficient, enable staff to spend more time working with people who receive social assistance and reduce costs associated with the handling and storage of paper documents. Our target date is March 1, 2023.

Accerta Worx eligibility verification will be simplified. Accerta Worx provides confirmation of eligibility to service providers (Dental and Vision) for Ontario Works and Ontario Disability Support clients. We are going paperless effective April 1, 2023. Going paperless will eliminate the need for paper eligibility cards and aligns with the Ontario government’s modernization initiatives. It will streamline the client’s experience and leave more time for client-facing activities. This will also cut down our talk time by reducing our office’s call volumes from providers and clients regarding eligibility.

Professional Development

Due to the hiring of 5 new Caseworkers, Ontario Works leadership retained a facilitator from Ontario Municipal Social Services Association. The training took place at the South Office on October 25, 26th and 27th, 2022.



Average Caseload Trend



HOUSING SERVICES

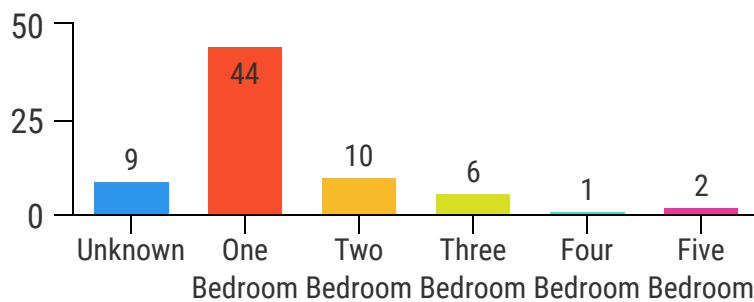


Centralized Wait List

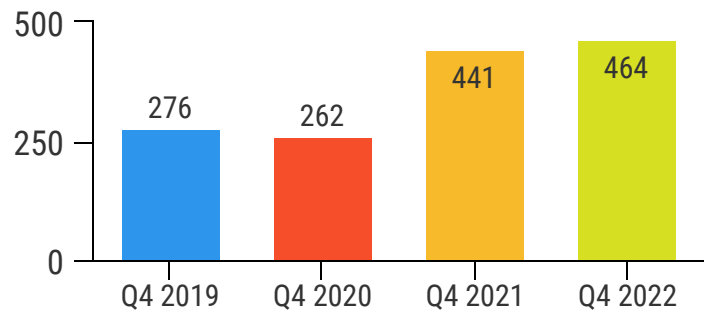
Throughout the fourth quarter of 2022 the Housing Services received 72 new applications seeking housing in our District. This is a decrease of 35 % from the same period in 2021. Over this period 28 of the 72 applications were online and of the applications were in paper format. This is a 39 % - 61 % split.

Our online application was rolled out in August of 2021 and has been active for 16 months.

Application Activity Based on Bedroom Size in Q4



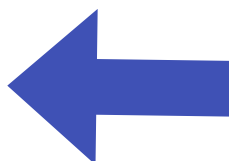
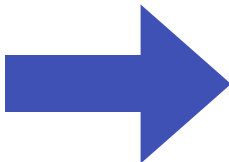
Four Year Comparison for Q4



Unit Vacancy

Vacancies vary from month to month and are difficult to forecast. In the fourth quarter of 2022, the Housing Services Program saw 30 Move outs and 26 Move ins.

25 Move Outs



17 Move Ins

Timiskaming By-Name List Update

Since the completion of the Enumeration Count in 2021 – we have had a total of 70 individuals on BNL for the Timiskaming District. The following is an update of the status of those individuals:

94

individuals on the list since December 2021

52

Individuals assisted through the Homelessness Prevention Program (HPP)

\$104,956.65

Total amount of funding used to assist individuals

Special Priority Status

As per provincial guidelines, Special Priority Program (SPP) status is reserved for individuals eligible for Rent-Geared-Income (RGI) assistance who are victims of abuse or human trafficking. 11 individuals were granted SPP status in 2022 – 6 were housed – 3 are waiting to be housed and 2 have just started the application process.

Abused being defined as any of the following:

- One or more confirmed incidents or physical or sexual violence, controlling behavior.
- Intentional destruction of/or intentional injury to property
- words, actions, or gestures that threaten a household member to fear for his/her safety and are done by a specific individual
- trafficking of the member done by an individual

Trafficking being defined as any of the following:

- one or more confirmed incidents of recruitment, transportation, transfer, harboring or receipt of the member by improper means, including force, abduction, fraud, coercion, deception, and repeated provision of a controlled substance, for an illegal purpose including sexual exploitation or forced labor

2022 Capital Projects Profiles

100 Market Street - New Shingles

100-154 Market Street - New Entrance Carpet

42 Churchill Drive - Key Fob Entry System

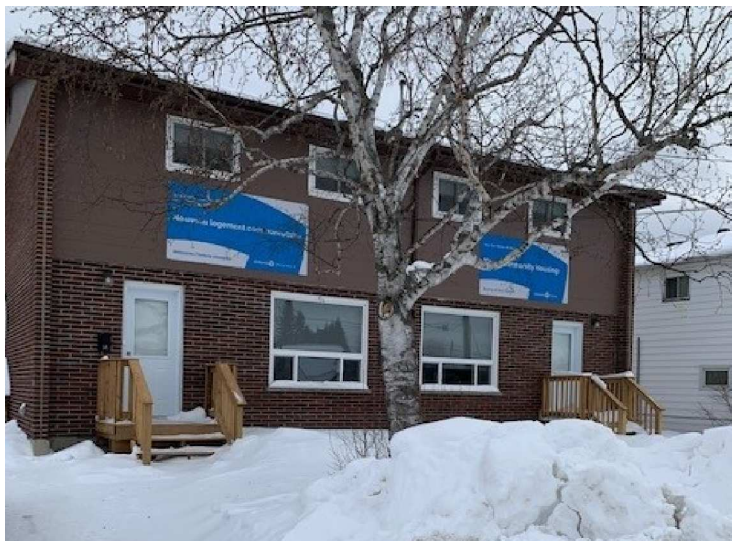
As there are a number of tenants in this building with accessibility needs, we have installed a Key Fob entry system – this will make it easier for tenants with wheelchairs, walkers, or other barriers to enter the building. Braille signage has also been added to all the exits, common areas.

Other Capital Projects

Various flooring and kitchen cabinetry upgrades in numerous buildings. Exterior door replacements and hot water tank replacements at selected Kirkland Lake family units. Various outdoor landscaping improvements at family units.



Hope Haven Project



The District of Timiskaming Social Services Administration Board is committed to supporting individuals in need in the district with integrity and respect. This commitment brought us to this innovative partnership with the Salvation Army and the creation of Hope Haven transitional house.

This partnership is partially funded through Ontario's Social Services Relief Fund and Homeless Prevention Program. These provincially funded programs provide housing and support services for individuals at risk or experiencing homelessness. The objective of the program is to prevent, address, and reduce all forms of homelessness, including chronic homelessness.

Transitional housing is key to this effort in providing a supportive, yet temporary type of accommodation meant to bridge the gap from homelessness to permanent housing. Hope Haven addresses this gap by providing a six-bed transitional home for men in addition to the Salvation Army's Pathway of Hope program. The program includes life skills development and daily living support, such as budgeting, assistance with personal care, housekeeping, laundry, cooking, education, and income support.

Hope Haven was a family duplex that was renovated into this 6-bedroom facility. The wall on the main floor was removed and the kitchen was renovated. Also added to the first floor was an office and washroom. The center wall remains in the basement where one side has lockers and laundry facility for the clients and the other side has the new HVAC system and laundry facilities for the housekeeping. The center wall also remains on the 2nd floor where there is a bathroom and 3 bedrooms on each side.

Fire Safety Session

The Kirkland Lake Fire Department joined tenants and members of the Housing Services Team to host a Fire Safety Session at 60 Fifth Street in December 2022. Topics covered included being mindful when cooking on the stove to ensure that you are not overloading electrical circuits and making sure your extension cords are CSA approved. In 2023, there will be more fire safety sessions planned at other buildings as it was well received by tenants.



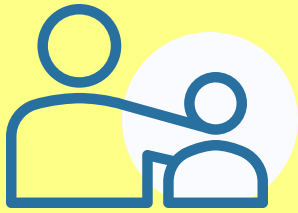
CHILDREN'S SERVICES

Canada-Wide Early Learning Child Care (CWELCC)

The Children's Services Program is pleased to announce that **100%** of Child Care Providers in the district of Timiskaming have opted in to the CWELCC system. Families and children in our communities are already benefiting from reduced child care costs.

Ontario's vision for the CWELCC system is permitting more families in Ontario have access to **high quality, affordable and inclusive** early learning and child care, regardless of where they live. Under the CWELCC agreement with the Government of Canada, Ontario has been funded to support the creation of 86,000 new licensed child care spaces by December 2026.

The DTSSAB's Children's Services Program has advanced \$419,844 in CWELCC funding to participating providers to cover parental rebates. Moving forward, funds will be flowed to Providers on a monthly basis based on submitted Claim Forms for eligible reimbursements.



Let the Rivers Flow: Responsive Early Childhood and Community Inclusion

On November 2 to 4, 2022, Children's Services staff attended a three-day session in Elk Lake. **Let The Rivers Flow**, a gathering of indigenous and allied communities, youth, professionals, and families with children from across Canada.

The Inclusive Early Childhood Service System (IECSS) Project is a partnership between Toronto Metropolitan University, Guelph University, McMaster University, Carlton University, several municipal governments (Wellington County, City of Toronto, District of Timiskaming Social Services administration Board, City of Hamilton) and organizations (Brandon Friendship Centre, Childcare Resource and Research Unit, Comox Valley Child Development Association, Native Child and Family Services, Niwas Niwas Kendaaswin Teg, Keepers of the Circle, Toronto District School Board, Yellowknife Women's Society and Macauley Child Development Centre.

ECE Compressed Program

DTSSAB, Northern College, and College Boréal, are partnering in the creation of a local Compressed Early Childhood Educator Program. The program will make it possible for 6 individuals in the district, presently working in the child care field, to continue their education to become a Registered Early Childhood Educator in the span of 16 months as opposed to two years.

Ontario is experiencing a critical shortage of Early Years and Child Care professionals. The Provincial and Federal government announced a \$13.2 billion agreement to lower childcare fees to \$10/day by Fall 2025. To meet demand, Ontario plans to create 86,000 new licensed child care spaces. The District Services Board funded ECE Program Project has been designed to support recruitment and retention strategies across the North to meet this objective.

DTSSAB will be sponsoring 6 students, employed across the district at Englehart and Area Child Care and Keepers of the Circle, to complete the program. The hybrid format of the program (synchronous and asynchronous) will allow the students to continue to support their respective child care centres during high demand periods, such as before and after school. The compressed program has 4 semesters, beginning January 9th and culminating in Winter 2024, ending with Early Childhood Educator Field Work Placement. Tuition and fees, including books, will be fully funded by the DTSSAB for registered students. The students will also receive their current hourly wage for work hours and school hours to a maximum of 40 hours per week.

This innovative partnership provides the opportunity to increase the capacity for child care in the Timiskaming district. The flexibility of delivery, made possible through Northern College and College Boréal, creates a feasible option for individuals who wish to continue their education but also wanted to keep supporting their day care centres.



2022 Truth & Reconciliation Day

On September 30, 2022, members of the Beaverhouse First Nation in partnership with Keepers of the Circle hosted the second annual “Every Child Matters” Pow Wow on the national Day for Truth and Reconciliation at Civic Park in Kirkland Lake. Children’s Services Program staff attended this day for reflection.

2022 National Children’s Day

On November 20, 2022 Child Care Providers in the district celebrated National Children’s Day. Various activities took place in individuals child care centers such as movies and popcorn, cooking groups, outdoor activities and field trips.

ECE and Child Care Worker Appreciation Day

On October 20, 2022, we celebrated Timiskaming Child Care staff by hosting a dinner in the central part of the district. Attendees heard guest speaker; Dr. Jean Clinton talk about the importance of the work they do and the impact they have on children. Attendees also received a copy of Jean Clinton, MD's book "Love Builds Brains".

ECE AND CHILD CARE WORKER APPRECIATION 2022

Highlighting our ECE and Child Care Workers who go above and beyond.

Jessica is hard working mom of 3 beautiful girls, she has been always flexible with her work hours and flexible when she needs to be in a different class. She juggles work and family time very well. She is a hard working mom that loves her job. If you ever need a favour or help she will be there for you and to support you. She is also very good to share her ideas and her options"

"Lisa goes above and beyond at work on a daily basis, she is great with the children as well as the parents. Even when she doesn't want to stay late, if it means that she is helping out the centre when it is short, she does it. She's always there to lend a hand or ear if a coworker needs to chat. If you ask her for advice she will give it to you, or help with an idea to make your room a little better for the children. There are a million nice things I can say but I just want to say she is a wonderful coworker."

ECE AND CHILD CARE WORKER APPRECIATION 2022

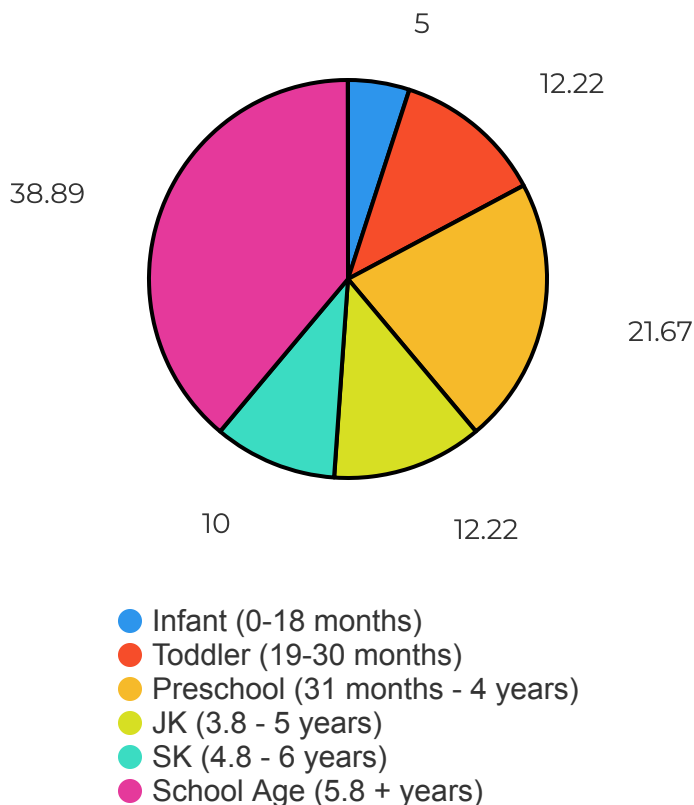
Highlighting our ECE and Child Care Workers who go above and beyond.

Larissa always goes above and beyond for the children and her co-workers. She always comes in to help and support if she hears anyone having a hard time, she regularly comes in early or stays late if needed, and she's always making sure each child feels special when it comes to their birthday! Larissa always provides support to her co workers and if she is unable to she finds a way or another person who can help. Larissa always has a fun song or fun activity tucked up her sleeve when the classroom really needs it. She's always sharing her knowledge and experience with her co workers to help build ideas and programming activities. Larissa always comes into the classroom with a positive energy and a smile for each child and builds a supportive relationship with each of them.

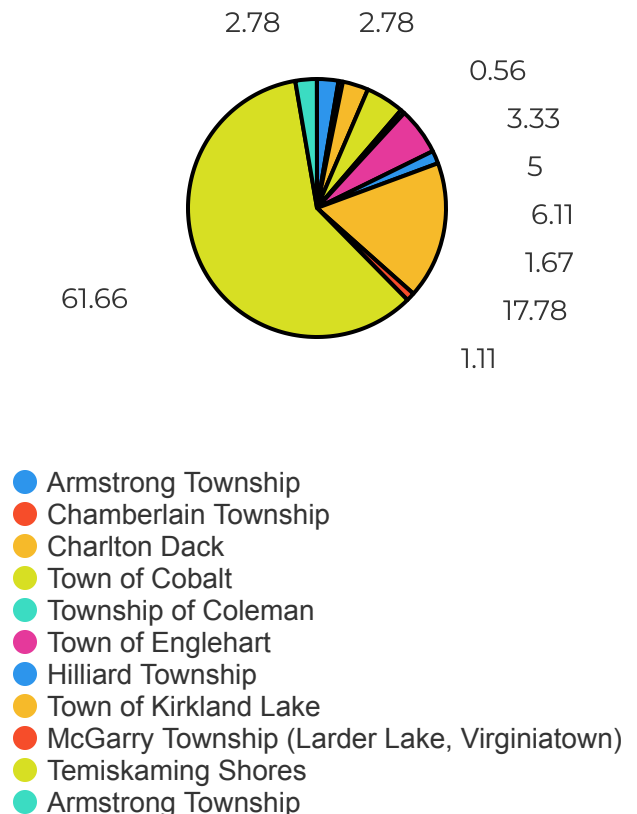
DISTRICT OF TIMISKAMING
Social Services Administration Board
Conseil d'administration des services sociaux du district de Timiskaming

Child Care Fee Subsidy

Percentage of Children Receiving Fee Subsidy By Age



Percentage of Children Receiving Fee Subsidy By Municipality



HUMAN RESOURCES

Key non-confidential HR Q4 initiatives and/or activities included, but were not limited to:

WSIB Excellence Program

Following the successful completion of four WSIB Excellence Program components in 2022, the HR Department has worked with the Public Services Health and Safety Association (PSHSA) to determine the next modules for completion, as we continue with the program in 2023.

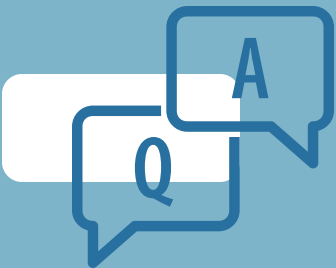
Recognition of hazards; risk assessment; control of hazards; injury/illness and reporting; as well as incident investigation and analysis have been selected as high impact/high return areas of focus for the next phases of the program.

Upcoming Collective Bargaining - CUPE

In planning for collective bargaining with our non-EMS unionized staff, represented by the Canadian Union of Public Employees (CUPE), the leadership team has started to discuss proposals for negotiations in mid-February 2023. The CUPE collective agreement expired December 31, 2022.

Support to EMS Program

Human Resources assisted the EMS program by providing staffing support, as well as preparing for upcoming recruitment/onboarding of new Part-Time Paramedics and Community Paramedics.



Closing Date	Position	Recruitment Status	Details & Comments
Oct 05/22	Ontario Works Ontario Works Caseworker (North)	Filled externally, Temporary full-Time	Vacancy due to extended absence
Oct 06/22	Emergency Medical Services Community Paramedicine Alternates x2	Filled internally - Temporary part-time	Additional staffing due to program demands
Dec 16/22	Emergency Medical Services Commander of Community Paramedicine	Ongoing into 2023, Temporary full-time	Dedicated leader resource for program development
Dec 16/22	Emergency Medical Services District Float Paramedics	Ongoing into 2023, part-Time	Due to internal movement/coverage requirements
Dec 23/22	Emergency Medical Services Community Paramedic - North	Filled internally - Temporary full-time	Vacancy due to internal movement