



City of  
**Peterborough**

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**To:** Members of the Joint Services Steering Committee

**From:** Ken Doherty, Director of Community Services

**Meeting Date:** March 12, 2015

**Subject:** Report CSSSJSSC15-001  
Community Social Plan Update

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## **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 endorse the recommendation outlined in Report CSSSJSSC15-001 dated March 12, 2015, of the Director of Community Services, as follows:

That the report be received for information.

## **Budget and Financial Implications**

There are no budget or financial implications resulting from the approval of the recommendation in this report.

## Background

The Community Social Plan Coordinator works with municipal staff, councillors, agencies and local residents in the City and County of Peterborough on a variety of projects and programs that advance the mandate of the Community Social Plan (CSP). Each year, the Community Social Plan Coordinator conducts council delegations in each of the eight townships in the County of Peterborough. These delegations are an opportunity to provide each council with an update of Community Social Plan activities and general information about the Social Services Division. This report provides a similar update on the achievements of the CSP to the city and county council members of Joint Services.

The Peterborough Community Social Plan was established in January 2002, with a broad goal of improving the quality of life of residents in the City and County of Peterborough. The CSP identifies eleven key sectors with the priorities being set at the local level. The CSP recognizes that resources are limited, so collaborations, partnerships, sharing resources and maximizing existing services are keys to success. The key sectors identified in the CSP are:

- |   |                             |
|---|-----------------------------|
| 1. Access to Arts, Culture, Heritage & Recreation | 6. Economic/Income Security |
| 2. Access to Health                               | 7. Environment              |
| 3. Accessibility                                  | 8. Food Security            |
| 4. Child Care & Child Development                 | 9. Housing                  |
| 5. Community Involvement                          | 10. Human Rights            |
|   | 11. Safe Communities        |

## Community Social Plan Integration

In 2014, the CSP took steps to integrate activities with the overall operation of the Social Services Division. The most significant step was converting the CSP Facilitator position into a County Case Manager. This change helped the Social Services Division to expand services into Asphodel-Norwood and Havelock-Belmont-Methuen. Integration has also increased the participation of Social Services staff in the activities of the CSP.

## Ontario Works Client Levels

The following chart provides a snapshot of annual Ontario Works client levels. These are year-end numbers that fluctuate throughout the year.

**Chart 1: Ontario Works Client Levels**

	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Asphodel-Norwood	99	89	99	101
North Kawartha	36	22	32	30
Cavan-Monaghan	51	51	59	60
Douro-Dummer	14	19	21	24
Trent Lakes	40	43	38	50
Havelock-Belmont-Methuen	106	111	138	113
Otonabee-South Monaghan	72	80	90	91
Selwyn	192	184	206	149
City of Peterborough	3115	3168	3184	3201
<b>Total</b>	<b>3725</b>	<b>3767</b>	<b>3867</b>	<b>3819</b>

**County Case Managers**

In early 2012, the Social Services Division started delivering Ontario Works service using County Case Managers in Trent Lakes and North Kawartha followed by Asphodel-Norwood and Havelock-Belmont-Methuen in late 2013. This service delivery method brings Social Services staff into local communities four days/week to increase access and availability to social services. It also reduces the transportation barrier for Ontario Works clients and residents living the farthest away from the City of Peterborough. Staff has offices in municipal buildings, such as libraries and municipal offices, along with conducting some home visits. Services provided included:

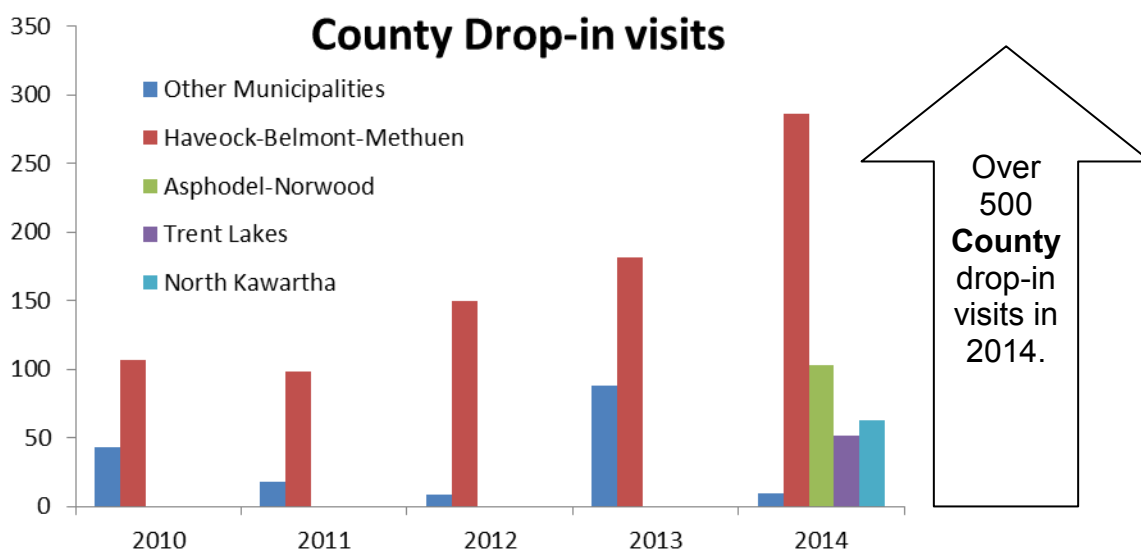
- Financial assistance and employment counseling.
- Preliminary screening and intake for child care subsidies.
- Community-wide drop-in service to provide information and referrals.
- Support for community development projects, e.g. Meet-Your-Needs Day.

**County Drop-in Services**

The introduction of County Case Managers has had a significant impact on the availability and use of drop-in service in the County. The Townships of North Kawartha, Trent Lakes, Asphodel-Norwood, and Havelock Belmont-Methuen all have staff available to the general public to answer human service questions and receive referrals to other agencies and organizations. If residents are not able to meet with a County Case Manager during their drop-in hours, they are welcome to phone them to ask questions. The general public and Ontario Works clients use the drop-in service for things such as:

- Resume writing
- Computer use (job search, email, housing search, etc.)
- Faxing resumes or other documents.
- Hydro disconnection
- Rent assistance and affordable housing
- Completing forms and applications
- Services for seniors
- Transportation
- Dental programs
- Family Court
- Home repair difficulties
- Referrals to other services (Counselling, ODSP, etc.)
- Delivering OW forms
- Inquiries about library services.

**Figure 2: County Drop-in Visits**



### **Meet-Your-Needs Program**

The Meet-Your-Needs Program operates in rural communities and provides free clothing, personal care items, toys and household items during single-day events. In Selwyn, the events run for a week at three local thrift stores. These events are led by local organizations and individuals with the CSP playing a supporting role. Clothes are supplied by local donations, with personal care items coming from Kawartha Food Share. In 2014, some of these events were delivered in partnership with the United Way and their Coats for Kids program.

Figure 3: Meet-Your-Needs Program Participation

	<b>2013</b>	<b>2014</b>
<b>Buckhorn</b>	35	114
<b>Norwood</b>	118	131
<b>Havelock</b>	109	135
<b>Millbrook</b>	85	76
<b>Selwyn</b>	62	43
<b>Keene</b>	0	42
<b>TOTAL</b>	<b>409</b>	<b>541</b>

The Peterborough County-City Health Unit (PCCHU) brought the Mobile Dental Van to events in Buckhorn, Norwood, Havelock and Millbrook and had approximately 140 visitors. The van was very well received and staff were able to successfully promote their dental services along with other PCCHU programs.

### **Community Service Map**

The Community Service Map is an online tool that provides the geographic location and details of programs and services in the City and County of Peterborough. The aim of this map is to improve awareness of services and local availability. The map displays services for:

- Children & Youth
- Employment & Training

Work is underway to create layers for:

- Recreation
- Food Security
- Women’s Resources
- Seniors

This tool is made possible through a partnership with the United Way of Peterborough and Fourinfo.com. The map can be found on the Social Services Website at: [www.peterborough.ca/CommunityServiceMap](http://www.peterborough.ca/CommunityServiceMap).

### **Homemakers Program**

The Social Services Division delivers a limited homemakers program to low income residents in the City and County who are not eligible for care through the Community Care Access Centre or other subsidized programs. Services include: laundry, light housekeeping, banking, picking up supplies/medication, and meal preparation. Eighty percent of this program is funded by the Ministry of Health and Long-Term Care with the City and County covering the remaining 20%. The 2014 expenditure for the Homemakers Program was \$53,281.38 with a maximum budget of \$100,000. New clients are slowly being accepted into this service. Seniors are a target population for

this program. At the end of 2014, there were 62 clients benefiting from this program compared to 13 clients in 2012. On average, each client received 6-8 hours of service per month.

### **Peterborough Council on Aging**

The CSP Coordinator holds the Seniors Portfolio with the City, and is Co-Chair of the Peterborough Council on Aging (PCOA) and Chair of Age-friendly Peterborough (AFP).



The mission of the PCOA is “to influence local and regional decisions regarding the issues facing older adults and our aging communities”. In 2014, the PCOA successfully partnered with the Greater Peterborough Chamber of Commerce to deliver the Seniors’ Showcase and with Trent University to deliver the Seniors’ Summit. Plans are underway for similar events in 2015.

The PCOA has created four subcommittees to expand the capacity of the organization:

1. Education, Advocacy and Events
2. Age-friendly Peterborough
3. Recognition and Certification
4. Marketing and Communication

The PCOA website is currently under construction but can be found at:  
[www.peterboroughcouncilonaging.ca](http://www.peterboroughcouncilonaging.ca)

### **Age-friendly Peterborough**

Age-friendly Peterborough (AFP) is a subcommittee of the PCOA. This group has received a \$175,400 Ontario Trillium Foundation grant, led by the Municipality of Trent Lakes, along with \$75,000 from the CSP over the next three years to create an Age-friendly Plan for the City and County of Peterborough. The project started in early 2014. Sarah Cullingham was hired on a three-year contract by the Municipality of Trent Lakes in September 2014, as the Age-friendly Coordinator. The Age-friendly Plan will focus on the following areas:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services

The community consultation phase of the project will begin in February 2015 with the final Plan prepared in 2016.

### Ontario Works Van Services

The Social Services Division established a van service in 1999 for Ontario Works recipients in need of transportation for employment, training and educational purposes. In 2006, the service was expanded to include county residents receiving Ontario Disability Support Plan (ODSP) benefits and referrals by the CSP. The vans provide service once in the morning and once in the evening. Trips are made by appointment with a client's Case Manager.

**Figure 4: OW Van Individual Ridership**

Location	2010	2011	2012	2013	2014
Asphodel-Norwood	19	20	20	28	7
North Kawartha	17	11	4	1	3
Cavan-Monaghan	9	8	11	5	5
Douro-Dummer	2	0	0	2	3
Trent Lakes	10	12	6	3	2
Havelock-Belmont-Methuen	30	22	31	36	26
Otonabee-South Monaghan	6	11	10	9	14
Selwyn	31	19	23	17	7
City of Peterborough	14	16	21	23	10
Non OW/Not Confirmed	37	35	30	38	24
<b>Total # individuals/riders served</b>	<b>175</b>	<b>154</b>	<b>156</b>	<b>162</b>	<b>101</b>
<b>Total # of round trips</b>	<b>2351</b>	<b>1965</b>	<b>1784</b>	<b>2008</b>	<b>1380</b>

### Municipal Access to Recreation Group

The CSP Coordinator is a member of the Municipal Access to Recreation Group (MATRG) along with representatives from the City, each Township and the Peterborough County-City Health Unit. The focus of this committee is to build recreation capacity, coordination and communication among municipal recreation staff in the City and County. One key accomplishment of the MATRG has been the adoption of a common Access to Recreation Policy by all nine local municipalities.

A successful funding application for \$68,000 to Ontario Sport and Recreation Communities Fund was developed for the City and County with the Township of Selwyn as the lead. The aim of the two-year grant is to assess local recreation needs and build capacity through targeted training to help meet some of the needs. The Social Services Division contributed \$9,000 to this application.

### Peterborough Community Food Network and Nourish

The Peterborough Community Food Network (PCFN) is a working group of the Peterborough Poverty Reduction Network. It is a volunteer group with agency and

individual members. The goal of the PCFN is to “ensure that everyone in Peterborough has enough healthy food to eat as part of a long-term food security strategy.” The CSP Coordinator is a member of the CFN as a representative from the City. He also helps to facilitate daily community meals delivered by local organizations and faith groups. The CSP Coordinator is also a member of Nourish, which is a subgroup of the PCFN, working to develop a community food centre in the City of Peterborough with connections to local food programs and production in the County.

### **Healthy Kids Community Challenge**

In 2014, the City of Peterborough, in partnership with the Peterborough County-City Health Unit, was successfully approved to deliver the Healthy Kids Community Challenge. The City is expected to receive up to \$1.1 million over four years to implement this program, operated through the Ministry of Health and Long-term Care in the City and County of Peterborough. Peterborough is one of 45 communities in Ontario that will receive resources from the province including funding, training, guidance and social marketing tools to help promote healthy eating, physical activity and healthy lifestyle choices for children and youth, such as adequate sleep.

### **Havelock Service Collective**

A group of agencies, led by the Peterborough Housing Resource Centre and the Peterborough Poverty Reduction Network, are renewing efforts to develop a service “hub” in Havelock. The Social Services Division is interested in this service model to create a better location for our County Case Manager to deliver local service. Community Care Peterborough and the Victorian Order of Nurses are also key partners of this initiative.

### **Trent Lakes Social Plan Committee**

This committee has met regularly throughout the year to identify issues, network, and lead projects in the municipality, including the *Career & Information Fair* and the *Meet-Your-Needs Day*. In January 2015, the committee decided to formalize a Terms of Reference and begin a process that engages with a broader range of local residents.

## **Summary**

The Community Social Plan (CSP) works on projects and delivers programs that aim to improve the quality of life for residents in the City and County of Peterborough.

The CSP Coordinator works directly with municipal staff, Councillors, agencies and local residents in the City and County. Channels of communication are maintained with each municipality through annual township council delegations to provide updates on CSP and Social Services Division activities.



Submitted by,

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