



MEMORANDUM

TO: Community and Health Services Committee Members

FROM: Adelina Urbanski, Commissioner of Community and Health Services

DATE: August 15, 2011

RE: **Community and Health Services Statistical Information Mid Year 2011**

I am pleased to provide a data snapshot on the services our department provides.

The data contained in the attached document details activity from January to June 2011 in each of our service areas. As requested at Committee staff are attempting to provide increased analysis with the data.

Our next report, at year end, will provide information for all of 2011.

I hope you find this information helpful.

Adelina Urbanski
Commissioner of Community and Health Services

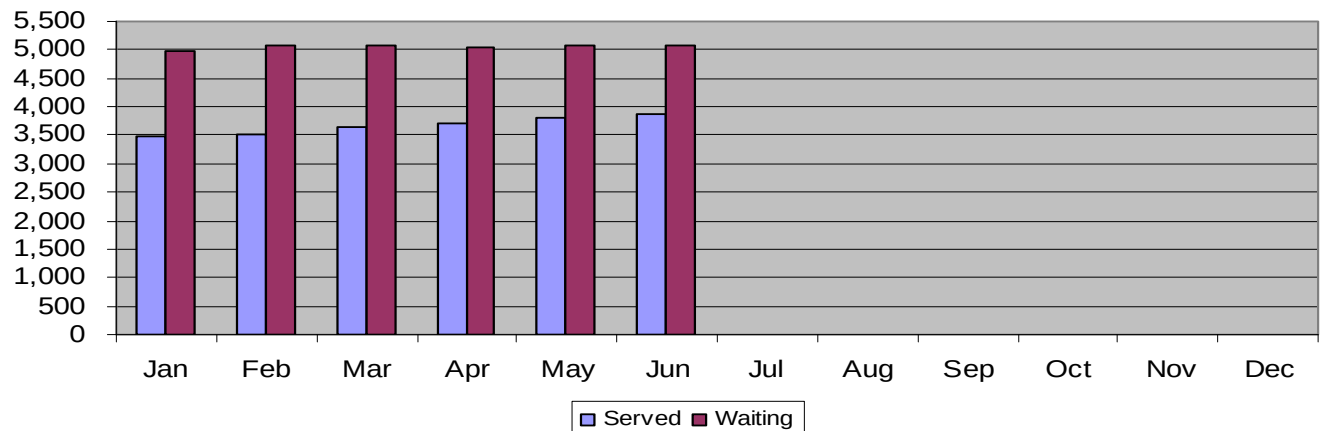
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Attachment

Memo from Adelina

Children's Services

Child Care Fee Subsidy: Served vs. Waiting 2011



2011 Comparison	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Served *	3,469	3,528	3,632	3,722	3,800	3,874						
Waiting**	4,988	5,076	5,071	5,038	5,076	5,091						

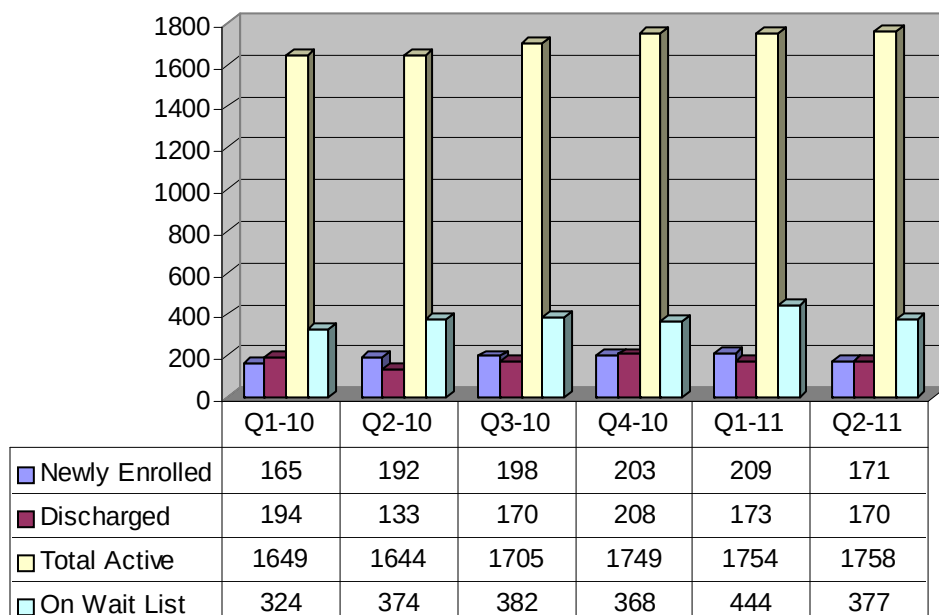
* Average Monthly Number of Children Served

** Monthly Number of Families with Children Waitlisted

- ◆ Children requiring subsidy is exceeding the number of children receiving subsidy as a result of a rapidly growing child population and inadequate levels of provincial funding.
- ◆ As a result of service pressures, emphasis in the MYP to increase the budget for child care fee subsidy and summer care subsidy only

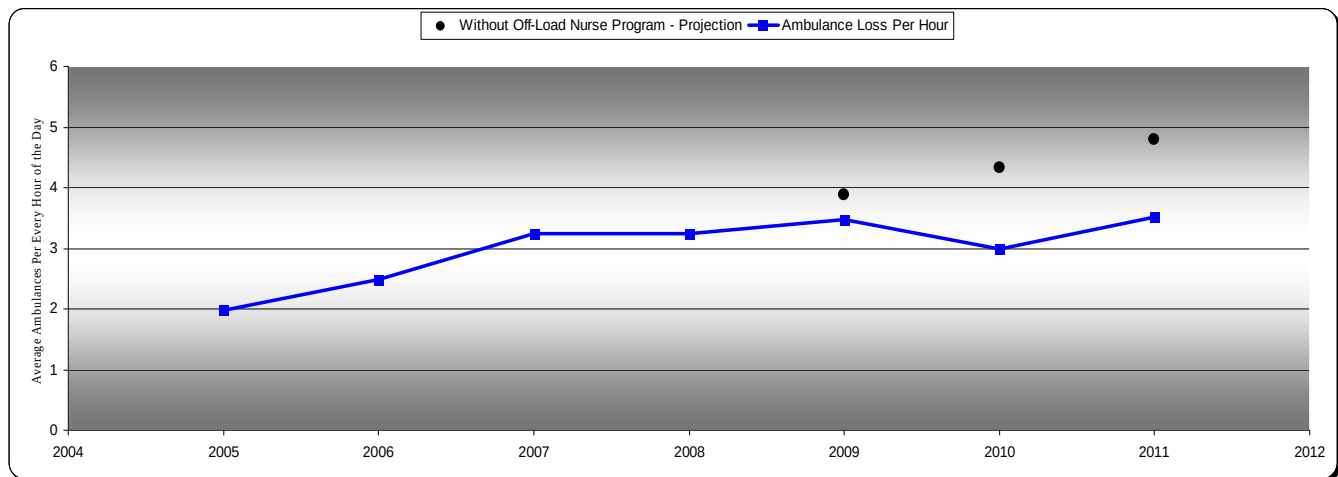
Early Intervention Services

Quarterly Distinct Count



Emergency Medical Services

EMS Statistical Measures – 2011 Projection Ambulances Reduced Per Hour from Off-Load Delays



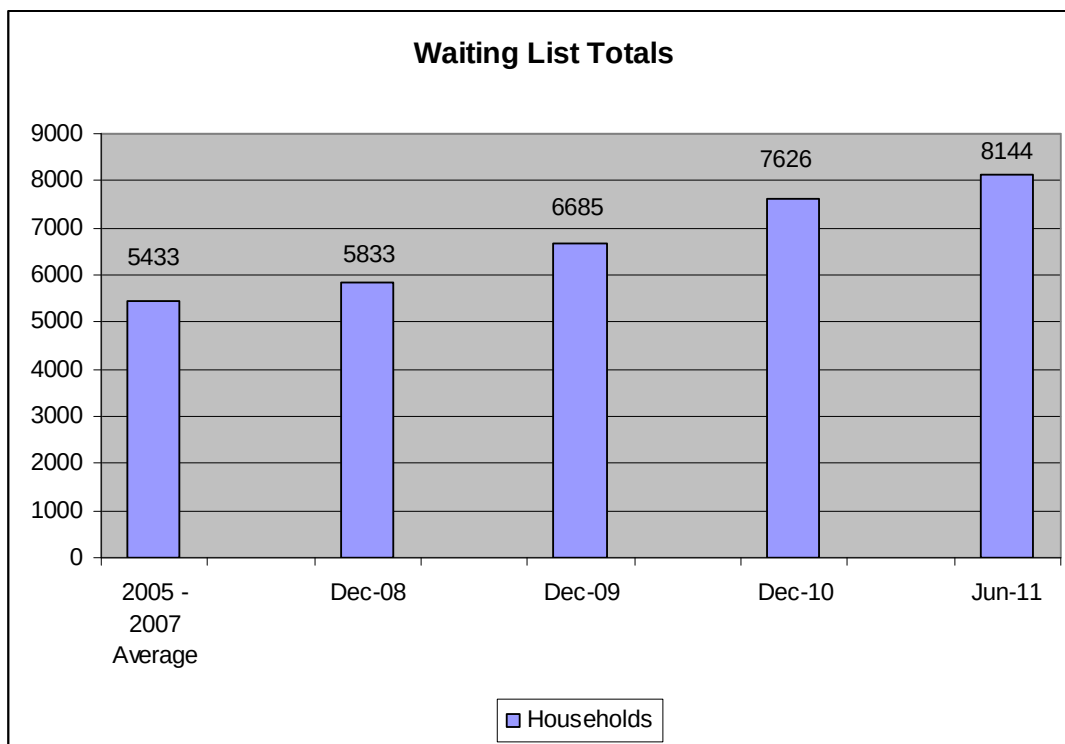
Year	2005	2006	2007	2008	2009	2010	2011
Without Off-Load Nurse Program - Projection					3.88	4.33	4.79
Ambulance Loss Per Hour	1.98	2.48	3.23	3.25	3.47	2.99	* 3.51
Total Hours of Off-Load Delay Per Year	17,310	21,734	28,336	28,440	30,408	26,179	* 30,784

* Projection based on Jan~June 2011 data

Off-Load Delays:

- ◆ Off-Load Delays refer to the length of time between Paramedics arriving at a hospital with a patient up to the time the hospital assumes care of the patient and Paramedics are able to respond to another EMS call.
- ◆ Growing off-load delays have reduced the number of Ambulance resources available to respond to incidents in the Region.
- ◆ This graph depicts the number of Ambulances every hour of every day that are not available to respond due to off-load delay. The projection indicates the number of Ambulances that would be unable to respond if the Off-Load project were not in place.
- ◆ In 2008, with provincial funding, York Region EMS commenced a project placing dedicated nurses in York Region hospitals to receive EMS patients. This project has been able to slow down the growth of the off-load delay phenomenon.

Housing Services



Notes:

- ◆ As of June 2011 there are 8144 households on the municipal waiting list. The number of households has grown by 2711 since 2005 representing an over 40% increase.
- ◆ The most significant increases were from December 2008 to December 2009 which represented a 14.6% increase; this was followed by a 14.1% increase from December 2009 to December 2010.
- ◆ This increase in the number of households is a result of the effects of the recession combined with increasing costs of living in York Region and low vacancy rates.
- ◆ The need for housing among both seniors and non-seniors is fairly equal, with seniors representing 49% of the waiting list and non-seniors representing 51% of the waiting list.
- ◆ The growing waiting list speaks to the need to continue to source and build more affordable housing units for York Region families.

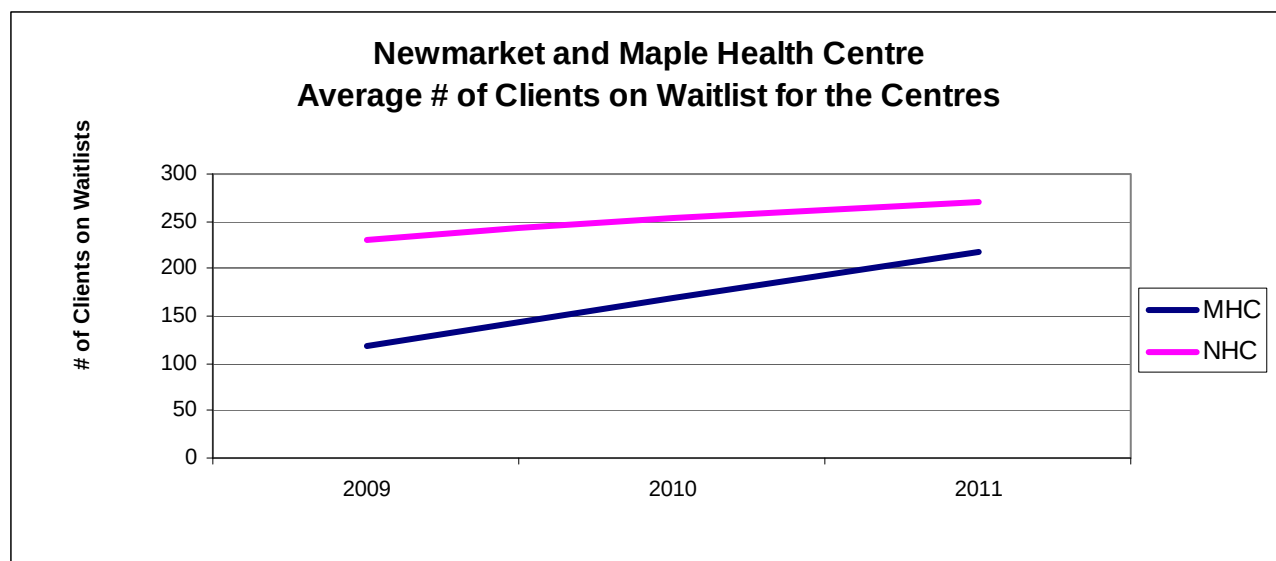
Inventory of Social Housing Units

	# Social Housing Units	# Applicants	# Applicants per unit
Non-Senior Units	3,295	4168	1.3
Senior Units	2,524	3,976	1.6
Combined Total	5,819	8,144	1.4

Notes:

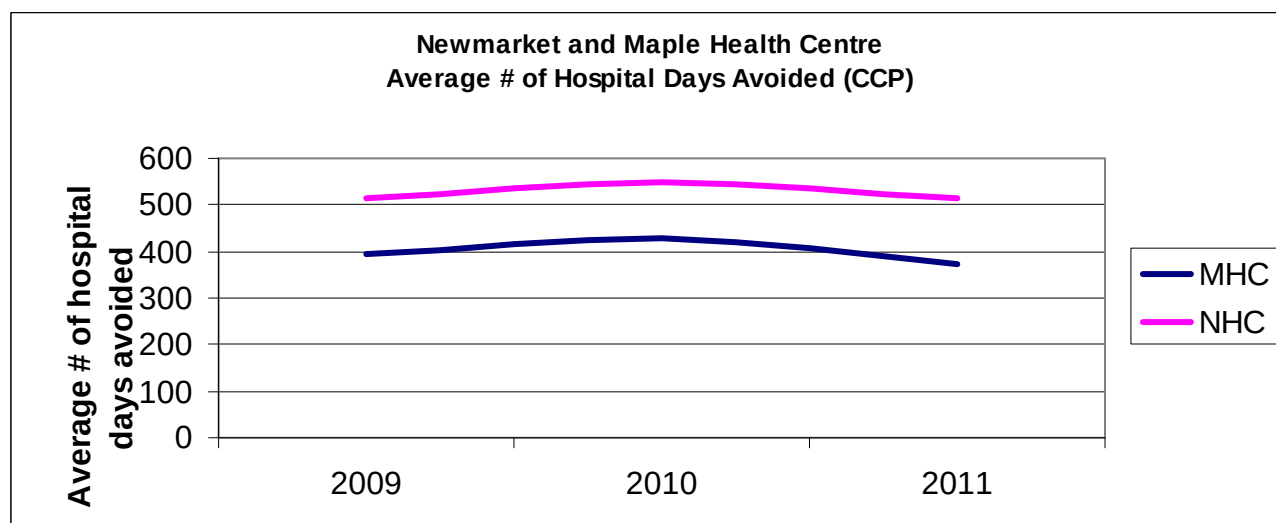
- ◆ Social housing units include market rent units in social housing communities. Housing providers have overall rent-geared-to-income (RGI) targets rather than unit size specific requirements. The distribution of RGI units by unit size varies as units turn-over.
- ◆ Social housing unit totals include Affordable Housing Program (AHP) projects with Social Housing Reform Act (SHRA) rent supplements, exclude all other AHP projects.
- ◆ Unit size applicant counts reflect the largest eligible unit size the applicant has selected.

Long Term Care Services



Notes:

- ◆ The number of clients on the waiting list has increased over the last 3 years. Demand for long term care continues to outstrip the available supply of beds. While this creates a backlog in patient flow across the health care system, the Region is unable to provide additional beds until additional funding and bed licences are made available by the Ministry of Health and Long-Term Care.
- ◆ Managed by the Community Care Access Centre (CCAC), 489 individuals are currently listed on the waitlist for LTC beds in York Region (MHC 218/NHC 271)



Notes:

- Total beds available at Maple Health Centre = 85
- Total beds available at Newmarket Health Centre = 113
- Convalescent Care beds available = 34
- ◆ The Convalescent Care Program handles a high number of admissions and discharges, with most residents remaining in the program for no more than 30 to 45 days, with the maximum length of stay being 90 days.
- ◆ On average, occupancy in the CCP is 94% and 95% respectively at the Maple and Newmarket Health Centres. The average number of occupancy in the Homes, resulting in hospital days avoided is 375 days for Maple Health Centre and 514 for Newmarket Health Centres.

Public Health Services

Dental Screening in York Region 2009-2011

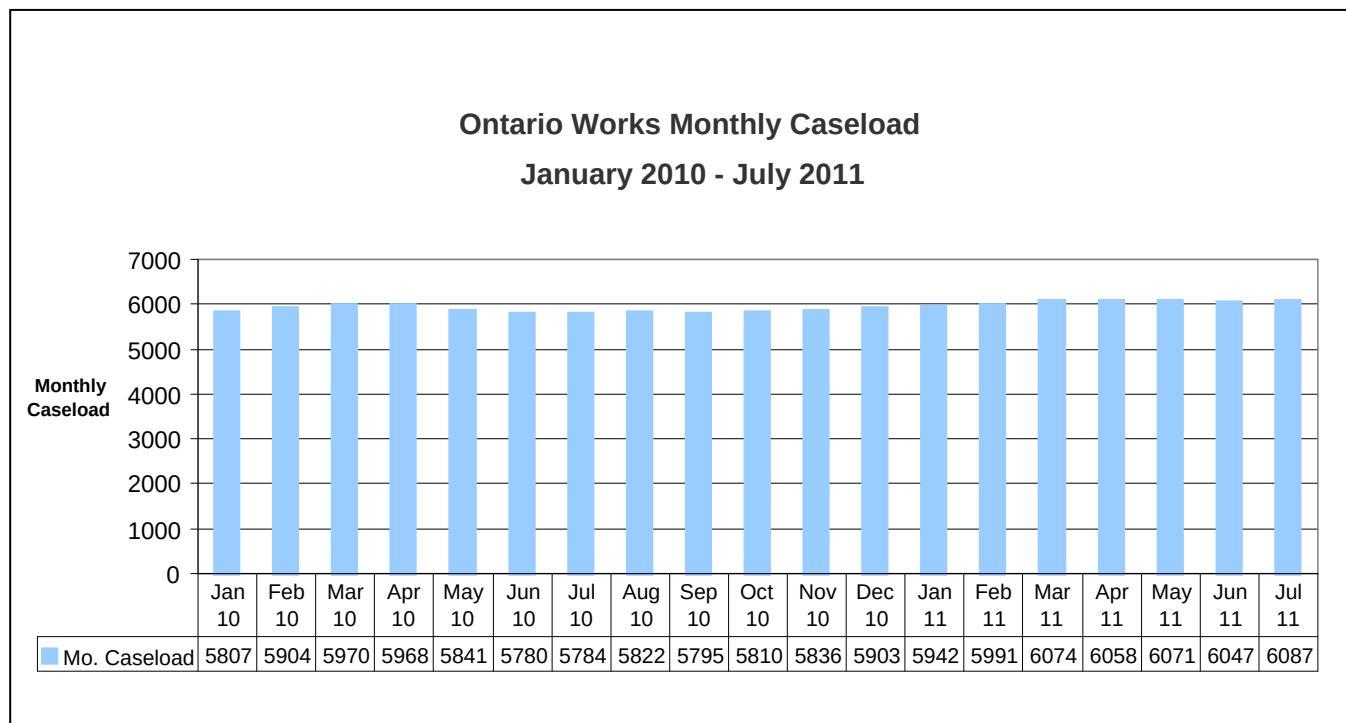
	2009	2010	2011
	Children 0-17 years	Children 0-17 years	Children 0-17 years
Number of children eligible for dental screening	230,957	234,103	n/a
Number of children screened	49,361	48,028	Jan-June: 27,891
Proportion of children screened	22%	21%	n/a

Highlights:

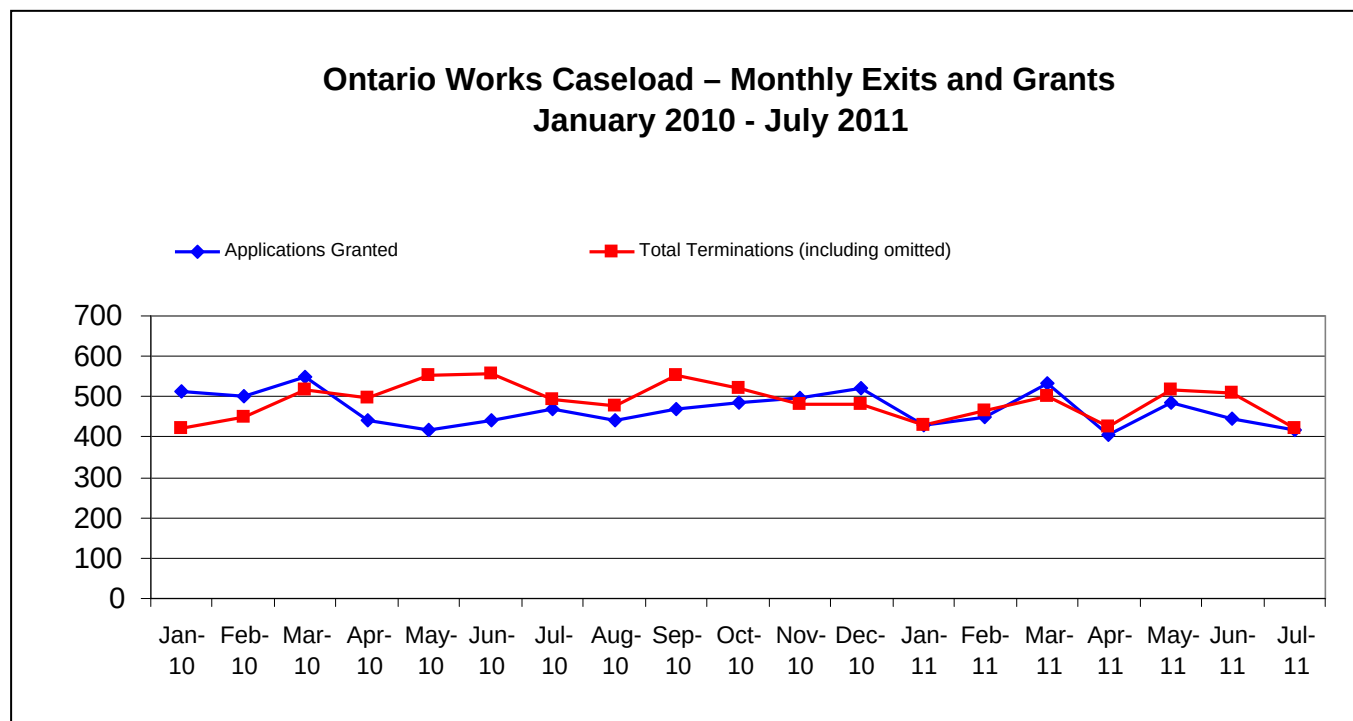
As mandated by the province, dental screening to identify children requiring urgent or preventive services takes place in certain elementary grades based on each school's grade-two screening results from the previous year, and in public health dental clinics if requested by a parent/guardian. Since high school dental screening is not a mandatory activity, 14- to 17-year-olds are a challenging population to reach, and represent only a fraction of all dental screenings conducted.

In October of 2010, a Low-Income Dental Program, now known as Healthy Smiles Ontario, was implemented with 100% provincial funding. The program expanded the range of oral health services available to children in low-income families as well as increased within-clinic dental screening resources. (Following provincial direction, clients applying for Healthy Smiles Ontario also receive dental screening.) Due to hiring challenges, full implementation of an extra clinical team only occurred in the summer of 2011. In spite of this, York Region has a high rate of enrolment in Healthy Smiles Ontario compared to other health units, with 427 clients enrolled in the program to date, including 81 enrolments in July. Enrolment continues to increase.

Future Directions: With an additional full clinical team in place and direct promotion to the 14- to 17-year old age group beginning in August 2011, increased screening numbers for that age group are expected. Additionally, the total number of children 0-17 years screened in schools and clinics for 2011 should surpass the 2010 total. (Note that school screening takes place during the school year only; therefore annual total cannot be predicted by doubling January to June number.)

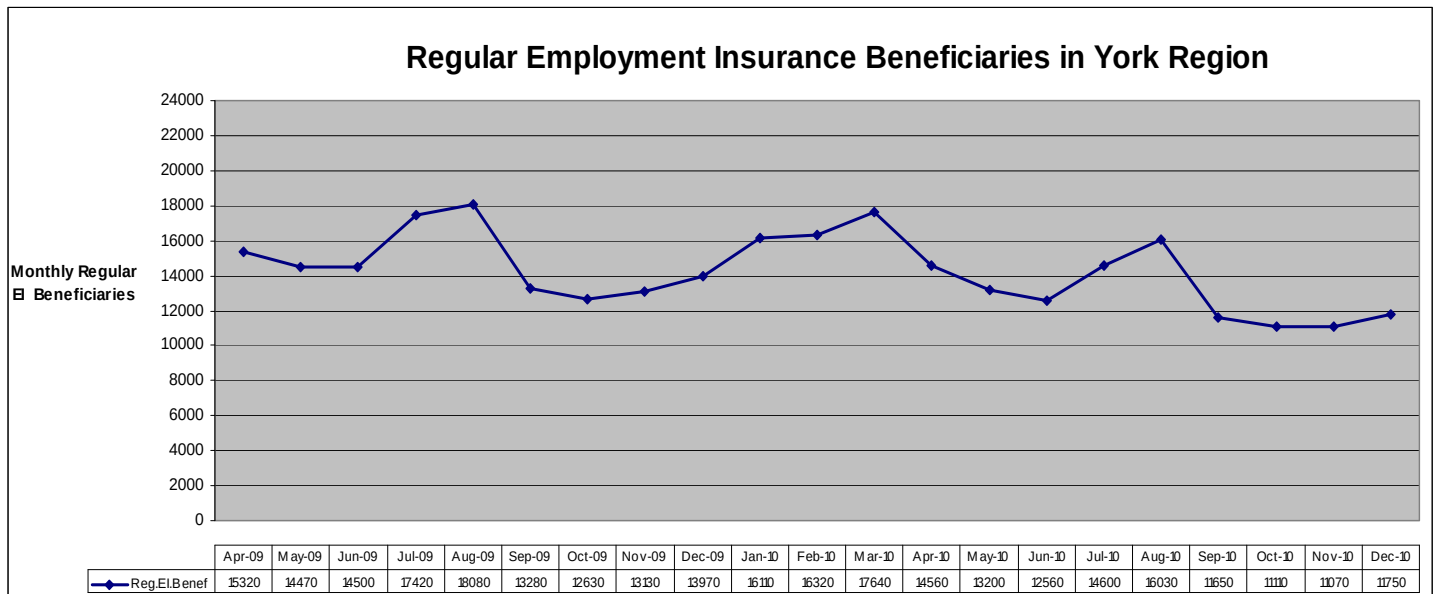


- ◆ The Ontario Works caseload has remained relatively stable over the past 18 months. During this period, the caseload has shown modest growth overall due to an increasing population and as social assistance recipients develop the skills necessary to participate in a competitive post recessionary job market. The caseload (which is expected to average 6000 in 2011) will continue to be monitored throughout the year with an emphasis on skill development, training and labour market participation.



- ◆ As the economy gradually improves clients continue to exit Ontario Works. Over 1900 cases left assistance to employment from January 2010 to July 2011 in part due to effective in-house case management and active referral to community-based employment programs.

Strategic Service Integration & Policy



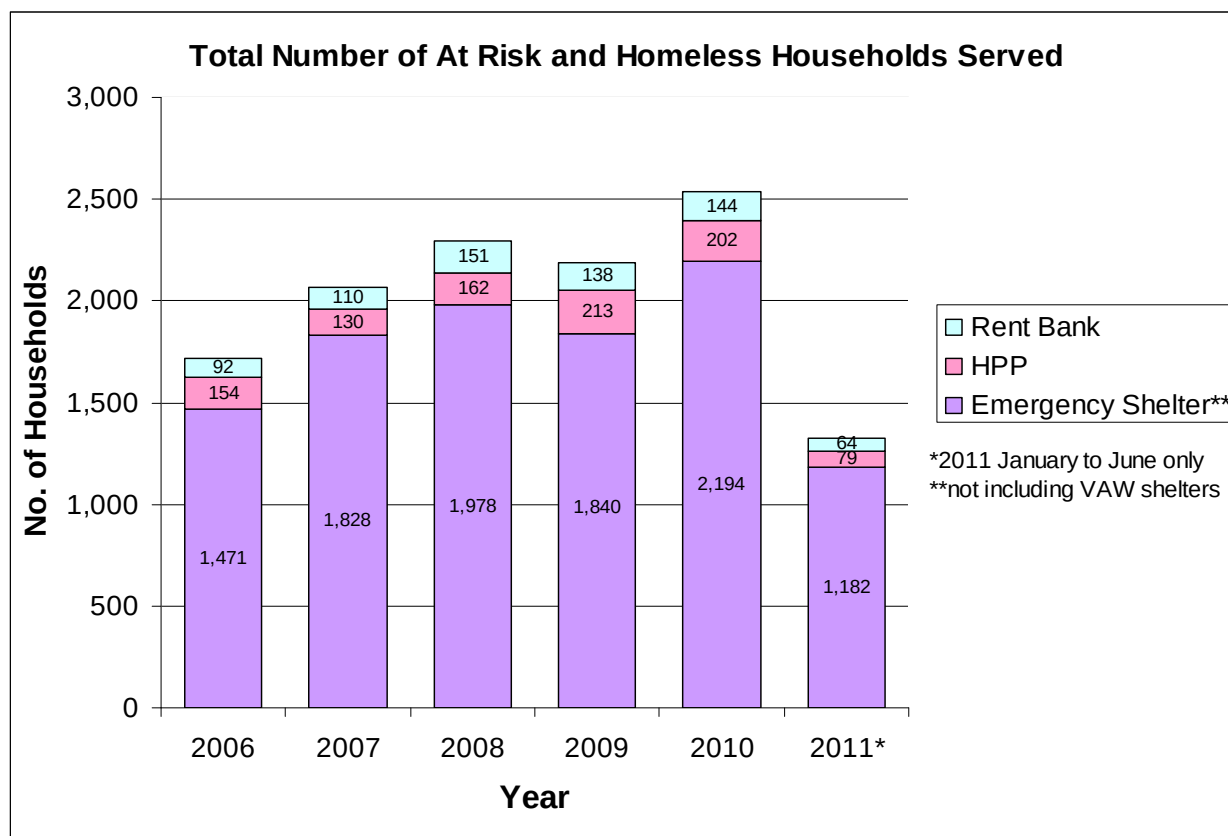
Data Source: Statistics Canada, Employment Insurance Program

Notes:

Prior to 2010, York Region Planning and Development Services Department received Employment Insurance (EI) Claims information for York Region from Human Resources and Skills Development Canada (HRSDC). However, starting from 2010, HRSDC is no longer able to provide this data to York Region. As a result, Planning and Development Services Department has started to purchase EI data from Statistics Canada. Due to the fact that Statistics Canada is unable to provide EI claims data for York Region, Planning and Development Services Department has purchased EI Beneficiaries data instead and presented this information in their Economic & Development Review 2010.

Definition: Regular Employment Insurance Beneficiaries

Includes people who received EI regular benefits, which are available to individuals who lost their jobs through no fault of their own (e.g., shortage of work, seasonal layoffs, or mass layoffs) and who are available for and able to work, but unable to find a job. This statistics should not be confused with the EI claims, which includes all those who submitted an EI claim but might or might not meet the eligibility criteria to receive the benefits. Moreover, people who received other types of EI benefits (e.g., EI Maternity and Parental Benefits, EI Compassionate Care Benefits, and EI Fishing Benefits) are excluded from this statistics.



Total Number of At-Risk and Homeless Households Served						
Year	2006	2007	2008	2009	2010	2011*
Rent Bank	92	110	151	138	144	64
Homelessness Prevention Program (HPP)	154	130	162	213	202	79
Emergency Shelter	1471	1828	1978	1840	2194	1182
Total Served	1717	2068	2291	2191	2540	1325

* Total served from January to June 2011

Statistics provided by Employment Services, Ontario Works

- ◆ The Homelessness Prevention Program (HPP) and Rent Bank program provide assistance with rent and mortgage arrears for residents at risk of homelessness.
- ◆ The Emergency Shelters serve homeless families and individuals in York Region.
- ◆ In 2010, the total number of at risk and homeless households served increased by 15.9% likely as a result of the downturn in the economy.