



## Community Services Committee

Wednesday, October 16, 2024 at 1:00 PM

Council Chambers

### Agenda

Page

1. **Call to Order**
2. **Land Acknowledgement**
3. **Roll Call**
4. **Disclosure of Pecuniary Interest and General Nature Thereof**
5. **Adoption of the Open Minutes**

- a. Minutes - September 10, 2024

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[Community Services Committee - Sep 10 2024 - Minutes](#) 

**Recommendation:** THAT the minutes of the September 10, 2024, meeting be approved.

6. **Adoption of the Closed Minutes - None**
7. **Delegations - None at time of mailing**
8. **Community Services Department Reports**

#### Director's Report

- a. [Director Report](#) 

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[Ontario Works Program Delivery Funding](#) 

## Community Supports Division

- b. [Community Supports Report](#)   
[Ontario Works - Centralized Intake Policy Changes](#)   
[Questions and Answers - CI Update and Regulatory Changes](#)   
[Employment Services Transformation 2025 Targets](#) 

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## Children's Services Division - None at time of mailing

### 9. Approval of the Report as a Whole

**Recommendation:** THAT the Community Services Department Report be approved as presented.

### 10. New Business

### 11. Closed Meeting - None at time of meeting

### 12. Date of next meeting (Wednesday, November 13, 2024) and adjournment

**Recommendation:** THAT this meeting adjourn and the next regular meeting be held on Wednesday, November 13, 2024.

#### NOTE:

- Special County Council Meeting: Monday, October 28, 2024.
- County Council: Wednesday, October 30, 2024.
- Submissions received from the public either orally or in writing, may become part of the public record.



## Community Services Committee

Tuesday, September 10, 2024 at 2:59 PM

Council Chambers

### Minutes

**Present:** Chair Anne Giardini, Warden Peter Emon, Councillor David Mayville, Councillor Neil Nicholson, Councillor Gary Serviss

**Absent:** Vice-Chair Debbi Grills, Councillor Ed Jacyno (City of Pembroke Representative)

**Also Present:** Craig Kelley, Chief Administrative Officer/Deputy Clerk, Andrea Patrick, Director of Community Services, Michael Blackmore, Director of Long-Term Care, Daniel Burke, Manager of Finance/Treasurer, Jennifer Dombroskie, Manager of Community Housing, April Muldoon, Manager of Community Supports, Margo Smith, Manager of Children's Services, Gwen Dombroski, Clerk, Tina Peplinskie, Media Relations and Social Media Coordinator, Evelyn VanStarkenburg, Administrative Assistant

#### 1. Call to Order

Chair Giardini called the meeting to order at 2:59 p.m.

#### 2. Land Acknowledgement

The land acknowledgement identifying that the meeting was being held on the traditional territory of the Omàmiwininì People was recited.

#### 3. Roll Call

The roll was called.

#### 4. Disclosure of Pecuniary Interest and General Nature Thereof

No pecuniary interests were disclosed.

#### 5. Adoption of the Open Minutes - August 14, 2024

- a. [Community Services Committee - Aug 14 2024 - Minutes](#) 

**RESOLUTION NO. CS-C-24-09-54**

THAT the minutes of the August 14, 2024, meeting be approved.

*Moved by:* Warden Peter Emon

*Seconded by:* Gary Serviss

**CARRIED**

**6. Adoption of the Closed Minutes - August 14, 2024**

**RESOLUTION NO. CS-C-24-09-55**

THAT the Closed minutes of the August 14, 2024, meeting be approved.

*Moved by:* Warden Peter Emon

*Seconded by:* Gary Serviss





**CARRIED**

**7. Delegations - None**

**8. Community Services Department Reports**

**Director's Report**

The Director of Community Services overviewed the Director's Report.

- a. [Director of Community Services Report](#) 
- [Rooted in Trauma](#) 
- [Pembroke Warming Centre Winter 2024 2025](#) 
- [HART Hubs - MMAH MOH](#) 

**RESOLUTION NO. CS-C-24-09-56**

THAT the Community Services Committee recommends that County Council approve that the County of Renfrew take on a leadership role with respect to the operations of a Warming Centre located in the City of Pembroke for the 2024 – 2025 winter season; pending the following:

1. The Warming Centre ad-hoc committee be once again stood up as the oversight committee, with a review of the Terms of Reference to determine if updates are required;
2. The municipalities that participated in last year's Warming Centre model contribute funding equal to 2023/2024 amounts;
3. That staff be directed to work with the City of Pembroke on an appropriate location that provides for a more

- cohesive and effective delivery of services;
4. The City of Pembroke initiates the appropriate steps with respect to their zoning by-law to allow flexibility on placement of a Warming Centre;

AND THAT staff be directed to apply the allocated funds from the Homelessness Prevention Program funding envelope toward this initiative to a maximum of \$100,000.

*Moved by:* Gary Serviss

*Seconded by:* Neil Nicholson

**CARRIED**

Discussion ensued.

Councillor Serviss suggested that, assuming the Warming Centre will be made available to those in need on a yearly basis, that funding requests to municipalities be issued earlier in the year in order to accommodate these requests in their annual budgets.

The Chief Administrative Officer/Deputy Clerk advised that it is not the intent of the County of Renfrew to take on the responsibility to run the Warming Centre annually. Currently, there is no organization willing to take on this initiative annually.

**RESOLUTION NO. CS-C-24-09-57**

THAT the Community Services Committee recommends to County Council that the County of Renfrew work with Mesa community partners in Mental Health, Addiction and Treatment, to identify a lead applicant(s); AND THAT a full proposal to create a Homelessness and Addiction Recovery Treatment (HART) Hub in Renfrew County be submitted.

*Moved by:* Gary Serviss

*Seconded by:* David Mayville

**CARRIED**

**Community Supports Division**

The Manager of Community Supports overviewed the Community Supports Division Report.

- b. [Community Supports Report](#) 

**Children's Services Division**






The Manager of Children's Services overviewed the Children's Services

Division Report.

Committee was advised that that County of Renfrew was provided a delegation at the Association of Municipalities Ontario Conference in August with the Minister of Education, the Honourable Jill Dunlop to advocate for additional spaces for Renfrew County under the Canada-Wide Early Learning and Child Care (CWELCC) program.

Under the current CWELCC agreement, the Ministry has not allocated any spaces for 2025 and 2026 and the County of Renfrew has exhausted all existing spaces. The delegation requested support in providing an additional 200 CWELCC spaces to be designated for families from equity-deserving populations, as an upstream investment in the health of our community.

The Ministry advised that they would be reviewing the unused spaces that were allocated to other service managers and might reallocate these spaces to other municipalities.

- c. [Children's Services Report](#) 
- [Special Needs Resourcing 2024](#) 
- [Memo to CMSMs DSSABs - New Child Care Funding Approach](#) 
- [TPA Delegated Authority](#) 
- [By-law 124-24 D - Schedule TPA Agreement](#) 

**RESOLUTION NO. CS-C-24-09-58**

THAT the Community Services Committee recommends that County Council approve an increase to the Program Support Staff (formerly Resource Staff) capped rate of \$18.00 per hour plus mandatory benefits, to \$21.00 per hour plus mandatory benefits, effective September 1, 2024.

*Moved by:* Neil Nicholson

*Seconded by:* Gary Serviss

**CARRIED**

**9. Approval of the Community Services Department Report as a Whole**

**RESOLUTION NO. CS-C-24-09-59**

THAT the Community Services Department Report be approved as presented.

*Moved by:* David Mayville

*Seconded by:* Gary Serviss

**CARRIED**

**10. Closed Meeting - None**

**11. New Business - None**

**12. Date of next meeting (Wednesday, October 16, 2024) and adjournment**

**RESOLUTION NO. CS-C-24-09-60**

THAT this meeting adjourn and the next regular meeting be held on Wednesday, October 16, 2024. Time: 4:09 p.m.

*Moved by:* David Mayville

*Seconded by:* Gary Serviss

**CARRIED**

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Anne Giardini, Chair

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Gwen Dombroski, Clerk

**COUNTY OF RENFREW  
COMMUNITY SERVICES REPORT**

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**TO:** Community Services Committee

**FROM:** Andrea Patrick, Director of Community Services

**DATE:** October 16, 2024

**SUBJECT:** Department Report

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**INFORMATION**

1. **2025 Ontario Works Program Delivery Funding**

Attached is a memo dated September 6, 2024 from Jeff Bowen, Director of Social Assistance Programs Division regarding the Ontario Works Program Delivery Funding planning allocations for 2025.



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Social Assistance Programs Division  
Social Assistance Performance and Accountability Branch  
Director's Office  
2 Bloor Street West, 25<sup>th</sup> Floor  
Toronto, Ontario M7A 1E9  
Tel: (416) 212-1246

September 6, 2024

Andrea Patrick  
Director of Community Services  
County of Renfrew  
RR #5  
Pembroke, ON K8A 6W5

Dear Andrea,

I am writing to inform you of the 2025 Ontario Works Program Delivery Funding (PDF) planning allocations for County of Renfrew from the Ministry of Children, Community and Social Services (MCCSS) in the amount of \$2,673,100, with details in Appendix A.

The ministry is no longer holding Ontario Works delivery partners' funding at their 2018 expenditure actuals. Instead, given the steady rise in caseloads, the ministry is reinstating the previous funding model with a few modifications to better address evolving needs.

The ministry has updated 2025 notional PDF allocations, as per the model, using monthly average caseloads from October 2022 to September 2024 (actual caseloads from October 2022 to June 2024 and projected caseloads from July 2024 to September 2024). 2025 funding has been adjusted to account for the applicable transfers related to the Employment Services Transformation (EST), including those sites that will begin Phase 3.

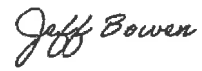
As in prior years, MCCSS will continue to provide an opportunity for one-time funding requests (i.e., related to EST transition and transformation costs, etc.). The new criteria will be communicated closer to 2025.

The ministry will soon provide details on the 2025 Ontario Works Service Planning Guidelines, including outcomes and performance measure targets set by the ministry.

Please contact me if you have any questions.

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Sincerely,

A handwritten signature in cursive script that reads "Jeff Bowen".

Jeff Bowen

- c: Sophie Dwivedi, Program Supervisor
- Nancy Sauve, Director, Social Assistance Service Delivery – Central, East & North Regions
- Colleen Hardie, Director, Social Assistance Service Delivery – West and Toronto Regions
- Sunny Sharma, Director, Business Innovation and Implementation Branch

**Appendix A: 2025 Ontario Works Planning Allocation by Program Component**

<b>Program Component</b>	<b>Program</b>	<b>Planning Allocation – Ministry Share</b>
Program Delivery Fund – 100% Provincial*	Ontario Works Employment Assistance	\$581,900
Program Delivery Fund – 50/50 Funding	Ontario Works Administration	\$2,091,200
	<b>Total</b>	<b>\$2,673,100</b>

\* After EST transfer

## **COMMUNITY SUPPORTS DIVISION REPORT**

Prepared by: April Muldoon, Manager of Community Supports

Prepared for: Community Services Committee

October 16, 2024

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### **INFORMATION**

#### **1. Recovery Day Ottawa Valley**

On September 21, 2024, Mackay Manor hosted its fourth annual Recovery Day at Low Square in the Town of Renfrew. Recovery Day is a celebration, a time to remember those who have been lost to addiction and an opportunity to raise awareness and reduce the stigma often associated with addiction. This year, approximately 24 agencies across the County of Renfrew participated in the event, including the County of Renfrew's Mesa team. Invitations were also extended to local artisans and allies for recovery. The day was a great opportunity for networking and sharing, with many inspiring stories shared by people across the County whose lives have been impacted by addiction.

#### **2. Centralized Intake Update**

Included with this report is a memo and a Question-and-Answer document from the Ministry of Children, Community and Social Services highlighting the Province's next steps regarding centralized intake in 2025. These changes will lead to the Ministry taking a larger role in the processing of Ontario Works applications submitted through the Social Assistance Digital Application (SADA) tool.

#### **3. Employment Services Transformation 2025 Municipal Targets**

Attached as information are the Ontario Works performance measures targets for 2025. As the Province takes on a larger role with social assistance applications, the local office will have an enhanced ability to provide person-centered supports. The objective is for municipal staff to focus on individualized assistance, linking clients to services that boost employability, increase their chances of securing sustainable employment, and decrease dependence on financial aid programs.

**Ministry of Children,  
Community and Social  
Services**

Social Assistance Program  
Policy Branch  
Social Assistance Programs  
Division

2 Bloor St. West, 4th Floor  
Toronto, Ontario M4W 3E2

**Ministère des Services à  
l'enfance et des Services  
sociaux et communautaires**

Direction des politiques relatives  
aux programmes d'aide sociale  
Division des programmes d'aide  
sociale

2, rue Bloor Ouest, 4<sup>e</sup> étage  
Toronto, Ontario M4W 3E2

September 25, 2024

**MEMORANDUM TO:** Ontario Works Administrators  
Municipalities and DSSABs  
First Nations  
Social Assistance Program Managers  
Social Assistance Program Supervisors  
ODSP Managers  
ODSP Staff  
First Nation Ontario Disability Support Program Sites

**FROM:** Jason Stanley, (A) Director  
Social Assistance Program Policy Branch

**SUBJECT:** **Policy Changes to Support Centralized Intake**

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Further to our communication on September 6, 2024, the ministry is moving forward with policy changes to support the implementation of Centralized Intake.

## Background

Effective October 1, 2024, regulatory changes will be in place to designate the Ministry as the Ontario Works delivery agent in 10 municipal geographic areas of the province and designate these Consolidated Municipal Service Managers (CMSMs) as delivery partners.

The ministry will be responsible for initial eligibility decisions, including authorization of initial payment and notifying applicants in these 10 geographic areas:

- City of Hamilton
- City of Kawartha Lakes and County of Haliburton
- County of Brant and City of Brantford
- County of Northumberland

- County of Peterborough and City of Peterborough
- District Municipality of Muskoka
- Norfolk County and Haldimand County
- Regional Municipality of Niagara
- Regional Municipality of Peel
- Regional Municipality of York

Where the Ministry is the delivery agent, Dr. Andres Laxamana will be the Ontario Works Administrator.

Full implementation in the remaining municipalities and DSSABs across the province will be completed in 2025.

## Changes to Ontario Works Policy

To support Centralized Intake, the following Ontario Works policy changes will impact both delivery agents and delivery partners across the province.

<p><b>Overview of Ontario Works – Roles and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• OW Directive 1.1</li> </ul>	<p>Roles and responsibilities of delivery agents and delivery partners, including</p> <ul style="list-style-type: none"> <li>• Ministry as Delivery Agent</li> <li>• Municipalities/DSSABs as Delivery Partners</li> <li>• Municipalities, DSSABs and First Nations as Delivery Agents</li> </ul> <p>Information has been streamlined and updated</p>
<p><b>In-person Services</b></p> <ul style="list-style-type: none"> <li>• OW Directive 2.1</li> <li>• OW Directive 9.1</li> </ul>	<p>All delivery agents and delivery partners must submit applications through Social Assistance Digital Applications (SADA) to enable the consistent use of the Risk-Based Eligibility Determination (RBED) assessment tool</p> <p>The initial point of contact is the date that SADA is completed</p> <p>First Nations delivery agents who do not use SAMS or SADA should follow their existing practices</p>
<p><b>No Response</b></p> <ul style="list-style-type: none"> <li>• OW Directive 2.1</li> <li>• ODSP Directive 1.1</li> </ul>	<p>If a caseworker is unable to contact an applicant a “no-response” letter can be sent after 2 attempts to contact the applicant, 4 days from the initial attempt</p>

	<p>Applications can be relaunched if applicant makes contact after receiving letter</p> <p>It is recommended that Delivery Agents follow the Ministry process to attempt to reach client 2 times before issuing a no response letter</p>
<p><b>Eligibility</b></p> <ul style="list-style-type: none"> <li>OW Directive 2.1</li> <li>OW Directive 9.1</li> <li>ODSP Directive 1.1</li> <li>ODSP Directive 3.1</li> </ul>	<p>List of what information must be verified remains the same</p> <p>Discretion can be applied on how and when verification is completed (during application process or immediately after grant)</p> <p>Remove “visual” requirement for verification</p>
<p><b>Third Party Checks</b></p> <ul style="list-style-type: none"> <li>OW Directive 2.1</li> <li>OW Directive 9.1</li> <li>ODSP Directive 1.1</li> <li>ODSP Directive 3.1</li> </ul>	<p>Additional 3rd party checks not included in the RBED result will not be mandatory before grant. Delivery agents can use discretion on how and when third party checks should be completed as part of the case review process</p> <p>Mandatory verification for Employment Insurance, Ministry of Transportation, and Family Responsibility Office has been removed, third party checks to be verified as required</p> <p>Clarify that</p> <ul style="list-style-type: none"> <li>All applications must have consents signed either electronically or on paper</li> <li>Verbal authorization will no longer be accepted</li> </ul>
<p><b>Overpayment</b></p> <ul style="list-style-type: none"> <li>OW Directive 9.3</li> <li>OW Directive 9.6</li> </ul>	<p>Ontario Works offices in the 10 geographic areas will refer “new inactive” overpayments to the Financial Services Unit within the Ministry’s Social Assistance Central Services Branch</p> <p>The process for all other Ontario Works delivery agents remains unchanged</p>

**Contact**

[social.assistance.program.policy@ontario.ca](mailto:social.assistance.program.policy@ontario.ca)

**Sent from**

Jason Stanley, (A) Director, Social Assistance Program Policy Branch



## MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES

### Centralized Intake Update

#### Questions and Answers

#### What is Centralized Intake?

Centralized Intake is a process designed to simplify the Ontario Works application process for clients and streamline municipal administrative burden by transferring the responsibility for making initial eligibility decisions on Ontario Works applications and notifying applicants from Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) to the province.

#### Why is intake being centralized for Ontario Works?

The Ontario Government remains committed to a more efficient social assistance system that focuses on people and helps them achieve sustainable employment and independence, where possible. Centralized intake aims to:

- Improve the applicant experience through a fast, seamless, modernized intake experience,
- Reduce the administrative burden for clients and staff,
- Deliver a consistent and accountable process,
- Free up municipal capacity to focus on high impact person supports, and
- Reduce duplication of work between the Ministry and Municipalities.

#### How will people apply for Ontario Works when the Centralized Intake model is implemented?

In the updated process online applications and phone applications will continue to be utilized as the main method for applying:

1. **Online Application:** Applicants can still apply online through the official website. This method remains convenient and accessible.
2. **Phone Application:** Applicants can continue to apply over the phone by calling ServiceOntario. Trained staff will continue to guide them through the application process.
3. **In-person applications:** Cohort 1 in-person services will be via ODSP offices. If/when an applicant shows up in the local ODSP office, they will be provided the information on how to apply online or via phone. Centralized intake staff will be responsible for any appointments that are required for Ontario Works applicants. Applicants will have access to a phone and/or public access

terminal via ODSP offices to begin the application process. The long-term solution for in-person services is to be determined.

**Is there an in-person option for clients who visit an Ontario Works office to apply for Ontario Works?**

As part of our commitment to a seamless experience, we are implementing a “no wrong door” approach with municipal offices. While local municipal offices will no longer accept applications directly, they will continue to provide valuable assistance to applicants. Specifically, they can offer information and guidance regarding the online and phone application processes.

**Which geographic areas are impacted by these changes?**

Centralized Intake will be implemented across all 47 geographic areas of the province. An initial 10 sites will be impacted by these changes, with more sites to come on board later, with the date and time to be determined. The initial 10 sites which will go-live this Fall 2024 include:

- City of Brantford
- City of Hamilton
- City of Kawartha Lakes and County of Haliburton
- City of Peterborough and County of Peterborough
- County of Northumberland
- District Municipality of Muskoka
- Norfolk County and Haldimand County
- Regional Municipality of Niagara
- Regional Municipality of Peel
- Regional Municipality of York

**Which elements of intake is the province taking on as part of this work?**

The ministry will handle initial eligibility decisions for most applications, excluding a few specific types. Municipalities will continue to manage emergency assistance and temporary care assistance as well as under 18 applications and ongoing eligibility reviews.

We will further clarify roles and responsibilities between the province, municipalities and District Social Services Administration Boards (DSSABs) as we mature the model to further improve and streamline the delivery of social assistance.

**What is the longer-term plan for having the province take on all intake decisions across the province?**

Full implementation, across the province, will be completed in 2025. We will keep you updated as work progresses over the coming weeks and months.

**How is the province collaborating with municipalities and DSSABs to improve and enhance centralized intake?**

We continue to actively engage our municipal and DSSAB partners to ensure that we remain aligned on this collaborative approach to improve our program delivery to best support Ontarians. Building on past feedback received from engagement tables, user research and our municipal partners, our goal is to empower municipal governments to prioritize person-centered services.

**How will the ministry be engaging ODSP staff?**

While there will be minimal impact on their day-to-day activities, we are committed to supporting ODSP teams during this transition, and operational readiness and change management processes are being developed. This includes:

- ODSP onsite visits for the 10 offices to socialize IBAU processes, meet and greets with staff, and providing an opportunity for questions and answers,
- Providing job aids and resources to support Ontario Works/Centralized intake related questions and to potential support walk-ins,

**Will municipalities still be asked to deliver “life stabilization” (person-centered) supports for ODSP clients, or to people in crisis or who are supported by other municipal programs?**

No. The province will be taking on the Centralized Intake function, but there will be no realignment of the delivery of person-centered supports. Provincial local offices will continue to deliver person-centered supports to ODSP clients and municipalities will continue to deliver person-centered supports to Ontario Works clients.

Moving forward, we will continue to work with municipal partners to focus on helping Ontario Works clients achieve sustainable employment and independence.

**Will there be impacts to First Nations delivery agents?**

These changes do not impact First Nations Ontario Works delivery.

**How will this impact my funding?**

There are no impacts at this time to funding arrangements as a result of the amendments. Recognizing that the Ontario Works caseload has been increasing since the pandemic, we are updating municipal funding allocations for 2025. No municipalities will experience a reduction.

**Who should I contact if I have additional questions?**

If you have any questions, please speak with your manager or you can send an email to [ci.communications@ontario.ca](mailto:ci.communications@ontario.ca).

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Social Assistance Programs Division  
Social Assistance Performance and Accountability Branch  
Director's Office  
2 Bloor Street West, 25<sup>th</sup> Floor  
Toronto, Ontario M7A 1E9  
Tel: (416) 212-1246

September 12, 2024

Andrea Patrick  
Ontario Works Administrator  
County of Renfrew  
RR #5  
Pembroke, ON, K8A 6W5

Dear Andrea,

I am writing to inform you of the 2025 Ontario Works performance measures and corresponding targets for the County of Renfrew from the Ministry of Children, Community and Social Services (MCCSS).

The targets set against the performance measures as shown in Appendix A, are set by the ministry, and will be added to the TPON budget template on your behalf.

Should you have any questions, please contact your Program Supervisor.

Sincerely,

Jeff Bowen

c: Nancy Sauve, Director, Social Assistance Service Delivery – Central, East & North Regions  
Colleen Hardie, Director, Social Assistance Service Delivery – West and Toronto Regions  
Sunny Sharma, Director, Business Innovation, and Implementation Branch  
Sophie Dwivedi, Program Supervisor

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**Appendix A: 2025 Ontario Works Performance Measures and Targets**

<b>Performance Measure</b>	<b>Target</b>
Percentage of Ontario Works adults and ODSP non-disabled adults with participation requirements that have a proper Action Plan created	100%
Percentage of Ontario Works adults and ODSP non-disabled adults with participation requirements who are referred to Employment Ontario (EO)	51%
Percentage of Ontario Works cases (individual or family units) that exited to employment	14%
Percentage of Ontario Works cases (individual or family units) who exited the program for any reason and return within one year	32%