



## Human Services Committee Agenda

Thursday, November 1, 2018  
9:30 a.m.

Council Chambers  
County Administration Centre, Walkerton

### 1. Declaration of Pecuniary Interest

### 2. Action Items

- A. Rental Lease Agreement - 910 Queen St., Kincardine ON (attached)
- B. Rental Lease Agreement - 605 Mill St., Port Elgin, ON (attached)

### 3. Information Items

- A. Q3 - Child Care and Fee Subsidy Report (attached)
- B. Q3 - Income and Employment Supports Update (attached)
- C. Q3 - Bruce County Community Housing Registry Update (attached)

### 4. Act on Recommendations

That in accordance with the Procedure By-Law, staff be authorized and directed to give effect to the actions of the Human Services Committee in respect to all resolutions passed during the November 1, 2018 meeting

### 5. Next Meeting

December 6, 2018

### 6. Adjournment



## Committee Report

**To:** Warden Paul Eagleson  
Members of the Human Services Committee

**From:** Christine MacDonald  
Director of Human Services

**Date:** November 1, 2018

**Re:** Rental Lease Agreement - 910 Queen St., Kincardine, ON

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### Recommendation:

That a by-law be introduced authorizing the extension of a lease agreement between The Corporation of the County of Bruce and Carla McLean to provide rental office space for Human Services amending the Lease dated April 1, 2006 between Samdoon Holdings Inc. and Bruce County Social Services (By-Law 4265).

### Background:

The Human Services program has operated out of the rental office space at 910 Queen St. in Kincardine for several years. This location is an ideal, downtown location for those who access services provided by Human Services.

The property at 910 Queen St. is owned by Carla McLean. The current lease extension agreement ends on March 31, 2019. The lease extension is valid for 2 years ending March 31, 2021.

The Purchasing Division initiated discussion with the landlord to negotiate a new lease extension. The landlord has proposed a 3% increase for 2019 and no increase for 2020.

The lease provides either party with a notice period of 90 days to end the agreement.

### Financial/Staffing/Legal/IT Consideration:

There will be an increase to the Social Assistance budget of \$347.94 for 2019 and no further increase for 2020.

### Interdepartmental Consultation:

The lease agreement was negotiated by the Purchasing Division of Corporate Services in consultation with the Human Services department.



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Human Services

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**Link to Strategic Goals and Elements:**

Goal #3. Find creative new ways to engage our public

Goal #5. Eliminate our own red tape.

Written by: Nancy Reinhart, Income and Employment Supports Manager

**Approved by:**

Kelley Coulter  
Chief Administrative Officer



## Committee Report

**To:** Warden Paul Eagleson  
Members of the Human Services Committee

**From:** Christine MacDonald  
Director of Human Services

**Date:** November 1, 2018

**Re:** Rental Lease Agreement - 605 Mill St., Port Elgin, ON

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### Recommendation:

That the current lease agreement between The Corporation of the County of Bruce and Ray Fenton to provide rental office space for Human Services under bylaw 2016-080 be extended for a period of six months ending April 30, 2019; and

That the Manager of Income and Employment Supports be granted authority to notify the landlord.

### Background:

The Human Services program has operated out of the rental office space at 605 Mill St. in Port Elgin for several years. This location is an ideal, downtown location for those who access services provided by Human Services.

The Purchasing Division initiated discussion with the landlord to negotiate a new lease extension with no increase in cost.

The lease provides either party with a notice period of 60 days to end the agreement.

### Financial/Staffing/Legal/IT CONSIDERATION:

There will be no increase to the Human Services budget.

### Interdepartmental Consultation:

The lease agreement was negotiated by the Purchasing Division of Corporate Services in consultation with the Human Services department.

### Link to Strategic Goals and Elements:

Goal #3. Find creative new ways to engage our public  
Goal #5. Eliminate our own red tape.



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Human Services

[brucecounty.on.ca](http://brucecounty.on.ca)

Written by: Nancy Reinhart, Income and Employment Supports Manager

Approved by:

Kelley Coulter  
Chief Administrative Officer



## Committee Report

**To:** Warden Paul Eagleson  
Members of the Human Services Committee

**From:** Christine MacDonald  
Director of Human Services

**Date:** November 1, 2018

**Re:** Q3 Child Care and Fee Subsidy Report

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### Recommendation:

The Q3 Licensed Child Care & Fee Subsidy Report is for information.

### Background:

The Children Services Program supports families to locate and access affordable child care throughout the county. Released by the Ministry of Education, Ontario's renewed Child Care Policy Framework sets out a roadmap for System Service Managers, focusing on three main priorities:

1. increasing access to child care,
2. managing affordability for families, and
3. building capacity in child care practitioners

### OneList Child Care Registry

In an effort to better track, monitor and respond to local system pressures, Bruce County uses OneList, an online child care registration system that allows families to locate, register and apply for child care in licensed facilities. In turn, the systems data provides County staff with a snapshot of information, quantifying child care needs in each demographic area, by municipality. At the end of Q3, OneList reports 528 active child care applications for Bruce County. The chart below breaks down the applications by municipality.

Applicants Municipality	Number of Active Child Applications
Arran Elderslie	42
Brockton	100
Huron Kinloss	24
Kincardine	103
North Bruce Peninsula	1
Saugeen Shores	164
South Bruce	20
South Bruce Peninsula	22
Grey County	35
Huron County	6
Wellington County	5
Other	6
<b>Total</b>	<b>528</b>

There is a decrease in the number of Waitlist applications overall. This is attributed to a number of factors including: families finding the care they need, families no longer needing particular care and also greatly influenced by the work that staff have done in 2018 to enhance the system. Families are now receiving automated notifications on a thirty, sixty,



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and ninety-day intervals as a reminder to keep their application status current. For example, if during that time period they have obtained and are pleased with their child care placement they can remove themselves from any or all Centre lists. Or if they continue to wait for their preferred location they can continue to be on the waitlist.

In order to relieve some of the demand for space, the Home Child Care Program has put together a Marketing Recruitment Plan to attract more home children providers. The post card pictured below has been sent out in high demand areas such as Lakeshore, Wiarton, & Lucknow. Social Media ads targeting people searching for jobs have been put in place. The focus will mobilize Home Child Care in the areas of high needs. The marketing highlights the benefits and program outcomes as well as showcasing home child care and building positive awareness through education, images and testimonials. Through showcasing the benefits of regulated home child care, this initiative is expected to recruit some current unlicensed providers into the system. One significant benefit is that regulated home child care providers are eligible to have six children in their care compared to unlicensed which are limited to five children in their care.

**Start Your Own Child Care Business with Bruce County**

- ✓ *Establish your own home-based child care business*
- ✓ *Receive ongoing support regarding children and families from Bruce County Children's Services staff*
- ✓ *Access resources & government funding*
- ✓ *Learn new skills*
- ✓ *Share program ideas with other Home Child Care Providers*
- ✓ *Working with a licensed Home Child Care agency*

**Working together to provide Quality Child Care in a Safe Environment**

The Home Child Care Program provides care for children in private homes through contracts with approved Home Child Care Providers.

**Register with us today!**

Contact Us **1(800) 265-3005** Visit Our Website **brucehccp.ca**



Age Group	Average monthly # of children Served (Fee Subsidy)
Infants	14
Toddler	50
Preschool	129
JK	36
SK	27
School Age	85
<b>Total</b>	<b>341</b>

For eligible families, child care fee subsidy is available through Bruce County Children Services, with priority given to families with income levels lower than \$40,000 per annum. Q3 stats report that an average of children per month receive fee subsidy, with the largest financial allocation supporting the placement of preschool age children, as demonstrated in the chart on the left.

Under the direction of the Ministry of Education, the County of Bruce is one of 47 Municipal Managers tasked to manage their local Child Care System. Bruce County staff will continue to work with community partners to coordinate service and prioritize “people” as the foundation of our child care and fee subsidy program.

**Financial/Staffing/Legal/IT Considerations:**

There are no financial, staffing, legal or IT considerations associated with this report. Staff monitor subsidy and eligibility closely to ensure compliance. expenditures are forecasted monthly to ensure participant fee allocations do not exceed the annual budget.

**Interdepartmental Consultation: Fee subsidy**

No interdepartmental consultations have occurred related to this initiative.

**Link to Strategic Goals and Elements:**

Goal # 5 -The Elimination of Red Tape  
Element # E - Focus on the internal and external customer/client needs first through providing community based service

**Approved by:**

Kelley Coulter  
Chief Administrative Officer



## Committee Report

To: Warden Paul Eagleson  
Members of the Human Services Committee

From: Christine MacDonald  
Director of Human Services

Date: November 1, 2018

Re: Q3 - Income and Employment Supports Update

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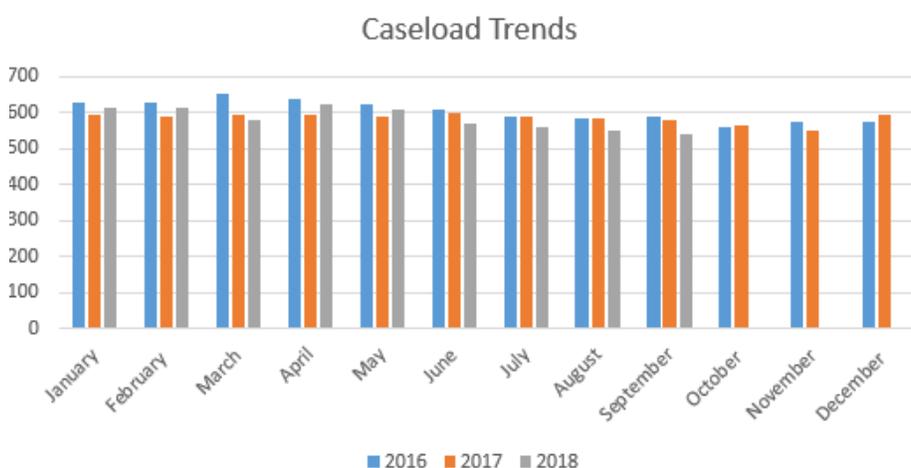
### Recommendation:

That the Q3 Income and Employment Supports Update is for information.

### Background:

#### Income Supports

The Ontario Works caseload for the period of January 1, 2018 to September 30, 2018 is an average of 585 per month. This represents a decrease in the caseload of .11% compared to the same time period in 2017.



Single persons continue to occupy the greatest caseload. Sole support parent applicants have increased from 2017 with the changes to child support. With the low unemployment rate for this region, the decreased caseload reflects that individuals are securing employment.



On July 31, 2018 the Provincial government announced that a review of the Social Assistance Modernization Initiative would be completed with a revised plan scheduled for release on November 8, 2018. As part of the July 31<sup>st</sup> announcement, the Provincial government announced that it will not be implementing social assistance changes scheduled by the previous government to take place between September to December of 2018. A rate change of 1.5% was implemented for October 1, 2018 which represents a reduction from the original 3% rate increase announced earlier in the year by the previous Provincial government. Upon release of the revised social assistance plan, the Income & Employment Supports Division will review the plan to determine the impacts.

### Employment Supports

As per the 2018 Human Services Business Plan, the Employment Counsellor team lead by the Income & Employment Supports Manager is working through the Communication Strategy for the Redesign of the Community Participation Program. Outreach has occurred to Non-profit and lower tier municipalities by an Employment Counsellor to consider participation in the Community Participation Program. Several organizations have committed to the program providing placements in elementary schools, library, charitable, non-profit and social service organizations. The Community Employment Counsellors screen and match the agency and the participant. As of Q3, nine (9) community/volunteer placements have been established. The placement provides individuals with the opportunity to build work skills, experience and a positive work reference. One participant secured part-time employment with the host agency while another participate went onto college to pursue an Early Childhood Education diploma.

To further enhance employability of participants, this department has partnered with external agencies and offered the following workshops; Financial Literacy, Employer Perspective, Youth Job Connect, Fanshawe College Information Sessions, Culinary Trades Day and General Trades Day.

The Getting Ahead program is a Bridges out of Poverty initiative that is a forward thinking, program for participants. Getting Ahead facilitates a process for generational poverty families to think beyond the difficulties of the moment and explore the possibilities of a different approach to their lives. The 8-week program is comprised of 15 sessions at 3 hours each. For the Q3 reporting period, Bruce County contracted with the Adult Learning Centre and completed two- 8-week programs, one in Walkerton another Kincardine with 12 participants graduating from the program. Currently a Getting Ahead session is underway in the Walkerton area with completion expected in late October.

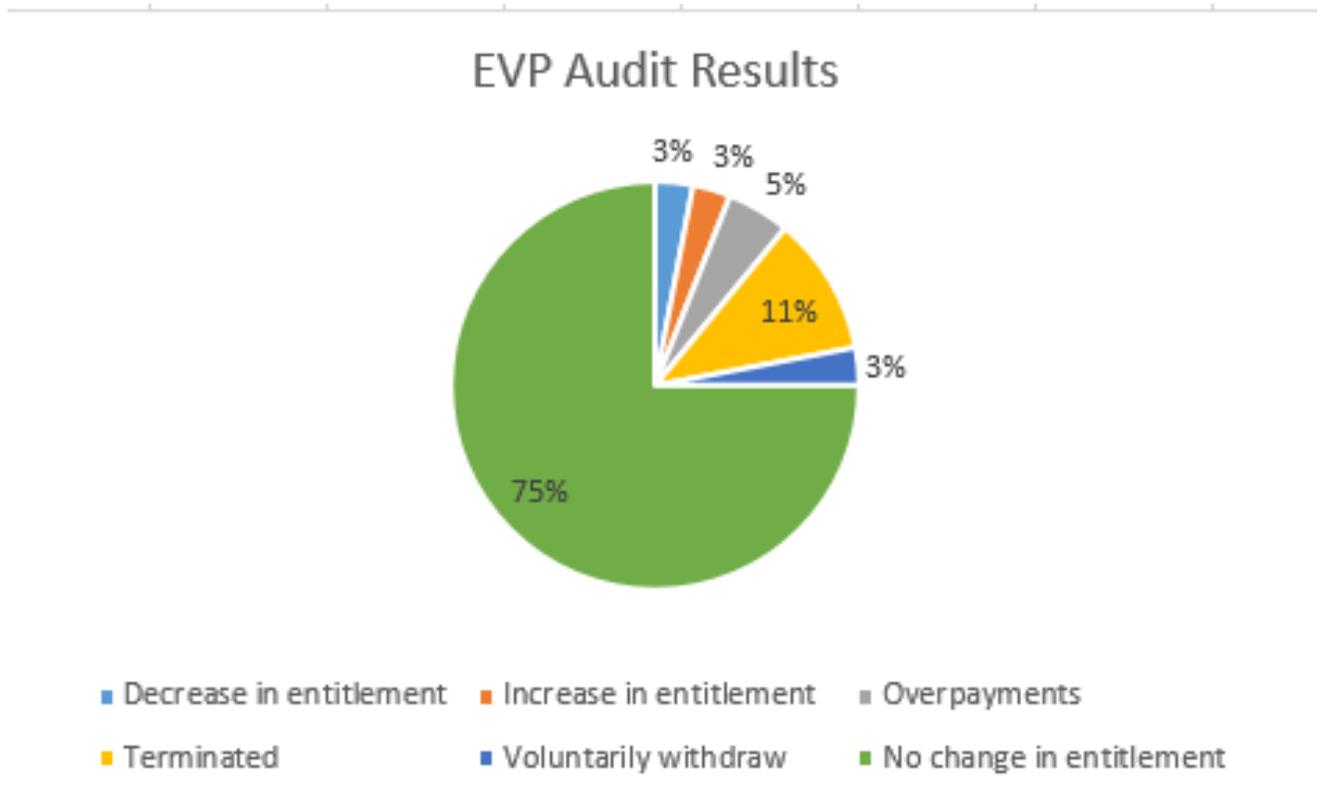


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## Eligibility Verification Process

The Eligibility Verification Process (EVP) is the risk-based case audit process that ensures client eligibility for Ontario Works is determined based on accurate financial and personal information provided by the client. Every second month 3% of high risk cases are selected from each municipalities' caseload for audit. The EVP auditor is responsible for reviewing a client's circumstances to ensure that the client is meeting the eligibility criteria for social assistance. Audit outcomes can result in no change to entitlement, arrears, overpayments or termination of benefits.

For the period of January to July 2018, 63 cases were selected for review. To date, 42 case audits have been completed with the following outcome; 31 cases no change to entitlement, 1 case increase to entitlement, 1 cases decrease to entitlement, 2 cases with overpayments established, 5 cases terminated and 2 cases voluntarily withdrew.



### Financial/Staffing/Legal/IT Considerations:

There are no financial, staffing, legal or IT considerations associated with this report



**Interdepartmental Consultation:**

There is no interdepartmental consultation in the writing of this report.

**Link to Strategic Goals and Elements:**

Goal #3 -Find creative ways to engage our public

Goal #6 -Explore alternate options to improve efficiency and service

Written by: Nancy Reinhart, Income and Employment Supports Manager

**Approved by:**

A handwritten signature in black ink, appearing to read "Kelley Coulter".

Kelley Coulter  
Chief Administrative Officer



## Committee Report

**To:** Warden Paul Eagleson  
Members of the Human Services

**From:** Christine MacDonald  
Director of Human Services

**Date:** November 1, 2018

**Re:** Q3 - Bruce County Community Housing Registry Waitlist Update

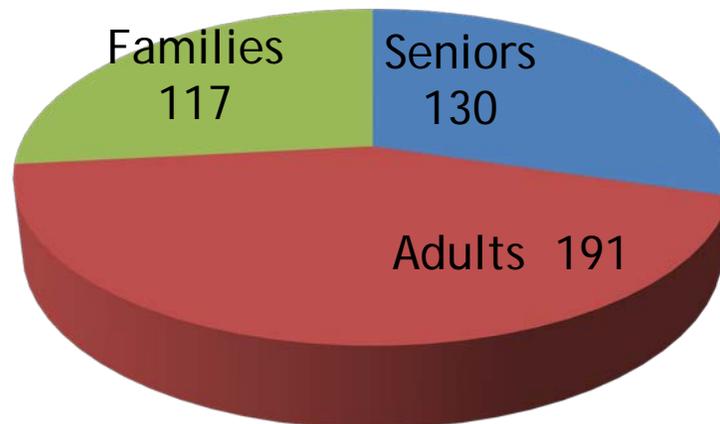
### Recommendation:

The report Q3 Bruce County Community Housing Registry Waitlist Update is for information.

### Background:

The Bruce County Community Housing Registry waitlist for the period January 1, 2018 to September 30, 2018 is included. There are currently 438 applicants on the waitlist; 409 rent-geared-to-income (RGI), and 29 market rent applications. There are 117 families, 191 adults, and 130 senior applications on the waitlist.

### Community Housing Registry Waitlist Application Breakdown (September 2018)



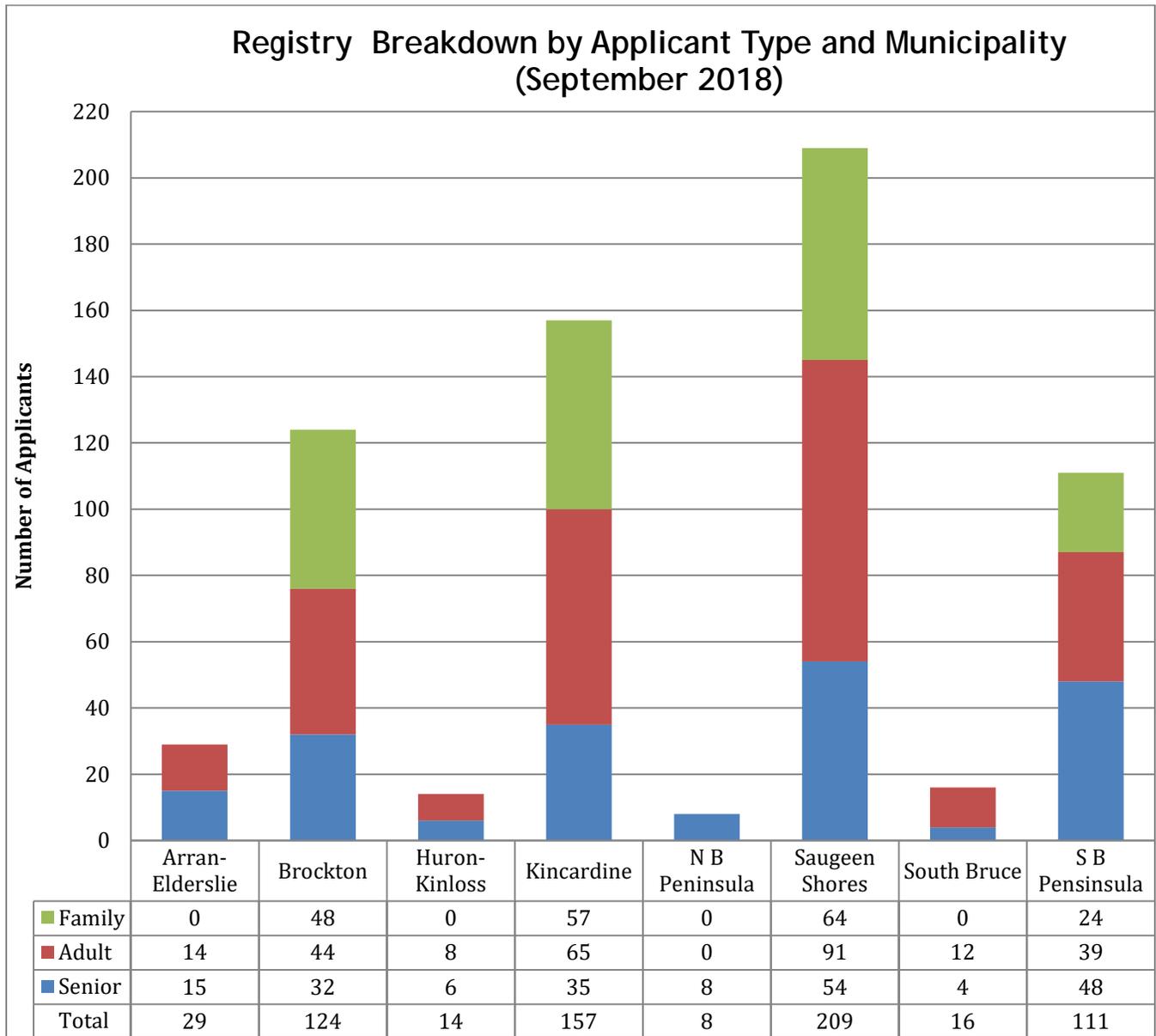
Total Waitlist  
438  
409 RGI  
29 Market

There have been 101 applicants housed between January 1, 2018 and September 30, 2018.

Below is a year-to-year comparison between 2017 and 2018.

	As at September 30, 2017	As at September 30, 2018
Number of applicants	412	438
RGI applicants	382	409
Market applicants	30	29
Families	96	117
Adults	193	191
Seniors	123	130

Waitlist areas continue to be high in Saugeen Shores, Kincardine, Brockton, and South Bruce Peninsula.



**Financial/Staffing/Legal/IT Considerations:**

There are no financial, staffing, legal or IT considerations associated with this report.

**Interdepartmental Consultation:**

No interdepartmental consultations have occurred related to this report.

**Link to Strategic Goals and Elements:**

Although there is no specific link to the Strategic Goals and Elements, the coordinated management of the Bruce County Community Housing Registry and the placement of households is in keeping with our strategic values of efficient, coordinated governance and a high quality of life for all residents as well as working to meet the objectives of the Bruce County Long Term Housing Strategy.

Written by: Tania Dickson, Housing Services Manager

**Approved by:**

Kelley Coulter  
Chief Administrative Officer