

DTSSAB Quarterly Report

Q1 - 2023

January 1st - March 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

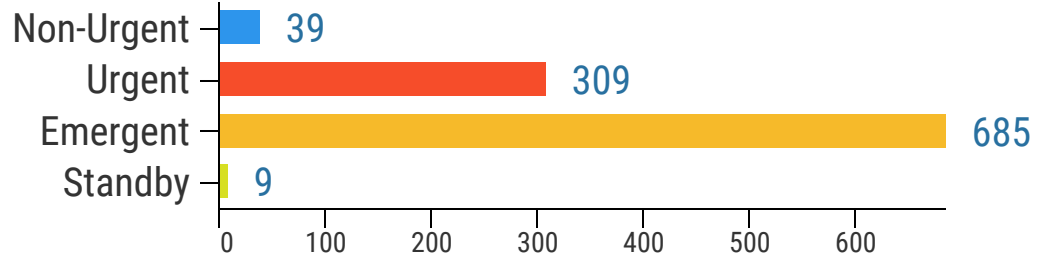
Prepared By:
Michelle Sowinski
Communications and Executive Coordinator



Emergency Medical Services and Community Paramedicine



2023 Q1 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.



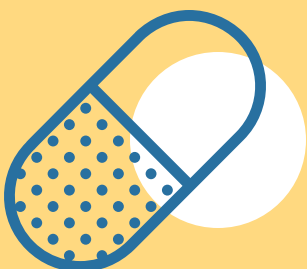
Central Englehart Base Staffing

As approved in the 2023 budget, EMS will begin 24/7 staffing at the Central Englehart base, in 12 hours shifts. This change will be effective as of September 2023, to accommodate scheduling needs. The increased staffing needs have been filled by successful internal applicants. The new full staffing pattern at Central EMS base will commence September 9, 2023. This will improve overall coverage of emergency calls and improve 911 paramedic response within the entire district.

Community Paramedicine Program

On March 23, 2023, the provincial government announced 174 million dollars to be allocated to the continuation of Community Paramedicine programs across the province. The funding allotment for DTSSAB CP has not yet been announced, however this funding announcement is encouraging.

We have recently increased the Community Paramedicine staffing to now have 2 full time positions based in the central Englehart district to better service the patients requiring service in this area.





Service Review / Accreditation

The EMS department recently underwent the Ministry of Health ambulance service review as required every three years. The process is a very detailed review of over 246 checkpoints that reviews the entire EMS Department.

Specific areas include:

Administration, Employee Qualification Records, Policies and Procedures, Quality Assurance and Continuous Quality Improvement, Patient Care Training, Pt. Care Equipment, Vehicle Certification and Maintenance, and Ambulance Call Report documentation and Auditing.

New Ambulance Response Deployment Plan

On May 1, 2023, Timiskaming EMS no longer performs non-urgent transfers between hospitals, in district and out of the district. Affected hospitals have been advised of this change several years in advance, with formal notice being provided to Blanche River Health and Temiskaming Hospital. The hospitals have been receptive and have created alternative arrangements. A clause will be included in the new deployment plan for instances instances where patients require a more time sensitive, compassionate, or critical transfer. The discretion of this clause will rest with the Duty Officer on shift. DTSSAB EMS will continue to perform urgent and emergency transfers.

By lessening the impact that non-urgent transfers have on vital EMS resources, it increases response times for all medical emergencies within our district. This is in-line with paramedic services across the province.



ONTARIO WORKS

The information below will summarize our Ontario Works program's first quarter (January, February and March 2023) performance, operation and delivery standards, and an activity update.

Application for Assistance and Approvals

There has been a slight increase in applications in the past quarter in new applications. Applicants continue to report they are unable to find suitable employment or are not employment ready due to mental health and addictions.



Cases that exited Ontario Works

132

Monthly Caseload Average

634

Applications that were withdrawn by Applicant

78

Number of New Applications (5 more than previous quarter)

166

Total of cases granted Ontario Disability Support Program (ODSP)

14

Number of Emergency Assistance cases granted (5 less than last Quarter)

3

Percentage of Applications Completed through the Province's Social Assistance Online Application

50%

Monthly average of cases reporting employment earnings (10 less than last quarter and less than historical trends)

3

Ontario Works Service Delivery Plan

As per the Ministry of Children Community Social Services (MCCSS) requirement, we completed and submitted our Ontario Works Service Delivery Plan Addendum to support our 2021-2022 service plan. Social Assistance (SA) delivery sites play a crucial role in delivering on many of the government's priorities. They can leverage provincial investments in infrastructure, employment, education, and social services to create new client opportunities. We are held accountable for developing a service plan clearly describing what will be achieved within the contract period. The service plan outlines the delivery site's strategies for meeting performance outcome targets while considering internal resources, caseload demographics, community needs in relation to social assistance and high risks to achieving performance outcome targets. The Service Plan allows SA delivery sites to demonstrate linkages between local service delivery and provincial investments to support the delivery of Ontario Works (OW). Our mandate is to provide employment and financial assistance, including person-centered support and services, to those in financial need.

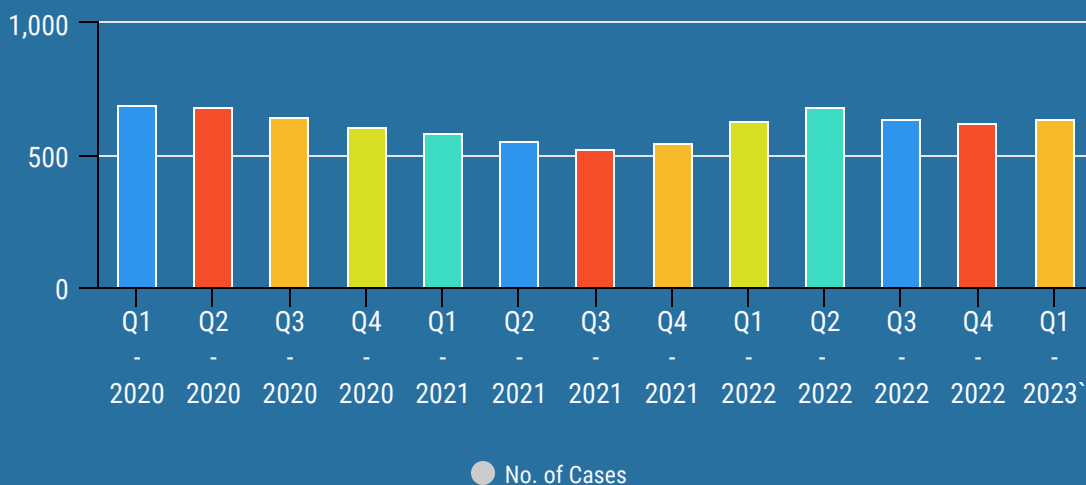
The Ontario Works program:

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

Social Work Month

The Ontario Works team celebrated Social Work Month in March 2023. The theme this year was "Social Work Breaks Barriers." Case Workers improve the lives of others they support with patience, compassion, and understanding. They help remove barriers to improve their clients' employment readiness and, in turn, contribute to their overall well-being and assist them in achieving their goals by referring clients to our community partners' programs. They rely on learned expertise, advocacy, experience, empathy and compassion to guide clients to independence and self-stability, including financial assistance, employability, and referrals to supports such as housing and childcare. They are committed to our mission of supporting individuals with actions and values based on integrity and respect. Our Caseworkers embody the spirit of "Social Work Breaks Barriers" through their dedication.

Average Caseload Trend



Electronic Document Management

The Electronic Document Management (EDM) model was developed as part of the Ministry's Social Assistance Reform mandate. EDM provides the foundational base for enhanced user experience, administrative efficiencies and process optimization through digitizing paper into digital records accessible through the Social Assistance Management System (SAMS).

Digital Mailroom Document Digitization focuses on how mail and other incoming documents are received and processed in the local office. When implemented, all incoming documents (mail, fax, drop-offs, etc.) are redirected/communicated to a digitization vendor. These documents are scanned/digitized with digital copies made accessible through SAMS.

On March 1, 2023, we successfully implemented Electronic Document Management (EDM) at the North and South offices. Reducing paper-based transactions and filing has introduced significant efficiencies in document management more efficient, accurate and secure model. This will enable staff to spend more time working with people and reduce the use of resources associated with handling and storing paper documents.

Continuing with the paperless initiative, The Ministry of Children, Community and Social Services (MCCSS) provides more digital options to make it easier for people to access and receive support. Caseworkers completed a learning session to prepare for the successful implementation of this initiative. Social assistance recipients now have access to MyBenefits, an online service that makes it faster, easier, and more convenient for people to get information, see past payments and report income –anytime, anywhere, on any device. A transition to paperless means that recipients who use the online My Benefits portal stop receiving paper Statements of Assistance. Proof of Social Assistance, income or household membership is validated by recipients showing the digital display in their MyBenefits account. These changes will reduce paperwork, costs associated with printing and mailing and provide more flexibility for individuals accessing services. Our GO LIVE date was May 8, 2023.



Social Services
work is *love*
made visible

THANK YOU.

HOUSING SERVICES



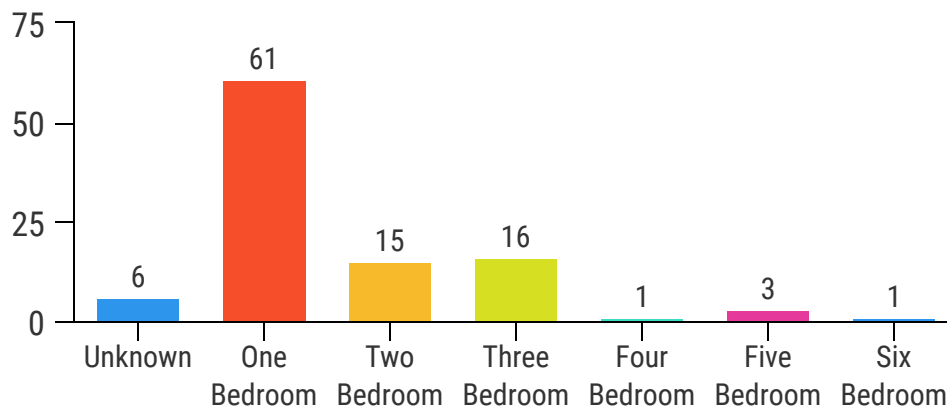
Centralized Wait List

Throughout the first quarter of 2023 Housing Services received 103 new applications seeking housing within our District. This is an increase of 58 % from the same period in 2022.

Over this the 1st quarter 29 of the 103 applications were online and 74 applications were in paper format. This is a 30 % - 70 % split. Our online application was rolled out in August of 2021 and has been active for 18 months. This is a slight drop from the average of 60 % - 40 %.

Of the 103 applications 43 were deemed ineligible. The main reason for ineligibility would be not submitted the additional paperwork required following the submission of the original application. The Housing Service Clerk works with each applicant to ensure that all paperwork is submitted.

Application Activity Based on Bedroom Size in Q1

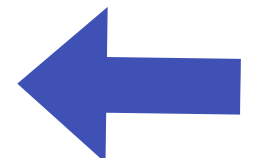
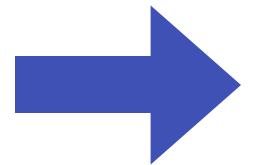


Unit Vacancy

Vacancies vary from month to month and are difficult to forecast. In the first quarter of 2023, the Housing Services Program saw 20 Move outs and 25 Move ins.

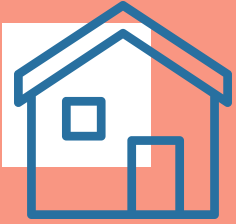
Housing Services have 30 days to prepare a unit and complete an accepted offer to a new tenant – this time frame may vary due to a number of factors – if major repairs such as flooring – window/door replacement are required in the unit – this can stretch to 2 months. Other reasons for extended vacancies include – the tenant has walked away and left all their belongings as well as extensive damage over and above normal wear and tear. In most cases we are able to issue chargebacks to the willful damages and this will allow use to recover some of our causes in the event that the individuals would like to return to housing.

20 Move Outs



25 Move Ins

HOUSING SERVICES



Timiskaming By-Name List Update

Since the completion of the Enumeration Count in 2021 - The following is an update of the status of those individuals:

122

individuals on the list since December 2021

65

Individuals assisted through the Homelessness Prevention Program (HPP)

\$128,555.14

Total amount of funding used to assist individuals

2023 Household Income Limits (HILS)

2023 RGI HILS	2023 HIGH NEED HILS
Bachelor - \$31,000	Bachelor - \$18,600
1 Bedroom - \$34,000	1 Bedroom - \$20,040
2 Bedroom - \$42,500	2 Bedroom - \$25,500
3 Bedroom - \$42,000	3 Bedroom - \$25,200
4 + Bedroom - \$50,000	4 + Bedroom - \$30,000

On an annual basis we received a notification that provides an update on approved amendments to the 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.

Community Paramedicine Wellness Clinics

Community Paramedicine is collaborating with Housing Services to provide monthly Wellness Clinics through the spring and summer in Kirkland Lake and New Liskeard. They are also planning to expand to Cobalt, Haileybury, Earleton, Elk Lake and Larder Lake as soon as things are operating efficiently at the current locations.



Zack's Crib Progress

The construction at Zack's Crib got underway in mid-March. The Construction Committee meets weekly to keep up to date on the progress. The Project remains on schedule – to date total demolition is completed – rough plumbing – floor repairs/ levelling and framing is well underway. Electrical and data cabling to begin in April.

Looking from entrance common area into kitchen in back corner



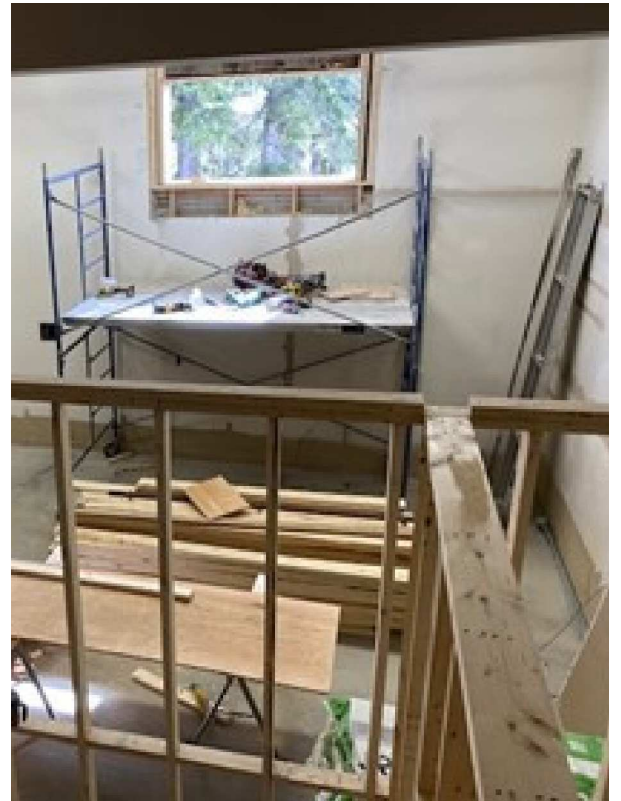
Back hallway area - support rooms - examination - triage etc.



Looking from reception to common area - further back to POD Area



From Upper Mechanical Area overseeing POD Area



CHILDREN'S SERVICES

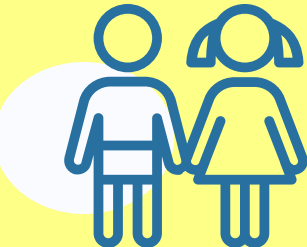
Overview



During the first quarter of 2023 the Children's Services Program continued to support parents in Timiskaming by implementing the next phase of fee reductions which started on December 31, 2022. Licensed Child Care Centres in the District reduced their fees by 25% in 2022 and, having received additional funding to further reduce their fees by an additional 37% to a minimum daily rate of \$12 per day. Funding will be provided to support the continuation of the revenue replacement approach to support the implementation of the CWELCC fee reduction and to provide a consistent revenue stream to licensees.



In addition, the province announced Workforce Compensation to offset wage increase for non-Registered Early Childhood Educators (RECE) staff associated with the increased minimum wage that came into effect October 1, 2022. Funding will be provided to support the \$12 per hour annual increase for RECE staff whose hourly wage, including the wage enhancement grant (WEG), is at or above the wage floor for the year, to a cap of \$25/hr.



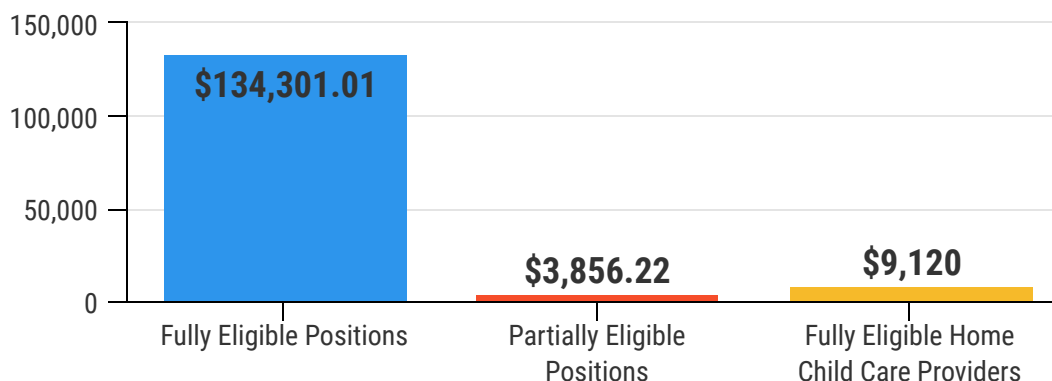
Hourly Floor Wage 2022-2026

	2022	2023	2024	2025	2026
RECE Program Staff	\$18	\$19	\$20	\$21	\$22
RECE Child Care Supervisors or RECE Home Child Care Visitors	\$20	\$21	\$22	\$23	\$24

Wage Enhancement Grant

The Wage Enhancement Grant provides funding for a wage increase of up to \$2.00 per hour plus up to 17.5 percent benefits to Registered Early Child Care Educators (RECEs) and other child care program staff working in Licensed Child Care Centres and Licensed Home Child Care Agencies in Timiskaming.

Q1 Wage Enhancement Grant Funding



Canada-Ontario Early Childhood Workforce Funding

The intent of this funding is to support the retention and recruitment of high-quality childcare and early years workforce. The key objectives of this funding are to:

- Sustain the existing child care and early years workforce to ensure a more stable and high-quality early years and child care system.
- Enhance access to opportunities for the workforce that promote retention and recruitment, including professional development, training, and qualification upgrade programs.
- Grow the number of qualified staff in the early years and child care workforce to increase access to high quality licensed child care for families.
- Attract and support the development of an increasingly diverse workforce to reflect the children and families accessing early years and child care programs more effectively.

The funding is to be used to support initiatives such as development of professional learning strategy and funds to support strategies under the Workforce capacity.

- In Timiskaming, we will coordinate numerous professional development sessions both in French and English for child care staff employed in DTSSAB funded child care centres.
- A partnership with Northern College was launched for the provision of a compressed, online Early Childhood Educator program to support unqualified Early Childhood Educators working in the sector to achieve their two (2) year diploma in 16 months. Since the province of Ontario experiences a critical shortage of Early Years and Child Care professionals, the DTSSAB is funding an ECE Program Project designed to support recruitment and retention strategies across the district of Timiskaming. The compressed program has 4 semesters which began on January 9, 2023. ECE students registered in this program will also receive their current hourly wage for work hours in their child care centre and school hours to a maximum of 40 hours per week.
- Billboards in both official languages were erected throughout the district on Highway 11. We predict this will create awareness of the Early Childhood Educator profession and increase interest in the field.

Découvrir les possibilités dans l'éducation de la petite enfance

www.dtssab.com/ece

District of Timiskaming
Social Services Administration Board
Conseil d'administration des services sociaux du district de Timiskaming



Become an ECE, Work from Home

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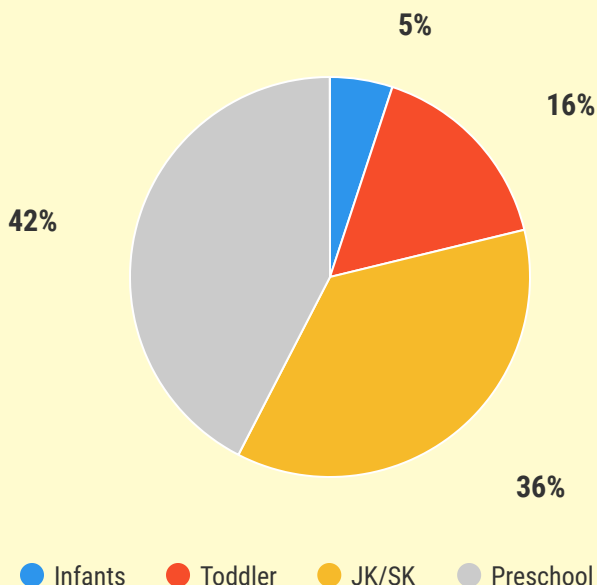


Quality child care makes a difference.

Learn about a career as an ECE
www.dtssab.com/ece



Average Number of Subsidized Children Served by CWELCC



Special Needs Resourcing

All children are able to actively and meaningfully participate in licensed child care and Early Years Programs and are supported to form authentic, caring relationships with their peers and educators (e.g., a class-wide approach which doesn't separate or exclude children).

The DTSSAB obtains resource services from Community Living Temiskaming South.

	January 2023	February 2023	March 2023
Total # of Children ACTIVE 0-12 years	52	55	56
Total # of Children ACTIVE 13-18 years	0	0	0
Number of Licensed Child Care Programs Supported	13	14	15
Number of EarlyON centres Supported	1	1	1
Monthly # of Children Served 0-4 years	28	27	29
Monthly # of Children Served 4-6 years	4	7	7
Monthly # of Children Served 6+	2	2	2





HUMAN RESOURCES

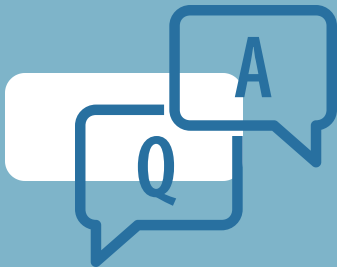
Key non-confidential HR Q1 initiatives and/or activities included, but were not limited to:

CUPE Collective Bargaining



In February, discussions with the CUPE bargaining committee began. CUPE represents all non-Paramedic unionized administrative, front-line/client-facing, and custodial staff from the Ontario Works, Children's Services, Housing Services, Program Support and Finance departments. Discussions will resume on May 18, 2023.

HR/EMS Program Involvement



The Director of HR's involvement in the EMS Program, in an Acting EMS Leadership capacity since October 2022, began to conclude near the end of Q1. During a period of transition, the assignment focused on providing support, mentorship, leadership, and administrative oversight to the EMS operations team; this required a considerable amount of time to be shifted from HR to EMS responsibilities. HR will continue to offer support to the EMS Team, as needed.

Position	Recruitment Status	Details & Comments
Ontario Works Ontario Works Caseworker (South)	Filled externally - Permanent Full-time	Vacancy due to employee departure
Emergency Medical Services Paramedic	Filled internally - Temporary full-time	Vacancy due to internal movement to temporary assignment
Emergency Medical Services Commander of Community Paramedicine	Filled internally - Temporary Appointment	EMS Superintendent appointment / position to be reposted permanently
Emergency Medical Services Deputy Chief – Acting Assignment x 2	Filled internally - Temporary Appointment	2x EMS Superintendents appointed to Acting Deputy Chief duties following retirement / position to be posted permanently at a future date
Emergency Medical Services EMS Superintendent – Acting Assignment	Filled internally - Temporary full-time	EMS Team Leader/Paramedic appointed to Acting Superintendent to backfill during temporary assignment of existing EMS leaders
Emergency Medical Services EMS Team Leaders x 4	Filled internally - permanent assignments	4 additional EMS Team Leaders were recruited to ensure sufficient leadership backfill coverage (re: during EMS leadership transition period, vacation coverage, etc.)