

THE REGIONAL MUNICIPALITY OF YORK

**REPORT NO. 2
OF THE REGIONAL
COMMISSIONER OF COMMUNITY SERVICES AND HOUSING****For Consideration by
The Council of The Regional Municipality of York
on June 28, 2001**

Due to a lack of quorum, the meeting of the Community Services and Housing Committee scheduled for Thursday, June 21, 2001, was not held. This report contains the reports and recommendations from the Agenda, which members of Regional Council will have received.

1**ELIGIBILITY REVIEW INITIATIVE****1. RECOMMENDATIONS**

It is recommended that:

1. Regional Council approve the Eligibility Review Initiative offered by the Ministry of Community and Social Services.
2. An Eligibility Review Officer position be established subject to 100% provincial funding.
3. The 2001 Budget Estimate be adjusted to reflect an increase in revenue and expenditures of \$85,600.
4. The Commissioner of Community Services and Housing be authorized to sign a Service Agreement with the Ministry subject to the funding requirements contained in this report and to the prior review by Regional Solicitor.
5. Staff be authorized to take all steps necessary to give effect thereto.

2. PURPOSE

This report seeks Council's approval to accept the Ministry's Eligibility Review Initiative funding for an additional Eligibility Review Officer position at 100% funding by the province. The initiative has as its objective to pursue outstanding Social Assistance investigations, and identify allowance and benefit overpayments, terminations and reductions.

3. BACKGROUND

On January 6, 2000, the Ministry of Community and Social Services announced additional provincial funding to support the hiring of additional Eligibility Review Officers for the purpose of dealing with outstanding investigations. The hiring of additional Eligibility Review Officers is consistent with the province's commitment to a continued vigilance for welfare fraud and misuse. Funding commenced in April 2000 and will be phased-out in 2003. The Initiative will be 100% funded by the Province.

4. ANALYSIS AND OPTIONS

The Eligibility Review Team delivers a provincially mandated audit and review function primarily within the Ontario Works program. The Team has one Supervisor, 12 Eligibility Review Officers (EROs), 1 Program Review Officer, 1 Accounting Clerk, and 1 Eligibility Review Clerk. The Team's objectives are to:

- Audit department case files to ensure compliance with legislation and policy.
- Investigate suspected fraud.
- Recover money owing to York Region as a result of overpayments, assignments and restitution.

The Eligibility Review Team investigated approximately 21 percent of York Region's Ontario Works case files in 2000 and as a result, there were changes in financial assistance to approximately 13 percent of our cases. In 2000 the Team received 922 new referrals and completed 874 investigations from these referrals and referrals received in the previous year. Referrals to the Eligibility Review Team come from staff, the community and the provincial hotline. Every complaint and referral is investigated by an ERO.

In 2000 York Region recovered \$463,633 through assignments and reimbursements. The Region also saved an additional \$14,053 in reduced assistance.

There were 163 active cases terminated as a result of overpayment investigations. York Region realized savings of \$103,705 in 2000 through cost avoidance had the 163 cases remained open for one additional month.

In addition to completing 874 investigations in 2000, the Team reviewed 735 inactive cases (clients who were no longer receiving financial assistance) and collected overpayments totalling \$166,100.

Table 1
Analysis of Case Recoveries

Activity	1999	2000
Assignments and Reimbursements*	\$803,463	\$463,633
Overpayments from Inactive Clients	\$202,023	\$166,100
Total	\$1,005,486	\$ 629,733

* Beginning in 2000, Family Support Assignment recoveries (\$250,523 in 2000) are reported separately through Family Support Unit Reports

Should an investigation indicate a probable intent to defraud, the ERO prepares and forwards a detailed referral package of evidence (commonly called a Police Package) to York Regional Police. In turn, the police complete their investigation and lay charges if warranted.

The majority of investigations are resolved through Department actions. In 2000, the Team referred 22 investigations to York Regional Police. This represents 2.5% of the total investigations.

During 2000, disposition was made on 15 of our outstanding court cases. The disposition results are noted below. The court cases resulted in 13 convictions, 1 conditional discharge and 1 dismissal. Thirteen cases involved an order for restitution. Total restitution ordered was \$123,814.

The Eligibility Review Initiative offered by the provincial government will provide the Eligibility Review Team with an additional staff who will have as their objective to investigate eligibility cases that are currently outstanding and with the intent to identify overpayments, terminations and reductions. The 100% funded position will benefit York Region through increased York Region's recoveries.

The Department proposes to hire one Eligibility Review Officer for the duration of this Initiative.

5. FINANCIAL IMPLICATIONS

York Region has been allocated \$85,600 to support salaries and benefits for an Eligibility Review Officer position at 100% funding by the province up to March 31, 2002 and a further amount in 2002/03 subject to provincial review. Corporate costs for administrative support and accommodation are not funded by the Province.

6. LOCAL MUNICIPAL IMPACT

All municipalities will benefit from increased recoveries to York Region as a result of an increased number of Ontario Works eligibility investigations.

7. CONCLUSION

The Eligibility Review Initiative provides York Region with an opportunity to increase the number of completed Ontario Works eligibility investigations and the resulting increase in overpayment recoveries, terminations and reductions.

2

LEASED OFFICE SPACE, YONGE-MULOCK CENTRE COMMUNITY SERVICES AND HOUSING DEPARTMENT

1. RECOMMENDATIONS

It is recommended that:

1. The Regional Municipality of York extend its existing lease agreement with Byron-Hill Corporation to December 31, 2001 for approximately 8,100 square feet of rentable area, in an office building located at the northeast corner of Yonge Street and Mulock Drive (known as the Yonge-Mulock Centre) in the Town of Newmarket.
2. The Regional Solicitor review and approve the extension of the lease agreement.
3. The cost per square foot be approved at \$18.70 plus GST.
4. The Regional Chair and Regional Clerk be authorized to sign an extension agreement on behalf of The Regional Municipality of York.
5. Staff be authorized to take all necessary steps to give effect thereto.

2. PURPOSE

The purpose of this report is to request an extension of the Region's existing office lease agreement for a period of five months pending the move of staff, equipment and furniture from the Yonge-Mulock Centre to the South Services Centre and to the Newmarket Child Care Centre.

3. BACKGROUND

In August 1999, staff of the Community Services and Housing Department located two Early Intervention Services teams in offices at the Yonge-Mulock Centre in the Town of Newmarket. There are approximately 25 staff currently at this location.

Given our expanding service requirements, we have identified the need for one Early Intervention Services team to be relocated to the South Services Centre in Richmond Hill while the other team will be relocated to the Newmarket Child Care Centre. Move-in to the

South Services Centre is expected to take place in late September 2001. Completion of the Newmarket Child Care Centre, Early Intervention Services space has been established as November 31, 2001.

4. ANALYSIS AND OPTIONS

The original lease was negotiated with a proposed lease term for one-year plus an option to renew for a further year. The five-month extension will enable the completion of both the South Services Centre and the Newmarket Child Care Centre/Hub Model.

5. FINANCIAL IMPLICATIONS

The extended term was negotiated at existing rates of the cost per square of \$18.70 plus GST, therefore there are no financial implications. The lease costs are contained within the Community Services and Housing Department's 2001 Budget and Business Plan.

6. LOCAL MUNICIPAL IMPACT

There are no local municipal impacts associated with this report.

7. CONCLUSION

The Community Services and Housing Department is requesting an extension of its lease agreement for office space located at the Yonge-Mulock Centre in the Town of Newmarket to accommodate the completion of both the South Services Centre in Richmond Hill and the Newmarket Child Care Centre.

3

"FIRST STEPS" EARLY YEARS IN YORK REGION: THREE-YEAR PLAN

1. RECOMMENDATION

It is recommended that:

1. Committee and Council approve "First Steps", a review of the achievements, findings and recommendations of the AOK Early Years Demonstration Project in York Region (*see Attachment 1*) for submission to the Early Years Secretariat of the Ministry of Community and Social Services.

2. PURPOSE

This report summarizes “First Steps”, which will be submitted to the Province. This document is the final requirement of the Region of York as it comes to the end of its tenure as an (Early Years Demonstration Project).

3. BACKGROUND

In May 1999, Regional Council endorsed a report to the provincial government regarding its interest in becoming a pilot site for an initiative resulting from Dr. Fraser Mustard's report *The Early Years Study* and authorized the Commissioner of Community Services and Housing to develop and submit an Eighteen-Month Project Plan. On October 7, 1999, York Region was selected to be one of five Early Years Demonstration Project sites and was the only municipal government selected as the lead organization for a demonstration project.

On October 26, 1999 the Provincial Children's Secretariat approved \$300,000 in funding to the Community Services and Housing Department for the Early Years Demonstration Project. The AOK Demonstration Project is required to submit a Three-Year Plan to the Province after its term ends on May 31, 2001.

3.1 Components of “First Steps”

The Plan provides an overview of the activities and achievements of the AOK, Early Years Demonstration Project and makes recommendations for future development through the following components.

1. Demographic and service data
2. Achievements, findings and recommendations of the AOK Demonstration Project
3. Appendices

3.2 AOK Steering Committee

“First Steps” is the result of the vision and expertise of the cross-sectoral AOK Community Steering Committee, as well as the input and insight of service providers, parents, business, charitable and voluntary sector representatives.

This plan reflects the capacity, enthusiasm and commitment of the York Region community to mobilize and act on early child development and parenting supports.

The Plan includes an overview of the activities and achievements of the AOK Early Years Eighteen-Month Demonstration Project in York Region, which terminated May 31, 01 and makes recommendations for further development to the province and the new Early Years Steering Committee in York Region, which will be appointed by the province through Orders in Council in the summer of 2001.

These recommendations built on the findings, experience and successes of AOK in supporting community capacity to improve child outcomes in learning, behaviour, health and social development.

Members of the AOK Community Steering Committee, listed alphabetically, include:

- Sue Armstrong, Program Director, YMCA Resource Centres
- Dan Beale, Manager of Early Intervention Services, York Region Community Services and Housing
- Barbara Bodkin, Superintendent, York Catholic District School Board
- Jacquie Brown, Program Director, Kinark Child and Family Services
- Howie Dayton, Co-ordinator, City of Vaughan, Culture and Recreation Services
- Anita Eveleigh, Manager, Healthy Babies, York Region Health Services
- Rhonda Hunt, Executive Director, York Toy Library & Resource Centre
- Dianne Kokesh, volunteer, United Way of York Region
- Gina La Force, Chief Executive Officer, Markham Public Libraries
- Rebecca Metcalfe, Director of Family and Community Health, York Region Health Services
- Carol Page-Heyding, Seneca College
- Rosemary Parks, resident and volunteer
- Constable Deborah Schoniker, York Regional Police Services
- Gail Seddon, Aurora United Church
- Donna Swift, Manager, York Region Health Services
- Joann Simmons, Commissioner of Community Services and Housing, Ex-Officio
- Elizabeth Wagle, Director of Family and Children's Services, York Region Community Services and Housing
- Gayle Whitehead, Community Liaison Co-ordinator, York Region District School Board

Designated Alternatives:

- Cheryl Neave, Pathways for Children, Youth and Families of York Region
- Karen Turack, City of Vaughan, Culture and Recreation Services
- Fran Zeppieri, Child Care Co-ordinator, York Catholic District School Board

4. ANALYSIS AND OPTIONS

The "First Steps" Plan provides a demographic and service overview of York Region as it relates to the existing supports and identified needs of children birth to five years and their parents and caregivers. The Plan is enriched by the research and data gathered through the mandate of the AOK Early Years Demonstration Project.

The Plan reflects the input, values and visions of early years champions across the Region: parents; providers; and business, voluntary and charitable supporters.

On this foundation of research and input, the "First Steps" Plan identifies the pillars, upon which the broad York Region community can continue to improve child outcomes in learning, behaviour, health and social development for a period of five to ten years, including:

- Leadership from all sectors.
- Decision making informed by the input from all sectors.
- Opportunities for parent and caregiver involvement.
- Supporting, sustaining and strengthening of existing early child development and parenting resources.
- Building on the richness, uniqueness and diversity of communities across York Region.
- Building broad community awareness of the importance of the early years.
- Encouraging a climate of service provider communication, information and resource sharing and collaboration.
- Long-term integrated planning tools.

4.1 Vision and Principles of The Early Years in York Region Demonstration Project Re-affirmed

4.1.1 Vision

Improved child outcomes in learning, behaviour, health and social development for all children in York Region through access to components of early child development and parenting supports recommended in the Early Years Study.

4.1.2 Principles

The following principles will guide the enhancement of early child development and parenting supports in York Region:

- Accessibility, Adaptability, Flexibility
- Parent and Community Involvement
- Informed Passion
- Respect for Diversity
- Continuum of Supports
- Integrated Services
- Accountability

4.2 Structure of the Early Years in York Region

The AOK Early Years Community Steering Committee oversaw and advised on all components of the Early Years Eighteen-Month Demonstration Project in York Region. Working with the Early Years Manager/Co-ordinator, the Steering Committee acted in an advisory capacity to The Regional Municipality of York with a mandate to:

- Build community awareness of the Early Years and early child development and parenting supports.
- Identify gaps and plan service enhancements consistent with early years principles and vision.
- Recommend Challenge Fund allocations to Regional Council.

- Determine priorities and outcomes.
- Promote community solutions.
- Design and support the delivery of a business engagement plan to secure resources from the business, charitable and voluntary sector.
- Oversee the development and implementation of a three-year plan to build community capacity and service support for early child development and parenting.

5. FINANCIAL IMPLICATIONS

There are no funding implications for York Region from “First Steps”. The new model of Early Years, including a provincially appointed Steering Committee and Co-ordinator, was described in Report Number 3, Clause Number 2, New Provincial Guidelines for Early Years Project.

The provincial government provided 100% funding of \$200,000 for the Early Years Demonstration Project in York Region. The province made an additional \$100,000 available which was successfully matched by the commitment of matching resources raised through AOK from the following business, charitable and voluntary organizations:

- United Way of York Region
- Catholic Community Services of York Region
- Home Depot in Newmarket
- Child Care Committee of York Region
- T. Madsen Custom Landscaping
- Canadian Progress Club

In addition, the Regional Municipality of York contributed \$70,000 of National Child Benefit funding toward one-time expenses related to start-up costs and equipment.

6. LOCAL MUNICIPAL IMPACT

Early Years in York Region will benefit young children and their families in all nine area municipalities.

7. CONCLUSION

The AOK- Early Years Demonstrated Project has supported and strengthened the mobilization of communities by enhancing early child development and parenting supports for children, parents and caregivers.

The “First Steps” Plan includes an overview of activities and achievements of the AOK Early Years Eighteen-Month Demonstration Project and makes recommendations based on the findings, experience and successes of AOK in mobilizing community capacity to improve child outcomes in learning, behaviour, health and social development.

(A copy of the attachment referred to in the foregoing has been forwarded to each Member of Council with the June 21, 2001, Community Services and Housing Committee agenda and a copy thereof is on file in the Office of the Regional Clerk.)

4

CHILD CARE MATTERS YORK REGION CHILD CARE SERVICE PLAN

1. RECOMMENDATION

It is recommended that:

1. Council approve "Child Care Matters", the York Region Child Care Service Plan (*Attachment 1*) and its submission to the Ministry of Community and Social Services in accordance with the requirements of the Provincial Child Care Service Management Guidelines.

2. PURPOSE

The purpose of this report is to request Committee and Council's approval of the Child Care Service Plan for York Region and its submission to the Ministry of Community and Social Services.

3. BACKGROUND

The provincial government's *Services Improvement Act* legislated the realignment of local services and resulted in amendments to the *Day Nurseries Act*, (the Act), that impacted on the Regional Municipality of York's, (York Region), roles and responsibilities in the area of child care services.

As a result of changes to the Act, in addition to retaining its existing responsibilities for the administration of fee assistance for residents who qualify for assistance under the Act and for delivery of services for children with special needs, York Region became responsible for service system management and service delivery in July 1999, including:

- Service system planning.
- Allocation/reallocation of available resources.
- Quality assurance.
- Governing the service delivery organizations.
- Administering the program.
- Delivering services to clients.

The changes to the Act expanded York Region's child care service system management responsibilities to include:

- Wage subsidy.
- Resource centres.
- Child care special needs resourcing.
- Administration of child care fee assistance previously administered by approved corporations.

Responsibility for child care licensing and inspection is expected to be transferred from the Ministry of Community and Social Services, (the Ministry), to York Region; the Ministry has not yet determined the timing for the transfer.

The Ministry of Community and Social Services has directed all Consolidated Municipal Service Managers (CMSM), to develop and implement Child Care Service Plans on an annual basis as a part of their management responsibilities. The Plan addresses the range of children's services which are part of the child care service system which is managed by the Community Services and Housing Department.

The Child Care Service Plan will play a critical role in York Region's budget negotiations with the Ministry and will form the basis of the Service Contract with the Ministry.

3.1 Provincial Requirements

The Plan must:

- Be developed within a framework of provincial legislation, regulations, standards, policies and priorities.
- Comply with the Ministry's principles, objectives, all child care legislation, regulations, directives and the Child Care Service Management Guidelines.
- Cover a three-year period and be updated annually.
- Include six mandatory elements: Introduction, Environmental Scan, Analysis of Services Gaps and Overlaps, Service Priorities, Service Management Strategies and Fiscal Impact.

York Region's Child Care Service Plan – Child Care Matters – has been developed according to the mandate above and provides the context, framework and direction for the planning and management of the child care service system and service delivery in York Region for 2001 to 2003. Child care, in the context of Child Care Service Planning, refers to the spectrum of supports and services available to families and caregivers with children within the age range of infancy to twelve years. The forms of child care include licensed centre-based care, licensed home-based care, nursery schools, supervised school age care, recreational programs, child/family resource centres, unlicensed home-based care and support to children with special needs.

4. ANALYSIS AND OPTIONS

4.1 Funding

The Child Care Service Plan provides information on changes in funding formulae that occurred as a result of local service realignment and per capita funding comparators specific to upper tier municipal social programs and child care. Information contained in the Child Care Service Plan demonstrates that based on 1997/1998 per capita funding levels:

- York Region received significantly less than the provincial average of the per capita level of Ministry of Community and Social Services, (the Ministry), funded social programs to upper tier municipalities
- For Ministry funded upper tier municipal social services, York Region also received less per capital funding than the provincial average for the Central East Region and significantly less per capita funding than many other CMSMs in the Central East, ranking second to last in the per capita funding level in the Central East Region.
- Based on a comparison of Ministry per capita funding for child care programs (space and administration) in the GTA, York Region receives significantly less than the provincial average for the GTA, ranking second last in the per capital funding for child care in the GTA.

4.2 Demographics

Data and information from York Region's Planning and Development Services Department, the Ministry of Community and Social Services and Statistics Canada were used extensively in compiling demographics related to residents of York Region and children within the Region.

York Region has experienced an increase of 17,883 children, 0-14 years from 1996 to 2001 and a further increase of 39,859 children is projected to 2026, an overall increase of 42%, (57,700), in children, 0-14 years, from 1996 to 2006. Of the 2001 to 2026 increase, 37.8% is projected to occur in the 0-5 year age grouping, 27.6% in the 6-9 year, 20.9% in the 10-12 year and 13.7% in the 13-14 year age grouping.

In 2001:

- An estimated 154,834 children between the ages of 0-14 years will reside in York Region.
- The highest proportion of children are forecasted to live in Vaughan, 25.6% , (39,673) followed by Markham, 25.1% (38,860) and Richmond Hill, 18.3%, (28,340).

In addition to current and projected population, the Plan provides information pertaining to immigration and ethnicity, education, employment, age and family type, and income for York Region residents as well as information relevant to children in York Region and provincial comparators, where available.

4.3 Environmental Scan

The Child Care Service Plan includes service mapping of centre and home-based licensed child care spaces by type of space as well as licensed home child care agencies, approved home sites and capacity indicators. Information on licensed centre-based child care vacancies and wait lists is provided as is information on fee assistance and fee assistance wait lists. Services, capacity, wait lists and other indicators such as comparators to Ministry set targets are provided for services delivered and/or administered by the Family and Children's Services Division, such as Early Intervention Services and Special Needs Programs including Speech and Language Services, Services for Visually Impaired Children, the Paediatric Seating Clinic, Enhancement Funding for Children with Special Needs, Resource Centres and the Wage Subsidy Program.

Information and statistics on related program, such as Healthy Babies, Healthy Children, the new Infant Hearing Screening Program, and the York Region Community Action Program for Children (CAP-C) are included in the Plan. From a service co-ordination perspective, integrated and co-located programs such as the integrated service delivery models for Special Needs Programs and OW/Child Care, and child care co-located in schools are highlighted in the Plan.

To further address the need for service planning at the neighbourhood/community level, the Family and Children's Services Division, in collaboration with the Geomatics Division of the Planning and Development Services Department, is developing a child care and related services component in the Region's Geographic Information System (GIS).

4.4 Service Management Strategies

Service System Management Strategies for 2001 to 2003 are set out in the Plan, under key objectives, in the areas of planning, funding, quality assurance, service quality and service delivery. Child Care strategies for 2001 to 2003 to address priorities identified through the local child care planning process in the areas of licensed child care, fees assistance, wage subsidy, early intervention services, resource centres, special needs programs and enhancement funding are included in the Plan.

4.5 Fiscal Strategies and Fiscal Impact

The Child Care Service Plan includes fiscal strategies which support:

- The effective disbursement of current funding.
- A request to the province for increased funding.
- The application of York Region's National Child Benefit (NCB) funding strategy

The Plan addresses fiscal impact noting that provincial funding has not kept pace with the population growth in York Region, resulting in the historical under-funding of many services in York Region – including child care services.

A 75% increase in funding of the child care service system in York Region would result if the system were funded on par with the provincial per capita funding average for child care.

As part of the Human Services Strategy, Regional Council approved the completion of a detailed fiscal model for human services to:

- Plan and manage existing resources to achieve future efficiencies.
- To link growth with cost impacts to the human services infrastructure in a way that is similar to linkages that are made for hard infrastructure needs.
- To protect and increase funding by senior levels of government for human services in York Region.

The development of a detailed fiscal impact model for child care, to 2026, will begin in June 2001, with completion scheduled for December 2001. The findings will be included in the update of the York Region Child Care Service Plan for 2002.

5. FINANCIAL IMPLICATIONS

The Plan includes policy directions previously approved by Regional Council and funding as approved in York Region's 2001 Business Plan and Budget. The Plan also includes management and fiscal strategies such as the development of option papers and in-year program funding transfers which will be the subject of future reports to the Community Services and Housing Committee and Regional Council to seek specific approvals before proceeding further.

6. LOCAL MUNICIPAL IMPACT

Child care services are delivered in all municipalities. This Plan will support the fair and equitable management of these services.

7. CONCLUSION

The Child Care Service Plan will establish a framework under which York Region will manage and deliver child care services to its residents.

(A copy of the attachment referred to in the foregoing has been forwarded to each Member of Council with the June 21, 2001, Community Services and Housing Committee agenda and a copy thereof is on file in the Office of the Regional Clerk.)

(Regional Council at its meeting on June 28, 2001, amended the foregoing Clause by adding the following recommendation:

- "2. (a) that York Region M.P.P.'s be advised of the low level of funding for Child Care as outlined in the document "Child Care Matters";
- (b) that York Region asks for their assistance in adjusting this disparity;
- and

- (c) *that York Region asks them for a report to the Region on what action they are undertaking to correct this inequity."*

5

PROPERTY MANAGEMENT AGREEMENT WITH THE CITY OF VAUGHAN NON-PROFIT HOUSING CORPORATION

1. RECOMMENDATIONS

It is recommended that:

1. The Region of York enter into a fee for service agreement with the City of Vaughan Non-Profit Housing Corporation for the Region to provide property management services from June 1, 2001 to May 31, 2002.
2. The Commissioner of Community Services and Housing be authorized to sign this agreement, subject to the review of the Regional Solicitor.
3. Staff be authorized to do all things necessary to give effect thereto.

2. PURPOSE

The purpose of this report is to request approval to renew and extend the property management agreement with the City of Vaughan Non-Profit Housing Corporation.

3. BACKGROUND

At their meeting of June 29, 2000, the Directors of the Region of York Housing Corporation approved an extension to the term of an agreement with the City of Vaughan Non-Profit Housing Corporation to enable the Region of York Housing Corporation to continue to provide property management services from June 1, 2000 to September 30, 2000. This interim extension to the property management agreement was requested to allow changes to the cleaning and maintenance schedules of the Maple Manor facility to be implemented and evaluated by staff of the City of Vaughan Non-Profit Housing Corporation.

This matter was further considered by the Board of the City of Vaughan Non-Profit Housing Corporation at its meeting of September 13, 2000. At that time, a motion authorizing the extension of this agreement to the 31st day of May, 2001 was approved by the Board of Directors of the City of Vaughan Non-Profit Housing Corporation.

The Region of York Housing Corporation, and latterly the Region of York, has continued to provide property management services to the City of Vaughan Non-Profit Housing Corporation in accordance with the terms and conditions that were incorporated in the original agreement, which expired on June 1, 2000.

Over the past year the Region of York has been reorganizing its housing operations to respond to the devolution of social housing. These changes include the transfer of all Region of York Housing Corporation staff to the employ of the Region of York. The Region of York now provides the property management services to both the Region of York Housing Corporation (RYHC) and the York Regional Housing Corporation (YRHC). It is therefore appropriate that the agreement for management services for City of Vaughan Non-Profit Housing Corporation be directly with the Region of York.

The Board of the City of Vaughan Non-Profit Housing Corporation will be meeting on June 20, 2001 to consider a report on this same matter. Staff of the City of Vaughan Non-Profit Housing Corporation will be submitting a recommendation to their Board to renew and extend the subject property management agreement for the period June 1, 2001 to May 31, 2002.

To accommodate and acknowledge the Region of York's new role in social housing, the proposed agreement will now be written between the City of Vaughan Non-Profit Housing Corporation and the Region of York.

4. ANALYSIS AND OPTIONS

Some of the administrative/management services that have been provided to the City of Vaughan Non-Profit Housing Corporation over the last year have included:

- Receipt and processing of housing applications.
- Marketing of its housing units.
- Eligibility assessment.
- Annual review and update of resident files.
- Full accounting services, including the preparation of year-end financial statements and related audit.
- Financial management of the Corporation's operating budget, capital reserves and assets.
- Management of resident affairs.
- Maintenance of the facilities/properties.

This role has also included attendance at Resident and Board meetings, management of special capital projects, and preparation of reports to the Board of Directors, including the drafting of the City of Vaughan Non-Profit Housing Corporation's annual operating and capital budgets.

The City of Vaughan Non-Profit Housing Corporation has paid \$21,400 per year for services being rendered to that Corporation.

5. FINANCIAL IMPLICATIONS

Funding for this project is provided on a unilateral basis from the Federal Government and, therefore, there is no municipal cost for this project.

6. LOCAL MUNICIPAL IMPACT

There is no direct financial impact on the City of Vaughan. The City of Vaughan benefits from the opportunity to have cost effective management for its Non-Profit Housing Corporation, thus releasing it from the responsibility of day-to-day management.

7. CONCLUSION

Extension of the management agreement for another year extends the relationship between the Region of York and the City of Vaughan Non-Profit Housing Corporation, taking advantage of service co-ordination opportunities and maximizing the use of Regional property management resources.

6**RENT SUPPLEMENT ALLOCATION****JIM KIM****1. RECOMMENDATIONS**

It is recommended that:

1. Regional Council approve the allocation of two units in the Rent Supplement Homelessness Supportive Housing Initiative Program, within a property owned by Jim Kim.
2. Regional Council authorize the York Regional Housing Corporation to enter into a Rent Supplement agreement with Jim Kim, the landlord, for a term of five years (renewable), commencing June 1, 2001, which provides for continued occupation of the units, and subject to the prior review of the Regional Solicitor.

2. PURPOSE

The purpose of this report is to endorse the allocation of two rent supplement units in the Town of Newmarket to Jim Kim under the Homelessness Supportive Housing Initiative Rent Supplement Program from the Province to be 100% funded by the Province.

3. BACKGROUND**3.1 Rent Supplement Programs**

Rent supplement programs offer the opportunity to provide rent geared to income housing for low-income households in privately owned residential buildings. In York Region there are approximately 141 rent supplement units through agreements with 12 private landlords in two different rent supplement programs; namely, the Commercial Rent Supplement Program and the Homelessness Initiatives Rent Supplement Program.

The Homelessness Supportive Housing Initiatives Rent Supplement Program is funded by the Province from savings realized from the signing of the Federal-Provincial Social Housing Agreement and have been committed for the three to five year terms of the rent supplement agreements. When the rent supplement agreements come up for renewal, the Region may be responsible to review the agreements and determine options for renewal and funding. In the event that the agreement terminates, the Region may be required to pay rent supplement for eligible tenants in continued occupation of the units.

Under these program agreements, the owners enters into an agreement to provide rental accommodation, on the condition that the Region pays the difference between an approved market rent for the unit and the rent paid by the tenant based on a rent-geared-to-income calculation.

3.2 Rent Supplement Programs

Mr. Kim is working with Yellow Brick House in an effort to provide additional affordable housing to victims of family violence.

Tenants would be selected for the units through the regular waiting list process for subsidized housing in concert with Yellow Brick House. Under existing tenant selection rules, victims of family violence are given special priority for opportunity to be housed. As of April 2001, there were 39 applicants with special priority waiting for housing

3.3 Program Administration in a Devolution Environment

Under the *Social Housing Reform Act, 2000*, Regulation 644/00 requires that the Region, as the "Service Manager", to approve all new rent supplement agreements. Historically, rent supplement agreements have been approved and signed by the Local Housing Authority as Ontario Housing Corporation's agent. Under the *Social Housing Reform Act, 2000* the former Local Housing Authority's responsibility for rent supplement administration transferred to the new York Regional Housing Corporation.

Currently, the administrative framework is such that the Region would approve the York Regional Housing Corporation entering into an agreement with landlords to provide additional rent supplement units. The province must approve entering into the agreement due to their funding commitment and subsequently the Region must review and approve or refuse the application.

Given the extremely tight rental market, and the difficulty in securing additional rental units for this program, it was deemed prudent to bring forward this proposal under the existing administrative framework.

4. ANALYSIS AND OPTIONS

4.1 Jim Kim Proposal

The Landlord, Jim Kim, has applied to enter into a Rent Supplement Agreement and provide two units within the Town of Newmarket.

Housing & Residential Services Division staff completed a site inspection and found the property in good physical condition.

The offer of two affordable housing units is an opportunity to provide much-needed additional affordable accommodation in the Region. Private rental properties are generally experiencing low vacancy rates and in these circumstances, landlords are less motivated to apply to the Rent Supplement Program.

5. FINANCIAL IMPLICATIONS

The funding for the two rent supplement units is provided by the Province for the term of five years. However, after the five years, and should there not be a continuance of Federal funding, the Region may be required to pay rent supplement for eligible tenants in continued occupation of the units.

6. LOCAL MUNICIPAL IMPACT

Delivery of this program will have a positive local municipal impact, as it will continue to provide affordable housing at no additional cost to the municipalities.

7. CONCLUSION

The allocation of the two rent supplement units recommended here provides much needed increase to the housing supply for low-income residents in the Region and will be an important resource to the Region and to the parties who receive assistance.

7**HOUSING SERVICES AGREEMENTS****1. RECOMMENDATIONS**

It is recommended that:

1. The Regional Municipality of York enter into property management and operational services agreements with the Region of York Housing Corporation and the York Regional Housing Corporation.
2. The Commissioner of Community Services and Housing be authorized to execute the property management and operational services agreements with the Region of York Housing Corporation and the York Regional Housing Corporation, subject to their prior review by the Regional Solicitor.
3. Staff be authorized to do all things necessary to put these recommendations into effect.

2. PURPOSE

This report proposes a Service Agreement between the Region of York the Region of York Housing Corporation and the York Regional Housing Corporation to establish an appropriate legal relationship between the organizations until such time as the long-term governance structure is established. This reflects the next step in the Region's implementation process for social housing devolution.

3. BACKGROUND

The Province is proceeding with the transfer of Social Housing responsibility to the Region of York, beginning with the transfer of Public Housing that occurred January 1, 2001. This has resulted in the responsibility for housing services lying with the Region of York through three separate entities, the Region of York – Community Services and Housing Department, the Region of York Housing Corporation and the York Regional Housing Corporation (formerly the York Regional Housing Authority).

York Region's strategy has been to streamline both the management and the governance structures to integrate operations into the Community Services and Housing Department. At present, it is necessary to retain the two separate corporations until such time as all of the property and transitional issues are resolved and appropriate decisions can be made as to the long-term governance structure.

The next step in the integration process is to make the administrative arrangement between the Region of York and its housing corporations clear by putting in place Service Agreements.

4. ANALYSIS AND OPTIONS

4.1 Property Management and Operational Services Agreement

Upon devolution of social housing to the Region of York, staff of both the York Regional Housing Authority and the Region of York Housing Corporation were offered positions within the Community Services and Housing Department of the Region of York.

Accordingly, Regional staff are now performing a wide variety of property management and tenant relations functions for both corporations. In order to govern this relationship during the period it is envisaged that a management agreement would benefit all parties by clarifying roles and responsibilities.

The agreement would appoint the Region of York as the corporation's representative and agent for managing the corporation's properties and specifically governs:

- Using Regional staff and services to operate and manage the premises.
- Enforce the corporation's rights vis a vis its tenants.
- Eligibility for housing.
- Undertake landlord and tenant proceedings on behalf of the corporation as necessary.
- Maintain accurate records and accounts.
- Proper allocation of subsidies.
- Indemnification and insurance.
- Management of Rent Supplement.
- Payment of the Region's costs in providing the services.

By entering into this agreement, the roles and responsibilities of the Community Services and Housing Department, which is currently providing services for the Corporation will be clarified.

5. FINANCIAL IMPLICATIONS

The proposed revisions are not anticipated to have any financial impact.

6. LOCAL MUNICIPAL IMPACT

Improved co-ordination and streamlining of the administration of social housing is expected to result in improved service across the Region.

7. CONCLUSION

The implementation of these changes completes the next stage in the implementation of the Region's strategy to fully integrate Social Housing into the Community Services and Housing Department.

8**UPDATE ON INTERNATIONAL YEAR OF VOLUNTEERS INITIATIVES****1. RECOMMENDATION**

It is recommended that:

1. This report be received for information by Committee and Regional Council.

2. PURPOSE

The purpose of this report is to update Council on past and future activities in celebration of International Year of Volunteers (IYV) in York Region.

3. BACKGROUND

The United Nations General Assembly proclaimed 2001 as the International Year of Volunteers “to provide unique opportunity to highlight the achievements of volunteers” and “to encourage more people to engage in volunteer activity.”

According to figures provided by United Way of York Region, it is estimated that 216,640 volunteers in York Region give 29.75 million hours of volunteer service annually. In terms of full-time equivalency, that would be more than 14,300 positions. Even if considered at minimum wage, this represents more than \$2 billion dollars worth of service.

In support of the United Nations objectives, the York Region International Year of Volunteers Steering Committee was formed to co-ordinate and organize activities in York Region to celebrate and promote volunteerism during IYV. The IYV Steering Committee is a collaborative made up of individual volunteers and organizations in York Region, including United Way of York Region, the Ontario Society for the Prevention of Cruelty to Animals, Regional and local municipal staff, Information Markham and Helpmate Community Information and Volunteer Bureau of Richmond Hill.

The IYV Steering Committee made a presentation before Regional Council in September 2000 to request support for this initiative. Regional Council committed to provide funding (\$25,000) and staff support to accomplish the following:

1. Proclamation of the York Region Celebration of Volunteers Day on September 23, 2001 with activities taking place across the Region.
2. Working with the York Region Association for Volunteer Administration, acknowledgement of community, sport and service group initiatives and formal recognition of volunteers.

3. Developing a calendar of celebratory activities at each of the local municipal centres and at the Regional Administrative Building to reflect the spirit of voluntarism.
4. Creating a multi-media marketing and public education package to educate York Region residents about:
 - Volunteer opportunities available in the Region.
 - Contributions that volunteers make to a community.
 - The value of voluntarism to the individual and to groups in need of support services.
 - The benefit of volunteering to the volunteers themselves.
5. Providing a central information bulletin board of activities that the many community agencies who are involved with volunteers will likely host.

The Regional Council sponsored a kick-off ceremony for IYV on December 5, 2000, and involved a Town Crier to proclaim 2001 as the International Year of Volunteers in the Region. The Council also proclaimed September 23, 2001 as the Community Spirit Day, a “family fun” day to highlight the contribution of volunteers in the Region.

4. ANALYSIS AND OPTIONS

In addition to Regional support, the IYV Steering Committee has been successful in obtaining other financial support from the Hedwig Walch Foundation (\$45,000), United Way of York Region (\$5,000), Ministry of Citizenship (\$35,000) and Ontario Trillium Foundation (\$75,000). In January 2001, a full-time project manager was hired to manage the IYV initiative during 2001.

4.1 Status of Initiatives

To date, the IYV Steering Committee has sponsored and accomplished the following:

- March, 2001 - a training workshop for volunteer administrators, in partnership with York Region Association of Volunteer Administration for approximately 200 staff and volunteers from over 40 agencies.
- May 2001 - a two-day Volunteer Summit (sponsored by the Ministry of Citizenship) to promote volunteerism among youth and to create an opportunity for local business, voluntary agencies and youth to discuss how they can collaborate to create volunteer opportunities and promote volunteerism. About 200 people took part in the Summit, which also provided an opportunity to spotlight the Province’s “Ontario’s Promise” initiative.
- In April, a special insert on volunteerism in Metroland Newspapers was distributed to 120,000 households in the Region

In addition to the above, the IYV Steering Committee is planning other activities designed to involve the broader community in volunteerism:

- The internet website (www.yorkvolunteers.com) provides information on volunteer opportunities, IYV events and links to other websites.
- A second Metroland newspaper insert on volunteerism is scheduled for September.
- Rogers Cable is producing a series of television vignettes on volunteerism.

The IYV Steering Committee is making presentations to Councils of local municipalities to encourage and offer support for local IYV celebrations. The Steering Committee is also requesting permission to install promotional street banners bearing the logo "York Region Volunteers - Building a Caring Community."

Finally, the Steering Committee is developing the agenda for Community Spirit Day on September 23, 2001, at the Regional Administrative Centre. Among the events planned are: a volunteer fair for community organizations to promote volunteer opportunities, cultural performances, arts and crafts demonstrations, and a "fun fair" for all ages. Members of Regional Council will be invited to take an active role in the event.

5. FINANCIAL IMPLICATIONS

The funding (\$25,000) provided by the Region has been used by the IYV Steering Committee to leverage funding from other sources, and to deliver the various initiatives. There are no further financial implications for the Region.

6. LOCAL MUNICIPAL IMPACT

The IYV celebratory events will heighten public awareness of the importance of volunteering. Volunteers are a valuable asset, contributing to the health and well being of any community.

7. CONCLUSION

The IYV events have received extensive media coverage and have increased public awareness and recognition of the contribution of volunteers and importance of volunteerism. The web site and preparatory work leading to the formation of the York Region Community Information and Volunteer Centre will be a lasting legacy for the Region. Members of Regional Council will be invited to participate in activities of the Community Spirit Day scheduled on September 23, 2001.

Promoting volunteerism and more extensive use of volunteers will have a tremendous economic impact on community organizations, resulting in increased community capacity and contributing to the quality of life in the Region.

9**ONTARIO WORKS PROGRAM
CONSOLIDATED VERIFICATION PROGRAM (CVP) FUNDING****1. RECOMMENDATION**

It is recommended that:

1. This report be received for information by Committee and Regional Council.

2. PURPOSE

The purpose of this report is to provide Committee and Council with information regarding the Province's performance-based funding model to support Consolidated Verification Process for 2001.

3. BACKGROUND

Consolidated Verification Process (CVP) is a comprehensive file review process established by the province to assess and verify financial eligibility for Ontario Works clients. CVP ensures the accurate determination of financial assistance and identifies overpayments and ineligible Ontario Works participants.

CVP was implemented in York Region in February 2000. The province required Social Assistance staff to perform a CVP review of 4 % of the total Ontario Works caseload (approximately 170 cases) each month. To accomplish this, five Social Assistance Workers and two clerical staff were assigned to CVP.

In December 2000, MCSS increased the target for monthly CVP reviews from 4 % to 6 % of the total caseload. The province intended to realize greater savings through case terminations and to ensure that all cases were reviewed within twelve months of entering the Ontario Works Program and a twelve-month interval review thereafter.

The 6 % target increased case reviews by 54 cases (from 170 to 224 case reviews per month). Two additional Social Assistance Workers were assigned to meet this increased CVP activity.

3.1 Performance-based Funding Strategy

In January 2001, the province announced a CVP performance-based funding strategy for a twelve-month period (February 1, 2001 to January 31, 2002).

Under the province's funding strategy, York Region will receive \$32 for every case reviewed under CVP and \$160 for each CVP file reviewed over and above a January 2001 baseline of 221 cases.

4. ANALYSIS AND OPTIONS

As required by the province, York Region will maintain a monthly average of 221 CVP case reviews with seven Social Assistance Workers and two clerical staff.

CVP is a comprehensive and at times very lengthy verification process for assessing financial eligibility for Ontario Works clients. It involves client interviews, completing mandatory forms and accessing third party information from various sources including Employment Insurance, Revenue Canada and Credit Bureau (Equifax) to verify information received from clients. It takes three to seven weeks for a CVP review to be completed.

The province will subsidize the Region \$32 per case up to 221 case reviews per month, and \$160 per case over 221 cases. Additional staff would need to be reassigned to CVP reviews to achieve more than 221 case reviews per month.

The monthly performance-based funding is \$7,072 (221 reviews @ \$32) and net savings generated through case terminations under CVP are estimated at \$5,720 per month.

The approximately \$12,800 in monthly net revenue does not offset the monthly net cost of the nine staff (approximately \$18,100 for salaries and benefits) assigned to CVP reviews. York Region's Ontario Works caseload remains at approximately 4,000 cases and is sufficient to sustain approximately 221 CVP reviews per month.

York Region's Ontario Works caseload will not support an increase in the number of CVP reviews above 221 cases per month to the extent that performance-based funding of \$160 per case will fully offset any additional assignment of staff required for that increase.

5. FINANCIAL IMPLICATIONS

CVP performance-based funding is time limited from February 2001 to January 2002. York Region will receive approximately \$84,900 for these twelve months and will apply these funds to support the CVP activities.

6. LOCAL MUNICIPAL IMPACT

There are no local municipal implications associated with this report.

7. CONCLUSION

Although CVP performance-based funding subsidizes York Region's CVP costs, the funds do not fully offset York Region costs. Increasing CVP reviews to generate more performance-based funding is not cost effective, and therefore, York Region will continue to maintain CVP productivity at the average level of 221 case reviews per month.

Respectfully submitted,

**June 21, 2001
Newmarket, Ontario**

**J. Simmons
Commissioner of Community Services
and Housing**

(Report No. 2 of the Commissioner of Community Services and Housing was adopted, as amended, by Regional Council at its meeting on June 28, 2001.)