



City of
Peterborough

TO: Members of the Joint Services Steering Committee

FROM: Ken Doherty, Director of Community Services

MEETING DATE: June 13, 2013

SUBJECT: Report CSSSJSSC13-007
Social Services – Service Plan

PURPOSE

A report to inform the Joint Services Steering Committee about the Social Services Service Plan for 2013 – 2014.

RECOMMENDATION

That the Joint Services Steering Committee endorse the recommendation outlined in Report CSSSJSSC13-007 dated June 13, 2013 of the Director of Community Service, as follows:

That the report “Social Services: People Serving People 2013-2014 Service Plan” (Appendix A) be received for information.

BUDGET AND FINANCIAL IMPLICATIONS

There are no additional budget or financial implications resulting from the approval of the recommendation of Report CSSSJSSC13-007. The costs associated with implementing this service plan for 2013 have been addressed through the operating budget process. Costs related to 2014 will be addressed through the 2014 budget but no service enhancements above 2013 are planned.

BACKGROUND

The Ministry of Community and Social Services (MCSS) requires the municipality to submit a two-year service plan providing overview of the local context and outlining the strategies the municipality will undertake to achieve the negotiated employment and earnings. "Social Services: People Serving People, 2013-2014 Service Plan" (Appendix A) has been submitted to The Ministry as the required Ontario Works Service Plan. The two-year service plan is a living document and can be reviewed in year with potential adjustments to the outcome targets to reflect major changes in the environment. This is important, as failure to achieve the negotiated target outcomes could result in the potential recovery of up to 15% of the employment funding of \$2,446,600.

Usually each program area is required to independently report to one of 5 ministries: Ministry of Community and Social Services; Ministry of Youth and Children Services; Ministry of Education; Ministry of Training Colleges and Universities; Ministry of Health and Long Term Care; as well as to the Joint Services Steering Committee (JSSC) and municipal Councils. To streamline the reporting process, the Division has developed the above integrated service plan to encompass the work of the entire division for the various stakeholders.

Planning starts with an environmental scan, an analysis of the strengths and weaknesses of our existing services and then identifying strategic priorities and activities for the next one or two years. The scan provides the groundwork for the development of the plan. Key factors identified this year include:

- Reduced rate of population growth – down to 1.4% per year
- Population is older than the provincial and national median
- Very limited population diversity related to visible minorities
- Higher percentage of aboriginal residents than the provincial average
- 9.3% of households living below the low income cut off compared to 14.7% provincially
- High rents but lower housing resale values
- High unemployment rate at 10.2% in March 2013
- Low labour force participation rate at 53%
- Declining manufacturing sector
- Growing service and tourism sector
- Out migration of youth

Other environmental factors considered include societal and system changes such as the growing demand for mental health and disability supports. Potential changes initiated by other levels of government are also considered, such as:

- federal budget announcements extending the Investment in Affordable Housing program

- provincial reports such as the Drummond Report, the Social Assistance Review and the Ministry of Education's Modernizing Child Care Initiative
- provincial budget constraints related to discretionary benefits, OW's Community Start Up benefit and the Peterborough Employment Resources Centre funding

Six **key themes** emerged from the environment scan for the next 2-3 year planning cycle as follows:

Key Themes	Example of Action items
Address poverty for priority populations	<ul style="list-style-type: none"> • Introduce intensive case management supports to improve educational attainment for youth and reduce time on assistance • Collaborate with the Native Friendship Centre to understand culturally appropriate case management and provide appropriate referrals as needed
Improve customer service	<ul style="list-style-type: none"> • Adopt LEAN methodology for Division process improvement • Review Performance standards across the division
Facilities Planning	<ul style="list-style-type: none"> • Develop facility improvement plan to address accessibility and customer service requirements
Partnerships with a focus on employers and economic development	<ul style="list-style-type: none"> • Participate in project with Workforce Development Board to identify the needs for skilled jobs in Peterborough over the next 18 months • Work with GPAEDC business expansion and retention staff deliver career/ information fairs and employer recruitment supports with a focus on small and medium size business expansions and start-up
Service Integration	<ul style="list-style-type: none"> • Work with Ontario Works and Children's Services staff to implement a joint intake model • Provide integrated outreach visits in rural clients homes and at other suitable public locations
Efficient use of Technology	<ul style="list-style-type: none"> • Implement new provincial social assistance database (SAMS) Nov 12, 2013 • Explore the expansion of electronic scanning of documentation to include social Services in 2014

The division is strengthening its integrated approach to service delivery and continues to strive to find better ways to service clients. Staff will focus on the priority populations: homeless, youth, disabled, seniors, aboriginal and children, to support the well being of the community. The division will rely on well trained staff, strong community partners and new technologies to support the delivery of respectful client centred service. This service must continue to be efficient and accountable.

SUMMARY

The “Social Services: People Serving People, 2013-2014 Service Plan” provides an integrated roadmap for the Social Services Division to achieve its planned outcomes over the next two years.

Submitted by,

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Attachment:

Appendix A - Social Services Action Plan: 2013-2014 Service Plan