



Human Services Committee Agenda

November 5, 2020

Electronic (Remote) Meeting

- 1. Call to Order**
- 2. Roll Call**
- 3. Declaration of Pecuniary Interest**
- 4. Action Items**
 - a. Social Service Relief Fund Community Assistance
 - b. Housing System Navigator
 - c. Ontario Works Discretionary Benefits - Allowable Expenses
- 5. Information Items**
 - a. Q3 Bruce County Community Housing Registry Waitlist Update
 - b. Q3 Child Care and Fee Subsidy Report
 - c. Q3 - Income and Support Services Update
- 6. Act on Recommendations**

That in accordance with the Procedure By-law, staff be authorized and directed to give effect to the actions of the Human Services Committee in respect of all resolutions passed during the November 5, 2020 meeting.
- 7. Next Meeting**

December 3, 2020
- 8. Adjournment**



Committee Report

To: Warden Mitch Twolan
Members of the Human Services Committee

From: Christine MacDonald
Director of Human Services

Date: November 5, 2020

Re: Social Service Relief Fund Community Assistance

Staff Recommendation:

That the disbursement of \$6,800 from the Social Service Relief Fund to the United Way Grey Bruce be approved; and

That the disbursement of \$30,000 from the Social Service Relief Fund to the REACH Centre Grey Bruce be approved; and

That authority be delegated to the Housing Services Manager to execute a Memorandum of Understanding with REACH Centre Grey Bruce for the Social Services Relief Fund.

Background:

Bruce County has received an emergency funding allocation under the provincial Social Services Relief Fund (SSRF) which is being delivered through the Community Homelessness Prevention Initiative (CHPI). This fund is intended to help vulnerable people during the COVID-19 crisis.

Previously approved were applications from 8 agencies, including Good Food Box, Bruce Peninsula Association for Community Living, Community Living of Walkerton, Port Elgin, and Kincardine, Salvation Army Wiarton, United Way and REACH Grey Bruce for a total of 24 projects. The funding requests from eligible agencies totaled \$361,990 to date.

The United Way and REACH Grey Bruce have issued requests for further funding to assist them in helping vulnerable residents during the COVID-19 pandemic. The United Way has requested \$6,800 to continue to support food security for vulnerable people. The REACH Grey Bruce has requested \$30,000 to continue to provide increased staffing and cleaning protocols required to continue front-line services. The United Way has a Service Agreement in place and therefore will be funded through the existing agreement. REACH Centre Grey Bruce will be required to execute a Memorandum of Understanding with Bruce County.

Approval as recommended in this report would total bring the disbursements total to \$389,790 to date.

Financial/Staffing/Legal/IT Considerations:

Staff will ensure all funding is within the financial and legal parameters of the Social Service Relief Fund. Bruce County was eligible for and has received the full allocation of \$893,800.

There are no specific staffing or IT considerations associated with this report.

Interdepartmental Consultation:

There was no specific interdepartmental consultation regarding this report.

Link to Strategic Goals and Elements:

Goal #3 Find Creative new ways to engage the public.

Report Author:

Tania Dickson, Housing Services Manager

Departmental Approval:

Christine MacDonald
Director, Human Services

Approved for Submission:

Sandra Datars Bere
Chief Administrative Officer

THIS MEMORANDUM MADE THIS 5th DAY OF November, 2020.

BETWEEN:

The Corporation of the County of Bruce

(the “County”)

- and -

REACH Centre GREY BRUCE

(the “Organization”)

WHEREAS, the County and Organization have entered into a Funding Agreement for COVID-19 support for added staff hours, increased cleaning and programing materials.

NOW THEREFORE, in consideration of the funding provided by the County to the Organization, and in accordance with the terms, conditions and mutual covenants in this MOU, both parties agree as follows:

1. FUNDING

- 1.1 The Organization has applied for, and the County has approved, grant funding for the Organization in the amount of \$30,000 Dollars under the County’s Social Services Relief Fund. County funding will be paid to the Organization in accordance with Section 2 of this Agreement.
- 1.2 The obligations and liability of the County pursuant to this Agreement are restricted solely to the payment of the funding. The Organization assumes full financial responsibility for delivery of the Service/Project.
- 1.3 The Organization acknowledges that it is liable for the full amount of the County funding and it will be bound to the terms of this Agreement.

2. USE OF FUNDING

- 2.1 Funding will be used by the Organization for the purpose described in Schedule “A” Service/Project Details, and for no other purpose without prior written consent of the County.
- 2.2 Service/Project details outlined in Schedule “A” which commenced prior to the date of the Agreement will be considered ineligible for funding unless approved by the County.

3. REPORTING

- 3.1 Interim reports on the progress of the Service/Project, including expenditures, is to be completed by the Organization when requested by the County. The report is provided to the

County in order to meet reporting requirements to Ministry of Municipal Affairs and Housing, and for internal reconciliation purposes.

- 3.2 The County shall reserve the right to use the results of this Funding Program for promotional or reporting purposes.

4. PAYMENT OF THE GRANT

- 4.1 The Organization shall receive funding as follows. A grant in the amount of \$30,000 be paid to the Organization as a one-time payment.

5. TERMINATION

- 5.1 This Agreement shall expire on March 31st, 2021 or earlier in the event of termination pursuant to this Agreement.
- 5.2 The County may terminate this Agreement immediately if the Organization: a. ceases to exist or function as a non-profit organization; b. fails to use the funding in accordance with Section 2 or 3; default in the performance of any of its obligations of under this Agreement.
- 5.3 Should this Agreement be terminated pursuant to Section 5, a final report will determine the final payment to either party, as required.
- 5.4 If the Organization's financial information discloses a surplus in the funding of the Service/Project, within 30 days of the County's demand, the Organization shall repay any surplus.

6. RIGHT TO AUDIT

- 6.1 The County may audit all financial and related records associated with the terms of this Agreement.
- 6.2 The obligations of Section 6 shall be explicitly included in any subcontracts or agreements formed between the Organization and any subcontractors or suppliers of goods or services to the extent that those subcontracts or agreements relate to fulfillment of the Organization's obligations to the County.
- 6.3 Section 6 shall not be construed to limit, revoke, or abridge any other rights, powers, or obligations relating to audit which the County may have by Federal, Provincial or Municipal law, whether those rights, powers, or obligations are express or implied.

7. INDEMNITY

- 7.1 The Organization shall indemnify and save harmless the County from and against all claims, losses, demands, actions, payments, suits, recoveries, judgments or settlements of any kind brought against or recovered from the County in any manner directly or indirectly caused, occasioned or contributed to in whole or in part, by reason of any act, omission, fault or negligence whether active or passive of the Organization or of anyone acting under its direction or control or on its behalf in connection with or incident to carrying out the Service/Project.

- 7.2 The Organization shall acquire and maintain adequate insurance coverage, which includes Commercial General Liability, Automobile Liability, Professional Liability, Directors and Officers Liability, and Property Insurance, to the nature and extent as may be appropriate depending on the nature of the Organization's activities and services.

8. NOTICES

- 8.1 For the purpose of this Agreement, the addresses of the parties are:

County of Bruce
Human Services Department
Attention: Tania Dickson
325 Lambton St., Box 1450
Kincardine, Ontario
N2Z 2Z4

and

REACH Centre Grey Bruce
Attention: Jennifer Miller
P.O. Box 774, 997 4th Ave. E
Owen Sound, ON N4K 5W9

- 8.2 Any communication, notice or service of documents required to be made during the course of this Agreement will be sufficient if delivered by email, hand or mailed to the abovementioned addresses. Notice given in any such manner shall be deemed to have been received on the day of delivery or upon the third day after the date of mailing, provided that normal postal service is available at the time of mailing and for three (3) days thereafter.

9. GENERAL

- 9.1 Upon execution, this Agreement constitutes an acceptance between the County and the Organization of the terms and conditions herein.
- 9.2 A waiver of any breach of a provision of this Agreement shall not be binding upon either party, unless the waiver is in writing. The waiver shall not affect the rights of either party with respect to any other or future breach.
- 9.3 This Agreement may not be altered or amended in any of its provisions, except where any such changes are reduced to writing and executed by the parties.
- 9.4 This Agreement is bound by the laws of the Province of Ontario.
- 9.5 Time is of the essence in this Agreement, and if either party shall fail to perform the covenants on their part, within a reasonable time, the other party may elect to terminate this Agreement.
- 9.6 This Agreement embodies the entire agreement between the Organization and the County. The parties shall not be bound by or liable for any statement, representation, promise,

inducement or understanding of any kind or nature not stated in this Agreement. No additional changes, amendments or modifications of any of the terms or conditions of the Agreement shall be valid unless reduced to writing and signed by both parties.

- 9.7 This Agreement shall ensure to the benefit of and be binding upon the parties herein and their respective heirs, successors and assigns.
- 9.8 No term or condition contained in this Agreement shall be construed as in any way constituting a partnership or joint venture between the County and the Organization.
- 9.9 If any term, covenant or condition of this Agreement shall be declared invalid by a court of competent jurisdiction, the invalid portion shall be severed and the remainder of the Agreement shall be deemed valid.
- 9.10 The Organization acknowledges that the County is subject to the Freedom of Information and Protection of Privacy Act (FOIP).

IN WITNESS WHEREOF the parties hereto have executed this Agreement on the day and year first above written.

County of Bruce

Tania Dickson
Housing Services Manager

REACH Centre Grey Bruce

Print Name

Signature

Schedule “A” SERVICE/PROJECT DETAILS

The Ministry of Municipal Affairs and Housing expects Service Managers will support municipalities and social service providers such as shelters, food banks, emergency services, charities and non-profits continue to deliver their critical services while supporting and promoting social distancing and self-isolation to keep clients safe and healthy.

The Social Services Relief Fund is to help those who are supporting a diverse range of vulnerable people in need in our community. This includes people living in community housing, supportive housing, people with low incomes, social assistance recipients, or others who require social services support as well as those that are experiencing homelessness.

All funding requests must fall under one or more of the following four broad service categories:

- Emergency Shelter Solutions: for people who are experiencing homelessness or in-crisis
- Housing with Related Supports: may include long-term housing and transitional housing with supports
- Services and Supports: services such as street outreach, case management, and transportation
- Homelessness Prevention: including rent and utility banks, emergency financial assistance and/or education programs to help people stay in their homes

Examples of how these funds can be used:

Social Services Relief Fund could be used towards initiatives like:

- Building homeless shelter capacity (not including capital expenditures)
- Use of motels or hotels
- Housing allowances
- Transportation costs
- Food and supplies
- Enhanced cleaning services
- Non-medical staffing requirements (e.g., enhanced outreach services)
- Protective equipment
- Food and supplies for households in quarantine and/or isolation
- Non-medical staffing requirements
- Protective equipment

This funding could be used towards initiatives delivered through local service agencies like:

- Transportation for low-income individuals to get to and from medical appointments
- Food banks and grocery gift cards
- Community outreach to support seniors in self-isolation
- Outreach to support youth/adults



Committee Report

To: Warden Mitch Twolan
Members of the Human Services Committee

From: Christine MacDonald
Director of Human Services

Date: November 5, 2020

Re: Housing System Navigator

Staff Recommendation:

That a bylaw be introduced authorizing the execution of a Service Agreement between the County of Bruce and Canadian Mental Health Association Grey Bruce to acquire a Housing System Navigator under the Community Homelessness Prevention Initiative (CHPI) funding allocation.

Background:

Bruce County identified in the Housing and Homelessness Plan Update (2019) that “Coordinated systems and strong partnerships” is a key strategy in finding permanent housing solutions. Navigating the system can be daunting and confusing and there is a need for a coordinated approach. In partnership with the Canadian Mental Health Association (CMHA) Grey Bruce, the broader health services and other social service delivery providers, as well as neighbouring Grey County, a Housing System Navigator will support the development of a regional byname list as a starting point to ensure appropriate services are delivered as required and a common entry system is developed.

The Housing System Navigator will develop and manage a detailed work plan while using the Canadian Alliance to End Homelessness resources to ensure the program details are immersed in data and best practice.

Community Connections is a program of CMHA Grey Bruce to provide housing and support for adults recovering from serious mental illness. Community Connections will house the incumbent with financial support from Bruce County and Grey County.

Bruce County will cost share three (3) years of the position with CHPI funds with Grey County. The Housing System Navigator will be responsible for providing quarterly statistics to the Housing Services Manager for submission to the Ministry of the Municipal Affairs.

Financial/Staffing/Legal/IT Considerations:

Bruce County will provide \$35,000 annually in funding to the CMHA for financial assistance to hire a Housing System Navigator for three (3) years, \$105,000 across the span of the

agreement. This funding is part of the existing CHPI allocation. Bruce County is required to submit quarterly reports to the Ministry of Municipal Affairs to outline expenditures and data. The agreement is standard in nature and provides detailed explanation of operating relationship and expectations for the provider.

There is no staffing, or IT considerations associated with this report.

Interdepartmental Consultation:

There was no specific interdepartmental consultation regarding this report.

Link to Strategic Goals and Elements:

Goal #3. Find creative new ways to engage our public

#5. Eliminate our own red tape

#6. Explore alternate options to improve efficiency and service

Report Author:

Tania Dickson,
Housing Services Manager

Departmental Approval:

Christine MacDonald
Director, Human Services

Approved for Submission:

Sandra Datars Bere
Chief Administrative Officer

THIS AGREEMENT made in duplicate, this ____ day of _____, 20__

BETWEEN:

The Corporation of the County of Bruce
(Herein referred to as the "County")

AND

Canadian Mental Health Association Grey Bruce
(Herein referred to as CMHA)

WHEREAS the Ministry of Municipal Affairs and Housing provides Community Homelessness Prevention Initiative (CHPI) to the County for housing support, homelessness prevention, and emergency shelter services;

AND WHEREAS, the County is entering into a partnership with Canadian Mental Health Association Grey Bruce to provide services that pertain to the Bruce County's Housing and Homelessness Plan to provide a coordinated entry system and strong partnerships to support vulnerable residents.

NOW THEREFORE in consideration of the mutual covenants herein set out, the County and CMHC each agree as follows:

1. Definitions

In this Agreement:

- 1.1 "CHPI" means the Community Homelessness Prevention Initiative. The intent of the CHPI is to address and decrease homelessness through improved access to satisfactory, appropriate, and affordable housing that is connected to adaptable support services based on individual client and household needs. CHPI is funded and administered by the Ministry of Municipal Affairs and Housing.
- 1.2 "Housing and Homelessness Plan" means a 10-year plan that the County is required to have under the Housing Services Act, 2011 and the Ontario Housing Policy Statement. The County's Plan encompass the entire housing continuum including homelessness prevention, transitional and emergency housing, supportive housing, rent geared to income housing, private rental housing and affordable home ownership.
- 1.3 "MMAH" means the Ontario Ministry of Municipal Affairs and Housing.
- 1.4 The "Services" means housing support and homelessness prevention as further described in Schedule "A", attached hereto.

2. Term

- 2.1 The Term of this Agreement shall be three (3) years for the Housing System Navigator commencing November 2020.

3. Responsibilities of the Canadian Mental Health Association Grey Bruce

- 3.1 CMHA shall provide the "Services" in accordance with the CHPI program guidelines, principles, objectives and outcomes as described in the attached Schedule "A".
- 3.2 CMHA agrees to provide financial and performance measurement reports to the County in the format and frequency described in the attached Schedule "A" for the Services.

- 3.3 CMHA shall maintain records of operational costs and shall supply the same to the County within 30 days of the end of the Term of this Agreement, pursuant to Schedule “A”.
- 3.4 CMHA shall agree to a program review audit at the conclusion of one year to be completed by the County, at the sole discretion of the County. Such audit would be with respect to the first-year provision of the Services under this Agreement.
- 3.5 CMHA shall provide all services in accordance with all Municipal, Provincial and Federal laws.

4. Responsibilities of the County

- 4.1 The County shall provide funding to CMHA for the Services as per Schedule “B”.
- 4.2 At the discretion of the County, it may perform a program review audit as referred to in Section 3.4.

5. Acknowledgement of Other Operator

- 5.1 The County may enter into similar agreements with Service Providers other than the CMHA to provide the Services, if in the opinion of the County such agreements are needed to provide the Services to the community.

6. Financial Arrangements

- 6.1 The County is only obligated to provide funding to CMHA as established in the attached Schedule “B”. CMHA is solely responsible for any existing or future capital or operating losses incurred by CMHA as a result of providing the Services.

7. Indemnification

- 7.1 CMHA shall indemnify and hold harmless the County, its officers, elected officials and employees from and against any and all liabilities, claims, demands, losses, expenses, costs, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of this Agreement attributable to bodily injury, sickness, disease or death or to damage to or destruction of tangible property caused by any acts or omissions of the CMHA, its officers, agents, servants, employees, customers, invitees or licensees, and as a result of activities under this Agreement.

8. Insurance

- 8.1 CMHA shall, at its expense, obtain and keep in force during the term of this Agreement, Commercial General Liability Insurance satisfactory to the County. Proof of this insurance shall be provided to the County prior to execution of this Agreement and upon all policy renewal periods within the Term of this Agreement, including the following and underwritten by an insurer licensed to conduct business in the Province of Ontario:
 - a) A limit of liability of not less than \$5,000,000/occurrence.
 - b) The County shall be named as an additional insured;
 - c) The policy shall contain a provision for cross liability in respect of the named insured;

- d) Non-owned automobile coverage with a limit of at least \$2,000,000 including contractual non-owned coverage;
- e) Products and completed operation coverage (Broad Form), and with an aggregate limit not less than \$5,000,000;
- f) Abuse coverage in an amount not less than \$2,000,000;
- g) 30 days prior notice of an alteration, cancellation or material change in policy terms which reduces coverage shall be given in writing to the County.

9. Health and Safety

- 9.1 CMHA shall provide the County, prior to the commencement of provision of the Services, with a copy of its Health and Safety Policy, along with any Health and Safety procedures, relevant to the specific work to be performed.

10. Privacy and Confidentiality

- 10.1 All information provided to CMHA by the County, and all information provided to the County by the CMHA is provided on a confidential basis for the purpose of administering the programs outlined in Schedule "A".
- 10.2 CMHA will treat as confidential and will not, without the prior permission of the County, publish, release, disclose or permit to be published, released or disclosed, either before or after the expiration of this Agreement, private or confidential information supplied to, obtained by, or which comes to the knowledge of Canadian Mental Health Association Grey Bruce as a result of the Agreement except insofar as publication, release or disclosure is necessary, in the reasonable opinion of Canadian Mental Health Association Grey Bruce, to enable the Canadian Mental Health Association Grey Bruce to fulfill its obligations under the Agreement, or as required or permitted by law.
- 10.3 CMHA acknowledge that any personal information that is provided for the purpose of creating records is given CMHA in confidence and is protected by applicable privacy legislation. The County undertakes that personal information in records delivered to it by CMHA will be used for the limited purposes intended and allowable. The County further acknowledges that any personal information obtained from CMHA for such purposes will be protected under the terms of applicable privacy legislation.

11. Termination

- 11.1 Notwithstanding Section 2, in the event of a breach by CMHA of any provision of this Agreement, the County may terminate this Agreement immediately and without the provision of advance Notice. In such case, CMHA shall return any unspent funds, including those described in Section 6.1.
- 11.2 In the event that the CHPI funding is discontinued by the Province before this Agreement is discharged, it is understood by both parties that this Agreement shall be terminated. Notice of such termination shall be provided by the County to CMHA pursuant to Section 12.

12. Notice

- 12.1 Any notice required to be given, served or delivered must be in writing and sent to the other party at the address indicated below, or to such other address as may be designated by Notice, provided by either party to the other.

For the County:

Housing Services Manager
County of Bruce
325 Lambton St., Box 1450
Kincardine, ON N2Z 2Z4
Fax Number: 519-396-3499
Email: tdickson@brucecounty.on.ca

For the Canadian Mental Health Association Grey Bruce:

Clark MacFarlane, Chief Executive Officer
1101 2nd Avenue East, Suite 205
Owen Sound, ON N4K 2J1
Phone: 519-371-4120 Ext: 228
Fax: 519-371-6138
cmacfarlane@cmhagb.org

13. Force Majeure

- 13.1 Neither the County nor CMHA shall be held responsible for any damage or delays as a result of war, invasions, insurrection, demonstrations, or as a result of decisions by civilian or military authorities, fire, flood, human health emergency, strikes and generally as a result of any event that is beyond the reasonable control of the County or CMHA.
- 13.2 The County and CMHA agree that in the event of a disaster or Force Majeure the parties will co-operate and CMHA will make all reasonable efforts to provide temporary replacement service until permanent service is completely restored.

14. No Partnership

- 14.1 Nothing in this Agreement gives rise to a partnership or joint venture between the CMHA or to an employment relationship between the County and the employees or volunteers of CMHA in the provision of the Services under this Agreement.

15. No Waivers

- 15.1 No waiver of any breach of this Agreement shall operate as a waiver of any similar, subsequent breach, nor of the breach of any other provision of this Agreement.
- 15.2 No provision of this Agreement shall be deemed to be waived and no breach excused, unless such waiver, or the consent excusing the breach, is in writing and signed by the party that is purported to have given such waiver or consent.
- 15.3 No delay or omission on the part of any party to this Agreement to avail itself of any right it may have under this Agreement shall operate as a waiver of any such right.
- 15.4 No waiver or failure to ensure any of the provisions of this Agreement shall in any way effect the validity of this Agreement or any part thereof.

16. Governing Law

16.1 This Agreement shall be governed by and construed and interpreted in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein. The parties hereby irrevocably attorn to the exclusive jurisdiction of the courts of Ontario with respect to any matter arising under or related to this Agreement.

17. Severability

17.1 Each of the provisions contained in this Agreement is distinct and severable and a declaration of invalidity or unenforceability of any such provision or part thereof by a court of competent jurisdiction shall not affect the validity or enforceability of any other provision hereof, which shall remain in full force and effect.

18. Entire Agreement

18.1 This Agreement constitutes the entire agreement between the parties with respect to the provision of the Services and supersedes all prior agreements, understandings, negotiations and discussions, whether written or oral. There are no conditions, covenants, agreements, representations, warranties or other provisions, express or implied, collateral, statutory or otherwise, relating to the provision of the Services, except as provided in this Agreement and the attached Schedule "A".

19. Amendment of Agreement

19.1 None of the terms, conditions or provisions of this Agreement shall be held to have been changed, waived, varied, modified or altered by any act of statement of either party, their respective agents, servants or employees unless done so in writing signed by both parties.

20. Successors and Assigns

20.1 This Agreement shall ensure to the benefit of and be binding upon the parties hereto and their respective successors and permitted assigns.

20.2 Neither party may assign all or any part of this Agreement without the written approval of the other party.

21. Dispute Resolution

21.1 A dispute between the parties relating to the interpretation or implementation of this Agreement will be addressed through good faith negotiation, with or without the assistance of a mediator. The parties agree that in the event that they are not able to reach a resolution of all the matters in dispute after mediation, then the matters remaining in dispute will be finally determined by arbitration in accordance with the provisions of the Ontario Arbitrations Act.

21.2 The location for any such arbitration hearing will be within the County of Bruce at a location to be determined by the County.

IN WITNESS WHEREOF THE PARTIES hereunto attested by the hands of the proper officers duly authorized in that behalf as of the day and year first written above.

The Corporation of the County of Bruce

Mitch Twolan, Warden

Donna VanWyck, Clerk

We, together, have the authority to bind the County.

Canadian Mental Health Association Grey Bruce

Clark McFarlane, CEO

I/we have the authority to bind the Canadian Mental Health Association Grey Bruce

Schedule “A”

Provision of Housing Support and Homelessness Prevention under the Community Homelessness Prevention Initiative

Introduction

The intent of the Community Homelessness Prevention Initiative (CHPI) is to address and decrease homelessness through improved access to satisfactory, appropriate, and affordable housing that is connected to adaptable support services based on individual client and household needs.

CHPI Vision

The CHPI vision is to transition from reactive responses to homelessness to a proactive and permanent service delivery model. The following service principles have been established to meet that vision:

Housing First: Housed people are better able to move forward in their lives than homeless people. Therefore, people who are homeless are to be assisted to obtain and maintain permanent and affordable housing; those at risk of homelessness are to be assisted to remain housed.

People-Centred: Housing services and supports are to be based on a people-centred approach focusing on positive results for individuals and families which are homeless or at risk of homelessness.

Partnership Based: Strong partnerships between service providers, local government housing providers and those who require housing and homelessness related supports contribute to healthy, sustainable, and inclusive communities.

Locally Driven: Housing and homelessness services must be relevant to the community and based on peoples’ needs.

Inclusive: Services are to reflect the needs, experiences and input of those who are homeless or at risk of homelessness.

Fiscal Responsibility: Housing and homelessness services are to meet the intended purpose and outcomes of the program considering the local economy as well being efficient and effective.

Outcome-Focused: Services are to be provided with the outcome of the affected individual and family in mind; such parties are to be informed of these service principles.

Services Provided by Canadian Mental Health Association Grey Bruce

CHPI Outcomes

The two key outcomes of CHPI which will measure performance and ensure accountability are:

- People experiencing homelessness obtain and retain housing; and
- People at risk of homelessness remain housed

CHPI Glossary of Terms

At Risk of Homelessness: Includes individuals and families that have difficulty maintaining appropriate housing that is safe, adequate, affordable and secure. Housing security can be at risk due to: low income, health issues/illness (including mental

illness), substance abuse, incarceration or legal issues, hospitalization, family breakdown, violence, discrimination, inadequate and/or unsafe housing.

Fiscal Year: The provincial fiscal year spans from April 1 of one year to March 31 of the following year.

Homelessness: The condition of being without long-term accommodation.

Household: Applies to a person or group of persons who occupy the same dwelling and do not have a usual place of residence elsewhere in Canada or abroad. The dwelling may be either a collective dwelling or a private dwelling. The household may consist of a family group such as a census family, of two or more families sharing a dwelling or of a person living alone.

Long-Term Housing: Housing that is available in the longer term; e.g. houses, apartments, boarding and lodging, housing with supports. Does not include transitional housing.

Service Manager: Describes Service Managers as designated under the Housing Services Act, 2011.

CHPI Performance Indicators

The CHPI requires reporting on the two program outcomes. The extent to which:

- People experiencing homelessness obtain and retain housing; and
- People at risk of homelessness remain housed.

Canadian Mental Health Association Grey Bruce shall provide the performance measurement data to the County within 15 days after each quarter. The performance indicators will be in the following format.

Outcome: The indicators are intended to capture interventions aimed at housing loss prevention, housing retention and re-housing of households at risk of homelessness

Outcome	Performance Indicator
Housing Retention	Number of households that have retained their long term housing for a minimum of 6 months and continue to receive on going supports through CHPI
Supports and Services Overall	Overall number of households at risk receiving services and supports not related to the provision of accommodation (does not include supportive housing)
Supports and Services: Education	Number of households at risk that received education services to remain housed. Examples include: life skills, budgeting,
Support Services: Referrals	Number of households that received supports through the provision of referrals.

Community Homelessness Prevention Agreement (CHPI)

Schedule “B”: Funding Schedule

Between

The Corporation of the County of Bruce

And

Canadian Mental Health Association of Grey Bruce

Fiscal Funding Schedule April 1 to March 31

Funding Description	Amount of Funding
Housing System Navigator – Appendix “A” (Staffing .5/FTE)	\$35,000
X 3 years	
Total	\$105,000

Funding

As per Section 6 of the Agreement, the CHPI funding for housing support and homelessness prevention services is provided to the County by the Ministry of Municipal Affairs and Housing. Funding for housing support and homelessness prevention services shall be flowed from the County to Canadian Mental Health Association Grey Bruce.

Appendix “A”

Description of the Housing System Navigator Duties

- Develops and manages a detailed work plan including activity planning and sequencing, resource planning, schedules, time estimating, meeting coordination and documentation
- Monitors and updates progress through tools developed by the Built for Zero Canada
- Provides the assessment of applicants for the By-Names-List through the proper application of standardized screening and assessment tools.
- Develops and monitors an outcome-based evaluation plan
- Prepares monthly progress reports for various stakeholders and distributing an annual report card to the public at large.
- Develops marketing and communication strategies to ensure all community members across the catchment area are aware of how to access the Housing Resource Coordinator.
- Participates in community engagement activities that also involve Indigenous service providers to assure culturally relevant supports are developed.
- Provides input into the development of multi-organizational policies and procedures for all areas of the Housing system, including common protocols for diversion, prevention and safety.
- Supports the development of prioritization procedures and uniform referral processes.
- Supports the development of the Homelessness Response Table, convening individual case conferences with all partners as required.
- Identified Common Entry Points in various communities and ensures all sites are trained in the process of referral for the By-Names-List and resource matching.
- Other duties as required.



Committee Report

To: Warden Mitch Twolan
Members of the Human Services Committee

From: Christine MacDonald
Director of Human Services

Date: November 5, 2020

Re: Ontario Works Discretionary Benefits - Allowable Expenses

Staff Recommendation:

That the Ontario Works Discretionary Benefits - Allowable Expenses for Bruce County be approved as indicated in the Allowable Expenses Chart - Ontario Works Discretionary Benefits effective November 5, 2020.

That the Director of Human Services, the Income & Support Services Manager, and the Income Support Supervisor have the authority, as outlined in Ontario Regulation 134/98, to approve other requests not defined in the Allowable Expenses Chart, provided that these requests meet the requirements set out in the Regulation and related Ontario Works Directives.

Background:

Discretionary benefits are provided to Ontario Works recipients and members of the benefit unit to cover the cost of health and non-health related items that are not covered by general benefits. Discretionary Benefits are also extended to persons in receipt of the Ontario Disability Support Program (ODSP) at the discretion of the Ontario Works administrator, children on whose behalf Temporary Care Assistance (TCA) is received, and children on whose behalf Assistance for Children with Severe Disabilities (ACSD) is paid.

Ontario Regulation 134/98 provides authority for delivery agents to offer discretionary benefits in amounts determined by the administrator. Benefits are funded 100 percent by the Ministry of Children, Community and Social Services (MCCSS) based on caseload size at a rate of \$10/case. For Bruce County, the average monthly caseload for the four program areas is 2,388 with an average monthly discretionary benefit cap of \$23,878 in 2020.

On March 1, 2018, the Bruce County Human Services Committee approved a rate table of allowable expenditures for discretionary benefits. Since that time, the cost of several items has increased, and new items are being requested based on valid and demonstrated needs. An analysis of nearby municipalities with similar demographics was conducted in October 2020. The recommended revisions reflect this analysis as well as demonstrated local needs.

It is recommended that the revised allowable expenditures for discretionary benefits be approved as indicated in the attached Allowable Expenses Chart - Ontario Works Discretionary Benefits table, effective November 5, 2020. To ensure that costs remain within the allocated funding envelope, expenditures will be reviewed monthly. Approvals for all expenditures will be dependent on available funding. The Income & Support Services Manager and Income Support Supervisor retain the discretion to approve or deny requests on a case by case basis.

Financial/Staffing/Legal/IT Considerations:

Discretionary Benefits are funded 100 percent by the Ministry of Children, Community and Social Services (MCCSS) with the completion of the monthly provincial upload.

Interdepartmental Consultation:

None.

Link to Strategic Goals and Elements:

Goal #3 -Find creative ways to engage our public

Goal #6 -Explore alternate options to improve efficiency and service

Report Author:

Carla Meili
Income and Support Services Manager

Departmental Approval:

Christine MacDonald
Director, Human Services

Approved for Submission:

Sandra Datars Bere
Chief Administrative Officer

Allowable Expenses Chart – Ontario Works Discretionary Benefits
November 5, 2020

COUNTY OF BRUCE				
DISCRETIONARY BENEFITS ALLOWABLE EXPENSES				
Current Items	Current Maximums	*Revised Maximums	Eligibility	
			OW	ODSP
Dental	Dental Care for Adults (emergency dental to relieve pain) - up to \$250 approved by administrative assistants. Over \$250 approved by supervisor.	Dental Care for Adults (emergency dental to relieve pain) - up to \$250 approved by administrative assistants. Over \$250 approved by supervisor. Maximum of \$1,000 per calendar year, with approval of additional funds on a case by case basis.	Y	Y Dependent Adults Only
	Dentures - \$1,000 max. (for the purpose of employment)	Dentures - \$1,500 max. (for the purpose of employment). Within the past five years.	Y	Y
	Reline - \$150 max.	Reline, Repair, Rebase - \$300 max. per upper/lower. Every two years.	Y	Y
	Smiles 4 Canada Administrative Fee (Braces for children under 14 years) - \$500 max.	Smiles 4 Canada Administrative Fee (Braces for children under 14 years) - \$500 max.	Y	Y
Hearing	Hearing Test for Adults - \$75	Hearing Test for Adults - \$125 max.	Y	Y
	Hearing Test for Dependents - \$75	Hearing Test for Dependents - \$125 max.	Y	Y
Vision	Vision Care for Adults - ministry approved rates + cost of actual lenses	Vision Care for Adults - ministry approved rates + cost of actual lenses	Y	N
Health Care Supplies/ Equipment	Prosthesis - \$500 max.	Prosthesis - \$500 max.	Y	Y
	Orthotics - \$450 (once/3 years, must be necessary for relief of a medical condition)	Orthotics - \$450 max. (once/3 years, must be necessary for relief of a medical condition)	Y	Y
	Bath Stool - \$90 max.	Bath Stool - \$100 max.	Y	Y
	Crutches - \$30 max.	Crutches – actual cost	Y	N*
	Canes - \$35	Canes - \$50 max.	Y	Y
	Splints - \$40 max (prescribed by physician or Occupational Therapist)	Splints, casts, air casts, braces (prescribed by physician or Occupational Therapist). At cost,	Y	Y

		or discretion of supervisor/manager.		
	Compression/Surgical stockings (new)	Compression/Surgical stockings – at cost for non ADP** covered conditions including pre or post-operative use, venous insufficiency (e.g. blood clots, varicose veins) or thrombophlebitis.	Y	Y
	CPAP Support (new)	CPAP Support - CPAP mask at cost up to \$300 (every two years). CPAP supplies up to \$150 per year (tubes/filters/water chambers). Activation fee at cost. No coverage for head gear, pillows, wipes, or distilled water.	Y	N*
	Hospital beds (new)	Hospital beds – \$1,500 max. (one time)	Y	Y
	Walker/Rollator \$175 purchase \$15/month ongoing	Walker/Rollator (if not covered by ADP**) \$200 max. \$25/month max. ongoing	Y	N*
	Wheelchair, Scooter (new)	Wheelchair, Scooter –\$750 max. or at discretion of supervisor on a case by case basis. For clients with mobility or other health-related challenges who do not qualify for ADP** funding.	Y	Y
	Lifeline \$250 initial installation \$30/month ongoing	Lifeline – at cost with medical verification	Y	Y
Residential / Household Items	Fire or Flood (if no content insurance for replacement or clothing)	Fire or Flood (if no content insurance for replacement or clothing)	Y	Y
	Single - \$500 Couple - \$800 Family - \$1200	Single - \$500 Couple - \$800 Family - \$1200		
	Fridge or Stove – \$150 each max.	Fridge or Stove – \$300 each max.	Y	Y
	Cost of Mattress (due to move if previously considered homeless)	Cost of Mattress (due to move if previously considered homeless)	Y	Y

	or for medical condition) - \$500 max.	or for medical condition) - \$500 max.		
	Bed Bugs or other infestations for health purposes (new)	Bed Bugs or other infestations for health purposes – \$750 max. Eradication services expected to be covered by landlord (for rental units). Coverage may be provided for mattress covers, cleaning supplies, laundering. May include eradication services (for homeowners).	Y	Y
	Grocery authorizations (up to 3 times per year based on need) (new)	Grocery authorizations (up to 3 times per year based on need) Single - \$50 Couple - \$75 Families - \$100	Y	N
Infant / Child Related Items	Breast Pump - \$225 (for medical reasons, supported by physician or health practitioner)	Breast Pump - \$225 max. (for medical reasons, supported by physician or health practitioner)	Y	Y
	Car Seats (for first child or expired car seat) - \$150 max.	Car Seats (for first child or expired car seat) - \$200 max.	Y	Y
	Crib (for first child) or a Junior bed - \$150 max	Crib (for first child) or a Junior bed - \$200 max.	Y	Y
	Crib Mattress or Junior Mattress - \$50 max	Crib Mattress or Junior Mattress - \$100 max.	Y	Y
Other	Limitations to Participation letter - actual cost to complete	Limitations to Participation letter and other medical forms (required for Ontario Works) – actual cost to complete	Y	N
	Identification Replacement – actual cost to replace birth certificate	Identification Replacement – actual cost to replace birth certificate	Y	Y

*covered under Mandatory Special Necessities (MSN) as recommended by physician

**Assistive Devices Program (ADP)

Note: Ontario Regulation 134/98 provides authority for the Ontario Works Administrator (i.e. Director) to consider additional items or amounts not included in the chart above, provided that these items or amounts meet the requirements set out in the Regulation and related Ontario Works Directives. These requests will be considered on a case by case basis. The Income & Support Services Manager and Income Support Supervisor have the delegated authority to approve these requests.



Committee Report

To: Warden Mitch Twolan
Members of the Human Services Committee

From: Christine MacDonald
Director of Human Services

Date: November 5, 2020

Re: Q3 Bruce County Community Housing Registry Waitlist Update

Staff Recommendation:

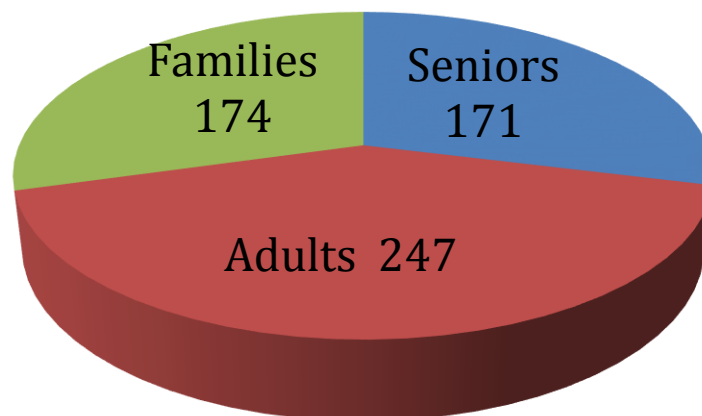
The Q3 Bruce County Community Housing Registry Waitlist Update is for information.

Background:

The Bruce County Housing Registry waitlist for the period January 1, 2020 to September 30, 2020 is included. There are currently 592 applicants on the waitlist: 556 rent-geared-to-income (RGI), and 36 market rent applications. There are 174 families, 247 adults, and 171 senior applications on the waitlist.

There have been 69 applicants housed between January 1, 2020 and September 30, 2020. Twenty (20) applicants were housing in Q3.

Waitlist Application Breakdown (September 2020)

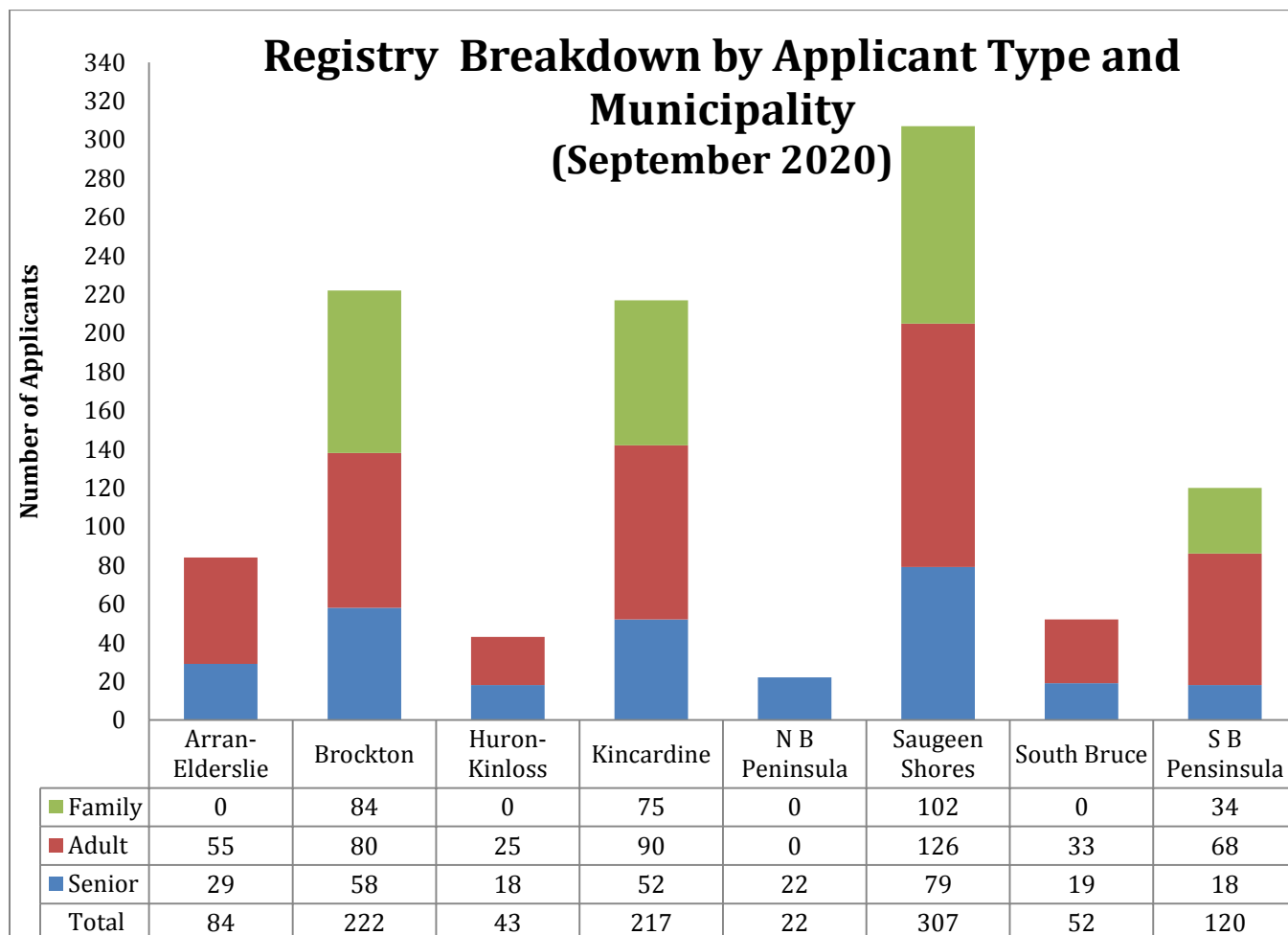


Total Waitlist
592

556 RGI
36 Market

Below is the year to year comparison between 2019 and 2020

	As of September 30, 2019	As of September 30, 2020	Variance in Number of Households (Year over Year)	Percentage Increase in Number of Households (Year over Year)
Total applicants	569	592	23	4.04%
RGI applicants	533	556	23	4.32%
Market applicants	36	36	0	0%
Families	160	174	14	8.75%
Adults	241	247	6	2.49%
Seniors	168	171	3	1.79%



Staff work diligently to ensure units are offered in a timely manner. Covid-19 restrictions has increased the amount of time it takes to prepare units for occupancy.

Financial/Staffing/Legal/IT Considerations:

There are no specific financial/staffing/legal/IT considerations with this report.

Interdepartmental Consultation:

There was no specific interdepartmental consultation with regard to this report.

Link to Strategic Goals and Elements:

Although there is no specific link to the Strategic Goals and Elements, the coordinated management of the Bruce County Community Housing Registry and the placement of households is in keeping with our strategic values of efficient, coordinated governance and a high quality of life for all residents.

Report Author:

Tania Dickson, Housing Services Manager

Departmental Approval:

Christine MacDonald
Director, Human Services

Approved for Submission:

Sandra Datars Bere
Chief Administrative Officer



Committee Report

To: Warden Mitch Twolan
Members of the Human Services Committee

From: Christine MacDonald
Director of Human Services

Date: November 5, 2020

Re: Q3 Child Care and Fee Subsidy Report

Staff Recommendation:

The Q3 Licensed Child Care and Fee Subsidy report is for information.

Background:

The Bruce County Child Care Fee Subsidy Program supports families in locating and accessing affordable childcare throughout the County.

OneList Child Care Registry

In an effort to better track, monitor and respond to local system pressures, Bruce County uses OneList, an online child care registration system, to allow families to locate, register and apply for childcare in licensed child care programs. In turn, the system's data provides County staff with a snapshot of information, quantifying child care needs in each demographic area by municipality.

Pending the gradual re-opening of licensed child care centres at the end of Q2, families were encouraged to apply for child care using Bruce County's OneList system.

As such, the number of active child applications has increased by 60 as compared to Q1, with significant increases noted in the municipalities of Arran Elderslie and Brockton.

Applicants Municipality	Number of Active Child Applications
Arran Elderslie	131
Brockton	162
Huron Kinloss	55
Kincardine	278
North Bruce Peninsula	11
Saugeen Shores	374
South Bruce	39
South Bruce Peninsula	50
Grey County	46
Huron County	16
Wellington County	1
Other	12
Total	1175

Fee Subsidy

For eligible families, child care fee subsidy is available with priority given to families with income levels lower than \$40,000 per annum.

As at Q3, the average monthly number of children served in Bruce County's fee subsidy program was 182, representing a decrease of 150 as compared to Q1.

The closure of child care centres from mid-March 2020 until the end of June 2020, along with the gradual re-opening of child care programs over the summer, has impacted (reduced) the average number of children served to date.

Age Group	Average monthly # of children Served (Fee Subsidy and OW)
Infants	8
Toddler	31
Preschool	58
JK	24
SK	19
School Age	42
Total	182

Financial/Staffing/Legal/IT Considerations:

Staff monitor subsidy and eligibility closely to ensure compliance. Expenditures are forecasted monthly to ensure participant fee allocations do not exceed the annual budget.

The revenue received from the province and budgeted for the purpose of fee subsidy will be under review as part of the funding reconciliation with the Ministry of Education for the mandatory closure period, emergency child care period and re-opening period.

There are no staffing, legal or IT considerations associated with this report.

Interdepartmental Consultation:

There was no specific interdepartmental consultation required for this report.

Link to Strategic Goals and Elements:

Although there is no specific link to the Strategic Goals and Elements, the coordinated management of the Bruce County Child Care and Fee Subsidy Program is in keeping with our strategic values of efficient, coordinated governance and client centric focus and is in alignment with the Child Care & Early Years' Service System Plan: 2019-2024.

Report Author:

Tina Metcalfe
Children's Services Manager

Departmental Approval:

Christine MacDonald
Director, Human Services

Approved for submission:

Sandra Datars Bere
Chief Administrative Officer

Committee Report

To: Warden Mitch Twolan
Members of the Human Services Committee

From: Christine MacDonald
Director of Human Services

Date: November 5, 2020

Re: Q3 - Income and Support Services Update

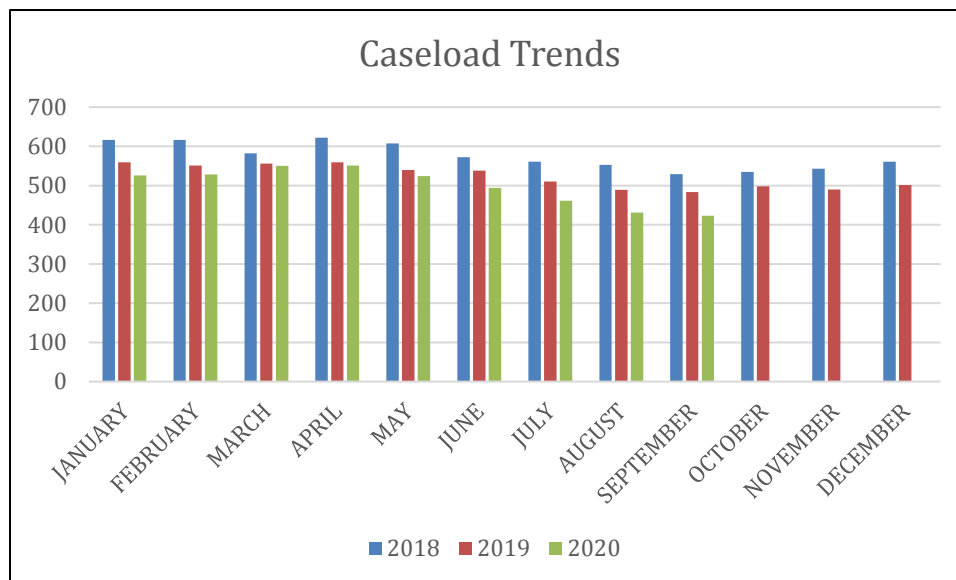
Staff Recommendation:

The Q3 Income and Support Services Update Report is for information.

Background:

Income Supports

The Ontario Works caseload for January 1, 2020 to September 30, 2020 is an average of 499 households per month. This represents a 6% decrease compared to the same time in 2019.



COVID-19 Ontario Works Response

The Ontario Works caseload decrease will be in part due to federal financial supports that were put in place in response to COVID-19 such as the Canada Emergency Response Benefit (CERB). At the time of writing this report there is no data available to confirm the specific

impact that CERB has had locally. There is potential that there may be a caseload increase as the federal benefits change and/or come to an end.

Social Assistance Modernization and Client Supports

In Q3, staff began planning for the implementation of Electronic Data Management (EDM). EDM is part of the Ministry of Children, Community and Social Services (MCCSS) strategy to modernize Social Assistance and is aligned with the Human Services Department's 2020 and 2021 business plans. EDM allows for all active client master files and new incoming documents to be managed and retrieved digitally, resulting in reduced administrative processes and more efficient service for social assistance recipients. Implementation is anticipated to take place in Bruce County in Q1 of 2021 as part of a provincial Wave 3.

Client support and programming continued in Q3, with a range of online opportunities provided through community partners. Staff also continued to promote the Reloadable Payment Card (RPC), MyBenefits, and the Employment Readiness Scale (ERS) tool.

Due to COVID-19, the transition phase of the provincial [Transforming Ontario Employment Services](#) plan was extended to December 2020 with full implementation by January 2021 in the prototype areas of Hamilton-Niagara Peninsula, Muskoka- Kawartha, and Peel Region. The target for province-wide implementation is 2022/2023. Bruce County, Grey County, Huron County, and Perth County fall within the Stratford Bruce-Peninsula Economic Region. County staff will continue to collaborate as more information becomes known.

Eligibility Review Process

The Eligibility Verification Process (EVP) is the risk-based case audit process to ensure that client eligibility for Ontario Works is based on accurate financial and personal information. EVP activities were temporarily placed on hold due to COVID-19. Beginning in Q3, Bruce County voluntarily resumed EVP activities in response to an invitation sent by MCCSS.

Financial/Staffing/Legal/IT Considerations:

There are no financial, staffing, legal or IT considerations associated with this report.

Interdepartmental Consultation:

There was no specific interdepartmental consultation regarding this report.

Link to Strategic Goals and Elements:

Goal #3 - Find creative ways to engage our public

Goal #6 - Explore alternate options to improve efficiency and service

Report Author:

Carla Meili,
Income and Support Services Manager

Departmental Approval:

Christine MacDonald,
Director, Human Services

Approved for Submission:

Sandra Datars Bere
Chief Administrative Officer