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The Regional Municipality of Durham

MINUTES

HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, September 10, 2020

A regular meeting of the Health & Social Services Committee was held on Thursday, September 10, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:30 AM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Councillor Chapman, Chair
Councillor Anderson
Councillor Carter
Councillor Dies
Councillor Roy
Councillor Wotten
Regional Chair Henry
***all members of the Committee except Councillor Chapman and Regional Chair Henry participated electronically**

Also
Present: Councillor Bath-Hadden
Councillor Highet
Councillor Smith

Absent: Councillor Pickles, Vice-Chair

Staff
Present: E. Baxter-Trahair, Chief Administrative Officer
S. Danos-Papaconstantinou, Commissioner of Social Services
R. Inacio, Systems Support Specialist, Corporate Services – IT
R.J. Kyle, Commissioner and Medical Officer of Health
Marusia Laschuk, Director, Family Services
Kelly O'Brien, Director, Income and Employment Support
E. Valant, Program Manager, Affordable Housing and Homelessness Initiatives, Housing Services
T. Fraser, Committee Clerk, Corporate Services – Legislative Services
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Councillor Roy, Seconded by Councillor Wotten,
(27) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, July 9, 2020, be adopted.
CARRIED

4. Statutory Public Meetings

There were no statutory public meetings.

5. Delegations

5.1 Karim Mamdani, President and CEO, Ontario Shores Centre for Mental Health Sciences re: Update on Psychiatric Emergency Service Proposal with the Province

Karim Mamdani provided a PowerPoint presentation with regards to Ontario Shores Headstart including Psychiatric Emergency Service (PES) and Ambulatory Services.

Highlights of the presentation included:

- Ontario Shores Master Plan
- Substantial Demand for Outpatient Services
- Psychiatric Emergency Service – EmPath First in Canada right here in Ontario
- Need for Psychiatric Emergency Services (PES)
- Key Performance Indicators

K. Mamdani reviewed details of the Ontario Shores Master Plan with regards to inpatient units and the Headstart project recently submitted to the Province. He stated that the demand for outpatient services has increased significantly since 2006 and advised that Headstart will have a number of floors dedicated to outpatient services. He also stated that there has been a substantial increase in virtual services since the COVID-19 pandemic and expects that the demand will continue to grow.

K. Mamdani advised that another service that will be offered with the Headstart project is Psychiatric Emergency Service (EmPath), which is modeled after a similar service that has been successful in the United States. He stated that this service requires a number of innovative processes which Ontario Shores is already a world leader in.

K. Mamdani stated that there is also a huge demand for psychiatric services in an emergency capacity. He advised that from 2013/2014 to 2017/2018, emergency department visits for mental health problems increased by roughly 25 percent and substance misuse visits increased by 40 percent, while visits for other problems increased by 4 percent. He advised that police services are in support of the services as there will be a guarantee in terms of the amount of time for offloading.

K. Mamdani further advised that individuals in crisis are excited about the service as it does not rely on coercive emergency rooms. With regards to key performance indicators, he stated that Ontario Shores is committed to the highest standards possible as achieved in the United States.

K. Mamdani responded to questions of the committee.

Moved by Councillor Roy, Seconded by Councillor Anderson,

(28) That the presentation from K. Mamdani, President and CEO, Ontario Shores Centre for Mental Health Sciences regarding the Update on Psychiatric Emergency Service Proposal with the Province be endorsed in principle;

and further,

That the presentation from K. Mamdani be presented to Regional Council at the Regional Council meeting on September 30, 2020.

CARRIED

5.2 Randy Straeten, Brock Resident, re: Proposal for Supportive Housing in Beaverton

Randy Straeten, participating electronically, provided a delegation with regards to the proposal for supportive housing in Beaverton. A copy of Mr. Straeten's correspondence to the committee and petition was provided to committee members.

R. Straeten stated that he is a 25-year resident of Beaverton and a small business owner in the Township of Brock. He stated that the latest census data done in 2016 for the Township of Brock shows a population of 2,822 people, living in 1,311 private dwellings. He stated that since then, the community has had very limited growth in terms of additional bedroom community homes but without the addition of new services or jobs. He also stated that most of the community's residents are either retired, cottagers or commuters. He advised that the community also lacks a hospital, a doctor, police, EMS, social programs, transportation and education services.

R. Straeten stated that at a meeting held on August 20, 2020 at the Township of Brock, the residents of Beaverton learned of the plan to provide 50 modular supportive housing units for unsheltered people dealing with mental illness and addictions. He advised that the residents were not consulted and has gathered more than 1700 signatures on a petition that seeks to support a motion made by the Township of Brock to oppose the location until the Region seeks formal public consultation, input and feedback, as well as formal studies and research be completed to support the location as being the optimal location for supportive housing.

R. Straeten stated that at the August 20, 2020 meeting, experts from Durham Region were unable to answer questions regarding long term financing, full time police presence, emergency medical assistance and other services to be offered to people in need of help. He stated that the residents of Beaverton believe that the location does not provide the residents of the potential project with the means to achieve the main goals of supportive housing which are to support independence, personal growth and dignity. He further stated that the community already lacks many of the services required for the project and the current residents of the Township.

R. Straeten responded to questions of the committee.

5.3 Elizabeth Johnston, Brock Resident, re: Proposal for Supportive Housing in Beaverton

Elizabeth Johnston, participating electronically, provided a delegation with regards to the proposal for supportive housing in Beaverton. She stated that poverty, unemployment, and lack of affordable housing are commonly recognized causes of homelessness. She stated that these risk factors can be exacerbated by personal vulnerabilities such as mental and substance use disorders, trauma and violence, domestic violence, justice-system involvement, sudden serious illness, divorce, death of a partner, and disabilities. She stated that housing and shelter programs can help address the root causes of homelessness through a range of essential recovery support services. She further stated that there are four essential components for supportive services and programs: health, home, purpose and community and that Beaverton has none of the essential services and programs for its own residents. She advised that there is no doctor, psychologists, trauma center, potential for employment, grocery shopping, transportation, opportunity for community interaction, violence intervention, or police presence.

E. Johnston stated that the Region is approving the placement of already vulnerable people into a vulnerable community that is underfunded and under supported. She stated that the community of Beaverton is asking for transparency, collaborative dialogue, partnership and teamwork in any proposal that impacts the community. She further stated that she would like to see the Feasibility study as well as all other required studies that are required for developments within 300 meters of a railway, and any other studies associated with the proposed development.

E. Johnston stated that the Region should ensure that there is suitable housing for homeless people in a community that already provides the established essential services for its own residents in order to welcome people with greater needs. She stated that solutions need to be found for Beaverton, before considering welcoming people in need.

E. Johnston responded to questions of the committee.

6. Presentations

6.1 Kelly O'Brien, Director, Income and Employment Support and Marusia Laschuk, Director, Family Services, re: Life Stabilization: Financial Assistance, Individual and Family Supports

Kelly O'Brien and Marusia Laschuk provided a PowerPoint presentation with regards to Life Stabilization: Financial Assistance, Individual and Family Supports. A copy of the presentation was provided to committee members prior to the meeting via email.

Highlights of the presentation included:

- Financial assistance
- Ontario Disability Support Program (ODSP) Support Provided by Durham Region
 - How much money is left after monthly rent and food costs
- Caseload Profiles
- Region's Ontario Works Caseload over time
- Life Stabilization
 - Case Management Services
 - Employment Support & Workshops
 - In-the-moment support
 - Individual/Family Counselling & Outreach Services
- Individual and Family Counselling
- Outreach Services to Vulnerable Populations:
 - Adult Community Support Services (ACSS)
 - Primary Care Outreach Program (PCOP)

- Specialized Programs:
 - Domestic Violence/Intimate Partner Violence
- Employee & Family Assistance Program:
 - FSEAP
- Covid-19 Counselling & Outreach:
 - Virtual Services

K. O'Brien stated that the Social Services Department, through the Income and Employment Support Division (IESD) administers the Ontario Works (OW) Program which provides funds for basic needs, shelter and basic health benefits. The Income and Employment Support Division also administers employment supports and services as well as discretionary benefits to Ontario Disability Support Program (ODSP) clients. She advised that other areas where financial assistance is provided include: temporary care assistance; emergency assistance; program benefits for dependent children with children; basic dental for Learning Earning and Parenting (LEAP) clients and 16/17-year-old clients; gift card program; emergency bus tickets; and recreation vouchers.

K. O'Brien advised that the IESP provides program services for ODSP clients including discretionary health benefits, funerals and employment related supports and services.

K. O'Brien further stated that life stabilization is the foundation to the service provided to clients and is about providing support to individuals for coping with personal or systemic barriers. Life stabilization helps address issues of financial hardship and stress; mental health and addiction; homelessness or poor health and is provided in ways such as case management; employment support and workshops. She stated that Case Activity Support Application (CASA), a custom web-based application, will be launched in September 2020 and will assist and support case workers in managing their caseloads in terms of determining specific support needs of clients.

With regards to Individual and Family Counselling, M. Laschuk stated that these services are high quality, barrier free, trauma and wellness support, and are provided to low income, underserved or marginalized populations who are 3 to 4 times more likely to experience poor mental health than higher income groups.

M. Laschuk stated that the two outreach services to vulnerable populations are the Adult Community Support Services which addresses issues of poverty, abuse, housing, legal and medical care needs, and the Primary Care Outreach Program, a specialized mobile unit which provides primary care and social work services to support homeless or at-risk of homelessness populations.

M. Laschuk stated that the Partner Assault Response (PAR) Program provides education and counselling to men and women due to criminal charges involving domestic violence/intimate partner violence. She advised that an average of 560 participants are referred yearly.

M. Laschuk also stated that the Employee and Family Assistance Program focuses on organizational health by building solutions that support mental, physical, social and financial wellbeing of employees. She advised that there is also Covid-19 counselling and outreach services that are available through virtual video or phone to meet client preferences and ensure barrier-free, accessible service.

K. O'Brien responded to questions of the committee with regards to the Ontario Works caseload; why singles without children are the largest caseload profile; whether the guaranteed income program could be part of the solution; whether staff is advocating to the province in regards to a structural change; the time period for recipients on the OW program; whether recipients of OW are required to participate in programs through OW; and what is being done to re-integrate people into the workforce.

Discussion ensued with regards to the importance of structurally changing some programs in order for them to be successful.

6.2 Erin Valant, Program Manager, Affordable Housing and Homelessness Initiatives, Housing Services re: Coordinated Access and the By-Name List

Erin Valant, Program Manager, provided a PowerPoint presentation with regards to the Coordinated Access & the By-Name List.

Highlights of the presentation includes:

- Overview
- Built for Zero Model
- Durham Region's By-Name List
- By-Name List, Coordinated Access List & Priority List – What is the Difference?
- Durham's By-Name List Data
- Chronic Homelessness
- Coordinated Access
- Coordinated Access in Durham
- Coordinated Access in Action

E. Valant stated that the Region was invited to join the Built for Zero Canada (BFZ-C) campaign in July 2019, a campaign that is led by the Canadian Alliance to End Homelessness (CAEH) and is a Canada-wide change effort that helps a core group of leading communities work towards ending chronic homelessness.

She advised that the Region is developing a Coordinated Access System that meets CAEH quality standards and once the Coordinated Access System is fully operationalized, the Region will measure month-over-month reductions in the number of people experiencing chronic homelessness.

E. Valant advised that the first milestone for the Coordinated Access System is to operationalize the By-Name List (BNL) which is a real time list of all people experiencing homelessness in Durham and includes specific data points to support prioritization and program matching. She advised that Durham achieved an 11 out of 11 on the BNL Scorecard in June 2020, meaning that Durham has implemented the steps needed to effectively operate the By-Name List. She further advised that the next step is to track the data for three months to ensure the reliability and accuracy. She advised that after three months, staff will be able to set Durham's baseline for chronic homelessness and then move into the Reduce to Zero phase of the Built for Zero Model.

E. Valant stated that the BNL provides data on homeless individuals including:

- why people are becoming homeless
- the needs of people who are actively homeless
- how people are exiting homelessness

E. Valant stated that ending chronic homelessness is the first goal in ending homelessness in Durham. She advised that people experiencing chronic homelessness are often the most vulnerable and need the most support to end their homelessness.

E. Valant advised that the Coordinated Access System (CAS) is the process by which people who are experiencing homelessness or are at-risk of homelessness are directed to access points to service. This model allocates resources to those who can better navigate the support system, not for those who need the services the most. She advised of the following three key steps to Coordinated Access:

- Community Access Points
- Triage and Assessment
- Centralized Referrals for housing supports

E. Valant responded to questions with regards to the importance of understanding the definition of homelessness; the location of the community access points; and the possibility of providing a geographic breakdown of the 250 individuals named on the BNL list.

7. Health

7.1 Correspondence

There were no communications to consider.

7.2 Reports

There were no Health Reports to consider.

8. **Social Services**

8.1 Correspondence

8.2 Reports

- A) Memorandum of Understanding (MOU) between the Regional Municipality of Durham and Lakeridge Health to provide expertise regarding design enhancements and operational requirements and to consider the Management of a 320-Bed Long Term Care Home on the Ajax-Pickering site of Lakeridge Health (2020-SS-11)
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Report #2020-SS-11 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Councillor Carter, Seconded by Regional Chair Henry,
(29) That we recommend to Council:

- A) That the Commissioner of Social Services be authorized on behalf of the Region to execute a non-binding Memorandum of Understanding with Lakeridge Health to the satisfaction of the Director, Legal Services, permitting Regional staff to provide expertise to Lakeridge Health with regard to design enhancements and operational requirements of a 320 bed Long Term Care Home to be owned by Lakeridge Health; and
- B) That the Commissioner of Social Services be authorized to negotiate a management agreement for the operation of that Long Term Care Home subject to Regional Council approval.

CARRIED

- B) Durham's homelessness support system update and next steps (2020-SS-12)

Report #2020-SS-12 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Councillor Carter, Seconded by Regional Chair Henry,
(30) That Report #2020-SS-12 of the Commissioner of Social Services be received for information.

CARRIED

Questions to Social Services

S. Danos-Papaconstantinou responded to questions from Councillors Anderson and Wotten with respect to the delegations provided by Randy Straeten and Elizabeth Johnston regarding the Proposal for Supportive Housing in Beaverton, specifically, why there was a lack of consultation with the residents with regards to the project; the reason for the choice of location; details surrounding the facility and the future residents of the facility; and clarification of the benefit of the project to the residents of Beaverton.

S. Danos-Papaconstantinou responded to questions of Councillors Carter and Roy regarding the winding down of the Camp Samac program and was requested to provide a Report on the success of the Camp Samac Program and provide clarification on the terminology and definitions of homelessness, shelters etc.

9. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

10. Confidential Matters

There were no confidential matters to be considered.

11. Other Business

A) Update from Stella Danos-Papaconstantinou re: Council Information Report #2019-INFO-73

S. Danos-Papaconstantinou advised that a request was made at the Health and Social Services Committee meeting on November 7, 2019 that staff provide a brief overview on whether there is an opportunity to run a similar small-scale pilot for a guaranteed income project, to that implemented in California.

S. Danos-Papaconstantinou advised that given the constraints on both staff and regional budgets due to the pandemic, exploration of funding a local pilot will not be feasible at this time. She advised that staff will continue to monitor and stay abreast of all ongoing national conversations exploring basic income in Canada and will continue to look for opportunities of advocacy and support.

S. Danos-Papaconstantinou requested that Item 1 on the Council Action Items List regarding Information Report #2019-INFO-73: An Update on the Financial Empowerment Framework/Poverty Reduction efforts underway within the Social Services Department be removed.

Moved by Councillor Carter, Seconded by Regional Chair Henry,
(31) That Item 1 on the Council Action Items List regarding Information Report #2019-INFO-73: An Update on the Financial Empowerment Framework/Poverty Reduction efforts underway within the Social Services Department be removed.

CARRIED

12. Date of Next Meeting

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, October 8, 2020 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

13. Adjournment

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

CARRIED

The meeting adjourned at 11:52 AM

Respectfully submitted,

B. Chapman, Chair

N. Prasad, Committee Clerk