
Community and Health Services Overview and Outlook

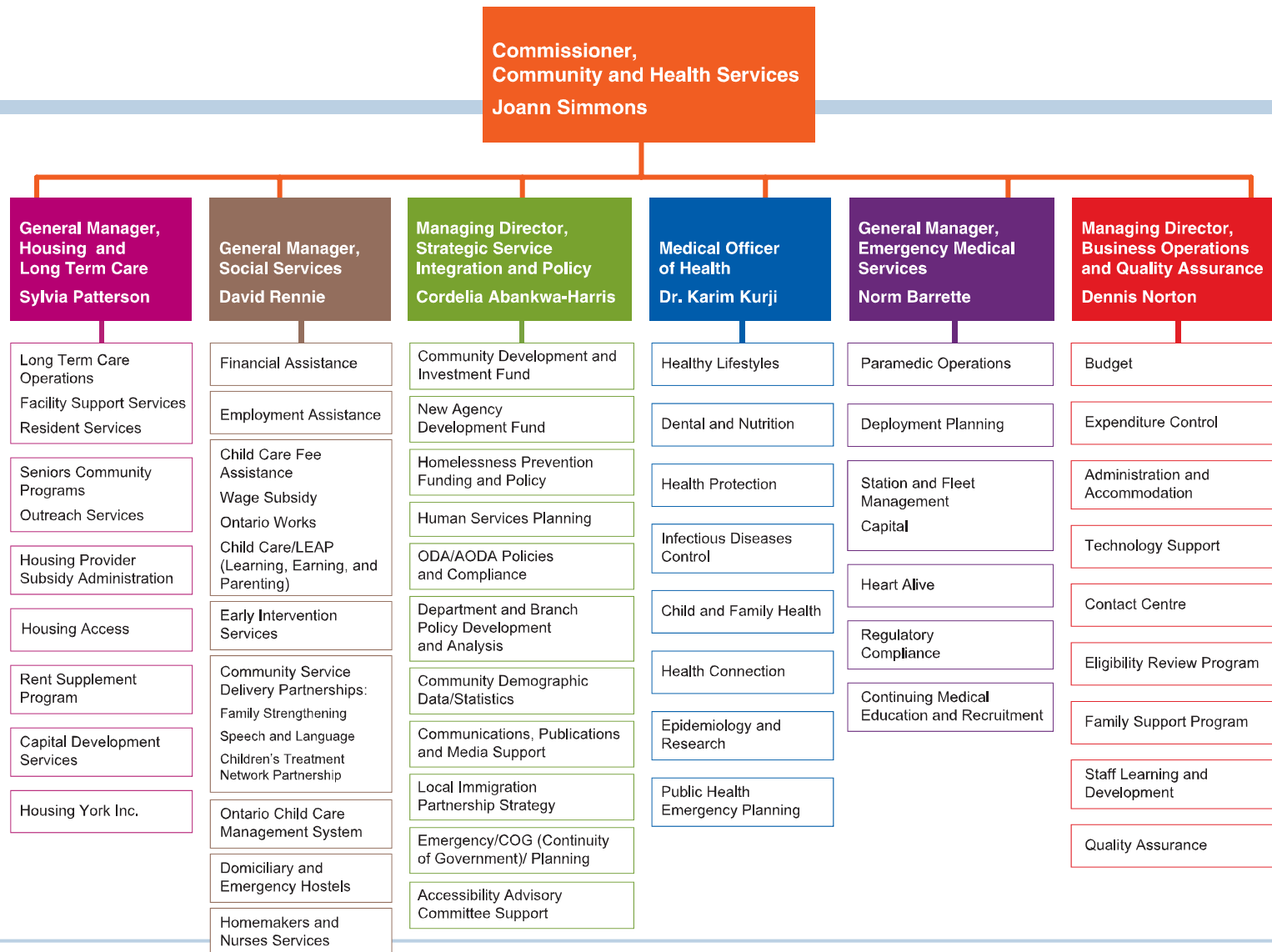
**Presentation to Community and
Health Services Committee**

**Joann Simmons
September 16, 2009**

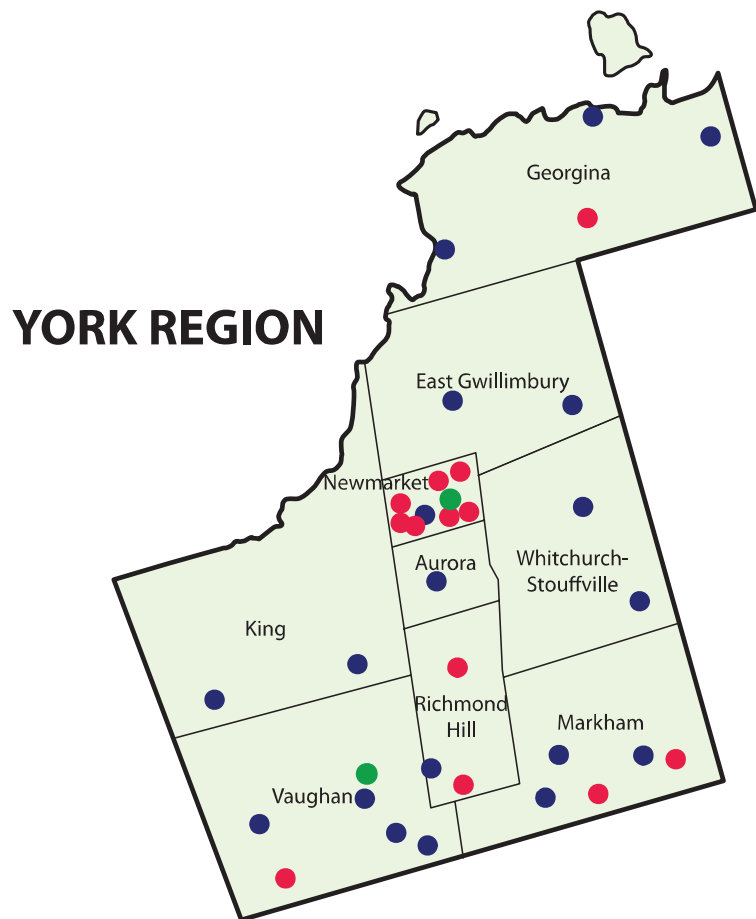
Overview

- ❑ Organization of Department
- ❑ Service Delivery
- ❑ Branch highlights 2009/2010
- ❑ Budget for 2009
- ❑ Future initiatives for Committee

Organization of the Community and Health Services Department



Service Delivery Locations



The Community and Health Services Department:

- Helps children and youth, families, adults and Seniors stay healthy and provides financial support to those in need.
- Deliver services from various locations throughout York Region.
- Purchases services from agencies that benefited approximately 50,000 residents in 2008.

Statutes that Impact Delivery of Service

Ambulance Act

Social Housing Reform Act

Residential Tenancies Act

Days Nursery Act

Coroners Act

Early Childhood Educators Act

Employment Standards Act

Ontario Human Rights Code

Homes for the Aged and Rest Homes Act

Highway Traffic Act

Emergency Management and Civil Protection Act

Homes for Special Care Act

Ontario Works Act

Health Protection and Promotion Act

Health and Safety Act

Child and Family Services Act

Ontarians with Disabilities Act

Accessibility for Ontarians with Disabilities Act

Housing and Long Term Care Branch

2009 Highlights

- ❑ Obtained funding from the Central LHIN to deliver ACL services for seniors in Markham.
- ❑ Completed pandemic planning initiatives to mitigate potential organizational and service impacts.
- ❑ Created 15 new Convalescent Care Program beds (34 beds in total) and achieved an overall client satisfaction rating over 95%.
- ❑ New Social Housing and Shelter Services
 - ❑ Completed Leeder Place, a new emergency shelter for families in East Gwillimbury
 - ❑ Approval to expand Kingsview Court, 39 units
- ❑ Secured notional allocation of \$14.5 million in economic stimulus funding from the Federal and Provincial Governments to repair and renovate existing social housing.

Housing and Long Term Care Branch

Anticipated Priorities for 2010

- ❑ Implement Point of Care hardware and documentation software application to fully leverage technology in resident care.
- ❑ Complete organizational and strategic review of service delivery in Long Term Care.
- ❑ Develop strategic funding relationship with CLHIN to smoothly transition program relationships from the Province to the LHIN framework.
- ❑ Commence repair and renovation work on existing social housing units using notional allocation from Federal and Provincial economic stimulus funding-Social Housing Renovation & Retrofit Program (SHRRP).
- ❑ Commence construction of HYI development projects:
 - ❑ Kingsview Court expansion (King City) 39 units seniors apartment
 - ❑ Mapleglen Residence (Vaughan) 84 units seniors apartment

Social Services Branch

2009 Highlights

- ❑ Provided critical financial assistance services and employments supports to a monthly average of over 5,200 households, during a period of significant caseload growth related to the economic downturn.
- ❑ Closely monitored both anticipated Best Start Child Care funding reductions (expected after March 2010), and recommendations included in the Pascal Report on Early Learning released to the Province in May 2009.
- ❑ Implemented new emergency shelter stabilization funding.

Social Services

Anticipated Priorities for 2010

- ❑ Continue to monitor and manage caseload and service demand and impacts related to the economic downturn.
- ❑ Work closely with the Province, school boards, and the early learning and special needs community in the implementation of any provincially approved and directed strategies emerging from the Pascal Report on Early Learning in Ontario.
- ❑ Implement a transition/mitigation strategy as needed to manage service and funding impacts related to anticipated reductions in Best Start Funding.

Strategic Service Integration and Policy Branch

2009 Highlights

- ❑ Emergency Social Services coordinated the Department wide response to the Vaughan tornado.
- ❑ Launched the New Agency Development Fund.
- ❑ Confirmed expanded funding for the Local Immigration Partnership initiative.
- ❑ Managed communication and media support for H1N1 flu virus and Hepatitis A activity.
- ❑ Coordinated and implemented Early Investment Initiatives in response to the economic downturn.
- ❑ Coordinated Region's 2009 Accessibility Plan, (ODA).
- ❑ On behalf of the Region, work with the nine local food banks and school boards to enhance the 2009 York Region Thanksgiving Food Drive.

Strategic Service Integration and Policy Branch Anticipated Priorities for 2010

- ❑ Release of Community and Health Services Department Multi-Year Plan for 2010 – 2015.
- ❑ Update the Community Social Data web page.
- ❑ Begin Phase One of the Local Immigration Partnerships initiative.
- ❑ Continue with the expansion of the Regional Homelessness Prevention Program.
- ❑ Departmental and Corporate coordination of regulations under the AODA.
- ❑ Launch of Human Services Collaborative Body.

Public Health Branch 2009 Highlights

- ❑ Mass immunization clinics were held in response to potential Hepatitis A exposure.
- ❑ H1N1 flu virus - Responded to first wave, with continued preparation for second wave.

Public Health Branch

Anticipated Priorities for 2010

- Development of mandatory food handler certification program.
- Implementation of hospital and physician syndromic surveillance system.

Emergency Medical Services Branch

2009 Highlights

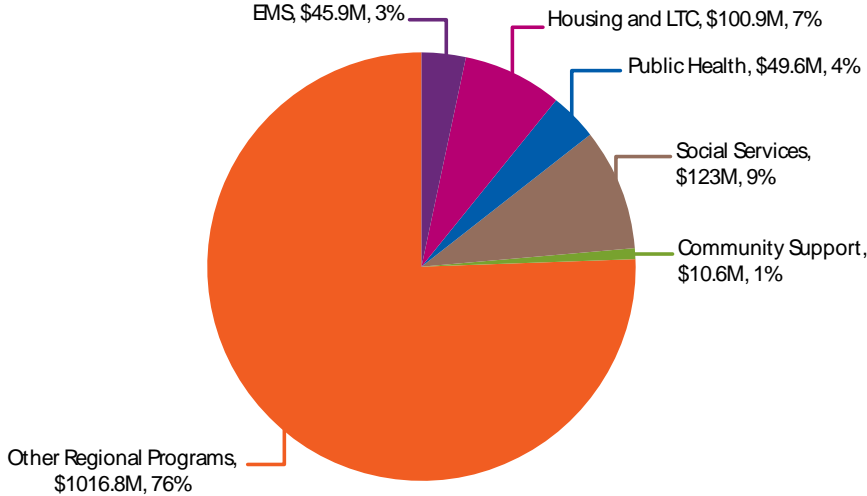
- ❑ Celebrated the 100th STEMI By-Pass case in York Region and our partnership with Southlake Regional Health Centre as co-participants in the STREAM International Clinical Trial.
- ❑ Successfully completed Ministry of Health and Long-Term Care recertification, with licence renewed to December 2012.
- ❑ Implemented Electronic Patient Care Record (ePCR) system.
- ❑ Implemented Public Access Defibrillator (PAD) program with funds from the Ontario Heart and Stroke Foundation of Ontario Restart a Heart, Restart a Life Campaign and Chase McEachern Tribute Fund.
- ❑ Implemented Incident Management Support Centre to support paramedics when a large scale event requires additional resources.

Emergency Medical Services Branch Anticipated Priorities for 2010

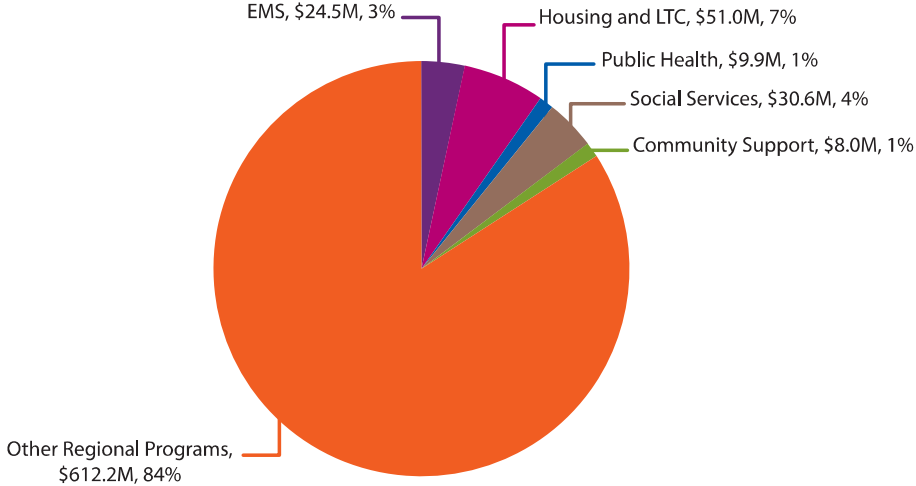
- ❑ Construction of Bales Operations Centre.
- ❑ Continuation of Dedicated Nurse in the Emergency Room pending provincial funding.
- ❑ Construction of Schomberg Paramedic Response Station to enhance the coverage in the extreme northwest of York Region.

Community and Health Services Department Operating Budgets, 2009

Gross Operating Budget, 2009
\$330.0M



Net Operating Budget, 2009
\$124.0M



Examples of Upcoming Initiatives for Committee's Consideration:

- ❑ York Region response to the Provincial Consultation on Affordable Housing Strategy
- ❑ Community Development and Investment Fund
- ❑ Accessible Customer Service Policy
- ❑ Update on the Local Immigration Partnership initiative
- ❑ Early Learning and Best Start Child Care Services Funding
- ❑ Mandatory Food Handler Certification
- ❑ Provincial Aging at Home Strategy in York Region