



City of
Peterborough

TO: Members of the Joint Services Steering Committee

FROM: Ken Doherty, Director of Community Services

MEETING DATE: January 14, 2010

**SUBJECT: Report CSSSJSSC10-001
Community Social Plan Update**

PURPOSE

A report to provide the Joint Services Steering Committee with an update on the Community Social Plan.

RECOMMENDATION

That the Joint Services Steering Committee approve the recommendation outlined in Report CSSSJSSC10-001 dated January 14, 2010, of the Director of Community Services, as follows:

That the Community Social Plan Update – January 2010 be received for information.

BUDGET AND FINANCIAL IMPLICATIONS

There are no municipal budget or financial implications arising from this report.

BACKGROUND

In June 2004, the City and County of Peterborough approved the creation of the Peterborough Community Social Plan (CSP). The intent of the initiative is to establish clear direction and mandate from the Municipal Councils, through the Joint Services Steering Committee, to enable a coordinated approach to socio-economic planning and service delivery. A new Community Social Plan Coordinator was recruited in August 2009, with the successful candidate assuming the position September 14, 2009.

Key Program Development Activities

General

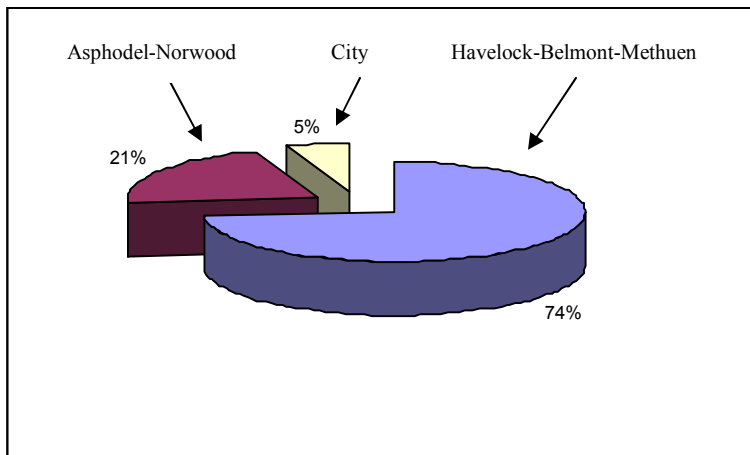
The new CSP Coordinator has begun consultations with United Way agencies and other community organizations to determine service needs within the County. This has revealed a number of opportunities for immediate and future collaboration. Several organizations have identified service gaps or needs based on observation and feedback from clients interacting with their agencies. Some have expressed an interest in extending programs to specific areas of the County, particularly Apsley.

One such instance is the United Way “Coats for Kids” campaign. Preliminary planning is underway between the CSP and the United Way Youth Leadership Coordinator to expand this annual collection and distribution of winter clothing to involve the County. This year, a pilot distribution was held at the Havelock TEACH Centre on November 12th and 13th. It was very successful, distributing 47 winter clothing items (coats and snow pants) to 19 families. Additional sites in Galway-Cavendish-Harvey and North Kawartha are being sought for 2010.

Winter clothing distribution in Havelock by age:

Age/Size	Number of items
Infant (0-24 months)	2
2-4	4
5-8	15
9-12	11
13-18	9
Adult	6

Families served by area of residence:



On November 26, 2009, CSP staff met with the Principal of Havelock Public School and the Kawartha Pine Ridge District School Board Outreach Worker to discuss ways of enhancing children and family services in the area. The school board is willing to support such initiatives by making space available in the Havelock school for evening and weekend activities, and will cover the cost of after-hours custodial services. The Principal of Apsley Public School expressed a similar desire to collaborate with the CSP and further discussions will be held with that principal early in 2010.

In June 2009, CSP and Ontario Works staff finalized a new model for providing emergency food and prescription assistance to County residents. An innovative partnership between the Social Services Division and community grocers/pharmacists was established, whereby County residents can be approved through the Emergency Intake or After-Hours Service to collect food or prescriptions from a rural grocery or drugstore. The client pays nothing on pick-up, and is not required to wait until regular office hours or travel into Peterborough. Arrangements are made for Social Services to reimburse the merchant directly for goods distributed to the client, upon receipt of an invoice.

The CSP Coordinator has joined the Peterborough Partnership Council on Immigrant Integration, and will bring forward perspectives on the socio-economic challenges faced by immigrants living in rural Peterborough County. The Partnership Council provides an opportunity for the CSP to interface with multiple service providers simultaneously, and to engage in coordinated planning and problem solving around the unique needs of New Canadians. Different approaches and practices that evolve from the work of the Partnership Council will benefit all County residents, by encouraging social inclusion and reducing barriers to accessing education, training or employment. On December 9th, 2009 the CSP Coordinator attended a *Housing and Transportation Focus Group* facilitated by the Partnership Council. The group identified the following needs that relate to the county-at-large:

- New immigrants are very isolated in rural communities due to lack of transportation and specialized community supports
- Inadequate translation services impacts the ability of New Canadians to access social, legal and housing assistance as well as public transportation services
- Immigrants often use subsidized housing for shorter periods than other tenants; view it as a transitional support vs. permanent situation
- Affordable housing units are too small to accommodate immigrant households, which tend to be larger and incorporate extended family members
- Absence of funding for ESL classes delays successful integration of newcomers into the Peterborough community

Transportation

Transportation remains a critical issue for County residents who need access to programs or services based in the City. The Community Social Plan continues to explore rural transportation models and best practices, and will summarize this research in a future report. The Ontario Works van service remains available to County residents through the Community Social Plan. Rides are available for health or employment-related appointments (dental, medical, counselling, rehabilitation, job search, access to food banks, training or education, Help Centre visits, etc.) and are pre-booked through the CSP. Some riders make regular use of the van during intensive periods of medical/rehabilitative care or job search. Further work is needed to educate community partners about the vans and how their clients can book a ride if transportation is a barrier to accessing a needed program or service.

On November 6th, 2009, CSP staff met with Children’s Aid Society (CAS) staff and the CAO of Havelock-Belmont-Methuen Township to review existing transportation services and determine whether collaboration of existing resources might enhance rural access. CAS has a robust Volunteer Driver Program that covers Peterborough County, City of Kawartha Lakes and Haliburton. Further investigation is underway to determine client needs, areas of overlap and potential for sharing resources between the CAS Volunteer Driver Program and the Ontario Works vans.

The following table demonstrates the number of van rides provided to rural residents through the CSP since the option was introduced:

Van Route	2006	2007	2008	2009	Areas Served
East	2 trips*	6 trips	10 trips	36 trips	Havelock, Millbrook, Norwood, Bailieboro
North	16 trips	74 trips	71 trips	32 trips	Apsley, Buckhorn, Lakehurst, Woodview, Lakefield, Ennismore

* Trip = one-way journey. Represents trips above the number of OW riders.

Employment

Outreach employment services are provided weekly in all townships through the Peterborough Employment Resource Centre (PERC). In addition to offering drop-in resume and job search assistance, PERC outreach staff delivers employment-related workshops at venues throughout the County. The Community Social Plan supports employment services in the County by providing assistance to PERC during the planning and delivery of events and large career fairs. Two career fairs were held in 2009, connecting jobseekers with employers and organizations that offer employment-related services (e.g. entrepreneurship programs and supports). An additional two events are planned for the Spring of 2010.

Details of County Career Fairs (2009):

Event	Date	Location	Attendance	Exhibitors
Eastern County Career Fair	February 25, 2009	Asphodel-Norwood Community Centre	255	30
Buckhorn Career Fair	March 25, 2009	Buckhorn Community Centre	135	30

CSP Help Centres

There are two community Help Centres operating in the County. These are supported by Havelock-Belmont-Methuen and Galway-Cavendish-Harvey townships and operated by CSP staff. Both are located in municipal libraries and make use of the building when the libraries would normally be closed. The Buckhorn Help Centre is open on Mondays from 11am-4pm while the Havelock Help Centre operates Thursdays from 2-7pm. As part of the Help Centre philosophy, CSP staff maintain a telephone Help Line in addition to the physical locations. The Help Line is available Monday to Friday during normal business hours to all City/County residents. Together, the Help Line and Help Centres have supported 330 individuals since the launch of the Havelock site in 2006.

The following table reflects Help Centre activity:

Location	2006	2007	2008	2009	Total
Buckhorn	-	21	8	11*	40
Havelock	11	64	101	114*	290
Total	11	85	109	125	330

* Stats as of December 1/09

Use of the Help Centres remains consistent despite the introduction of “211” service to Peterborough in June 2009. CSP staff receive quarterly breakdowns of “211” usage and will monitor how this service evolves. Over the past 6 months, the Help Centres in Buckhorn and Havelock have responded to more requests for information than were received by “211” from those same communities.

“211” Caller Activity (May-October 2009):

Postal Code	Number of “211” Calls
K0L 1A0 (Apsley)	1
K0L 1B0 (Bailieboro)	0
K0L 1H0 (Bridgenorth)	6
K0L 1J0 (Buckhorn)	1
L0L 1K0 (Burleigh Falls)	2
K0L 1Z0 (Havelock)	1
K0L 2H0 (Lakefield)	3
L0A 1G0 (Millbrook)	1
K0L 2V0 (Norwood)	5
Total - County	21
Total - City	211

Future Directions

Appendix 1 details proposed next steps for the program over the 2010/2011 period. A key goal is to revisit work plans in Galway-Cavendish-Harvey and Havelock-Belmont-Methuen to address outstanding items and identify any additional priorities. Formal consultation with service providers will continue during this period to gather information on community needs. This will augment the data already collected by CSP staff through surveys of key stakeholder groups (i.e. youth, seniors). The CSP is now positioned to undertake further capacity building, and will determine if North Kawartha, Cavan-Monaghan and Otonabee-South Monaghan townships have priorities that the CSP could assist with during 2010/2011.

Submitted by,

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Attachment: Appendix A – Proposed CSP Work plan (2010/2011)

Appendix 1 – Proposed CSP Work plan (2010/2011)

WHAT	HOW	WHO	WHEN
<p>Establish a Food Bank to serve GCH Township</p> <p>Facilitate local food security initiatives (Collective Kitchens, Community Gardens)</p>	<p>Identify lead partner and suitable location</p> <p>Apply for grant to support costs</p> <p>Develop operational procedures and protocols</p> <p>Register service with Canadian/Ontario Association of Food Banks</p> <p>Conduct volunteer recruitment and training</p>	<p>GCH Advisory Committee</p> <p>GCH Food Issues sub-group</p> <p>Community partners</p> <p>CSP staff</p>	<p>Ongoing (Target date: Fall 2010)</p> <p>Ongoing (Target date: Spring 2010)</p>
<p>Establish a Youth Council in GCH</p>	<p>Explore models of best practice</p> <p>Identify parent and youth leaders</p> <p>Provide training and mentorship</p>	<p>Local youth</p> <p>Parents</p> <p>GCH Youth issues sub-group</p> <p>CSP staff</p> <p>Community partners</p> <p>Child & Youth Worker</p> <p>students/graduates</p>	<p>September 2010</p>
<p>Conduct needs assessments and identify service gaps and priority communities</p>	<p>Consult with service providers, key stakeholder groups, municipalities</p>	<p>CSP staff</p> <p>Community partners</p>	<p>Ongoing (January -May 2010)</p>
<p>Facilitate enhancement of children & family services in HBM Township</p>	<p>Identify key contacts, service providers, and possible funding</p> <p>Coordinate and support outreach activities</p> <p>Organize workshops</p>	<p>CSP Staff</p> <p>Principal – Havelock P.S.</p> <p>KPRDSB Community Outreach Worker</p> <p>Community agencies</p> <p>Parents</p> <p>Children/Youth</p>	<p>January-June 2010</p> <p>September-June 2011</p>
<p>County Career Fairs x2</p> <ul style="list-style-type: none"> ▪ Buckhorn ▪ Eastern Ptbo. County 	<p>Assist with event planning and marketing</p> <p>Coordinate event logistics and County liaison</p>	<p>CSP staff</p> <p>PERC staff</p> <p>GCH Township</p> <p>DD/AN/OSM/CM/HBM Townships</p> <p>Employers</p> <p>Employment services</p>	<p>February-March 2010</p>

WHAT	HOW	WHO	WHEN
Extend the work of the CSP into 2 additional townships	Contact municipal councils/CAO Offer presentation to local councils on CSP Determine locally appropriate method for community consultation	Municipality CSP staff Service providers	2010/2011
Initiate outcomes-based measurement/evaluation of CSP activities	Develop evaluation criteria and outcome measures Data collection and analysis	CSP staff Help Centre clients Workshop participants Community partners Municipalities	July/August 2010 2010/2011
Enhance partnerships through existing Service "Nodes"	Educate organizations about role of CSP	CSP staff Service providers Municipalities	January 2010 and ongoing