



DTSSAB

COMMUNITY CONNECTIONS - MARCH 2007

Message from the Chair

2006 was a very interesting year for the DTSSAB. The DTSSAB faced several program changes and funding challenges in numerous areas and the Board and staff have all worked very hard to try and ensure that these changes were as transparent as possible to our clients.

In 2006, the DTSSAB members were able to keep the amount billed to the municipalities at the same level as in 2005 and in addition, provided a refund in the amount of approximately 4% while maintaining or exceeding the same level of service as provided in the past.

In 2006, agencies that submitted proposals that met the National Child Benefit (NCB) criteria were prioritized in light of the funding available. The NCB criteria are outlined on our website www.dtssab.com. In 2006, the DTSSAB distributed a total of \$126,000.00 between different agencies, including:

- Canadian Red Cross
- Centre pour enfants Timiskaming Child Care
- Centre de santé communautaire du Témiskaming
- Kirkland Lake Salvation Army Community Church Family Services and Food Bank
- Salvation Army Tri Town Community Church Family Services and Food Bank
- Timiskaming Child and Family Services
- Timiskaming Health Unit

The DTSSAB once again partnered with the Canadian Mental Health Association by contributing approximately \$70,000 towards homelessness in the District. This program administered by CMHA has had great success in helping individuals throughout the District.

For 2007, the DTSSAB is anticipating an increase in the amounts billed to the municipalities as a result of costs increase in some areas while provincial funding continues to remain at the same level as for the past few years. The Province has indicated that they have increased the amount of the Ontario Municipal Partnership Fund provided to each municipality to account for these increases and therefore the impact of any increases by the DTSSAB should be offset by additional funds received by the municipalities from the province. This issue is currently being reviewed by the DTSSAB, along with other delivery agents across the North to ensure that this in fact is the case.

Despite facing funding restraints, the DTSSAB continues to deliver top-notch programs throughout the District of Timiskaming. You can be assured that the DTSSAB members and staff are committed to continue providing excellent programs to the residents of the District of Timiskaming.

<http://www.dtssab.com>

Our web site is designed to provide the public and our partners with information on the DTSSAB's programs and services.

Additionally, our site provides links and information on other agencies - check us out!

To get your organization "linked" contact the IM/IT Manager at 647-7447 ext. 223.

Awareness Days

MARCH

Learning Disabilities Awareness Month

Social Work Week
(Mar 04 – 10)

Daffodil Days
(Mar 30 – Apr 02)

World Poetry Day (Mar 21)

APRIL

Records Management Month

National Wildlife Week
(Apr 01 – 07)

National Volunteer Week
(Apr 22 – 28)

Allergy Awareness Week
(Apr 22 – 28)

Equality Day (Apr 17)

Earth Day (Apr 21)

MAY

Cystic Fibrosis Month

Business Continuity Week
(May 06 – 12)

Emergency Preparedness Week
(May 06 – 16)

Emergency Medical Services Week (May 20 – 26)

National Road Safety Week
(May 20 – 26)

Ontario Works Program - New Initiatives

Outcomes Based Funding Model

The Provincial Government has adopted a results-based approach to meeting the needs and priorities of the residents of Ontario, focused on accountability for outcomes. Building on feedback from stakeholders, service managers and clients, the new vision of social assistance is: *“A simplified, streamlined social assistance system that treats our most vulnerable with fairness and dignity, and provides effective, integrated employment supports to help them prepare for, find and keep jobs.”*

A key step is to strengthen employment services for Ontario Works participants by linking funding for Ontario Works employment assistance to employment outcomes. 2006 and 2007 have been marked as transition years for all delivery agents across the province. This allows us the time that we need to ensure that reasonable targets are established based on local economic and systemic factors.

In 2004, the Ministry of Community and Social Services introduced three outcomes, including - increased exits to employment, increased earnings, and increased employability. These outcomes were determined using guiding principals to ensure the following:

- ✓ Flexibility
- ✓ Participant and employment focused
- ✓ Supports of a full range of quality employment services and continuum of supports
- ✓ Simple, practical, measurable, accountable
- ✓ Recognize unique roles and collective responsibilities of the province, municipalities and local communities
- ✓ Build on best practices and innovation

A core set of outcomes and measures and their link to funding are consistent with three key themes, which include: directing the right kind of support to people to help them prepare for and find jobs, helping people improve the quality of their jobs, and helping people find and keep jobs.

Improving Employment Outcomes for Ontario Disability Support Program's Non-Disabled Spouses and Dependant Adults

Effective April 1, 2006, regulatory changes introduced employment requirements for Ontario Disability Support Program (ODSP) non-disabled spouses, consistent with requirements for dependent adults.

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Remember

Changes take time!

Small changes are more likely to become a habit!

Every change counts!

Ontario Works Program-New Initiatives

Improving Employment Outcomes for Ontario Disability Support Program's Non-Disabled Spouses and Dependant Adults

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As a condition of eligibility, dependent adults and non-disabled spouses without care-giving responsibilities in the ODSP benefit unit are expected to comply with employment assistance requirements unless they meet the criteria for non-referral.

Dependent Adults receiving assistance from the ODSP have had participation requirements since the implementation of Ontario Works (OW) and the Ontario Disability Support Program. Over the years, both programs have worked in collaboration to establish strong working relations and sound joint policies with respect to the referral of Dependent Adults to Ontario Works.

In 2006, a joint plan was developed by OW and ODSP Management, to build upon existing protocols, capacity, and linkages in order to continue to promote seamless services to our clients. This will be accomplished by identifying referral priorities and communication/marketing, and issues management opportunities. Meetings are held on a quarterly basis to discuss progress in the referral process, and other issues as identified. Marketing materials have been developed by OW for the ODSP staff in an effort to introduce the Ontario Works Program in a positive fashion.

As this initiative progresses, we will see more Dependant Adults and Non-Disabled Spouses without care-giving responsibilities who are currently ODSP participants, referred to OW for employment supports.

Points to Ponder

A moment's insight is sometimes worth a life's experience.
Oliver Wendell Holmes

The only limitations in life are the limitations you put on yourself... *Joel McCord*

Our kindness may be the most persuasive argument for that which we believe. *Gordon B. Hinckley*

Do the right thing. It will gratify some people and astonish the rest. *Mark Twain*

DTSSAB Offices

Kirkland Lake

- Child Care Program
- Emergency Medical Services
- Ontario Works Program

PO Box 310, 29 Duncan Ave. N
Kirkland Lake ON P2N 3H7

Phone: (705) 567-9366

(888) 544-5555

Fax: (705) 567-9492

- Emergency Medical Services
– Kirkland Lake Base

Phone: (705) 568-2223

Fax: (705) 568-8846

Englehart

- Social Housing Program

PO Box 907, 65 Sixth Avenue
Englehart ON P0J 1H0

Phone: (705) 544-2334

(800) 661-1338

Fax: (705) 544-8758

- Emergency Medical Services
–Englehart Base

Phone: (705) 544-5217 ext. 5399

Fax: (705) 544-5222

Temiskaming Shores

- Administrative Services
- Best Start Initiative
- Child Care Program
- Information Management/
Information Technology
- Ontario Works Program

PO Box 6006, 290 Armstrong Street
New Liskeard ON P0J 1P0

Phone: (705) 647-7447

(800) 627-2944

Fax: (705) 647-5267

- Emergency Medical Services
–Temiskaming Shores Base

Phone: (705) 672-2626

Fax: (705) 672-3244

Social Housing Program

- 2006 Review

2006 was a fairly consistent year for the Social Housing Program (SHP). The SHP continues to transform and adapt to our new administrative duties brought about by the Social Housing Reform Act.

Housing Activities

The Central Waiting List trends remained steady in 2006, receiving 276 new applications; 42% of which were for single units, 34% were for seniors, while 24% were for family units.

Sixty-six percent (66%) of these applicants fell into the high need category, of which 51% were seniors, 32% were households with no dependants and 17% were family households.

At the end of 2006, there were 263 households on the Central Waiting List, comprising of 436 household members. The Temiskaming Shores area continues to have the highest demand for Rent Geared to Income (RGI) Housing with approximately 64% of the total applications being for that area. Kirkland Lake follows with 14% of the applicants, and Englehart with 10%. Cobalt, Earlton, Elk Lake and Larder Lake have 1 to 5% of the total active applications.

The estimated wait time for units in Temiskaming Shores is 3 years. Kirkland Lake is the next highest area in demand with approximately 14% of the total applications; however, because there are a greater number of units in that municipality the waiting time is considerably lower at an average wait of 2 months. The average waiting periods for all other areas range from approximately 2 years (Englehart) to 2 months (Elk Lake, Cobalt, Earlton, Larder Lake).

Currently the vacancy rates for the Public Housing Projects (DTSSAB owned) are fairly low in all areas. The highest vacancy rates are in Elk Lake (22%) and Earlton (22%), while the lowest vacancy rates are in New Liskeard, Haileybury, Englehart, Cobalt and Larder Lake with 0 – 1%. Kirkland Lake has a high turnover rate, and therefore a vacancy rate of 44%, but unlike Elk Lake the units are filled more quickly because of a larger waiting list and greater demand.

DTSSAB 2007 Board Members

Name	Representative Of
Al French, Chair	Kirkland Lake
Norm Menard, Vice-Chair	Unincorporated South
Dan Cote	Hudson, Kerns, Latchford, Coleman, Cobalt, Harris
Bill Enouy	Kirkland Lake
Arla West	Armstrong, Dack, Hilliardton, Brethour, Casey, James, Matachewan, Thornloe, Harley
Bob Hobbs	Temiskaming Shores
Nina Wallace	Englehart, McGarry, Larder Lake, Gauthier, Chamberlain, Charlton, Evanturel
Judy Pace	Temiskaming Shores
Jim Whipple	Unincorporated North

Board Meetings

The DTSSAB Board meetings are usually held twice per month:

- ✓ Second Thursday of each month at 5:30 p.m.
- ✓ Fourth Wednesday of each month at 5:30 p.m.

The meetings are open to the public and any meetings cancelled are posted on the DTSSAB website at www.dtssab.com.

To arrange to make a presentation to the Board, please contact Eddie Alton, CAO one week in advance of the meeting.

Phone:
(705) 647-7447 ext. 222

Fax:
(705) 647-8983

Email:
edalton@dtssab.com

Emergency Medical Services (EMS) Program Update

2006 marked the second year of operation for the direct delivery of the District-wide Emergency Medical Services (EMS) program.

Ambulance Call Activities

Emergency calls made up over 60% of the call volume, which also included assignments aimed at providing balanced emergency coverage otherwise known as standby calls. The remaining 40% of call volume was comprised of non-urgent calls, which are mostly patient transfers between medical and long-term care facilities. Compared to the first year of operation, ambulance calls increased marginally for the Kirkland Lake ambulance base, while a slight decrease was observed for the Temiskaming Shores ambulance base.

In 2006 - 6478 calls were recorded.

	Non-Emergency	Emergency	Total
Kirkland Lake	1336	1469	2805
Englehart	493	902	1395
Temiskaming Shores	652	1626	2278
			6478

In 2005 - 6395 calls were recorded.

	Non-Emergency	Emergency	Total
Kirkland Lake	1386	1217	2658
Englehart	411	826	1237
Temiskaming Shores	883	1617	2500
			6395

The introduction of a cat scan at the Temiskaming Hospital has resulted in some minor effects on call volumes. A slight reduction in out-of-town patient transfers is noticed, but at the same time a slight increase in patient transports from Kirkland Lake to the Temiskaming Hospital has also been noted. The Englehart base has also seen a small increase as a result of this bases' continued key role in patient movement and District emergency coverage.

Ambulance Response Times

The EMS program monitors response times to emergencies as part of its continuing efforts to meet or improve upon provincial response time standards. We look forward to further improvements in 2007 as we move into new facilities in Englehart.

	Provincial Standard	2005	2006	Improvement
Kirkland Lake	21.56	17.30	17.00	4.56
Englehart	30.00	28.18	28.00	2.00
Temiskaming Shores	15.52	14.89	14.00	1.52
NOTE: figures are in minutes				

EMS Community Activities

The DTSSAB again displayed its newest Ambulances along with numerous other public service agencies, police and fire services at the Emergency Preparedness Information Days held in the Cobalt Arena May 10th and the Haileybury Arena May 12th. The displays were well attended by numerous interested residents in addition to large numbers of school children bussed in for the occasion. The DTSSAB looks forward to these open displays and welcomes whatever questions and suggestions public and school children may have.

The EMS program actively participated in a Mock Disaster Drill held June 17th in Temiskaming Shores. Simulated patients were prepared by EMS and a realistic accident scene was created with the help of ONR. Temiskaming Shores Fire Services and OPP helped to secure the scene and assist with patients, while EMS transported patients to the Temiskaming Hospital where staff were ready and waiting for an influx of injured patients. Mock scenarios help to hone skills and test response to real emergencies. This mock scenario proved to be a true learning experience for everyone involved and helped to define the emergency planning process for the city.

As in previous years, the EMS program provided on-site standby emergency coverage for special community events. This past year EMS staff was present at sanctioned snowmobile races in both Kirkland Lake and New Liskeard; as well as, providing event coverage during the Bikers' Reunion Stunt Show in 2006. EMS Paramedics are always willing to offer their valuable life saving skills and to help make community events both safe and successful.

New Ambulance Base in Englehart

In 2007, DTSSAB is looking forward to moving the EMS Englehart Base into new facilities for the Englehart Paramedics early in the year. The Englehart and District Hospital has worked closely with the DTSSAB to build much needed facilities. The new base includes improved garage spaces for three ambulances; with improved crew quarters including sleeping quarters for out of town staff, and the added availability of kitchen and shower facilities. This new EMS base will greatly improve staff morale and help to improve emergency response times, as well as centralizing some EMS operational needs. The official opening is expected this summer.

The EMS Program is committed to providing quality patient care to the residents and visitors of the District and looks forward to 2007.

Social Housing Program - New Initiatives

New Residential Tenancies Act, 2006

On January 1, 2007, the new *Residential Tenancies Act, 2006* came into force. This new *Act* replaced the former *Tenant Protection Act* and was designed to reflect the government's commitment to restore fairness and balance to the rental housing system.

Features of the new legislation are:

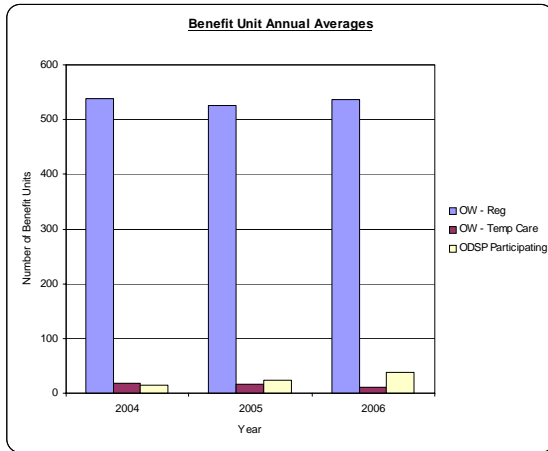
- 1. Better Protection for Tenants**
 - Better Ontario Rental Housing Tribunal Processes
 - Protection from excessive above guideline increases
 - Utilities – Fair treatment for tenants
 - Smart Meters – Conserving energy and protecting tenants
 - Protection from rent increases when there are outstanding maintenance issues
 - Protection for mobile home tenants
 - Protection for care home residents
- 2. Better Protection for Landlords**
 - Protection from tenants who cause willful and excessive damage
 - Lower fees
 - Fair interest rates on rent deposits
- 3. Healthy Investment Climate**
 - Exemptions from proposed legislation
 - Market rent for vacant units
 - Transparent calculation for annual rent increase guideline
 - More flexibility to discount rents

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Ontario Works (OW) Program - 2006 Review

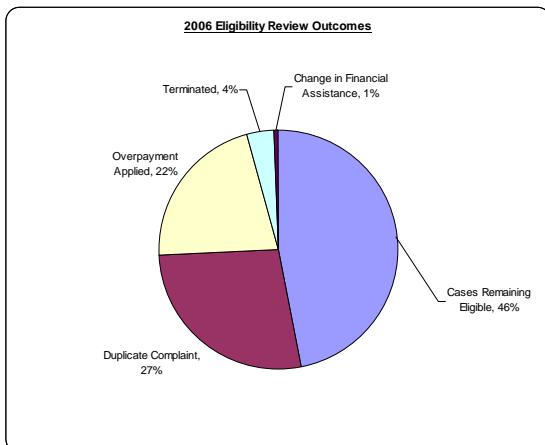
Active Benefit Units - Annual Summary

Benefit Unit Type	2004	2005	2006	3 Year Avg
OW - Reg	538	525	537	534
OW - Temp Care	18	16	10	15
ODSP Participating	15	23	38	26
Total Average	571	565	585	574



Eligibility Review Summary - 2006

# of Benefit Units	
Eligibility Review Cases Cleared	170
# of Benefit Units	
Outcome Type	Units
Cases Remaining Eligible	80
Duplicate Complaint	46
Overpayment Applied	37
Terminated	6
Change in Financial Assistance	1
Total	163



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Social Housing Program

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Affordable Housing Program

On April 20, 2005, the Federal and Provincial Governments signed a new Canada-Ontario Affordable Housing Agreement. Under this commitment, the Federal, Provincial and Municipal Governments will invest at least \$734 million through the Canada Affordable Housing Program (AHP). In total, the program will help 20,000 Ontario households by 2010.

The AHP is comprised of four components: Rental and Supportive, Rent Supplement / Housing Allowance, Northern Housing and Homeownership. The DTSSAB will be participating in two of these four programs.

Rent Supplement / Housing Allowance Program

The Rent Supplement/Housing Allowance Program is a component of the Affordable Housing Program.

The Program was developed as an exceptional, interim measure to enable Service Managers to respond immediately to requests by low-income households for affordable housing by creating affordable rental housing in rental markets with high vacancy rates. A "housing allowance" is a supplement paid to the landlord on behalf of households in need of rental assistance. It is meant to help bridge the difference between the rent that a household can afford to pay and the actual market rent.

The DTSSAB has been allotted 10 units and a total of \$72,000 of funding for this program. The average Housing Allowance per month for DTSSAB is \$120.00.

Estimated start-up for this program is Spring 2007.

Northern Component

The Canada-Ontario Affordable Housing Program also has a Northern Housing Component with funding available to ten Northern

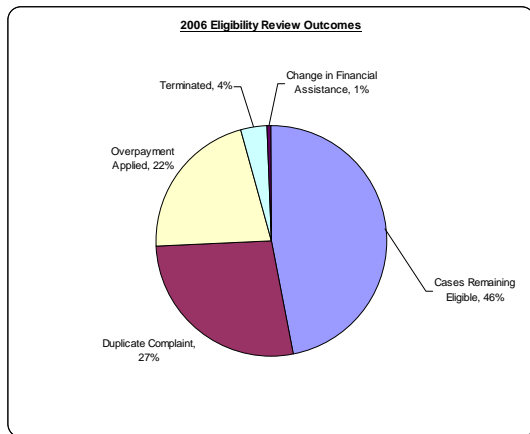
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Ontario Works Program

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Benefit Unit Composition - 2006

Number of Persons	Average
Adults	640
Dependent Adults	6
Children 0-8	200
Children 7-14	118
Children 13-18	65
Children 0-18	382
Benefit Unit Members	1028
Participants	636
Average Months on Assistance	20.75



2006 LEAP Summary

Average Monthly Number of Participants Enrolled in the LEAP Program	26
Number of Participants awarded the LEAP Incentive of \$500	2

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Social Housing Program

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Ontario Service Managers. The DTSSAB was granted an allocation of 40 units and \$800,000. Timiskaming District will dedicate a minimum of 5 units to families who have limited mobility issues, and requiring housing designed to accommodate mobility restrictions.

The Northern Housing Component of the Affordable Housing Program was developed to assist low to moderate-income homeowners to repair existing residences.

The objectives of the program are to:

- encourage the repair of modest and affordable ownership housing that is in danger of being lost from the housing stock in Northern Ontario;
- repair or rehabilitate dwellings to a minimum level of health, safety and building standards; and
- assist low income households requiring limited mobility modifications to upgrade/renovate dwellings to accommodate/improve accessibility.

This will be accomplished by providing on average, loans of up to \$20,000 per unit for the repair and rehabilitation of homes owned by low-income households. Loan forgiveness may be earned at 8% per year for the first 10 years and 2% per year for the remaining 10 years.

The program is set with parameters to meet an income target group. This program will target low-income individuals and families who have an income below the set Household Income Limits.

We are anticipating this program to become available Summer 2007.

Finance Update

The DTSSAB is pleased to announce that we have hired Dwight McTaggart as the new Director of Finance. Dwight was formerly employed by the Town of Larder Lake and brings with him numerous years of financial experience.

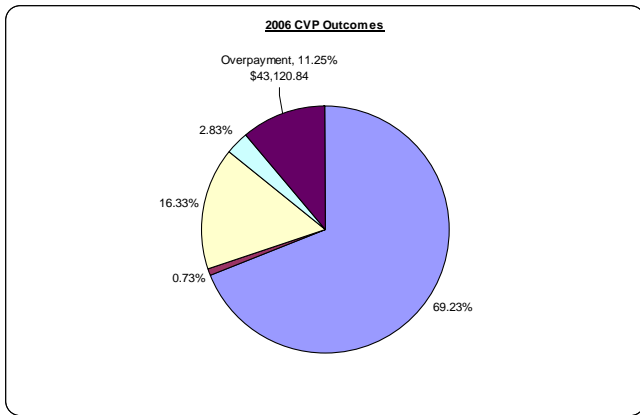
Ontario Works Program

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CVP Summary - 2006

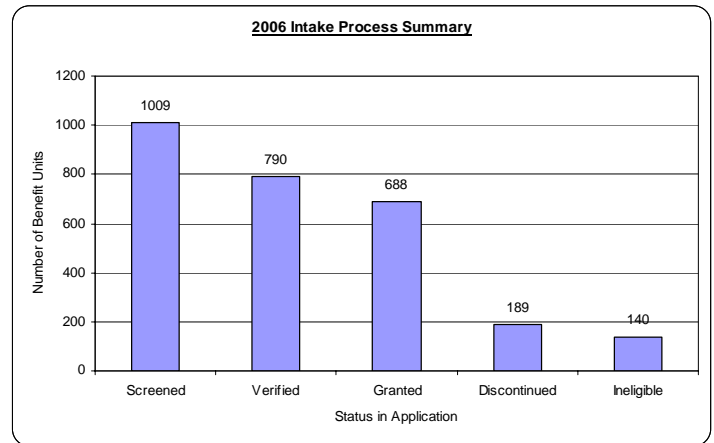
Performance	Completed Reviews
Baseline	252.00
Actual	315.00
Target	375.00
Note: The CVP Program achieved greater than 75% of the "target" amount. As a result we achieved 100% incentive funding.	
Review Outcomes	Average %*
No Change	69.23%
Change in Entitlement	0.73%
Terminated	16.33%
Arrears	2.83%
Overpayment	11.25%
Total Overpayment Amount	\$43,120.84

*percent amount may not total 100 due to rounding



2006 Intake Summary

Status	Benefit Units	Month Avg.
Screened	1009	84.08
Verified	790	65.83
Granted	688	57.33
Discontinued	189	15.75
Ineligible	140	11.67
Standards		Annual Avg.
Avg Days Screen/Verification		4.07
Avg Days to Determine Elig.		7.03

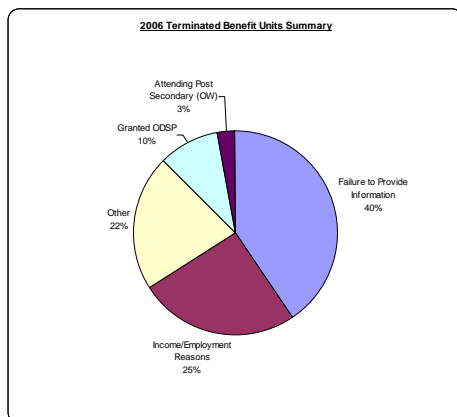


2006 Internal Reviews Summary

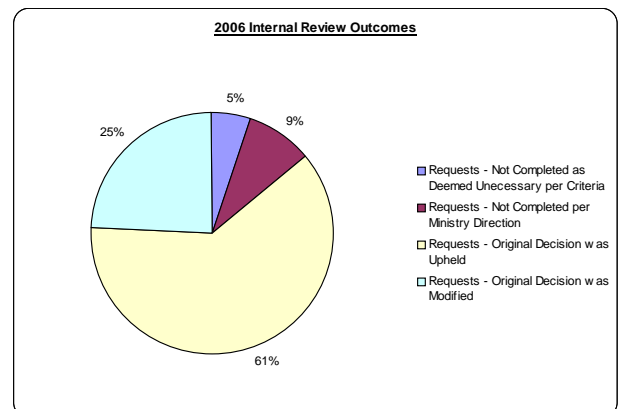
Factor	Total	Monthly Avg.
Requested	56	5
Requests - Not Completed as Deemed Unnecessary per Criteria	3	0
Requests - Not Completed per Ministry Direction	5	1
Requests - Original Decision was Upheld	35	3
Requests - Original Decision was Modified	14	1

Termination Performance - 2006

Termination Reason	Total
Failure to Provide Information	284
Income/Employment Reasons	179
Other	151
Granted ODSP	68
Attending Post Secondary (OW)	20
Total	702



2006 Internal Review Outcomes



Ontario Works Program

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Number of Participants Active in Employment Supports Activities

MONTH	Independent Job Search	Structured Job Search	Education	Job Specific Skills Training	Substance Abuse Recovery Program	Self Employment	Community Placement	Employment Placement	Literacy
JANUARY	373	14	16	4	12	5	38	2	8
FEBRUARY	405	17	19	4	11	5	39	2	9
MARCH	401	15	17	5	12	5	34	3	7
APRIL	394	13	10	5	12	3	33	4	7
MAY	394	13	6	5	12	2	33	4	8
JUNE	402	16	7	10	12	1	25	3	6
JULY**	406	15	10	9	13	1	22	5	6
AUGUST	411	14	13	7	13	0	20	8	6
SEPTEMBER	428	13	15	5	13	1	16	7	6
OCTOBER	419	12	13	6	11	1	13	5	4
NOVEMBER	437	9	13	2	11	2	13	4	3
DECEMBER	424	8	12	3	11	3	13	4	3
Average	408	13	13	5	12	2	25	4	6

** Employment Reports unavailable for July 2006. Numbers have been averaged

