

DTSSAB Quarterly Report

Q3 - 2023

July 1st - September 30th

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

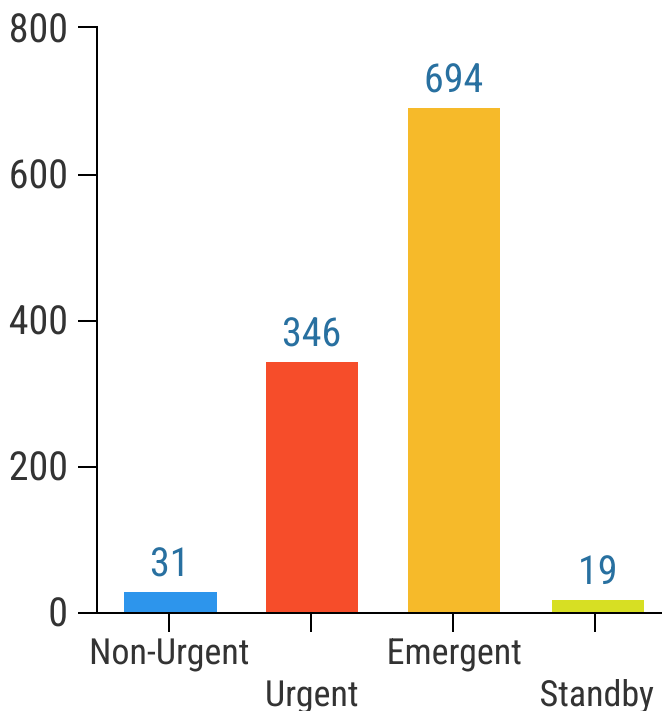
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Communications and Executive Coordinator



Emergency Medical Services and Community Paramedicine



2023 Q3 Call Volume



Non-urgent calls trend towards a decrease, with projected emergency calls remaining steady. When comparing this data to the initial biannual response time report, projected minimum response times for emergencies across our district are being achieved. It is anticipated that this trend will continue and result in faster response times.



Base Hospital Training

In early June, all DTSSAB paramedics attended annual Base Hospital recertification process. There was specific training surrounding new Treat and Refer directives. These directives include treatment of patients suffering from epileptic episodes and hypoglycaemia (low blood sugar) and then releasing patients to their home following a referral to follow up with their health care provider. These directives will be instrumental in minimizing unnecessary trips to the emergency room.





ParaMentors

Acting Deputy Chiefs Trevor Neddo and Pierre Poulin attended the ParaMentors recruitment event in Toronto on September 16th. The event proved to be productive in spreading awareness of the service as well as in regards to recruitment. It was the first year that DTSSAB EMS attended the event.

Ontario Association of Paramedic Chiefs (OAPC)

September 25th-29th, members of the EMS Leadership team attended the annual Ontario Association of Paramedic Chiefs conference where numerous issues currently faced by Paramedic Services were discussed. These topics included non urgent transfers, the evolution and future of Paramedic education, psychological health and wellness, the toxic drug crisis and other important topics.



Community Partnerships

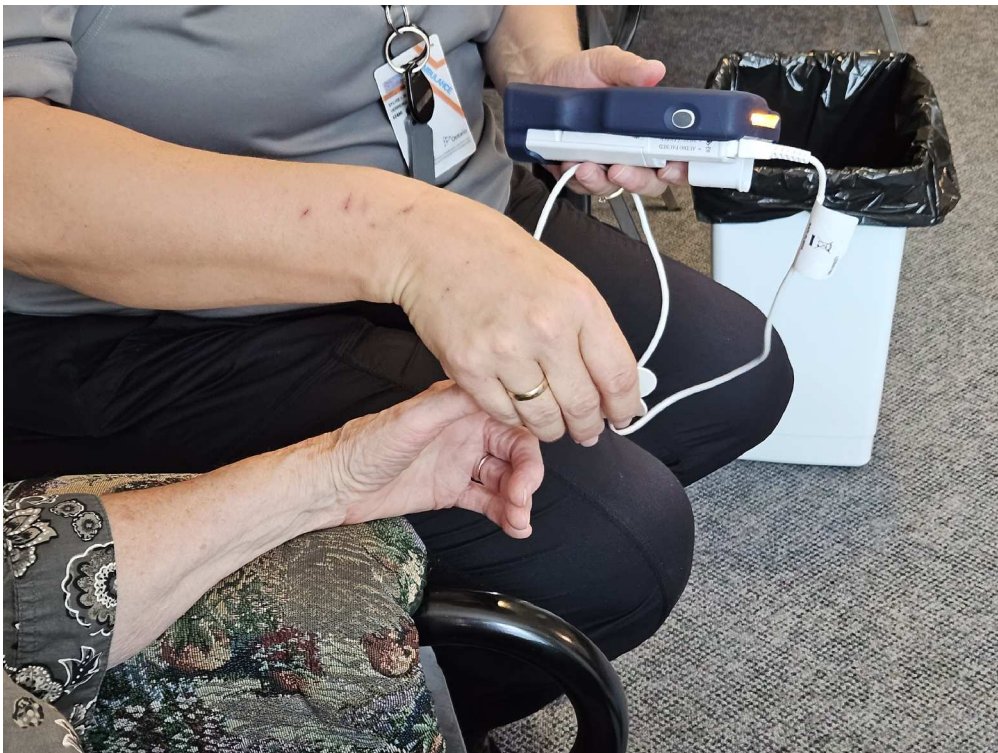
To foster the continued growth and development of positive working relationships with local healthcare partners, DTSSAB EMS Leadership meets monthly with local hospitals for trouble-shooting and discussions centered around continuous improvement, this creates a space for collaborative approaches to ensure the highest possibly quality of care for Timiskaming residents and visitors.



Community Paramedicine

242 (+53)
Active Clients

- CP Program is focused on reducing emergency room visits and hospital admissions by providing additional support for high risk and/or vulnerable individuals.
- Referring clients to the most appropriate healthcare providers and social services in the community by assessing and monitoring clients for early signs of not yet diagnosed conditions.
- Monthly initiatives are being launched, including topics such as smoking cessation, fire prevention, and Intimate Partner Violence.
- Along with our Visits and Assessments, we currently have Medical Directives:
 - Congestive Heart Failure (CHF)
 - Hypertension
 - Presently in the process of developing COPD Directives



ONTARIO WORKS

Below are highlights of Ontario Works program's third quarter for 2023 (July, August and September 2023). Included are the performance, operation as well as an update on delivery standards.



Application for Assistance and Approvals

We are seeing a decrease in new applications for the third quarter of 2023, which is a result of the high demand for workers.



Cases that
exited Ontario
Works

220

Number of New
Applications
(-19)

153

Monthly
Caseload
Average (-48)

593

Number of
Emergency
Assistance
cases granted
(-2)

1

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

50%

Total of new
cases granted
Ontario Disability
Support Program
(ODSP) (-5)

11

Monthly average
of cases reporting
employment
earnings (+1)

41



Ontario Works Service Delivery Plan

The shift toward technological solutions and changes has been rapid. There is a push for a future defined by digital modernized services, and social assistance systems are not exempt. The goal to accelerate the delivery of services that are centralized, digital, and automated, while remaining open, equitable, and person-centric, is grounded in the hope that service users will be more successful in their pathways toward independence and employment readiness.

Centralized Intake is an initiative to streamline and standardize the application process for Social Assistance across the province. This service also allows the local office staff time to focus on supporting clients through crisis and helping them get back to work by reducing the time spent on administrative tasks and paperwork. Centralized Intake relies on the following technical components, which are all supported by the IBAU (Intake & Benefits Administration Unit) Centralized Intake team:

- The Social Assistance Digital Application (SADA) for online applications
- The eID portal for ID verification and eSignatures for applications
- A Risk-Based Eligibility Determination (RBED) framework which uses data from the application to determine eligibility, developed in partnership with Equifax

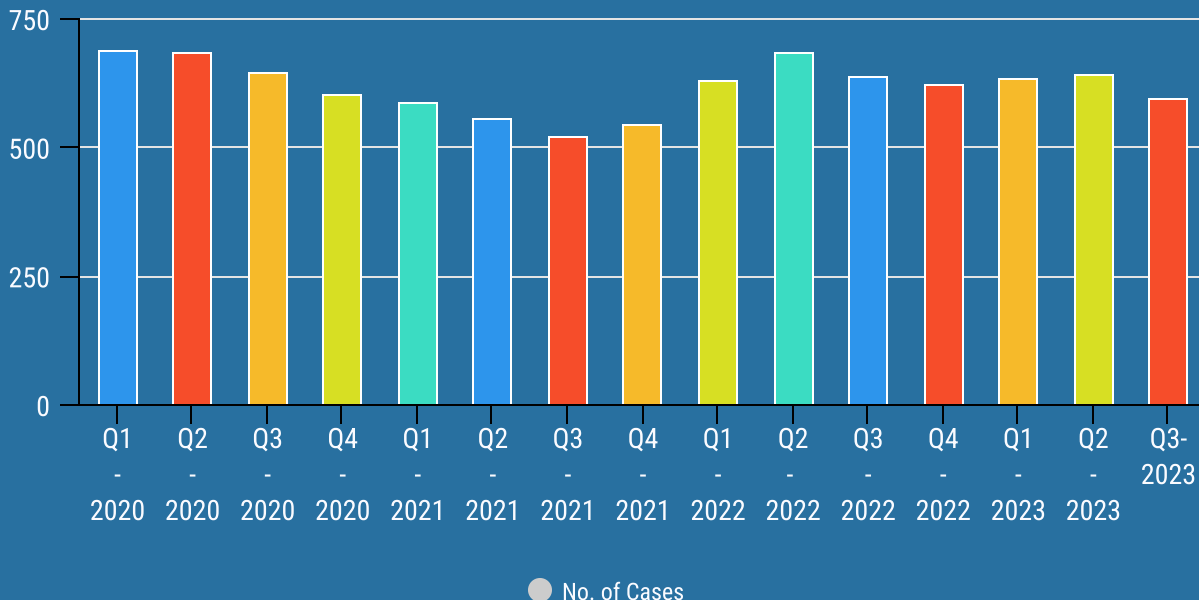
In July 2023, Ontario Works teams across the province began participating in monthly meetings to develop and enhance the relationship with the Centralized Intake Team to deliver improved client experience. The goal for Centralized Intake Collaborative & Strategic Table is to strategize and collaborate with our municipal offices pertaining to the current Central Intake (CI) process for Ontario Works. This could include reviewing, updating, and enhancing:

- current business processes,
- job aids,
- user guides, and
- technology.

Members engage in activities such as:

- Regular meetings with Ministry of Children, Community and Social Services (MCCSS) representatives
- Identifying priorities to improve the current state (day-to-day operations) of Centralized Intake
- Strategic and collaborative conversations using collected data

Average Caseload Trend



Digitization

Social Assistance Digital Application (SADA) is an online service that supports a fast and easy way for clients to apply for social assistance, verify their identity and e-sign their application. This program is fully integrated with a back-end case management system including semi-automation with a risk-based eligibility determination and granting an application. This online service improves the experience for applicants by offering an online intake process that is faster and more convenient, reduces the reliance on in-person meetings and increases online identity assurance levels and reduces the need for manual identity verification processes and paper documentation.

MyBenefits is a fast, easy and secure way for clients to access social assistance case information and report changes which saves staff time to focus on effective case-management and provide supports to clients in need. Clients have access to this benefit anytime, anywhere and on any device. Features allow clients:

- to send and receive messages to their caseworker
- upload digital documents, check their payment history and overpayment information
- report earned income and shelter expenses
- view their profile and update their telephone number and address
- view and download letters as well as proof of social assistance.

The Digital Services and Operation Unit (DSO) has been exploring how to improve the applicant and client user experience through all phases of their social assistance journey. By integrating our two existing digital services, Social Assistance Digital Application (SADA) and MyBenefits, it was determined that this is the best approach to digitally support applicants through their intake journey. In August 2023, new users now have the ability to create an account enabling save and continue as well as early access to certain MyBenefits features such as My Profile, Messaging and document upload and Application Status Checker.

The eSignature solution was integrated to reduce manual processes and technical barriers for staff and applicants. This online service makes it fast and easy for people to apply for social assistance, verify their identity, and eSign their application online. It also increases assurance level of online identity and reduces the need for manual verification. Staff have prepared for this process and now are able to assist clients to apply for assistance when they are unable to attend the office in person



HOUSING SERVICES

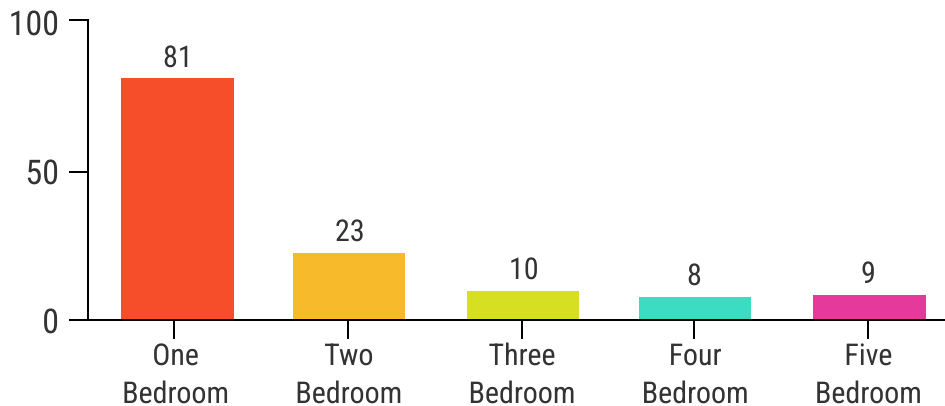


Centralized Wait List

Throughout the third quarter of 2023 the Housing Services received 120 new applications seeking housing in our District.

It should be noted that of those 120 applications 43 were online and 77 of the applications were in paper format. This is a 36 % 64 % split. Our online application was rolled out in August of 2021 and has been active for just over two years.

Application Activity Based on Bedroom Size in Q3



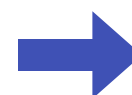
2023 Conference - Canadian Alliance to End Homelessness (CAEH)

It was announced that the DTSSAB, in partnership with The Salvation Army, will be presenting at the 2023 Canadian Alliance to End Homelessness Conference discussing the Hope Haven Transitional House project in Kirkland Lake, specifically addressing the challenges of addressing homelessness in rural and remote areas. The intent of the presentation is to demonstrate the benefit of innovative, collaborative solutions that can be cost-effective and efficient, specifically in communities with similar demographics to the Timiskaming District.

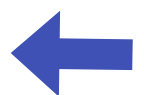


Unit Vacancy

Vacancies vary from month to month and are difficult to forecast. In the third quarter of 2023, the Housing Services Program saw 24 Move outs and 12 Move Ins.

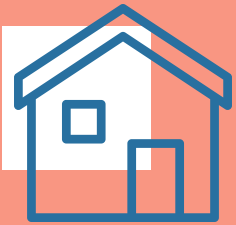


24 Move Outs



12 Move Ins

HOUSING SERVICES



Timiskaming By-Name List Update

170

individuals on the list since December 2021

101

Individuals assisted through the Homelessness Prevention Program (HPP)

69

Individuals with no assistance, 23 pending

\$ 182,7250.30

Total amount of funding used to assist individuals

Our Timiskaming BNL Committee has been working hard and has achieved our Ontario BNL requirements as well as our BNL Quality requirements.



Canada-Ontario Community Housing Initiative & Ontario Priorities Housing Initiative (COCHI & OPHI)

COCHI funding is allotted to repair and regenerate existing community housing stock. The OPHI funding provides support to individuals in the district through four components, Tenant Supports, Rent Supplements and Ontario Renovates.

Component Allotments

COCHI	- \$ 350,900
OPHI - Ontario Renovates	- \$ 182,700.00
OPHI - Rent Supplement	- \$ 12,000

2023 Capital Project Profiles

25-25A Tweedsmuir - Hallway Flooring Project

In 2023 we started a hallway flooring replacement project at 25-25A Tweedsmuir. This year the project was completed, refreshing the flooring throughout the whole building.



42 Churchill Drive Roof Project

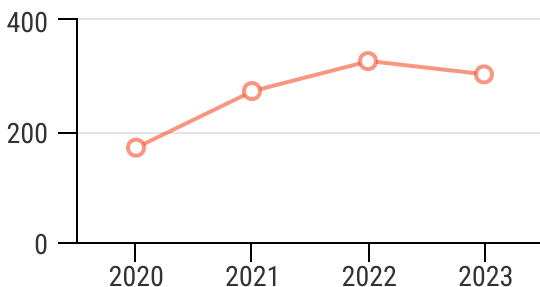
In 2012, through a funded Energy Efficiency Program, a pre-water heating system was installed at 42 Churchill Drive. Shortly after the installation, the company went bankrupt and there was no means to determine the energy savings. With the installation of an energy efficient tankless hot water system and the questionable savings of the system – it was determined through consulting contractors familiar with the system that the system should be removed. The heaving load of the system had an impact on the structure of the roof as well. The the system was removed and the sheathing and shingles were replaced.



99 Thompson Blvd. - Larder Lake
Identification sign was refreshed.

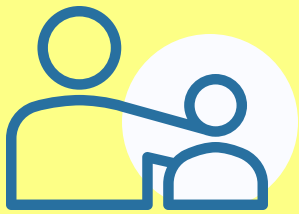


4-Year Trend of Housing Applications Through to Q3



CHILDREN'S SERVICES

Children's Services Program Overview



In the 3rd Quarter of 2023, the Children's Services Program provided support for children and families in the district of Timiskaming. Daily support is provided by conducting intakes for Fee Subsidy Assistance, conducting parent interviews to determine eligibility, and Case Management tasks for ongoing families.

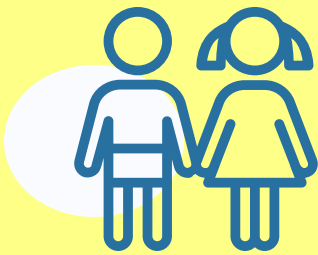
Our staff also provides continual support to child care providers through billing assistance, payments, budgets and Quality Assurance Services. We continue supporting child care centres to offer high quality programs by providing ongoing professional development in English, French and Indigenous teachings.



Canada-Ontario Early Childhood Workforce Funding

For the 2023 fiscal year, Timiskaming received \$127,195 of Workforce funding from the Ministry of Education. This funding is directed to support the retention and recruitment of high-quality childcare and early years workforce.

At the end of Q3, the expenditures are within the 2023 budget.



Special Needs Resourcing

Children with special needs may have a variety of conditions that may affect their physical, communication, intellectual, emotional, social and or behavioural development.

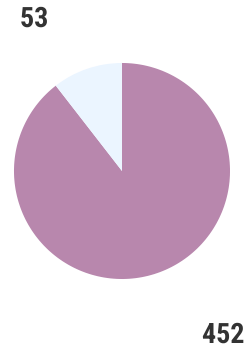
The DTSSAB obtains resource services from Community Living Temiskaming South.

	June 2023	July 2023	August 2023
Total # of Children ACTIVE 0-12 years	67	70	71
Total # of Children ACTIVE 13-18 years	0	0	0
Number of Licensed Child Care Programs Supported	14	14	14
Number of EatlyON centres/Playgroups supported	1	1	1
Monthly # of Children Served 0-4 years	24	21	19
Monthly # of Children Served 4-6 years	13	15	10
Monthly # of Children Served 6+	2	3	2
Number of EatlyON centres/Playgroups supported	1	1	1

Canada-Wide Early Learning Child Care (CWELCC)

As indicated in past reports the CWELCC system gives families access to more affordable and high-quality child care options. It also helped lower child care fees for parents of children under the age of six. The intent is also to increase child care spaces, support the child care workforce and support inclusive child care. In Timiskaming we will make every effort to open a total of 45 new spaces by 2026.

Spaces	2022	2023	2024	2025	2026
45	0	15	15	0	15



The DTSSAB continues to support eligible children and families in our district with CWELCC funding. During Q3 we saw a monthly average of 452 children served in child care centres and a monthly average of 53 children served by home child care. Based on these numbers and the eligible CWELCC fee reductions, child care providers received a total of **\$443,674**.

Canada-Wide Early Learning Child Care (CWELCC) Cost Escalation

The purpose of this additional funding is to support cost increases that child care providers may face that are beyond the licensee’s control and that may impact their capacity to continue participating in CWELCC.

Licensees can use the cost escalation funding to address operating cost increases beyond the control or discretion of the licensee, such as salaries and wages, benefits, operations, and accommodations.

The formula used to calculate allocations to child care providers in our district is as follows:

$$(A \times B \times C \times 2.75\%) + (D \times 2.75\%)$$

- Where,
- A = number of eligible children enrolled as of December 21, 2022
 - B = capped daily fees (i.e., as of March 28, 2022, for licensee enrolled in 2022 regional maximum for new licensees enrolled in 2022)
 - C = number of days the licensee operates in a year
 - D = licensee’s General Operating Grant for 2022 to support children 0-5 years old only

\$203,928 in Cost Escalation Funding was allocated to 6 child care providers in Timiskaming.

Wage Enhancement Grant

The Wage Enhancement Grant (WEG) provides funding for a wage increase of up to \$2.00 per hour, plus up to 17.5% 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. During Q3 providers were eligible and received **\$163,705** in WEG.

Child Care Fee Subsidy

Below is a chart of the average number of children served by Child Care Fee Subsidy.

