

# Community and Health Services

## An Overview to Community and Health Services Committee

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## Who Are We?

### **We Are:**

- ***A key part of York Region's Social Safety Net***

- ***Social Assistance (Ontario Works)***
- ***Employment Services***
- ***Emergency Assistance***
- ***Social Housing***
- ***Early Intervention Services***
- ***Homelessness Prevention***
- ***Child Care Fee Subsidy***



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## Who Are We?

### **We Are:**

- ***A major part of York Region's Health Care System***

- ***Promoting and Protecting Public Health***
- ***Providing pre-hospital care and emergency response***
- ***Providing long term care beds and supportive housing***



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## Who Are We?



**We Are:**  
**A Community Investor**



- **Financially contributing to non-profit agencies in the community**
- **Research and development, and long range planning to guide pro-active decision making**
- **Contribute to the economy through links to employers, workforce development, capital construction projects in housing, provision of subsidized child care**
- **Corporate Lead in coordinating the response to building inclusivity as a result of the Ontarians with Disabilities Act and Accessibility for Ontarians with Disabilities Act and, as a partner, the Federal Immigration Strategy.**



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## Who Are We?



**We Are:**

**A major provider of infrastructure and a trustee of public assets**



- **Sole shareholder of Housing York, which owns and operates 31 residential properties and a shelter site**
- **Administer and fund over 40 social housing properties owned by community based housing providers**
- **A social housing portfolio with a combined current value assessment exceeding \$600 M and a replacement cost of over \$1.2 B**
- **Lead the development of \$120 M in construction for the 2011 capital budget for new Housing and EMS facilities**
- **Own and operate two Long Term Care homes with 232 beds**
- **Own and operate 20 EMS stations and 84 vehicles**



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## Major Capital Projects - 2011

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- **Mapleglen Residences** – 84 new units at Vaughan City Hall site, opening summer 2011
- **Kingview Court expansion** – 39 unit expansion to existing Housing York site in King Township
- **Mackenzie Green** (proposed name) – 140 new units on Essex Ave. in Richmond Hill
- **Women's Shelter** – housing a community support program for women needing shelter in Newmarket
- **East Gwillimbury** - EMS Headquarters, Bales Road, stimulus funds
- **Schomberg** - EMS Station, stimulus funds



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## Who Are We?

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**We Are:  
The Service System Manager**



**We are responsible for the planning, managing, and service delivery, with some policy and regulatory authority, for:**

**Ontario Works  
Child Care  
Housing  
Homelessness Prevention**



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## What is a Service System Manager?

### The Regional Municipality of York is a Consolidated Municipal Service Manager (CMSM)

- ❑ The 1997 Local Services Realignment announced new directions for the delivery of social assistance, child care and social housing to implement an integrated system of social and community health services under municipal leadership.
- ❑ There are 47 CMSMs across the province. In Northern Ontario, they are called District Social Services Administration Boards (DSSABs).

York Region, as a CMSM, plans, develops, and manages an integrated services system, and either directly delivers (e.g. Ontario Works) or administers and funds non-government agencies to deliver services (e.g. Child Care, Housing York) within this integrated system



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## York Region Demographic Trends

### Demographics:

- *population growth – 22% between 2001 and 2006*
- *between 2006 and 2031 seniors population is expected to increase by 225% (from 10% to 20% of the population)*
- *Visible minorities – 53% increase between 2001 and 2006*
- *Immigrants account for 60% of York Region's growth between 2001 and 2006*
- *Income – 13% of residents are living in a low income household*
- *Child population growth - The child population for children 0-14 years of age grew by 14% in York Region since 2001, the highest population growth in all of Ontario*



### Trends:

*Rapid population growth  
Aging population  
Increasing diversity  
Increasing low income population  
More non-traditional families  
Growing need for affordable housing*

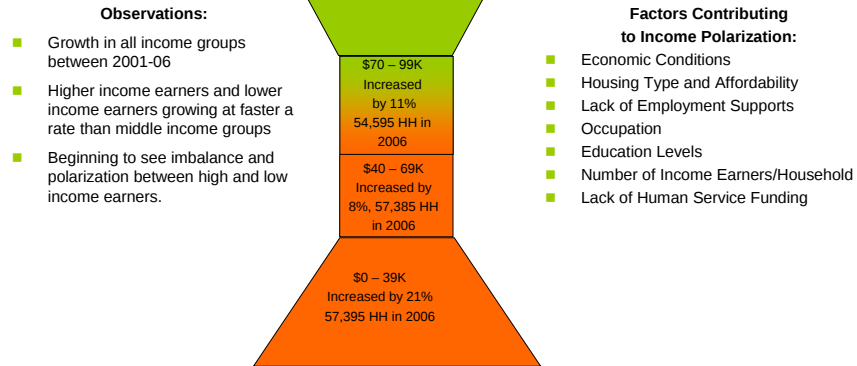


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## Income Groups Beginning to Polarize Patterns of Growth for Household Incomes

% Change 2001-2006



## Pressures on our Systems



## Our Guiding Principles

*These principles guide our service delivery*

- *Support the determinants of health*
- *Focus on prevention*
- *Address services through a life course perspective*
- *Keep pace with growth and diversity*
- *Provide services in a holistic and people-centred way*
- *Strengthen community partnerships*
- *Propose high quality, fiscally responsible and sustainable solutions*
- *Align strategies with federal and provincial policies and Regional priorities*
- *Build on our broader function as service system manager for provincially-mandated programs and services*



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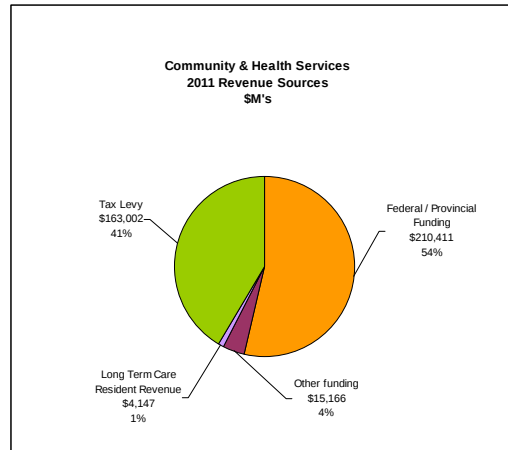
## 2011 Budget Proposal

|                                     | Gross<br>(\$ M's) | Net<br>(\$ M's) | FTE     |
|-------------------------------------|-------------------|-----------------|---------|
| Family and Children's Services      | 62.1              | 14.2            | 138     |
| Emergency Medical Services          | 48.0              | 23.3            | 358.5   |
| Housing Services                    | 73.4              | 41.6            | 108     |
| Long Term Care                      | 35.9              | 12.6            | 314     |
| Public Health                       | 51.1              | 10.2            | 449     |
| Employment and Financial Assistance | 79.8              | 22.1            | 188     |
| Community Development and Planning  | 13.0              | 10.0            | 30      |
| Total                               | 363.3             | 134.0           | 1,585.5 |



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## 2011 Funding Sources



## Strategic Projects

- *Multi-Year Plan*
- *Immigration Settlement Strategy*
- *Human Services Planning Board*
- *Community Development Investment Fund and New Agency Development Fund*
- *Economic Analysis of Human Services Costs*
- *Regional implementation of the Ontarians with Disabilities Act, 2001 and Accessibility for Ontarians with Disabilities Act, 2005*
- *York Region Community Data Strategy*

### Key Issues

- *Staying ahead of the curve, being responsive to human service trends*  
*CHS is one player in the Human Services system there is a need for integrated and collaborative planning for human services*
- *Growth rates exceeding service capacity, need for earlier and more focussed investment in human services infrastructure*



## Our Services and Key Issues



### Emergency Medical Services

- 20 Stations and 84 Vehicles (47 ambulances)
- Average Response Time – less than 8 minutes

### Key Issues

- Ambulance Response Plan for 2012
- Off Load Delay (26,000 hours of off-load delay per year)



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## Our Services and Key Issues

### Housing

- Over 6,000 housing units (including 2,578 seniors units) through 40 independent non-profit housing providers, including 1,977 units owned by Housing York Inc.
- approximately 500 rent supplement units
- Hostel, Emergency Shelter, and Homelessness Prevention programs



### Key Issues

- 7,500 applicants are on wait list
- wait times may often exceed 10 years
- Provincial Long Term Affordable Housing Strategy



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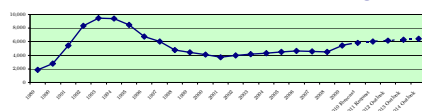
## Our Services and Key Issues

### Ontario Works

- 5,800 households receive OW benefits each month
- over 100 individuals leave OW for employment on average each month
  - 115 subsidized emergency shelter beds
  - 407 subsidized domiciliary hostel beds

### Key Issues

- economic environment continues to impact residents
- Ontario Works Allowance and Benefit uploading by 2018
- stabilizing emergency shelter operations and funding



## Our Services and Key Issues

### **Long Term Care/Services for Seniors**

- 232 resident beds (100 Maple Health Centre, 132 Newmarket Health Centre of which 34 are Convalescent Care)
- waitlist exceeds capacity
- Supportive Housing – Alternative Community Programs at 6 sites
- Adult Day Programs
- Regional Psychiatric Mental Health Consulting services
- Integrated Psychogeriatric Outreach Program



### **Key Issues**

- Seniors Strategy
- Healthcare system transformation and implementation of the Long Term Care Act



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## Our Services and Key Issues

### **Public Health**

#### **Four Divisions**

- Healthy Lifestyles
- Child and Family Health
- Infectious Diseases Control
- Health Protection

### **Key Issues**

- Expansion of Public Health Dental Services to Low-Income Children
- Mandatory programs and guidelines



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# Our Services and Key Issues

## Critical Internal Support Services

### Program Support for communications, technology, financial resources

- Multiple rules and financial reporting to:
  - Ministry of Community and Social Services
  - Ministry of Children and Youth Services
  - Ministry of Education
  - Ministry of Municipal Affairs and Housing
  - Ministry of Health and Long Term Care
  - Ministry of Health Protection
  - Local Health Integration Network – Central (LHIN)
  - Federal Human Resources Development Canada
  - Federal Citizenship and Immigration
- Systems development and maintenance
- Records Management
- Contact Centre
- Quality Assurance - investigations



# Our Services and Key Issues

## Community Investments

- Community Development and Investment Fund (CDIF), in 2010, 58 proposals requesting \$6.4M - \$3M was available
- New Agency Development Fund (NADF) building the capacity of new and emerging community agencies. 10 community agencies received funding in 2010
- Homelessness Partnership Strategy (HPS), a federally funded initiative focusing on homelessness prevention and support. In 2010, 9 agencies received support
- In 2010, 82 community-based projects provided supports to vulnerable residents across York Region
- Approximately 75,000 residents were able to better contribute to our community and economy through these combined investments



## Key Issues

- Community needs consistently exceed availability
- Low income residents are at a greater risk of financial hardship and face struggles in meeting their basic needs
- Rapidly changing demographics are challenging agency capacity



## Report Outlook

- ❑ Committee considers Reports that address a wide range of issues:
  - ❑ Policy directions
  - ❑ Service and funding approval requests
  - ❑ Information and endorsements
  - ❑ Issues in Private Session
  
- ❑ In 2011 and coming years, Committee will consider:
  - ❑ Department Budget approvals
  - ❑ EMS Ambulance Response Plan
  - ❑ Provincial changes to Child Care Service
  - ❑ Multi Year Plan funding directions
  - ❑ Housing strategies
  - ❑ Department accommodation issues
  - ❑ Regional Human Service Planning



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## Working Partnerships



**OVER 300 COMMUNITY AGENCIES**



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