



## **HEALTH & HUMAN SERVICES COMMITTEE AGENDA**

**Thursday, April 27, 2023 at 1:00 p.m.**

**W & M Edelbrock Centre, Dufferin Room, 30 Centre St, Orangeville ON L9W 2X1**

The meeting will be live streamed on YouTube at the following link:

<https://www.youtube.com/channel/UCCx9vXkywflJr0LUVkKnYWQ>

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### Land Acknowledgement Statement

*We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.*

*We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.*

*These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.*

### Declarations of Pecuniary Interests

### **PUBLIC QUESTION PERIOD**

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at [info@dufferincounty.ca](mailto:info@dufferincounty.ca) or 519-941-2816 x2500 prior to 4:30 p.m. on April 26, 2023.

## **REPORTS**

1. HEALTH & HUMAN SERVICES – April 27, 2023 – ITEM #1  
Homelessness Prevention Program Update

A report from the Director of Community Services, dated April 27, 2023, to detail the newly announced funding change to the Provincial Homelessness Prevention Program (HPP)

### **Recommendation:**

**THAT the report of the Director, Community Services, titled Homelessness Prevention Program Update, dated April 27, 2023, be received.**

2. HEALTH & HUMAN SERVICES – April 27, 2023 – ITEM #2  
Early Years and Child Care - Knowing Our Numbers

A report from the Director of Community Services, dated April 27, 2023, to outline how the County of Dufferin's Early Years and Child Care Division is participating in Atkinson Centre's "Knowing Our Numbers".

### **Recommendation:**

**THAT the report of the Director, Community Services, titled Early Years and Child Care – Knowing Our Numbers, dated April 27, 2023, be received.**

3. HEALTH & HUMAN SERVICES – April 27, 2023 – ITEM #3  
Community Services Annual Review 2022

A report from the Director of Community Services, dated April 27, 2023, to provide a summary of Dufferin County Community Service's activities, operations, accomplishments, and program directions in the 2022 calendar year, as well as plans for 2023.

### **Recommendation:**

**THAT the report of the Director, Community Services, titled Community Services Annual Review 2022, dated April 27, 2023, be received.**

4. HEALTH & HUMAN SERVICES – April 27, 2023 – ITEM #4  
Senior Services and Housing Needs Review Update

A report from the Administrator of Dufferin Oaks, dated April 27, 2023, to inform committee members of the upcoming Seniors Services and Housing Needs Review and to request additional staff to support this project.

**Recommendation:**

**THAT the report of the Administrator, dated April 27, 2023, regarding the Seniors Services and Housing Needs Review Update, be received;**

**AND THAT staff be directed to recruit a one year contract position to manage the project;**

**AND THAT the Rate Stabilization Reserve be used as required to fund the position.**

**NOTICE OF MOTIONS**

**Next Meeting**

Thursday, May 25, 2023

W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON



Report To: Chair White and Members of the Health and Human Services  
Committee

Meeting Date: April 27, 2023

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**Subject: Homelessness Prevention Program Update**

**From: Anna McGregor, Director Community Services**

### **Recommendation**

**THAT the report of the Director, Community Services, titled Homelessness Prevention Program Update, dated April 27, 2023, be received.**

### **Executive Summary**

This report details the newly announced funding change to the Provincial Homelessness Prevention Program (HPP). The report lists where the funding will be allocated and compares it to the previous allocation, with information showing that while HPP allocation has increased by \$561,900 the money has to go considerably further.

### **Background and Discussion**

The Province announced on March 7, 2022, they were consolidating the Community Homelessness Prevention Initiative (CHPI), Home For Good (HFG) and the Strong Communities Rent Supplement Program (SCRS) into one flexible Homelessness Prevention Program (HPP), beginning April 1, 2022. Please see report HHS 2022-04-28 New Provincial Homelessness Prevention Program, for further details.

### Changes to the Homelessness Prevention Program

On March 24, 2023, the Province shared details, for planning purposes, of an increase to the HPP allocations. However, Service Managers were advised to hold on releasing any information until publicly announced by the Province.

The public announcement was made on April 13, 2023 at the Edelbrock Centre by Ontario's Deputy Premier Sylvia Jones, the Dufferin-Caledon MPP.

The HPP is intended to be flexible. Service Managers can target funding where community need is greatest, to make the most impact on reducing and preventing homelessness. Service Managers are encouraged to support a continued shift away from emergency responses, towards prevention and permanent housing and to contribute to a reduction in chronic homelessness.

### By-Name-List (BNL)

The HPP requires all Service Managers to maintain a By-Name-List (BNL) that meets provincial standards. By-Name-Lists (BNL) help Service Managers understand the needs of people experiencing homelessness in their communities. The By-Name List requirements under the HPP, announced in April 2022, were to be implemented by April 1, 2023. Dufferin was already ahead of this requirement.

Dufferin already created and continues to use a By-Name-List. On October 28, 2020, Dufferin was recognized as achieving an Advanced Quality By-Name list. To achieve an Advanced Quality By-Name List, communities must confirm a mechanism for including all people experiencing homelessness on the By-Name List, capture additional key data points to help end homelessness in their community, and include other service providers in the process of adding, referring, and updating Dufferin's By-Name List. As the second community in Canada, to achieve an Advanced Quality By-Name List, Dufferin County was and continues to be a leading community, proving to others that it's possible.

### What Does the Homelessness Prevention Program Support?

The HPP funding is broken down into Services and Supports, which are allocated into provincially mandated service categories for reporting purposes. Service Managers are required to submit those details in the form of an Investment Plan to the Province for approval no later than May 1, 2023.

One of the major shifts with this round of funding is that it now includes Supportive Housing. The Province hopes that the additional funding will help 'get shovels in the ground' on new supportive housing, which is widely considered a key element in preventing and addressing homelessness.

However as one of the smallest Service Manager areas, Dufferin does not benefit from economies of scale when receiving funding. To illustrate the changes in categories and funding being provided, for the fiscal year starting on April 1, 2023, the details are broken down as follows:

<b>Provincial Investment Plan Reporting Service Category</b>	<b>2022-2023</b>	<b>2023-2024</b>
Community Outreach and Support Services	\$15,913	\$22,000
Emergency Shelter Solutions	\$416,000	\$547,300
Housing Assistance	\$596,784	\$811,095
Supportive Housing * new for 2023-2024 *	\$0	\$210,000
Administration 7.5% 2022-2023 reduced to 5% 2023-2024	\$83,403	\$83,705
<b>Total Service Categories</b>	<b>\$1,112,100</b>	<b>\$1,674,000</b>

The above funding is further broken into Dufferin's Service Delivery:

<b>Dufferin Service Delivery</b>	<b>Provincial Category</b>	<b>2022-2023</b>	<b>2023-2024</b>
Contract: Choices "Youth" Emergency Shelter Beds and Support Services	Emergency Shelter Solutions	\$162,000	\$160,650
Contract: Family Transition Place Emergency Shelter Beds and Support Services	Emergency Shelter Solutions	\$180,000	\$194,000
Contract: New Dufferin Men's Shelter Emergency Shelter Beds and Support Services	Emergency Shelter Solutions	\$60,000	\$160,650
Motel Stays/Out of the Cold Emergency Shelter overflow	Emergency Shelter Solutions	\$14,000	\$32,000
Contract: Family Transition Place - Housing Allowances	Housing Assistance	\$39,936	0
Housing Allowances to individual households on By-Name-List	Housing Assistance	\$177,744	\$370,000
Rent Supplements to existing households (formerly SCRSP)	Housing Assistance	\$188,103	\$194,768
"urHome" funds to "maintain" housing e.g. N4's, utility costs	Housing Assistance	\$142,947	\$150,644

<b>Dufferin Service Delivery</b>	<b>Provincial Category</b>	<b>2022-2023</b>	<b>2023-2024</b>
"urHome" funds to "obtain" housing e.g. First and/or Last Month's Rent	Housing Assistance	\$48,054	\$95,683
Contract: Salvation Army - Emergency Support Services	Community Outreach and Support Services	\$12,000	\$18,000
Misc. Expense (Grocery cards, ad hoc expenses)	Community Outreach and Support Services	\$3,913	\$4,000
New * Supportive Housing * <i>possible supplements and service provision</i>	Supportive Housing	\$0	\$210,000
Administration maximum Service Manager 7.5% - drop to 5% 2023/24	Administration	\$83,403	\$83,705
<b>Total Fiscal Year</b>		<b>\$1,112,100</b>	<b>\$1,674,000</b>

The new HPP allocation ensures existing services and supports funded from HPP are maintained. It does allow for some increases to off set inflationary pressures all service providers are experiencing.

### **Financial, Staffing, Legal, or IT Considerations**

The new HPP allocation means there will be no reductions in existing contracted service levels, while ensuring most of the funding is directed towards Housing Assistance.

However, the new HPP allocation does not address the gap left by the Social Service Relief Funding (SSRF) which provided an average of \$877,774 for each of the last 3 fiscal years. SSRF funding supported operating and capital expenses to mitigate the impact of the COVID pandemic on the homelessness sector and to support service providers who supported the most vulnerable in Dufferin. The funding, in real terms, plugged holes in the overall system where existing Provincial and Federal supports had been lacking.

The new allocation is now also expected to provide Supportive Housing. There is insufficient funding to create new physical Supportive Housing. County staff will work closely with their service partners around the Coordinated Access Table on how to move forward with the available allocation as detailed in this report.

With the additional focus on Supportive Housing there will be more work required to source locations for housing allowances and to recruit specialised service providers. This is not reflected in the administration costs Dufferin receive from the Province.

The HPP requirements now include additional reporting duties that will result in more work for the Service Manager and the agencies who receive HPP funding, including facility-level information about emergency shelters, which are either wholly or in-part funded by MMAH. Some of the additional reporting required as part of the Social Service Relief Funding has now been incorporated in the HPP requirements.

Despite more work being required by the Service Manager, the administration the Service Manager will receive has been reduced from 7.5% to 5%.

The details in this report do not include funding received from the federal government under the Reaching Home program. Currently the Reaching Home program provides staffing dollars for a variety of staff to supports to the homeless and at risk of being homeless population. County staff will look to continue to design programming where both Provincial and Federal funding can work in tandem to meet the needs of those most in need of support in Dufferin.

### **In Support of Strategic Plan Priorities and Objectives**

Good Governance – ensure transparency, clear communication, prudent financial management

Inclusive & Supportive Community – support efforts to address current & future needs for a livable community

Respectfully Submitted By:

Anna McGregor  
Director Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer





Report To: Chair White and Members of the Health and Human Services Committee

Meeting Date: April 27, 2023

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**Subject: Early Years and Child Care – Knowing Our Numbers**

**From: Anna McGregor, Director, Community Services**

### **Recommendation**

**THAT the report of the Director, Community Services, titled Early Years and Child Care – Knowing Our Numbers, dated April 27, 2023, be received.**

### **Executive Summary**

This report shares details on how the County of Dufferin's Early Years and Child Care Division is participating in Atkinson Centre's "Knowing Our Numbers". Knowing Our Numbers is a community collaboration for municipalities to come together in collecting and reporting data related to the Early Childhood workforce. This work will help to better understand the state of the Early Childhood workforce at a regional level and support the County and province wide partners in policy development, planning and investment decisions, to help develop stronger workforce strategies to support the implementation of the Canada-Wide Early Learning and Child Care (CWELCC) System.

### **Background and Discussion**

In April 2022, just after Ontario entered into agreement with the federal government to implement the CWELCC System, the Atkinson Centre at the University of Toronto released a report, 'Canada's Children Need a Professional Early Childhood Workforce'. Details can be viewed here: [Workforce Report | Early Childhood Education Report \(ecereport.ca\)](https://www.ecereport.ca). This report revealed what everyone in the sector have long known. The Early Childhood Workforce is in a state of crisis. Staff turnover is high. Staffing shortages make it often impossible for child care centres to operate at full capacity, and the early childhood workforce is significantly undervalued, under resourced, and under compensated.

The results of the 'Canada's Children Need a Professional Early Childhood Workforce' report are concerning, especially considering the impactful work that early childhood workforce does with humans during the most formative years of life.

This presents many challenges and barriers to implementing the CWELCC System across the province, a system in which the main goal is to increase access to high-quality child care, in part by increasing the number of available spaces. Qualified Early Childhood Educators and child care staff are the very foundation of high quality child care programs. The need to address the shortage of Early Childhood Educators and child care staff in order to maintain current child care operations, and especially to increase the number of available child care spaces within Dufferin and across Ontario has never been so visible.

While Atkinson's report provided a comprehensive analysis of the child care workforce in all 13 provinces and territories, the resulting summaries did not provide municipal level information required to further support regional policy, planning, or investment decisions. The Knowing Our Numbers project is intended to fill that gap. With participation from a large number of municipalities, using a province-wide collection system with a local lens, it will inform decision makers and the sector about the state of the child care system. Findings could allow for community comparators, show trends, identify gaps and workforce deserts, highlight regional strengths, and pinpoint priority areas.

As of February 28, 2023, 28 other Consolidated Municipal Service Managers (CMSM)/District Social Services Assistance Boards (DSSAB) had joined the Knowing Our Numbers project, and Dufferin County's partnership makes 29. The decision to partner and invest \$10,000 to the project comes from Dufferin's alignment with Atkinson's values, to use data to inform public discussion, as well as policy and decision making involved with workforce strategies, expanding access and inclusion, and delivering opportunities for professional learning and engagement, all for our youngest citizens, their families, and those who work with them.

Province-wide data collected at the municipal level has the potential to create a greater impact and give Consolidated Municipal Service Managers (CMSM), such as Dufferin, a louder voice when advocating on behalf of the sector, or sharing suggestions, concerns, and successes with the Ministry of Education.

What possibilities might exist in supporting the Early Childhood Workforce in coming together across the province to lean in and listen, and really look at the data?

Staff are excited to embark on this partnership journey with Atkinson and all other municipalities who have joined the Knowing Our Numbers collaboration, to discover what patterns or gaps may exist, and what alternatives and new possibilities Dufferin might be guided to within this project.

### **Financial, Staffing, Legal, or IT Considerations**

There are no impacts. The cost to participate came from existing funds and Dufferin already gathers data and shares information.

### **In Support of Strategic Plan Priorities and Objectives**

Good Governance – ensure transparency, clear communication, prudent financial management

Inclusive & Supportive Community – support efforts to address current & future needs for a livable community

Respectfully Submitted By:

Anna McGregor  
Director, Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



Report To: Chair White and Members of the Health and Human Services Committee

Meeting Date: April 27, 2023

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**Subject: Community Services Annual Review 2022**

**From: Anna McGregor, Director Community Services**

### **Recommendation**

**THAT the report of the Director, Community Services, titled Community Services Annual Review 2022, dated April 27, 2023, be received.**

### **Executive Summary**

The Community Services Annual Review 2022 provides a summary of Dufferin County Community Service's activities, operations, accomplishments, and program directions in the 2022 calendar year. It also gives a brief plan for 2023 for each of the three (3) divisions within Community Services: Ontario Works, Housing Services and Early Years and Child Care. The report is more comprehensive than past reports due to public health measures, policy changes, and ongoing changes to service delivery. It is our hope this report provides new Council with a detailed landscape of Community Services, and moving forward reports may be designed more concisely.

### **Background & Discussion**

In 2022, the Community Services Department faced many of the same challenges the pandemic facilitated in 2021. As provincial and public health mandates were lifted, the Department adjusted its client-centred approach. Community Services did and will continue to adapt to this hybrid landscape by delivering programs and services both in-person and remotely.

At times the attached report compares statistics from 2021. Public health and safety measures and policy changes did impact the 2022 statistics, and some outliers are present.

Moving forward, it will be easier to analyze 2022 statistics with a return to regular service and programs in 2023.

Despite COVID-19 disruptions, staff remained dedicated to serving clients, tenants, our community, and each other. This report highlights the Community Services Department's commitment to serving our community, and the vulnerable who need our assistance most.

### Updates to Service Delivery

#### Ontario Works:

- Ontario Works caseloads remained lower than pre-pandemic levels, but the effects of CERB elimination were still present for clients.
- 2022 saw a focus on digital modernization at the Ministry level. Modernization was implemented to assist clients and be more accessible.
- Centralized Intake was implemented across the province in Q4 of 2022. So far, additional administrative barriers for clients, and efficiency of the system are challenges.
- Some supports and services 'from' Housing Services transitioned to Ontario Works. The Housing Stability Team was created in 2022 to provide a holistic approach to supporting clients on the By Name List (BNL).

#### Housing Services:

- There was more housing waitlist activity in 2022. Average monthly waitlist numbers rose by more than 14%.
- Community Homelessness Prevention Initiative (CHPI) was rebranded to Homelessness Prevention Program in 2022.
- Some supports and services transitioned 'to' the Ontario Works division. The Housing Stability Team was created in 2022 to provide a holistic approach to support clients on the By Name List.
- YARDI is a web-based platform for housing used to streamline workflow, improve compliance, create oversight, and simplify accounting. The system was upgraded from Voyager 6 to 7s.

#### Early Years and Child Care:

- The division changed its name from Children's Services to Early Years and Child Care. This name change depicts the services the division provides more accurately than the past name.
- Child Care Fee Subsidy supported approximately 50% more children than 2021.

- Two major initiatives were implemented by the province and the division in 2022. Both initiatives are supported by federal and provincial funding:
  - The Canada Wide Early Learning and Child Care system (CWELCC).
  - The Early Years and Child Care Workforce Strategy.

### New Business

#### Ontario Works:

- Phase 2 of Employment Services Transformation (EST) was announced by the Ministry. SERCO is the new service system manager. Collaboration will begin with Employment Ontario and Municipal partners in 2023.

#### Housing Services:

- Housing, homelessness, and affordable housing remain a complex and ongoing priority for many in the community.
- The Division looks to engage partners on the issue of emergency housing and shelter, and make it clear this is a temporary solution to a comprehensive issue in the community.

#### Early Years and Child Care:

- The Canada Wide Early Learning and Child Care system (CWELCC) and Early Years and Child Care Workforce Strategy initiatives provide further opportunity to support families and educators in the licensed child care space. Despite this funding, future recruiting, and retaining of educators, as well as increasing licensed operating space by 21%, will be a significant challenge for the County.
- Bursaries will continue to be funded for educators, as well participation in and expansion of the Reaching in Reaching Out program. These commitments will help support the ongoing challenges of staffing this sector.
- Dufferin Coalition for Kids (DuCK) will reconvene in-person in 2023, and a new strategic plan will be developed to support children and youth to achieve their full potential.

### **Financial, Staffing, Legal, or IT Considerations**

This is an information report for reference. There is no impact.

## **In Support of Strategic Plan Priorities and Objectives**

Good Governance – ensure transparency, clear communication, prudent financial management

Inclusive & Supportive Community – support efforts to address current & future needs for a livable community

Respectfully Submitted By

Anna McGregor  
Director Community Services

Attachments: Community Services Annual Review 2022

Reviewed by: Sonya Pritchard, Chief Administrative Officer



2022

COMMUNITY  
SERVICES  
DEPARTMENT

ANNUAL  
REVIEW



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# MESSAGE FROM THE DIRECTOR

Another year has passed in Community Services. I am very thankful and proud of our staff and partners' commitment through 2022. Our community navigated the COVID 19 pandemic, and a transition through recovery of this life-changing event. This report summarizes the Department's achievements, activities, and the challenges it has overcome in 2022.

Our clients face significant obstacles and challenges. In many cases, the pandemic facilitated these challenges. I am pleased to say our staff provided mindful, and extraordinary service to our clients. Their passion and respect for clients cultivated an environment of flexibility and perseverance throughout 2022.

Next, our department continues to reflect on our service. We remain committed to serving our clients through a lens of diversity, equity, and inclusion. This journey is ongoing. I am happy with the steps our Department has taken, but there is more work to be done. Moving forward, we remain committed, willing to listen, and willing to act.

Lastly, I would like to thank our dedicated partners in the community. Our clients depend upon our collaboration, and you continue to rise to every occasion. I look forward to building upon these relationships and building new ones to support our community.

Moving forward, I am excited for the year ahead. 2023 will bring new opportunities, and there is a lot of great work to be done in Community Services.

*Anna McGregor*

Director, Community Services  
County of Dufferin

# WHO WE ARE

The Community Services Department prides itself on providing agile, mindful, and respectful services to clients. The Department is one of the 47 Service Managers in Ontario. The Service Manager is responsible for the administration, planning, funding oversight, and delivery of Ontario Works, Housing, and Early Years and Child Care services within the County.

The Department continued to adapt throughout the COVID 19 Pandemic. Clients were served in-doors, virtually, and outdoors in 2022. Services adapted not only to protect clients and staff, but to the newly identified needs of the community.

Moving forward, The Community Services Department will reflect on service delivery methods, and lessons learned throughout the COVID 19 pandemic.



# ONTARIO WORKS

The Ontario Works caseloads remained significantly lower than pre pandemic numbers. This was largely due to the increased numbers of jobs available in Dufferin County. The 2022 average caseload was 442 compared to 609 in 2019.

Covid protocols remained in place during the first half of 2022. The Ministry focus shifted to improving digital access for clients and staff during this time. Electronic signatures were introduced and are now available for signing Ontario Works Applications, Ontario Works and Canada Revenue Agency consents, as well as the Rights and Responsibilities Form.

## Current Programs and Services

- Administers provincial Ontario Works program and financial assistance
- Employment Resource Centres and supports
- Housing Stability Team (homelessness services)







Clients and staff are now able to exchange documentation through MyBenefits. Documents are now able to be uploaded directly into the client Ontario Works file. This removes the need for clients to come into the local office to drop off required verification for their application. Caseworkers are able to process applications quickly, usually within 2-3 business days.

**2-3**

Business days to process applications.

# ONTARIO WORKS

## Annual Caseload and Intake

 <b>442</b> Average monthly caseload increased from 392 in 2021.	 <b>2.8</b> Average number of business days from contact to issuance exceeding Ministry standard of 4.
 <b>36</b> Average months on assistance decreased from 39 months on assistance in 2021.	 <b>262</b> Total online applications received increased from 213 in 2021.
 <b>15</b> Total emergency assistance cases increased from 14 in 2021.	 <b>60</b> Total exits to employment increased from 25 in 2021.

Year over year statistics remained stable in 2022 with some exceptions. Average monthly caseloads increased by 13%. Online applications increased by 23%. Lastly, exits to employment more than doubled.

# ONTARIO WORKS

Staff continue to complete all applications via telephone however applicants can now access Centralized Intake (CI) to apply online for an automated granting process. This digital platform is operated by the Income and Benefits Administration Unit (IBAU). The County of Dufferin went live with CI in November 2022.

Despite this process being more technical and user friendly, the validity and integrity of the applications are of concern. Applications submitted to the IBAU are only auto granted 38% of the time. The rest of the applications are redirected to the local office for processing. This adds an extra layer of administration and creates frustration for clients as they are bounced back and forth between offices. Dufferin continues to offer personal intake services for those who contact our office directly.



# ONTARIO WORKS

## Employment Resource Centres

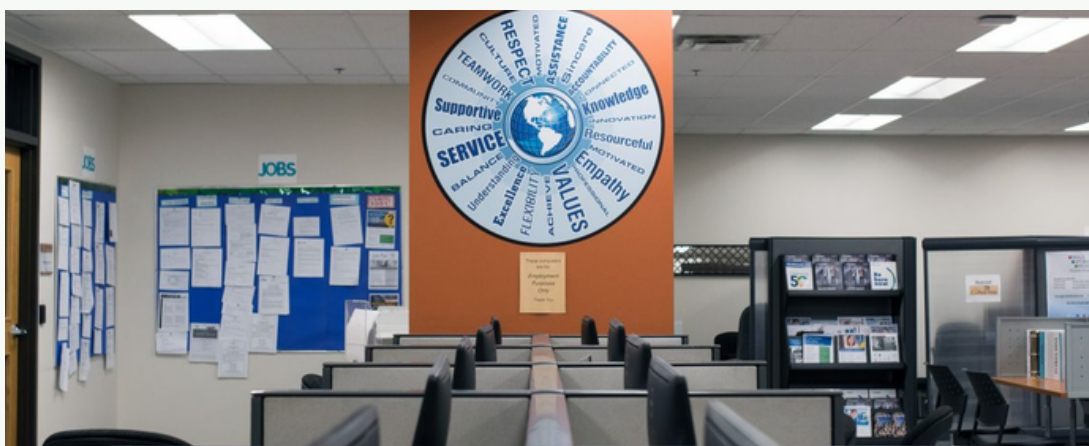
The Employment Resource Centres (ERC) in both Orangeville and Shelburne are open to the public from Monday – Friday, 8:30 a.m. – 4:30 p.m. Screening and masking are no longer required. The ERC in Orangeville is also the main reception area for all of the County of Dufferin operations. All staff now work out of 30 Centre Street.



# ONTARIO WORKS

## Looking Forward to 2023

The Ministry has announced Phase 2 of the Employment Services Transformation (EST) will be implemented in 2023. Dufferin County is positioned within the Kitchener-Waterloo-Barrie catchment area and will begin onboarding in February 2023. The Service System Manager, Serco Canada, will begin working with Municipal and Employment Ontario partners early in the year. Full implementation of EST is expected in January 2024.













# ONTARIO WORKS

## Housing Stability Team (Reaching Home, Coordinated Access & the By-Name List)

### Housing Stability Team Statistics

				2022
Clients served	Financial assistance provided	LEAP/OESP intake provided	Contacts made	
314	258	56	839	
				2021
Clients served	Financial assistance provided	LEAP/OESP intake provided	Contacts made	
401	360	41	1718	

### Reaching Home

Reaching Home, a federal funding program, was launched in 2019. Reaching Home supports the goals of Canada's National Housing Strategy, in particular, to reduce chronic homelessness nationally by 50% by fiscal year 2027. The first milestone in reducing chronic homelessness is a quality By-Name List.

# ONTARIO WORKS

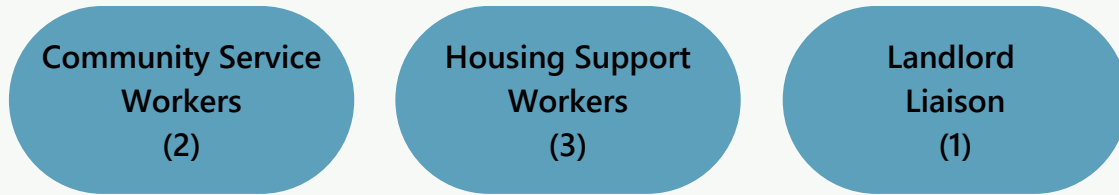


Figure 1: Housing Stability Team positions added in-house 2022

In 2022, The Dufferin Area Family Health Team (DAFHT) chose not to renew their contract to employ three Housing Support Workers. The County of Dufferin decided to move those positions in-house and created the Housing Stability Team. This team is managed under the Ontario Works portfolio and is comprised of the three Housing Support Workers, two Community Support Workers and the Landlord Liaison. Together, alongside the Ontario Works team, they provide a holistic approach to supporting clients on the By Name List (BNL).

Family Transition Place (FTP) was approved for funding for 20 months to provide 2 Frontline Outreach Workers, from August 1, 2022, through to March 31, 2024. The Front-Line Outreach workers will be dedicated to working with Dufferin County citizens who are chronically homeless and focusing on supporting their mental wellness and housing needs. These workers are mobile and have experience/expertise in mental health, substance use and housing support. They support an intersectional approach to best support this vulnerable population. These positions are affiliated with the existing Dufferin crisis services and are collectively working together as the “Integrated Crisis Program”. In addition, these positions work with the Coordinated Access Table and Community Advisory Board.

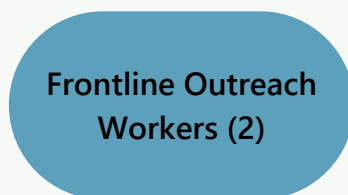


Figure 2: Positions funded for 20 months at Family Transition Place.

# ONTARIO WORKS

The Housing Support Workers assist clients with searching for, and securing, housing and completing applications and referrals to mental health and/or medical resources. They will also provide ongoing support and home visits to those maintaining their housing to avoid the client re-entering the homeless system. They work collaboratively with the Landlord Liaison to find solutions should issues arise with the landlord.

The Landlord Liaison is responsible for the ongoing development and maintenance of relationships with landlords in Dufferin County. The Landlord Liaison is the point person for the local motel owners who are participating in either the Motel Program or the Coordinated Access Transitional Housing (CATH) Program. They also work in collaboration with the Housing Support Workers in the event an issue is reported by a landlord.



Figure 3: Landlord Liaison function.

Reaching Home requires designated communities to have a Coordinated Access system in place by March 31, 2022, including a centralized database with real-time data on clients and available housing and supports, clear points of entry, common assessment, and standardized protocols and resources for referrals and prioritization. Dufferin County has had a Basic Quality Coordinated Access System since 2020. This was recognized in February 2021, and confirmed as the first Built for Zero Canada community to achieve Advanced Quality Coordinated Access.

Dufferin County continues to use the Homeless Individuals and Families Information System (HIFIS), a web-based, electronic client management information system. In 2022, Dufferin achieved Functional Zero, but was not able to retain the status due to an influx of inflow.

# ONTARIO WORKS

## The County of Dufferin has three subprojects under Reaching Home:

Dufferin County currently employs three Housing Support Workers who work with clients on the BNL who are identified as chronic. Workers assist clients with searching for and securing housing and completing applications and referrals to mental health and/or medical resources. They will provide ongoing support and home visits to those maintaining their housing to avoid the client re-entering the homeless system. They work collaboratively with the Landlord Liaison to find solutions should issues arise with the landlord.

Monthly Average	2022	Totals
Individuals disclosing mental health or addiction concerns	67.3%	59

Figure 4: Individuals disclosing mental health or addiction concerns on the By-Name List.

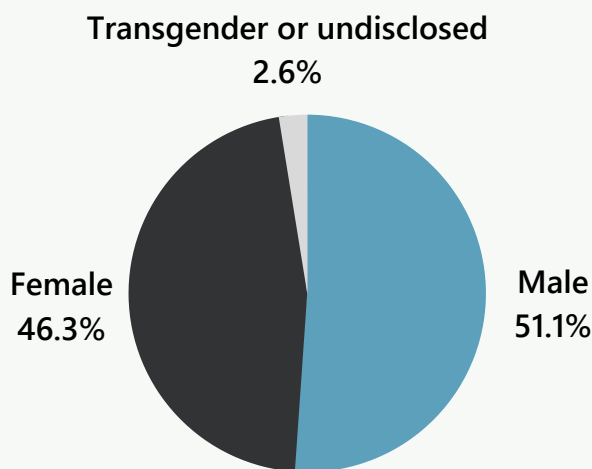
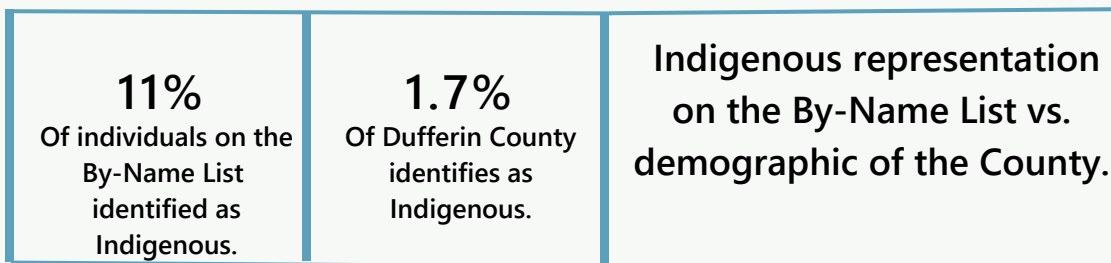


Figure 5: Homelessness distribution by gender - annual average.

# ONTARIO WORKS

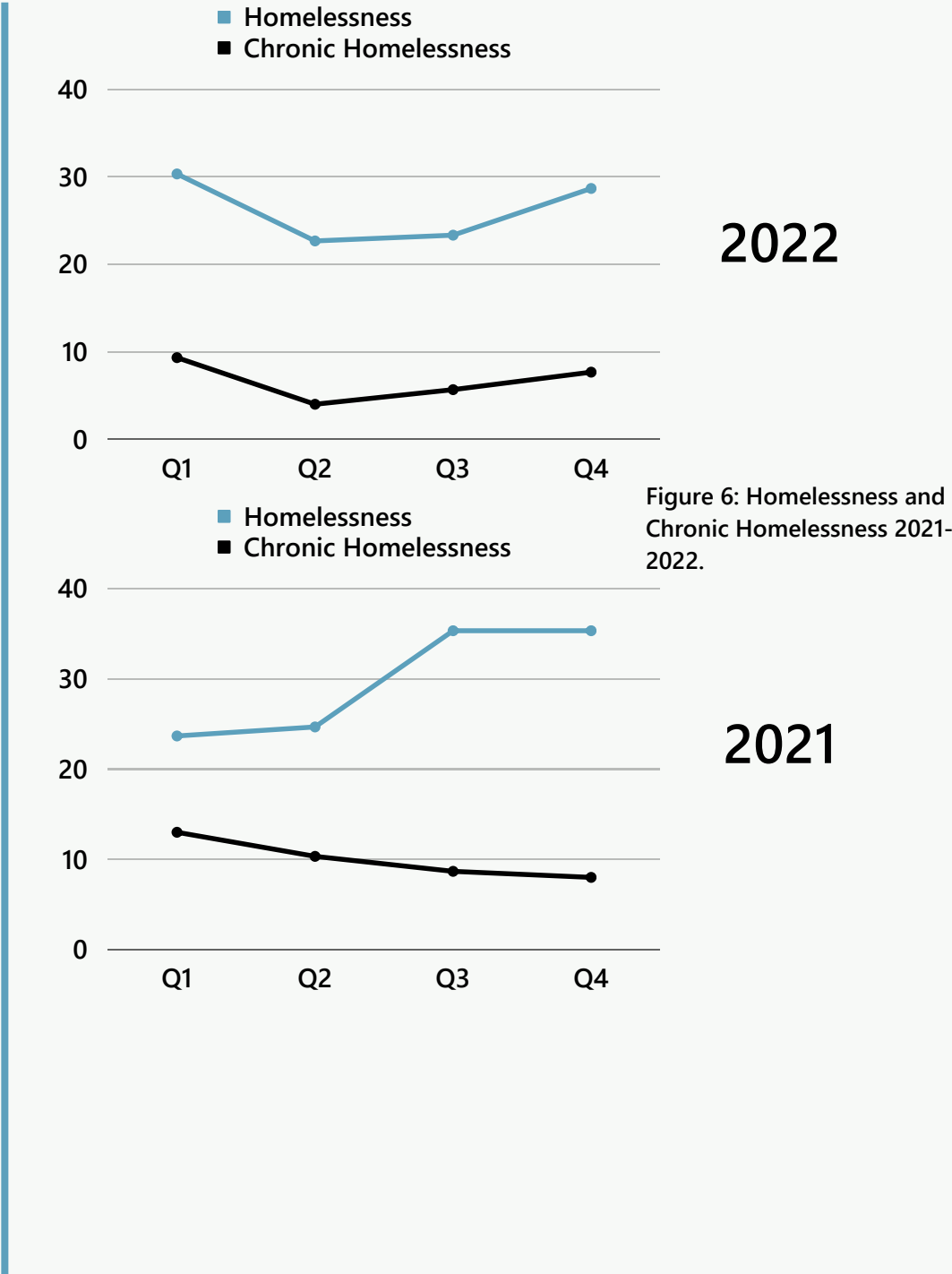
Individuals on the By-Name List had a higher portion of those identifying as male. Individuals were predominately White and between the ages of 25-59. Those identifying as Indigenous made up the second largest demographic on the By-Name List at 11%. This statistic is misleading when considering the overall demographics of Dufferin County. Those who identify as Indigenous make up a very small portion of the County but are overrepresented on the By-Name list.



The Landlord Liaison is responsible for the ongoing development and maintenance of relationships with landlords in Dufferin County. The Landlord Liaison is the point person for the local motel owners who are participating in either the Motel Program or the Coordinated Access Transitional Housing (CATH) Program. They also work in collaboration with the Housing Support Workers in the event an issue is reported by a landlord.

Family Transition Place (FTP) was approved for funding for 20 months to provide 2 Frontline Outreach Workers, to provide intensive case management, for the period August 1, 2022, through to March 31, 2024, to help meet the needs of chronically homeless individuals in the County of Dufferin.

# ONTARIO WORKS



# HOUSING SERVICES

A lot has changed in the last two years and clearly the world as we knew it is not returning, at least anytime soon. For some, work and life are seen to be more balanced with a hybrid work model. We learned that we are resilient and adaptable, mental health is as important as physical health, and inequalities are widening. With this knowledge, we will continue to focus on diversity, equity, and inclusion, taking care of one another, and advocating for the most vulnerable in our community.

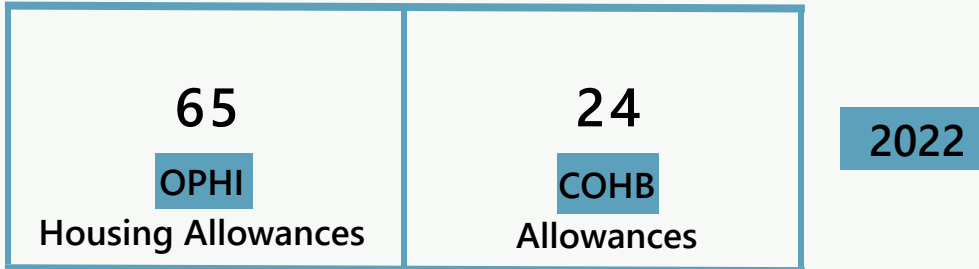
## Current Programs and Services

- Administering Rent Supplement program
- Centralized Waitlist for Community Housing
- Working with local Housing Providers and landlords
- Managing and operating County owned properties

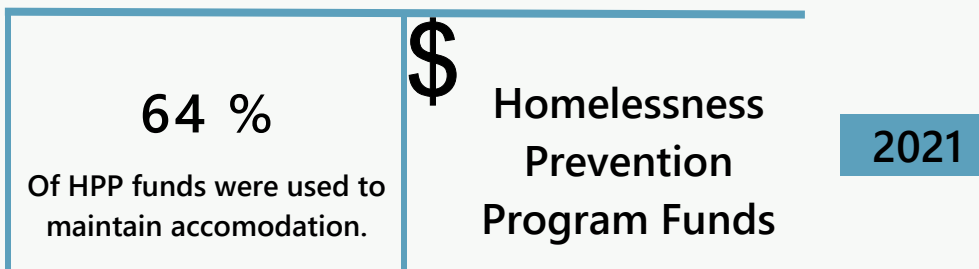
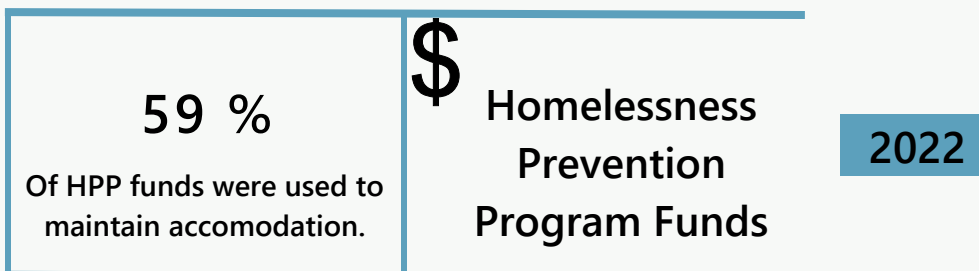


# HOUSING SERVICES

## Housing Allowances



The Ontario Priorities Housing Initiative (OPHI) Housing Allowance provided housing allowances to a total of 65 households in 2022. In exchange for this allowance, recipients agree to put their wait list application on hold. OPHI Housing Support Services provides funding to ensure housing retention, greater self-reliance, and social inclusion for tenants. The Canada-Ontario Housing Benefit (COHB) provided 24 households with a portable housing benefit that can be used throughout Ontario. In exchange for this benefit, recipients agree to be removed from the wait list. OPHI and COHB were used to help reduce the strain on the waitlist and help assist those that are vulnerable to achieve housing stability.





# HOUSING SERVICES

## Centralized Waitlist and Housing Stock

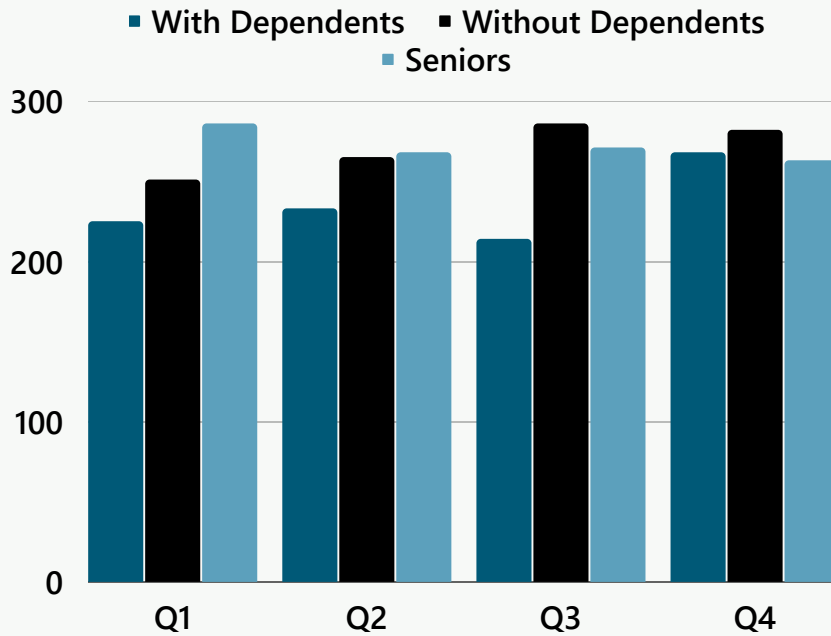


Figure 7: Average monthly waitlist by applicant type per quarter (2022)

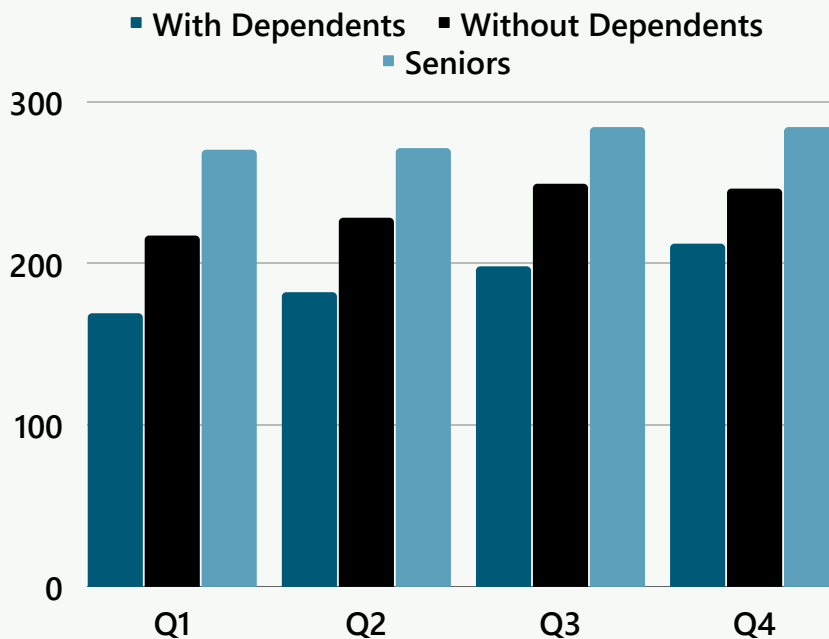


Figure 8: Average monthly waitlist by applicant type per quarter (2021)

Waitlist distribution saw steady increases in those with dependents. Those without independents overtook seniors in the last half of 2022.

# HOUSING SERVICES

Housing Access Dufferin (HAD) is the service which maintains the Centralized Wait List for community housing in Dufferin. The wait list is for all community housing within Dufferin, not just County-owned properties.



<b>803</b> Applicants on housing waitlist - average.	<b>36</b> Total applicants housed.
<b>397</b> Total applications added.	<b>75%</b> Applicants housed by the County.
<b>703</b> Applicants on housing waitlist - average.	<b>38</b> Total applicants housed.
<b>359</b> Total applications added.	<b>68%</b> Applicants housed by the County.

2022

2021

# HOUSING SERVICES

## Waitlist by Provider

27 Housed by the County	6 Rent Supplement
3 Housing Providers	2022
26 Housed by the County	6 Rent Supplement
9 Housing Providers	2021

Housing Services saw more wait-list activity in 2022 than 2021. The waitlist average increased by more than 14% in 2022. Furthermore, those housed by the County increased by 7%.

# HOUSING SERVICES

## Policy and Divisional Changes

### CHPI Rebranded to Homeless Prevention Program

In early March 2022, the Province announced that they were consolidating the Community Homelessness Prevention Initiative (CHPI), Home For Good (HFG) and the Strong Communities Rent Supplement Program (SCRS) into one flexible Homelessness Prevention Program (HPP), beginning April 1, 2022. The objective of the program is to support Service Managers in preventing, addressing, and reducing homelessness; including chronic homelessness.

### HIFIS Implementation for FTP

The Homeless Individuals and Families Information System (HIFIS) is a web-based, electronic client management information system. It allows service providers to access real-time data and collaborate by referring clients to services they require. This was implemented at Family Transition Place in 2022.

### Homelessness Supports and Services transitioned to Ontario Works Division

On June 1, 2022, some supports and services moved to Ontario Works. Ontario Works welcomed their new subdivision the Housing Stability Team. The Housing Stability Team works with clients on the By-Name List, and many of these clients are in the Ontario Works and Ontario Disability Support Program. This transition strengthened the delivery of stability supports.

# HOUSING SERVICES

## Release of SSRF5 Funding

Phase 5 of the Social Services Relief Fund took place in 2022. Funding offered COVID 19 recovery support for the community. In Phase 5, funding offered relief for COVID 19 related expenses for community service providers and the County.

## By-Name List (BNL) Special Priority Rule implemented Sept 15, 2022

Starting Sept 15, 2022, clients on the housing waitlist may receive special priority. Clients are eligible if they:

- Have experienced homelessness and are currently on the By-Name List.
- Are currently a resident of Dufferin County for more than six (6) months.
- Are not in receipt of RGI, Housing Benefits, Housing Allowances, subsidies or supplements.

1 in every 5th Affordable/RGI income vacancy will be filled with an approved BNL-H priority status.

## Rent Smart certification for staff

A Community Service Worker obtained Rent Smart certification. This program teaches important skills for individuals and provides tools for sustaining housing stable housing. Staff will look to build on this training and its role in facilitating tenant - landlord relationships.

# HOUSING SERVICES

## Canada-Ontario Community Housing Initiative (COCHI) Funding

COCHI assisted Family Transition Place with the following repairs:

- Project 1 - Replacement of patio doors, windows, and HVAC ventilation updates.
- Project 2 - Interior repairs, replacement flooring, windows, and exterior landscape clean up.
- Project 3 - New sliding door, driveway repair, and fence repair.

## YARDI Upgrade

YARDI is a web-based platform for housing that is used to streamline workflow, improve compliance, create oversight and simplify accounting. The system was upgraded from Voyager 6 to 7s. This was a significant undertaking for staff.

## November/December Additional Opportunity for Canada-Ontario Housing Benefit

At the end of 2022, the Housing Services Division successfully provided 14 Canada-Ontario Housing Benefits. These benefits were in addition to the annual allocation.

# HOUSING SERVICES

## Property Modernization and Repairs



### Balcony and Elevator Restoration

- Balcony restoration at 43 Blythia St, Orangeville
- Elevator modernization at 43 Blythia St, Orangeville
- Balcony restoration at 227 William St, Shelburne
- Balcony restoration at 71 Emma St S, Grand Valley
- Balcony restoration at 250 Simon St, Shelburne

### AC Repair and Replacement

- 43 Blythia St, Orangeville
- 56 Blythia St, Orangeville
- 22 Third Ave, Orangeville
- 71 Emma St S, Grand Valley
- 250 Simon St S, Shelburne
- 227 William St, Shelburne

# HOUSING SERVICES

## Other Initiatives and Events



### Housing Forum - Facing the Future Together

The division organized a successful Annual Housing Forum on November 25, 2022. 72 Community members and partners attended the forum. The following topics were discussed at the event:

- HSA and housing program updates
- Landlord tenant rights and obligations (Guest Speaker: Norma English)
- By-name list and homelessness updates
- Hoarding: Understanding and Supporting our clients (Guest Speaker: Jennifer Brock)

### The Last Christmas Turkey

The division organized the holiday event for tenants at Orangeville Theatre.





# HOUSING SERVICES

Further to this, gift cards were distributed to each unit at the end of the year, as social events were limited.

## **3rd Vaccine Clinic for vulnerable population**

The division assisted with a third vaccine clinic for the homeless population.



# EARLY YEARS AND CHILD CARE (EYCC)

The Early Years and Child Care Division (EYCC), formerly the Children's Services Division, has over recent years carried out a full-service review and redesigned/realigned service delivery to ensure the County meets its mandatory obligations in line with provincial requirements and that it aligns services to where they are needed most. To better reflect the work of the division, as it re-emerged from the pandemic and put into place the Canada Wide Early Learning and Child Care agreement, the division changed its name from "Children's Services" to "Early Years and Child Care" in April 2022.

## Current Programs and Services

- EarlyON Child and Family Centres
- Licensed Child Care Supports
- Children's Planning Table/Dufferin Coalition for Kids (DuCK)

New and exciting initiatives that embraced positive change were welcomed in 2022. This occurred after much anticipated end to almost two years of ongoing Provincial and public health protocols and restrictions related to the COVID-19 pandemic. Restrictions resulted in continued closure of the EarlyON Family and Child Centre sites, ongoing financial difficulties of the licensed child care operators, and limited opportunities for in-person interaction of colleagues, families, and educators,

Two major multi-year Provincial initiatives were implemented by EYCC in Dufferin beginning in 2022: the Canada Wide Early Learning and Child Care (CWELCC) system for 2022-2026 and the Early Years and Child Care Workforce Strategy for 2022-2023, both supported by Provincial and Federal funding.

# EYCC

These, in combination with ongoing EYCC programs and services, created an extremely ambitious and rewarding year. This presented an opportunity to enhance the support of both families and educators in the licensed child care system in exceptional ways. To help ensure the success of the EYCC team as it delivered these challenging new initiatives, the Division was expanded to add a Program Assistant and an additional Community Services Worker on a contract basis for additional support.

CWELCC was successfully implemented at 12 out of 13 Dufferin licensed child care operators and provides child care fee reduction for all families of children age 0-5 attending licensed child care. It also provides wage increases for eligible child care educators. In addition, under the CWELCC agreement with the Government of Canada, the Ministry announced an Access and Inclusion Framework and is engaging with CMSMs and DSSABs on a plan that supports child care access with a focus on low-income children, vulnerable children, children from diverse communities, children with special needs, Francophone and Indigenous children.

A robust and innovative 15 month plan was created and implemented for Dufferin's Early Years and Child Care Workforce Strategy, implemented with the goal of addressing increased access to professional learning and creating the conditions for sustainable recruitment and retention of qualified educators. This enhanced and built on the current Quality Assurance/ Raising the Bar program, which continued to support continuous learning of Early Years professionals through virtual gatherings, discussions, and workshops, with a continued focus on the Ministry's document "How Does Learning Happen? Ontario's Pedagogy for the Early Years."

In addition to CWELCC, EYCC worked closely with the Ministry of Education and the licensed child care sector during the year to administer various child care operating funding and to support families of essential workers through the implementation of Emergency Child Care for a short period in January.

# EYCC

## EarlyON Child and Family Centres

EarlyON Child and Family Centres provide the lead for parenting support of children 0-6 years. Families can participate in early learning activities with their children; meet and make connections with other families; learn about early child development and benefits of early literacy, health, nutrition, etc.; and interact with early years professionals and get connected with the services they need....all at no cost to the families.

The graphic features the EarlyON logo (a smiley face) and the text "Child and Family Centre". It includes several call-to-action boxes: "Follow us on Instagram! EarlyON-Dufferin", "Find us on Facebook for all the program details! EarlyON-Dufferin", "Call any of our sites for more information or Call or text the Ask EarlyON phonenumber 519-938-0559", "Ask us about our 'Feelings After Birth' (FAB) group and our 'Social Mama's' group.", and "The EarlyON team is dedicated to making connections with families in our community by offering a combination of in person, outdoor and virtual programming to meet the needs of our families." The graphic also includes illustrations of a family, children playing, and a group of diverse children. The Dufferin county logo is in the bottom left corner.

The EarlyON team continued to deliver mandatory core services in 2022, including free programs and resources to support early learning and development, engage parents and caregivers, and make connections for families. All programs and supports complied with all changes issued through the Ministry of Education and Wellington-Dufferin-Guelph Public Health.

# EYCC

Due to continued public health guidelines related to the COVID-19 pandemic, the EarlyON centres in Dufferin remained closed for the first quarter of 2022. While continuing to place great value on being together through our outdoor and virtual programs, the team ensured that other programs and supports offered through the EarlyON also continued, including:

- Offering donations of fruit and vegetable boxes, diapers, and formula
- Activities for the family to do together
- Wellness calls, emails, phone calls and texts
- Ask EarlyON phone line
- Outreach programs in the community
- Social media presence
- Holiday family photograph sessions
- Extended outreach, including participating in local events, such as the Grand Valley duck race, Orangeville Rotary Ribfest, etc.

The mandated closure of EarlyON sites was lifted in Q2, and preparations began to open the three Dufferin EarlyON sites once again to families, one day each per week, for indoor in-person programming.

Support programs gradually transitioned to in person, with increased one-to-one connections. The team continued to utilize creativity and flexibility to facilitate programming for families in Dufferin, as staffing has decreased with the changes in funding. EarlyON continued to offer all programs by pre-registration at this time.

A major focus in 2022 was the importance of outdoor programming and staff offered programs that are rich and intentional to support families. These included Four Season Outdoor programming, led by Seneca College Forest School, and a Curious Preschoolers program for children preparing to enter kindergarten.

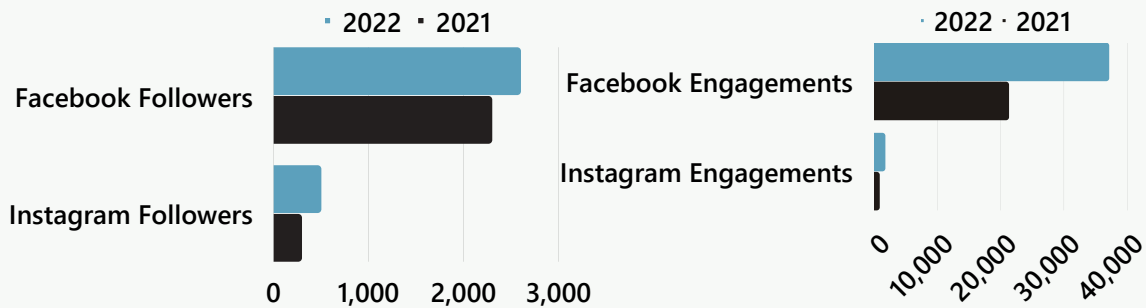
# EYCC

EarlyON staff continued to offer services traditionally provided by other agencies that were paused due to the pandemic. This included Wellness calls to support Public Health, which connects families with new infants to access supports and agencies in Dufferin County, while also providing a check-in on how they are doing and introducing them to the EarlyON supports. Although this service returned to Public Health in the fall of 2022, connections continued to be an important part of this for the EarlyON.

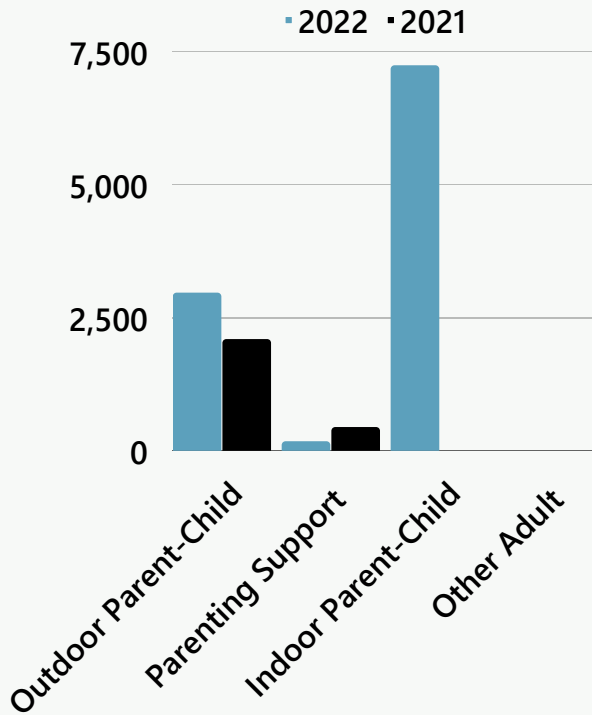
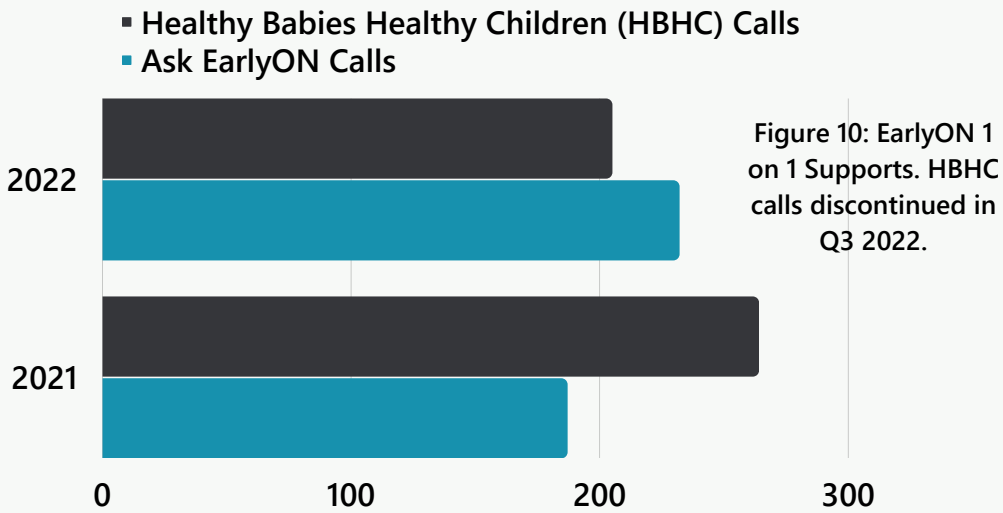
Stronger community partnerships continued to develop into 2022, including a partnership with the Orangeville Public Library to offer an outdoor Adventures in the Park program and coming together with the iCAN (Inclusion for Children with Additional Needs) program to support the EarlyON with inclusion and diversity.

EarlyON social media continued to be one of the most direct ways to reach families with information, resources, and parenting support. The goal is to remain connected with families and continue to reach out to the community in a meaningful way.

Figure 9: Social media engagement totals.



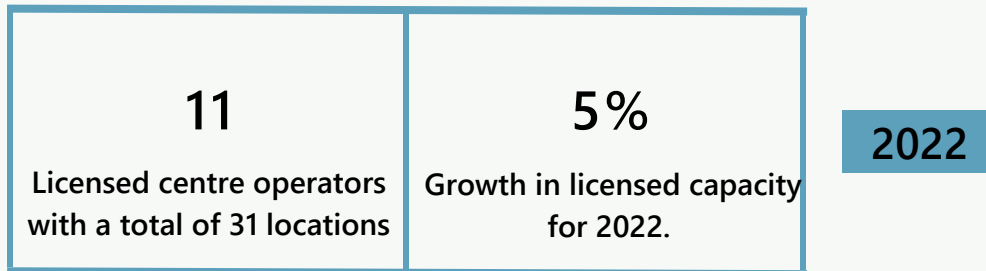
## EarlyON Child and Family Centre Statistics



# EYCC

## Licensed Child Care Supports

The County supports licensed child care operators in Dufferin through service agreements. Two new child care operators opened in Dufferin County in 2022, one centre and one home child care agency. By the end of 2022, there were 11 centre based operators in Dufferin operating a total of 31 locations with a total licensed capacity of 2,275 spaces, as well as two licensed home child care agency operators operating a total of seven Dufferin based home providers. This represents an overall growth in licensed capacity of about 5% in 2022.



## Emergency Child Care

In January 2022, provincially funded Emergency Child Care (ECC) was made available at no cost to eligible essential workers during the government mandated closure of kindergarten and school age licensed child care programs. Emergency Child Care was fundamental in providing child care to support essential workers. A total of 104 children used emergency child care the week of January 10-14, 2022, at two licensed child care operators in Orangeville and Shelburne.

**104 children used  
emergency child care**



# EYCC

## Canada Wide Early Learning and Child Care System (CWELCC)

The Governments of Ontario and Canada signed the Canada-Wide Early Learning and Child Care (CWELCC) Agreement for the period 2022-2026. Funding under the CWELCC Agreement will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, access, affordability, flexibility and inclusivity in early learning and child care.

In 2022, the main goal was to launch the system province-wide and provide the first phase of fee reductions for families with children aged 0-5 attending licensed child care. The EYCC Division developed an application form, guidelines, and procedures to implement and fund CWELCC in Dufferin in the fall. A total of 12 out of 13 licensed child care operators opted in to participate in CWELCC in order to receive funding to support eligible families and child care educators. In 2022, this funding (retroactive to April 1, 2022) supported a 25% reduction in parent base fees for eligible children (up to a minimum of \$12 a day), for both full fee paying families and families receiving fee subsidy, and Wage Compensation to increase wages of eligible Registered Early Childhood Educators to a Wage Floor of \$18 for program staff and \$20 for Supervisors.

**25% reduction in fees supported by CWELCC**

# EYCC

At the end of 2022, under the CWELCC agreement with the Government of Canada, the Ministry announced that Ontario has been funded to support the creation of 86,000 new licensed child care spaces (relative to 2019) for ages 0-5 by December 2026. The ministry has developed an Access and Inclusion Framework and is engaging with CMSMs and DSSABs on a plan that supports child care access with a focus on low-income children, vulnerable children, children from diverse communities, children with special needs, and Francophone and Indigenous children. Dufferin will be working towards achieving a notional target of an increase of 478 spaces. This will be a large undertaking with current spaces sitting at 2,275 (21% increase). A successful completion over the five year period will see increased and targeted licensed capacity in Dufferin to help achieve the goals of CWELCC, along with the need to overcome the current challenges of a shortage of both Registered Early Childhood Educators and available physical spaces for retrofit and expansion.



## Operating Funding for Licensed Child Care Operators

In addition to the new CWELCC implementation, regular funding supports continued to be provided to licensed child care operators in the form of annual grants provided by the Ministry of Education.

Funding allocations are provided to the child care operators based on need, and processes are in place to ensure that funding is utilized according to guidelines.

# EYCC

In 2022, the Ministry continued to provide the Provincial Wage Enhancement Grant (WEG)/Home Child Care Enhancement Grant (HCCEG) funding (\$2.00 per hour wage increase for Registered Early Childhood Educators (RECEs) and other staff directly supporting licensed child care programming, and \$20 per day for full time licensed home child care providers). The goals of this Ministry funding are to close the gap between compensation of RECEs working in schools and those working in child care centres; assist with staff retention and income security for those working with licensed child care providers; and help support licensed home child care agencies.

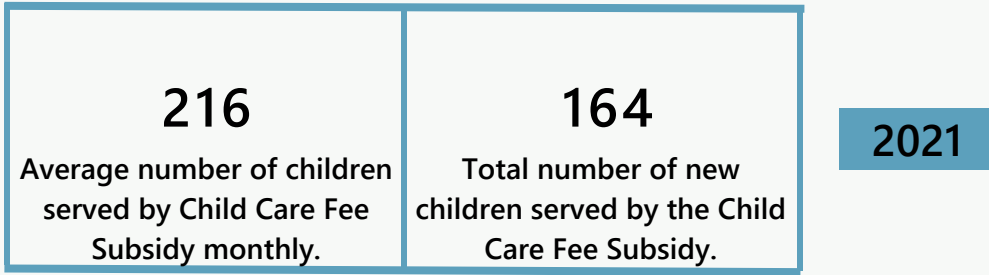
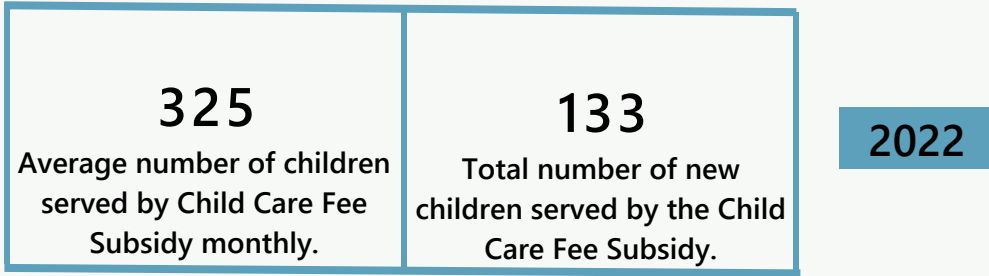
The General Operating Grant (GOG) is another source of ongoing Ministry funding for licensed child care operators and it is used to help support operating costs, supplement the salaries of child care staff, and promote staff recruitment/retention.

Other funding in 2022 was provided based on approved applications from the operators for repairs and maintenance. Funding for upgrades and repairs at the centres, such as playground resurfacing, new flooring and fencing, and for Play Based Materials and Equipment funding for new items to support play-based learning, such as furniture, tablets, and toys.

## Child Care Fee Subsidy

The Child Care Fee Subsidy program continued to support eligible families with their child care expenses. The average monthly number of children served in 2022 was 325, a significant increase from 2021 when the program experienced an average of 216 children monthly.

# EYCC

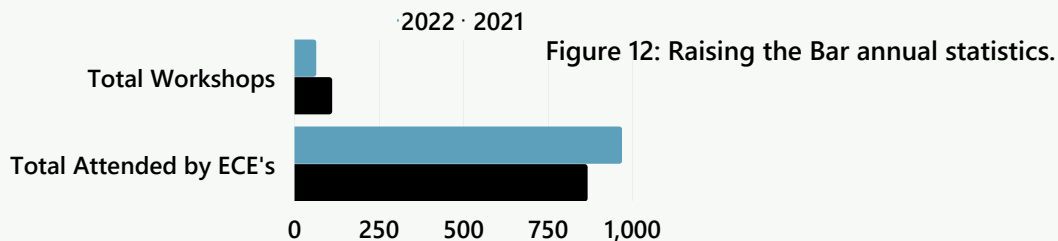


March break care was provided for the first time since the start of the pandemic. Restrictions began to ease and full day camps were provided for children again.

In addition to supporting full fee paying families, CWELCC also supported families receiving child care fee subsidy. Both full fee and fee subsidy families saw a 25% reduction in daily fees by the end of 2022, with a retroactive refund back to April 1, 2022.

## Licensed Child Care Capacity Building Quality Assurance/Raising the Bar

Quality Assurance/Raising the Bar supported continuous learning of Early Years professionals in 2022, with a continued focus on the Ministry’s document “How Does Learning Happen? Ontario’s Pedagogy for the Early Years” and the Child Care Workforce Strategy, which seeks to stabilize and enhance the Early Childhood Workforce in Dufferin County.



## Early Years and Child Care Workforce Strategy

In August 2021, the Federal and Provincial governments signed a new Early Childhood Workforce Funding Agreement, which provided funding to support the retention and recruitment of a high- quality child care and early years workforce in Ontario. The County of Dufferin, in its capacity as Municipal Service Manager of the local Early Years and Child Care system, is responsible to use the funding to develop and implement a 15-month Early Years and Child Care Workforce Strategy for the purpose of attracting, recruiting and retaining Registered Early Childhood Educators (RECEs) to build a stronger and more robust workforce in the local licensed child care sector.

In Q1, 2022, Dufferin's Child Care and Early Years workforce strategy action plan was created and implementation began with the goal of addressing increased access to professional learning and creating the conditions for sustainable recruitment and retention of qualified educators. Multiple initiatives were implemented and are highlighted below.

## 2022 Professional Learning Symposium

On June 3rd, 2022, 240 Early Childhood Educators attended Dufferin’s first ever Early Years Professional Learning Symposium. This event was a key component of Dufferin’s implementation of the Child Care and Early Years Workforce strategy. The day had a focus on connection, mattering, and the important role our educators play in the lives of young children and families. This event invites possibilities to respond to - and to think with - the question of “What Matters in the Early Years Now?”

“This day reinforced feelings I had and helped give me courage to say yes to an early learning environment I want to see”  
-Early Childhood Educator Participant

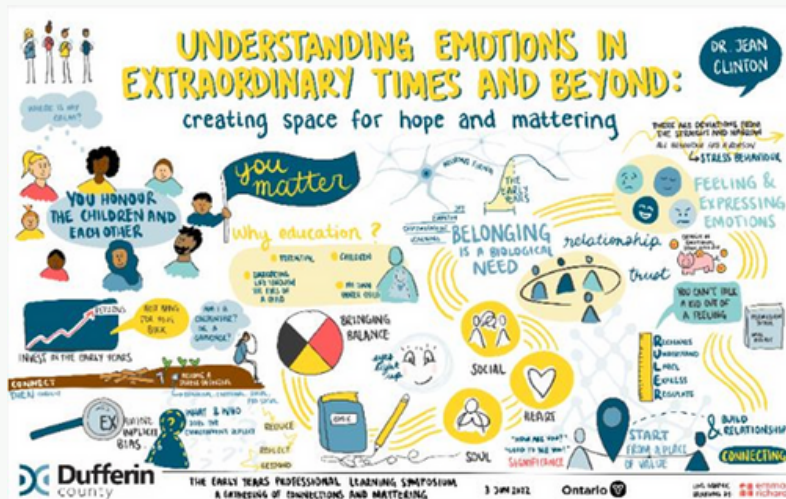


Figure 13:  
Graphic  
created at  
Learn  
Symposium.

# EYCC

## Videos: Life as an ECE and the Child Care Centres in Dufferin County



Supporting students and Early Childhood Educators in their pursuit of meaningful placements and future employment is important. Through thoughtful and connective environments, mentorship, and relationships, the number of qualified educators can grow, and new educators can be attracted from a diverse cross-section of the population.

A series of videos were created highlighting individual child care centres throughout the Dufferin community. This series of videos will offer ECE students and current ECEs to come into relationship with the diverse child care organizations within Dufferin County as they search for placements and employment. In addition, RECEs looking for employment across Ontario will have access to discover and gain a unique insight into “the life as an ECE” in Dufferin through a community video. These videos will be displayed on our Dufferin County website, and are shared through social media platforms and community partners.

To view these videos, click here: <https://www.dufferincounty.ca/raising-bar>

# EYCC



“Thank you for the support you bring to the ECEs of Dufferin. I really meant what I said when I was answering and saying that your support for us is so strong! You provide resources, PD, acts of appreciation, and you are always there for us!”  
- Dufferin County Early Childhood Educator Participant

## Reaching In and Reaching Out

As everyone learns to navigate within our post-pandemic world, it has become even more important to know and understand the importance of resilience, relationships, self-/co-regulation, and connection. It is the desire of Dufferin County’s EYCC Division and partners to support educators across Dufferin in their own wellness and resilience and to strengthen the community’s culture of resilience.

To aid in these desires, several educators participated in Reaching In... Reaching Out (RIRO), a resilience training program designed for educators working with children from birth to 8 years. RIRO upholds the value of relationships and role modeling in creating a culture of resilience and will help build the knowledge and skills participants need to model and engage with resilience-building approaches in their day-to-day practice with children.



# EYCC

## Dufferin County Bursaries

Dufferin County is committed to supporting and investing in the next generation of Early Childhood Educators. Beginning in September 2022, Dufferin County funded 18 new bursaries with Georgian College to diversify its local ECE workforce in that sector throughout the region. Only five bursaries were distributed in 2022, thus the remaining funding will be rolled over into future years and enrollment dates. This initiative supports ongoing efforts to retain and recruit a high-quality child care and early years workforce.



**Growing early childhood educators in Dufferin County**

RECEIVE up to \$4,000 towards your ECE education

**Calling all future early childhood educators!**  
Dufferin County is proud to support a renewable bursary program to encourage Dufferin County students pursuing early childhood education in collaboration with Georgian College. Residents of Dufferin County enrolled full-time in the Early Childhood Educator (ECE) program at ANY Georgian campus may be eligible to receive up to \$4,000 towards their education.  
Learn more by visiting [georgiancollege.academicworks.ca/donors/dufferin-county](http://georgiancollege.academicworks.ca/donors/dufferin-county).

**About Dufferin County**  
Dufferin County delivers a wide range of programs, resources, and services to support early childhood development and child care in the community.  
For more information, please visit [dufferincounty.ca/services/early-years-and-child-care](http://dufferincounty.ca/services/early-years-and-child-care) or contact the Early Years and Child Care Division at [communitydevelopment@dufferincounty.ca](mailto:communitydevelopment@dufferincounty.ca) or call 519-841-2997.

Georgian Dufferin

“Receiving this bursary has given me the confidence that I will make it through the program both financially and knowing that I have people in my corner who want to see me succeed. Thank you so much for this bursary, it has helped me so much!”

Student bursary recipient

18

New bursaries funded by Dufferin County

“With this bursary, I hope to continue my education further and generate awareness and appreciation for all early childhood educators that make a difference every day in Dufferin County.”  
Student bursary recipient

## Diversity, Equity, and Inclusion Series

Multiple sessions were offered to all early childhood educators to provide a dialogical space for critical thinkers to explore ways to address diversity, equity, and inclusion in early childhood education. It has been a pleasure to witness the high impact that these dialogues are generating in such a brief time. The sessions have offered a space for educators to pause and wonder about their well-being and what that entails for themselves and others.



"It impacted my train of thought and allowed me to look at ways to improve and co-create the life we live in our part of Humanity."  
-Early Childhood Educator

## Inclusion for Children with Additional Needs (i-CAN)

The County of Dufferin provides funding to Dufferin Child and Family Services (DCAFS) to deliver the iCAN program, which provides special needs resourcing supports to children who are attending licensed child care programs.

# EYCC

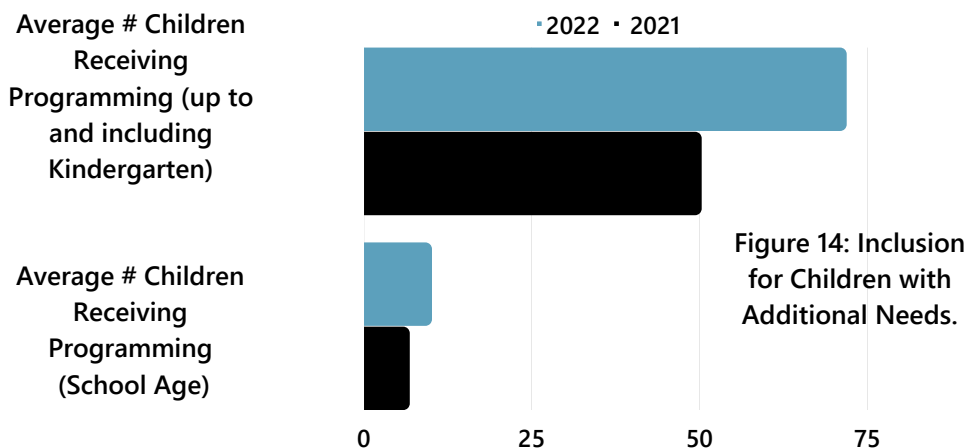


Figure 14: Inclusion for Children with Additional Needs.

<b>125</b>	<b>89</b>	<b>46%</b>
Total unique children served in 2022	Total unique children served in 2021.	Increase in average monthly children served in 2022

## The iCAN program:

- provides support and consultation to licensed child care providers to help meet the needs of children with additional needs up to the age of 12 yrs.
- supports the inclusion of all children with additional needs (physical, social-emotional, developmental, behavioral) to help them learn and grow to their best and fullest potential.
- offers information & resources and helps connect families to other community resources if and when needed.

A total of 125 unique children were served in 2022, as compared to 89 children in 2021, and the average monthly number of children served in 2022 increased by approximately 46% over 2021.

# EYCC

## Children's Planning Table / Dufferin Coalition for Kids (DuCK)

Dufferin Coalition for Kids (DuCK), which is the children's planning table for Dufferin, advocates, plans, and promotes services to help Dufferin children aged 0-18 achieve success. Made up of over 19 organizations in Dufferin that provide services for children and their families, it receives leadership and support from County of Dufferin Early Years and Child Care Division in partnership with Dufferin Child and Family Services.

The core work of DuCK has been on hold since the beginning of the pandemic, like other Children's Planning Tables across the province, due to a shift in priorities. To move the Coalition forward during this time, a new DuCK committee, called "DuCKLinks" was formed. In 2022, the committee continued some of the important work that the DuCK committees/working groups were focused on pre-pandemic, such as providing parent education and linkages to information, services and resources, and ensuring that DuCK members continued to share information and feel connected and informed.



# EYCC

## Looking Forward to 2023

### EarlyON Child and Family Centres

In 2023, the EarlyON team will continue to be creative and intentional when it comes to offering programs in all three communities. Understanding the needs of Dufferin families will lead to collaboration with more community partners to help support the EarlyON, including infant and child mental health, pre-natal supports, and French language programming. With hopes to offer programs in Horning's Mills and Mansfield, supporting outreach to communities in Dufferin that are not able to access our sites will grow in 2023. The Bounce Back and Thrive (BBT) program will be offered to EarlyON families to build resiliency skills and gain self-regulation and thinking skills that increase their capacity to provide caring relationships and role model in daily interactions with their children. Parents learn how to directly introduce basic resiliency skills to children, which helps children to bounce back and thrive. This program is offered by EarlyON facilitators who received intensive training to be able to offer this program.

### Canada Wide Early Learning and Child Care System

As of 2023, CWELCC is further reducing the daily licensed child care fees for families of eligible children age 0-5 for a total fee reduction of 52.75% for full fee children families and 50% for fee subsidy families. In addition, a \$1 per hour annual wage increase starts in 2023 for all eligible child care program RECEs, up to a maximum cap of \$25/hour.

### Child Care Fee Subsidy

Child Care Fee Subsidy continues to support families of children age 0-5 receiving fee subsidy with further fee reductions as made available through CWELCC. In 2023, their parent contribution fee reduction amount increases from 25% to 50% for these families.

# EYCC

The computer program, Ontario Child Care Management System (OCCMS), used province wide to implement child care fee subsidy, saw major upgrades to support the implementation of CWELCC in 2022. Moving forward, the province is looking at upgrading to a new computer program to oversee the child care fee subsidy program. It is anticipated that this will provide improved capabilities efficiencies, and reporting for fee subsidy administration.

## Child Care Workforce Strategy

To continue to support professional development and the recruitment/retention of the early years and child care workforce under the workforce strategy plan, several new initiatives will be undertaken in 2023. An area of focus will be to continue to form innovative collective partnerships to cultivate a bigger picture from the local perspective to the provincial perspective. Dufferin County has joined other Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) across Ontario to participate in a province-wide study with Atkinson Centre - Ontario's Institute for Studies in Education to better understand the status of the Early Childhood Education Workforce and to support cross-jurisdictional understandings and best practices. In addition, Dufferin's EYCC team, child care operators, and community partners with mandates associated with early learning and child care, will work alongside a consultant, Collective Results, to initiate a Results Base Accountability (RBA) framework towards measuring the effectiveness of the workforce initiatives. This framework seeks to gather data and information to better understand the impact of programs and they make a difference to children, families, and early childhood educators.

In addition, student bursaries will be funded again with a plan to stretch the funding out over the next three years. Reaching In-Reaching Out training will be expanded with an intention for all child care educators to receive this valuable training.

# EYCC

## Children's Planning Table / Dufferin Coalition for Kids (DuCK)

Dufferin Coalition for Kids (Dufferin Children's Planning Table) is looking forward to reconvening in person in the spring of 2023. It will begin a renewal process, including the development of a new strategic plan to strengthen its mandate and refresh its evidence-informed community plan for helping Dufferin children and youth thrive and achieve their full potential.



# APPENDIX

## Glossary of Terms, Acronyms and Abbreviations

Affordable Rent	Where rent is set at 80% of the average market rent. Rent increases once a year in line with the provincial rent control guideline
BNL	By-Name List - real-time list of all people experiencing homelessness, who want to be linked to services and work with service providers
CAB	Community Advisory Board
CAT	Coordinated Access Table
Chronic Homelessness	Refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: <ul style="list-style-type: none"><li>• they have a total of at least 6 months (180 days) of homelessness over the past year</li><li>• they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days)</li></ul>
CHHAP	Chronic Homeless Housing Allowance Program - ongoing financial supplement paid by the County to the landlord or eligible renter (from the BNL) to help them offset rental costs
CHPI	Community Homelessness Prevention Initiative (note: as of April 2022, CHPI will be renamed and rebranded)



# APPENDIX

## Glossary of Terms, Acronyms and Abbreviations

COHB	Canada Ontario Housing Benefit - ongoing financial supplement paid from the federal government directly to eligible renter households (from the waiting list) to help them offset rental costs. Administration done by the County
CEWS	Canada Emergency Wage Subsidy
CUP	Come Understand Parenting - an EarlyOn parenting support program
DAFHT	Dufferin Area Family Health Team
DCAFS	Dufferin Child and Family Services
DuCK	Dufferin Coalition for Kids
DEI	Diversity, Equity, and Inclusion
EDI	Early Development Instrument - a questionnaire completed by kindergarten teachers across Canada, which measures children's ability to meet age appropriate developmental expectations upon entry to school
ECC	Emergency Child Care
Emergency Sheltered	Includes those staying in overnight shelters for people who are homeless, as well as shelters for those impacted by family violence. Emergency shelters are facilities that provide short-term temporary accommodations and essential services for individuals experiencing homelessness

# APPENDIX

## Glossary of Terms, Acronyms and Abbreviations

ERCs	Employment Resource Centres. The Orangeville ERC is located at the Edelbrock Centre. The Shelburne ERC is located at the Mel Lloyd Centre
EST	Employment Services Transportation
EIP	Evidence Informed Planning
FAB	Feelings After Birth - an EarlyON parenting support program
FTP	Family Transition Place
Functional Zero	Functional Zero is three or less chronic homeless households on the BNL for three consecutive months
FYC	Filling Your Cup - an EarlyON parenting support program
GOG	General Operating Grant – a source of ongoing Ministry funding used to support license child care operating costs, supplement the salaries of child care staff, and promote staff recruitment/retention
HAD	Housing Access Dufferin - the centralised waiting list for community housing. People apply to the centralised wait list to get a rental unit. The rental units are supplied by County of Dufferin, various local non-profit housing providers and private rent supplement landlords

# APPENDIX

## Glossary of Terms, Acronyms and Abbreviations

HCCEG	Home Child Care Enhancement Grant - a source of ongoing Ministry funding used to support licensed home child care providers
HIFIS	Homeless Individuals and Families Information System - a comprehensive data collection and case management system allowing multiple service providers to access real-time homelessness data
Homelessness	Homelessness means without permanent address/residence and includes those who would be in emergency accommodation/shelter. For Dufferin it means that homeless numbers are a combination of those in emergency shelters, emergency motel stays, couch surfing, and those who are unsheltered
Home Ownership Program	Provides moderate income individuals and families with an interest-free down payment assistance loan to help them in purchasing their own home
HPP	Homelessness Prevention Program - wide range of programs that offer financial support to stop people losing their housing or to help them get housing. A financial assistance 'payment' can be paid direct to: <ul style="list-style-type: none"><li>• landlord to stop an eviction</li><li>• utility provider to stop a disconnect of service</li><li>• landlord to cover first and last months rent</li><li>• funds are limited and subject to availability</li></ul>
HSA	Housing Services Act, 2011

# APPENDIX

## Glossary of Terms, Acronyms and Abbreviations

iCAN	Inclusion for Children with Additional Needs - a program which provides resourcing supports to children with special needs who are attending licensed child care programs
LEAP	Low Income Energy Program - Emergency financial assistance program developed by the Ontario Energy Board. Administered by the County, to assist low-income energy customers who may be experiencing difficulty paying current arrears
Market Rent	Full rent is charged. No financial assistance is applied
MyBenefits	MyBenefits is an online service available 24/7 to Ontario residents who receive Ontario Works (OW) or Ontario Disability Support Program (ODSP). MyBenefits makes it faster, easier and more convenient to securely access information on any device (smartphones, tablets and computers)
ODSP	Ontario Disability Support Program
OESP	Ontario Energy Assistance Program - lowers electricity bills for low-income households. A monthly credit is provided to eligible customers based on household income and household size, and applied directly to eligible customers' bills. Households can apply directly or can access support at the County to apply

# APPENDIX

## Glossary of Terms, Acronyms and Abbreviations

OW	Ontario Works
Ontario Renovates	Provides financial assistance for low to moderate income homeowners or renter households: <ul style="list-style-type: none"><li>• to increase accessibility of their unit through modifications and adaptations (ramps, etc.)</li><li>• repairs and maintenance</li><li>• house value and income limits apply</li><li>• funds are limited and subject to availability</li></ul>
PiT Count	Point-in-Time (PiT) Homelessness Count - a coordinated event where persons experiencing homelessness are counted and asked a variety of questions to get a snapshot in time to illustrate homelessness in the community
RECEs	Registered Early Childhood Educators
Reaching Home	A federal funding program, that was launched in 2019. Reaching Home supports the goals of Canada's National Housing Strategy, in particular, to reduce chronic homelessness nationally by 50% by fiscal year 2027-2028
RGI	Rent-Geared-to-Income - where rent is subsidized, based on 30% of a household income. Rent changes in line with household income

# APPENDIX

## Glossary of Terms, Acronyms and Abbreviations

RentSmart	A program that provides education to tenants, providers, and community organizations to help people keep housing. It provides comprehensive housing and life skills education with a graduation certificate that may-be-recognized as a reference on housing applications
Rent Supplement Units	Where there is insufficient County of Dufferin and local housing provider stock (rental units) the County enter into agreements with private landlords who then rent their units to people from the Housing Access Dufferin Centralized Wait List. The tenant pays their portion of the rent (based on the RGI calculation) and the County pays the balance to the private landlord
SSRF	Social Services Relief Funding
Unit Composition	Refers to the mix of community housing
WDG PH	Wellington-Dufferin-Guelph Public Health
WEG	Wage Enhancement Grant - a source of ongoing Ministry funding used to increase the wages of eligible licensed child care centre staff to help support recruitment and retention



Report To: Chair White and Members of the Health and Human Services  
Committee

Meeting Date: April 27, 2023

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**Subject: Senior Services and Housing Needs Review Update**

**From: Brenda Wagner, Administrator of Dufferin Oaks**

### **Recommendation**

**THAT the report of the Administrator, dated April 27, 2023, regarding the Seniors Services and Housing Needs Review Update, be received;**

**AND THAT staff be directed to recruit a one year contract position to manage the project;**

**AND THAT the Rate Stabilization Reserve be used as required to fund the position.**

### **Executive Summary**

The purpose of this report is to inform committee members of the upcoming Seniors Services and Housing Needs Review and to request additional staff to support this project.

### **Background & Discussion**

Dufferin County Community Support Services provides services to Older and Disabled Adults across Dufferin County. As part of the prior 2019-22 Strategic plan, as well as the current plan being developed, a review of services and housing requirements to help support older and disabled adults living in Dufferin County to stay home longer has been highlighted as a key focus by council and staff. The 2023 Budget includes \$150,000.00 for the study which will fund the consultant that will be retained.

While the project itself already has an approved budget, an application has been submitted for an Inclusive Community Grant which may provide an additional

\$60,000.00 in funding. While the Grant would be used solely to support the study, there would also be benefit in reviewing additional areas which, while not a part of the original scope of the study, are directly connected with services currently provided or funded by the County. They include the Seniors at Risk position that is funded by the County but operated by CMHA Peel Dufferin, The Dufferin County Seniors Transportation program, reengaging with the Dufferin County Older Adults Advisory Committee and reviewing the Dufferin County Age Friendly Plan that was developed in 2019.

### Seniors At Risk

Since January 2012, the County of Dufferin has been providing \$68,000.00 per year in funding a Seniors at Risk System Coordinator position that is managed through CMHA Peel Dufferin. The Seniors at Risk System Coordinator position currently supports some of the most vulnerable seniors in our community. In addition to providing community education, the position:

- provides a point of contact for seniors and their families who are having difficulty accessing services due to the complexity or their needs;
- facilitates intervention in situations in which older adults are experiencing abuse or are at risk for abuse;
- coordinates with agencies a timely response to potential cases of elder abuse;
- provides support and leadership to community agencies throughout Dufferin County that address the complex needs of vulnerable older adults and their families.

The position is currently a four day per week position which CMHA Peel Dufferin has found challenging to staff due to it being a part time role.

### DCCSS Seniors Transportation

Currently, Dufferin County operates a transportation program for seniors that is funded through the Ministry of Health and primarily provides transportation for seniors to medical appointments.

In February, Council approved the recommendation to investigate alternate solutions to enhance transportations services for seniors through Dufferin County Community Support Services. Since then, a multi passenger transit van has been ordered with a reallocation of funding from Ontario Health, and a donation has been received to



further support this initiative. As part of the 2023 budget, \$25,000 was included identify and move ahead with opportunities to expand seniors transportation.

### Dufferin County Age Friendly Plan

In 2018/19, Dufferin County engaged in a community consultation to develop and Age Friendly Plan. The completed plan highlighted 78 recommendations that ranged from short term to long term goals. Community Services led this project but with the focus on seniors, it would be prudent to realign this plan with Dufferin County Community Support Services.

Dufferin County has a number of programs in place for seniors. The Seniors Services and Housing Needs Review will provide an opportunity to focus on particular areas that have been highlighted in the county's Strategic Plan. There is also benefit in reviewing the overall services that are either funded or provided by the County and to support that endeavour, additional staffing would be required. This staff member would be the project lead for the study as well as being responsible to lead the review of seniors transportation, the Seniors at Risk position and re-engaging with the Age Friendly Plan. At this time, this position could be a temporary contract position with an implementation date of July 2023 for a 12 month period.

### **Financial, Staffing, Legal, or IT Considerations**

It is anticipated that this position will be a Level 9 on the wage grid with an anticipated one year cost of \$117,000 inclusive of benefits (\$58,500 in 2023). There is an anticipated savings for the overall project with an application currently being reviewed for the Inclusive Communities Grant which may result in a \$60,000.00 grant, in addition, the 2023 budget allocation of \$25,000 could offset some of the cost. The amount required for 2024 would be included in the annual budget.

### **In Support of Strategic Plan Priorities and Objectives**

Good Governance – ensure transparency, clear communication, prudent financial management

Inclusive & Supportive Community – support efforts to address current & future needs for a livable community

Respectfully Submitted By:

Brenda Wagner  
Administrator

Reviewed by: Sonya Pritchard, Chief Administrative Officer