



The Regional Municipality of Durham

Health & Social Services Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Thursday, February 6, 2020

9:30 AM

1. Declarations of Interest

2. Adoption of Minutes

- A) Health & Social Services Committee meeting – December 5, 2019

Pages 4 - 8

3. Statutory Public Meetings

There are no statutory public meetings

4. Delegations

- 4.1 Joyce Marshall, Durham Region Hospice Volunteer re: Progress of Durham Region Hospices

5. Presentations

- 5.1 Dr. R.J. Kyle, Commissioner and Medical Officer of Health, regarding the 2020 Business Plans and Budget Report for the Health Department – Public Health and Paramedic Services (2020-MOH-1) [Item 6.2 A]
- 5.2 S. Danos-Papaconstantinou, Commissioner of Social Services, regarding the 2020 Business Plans and Budget Report for the Social Services Department (2020-SS-1) [Item 7.2 A]

6. Health

6.1 Correspondence

- A) Information Report #2019-INFO-89: Opioid Information Videos to Help Address Stigma 9 - 10

Pulled from November 29, 2019 Council Information Package by Councillor Carter

Recommendation: Receive for Information

6.2 Reports

- A) 2020 Health Department Business Plans and Budgets (2020-MOH-1) 11 - 17

[Link to 2020 Health Department Business Plans and Budgets – Public Health and Paramedic Services](#)

7. Social Services

7.1 Correspondence

7.2 Reports

- A) 2020 Social Services Department Business Plans and Budgets (2020-SS-1) 18 - 28

Links to 2020 Social Services Department Business Plans and Budgets:

- [Part 1 \(Emergency Management and Program Support Services, Social Assistance, Children's Services, Family Services, Housing Services\)](#)
- [Part 2 \(Long Term Care Administration, Fairview Lodge, Hillside Estates, Hillside Terraces, Lakeview Manor, Adult Day Program\)](#)

- B) The Children's Services Annual Update and Durham's Early Learning and Child Care Service Plan 2018-2022 Update (2020-SS-2) 29 - 56

- C) The Children's Services Division Best Start Network Annual Report (2020-SS-3) 57 - 66

- D) The Region of Durham rolls out RentSmart (2020-SS-4) 67 - 69

8. Advisory Committee Resolutions

There are no advisory committee resolutions to be considered

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Thursday, March 5, 2020 at 9:30 AM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, December 5, 2019

A regular meeting of the Health & Social Services Committee was held on Thursday, December 5, 2019 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:30 AM

Present: Councillor Chapman, Chair
Councillor Pickles, Vice-Chair
Councillor Anderson
Councillor Carter
Councillor Dies
Councillor Wotten

Also

Present: Councillor Lee left the meeting at 9:44 AM

Absent: Councillor Roy
Regional Chair Henry

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
C. Boyd, Solicitor, Corporate Services – Legal Services
S. Danos-Papaconstantinou, Commissioner of Social Services
L. Fortuna, Director, Health Protection, Environmental Health attended for part of the meeting
S. Howson, Administrative Assistant, Corporate Communications
R. Inacio, Systems Support Specialist, Corporate Services – IT
B. Kwan, Manager, Health Protection, Environmental Health attended for part of the meeting
R.J. Kyle, Commissioner and Medical Officer of Health
P. McTavish, Assistant Medical Officer of Health attended for part of the meeting
A. Robins, Director, Housing Services Division
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

1. **Declarations of Interest**

There were no declarations of interest.

2. Adoption of Minutes

Moved by Councillor Carter, Seconded by Councillor Wotten,
(63) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, November 7, 2019, be adopted.

CARRIED

3. Statutory Public Meetings

There were no statutory public meetings.

4. Delegations

4.1 Jill Promoli, Mississauga resident, re: "For Jude, For Everyone" campaign and raising awareness about flu vaccinations and other tools for illness prevention

J. Promoli provided a PowerPoint presentation with regards to the campaign, "For Jude, For Everyone". J. Promoli advised that three years ago, she lost her son, Jude, to influenza. She stated that Jude was vaccinated but failed to develop immunity and was left unprotected during an influenza outbreak in their community. She advised that for the last three years, she's been working on helping people understand what the flu is, how serious it can be and what can be done to prevent it. She stated that an average of 3,500 Canadians die from the flu every year; 12,200 are hospitalized and many more will visit doctors, clinics and emergency rooms. She stated that this puts a strain on healthcare workers and has an impact on patients that require care for other ailments.

J. Promoli stated that flu prevention works best as a community effort and the flu shot being the best defence. She advised that the flu shot is not a guarantee as some fail to develop immunity and because the flu is an unstable virus, but the flu shot program in Ontario has reduced cases by 61%.

J. Promoli stated that anyone can get the flu and anyone can suffer the most severe effects. She stated that by deciding whether to get the flu shot or not, we are deciding whether we want to increase or decrease the risk posed to every person we come contact with. Everyone who gets the flu gets it from someone else. She requested that the Region work towards building a healthier community together by adopting and promoting a flu prevention strategy.

J. Promoli responded to questions of the Committee.

5. Presentations

There were no presentations.

6. Health

6.1 Correspondence

A) Information Report #2019-INFO-87: Addressing Vaccine Hesitancy in Durham Region

Discussion ensued with regards to the important work done by staff to ensure that everyone is immunized.

Moved by Councillor Dies, Seconded by Councillor Wotten,
(64) That Report #2017-INFO-87 of the Commissioner & Medical Officer of Health be received for information.

CARRIED AS AMENDED (See Following Motion)

Moved by Councillor Dies, Seconded by Councillor Anderson,
(65) That the main motion (64) of Councillors Dies and Wotten be amended by adding the following words, "and that Health and Social Services staff, and public health nurses, continue the current programs and strategies surrounding immunization", after the word, "information".

CARRIED

6.2 Reports

A) A By-law to Appoint an Acting Medical Officer of Health (2019-MOH-11)

Report #2019-MOH-11 from R.J. Kyle, Commissioner and Medical Officer of Health, was received.

Moved by Councillor Pickles, Seconded by Councillor Anderson,
(66) That we recommend to Council:

That Regional Council approve and pass the by-law to appoint an Acting Medical Officer of Health for The Regional Municipality of Durham in the form attached to Report #2019-MOH-11.

CARRIED

B) Appointment of an Associate Medical officer of Health (2019-MOH-12)

Report #2019-MOH-12 from R.J. Kyle, Commissioner and Medical Officer of Health, was received. Dr. R.J. Kyle introduced Dr. McTavish and provided a brief overview of her background and the appointment process.

Moved by Councillor Pickles, Seconded by Councillor Anderson,
(67) That we recommend to Council:

- A) That the appointment of Dr. Elspeth McTavish as Associate Medical Officer of Health for The Regional Municipality of Durham be confirmed; and
- B) That the Commissioner & Medical Officer of Health be authorized to seek approval of the appointment by the Minister of Health, in accordance with section 64 of the *Health Protection and Promotion Act*.

CARRIED

7. Social Services

7.1 Correspondence

- A) Information Report #2019-INFO-83: The Region of Durham joins the Built for Zero Canada campaign

Staff responded to questions with regards to the 2014 initiative taken by the federal government to reduce chronic homelessness by 50% in a ten-year period; whether there a similar initiative by the province; and with regards to the Coordinated Access System, where will the data come from, what will it include, and how it is collected. Staff also responded to questions with regards to how local municipalities will access information. It was stated that it is imperative that the data be provided on a timely basis to the local municipalities to better deliver and provide services. It was also stated that the data collected from the Welcoming Streets initiative in the City of Oshawa would be beneficial to the data being collected.

Staff also responded to questions with regards to what the City of Toronto is doing and whether the Region can try to be a part of any initiative undertaken by the City.

Moved by Councillor Carter, Seconded by Councillor Pickles,
(68) That Report #2019-INFO-83 of the Commissioner of Social Services be received for information.

CARRIED

7.2 Reports

There were no Social Services Reports to consider.

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

10.1 Micro Homes Project in the City of Oshawa

Councillor Carter stated that the City of Oshawa is continuing to work with the province with regards to the micro homes initiative. He stated that the initiative will help create affordable housing at a time when many are faced with high rent and high home purchasing costs. He encouraged the Committee to visit the micro home in Oshawa.

10.2 “Welcoming Streets” Initiative in the City of Oshawa

Councillor Carter stated that the “Welcoming Streets” initiative is a collaborative effort between the City of Oshawa, the Downtown Oshawa BIA and CAREA Community Health Centre. It includes a health care provider and an outreach worker that work with local businesses to improve relationships between homeless individuals and business owners. Councillor Carter encouraged the Committee to learn more about the program.

11. Date of Next Meeting

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, January 9, 2020 at 9:30 AM in Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Councillor Wotten, Seconded by Councillor Dies,
(69) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:13 AM

Respectfully submitted,

B. Chapman, Chair

N. Prasad, Committee Clerk

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3111



The Regional Municipality of Durham Information Report

From: Commissioner & Medical Officer of Health
Report: #2019-INFO-89
Date: November 29, 2019

Subject:

Opioid Information Videos to Help Address Stigma

Recommendation:

Receive for information

Report:

1. Purpose

1.1 To provide an update on Durham Region Health Department's (DRHD's) information campaign to address stigma associated with opioid use disorders. Opioid use disorder is a problematic pattern of opioid use that causes significant impairment or distress.

2. Background

2.1 In accordance with the Harm Reduction Program Enhancement mandate, DRHD is required to develop and implement a [local opioid response plan](#) related to opioid use and overdose.

2.2 As part of this multifaceted strategy, the DRHD has partnered with numerous community agencies to increase awareness of the impact that stigma has on individuals with opioid use disorder.

2.3 Stigma (negative attitudes or beliefs) can have a major impact on the quality of life of people who use drugs, people who are in recovery and their friends and family. It is important that efforts are made to reduce stigma around drug use, so people can get help when they want and need it.

2.4 Evidence shows that stigma is a significant factor that can prevent people from getting help as it creates barriers to accessing important health and social services.

- 2.5 When people who use drugs face stigma in the community or health system, they are less likely to seek help or follow through on a treatment program out of fear they will face stigma again.
- 2.6 Evidence indicates that simple steps, such as carefully choosing the words used to describe people who experience addictions, can help to address stigma. Additionally, education and communication strategies aimed at providing information and sharing perspectives of people who use drugs can be beneficial.

3. Current Status

- 3.1 DRHD is promoting an information campaign entitled "People Who Use Drugs are Real People. Get Informed. Get Involved. Get Help." This campaign includes a four-part video series aimed to reduce the stigma associated with opioid use disorder.
- 3.2 The video series includes stories from residents who have lived experience of opioid use, comments from Oshawa Mayor Dan Carter, Paul Martin, Chief of Police, as well as representatives from various community partners including Durham Regional Police Service, local fire departments, and Lakeridge Health. The video series is available on durham.ca and through the following You Tube links:
 1. [The Opioid Crisis in Durham Region](#)
 2. [The Reality of the Opioid Crisis in Durham Region](#)
 3. [The Importance of a Caring Community](#)
 4. [Finding a Solution to the Opioid Crisis Together](#)
- 3.3 To support this campaign, DRHD launched a new [webpage](#) to provide information and resources about opioid use and opioid use disorder.
- 3.4 Additionally, DRHD continues to work closely with the Central East Local Health Integration Network (CE LHIN) and Lakeridge Health on strategies to link health care professionals with training and supports to help reduce stigma within health care settings.

4. Conclusion

- 4.1 As part of the local opioid response plan, DRHD will promote the opioid awareness campaign and video series throughout the community to help address stigma associated with opioid use disorders.

Respectfully submitted,

Original signed by

R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM
Commissioner & Medical Officer of Health



The Regional Municipality of Durham Report

To: Health & Social Services Committee
From: Commissioner & Medical Officer of Health
Report: #2020-MOH-1
Date: February 6, 2020

Subject:

2020 Health Department Business Plans and Budgets

Recommendation:

That the Health & Social Services Committee recommends to the Finance and Administration Committee for subsequent recommendation to Regional Council that the 2020 Business Plans and Budgets of the Health Department be approved.

Report:

1. Purpose

1.1 The purpose of this report is to obtain Health & Social Services Committee concurrence of the 2020 Business Plans and Budgets for the Health Department. The Health Department 2020 Business Plans and Budgets will be referred to the Finance and Administration Committee for consideration during deliberations of the 2020 Property Tax Supported Business Plans and Budgets.

2. Overview

2.1 The recommended 2020 Health Department Business Plans and Budgets meets the Council approved guideline for the 2020 Property Tax Supported Business Plans and Budgets.

2.2 The 2020 Health Department Business Plans and Budget supports the following key priorities:

- Respond to Growth and Affordability Pressures and Support the Vulnerable Sector;
- Innovate and Modernize Operations and Administration;
- Accommodate Ongoing Legislative and Regulatory Changes; and
- Invest in Infrastructure Renewal.

2.3 The recommended 2020 Health Department Business Plans and Budget includes:

- \$60.9 million in gross expenditures for Public Health requiring \$19.5 million in property tax funding with the remaining funded by program fees and charges, reserves and reserve funds and provincial investments.
- \$53.2 million in gross expenditures for Paramedic Services requiring \$28.3 million in property tax funding with the remaining funded by program fees and charges, development charges and provincial investments.

2.4 The recommended 2020 Health Department Business Plans and Budget provides operating and capital funding for the following divisions and cost-centres:

- Public Health
 - Healthy Living
 - Healthy Families
 - Infectious Diseases
 - Health Protection
 - Health Analytics and Administration
 - Facilities Management
 - Headquarters Shared Cost
- Paramedic Services
 - Administration
 - Operations
 - Quality Development
 - Planning and Logistics
 - Facilities Management
 - Hospital Contract – Offload Delay
 - Primary Care Outreach Program

3. 2019 Accomplishments

3.1 The Health Department's 2019 accomplishments include the following Public Health customer service achievements:

- 10,590 inspections including 7,413 food safety, 353 child care centre, 125 drinking water, 197 healthy environments, 1,042 infectious diseases prevention & control, 801 recreational water and 659 private sewage systems inspections.
- 3,091 *Smoke-Free Ontario Act, 2017* inspections.
- 11,132 investigations including 6,214 infectious disease cases, 1,650 animal bites and 3,268 stagnant water assessments.
- 34,830 vaccinations provided to school-aged children.
- 12,938 Sexual Health Clinic visits.
- Response to 17,946 public health inquiries through the Durham Health Connection Line (DHCL) and the Environmental Help Line (EHL).

- 29,000 child and youth oral health screenings.
- 7,479 home visits for Healthy Babies, Healthy Children Program clients.

3.2 Public Health's customer service improvements in 2019 included:

- Expansion of the Cold Warning Information System to provide notification of cold alerts to the public through the Health Department's Extreme Cold web page, social media channels and opportunities to subscribe to receive updates.
- Harmonization of the call centres of the Health Protection, Oral Health and Population Health Divisions to streamline the flow of all public health inquiries through one phone number and brand – the Durham Health Connection Line.
- Implementation and enforcement of the new Regional Smoking and Vaping By-law which expands the number of public places and workplaces where smoking or vaping of any substance, including cannabis, is prohibited in the region.
- Continued expansion of the use of ENCOUNTER (the Health Department's e-client record system) in the Health Protection Division to improve consistency, efficiency and workflow.
- Development of new vlogs regarding breaking the chain of transmission, handwashing, and preventing the flu, to promote infection prevention and control practices.
- Development of a four-part video series regarding opioids to: highlight the opioid crisis in Durham Region; showcase stories from residents who have lived experience with opioid use; emphasize the importance of a caring community; and discuss finding a solution to the opioid crisis together.
- The launch of a communication campaign focused on cannabis titled "Talk Early, Talk Often" to increase awareness of the health risks of cannabis use among youth.
- The launch of the Durham Region Opioid Information System (DROIS) on durham.ca which provides up-to-date data on suspected opioid overdose calls attended by RDPS, emergency department visits and deaths related to opioid poisonings in Durham Region residents to help keep local stakeholders and members of the public informed about the opioid crisis.
- The launch of the Rapid Risk Factor Surveillance System (RRFSS) Data Explorer on durham.ca which provides access to information in an accessible, visually appealing format about alcohol use, cannabis, opioids, tobacco, general health and disease prevention and health protection across five categories: age, gender, income, municipality and trends over time.

3.3 Paramedic Services' 2019 accomplishments include the following customer service achievements:

- 443,840 hours of emergency response.
- 49,502 patient hospital transports (as compared to 48,200 in 2018).
- Over 2,200 hours of coverage at special events.

- Exceeded 4 of 5 Canadian Triage and Acuity Scale (CTAS) response time targets as approved by Regional Council.

3.4 Service improvements in Paramedic Services in 2019 included:

- Continuation of the Primary Care Outreach Program (PCOP) in collaboration with the Social Services Department to offer primary care and social services to at-risk priority populations in Oshawa.
- Enhanced service with additional staffing along the 401 corridor. This included additional staffing hours at Oshawa North and Whitby Paramedic Response Stations.
- Revising the deployment plan to address increasing call volumes and improve efficiency by ensuring there is no duplication of services at Regional borders.

4. 2020 Priorities and Highlights

4.1 The following is a summary of the significant capital and operating investments in the recommended 2020 Public Health Business Plans and Budget:

- A new Tobacco Enforcement Officer (annualized cost of \$108k) due to increased enforcement activities related to cannabis use and the Regional Smoking and Vaping By-law.
- Increase in advertising (\$4k) and program material (\$5k) costs to support the new Smoking and Vaping By-law.
- Capital costs for major dental equipment, instruments and office equipment (\$409k) to support implementation of the new Ontario Seniors Dental Care Program (OSDCP). It is anticipated that capital costs related to OSDCP implementation will be funded through provincial subsidy as has been reflected in the budget submission.
- Capital costs for renovation of the new Oral Health Clinic space (\$2.0 million). It is anticipated that costs will be funded through provincial subsidy as has been reflected in the budget submission.
- A new permanent part-time Clerk 1 (0.6 FTE) to support improved efficiencies at the Healthy Families Breastfeeding Clinic (\$44k).
- Capital costs for new computers (\$23k) to support an expanded role of casual staff in Immunization that requires documentation and a fax machine (\$2k) to meet requirements of the *Immunization of School Pupils Act*.
- One-time costs (\$80k) for the replacement of four large vaccine fridges contingent on one-time 100% provincial funding.
- Capital costs for the Public Health portion of the space optimization project at 101 Consumers (\$2.0 million). It is proposed that this project be financed from reserve funds.
- A one-time investment in pandemic supplies (\$50k) to maintain stock to be on hand in the event of an outbreak.

4.2 Due to Public Health Modernization the anticipated reduction in the provincial subsidy for Public Health is \$46k.

4.3 The following is a summary of the significant capital and operating investments in the 2020 Paramedic Services Business Plans and Budget:

- One new Superintendent position to improve support for frontline staff (annualized cost of \$150k).
- Six new Primary Care Paramedics (PCPs) and six new Advanced Care Paramedics (ACPs) (\$1.6 million annualized) to staff a new 24-hour ambulance.
- Increased investment in the Incident Response Unit (IRU) to provide services through the evening hours enhancing opportunities for ACP response to critical call (\$240k).
- Additional investment to respond to increasing workplace safety and insurance costs resulting from growing post-traumatic stress disorder claims (\$200k).
- Investments in mental health support and training for staff and the peer support team (\$100k).
- Increase in uniform costs due to contract negotiations and uniforms for new staff (\$50k).
- One new ambulance and associated equipment to be deployed along the lakeshore corridor (\$269k). A portion (\$199k) of the cost of the new ambulance will be funded through Development Charges.
- Investment in the development of a Paramedic Services Master Plan (\$200k). A portion of the cost for the Paramedic Services Master Plan will be funded through Development Charges (\$119k).
- Ten replacement ambulances to ensure the Region's fleet is maintained and replaced in alignment with the Region's asset management plan (\$1.6 million).
- One replacement command vehicle to replace a vehicle that has reached the end of its useful life (\$76k).

4.4 The anticipated reduction in provincial subsidy for Paramedic Services is \$358k.

5. 2020 Risks and Uncertainties

5.1 Public Health risks and uncertainties include:

- Public Health Modernization, which may impact public health funding, governance and organizational structures across the province.
- Growing population leading to an increased need for public health programs and services.
- Changing population needs in Durham Region which would impact the way programs and services are delivered.
- Changes to provincial legislation that would impact programs and services.
- Further reductions to the provincial investment for public health programs and services.

5.2 Paramedic Services risks and uncertainties include:

- Emergency Services Modernization, which may impact emergency services funding, scope of emergency services and organizational structures across the province.
- Increasing call volumes impacting capacity.
- Increasing offload delays resulting in less paramedics available to respond to emergency calls.
- Reductions to the provincial investment for Paramedic Services.

6. Future Budget Pressures

6.1 New Public Health positions being recommended in 2020 including the new Tobacco Enforcement Officer and permanent part-time Clerk 1 will have annualization impacts in 2021.

6.2 Significant future Public Health budget pressures over the next four years include:

- Changes to provincial legislation and standards which lead to a need for increases in staff and training to support compliance with program changes.
- Changing population needs leading to a need to expand programs, impacting communications, education, equipment, staff and training costs.
- Population growth and an increased need for services leading to increases in staff and equipment to support growth.

6.3 Paramedic Services recommendations that will have annualization impacts in 2021 include:

- Annualization of 12 new paramedic staff positions.
- Annualization of one new Superintendent position.

6.4 Significant future Paramedic Services budget pressures over the next four years include:

- Changes to provincial legislation and standards that may require increases in staff and training to support compliance with program changes.
- Impacts of the Durham Live project on call volumes within Durham Region.
- Ongoing operation of the PCOP.
- Population growth and increases in call volumes leading to a need for increases in front-line operations and support staff, as well as a replacement Paramedic Response Station in Clarington.

7. Conclusion

- 7.1 The recommended 2020 Health Department Business Plans and Budget meets the Council approved guideline for the 2020 Property Tax Supported Business Plans and Budgets and supports the Department's role to protect and promote the health of Durham residents, reduce health inequities and deliver quality paramedic services that are responsive to clients' needs.
- 7.2 It is recommended that the Health & Social Services Committee approve the 2020 Business Plans and Budgets for the Health Department and forward this report to the Finance & Administration Committee for consideration during the budget deliberations of the 2020 Property Tax Supported Business Plans and Budget.
- 7.3 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with the recommendation.

8. Attachments

- 8.1 Detailed 2020 Business Plans and Budgets for the Health Department are available on-line through the link provided on the February 6, 2020 Health & Social Services Committee agenda or in hard copy by contacting Helen Tanevski at (905) 668-7711 ext. 3111.

Respectfully submitted,

Original signed by

R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM
Commissioner & Medical Officer of Health

Recommended for Presentation to Committee

Original signed by

Elaine Baxter-Trahair
Chief Administrative Officer



The Regional Municipality of Durham Report

To: Health and Social Services Committee
From: Commissioner of Social Services
Report: #2020-SS-1
Date: February 6, 2020

Subject:

2020 Social Services Department Business Plans and Budgets

Recommendation:

That the Health and Social Services Committee recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council that the 2020 Business Plans and Budgets of the Social Services Department be approved.

Report:

1. **Purpose**

1.1 The purpose of this report is to obtain Health and Social Services Committee concurrence of the 2020 Business Plans and Budgets for the Social Services Department. The Social Services Department 2020 Business Plans and Budgets will be referred to the Finance and Administration Committee for consideration during deliberations of the 2020 Property Tax Supported Business Plans and Budgets.

2. **Overview**

2.1 The recommended 2020 Social Services Business Plans and Budgets meets the Council approved guideline for the 2020 Property Tax Supported Business Plans and Budgets.

2.2 The 2020 Social Services Business Plans and Budget supports the following key priorities:

- a. Respond to Growth and Affordability Pressures and Support the Vulnerable Sector:
- b. Innovate and Modernize Operations and Administration:
- c. Accommodate Ongoing Legislative and Regulatory Changes; and,

- d. Invest in Infrastructure Renewal.
- 2.3 The recommended 2020 Social Services Department Business Plans and Budget includes \$338.2 million in gross expenditures requiring \$84.4 million in property tax funding with the remaining funded by program fees, provincial and federal subsidies, reserves and reserve funds.
- 2.4 The recommended 2020 Social Services Department Business Plans and Budget provides operating and capital funding for the following divisions:
- a. Emergency Management and Program Support Services
 - b. Social Assistance
 - c. Children's Services
 - d. Family Services
 - e. Housing Services
 - f. Long Term Care and Services for Seniors

3. **2019 Accomplishments**

- 3.1 In the Spring of 2019, staff conducted an annual emergency training of department staff through a simulated evacuation centre response to a community emergency event.
- 3.2 Participated in the planning and development of a Community Safety Wellbeing Plan (CSWB) in partnership with Planning and Economic Development, and Durham Region Police Services (DRPS).
- 3.3 A Human Trafficking Response Team (HTRT) was developed within the Social Assistance program in partnership with Victims Services (i.e. Human Trafficking Prevention Facilitator). Through the support of this group, every Ontario Works (OW) office is provided with specialized and sensitive service to this vulnerable client group.
- 3.4 A total of 263 staff within Social Services were trained in our protocol and procedures for responding to victims of human trafficking. Each staff member was provided with a Tool Kit to guide these sensitive interactions.
- 3.5 The HTRT has connected with 48 confirmed cases and 18 suspected human trafficking victims in partnership with the Victims Services, Human Trafficking Prevention Facilitator. This role, within Victim's Services, also developed tailored education and awareness courses for students, teachers, parents and service providers. So far, this individual has reached over 2,000 students at 12 schools in Oshawa, Ajax, Pickering and Whitby receiving approximately two disclosures of sexual violence for every three presentations given at Durham Region high schools.
- 3.6 Through the use of a specialized trustee youth caseload, over 30 youth (age 16-24) in receipt of Ontario Works (OW) achieved their high school diploma, and another 155 gained acceptance into Post-Secondary education programs.

- 3.7 Successful in exceeding ambitious Employment Outcome targets, which were imposed by the Province, within the Ontario Works program. This included positive achievements in the level of Ontario Works recipients exiting to employment, and those achieving increased employment earnings while in receipt of assistance.
- 3.8 A total number of 1,451 recipients of Ontario Works received training and/or education to update skills, which represents a significant increase from the 726 participants noted in 2018.
- 3.9 All staff involved in the delivery of Ontario Works also received Indigenous Cultural Competency and Compassion Training, in keeping with the 'calls to action' provided by the Truth and Reconciliation Commission of Canada.
- 3.10 Allotted child care fee subsidies to over 5,700 children, which was approximately 100 more children than served in 2018.
- 3.11 The relocation of the Edna Thomson Early Learning Child Care Centre occurred to serve families in Clarington with increased child care spaces and an accessible location.
- 3.12 Durham Behaviour Management Services supported a total of 2,084 individuals: 508 children were supported, including children with developmental disabilities. 927 parents and educators attended workshops. A total of 649 families were supported through Ready, Set, Grow Check-ups, visits to EarlyON Child and Family Centres, and other community events.
- 3.13 The Children's Services Division facilitated capacity building initiatives for early learning educators in Durham. A total of 2,391 educators participated in training.
- 3.14 The Fee Subsidy Calculator was launched on the durham.ca website, so families can check their eligibility for the Fee Subsidy Program before applying online.
- 3.15 All Durham Behaviour Consultants were trained in the use of the CHILd Tool: A classroom observation tool that assesses the quality of social and emotional interactions in early childhood care and education settings. The training was facilitated by Dr. Chin Reyes from the Yale University School of Medicine with funds supported by the Ministry of Education.
- 3.16 Durham's Best Start Network (BSN) continued to provide an opportunity for more than 80 community agencies including the six school boards, child-care service providers and community partner agencies to meet and share information and ideas. A 2019 year-end report is posted on the Region's website.
- 3.17 In partnership with Fairy Glen Day Care Centre Inc., the Children's Services Division was awarded \$277,625 in funding from Employment and Social Development Canada to support research in the field of Early Learning. The project, entitled "Rebuilding the Village: A novel approach to inclusive early learning and child care environments," aims to address the rising prevalence of at-risk behaviours in young children. With the funds, the partners have co-created a

- simulation classroom, hired world renowned simulation experts, and have recruited 18 early learning educators to participate in the training.
- 3.18 Implementation of Greenspace, an evidence/web-based platform that improves Family Service counselling client engagement and outcomes by easily monitoring and tracking progress and involving clients in their treatment and care. Greenspace provides visibility into client outcomes enabling better organizational decision making and planning and relationship building with stakeholders.
 - 3.19 In partnership with the Health Department (Paramedic Services), the continued expansion of Primary Care Outreach Program (PCOP) Services to all of Durham Region with a further integration of the program by establishing itself as an important resource for individuals dealing with homelessness and requiring intensive service navigation, outreach and support. Program need continues to be demonstrated by high numbers of individuals served.
 - 3.20 Development and implementation of Prompt Access to Single Session (PASS) Case Management services to assist individuals with an intellectual disability and their families, who are often waitlisted for service, to access timely service navigation assistance, information and resources about available funding and programs, and direct support with planning and completion of relevant applications for services and funding.
 - 3.21 At Home in Durham 2019 Five-Year Review, was completed. This incorporates the results of its legislated five-year review and highlights activities during the past five years, including strategic investments in new housing and homelessness. At Home in Durham is reinforced in the actions of the Affordable and Seniors' House Task Force. It is aligned with the Housing Services Act (HSA), consistent with the 2016 Provincial Policy Statement–Service Manager Housing and Homelessness Plans and continues to reflect and respond to the housing needs of our communities.
 - 3.22 Hosted a National Housing Day event, attended by community partners, elected officials and builders to promote affordable housing in the region.
 - 3.23 Leveraged more than \$5 million in provincial and federal funding for the development of an estimated 35 new affordable housing units, provide 4 new homeownership opportunities and address urgent capital repairs in 15 community housing projects.
 - 3.24 Provided down payment assistance to 4 families through a partnership with Habitat for Humanity Durham. The Region was successful in becoming the Community Entity to administer Reaching Home: Canada's Homelessness Strategy funding to enhance and modernize the current homelessness system.
 - 3.25 Implemented the Homeless Individuals and Families Information System (HIFIS), a federal web-based technology. This system co-ordinates service to people experiencing, or at risk of, homelessness by sharing a common database among all agencies engaged in homelessness initiatives. Housing Services staff then

- proceeded to convert data from previous stand-alone versions of HIFIS to support our commitment to service excellence.
- 3.26 Assisted more than 120 waitlist applicants to secure subsidy under the Provincial Portable Housing Benefit-Special Priority Policy (PHB-SPP) program that supports victims of family violence and human trafficking.
 - 3.27 Supported the Oshawa Unsheltered Residents Task Force (O.U.R. Task Force) that includes key representatives from the Region, City of Oshawa and social services organizations to address the needs of unsheltered residents in our community.
 - 3.28 In partnership with the City of Oshawa, the John Howard Society and Durham Public Health launched On Point, a pilot used needle collection program which also provides employment and support opportunities to participants who've experienced homelessness.
 - 3.29 Received approval from the Ministry of Long-Term Care for a proposal to create a 26-bed Behavioural Specialized Unit at Fairview Lodge. This unit is the first of its kind in Durham Region and the surrounding area. It brings an enhanced level of care for individuals experiencing responsive behaviours. The unit is set to open in February 2020.
 - 3.30 Submitted application for a new Long-Term Care Home.
 - 3.31 Continued to modernize Long-Term Care and Services for Seniors documentation processes by completing the roll out of the new electronic resident health record and full implementation of an electronic medication administration record.
 - 3.32 Achieved positive resident satisfaction survey results – 92 per cent of respondents rated our Long-Term Care (LTC) Homes as “definitely” or “probably” when asked to indicate if they would recommend the home to others.
 - 3.33 Coordinated and received up to 365 community volunteers that provided more than 39,000 hours of time to 847 Long-Term Care residents and Adult Day Program clients.
 - 3.34 Fairview Lodge staff implemented a very successful program called “Empty Nest” to support caregivers whose loved ones have recently been admitted to the home.

4. **2020 Priorities and Highlights**

- 4.1 The recommended Business Plans and Budget allows for a continued investment in social programs across the department with no anticipated reduction in the level of services to our clients despite significant reductions in provincial funding subsidies.
- 4.2 Through a long-standing partnership with Excellence Canada, the Social Services Department will be prioritizing its continuous improvement framework to meet Platinum level of the Excellence, Innovation & Wellness (EIW) Standard. The Platinum Level builds on the department's successes and outcomes identified with

achieving Gold Level in 2018. Social Services will be required to demonstrate sustainable best practices and positive trends from an overall improvement in excellence, innovation and wellness.

- 4.3 An organizational internal assessment will be conducted in early 2020 to identify opportunities for improvements. Following this process, a Social Services EIW Plan will identify necessary measures, initiatives and processes to ensure:
- Continual improvement is a “way of life”;
 - Governance and leadership practices are consistent, effective and ethical;
 - Ongoing planning processes with Key Performance Indicators are used to monitor, measure and evaluate sustained results to drive improvement;
 - Customer service standards are upheld across the organization with mechanisms to receive customer feedback and respond effectively to find resolutions;
 - Processes are in place to ensure partnership requirements are met and exceptions are addressed; and,
 - Employee engagement and feedback mechanisms are used to ensure employees have a ‘voice’ and healthy wellness practices are well established.
- 4.4 Undertake a comprehensive Master Housing Strategy to operationalize and support the goals of At Home in Durham, including a fulsome review of the current housing system and revitalization of the Regionally owned Durham Regional Local Housing Corporation (DRLHC) portfolio.
- 4.5 Over \$2.4 million of capital expenditures, investing in facilities and equipment with the intent of improving the level of services to our residents (e.g. building renovations and rehabilitations, computer hardware replacements, equipment upgrades within the LTC Homes, etc.).
- 4.6 Continued support for the reduction and elimination of homelessness with significant investments from both Federal and Provincial levels of government (\$9.5 million).
- 4.7 The Children’s Services Division will use the Employment and Social Development Canada funding to host the training, conduct pre and post measures, and provide presentations and a formal report to the community, showcasing the impact on educators and children. The project, entitled “Rebuilding the Village: A novel approach to inclusive early learning and child care environments,” aims to address the rising prevalence of at-risk behaviours in young children.
- 4.8 A Fee Subsidy waitlist modernization project will triage and clean up the current waitlist. The purpose is to ensure fee subsidy waitlist data is current and relevant to support a smooth and efficient intake process for children and families.
- 4.9 Coordinate with community stakeholders to support early learning and child care operators to offer quality programs that are aligned with best practices and

legislative requirements (e.g. Ministry of Education, Health Department, Municipal Fire Services, Labour laws, etc.).

4.10 Facilitate continuous professional learning and capacity building that meets the needs of the Early Learning Child Care community. The resource library services for educators will expand to provide services at Lakewoods Early Learning and Child Care.

4.11 Through the At Home in Durham Plan, continue with goals and primary actions that aim to improve affordability and access to housing, protect the existing affordable housing supply, encourage housing diversity, and build capacity in the housing system. These goals are:

- Goal 1: End Homelessness in Durham
- Goal 2: Affordable Rent for Everyone
- Goal 3: Greater Housing Choice
- Goal 4: Strong and Vibrant Neighbourhoods

4.12 A total of 11 new positions are being requested within this budget:

- a. **1** Program Assistant within Housing Services to administer the Reaching Home program, with costs to be offset by Federal investments.
- b. **1** Training Specialist within Children's Services to deliver Indigenous-led programming that supports the Early Learning and Child Care community.
- c. **1** Personal Support Worker at Hillside Estates, to support residents and create stability within the current staffing model by moving towards permanent full-time staffing vs a temporary and part-time model, which can be unreliable for scheduling, etc.
- d. **1** Nurse Practitioner at Hillside Estates to expand current nursing and medical services. Costs to be offset by a reduction in PT hours related to this position.
- e. **1** Registered Practical Nurse at Hillside Estates to support the residents with dementia through the provision of expertise to the Home in the area of responsive behaviours management, to improve the overall quality of care and enhance safety in the Home.
- f. **1** Coordinator of Administrative Services at Hillside Terraces to oversee a variety of non-clinical nursing functions currently being managed by nursing managers.
- g. **1** Personal Support Worker position at Hillside Terraces, for the Behaviour Supports Ontario team to address resident care and complexity.

- h. **1** Recreation Programmer at Hillsdale Terraces, to allow for increased individualized resident programming to enhance quality of life, engage residents in a meaningful way and reduce boredom.
- i. **1** Personal Support Worker (PSW) at Fairview Lodge, to address resident safety on night shifts. Due to increasing resident frailty and/or responsive behaviours, most residents require 2-person care. The addition of a PSW will allow staff to more quickly respond to care needs.
- j. **2** Personal Support Worker positions at Lakeview Manor, to improve capacity for managing increased behaviours and levels of care, and to allow for consistent staffing levels across all Resident Home Areas.

5. **2020 Risks and Uncertainties**

5.1 The Social Services Department anticipates the following risks and uncertainties that are of note when considering the 2020 Business Plans and Budget recommendations:

- a. The most significant risk in Social Services is the uncertainty of provincial investment. The 2020 budget submission includes provincial funding based on the levels currently known. During 2019 the Region was subjected to considerable uncertainty as the Provincial government unilaterally announced changes to funding levels, cost-sharing formulas and program design and then subsequently announced further changes to the scope and timing of these changes. Uncertainty affects our Department's ability to plan and deliver services benefitting the Durham community. Reductions in provincial investment have a significant impact on the Region's own resources and its ability to address community needs such as poverty reduction.
- b. The waitlist for Child Care Fee Subsidy remains high with over 5,400 children waiting for service in December 2019. Although 100 more children were placed from the waitlist in 2019 compared to 2018, the number of families requiring help with affordable child care in Durham continues to rise. The Region will be required to contribute increasing amounts of funding to address the community need for early learning and child care expansion.
- c. The Provincial Government has announced planned changes to the delivery of employment services in the Province of Ontario, however the scope and design of these changes are unknown. The Ministry has selected three prototype regions (Durham is not one) and intends by March of 2020 to transfer all employment services for Ontario Works clients to new Service System Managers. The timeline for the new Employment Services transformation to be expanded to all of Ontario is not yet known.
- d. It is unclear what the impact will be of the Ontario Health Teams (OHT) on the funding and operations of Long-Term Care, its Adult Day Program and

mental health and addictions services provided to Family Services clients. It is important that the Region continue its participation on the steering committees of OHTs in our catchment area (Durham OHT and Eastern York-North Durham OHT) as they continue to develop.

- e. The Provincial funding and implementation decisions regarding roll out of the Ontario Structured Psychotherapy program has the potential to impact the Family Services Division.
- f. The expansion of the Primary Care Outreach Program (PCOP) services to areas of Durham outside Oshawa will have to require careful monitoring of social work staff resources.
- g. The external organizations who contract with Social Services for Employee Assistance Programs may be subject to organizational transitions or funding constraints impacting their need for our services.
- h. Within the Social Housing program, End of Operating Agreement/End of Mortgage may make it difficult to meet the legislated service level standard of 4,446 Rent Geared to Income units.

6. Future Budget Pressures

- 6.1 The Social Services Department anticipates the following future budget pressures that are of note:
 - a. Annualization of 11 new positions within the Department at an estimated incremental 2021 cost of \$542k.
 - b. Continued phase in of cost sharing requirements, imposed by the Province, related to the Children's Services Division.
 - c. Continued pressure to address and reduce the wait list across several program areas. With population growth and funding constrained, wait times for services, such as Child Care Fee Subsidy, will continue to fall short of community needs.
 - d. The aging Durham Region Local Housing Corporation (DRLHC) portfolio requires significant capital to maintain units.
 - e. Social housing providers require capital investments and have insufficient means to generate funds resulting in requests from the Region for additional capital.
 - f. Changes to the Housing Services Act and the implications on the Regional funded Rent Geared to Income (RGI) subsidy.

- g. There is a need for additional provincial funding to better address increasingly complex medical acuity levels of residents, population diversity and regulatory requirements in Long-Term Care.
- h. Growth in the population of homeless individuals and families will place additional demand on shelters and other supports.
- i. The Ontario Works (OW) and Social Housing client population is seeing an increase in complex mental health and addiction issues with one third of adults receiving OW being unable to work due to medical issues. The Province has advised that it is considering a transformation of provincial supports for those with mental health and addiction issues and their families. The impact on municipalities is unclear.
- j. Uncertainty regarding pending provincial changes to OW program design and funding model complicates business and budget planning.
- k. Beginning in January 2020, there was a change in the funding model for Long-Term Care (LTC) pharmacy services from fee for service to fee per bed which will result in a funding reduction. This may translate to reduced services to LTC homes which we will need to monitor closely. The proposed changes are likely to result in reduced pharmacy expertise in the LTC homes leading to an increased risk of adverse medication events and other unintended consequences on the health and well-being of residents in LTC.
- l. There continues to be a Long-Term Care bed shortage -- The Central East Local Health Integration Network (CELHIN) has the highest waitlist and the highest demand in the province with 226 of every 1,000 seniors aged 75+ living in or waiting for LTC. This will continue to place pressure to create additional Regionally-owned and operated LTC Homes to serve aging residents.
- m. A new LTC home in Seaton, if approved, will require a significant Regional investment.
- n. As precarious and intermittent employment becomes more common in the labour market, it is anticipated that Durham residents will increasingly turn to the social services sector for help with different forms of income stabilization and other support services.
- o. Durham continues to experience rapid and diverse population growth with increasing urbanization. Within 15 years net population growth in Canada will come solely from immigration. Social Services will need to help with the successful integration of skilled newcomer for continued economic prosperity and strong inclusive communities.
- p. The Ministry of Children, Community and Social Services has announced its intention to redesign the Ontario Disability Support Program (ODSP) including a

new definition of disability which is expected to limit eligibility for this social assistance program. This could potentially increase the number of clients in receipt of OW putting additional pressure on Regional staff and funding resources. Social Services staff will monitor developments in this program area as the Ministry makes more information available.

- q. The Family Services Division will continue to address mental health and well-being supports. However, referrals for new individual, couple or family counselling cases are continuing to grow putting pressure on waitlists and system capacity.

7. **Conclusion**

- 7.1 The recommended 2020 Social Services Department Business Plans and Budget meets the Council approved guideline for the 2020 Property Tax Supported Business Plans and Budgets and supports the Department's role within the community.
- 7.2 It is recommended that the Health and Social Services Committee approve the 2020 Business Plans and Budgets for the Social Services Department and forward this report to the Finance and Administration Committee for consideration during the budget deliberations of the 2020 Property Tax Supported Business Plans and Budget.
- 7.3 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with the recommendation.

8. **Attachments**

- 8.1 Detailed 2020 Business Plans and Budgets for the Social Services Department are available online through the link provided on the February 6, 2020 Health and Social Services Committee agenda or in hard copy by contacting the Finance Department at 905-668-7711 ext. 2304.

Respectfully submitted,

Original signed by

Stella Danos-Papaconstantinou
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



The Regional Municipality of Durham Report

To: The Health and Social Services Committee
From: Commissioner of Social Services
Report: #2020-SS-2
Date: February 6, 2020

Subject:

The Children's Services Annual Update and Durham's Early Learning and Child Care Service Plan 2018-2022 update

Recommendation:

That the Health and Social Services Committee recommends:

That this report be received for information.

Report:

1. Purpose

1.1 This report provides Council with The Children's Services Division Annual Review and The Early Learning and Child Care Service Plan 2018-2022 update that shows an overview of the 2019 work accomplished in the Children's Services Division and the progress that has occurred related to the multi-year service system plan. The Early Learning and Service Plan 2018-2022 was developed with significant community input and is structured to align with legislative requirements and approved by Council in May 9, 2018.

2. Background

- 2.1 The Children's Services Division was designated by the Province of Ontario in 2000 as the Consolidated Municipal Service Manager for child care and early year's programs. The Division is required to plan, fund and manage the system.
- 2.2 The Child Care and Early Years Act, 2014 includes clarification of the role and responsibilities for Consolidated Municipal Service Managers. It also outlines specific matters of Provincial Interest that should be included in the development of system plans. The plans are to be reviewed and updated at least every five years.

2.3 Children's Services Division staff work with community partners, service providers and families to ensure that Divisional work plans are developed based on the priorities set out in the Early Learning Service Plan 2018-2022 and reflect the needs and ideas of Durham's Early Learning Child Care system.

3. Durham's Child Care and Early Learning Service Plan 2018 – 2022

3.1 The plan outlines five key service priorities:

- a. Maximize financial support available to licensed child care
- b. Develop and implement a strategy to support children with special needs
- c. Increase and attract and retain quality Registered Early Childhood Educators
- d. Support and expand the licensed home child care sector, and
- e. Reduce the waitlist for child care fee subsidy

3.2 The plan is structured to align with the provincial priorities: Responsive; Affordable; Accessible and High-Quality.

3.3 For each of the key service priorities, Children's Services Division staff developed measurement indicators; actions and timelines. The report was structured so that every year an annual report may be completed that outlines accomplishments. Should provincial direction or funding levels change, staff will adjust the plan accordingly.

3.4 Durham's Early Learning Service Plan 2018-2022 update is aligned with the structure of the original plan and outlines the accomplishments and modifications necessary to adapt to provincial and community level change.

4. Conclusions

4.1 Durham's Early Learning and Child Care Service Plan update offers an overview of current accomplishments and provides direction for staff to adapt work plans to align with provincial directions and legislation, while continuing to work toward achieving Durham's Early Learning and Child Care priorities. This update will be circulated in the Early Learning and Child Care community and submitted to the Ministry of Education.

4.2 For additional information, contact: Lisa McIntosh, Director of Children's Services Division at 905-668-7711, extension 2754.

5. Attachments

Attachment #1: Early Learning and Child Care Service Plan 2019 status update

Attachment #2: Children's Services Division 2019 Year in Review

Respectfully submitted,

Original signed by

Stella Danos-Papaconstantinou
Commissioner of Social Services

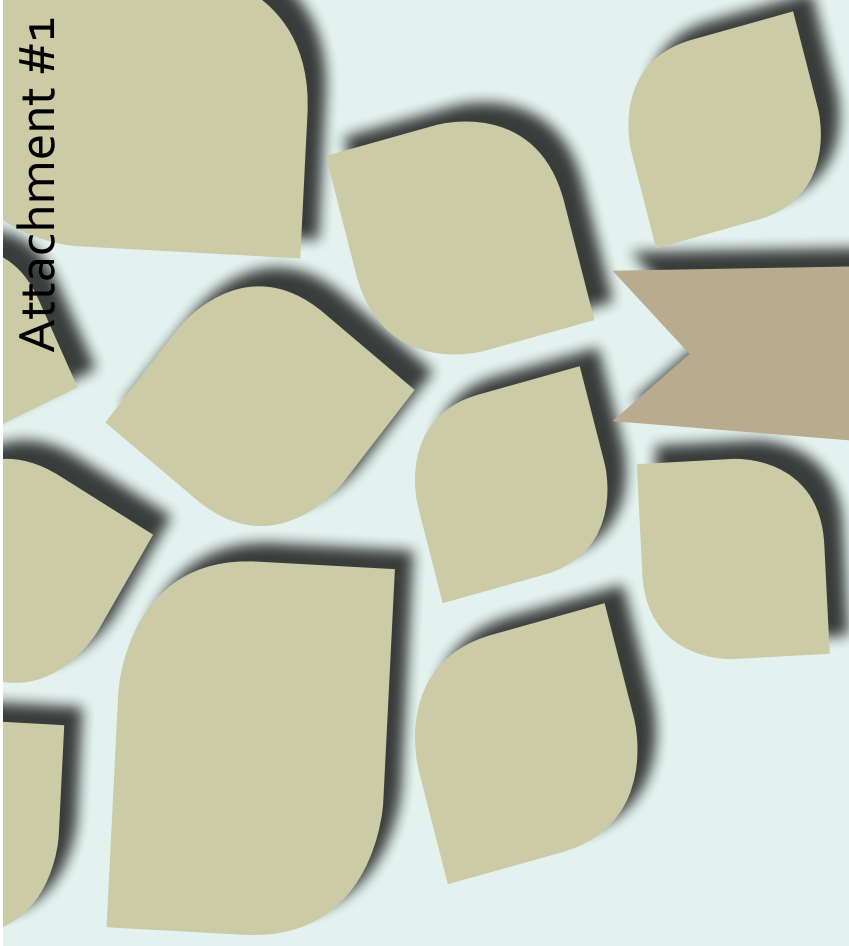


Early Learning and Child Care Service Plan

³² 2019 status update

The Regional Municipality of Durham

Children's Services Division



Contact information

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The Regional Municipality of Durham
605 Rossland Road East
Whitby, ON L1N 6A3
1-800-387-0642
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Acknowledgments

Early learning and child care services in Durham Region are funded by The Regional Municipality of Durham, the Province of Ontario Ministry of Education and the Canada-Ontario Early Learning and Child Care Agreement.



Government
of Canada

Regional Priorities: 2018 to 2022

Between 2015 and 2017, community members from Durham’s Early Learning and Child Care (ELCC) community participated in a series of priority-setting activities. The results garnered responses from licensed child care operators, non-profit agencies, municipal recreation, libraries, special needs resourcing agencies, our local health department, registered early childhood educators, parents and families. Together, we identified and selected five key priorities (Figure 1).

The priorities reflected community needs, ministerial requirements, and provincial goals of creating a sector that provides affordable, accessible, and high-quality care that is responsive to the needs of Durham Region families.

☞ In spring 2018, the ELCC Service Plan: 2018 to 2022 was approved by the Durham Regional Council. After our second year of implementation, the Children’s Services Division (CSD) is pleased to present our annual status update.

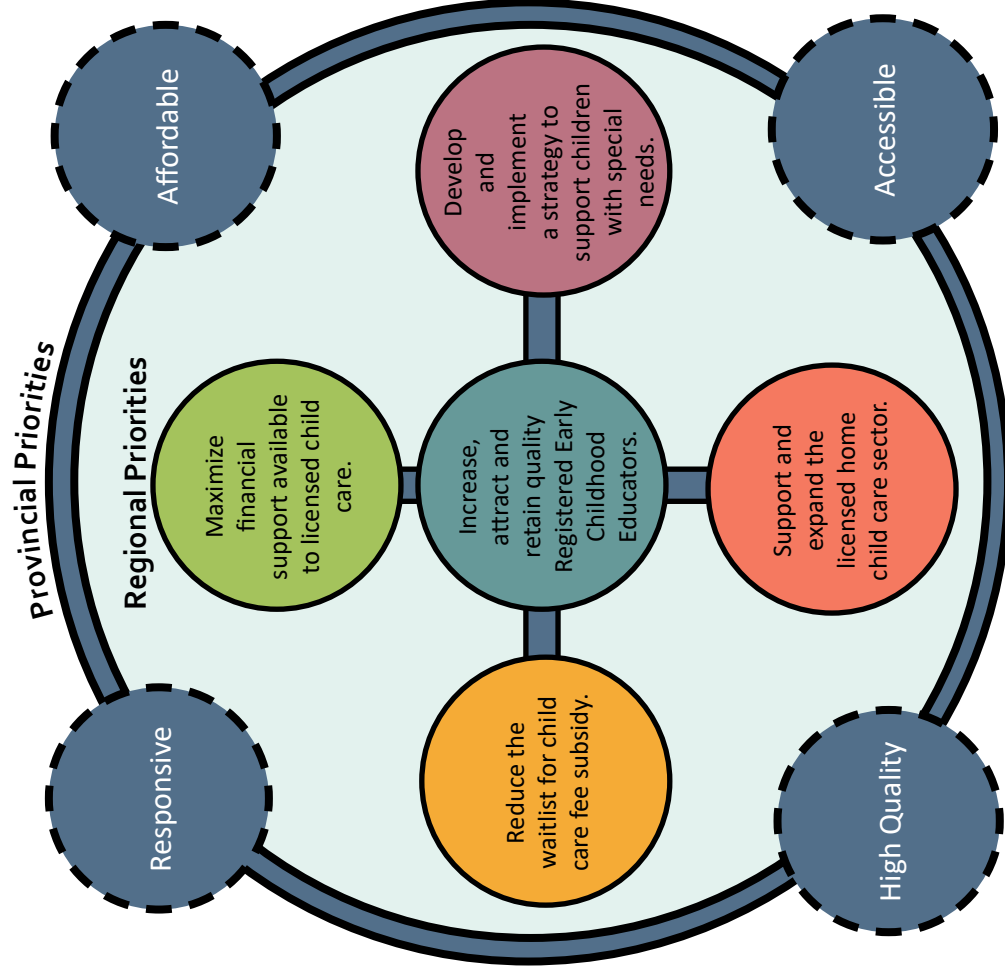


Figure 1: Provincial and Regional Priorities: 2018 to 2022

2019: Continued modernization

In 2019, the Ontario Ministry of Education (MEDU) announced new strategies to modernize child care:

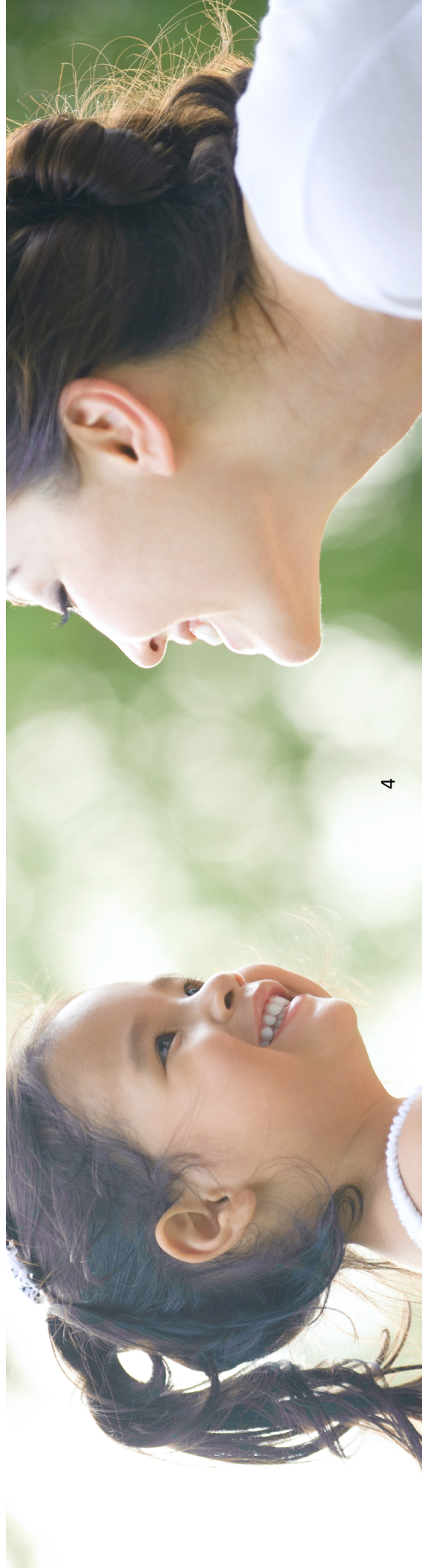
- Introduction of the Ontario Childcare Access and Relief from Expenses (CARE) tax credit.
- Creation of 30,000 child care spaces in school over five years; 10,000 spaces within new schools.
- Making legislative changes to provide home-based child care providers with more flexibility to meet the needs of families.
- Reducing red tape and administrative burden for the child care and the early years sector.
- Increasing choice for parents by subsidizing authorized recreation programs to better serve school-age children; including reducing the age of participation from 6 years of age to 4 years of age.

These modernization strategies build upon existing supports including providing families with child care fee subsidy and supporting early learning professionals through wage enhancement.

While the Government continues to strive to ensure the ELCC sector is accessible, affordable, inclusive, and high quality, the four primary aims of the Provincial plan specifically seek to:

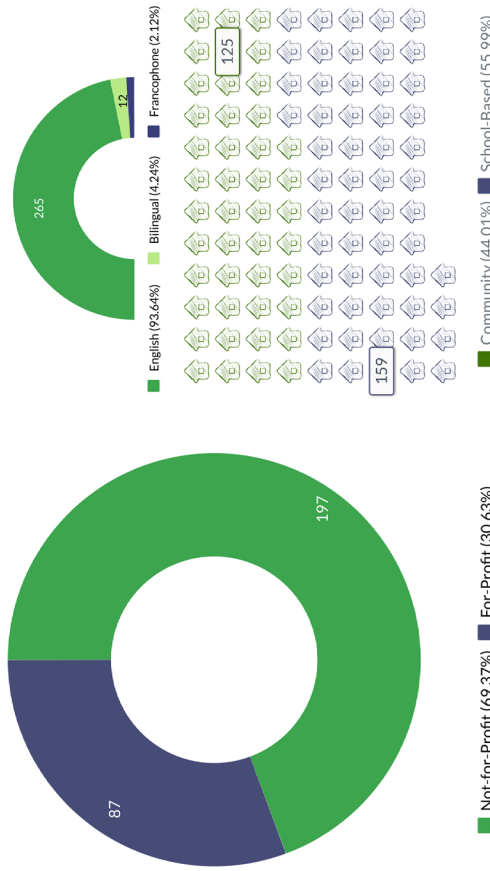
1. Make child care more affordable.
2. Increase choice and availability for families.
3. Improve quality and deliver high standards of care.
4. Reduce red tape and administrative burden.

Whenever possible, this document has identified how our existing pillars (Responsive, Affordable, High Quality, Accessible) align with the Government's new plan for ELCC.



Our Sector

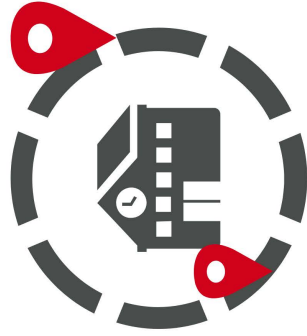
284 licensed child care sites



4 licensed home child care agencies

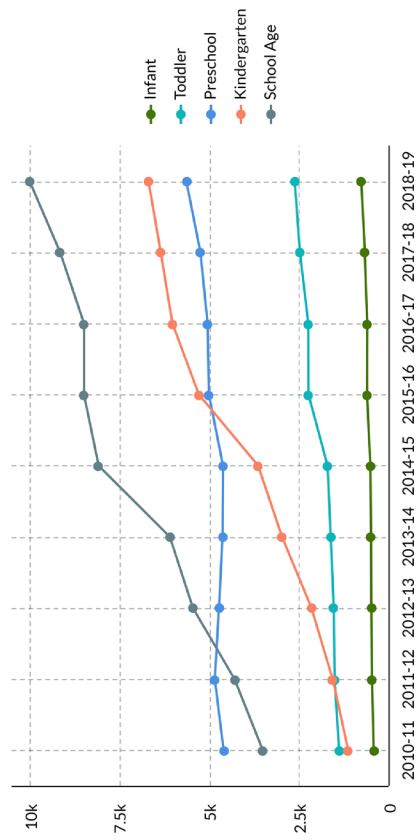


142 homes (41% increase since 2010-11)



Every elementary school in Durham Region has at least one child care centre within a 2 kilometer radius.

25,702 spaces in 2018-19.



The number of spaces has increased 134% since 2010-11

5,700 children were served through Child Care Fee Subsidy.

415 early childhood educators have received training through Durham Behaviour Management Services.

2,391 early childhood educators have received training through 125 specialty sessions offered through Capacity Building Funding.

253 licensed centres participated in the Durham Region Operating Criteria - Assessment for Quality Improvement, as well as 13 summer camps.

80 EarlyON Child and Family Centres in operation, including 13 hubs and 67 satellite locations.

Maximize financial support for licensed child care

The CSD continues to support ELCC operators to provide efficient, fiscally-responsible programs. In 2019, we have supported child care operators to improve their financial literacy and management when needed, streamlined the process of reporting outcomes per funding model to the MEDU, and have Quality Assurance Advisors provide input on special purpose funding applications to ensure requests are aligned with quality improvement efforts within each centre.



252

37

sites received General Operating Program Funding



100

sites supported by special purpose funding



2,447

educators supported by Wage Enhancement



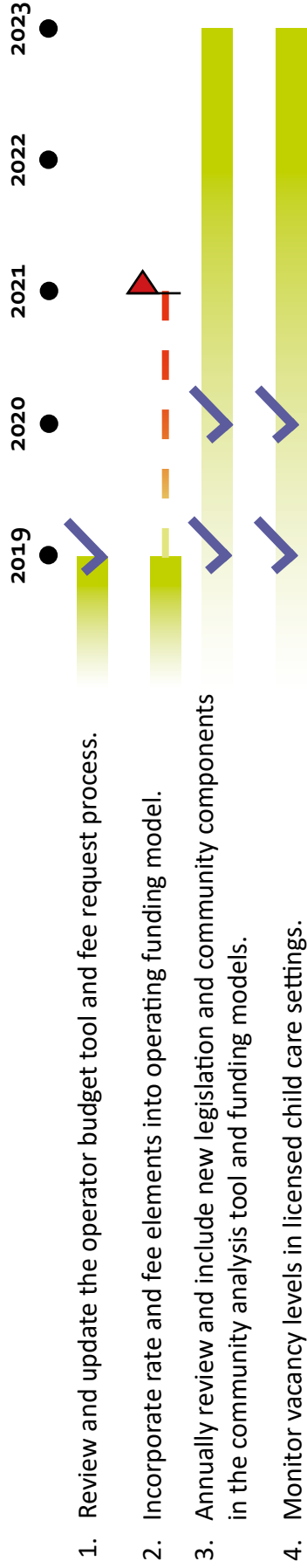
1,642

rooms met and/or exceeded DROC-AQI scores

In 2020, we look to align our funding procedures to Ministerial requirements, strengthen our data-informed community analysis processes for expansion or new Purchase of Service Agreements, and streamline our funding policies, guidelines and service agreements to support child care operators to plan and expand quality, stable child care in Durham Region.

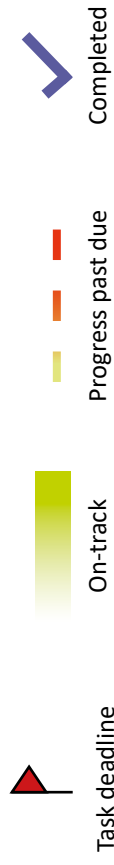
Maximize financial support for licensed child care

Progress in 2019



Project status

- The CSD ELCC Operator Budget Template has been updated, and a formal process has been created for CSD to continuously monitor requests for increasing parent fees by operators with a CSD Purchase of Service Agreement.
- The CSD continues to monitor and reflect legislative changes to ELCC funding. This includes repeal of Fee Stabilization Funding (assistance for operators to meet the increase of minimum wage to \$14).
- In 2019, a process to provide feedback to the MEDU regarding application of new licensed child care centres was formalized. The CSD will update the community analysis process using new available statistical data in 2020.
- The CSD will continue to educate ELCC operators and supervisors on the definition and application of licensed capacity versus operating capacity versus calculated vacancy rates.



Develop and implement a strategy to build capacity to support children with special needs from birth to age 12

Special needs resourcing (SNR) agencies serve the ELCC community in three ways:

1. Ensure all children actively engage in meaningful participation throughout their early learning program.
2. Support educators in their professional practice.
3. Support educators with adaptation strategies and the development of Individual Support Plans (ISP).

A major shift has occurred in the provision of special needs resourcing (SNR) in Durham Region. In response to the MEDU requirements for in-scope SNR service provision, the SNR service providers have redirected their funding and services from home-based services to services offered through licensed child care and/or EarlyON programming. In doing so, many of the Priority 2 sub-objectives have been accomplished.

In 2019, the community was supported by SNR agencies in the following ways:

- **24** Durham Behaviour Management Services (DBMS) trainings offered.
- **415** ELCC professionals in DBMS trainings.
- **741** children received SNR services per month on average.
- **100,000** funded hours for Enhanced Staffing.

	2016	2017	2018	2019
SNR Funding	\$4,247,245	\$4,944,960	\$5,605,357	\$5,105,357
Total subsidy allocation by CMSM*	\$37,028,902	\$45,353,970	\$54,616,074	\$55,679,729
Percentage of CMSM allocation to SNR funding**	11.47%	10.90%	10.26%	9.17%

The Regional Municipality of Durham has consistently allocated more than the mandated 4.1% to SNR supports.

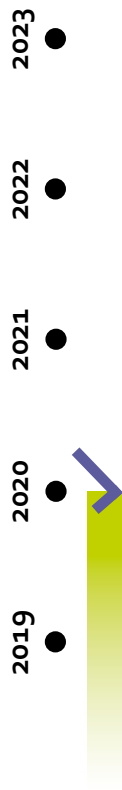
*The per cent of spending represents the MEDU funding (exclusive of Wage Enhancement funding). The allocation does not include the Regional contribution of funds. CMSM's must commit 4.1 per cent of their child care allocation to SNR supports.

**2018 and 2019 include budgeted estimates, excluding Wage Enhancement funding and the Journey Together.

Develop and implement a strategy to build capacity to support children with special needs birth to age 12

a. Establish a system vision

Progress to Date



1. Develop and action a communications plan.

Project status

1. A SNR communication package has been developed and disseminated to all sites.

The information package will be posted on the durham.ca/ChildrensServices website in 2020.

- 40 The system vision has also been embedded into annual service contracts, through the statement related to the Human Rights Code (RSO, 1990, c.H19).



Develop and implement a strategy to build the capacity to support children with special needs from birth to age 12

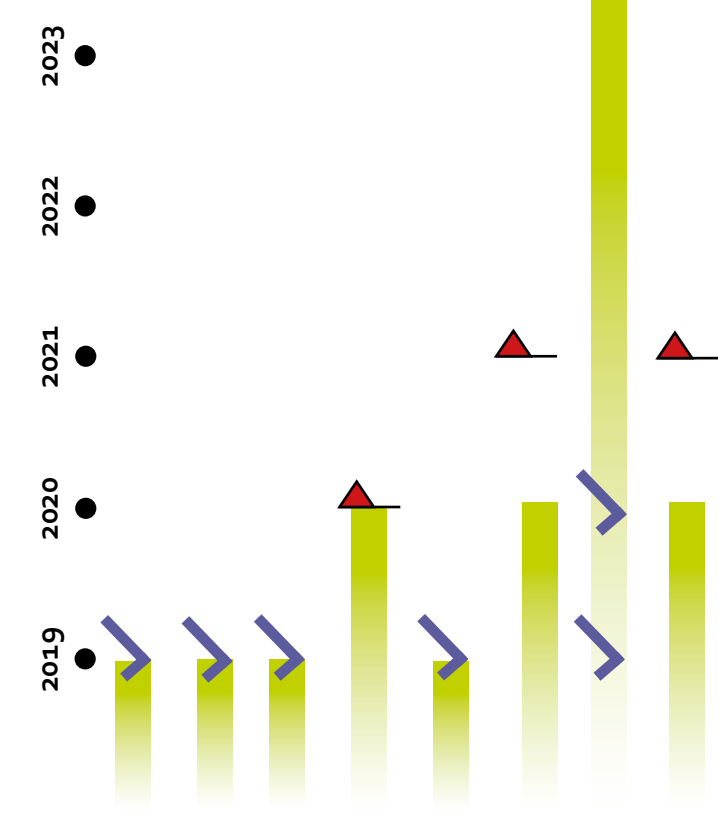
b. Implement a transition plan that meets both community and Ministry of Education needs

Progress to date

1. Consult with Ministry regarding the role of other funded agencies that provide specialized supports to children under six years.
2. Modify SNR service delivery to licensed care and EarlyON centres.
3. Prioritize funding to ensure a focus on in-scope spending.
4. SNR service providers will establish intake and triage procedures to serve licensed child care and EarlyON centres.
5. Monitor out-of-scope services.
6. Provide out-of-scope services only as short-term or specialized support for families who do not have any other services in place.
7. Communicate directly with licensed child care and approved recreation.
8. Explore strategies to better support inclusion within licensed home child care.

Project status

1. In 2018, Infant and Child Development through the Durham Region Health Department formally became part of the SNR system. From fall 2018 to 2019, a pilot project evaluated the impact of a program model that supports the transition into child care for children with special concerns or needs. The results of this evaluation have demonstrated successful and supportive transitions for both families and educators.
2. Services provided by the five SNR agencies are now considered within scope.
3. All funding is allocated to in-scope services.
4. On track for completion in 2020.



5. All SNR agencies provide in-scope services.
6. Triage processes are being formalized to provide immediate temporary supports to families.
7. Three key strategies have been implemented to regularly connect with front-line educators: a one-day training day for early learning educators in child care; training delivered, and services offered in collaboration with EarlyON educators; and training delivered to municipal day camp staff each summer.
8. In 2020, the CSD will use the time with SNR service providers at collaborative tables to discuss strategies to better support children in licensed home child care settings.

Develop and implement a strategy to build the capacity to support children with special needs from birth to age 12

c. Implement capacity building opportunities

Progress to date

1. Consult with SNR agencies to develop training calendars and conduct regular SNR-related trainings.



Project status

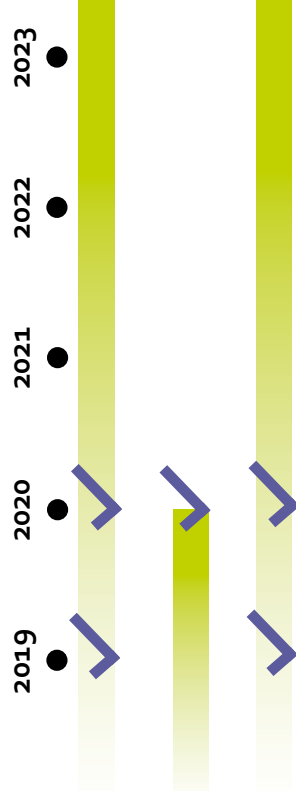
1. The CSD, in partnership with the Durham Region Child Care Forum, offers a variety of trainings monthly. In 2019, regular trainings were offered in partnership with Grandview Children's Centre, Resources for Exceptional Children and Youth, Surrey Place, and Durham Behaviour Management.

42

d. Institute administrative and procedural modifications

Progress to date

1. Develop and action a communications plan.
2. Develop a consent form for on-going information sharing and/or service requests form for Durham Region.
3. Share consent forms across the ELCC sector.



Project status

1. Licensed child care agencies (centre and home) with a purchase of service agreement with the CSD are required to include an inclusion statement in their parent handbook. This statement informs parents that it is the responsibility of the agency to access SNR services if their child requires additional support. It also speaks to the child's right to have an Individual Support Plan put in place. Each year, the CSD will perform an audit to ensure Parent Handbooks meet this requirement.
2. A consent form was developed by members of the agencies providing SNR services in licensed child care. The ELCC community was introduced to the form in the fall of 2019.
3. The SNR agencies will work in collaboration to share the consent broadly across the ELCC sector.

Develop and implement a strategy to build the capacity to support children with special needs from birth to age 12

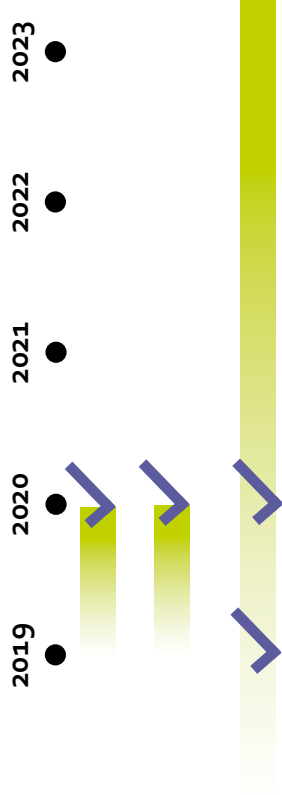
e. Increase the support provided through the Enhanced Staffing Program

Progress to date

1. Review current application and approval processes.
2. Update and implement application process.
3. Monitor demand for Enhanced Staffing.

Project status

1. Applications for Enhanced Staffing are completed and submitted by the early learning (or camp) program requesting support. The assigned Early Learning Inclusion (ELI) Consultant supports the completion of applications and provides on-site support to implement suggestions and strategies with the program staff.
2. The application process has been updated. Applications are reviewed and decisions are made based on criteria and availability of funding.
3. Usage of Enhanced Staffing is monitored through quarterly reporting collected by the CSD.



Supporting Early Learning Professionals

For the second time, the CSD held a full-day SNR Networking event for SNR personnel to build their understanding of the services provided by all SNR agencies under the SNR umbrella. Each agency provided updates and created scenarios which small groups worked through to practice the collaborating roles necessary to support educators as a multi-agency team. Success stories of accomplishments to support increased inclusion in ELCC centres were shared and the session allowed the group to network with each other to build the ability to offer a co-ordinated approach to SNR services that support inclusive practices for children and their families.

Increase, attract and retain quality RECEs

The lack of qualified Registered Early Childhood Educators (RECEs) available for employment in Durham Region continues to be an issue. The CSD and its community partners through the Best Start Network, are committed and have demonstrated great progress in using creative ways to attract and retain RECEs.

To support the early learning community, in 2018 the CSD began developing a core team of Training Specialists. These highly specialized early childhood educators provide training and mentorship to new and existing RECEs and align daily practices with How Does Learning Happen? Ontario's Pedagogy for the Early Years.

In 2020, the Best Start Network Child Care Sub-Committee will expand its reach to attract workers into the field of early childhood education by targeting local secondary schools, employment support centres, and post-secondary institutions.

In 2019, the ELCC sector was supported by **2,748** RECEs in licensed child care and **38** RECEs in EarlyON Child and Family Centres, including a lead RECE for ON y va programs.



Information night on RECE upgrade program

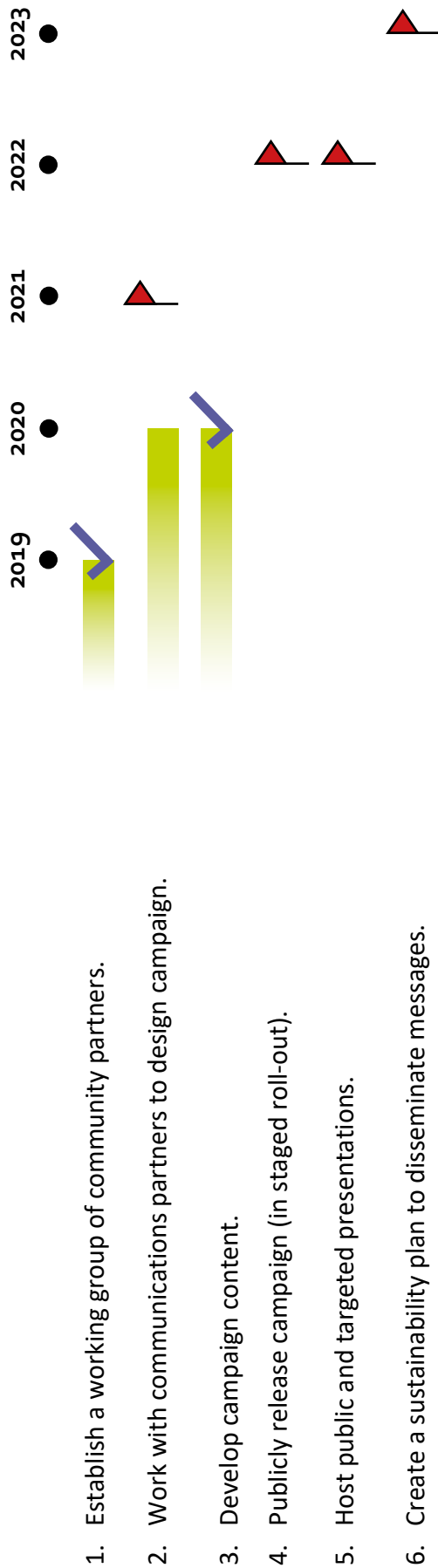
A workshop was developed by a working group of the Best Start Sub-Committee to retain and attract more RECEs to the field. It was specifically aimed at Early Child Care Assistants who are interested in learning more about becoming a RECE in our community. We know that Durham Region is full of fantastic Early Child Care Assistants with the capacity to become RECEs, but we also know the process can seem both intimidating and daunting.

The workshop participants had the opportunity to learn more about the variety of programs and pathways offered across Ontario that allow them to work and go to school at the same time. The workshop included presentations from Durham College; the Program Manager for the School of Continuing Education (CDP and ECE) and the Student Advisor for the School of Interdisciplinary Studies.

Increase, attract and retain quality RECEs

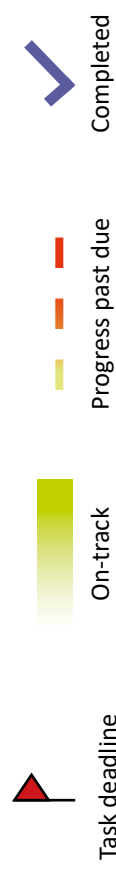
a. Raise public awareness of the RECE profession

Progress to date



Project status

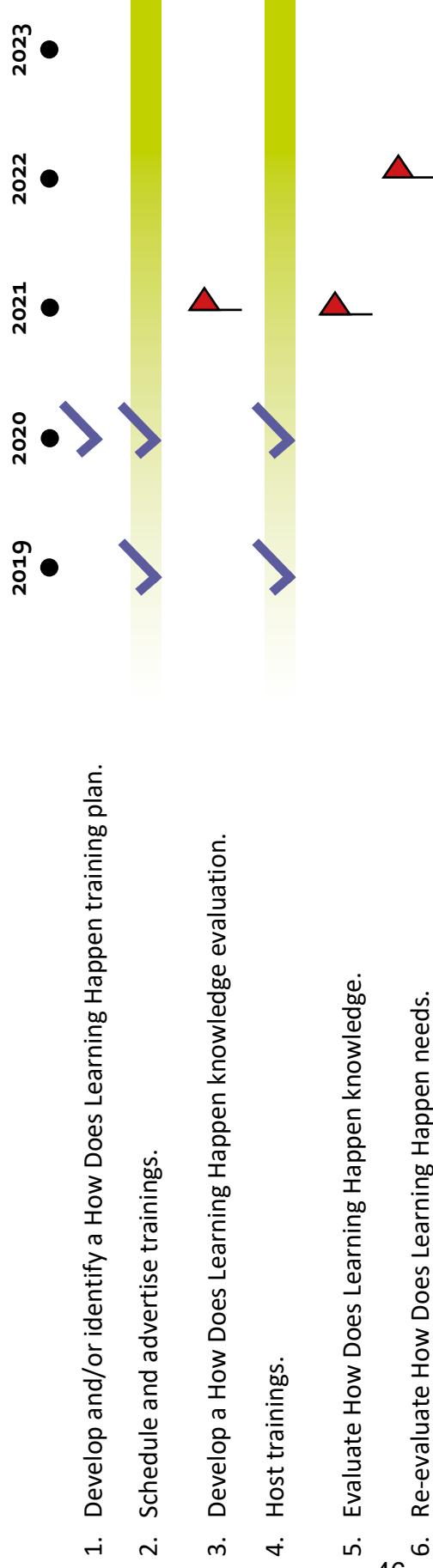
1. A working group has been established as part of the Best Start Network Child Care Sub-Committee.
2. The working group has consulted with The Region's communication partners, though more work is needed to source a videographer and editor.
3. The working group has co-developed a script and comprehensive dissemination strategy.



Increase, attract and retain quality RECEs

b. Provide opportunities for new and existing ELCC educators to improve their knowledge, understanding and use of current ELCC best practices

Progress to date



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Project status

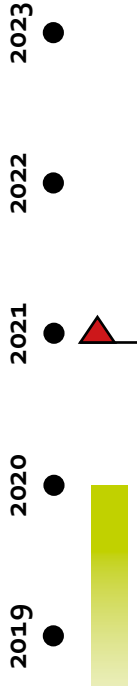
- In 2019, the Quality Assurance (QA) and Training Specialists provided 125 trainings to the early years community, as well as conducted 1,658 quality assurance assessments at 253 licensed child care centres. Training Specialists visits support educators to build quality programs, based on the needs identified by the QA and centre.
- Trainings are advertised through the GROW Newsletter, distributed electronically three times a year to all early childhood educators.
- In 2020, the CSD will create a How Does Learning Happen knowledge evaluation plan.
- Trainings are hosted on a regular basis, with funding provided by the Ministry of Education, as well as Communities of Practice for educators. In 2019, the Best Start Network Child Care Sub-Committee created the Pedagogical Inquiry Tool Extensions, which have been distributed to every licensed child care centre in Durham Region. The Pedagogical Inquiry Tool continues to be used by other municipalities and ELCC agencies.
- Training Specialists continually engage the early learning community to demonstrate how they apply the pedagogy in creative ways.
- Evaluation will occur again in the future.
- The Durham Region Operating Criteria - Assessment for Quality Improvement does not specifically assess knowledge of How Does Learning Happen.

Support and expand the licensed home child care sector

Aligned with the Provincial priorities of ensuring child care is accessible, affordable, flexible, and responsive to family needs, the CSD has worked in partnership with licensed child care operators to expand the licensed home child care (LHCC) sector.

In 2020, the CSD will continue to align with provincial directives on funding guidelines for the licensed home child care, ensuring expansion in areas where families require home child care, and work to ensure services offered in centres are also readily available in licensed home child care (i.e., quality assurance, training specialists, SNR services).

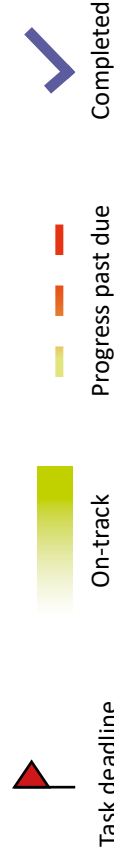
Progress to date



1. Develop and implement a new funding model for the LHCC sector.
2. Encourage a process by which providers in the unlicensed sector are invited to join the LHCC sector by affiliating with a LHCC agency.
3. Increase public awareness of LHCC as a viable option, especially for families who require non-traditional hours of care and/or care of infants and toddlers.

Project status

1. In mid-2018, the Province provided updated guidelines on base funding for the LHCC sector. As such, CSD continues to work with community LHCC operators to meet these guidelines, while expanding the LHCC sector.
2. Three licensed operators have agreed to expand their organizations and join the LHCC operators in Durham Region. These operators plan to offer services in 2020.
3. A working group of the Best Start Network Child Care Sub-Committee is collaborating on an information poster/brochure for families. The Sub-Committee will continue its work in 2020.



Reduce the waitlist for fee subsidy

The CSD has been working toward conducting a review of the parents on the Fee Subsidy waitlist. The review will help better predict the estimated cost of care and the funding required to maintain the system. In 2020, the Fee Subsidy team will work to update the application process to better predict the needs of the community.

Progress to date

- In 2019, fee subsidy was provided to approximately **5,700 children**
- The December 2019 wait time for fee subsidy was **18 months**
- The December 2019 waitlist had approximately **5,300 children**
- More than **5,000** child care fee subsidy postcards have been printed and disseminated to the public

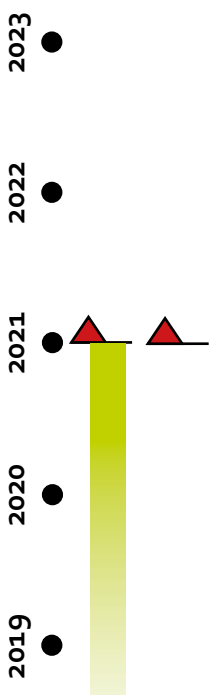
Improving processes of annual review

In 2018, the Fee Subsidy team worked with the Innovation and Research Unit from the Social Services Department to evaluate the effectiveness of the annual review forms at providing accurate information. The issue was that annual review forms were being returned to CSD with incomplete information. Relying on an expert from the Behavioural Insights Unit with the Province of Ontario, a new form was developed and piloted. The results demonstrated that with behavioural Insights, and making forms more person-focused, forms were being returned with more complete and accurate information. Since this pilot, these new forms have been adopted into daily practice.

Reduce the waitlist for fee subsidy

a. Enhance the information collected when applying to the fee subsidy waitlist to better predict the needs of the community

Progress to date

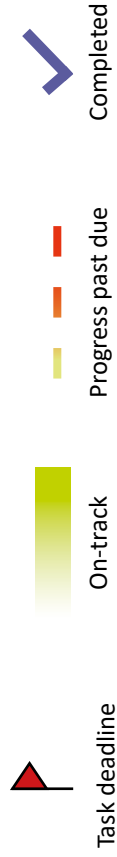


1. Identify technology to support new data collection.
2. Update the Fee Subsidy application process.
3. Implement and monitor the new application process.

Project status

1. In early 2020, the Fee Subsidy team will be conducting a review of the families on the waitlist. This review will require families to provide income verification documentation and provide information on their current use and need for licensed child care. The data collected will inform a model for predicting the cost of care, accurately forecast spending in 2020 and improve the efficiency of our intake process for families.

2. When the review of the waitlist is completed, the On-Line Application Form (OLAF) system used for client waitlist application, will be updated to include variables that can help better predict cost of care.

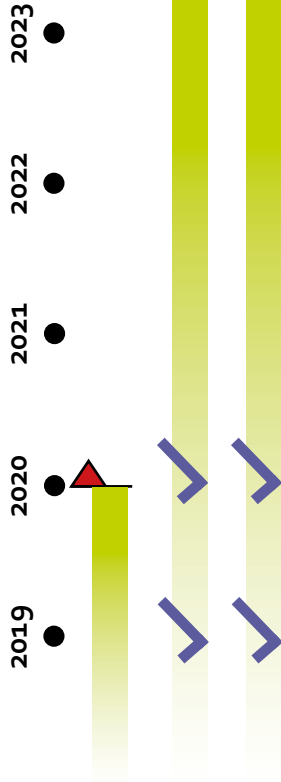


Reduce the waitlist for fee subsidy

b. Develop a communications strategy to improve public understanding of the fee subsidy program.

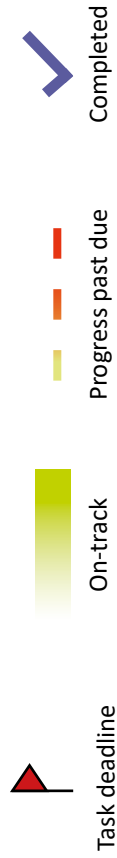
Progress to date

1. Develop a communication strategy to promote the fee subsidy assistance program.
2. Broadly promote the fee subsidy assistance program.
3. Improve transparency of fee subsidy to the general public.



Project status

1. The Fee Subsidy team, in collaboration with the Durham IT Department, has developed an online calculator for parents. This calculator outputs the estimated daily cost of care for parents, based on their annual after-tax income and the number of children who require care. If eligible for care, parents are encouraged to apply for the Fee Subsidy waitlist.
2. The new durham.ca/childrenservices website completed in early 2018 provides an abundance of information for parents. Printed materials have also been disseminated to licensed child care operators, EarlyON Child and Family Centres, and at community events.
3. The Eligibility Calculator and new website have improved the objective of the program.



Looking ahead to 2020

This plan is dependent on continued provincial and federal funding, as well as, collaboration between the Children's Services Division and an engaged, well-resourced ELCC community.

Beginning in 2020, and lasting a three-year span, the Provincial government has committed to improving efficiencies by reducing administrative spending. This reduction in funding will pose challenges to existing supports for ELCC service delivery in Durham Region. Continued collaboration, engagement, and commitment of the CSD and ELCC service providers will be leveraged to support service delivery and ensure families have equitable access to high-quality, inclusive programming that is responsive to their needs.

We know that investment in early childhood education yields between \$2 and \$7 for every \$1 spent¹ and that children who receive high-quality programming are more likely to achieve academic success, graduate from secondary school, gain stable employment and have better health outcomes.^{2,3} Access to affordable child care allows both parents to enter the work force, thereby closing the wage gap and ultimately leading to increased tax revenues and improved GDP.⁴ As our regional population continues to grow, new businesses open and post-secondary institutions attract new students, the CSD will continue to foster a stable workforce of early childhood educators, support the expansion of licensed child care centres and homes in areas of high demand, and ensure family needs are met by working with community, regional, and provincial partners.

Community partners will be kept up-to-date on the progress of the CSD through presentations at Durham's Best Start Network and annual status updates.

1. TD Economics. (2012). Early childhood education has widespread and long lasting benefits. Retrieved December 2019 from https://www.td.com/document/PDF/economics/special/di11112_EarlyChildhoodEducation.pdf.
2. Charles McCoy, D., Yoshikawa, H., Ziol-guest, K.M., Duncan, G.J., Schindler, H.S., Magnuson, K., Yang, R., Koeppe, A. & Shonkoff, J.P. (2017). Impacts of early childhood education on medium- and long-term educational outcomes. Educational Researcher, Retrieved December 2019 from <http://www.aera.net/Newsroom/Recent-AERA-Research/Impacts-of-Early-Childhood-Education-on-Medium-and-Long-Term-Educational-Outcomes>.
3. The Offord Centre for Child Studies. (2019) Bibliography for the Early Development Instrument, Retrieved December 2019 from <https://edi.offordcentre.com>
4. Ferns, C. (2018). Child care and the gender wage gap. Ontario Coalition for Better Child Care. Retrieved December 2019 from https://www.childcareontario.org/wage_gap_fact_sheet.





Children's Services Division

2019 Year in Review

The Children's Services Division (CSD) is the designated Consolidated Municipal Service Manager (CMSM) for Durham Region. In this role, the CSD is responsible for planning, managing, and co-ordinating a cohesive early learning and child care (ELCC) sector. The CSD provides strategic leadership to community partners, as a means to strengthen the quality of child care and early years experiences and enhance system integration. In addition to overseeing a system that reflects legislation, regulations, and policies, the CSD also ensures the needs of children and families are met through the provision of funding, services, resources, supports, and partnerships.

This brief report highlights the achievements and impact the CSD has had on the ELCC in 2019.

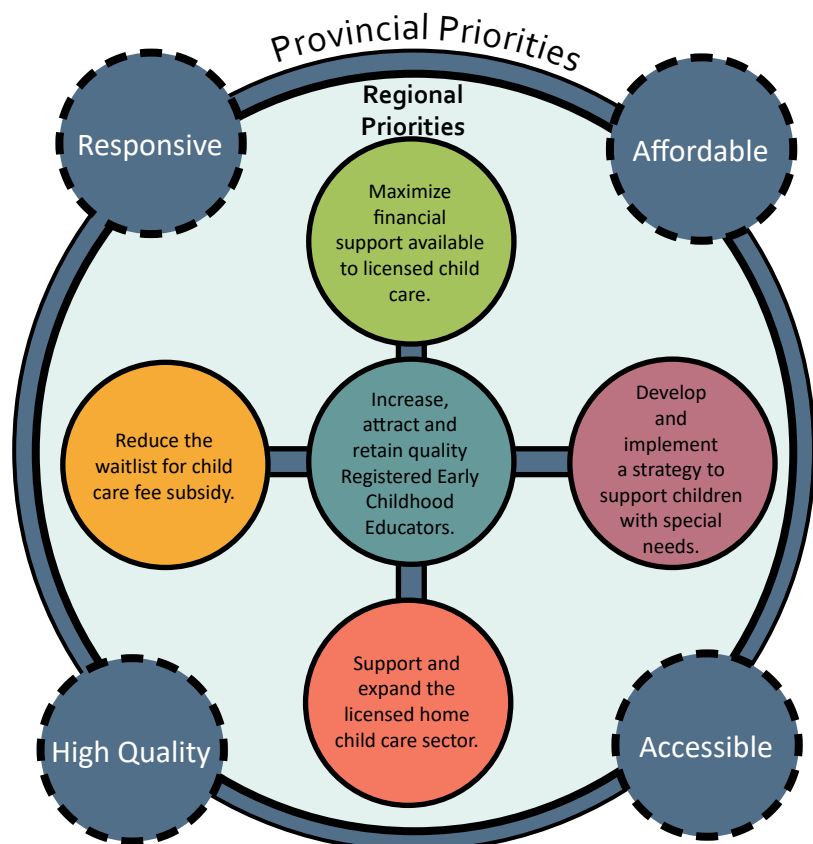
Service System Plan

In spring 2018, the CSD ELCC Service Plan was approved by the Durham Regional Council.

The CSD has made significant progress in addressing its five priority areas:

1. Maximize financial support available to licensed child care.
2. Develop and implement a strategy to support children with special needs.
3. Increase, attract and retain quality Registered Early Childhood Educators (RECEs).
4. Support and expand the licensed home child care sector.
5. Reduce the waitlist for child care fee subsidy.

To learn more about the 2019 accomplishments and progress, please see the Early Learning Service Plan 2019 Status Update.

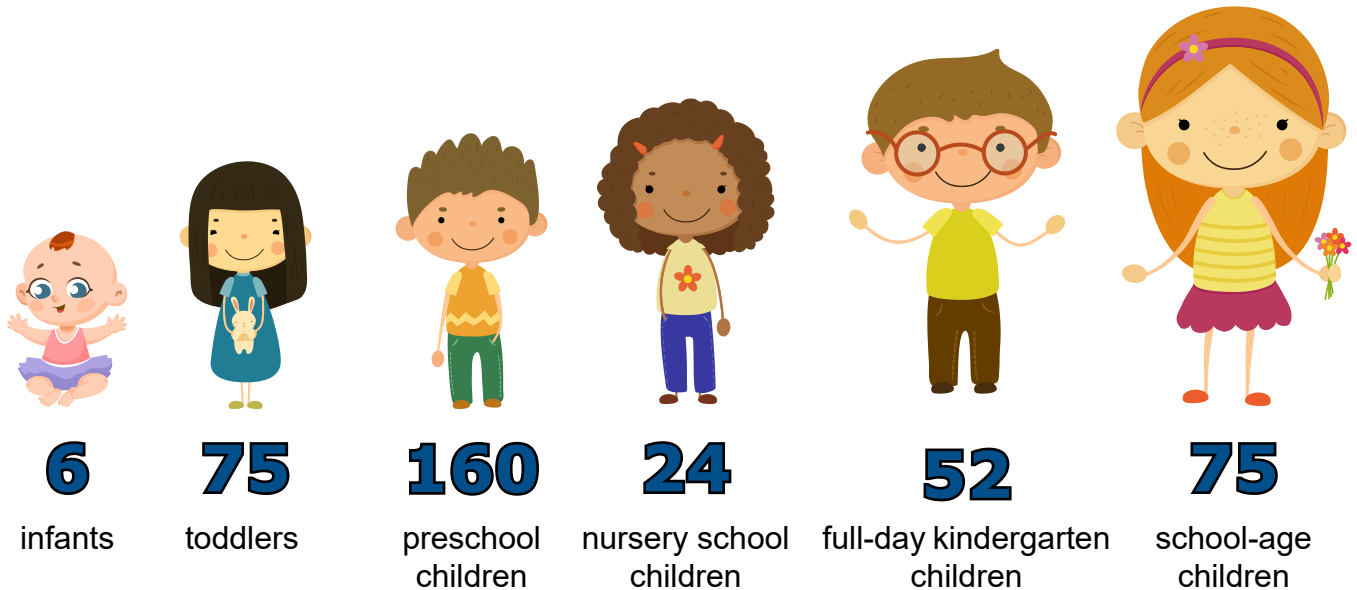


Directly Operated Early Learning and Child Care Centres

The CSD directly operates seven ELCC programs throughout Durham Region: Ajax, Bowmanville, Oshawa (two sites), Pickering, Sunderland and Whitby.

Capable, competent, curious and rich in potential; this is how Regional Registered Early Childhood Educators (RCEs) see children. RCEs work with children, their families, and school-based educators to create high-quality programs that focus on children's strengths.

In 2019, the ELCC Centres operated with a capacity of **392** children:



The Centres are operated by 100 educators (57 full-time, 26 part-time, 17 casual).

Key accomplishments in 2019 included:

- Relocation of Edna Thomson ELCC to better serve Clarington families.
- Announcement of the addition of an EarlyON Child and Family Centre at Pickering ELCC.
- Announcement of a satellite Professional Resource Library and simulation training classroom at Lakewoods ELCC.
- Creation of split-shift positions to ensure consistency for children, families and the programs.
- Development of a toddler playground at Lakewoods ELCC.
- All sites met or exceeded expectations of the Durham Region Operating Criteria.
- 97% overall satisfaction rate on the annual parent survey.

"My child has really enjoyed the activities provided and feels safe in the environment."

- Parent



Durham Behaviour Management Services

Durham Behaviour Management Services (DBMS) helps children, their caregivers, and licensed child care operators support children, ages two years until their thirteenth birthday, with behavioural difficulties.

DBMS supports child care professionals and families who have children with behaviour challenges in licensed child care programs.

DBMS offers information sessions and groups for parents of children with behaviour concerns, up until their thirteenth birthday. Parents may also receive support for skill development and addressing challenging behaviours for children under the age of seven years, with a developmental disability.



In 2019, DBMS supported a total of **2,084** individuals:

- .508** children were supported, including children with developmental disabilities.
- .25** children received support, referred from the Children's Aid Society.
- .927** parents and educators attended workshops.
- .649** families were supported through Ready, Set, Grow Check-ups, visits to EarlyON Child and Family Centres, and other community events.

Rebuilding the Village

In partnership with Fairy Glen Day Care Centre Inc., the CSD was awarded \$277,625 in funding from Employment and Social Development Canada. The project, entitled "Rebuilding the Village: A novel approach to inclusive early learning and child care environments," aims to address the rising prevalence of at-risk behaviours in young children. With the funds, the partners have co-created a simulation classroom, hired world renowned simulation experts, and have recruited 18 early learning educators to participate in the training. In 2020, the partners will host the training, conduct pre and post measures, and provide presentations and a formal report to the community, showcasing the impact on educators and children.

Yale

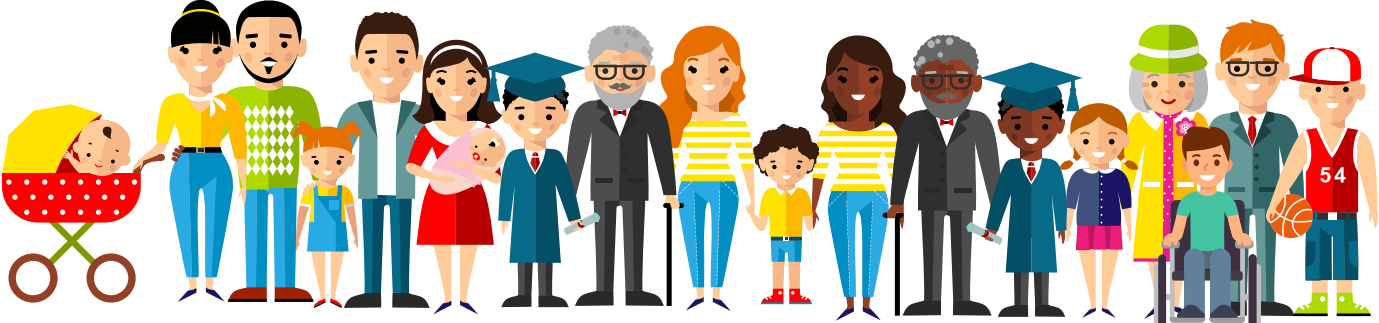
Yale University Partnership

In 2019, all Behaviour Consultants were trained in the use of the CHILD Tool: A classroom observation tool that assesses the quality of social and emotional interactions in early childhood care and education settings. The training was facilitated by Dr. Chin Reyes from the Yale University School of Medicine with funds supported by the Ministry of Education.

Child Care Fee Subsidy

A key role of the CSD as the CMSM, is to manage the Child Care Fee Subsidy Program. This program helps qualifying families cover the cost of licensed child care for children up to the age of 12 years. To be eligible, parents or legal guardian must be working, attending school, receiving Ontario Works benefits while participating in an approved activity or have a child with, or have their own, special or social need.

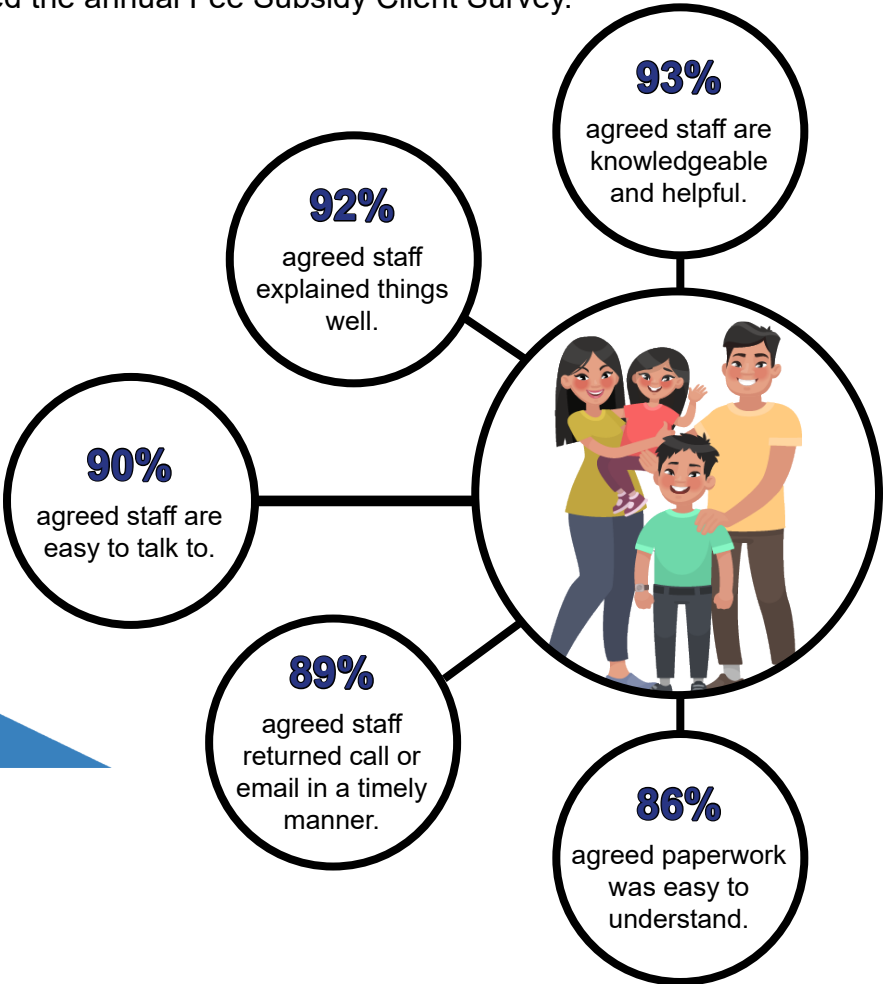
In 2019, **5,700** children received Fee Subsidy.



The wait time for subsidy in December 2019 was 18 months.

In 2019, **939** clients completed the annual Fee Subsidy Client Survey.

“The employee was truly interested in helping me in any way that she could. I felt that she was really on my side. I am so very grateful for the subsidy program and the wonderful people who make it happen. It makes all the difference in supporting my family! Thank you from the bottom of my heart!”
- Durham Region Parent

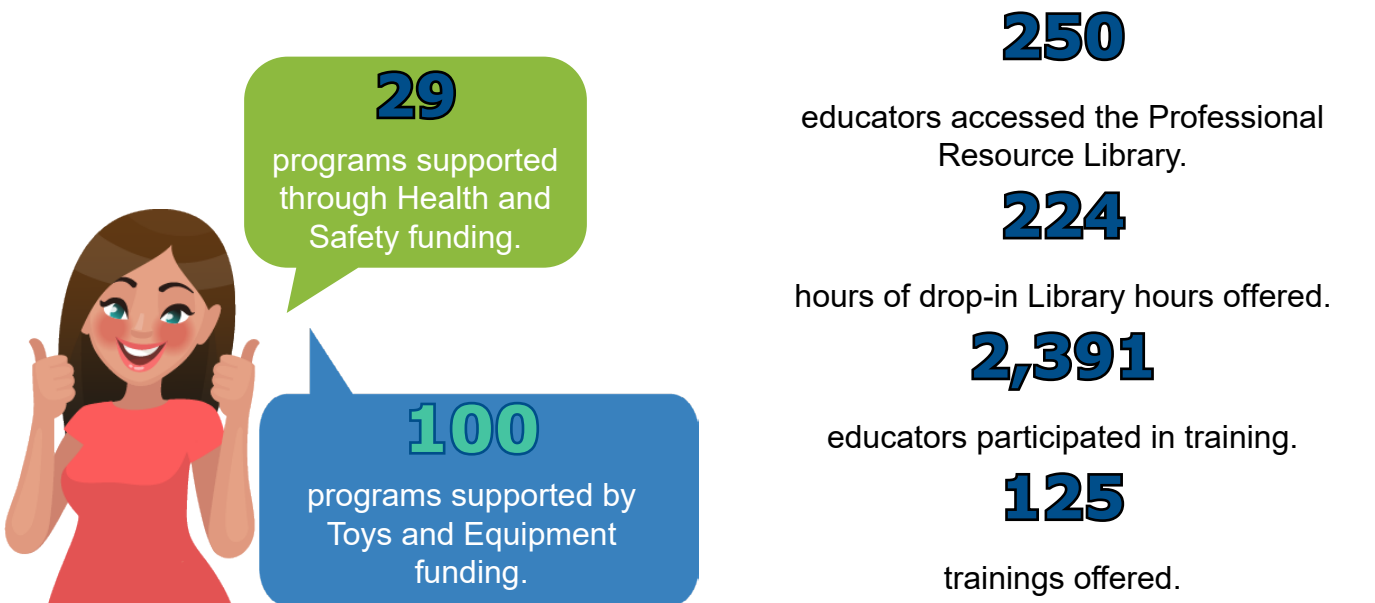


Early Learning Team

The Early Learning Team (ELT) leads several key initiatives as the CMSM:

- Manages **253** Purchase of Service agreements with licensed child care programs and authorized recreation providers (**24,339 spaces**).
- Funds SNR agencies to support children with special needs in licensed child care.
- Administers provincial funding to support licensed child care.
- Implements, co-ordinates and funds capacity building initiatives to support professional learning for the ELCC system.
- Manages the ELCC sector through community collaboration, partnerships, and evidence-based decision-making.

Capacity Building Initiatives

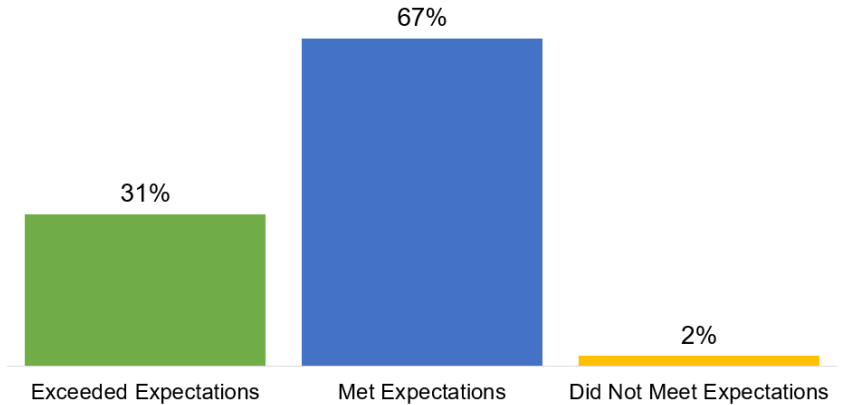


Assessing Quality

Quality Assurance Advisors conducted 1,658 Assessments for Quality Improvement in 253 licensed child care centres.

Centres with programs that do not meet expectations receive extensive on-going support to improve quality through hands-on training, mentoring, coaching and monitoring.

Percentage of Classrooms Meeting Expectations for Quality





The Regional Municipality of Durham Report

To: The Health and Social Services Committee
From: Commissioner of Social Services
Report: #2020-SS-3
Date: February 6, 2020

Subject:

The Children's Services Division Best Start Network Annual Report

Recommendation:

That the Health and Social Services Committee recommends:

That this report be received for information.

Report:

1. Purpose

1.1 This report provides Council with The Children's Services Division; Best Start Network Annual Report. The Children's Services Division offers leadership to Durham's Best Start Network. It is essential to have an active, engaged Network of community partners and service providers to ensure the Children's Services Division is able to meet legislative requirements, plan and manage a comprehensive Early Learning and Child Care System and ensure that high quality, accessible services are responsive to needs of children and families in Durham.

2. Background

2.1 Durham's Best Start Network was established in 2005 when existing service providers came together to plan for the needs of the Durham community. The Regional Municipality of Durham, designated as the Consolidated Municipal Service Manager, facilitates the Network to support engagement across the Early Learning and Child Care Sector. The Children's Services Division was designated by the Province of Ontario in 2000 as the Consolidated Municipal Service Manager for child care and early year's programs. The Division is required to plan, fund and manage the system.

- 2.2 The attached report shows that extensive active participation consistently occurs across the sector that results in accomplishments and positive outcomes for children and families within Durham.
- 2.3 The Early Learning and Child Care sector is impacted by provincial, federal and local priorities, direction and funding. The Best Start Network offers The Children's Services Division opportunities for effective collaboration of knowledge, ideas and resources that supports an efficient Early Learning and Child Care Sector within Durham.

3. Conclusions

- 3.1 Durham's Best Start Network Annual Report provides an overview of the 2019 active participation and accomplishments of the Early Learning and Child Care community. The Best Start Network provides staff with valuable input to ensure work plans align with community needs, provincial directions and legislation to support the best outcomes for children and their families in Durham. This Report will be circulated to the Early Learning and Child Care Community and the Ministry of Education.
- 3.2 For additional information, contact: Lisa McIntosh, Director of Children's Services Division at 905-668-7711, extension 2754.

4. Attachments

Attachment #1: Durham's Best Start Network: Year in Review 2019

Respectfully submitted,

Original signed by

Stella Danos-Papaconstantinou
Commissioner of Social Services

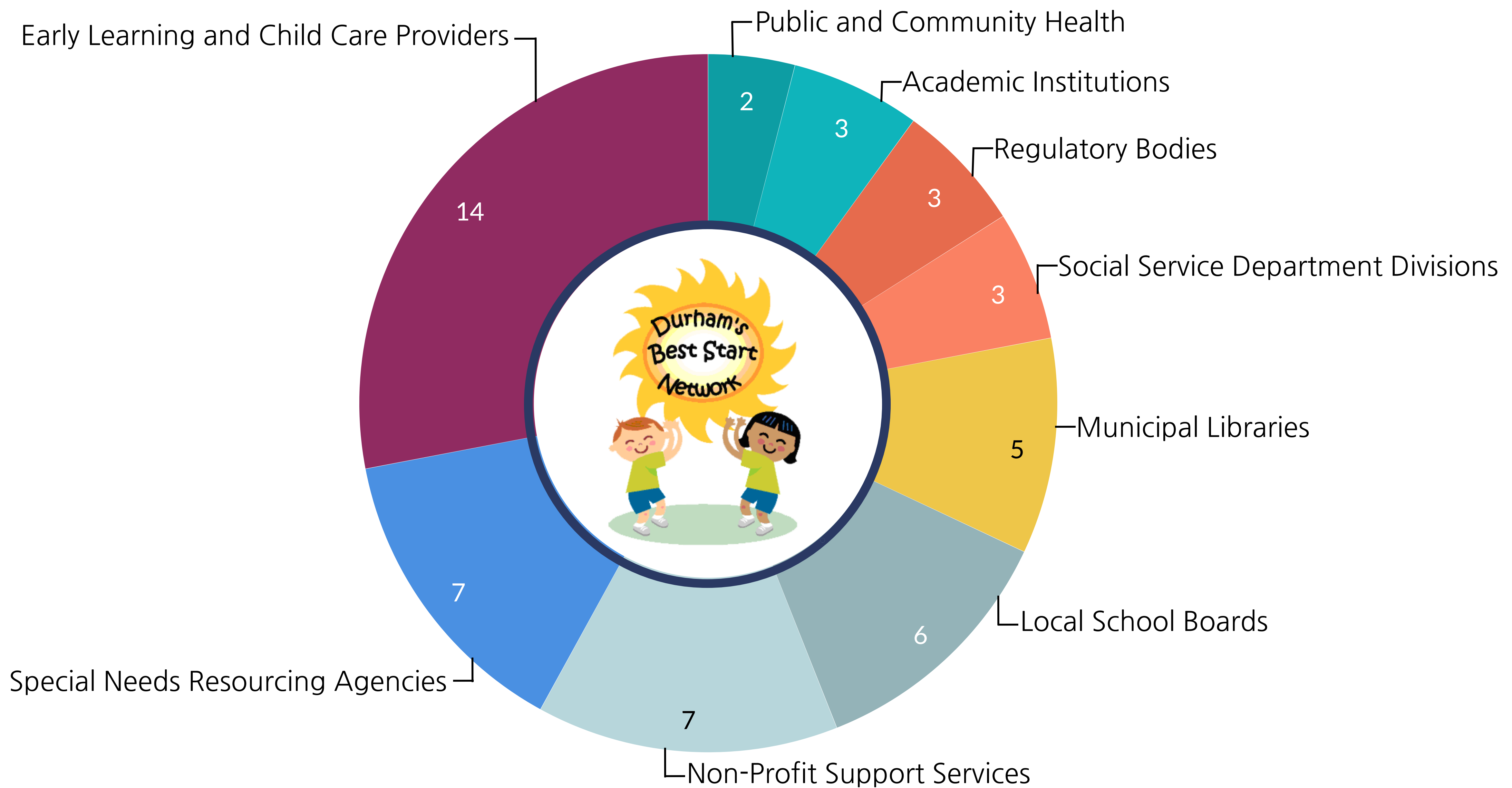


Durham's Best Start Network

Year in Review: 2019

2019 Members

Durham's Best Start Network (BSN) was established in 2005 with funds provided by the Government of Ontario. The BSN is a collaborative network with more than 130 members representing 50 organizations across Durham Region. The BSN membership strive to ensure all children in Durham Region have equitable access to high-quality early learning and child care programming that supports healthy development.



In 2019, the BSN came together for three interactive meetings. The Network is co-chaired by the Director of the Children's Services Division and Executive Director of a community agency.

Member Organizations

- Ajax Public Library
- Carea Community Health Centre
- Catholic Family Services of Durham
- Children's Services Division
- Clarington Public Library
- College of Early Childhood Educators
- Compass Early Learning and Care
- Conseil scolaire catholique MonAvenir
- Conseil scolaire Viamonde
- Durham Behaviour Management Services
- Durham Catholic District School Board
- Durham Children's Aid Society
- Durham College
- Durham District School Board
- Durham Family Court Clinic
- Durham Family Services
- Durham Farm and Rural Family Resources
- Durham Region Health Department
- Durham Region's Innovation and Research Unit
- EduKids Child Care Centres
- Fairy Glen Day Care Centre Inc.
- Family and Community Action Program
- Frontenac Youth Services
- Girls Incorporated of Durham
- Grandview Children's Centre
- Infant and Child Development
- Kawartha Pine Ridge District School Board
- Kerry's Place Autism Services
- Kids' Campus Child Care Centre
- Lake Ridge Community Support Services
- Le centre de services de garde Les Lucioles Inc.
- Ministry of Children, Community and Social Services
- Ministry of Education
- Ontario Tech University
- Oshawa Public Library
- Perry House Child Care Services
- Peterborough Victoria Northumberland and Clarington Catholic District School Board
- PRYDE Learning Centres Inc.
- Pickering Public Library
- Resources for Exception Children and Youth - Durham Region
- Rose of Durham Young Parent Support Services
- Schoolhouse Playcare Centres of Durham
- Smart Start Learning Centre
- Soufriere Kid's Development Garderie Bilingue
- Stonemoor Daycare Centre Inc.
- Surrey Place
- Trent University
- Ultimate Schoolagers
- Umbrella Central Day Care Services
- Victoria Village Childcare Centres
- Waterview Child Care Centre
- Wee Watch
- Welcome Centre Immigration Services
- Whitby Public Library
- YMCA of the GTA
- YWCA of Durham

2019 Focus Areas

In 2019 the BSN held presentations and facilitated discussions regarding:

Service updates

- The Child Care Fee Subsidy Program - Program Efficiency.
- Co-ordinated Service Planning by Resources for Exceptional Children and Youth - Durham Region.
- Fetal Alcohol Spectrum Disorder Supports by Resources for Exceptional Children and Youth - Durham Region.
- Access Line by Resources for Exceptional Children and Youth - Durham Region.
- Healthy Babies, Healthy Children program by the Durham Region Health Department.
- Grandview Children's Centre Preschool Speech and Language Program.
- Coordination and support from Early Learning Inclusion Consultants and special needs resourcing agencies in licensed child care.
- Updates to service provision through Infant and Child Development.

Political updates

- Ministry of Labour - Continuing Digital Evolution.
- Ministry of Education - Provincial Centre of Excellence for Early Years and Child Care.
- Ministry of Education - Provincial Funding Guidelines for Early Learning and Child Care, including EarlyON Child and Family Centres.
- Opportunity to give feedback regarding proposed regulations to the Early Childhood Educators Act, 2007, and Education Act, 1990.

Early learning initiatives in the community

- Durham District School Board Great Beginnings Program: School success program for black students.
- Expansion of child care and EarlyON centres in Conseil Scolaire Catholique Mon Avenir.
- Status update from Durham Children and Youth Planning Network.
- Opportunity for collaboration and assistance with marketing, communication and outreach with Dawn Salter, Professor in the School of Media, Art and Design from Durham College.
- Indigenous Culture Event at the Pickering EarlyON Child and Family Centre.
- Consulting the early learning community to ensure needs are met through the Durham Region Child Care Forum.

Research

- Kindergarten Parent Survey in Durham Region results.
- Indicators of early childhood development in Durham's Health Neighbourhoods.
- Guest speaker: "The ABZZZsss of Sleep" by Dr. Efrosini Papaconstantinou from Ontario Tech University.
- Durham Children and Youth Planning Network's data dashboard for childhood health and development indicators.
- Early Development Instrument in Durham Region results.
- Guest Speaker: "Unlocking the Secrets to Happiness" by Dr. Gillian Mandich.

Celebrations

- EduKids Uxbridge - Celebration of 5 years.
- Schoolhouse Playcare Centres of Durham - Celebration of 35 years.
- St. Thomas Child Care Centre - Celebration of 10 years.
- Wee Watch Whitby - Celebration of 30 years.
- Jane Thomson, YMCA of the GTA retirement.
- The second annual Early Learning and Child Care Appreciation Dinner.



Left: Jane Thomson retired in December 2019. An active member of Durham's Best Start Network, Jane made significant contributions to improve the lives of Durham Region children and families.



Above: Educators enjoy the second annual Early Learning and Child Care Appreciation event.

Child Care Sub-Committee

The Best Start Child Care Sub-Committee works to support and promote a cohesive licensed child care community through respectful, professional collaboration with a focus on quality programs. This committee aims to provide members of the early learning and child care (ELCC) sector with an avenue to receive updates, network and share strategies, and provide feedback to various legislative bodies to promote quality care that reflect best practices and community needs.

Member Organizations

Children's Services Division
Compass Early Learning and Child Care
EduKids Child Care Centres
Fairy Glen Day Care Centre Inc.
Kids' Campus Child Care Centre
Perry House Child Care Services
PRYDE Learning Centres Inc.
Schoolhouse Playcare Centres of Durham
Stonemoor Day Care Centre Inc.
Umbrella Central Day Care
Victoria Village Childcare Centres
Waterview Child Care Centre
Wee Watch Licensed Home Child Care
YMCA of the GTA
Additional members attend on an ad-hoc basis.



2019 Accomplishments

The Sub-Committee receives regular updates from:

- Children's Services Division, as the Consolidated Municipal Service Manager
- Durham Region Child Care Forum
- Durham College ECE Program Advisory Committee
- College of Early Childhood Educators

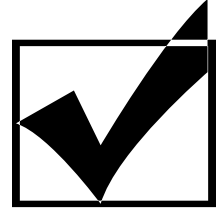
The Sub-Committee was consulted on:

- Strategies to support children with at-risk behaviours
- The development of new education at Durham College
- Ways to reduce administrative burden

Promoting Partnerships between School Classroom and Child Care



Need: With more than 10,000 before and after-school child care spaces in Durham Region, there is a need to ensure a collaborative approach between school and child care that supports the basic interests of children.

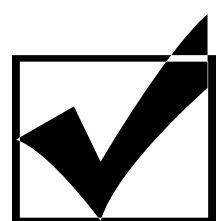


Action: The Sub-Committee, in partnership with local school boards, developed a PowerPoint presentation highlighting the collaborative efforts of educators in core and extended day child care sites.

Launch of the New Extensions of the Pedagogical Inquiry Tool



Need: There is an on-going need to support the implementation of How Does Learning Happen? Ontario's Pedagogy for the Early Years.

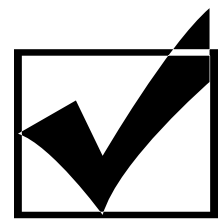


Action: 168 educators from across Durham Region attended the launch of the New Extensions of the Pedagogical Inquiry Tool. The extensions are additional activities that build on the existing Pedagogical Inquiry Tool, are available in English and French, and are accompanied by a USB with digital resources. The new extensions have been distributed to every licensed child care operator in Durham Region.

Information Sessions on How to Upgrade Education



Need: The child care sector is continuously growing and there is a high demand for qualified Registered Early Childhood Educators.

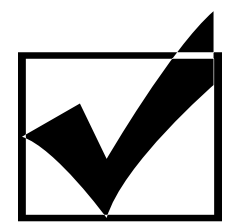


Action: A working group developed a step-by-step guide and hosted an evening event to help early childhood education assistants learn about ways to upgrade their education to become a Registered Early Childhood Educator.

Raising Awareness of our Profession



Need: To promote the profession and meet the increasing demand for RECEs, there is a need to improve the public's understanding of RECE as a career.



Action: A working group developed a communications plan, wrote a script, and are in the early stages of creating promotional videos to be broadcast to secondary school students, guidance counsellors, and individuals looking for a second career.

Research & Knowledge Mobilization Sub-Committee

This sub-committee aims to build a community where research informs practice, and practice informs research. Members work in collaboration to build capacity for knowledge exchange and translation, develop and implement a knowledge exchange and translation framework, and facilitate community-driven research.

Member Organizations

Children's Services Division
Durham College
Durham Region Health Department
Durham Region Innovation and Research Unit
Family and Community Action Program
Lake Ridge Community Support Services
Learning Enrichment Foundation
Ontario Tech University
Trent University
Ultimate Schoolagers
YMCA of the GTA



2019 Accomplishments

Connecting Academic Research to Community Practice

- Hosted two guest speakers from academia to BSN meetings.
- Connected marketing students from Durham College with licensed child care operators.



Collaboragency is a fully integrated and collaborative onsite communications agency at Durham College. Students work with local entrepreneurs to create unique business solutions through advertising, animation, graphic design, photography, video production and more. Collaboragency lead, Dawn Salter, presented her work to Durham's BSN and offered members the opportunity to work with her students.

Represented Durham's BSN on a National Scale

- Two members completed the Brain Story Certification.
- Attended a national conference in Ottawa.
- Spearheaded project to reach frontline educators.



The Brain Story Certification is an online course exploring the science of brain development. The certification includes 19 self-guided modules from more than 30 leading experts in neurobiology and mental health. Members of the Research and Knowledge Mobilization Sub-Committee were one of the first in Ontario to receive the certification.

Evaluated Knowledge Mobilization Resources

- Awarded Innovative Initiatives Fund from Durham College and Ontario Tech University.
- Conducted an evaluation on Sub-Committee's resources on Children's Social Competence.
- Identified needs and preferences on how educators want to receive research evidence.
- Presented findings at the Social Services Innovation and Research Forum.

Promoted Evidence-Based Recommendations to Durham Families

- Created a partnership with Durham Healthy Families.
- Developed messages based on evidence to support social competence.
- Showcased research through social media channels.



Durham Healthy Families

December 5, 2019 at 8:30 AM · 🌐

Today we have a guest posting from a member of the Durham Best Start Network Research and Knowledge Mobilization Sub-Committee. Durham College Early Childhood Education (ECE) Program Faculty and RECE Corrine McCormick-Brighton has some tips to share about social competence (social skills).

We all have challenging days. This includes young children. Do you know a child have trouble getting through tough times and getting along with others?

~ Amy Pemberton, RN



Durham Healthy Families
Public & Government Service

[Learn More](#)



If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2463



The Regional Municipality of Durham Information Report

From: Commissioner of Social Services
Report: #2020-SS-4
Date: February 6, 2020

Subject:

The Region of Durham rolls out RentSmart

Recommendation:

That the Health and Social Services Committee recommends:

That this report be received for information.

Report:

1. Purpose

1.1 The purpose of this report is to provide information on the RentSmart program now available in Durham Region.

2. Background

2.1 RentSmart is a program designed by Ready to Rent BC, a non-profit. It is a homelessness prevention and housing stability program that builds knowledge, life skills and confidence in both tenants and landlords. Ontario is the fourth province in Canada to roll out the program.

2.2 In November 2019, the Region of Durham, through Reaching Home – Canada’s Homelessness Strategy funding, facilitated the certification of 14 RentSmart Educators. These Educators are now able to deliver this program to tenants and landlords across Durham.

- a. RentSmart Educators were chosen based on results of a facilitated needs assessment completed with the Durham Advisory Committee on Homelessness (DACH).
- b. Educators were targeted by geographic location to ensure coverage across Durham Region.

- c. Key demographics for homelessness prevention and housing stability were also prioritized during the needs assessment. Targeted demographics include youth, people exiting shelter, seniors, eviction prevention clients, etc. Agencies were chosen based on their ability to serve prioritized demographics.

3. The RentSmart Model

3.1 The RentSmart model delivers education and support to tenants and landlords. Successful tenancies are key in housing stability, homelessness prevention and strong communities.

- a. The RentSmart education is available through different program streams:
 - RentSmart Basics includes three hours of material targeting the '3 Keys to Successful Tenancies'. These courses are population specific to meet the unique needs of clients.
 - RentSmart Certificate includes 12 hours of material to build comprehensive understanding and life skills for tenants. Participants earn a RentSmart Certificate upon completion. Graduates can present the certificate to landlords as confirmation that they have learned how to be a good tenant.
 - RentSmart also provides ongoing support to graduates to address issues or conflicts regarding their housing.
 - RentSmart Landlord is targeted to landlords, property managers and support workers. This course teaches skills on how to build long term, successful tenancies.
- b. The goals of this initiative are to:
 - Promote reliable tenancies, decrease evictions and prevent homelessness.
 - Provide an alternative to one-on-one case management for lower acuity clients.
 - Have landlords recognize a RentSmart certificate as a positive indicator for potential tenants. Landlords in areas where RentSmart has been implemented are increasingly accepting the RentSmart Certificate as a reference for prospective tenants.

4. Conclusion

4.1 An effective homelessness support system has a strong focus on homelessness prevention and housing stability to reduce the inflow of people into our homelessness system.

- a. To achieve the first goal of At Home in Durham, we need to stop people from ever becoming entrenched in homelessness.

- b. The RentSmart program gives support services a new tool to help clients and residents maintain good tenancies and end the cycle of homelessness.
- c. The program also allows support services to target more people at once in a group or classroom setting. This means that we can provide prevention supports to more people in Durham Region.

Respectfully submitted,

Original signed by

Stella Danos-Papaconstantinou
Commissioner of Social Services