



Social Services

Mississippi Mills Council

Tuesday, February 7th, 2023

Emily Hollington, Director of Social Services



Service Manager

- In Ontario, core social services are delivered and co-funded by 47 Consolidated Municipal Service Managers (CMSMs or Service Managers)
- Services Managers are responsible to oversee systems planning and manage the delivery of human services including;
 - income and employment supports
 - community housing
 - homelessness services
 - child care and early years services
- Lanark County is the Service Manager for the County and the Town of Smiths Falls
- Ontario is the only jurisdiction in Canada where municipal government holds responsibility for social services
- Why are we set up this way?
 - People can access a variety of services from one place
 - Municipalities know their communities and services can be designed for specific community needs
 - Allows flexibility in service design (i.e. Lanark County vs. Toronto)
 - Service is planned and coordinated with local supports
 - Our clients remain at the centre of our design and delivery
- Report to Ministry of Education, Ministry of Children, Community and Social Services, and Ministry of Municipal Affairs and Housing

Social Services Department

- Comprised of four program areas:
 1. Children's Services
 2. Housing Services
 3. Ontario Works
 4. Community Support Services
- Approximately 60 full-time employees; caseworkers, clerks, maintenance, data analysis, early years specialist, management team
- Three offices; Perth, Smiths Falls, Carleton Place
- Strong relationship with the province; majority of programs and services offered are legislated / mandated
- Annual budget of approximately \$51.5 million



Vision

We envision a community where all people are respected and supported to live empowered and fulfilled lives.

Purpose

Our purpose is to provide guidance, support and resources to the people of Lanark County, to promote empowered and fulfilled lives.

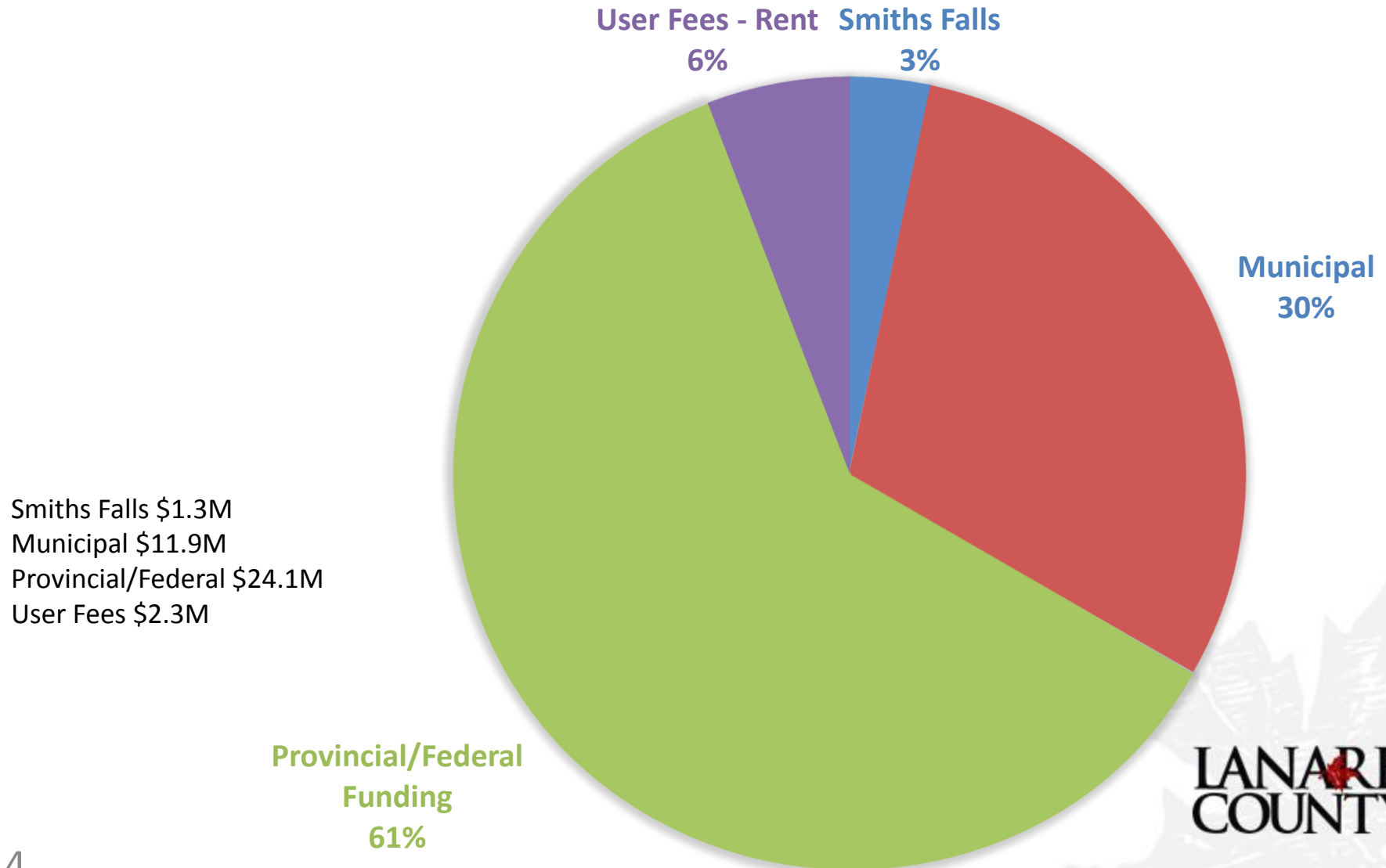
Values

- An inclusive community – Together we're better
- Compassion and appreciation – Everyone's story matters
- Collaboration and collective energy – Together we're stronger



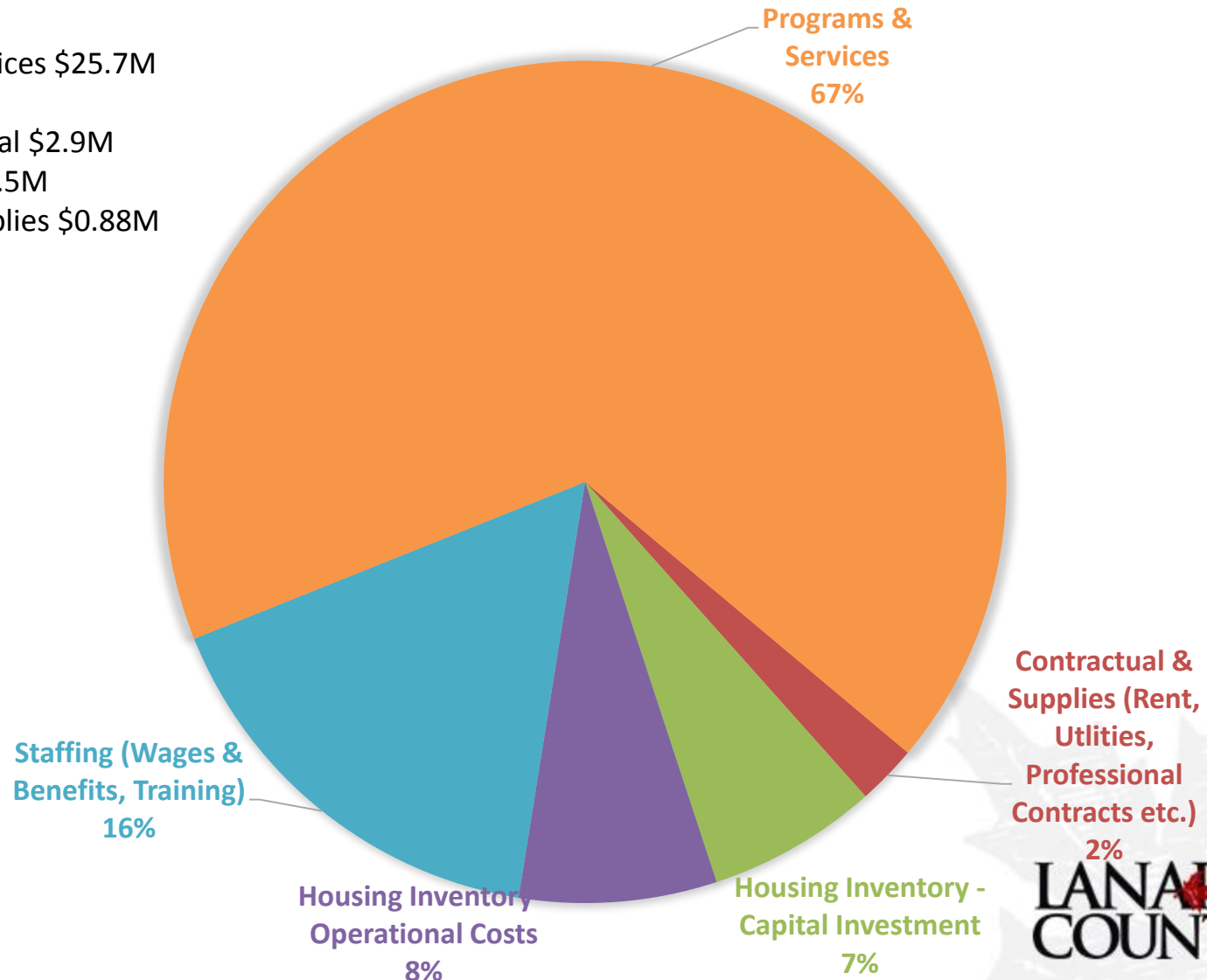
**LANARK
COUNTY**

2021 Revenue Sources



2021 Expenditures

Programs and Services \$25.7M
Staffing \$6.27M
Housing Operational \$2.9M
Housing Capital \$2.5M
Contractual & Supplies \$0.88M



Children's Services

Lanark County is the Service Manager for child care and early years; the County plans, coordinates, oversees, and funds (through provincial and federal transfers) this system.

Quality Child Care

- Oversee and fund licensed child care programs at 30 sites through third party agreements; support quality and safety of child care programs through site visits, training, system wide meetings, etc.
- Maintain contracts with two licensed home child care agencies, that support multiple home child care businesses
- Administer Child Care Fee Subsidy program for families that meet specified criteria
- Maintain Special Needs Resourcing Contract with Connect Well to support child care providers

Early Years Programming

Support, oversee and fund the EarlyOn Child and Family Center; contract with Children's Resources on Wheels (CROW)



Child Care System Capacity

Build capacity in service providers and ECE profession; governance, finance, operations, planning (example – expansion of Carleton Place child care centre)

**LANARK
COUNTY**

Children's Services

Canada Wide Early Learning and Child Care System

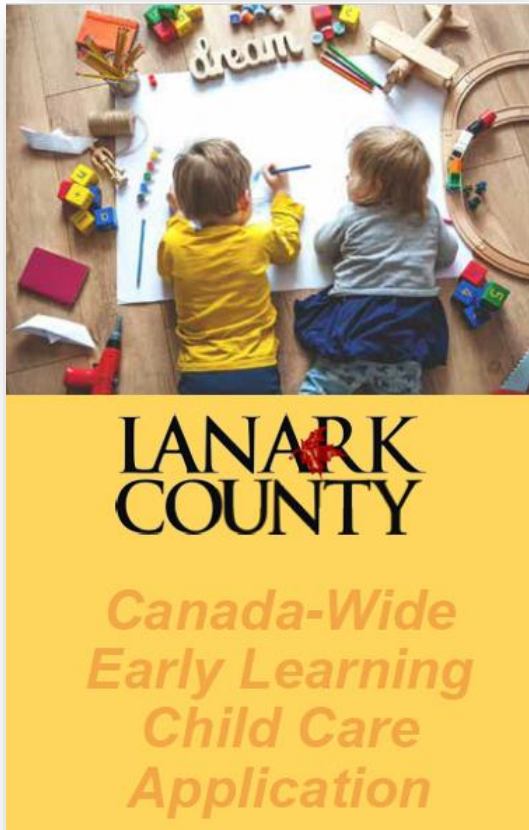
Responsible for implementation of the Canada Wide Early Learning and Child Care (CWELCC) System. 87% of Lanark's providers have opted into CWELCC. CWELCC will make child care more affordable and supports the ECE Workforce.

In 2022, all families with children under six, and children who turn six years before June 30, 2022, including those receiving fee subsidies, in participating licensed child care can expect to see a fee reduction of up to 25% (to a minimum of \$12 per day) retroactive April 1, 2022.

CWELCC also supports Registered Early Childhood Educator (RECE) staff who are low wage earners. Greater compensation will help achieve system growth and increase access to high quality licensed child care. Like other sectors, such as Long-Term Care, this sector is struggling immensely with staff shortages.

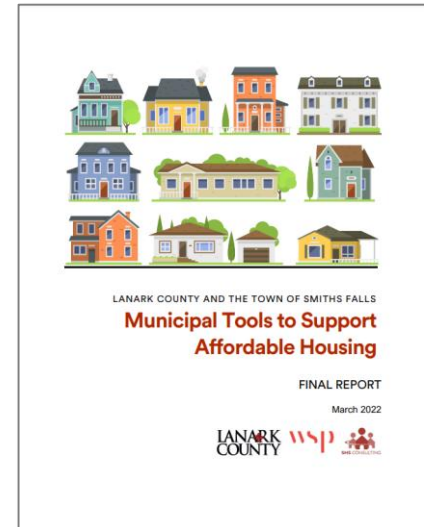
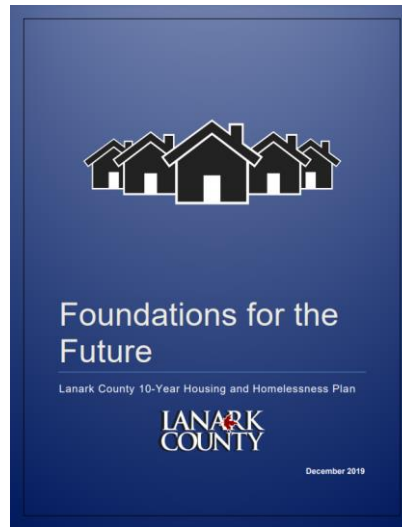
On January 1, 2023 parents will see a total reduction of 52.75% from the fees they paid on March 27, 2022.

By 2026 the cost of child care, at CWELCC approved sites in Lanark County, is set to be \$10/day.



Housing Services

Responsibility for managing and funding community housing was downloaded to municipalities in 2001 with introduction of the *Social Housing Reform Act* which has since been replaced with the *Housing Services Act*; the province remains heavily involved in housing setting guidelines, funding and requirements for Service Managers; legislated to maintain 771 Service Level Standards; 120 units added to Service Level Standards/Affordable Housing since 2018; Lanark County will reach its Service Level Standards for the first time ever this year.



Social Housing

Fund, administer and manage 512 social housing unit owned by Lanark County Housing Corporation; in these units rent is typically calculated at 30% of a tenant's income; this calculation is known as Rent Geared to Income (RGI); these units are heavily subsidized by municipal dollars.

Lanark County Housing Corporation (LCHC) is a separate entity from Lanark County; Lanark County is the sole shareholder of the LCHC; Lanark County operates the LCHC; Community Services Committee of Council is appointed the board of directors for the LCHC.

Rent Supplement

Fund and administer 73 rent supplements; this is an agreement between Lanark County, a private landlord and a tenant; the tenant pays RGI or 30% of their income to rent and Lanark County subsidizes the difference up to market rent; various partnership such as Lanark County Interval House, Carebridge, etc.

Non-Profit Housing Providers

Support and fund 5 non-profit housing providers that manage 182 RGI units

- Mills Community Support Corporation and Five Arches Non-Profit Housing Corporation
- Carleton Place Municipal Non-Profit (Elizabeth Court)
- Clayton Seniors Non-Profit
- Tayside Community and Residential Support Options
- Tay Valley Non-Profit Housing Corporation

Housing Services

Portable Housing Benefit

Monthly subsidy provided to low-income households to help make rent more affordable in the private market; subsidy is calculated on average rent and household income; 65 spaces

Affordable Housing

53 affordable housing units across the County; rent in these units is typically set at 80% of average market rent; Lanark County, often through provincial funding, made these units possible through a financial contribution to capital followed by a long-term agreement regarding rent rates

Renovate Lanark

10-year forgivable loan of up to \$10,000 for essential home repairs (i.e. furnaces, roofs, windows/doors)

Homeownership

20-year forgivable loan for 5% of the purchase price for first time home buyers

Case Management

Caseworker with tenants to support housing retention, greater independence, social inclusion, community participation and referral

Affordable Housing Capital Grant

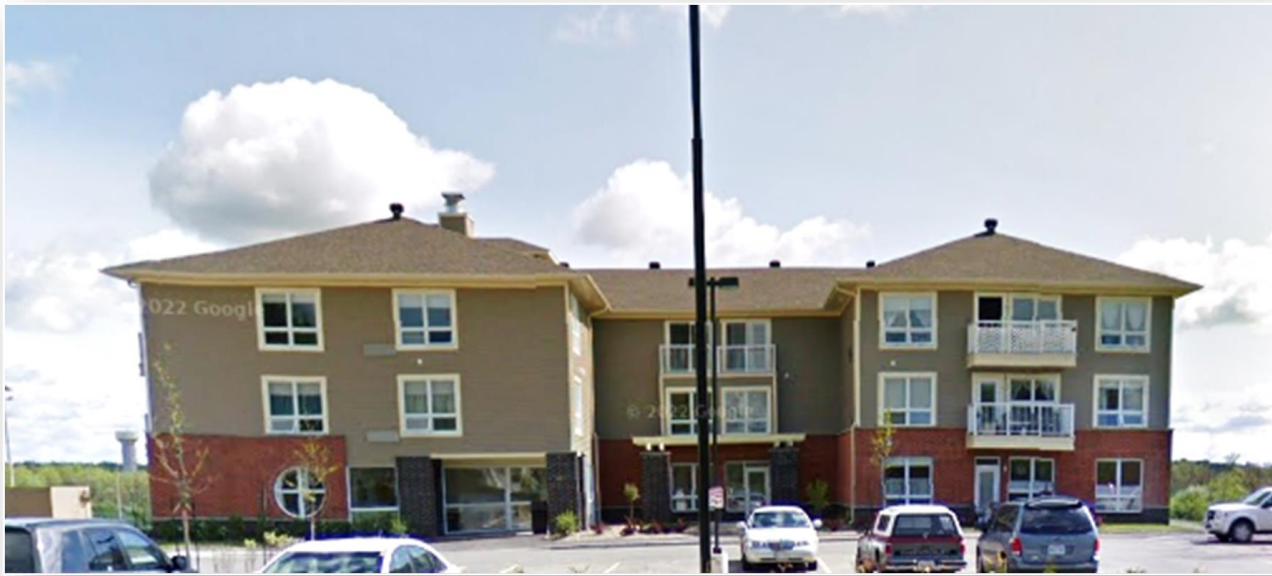
A 10-year forgivable loan of up to \$25,000, to help cover capital costs of the creation of one new affordable housing rental unit.

Homemakers

House keeping assistance for eligible individuals also in receipt of personal care.

Upcoming Projects

- 10 new portable housing benefits planned for 2023 budget
- \$3.6million approved for construction of new 28 RGI housing units with Carebridge Community Supports in Smiths Falls; approximately \$700,000 from Social Services Relief Fund Phase 5 and remainder is provincial funding; 40-year operating commitment
- 2 carbon sink tiny homes planned for Perth using FCM grant and municipal fund
- 5 RGI unit housing building currently under construction in Smiths Falls funded by Social Services Relief Fund Phase 4



Country Street, Almonte -
Carebridge



Norton Street, Almonte
- Carebridge





Robert Street,
Almonte -
LCHC

Pakenham – Five Arches / Carebridge



Clayton – Linn Bower / Clayton Seniors





Victoria & St. James Street,
Almonte - LCHC



Maude & St. James Street, Almonte -
Carebridge



LANARK
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Ontario Works

Ontario Works (OW)

Ontario Works provides financial assistance to individuals and families who meet prescribed criteria. Entitlement is based on numerous criteria. A single person receives a maximum of \$733 per month. In September 47 applications were processed, 767 households or 1,391 people received assistance, 14% of households have employment earnings. Declining caseload since 2016; projected to increase by about 200 households this year.

Financial Assistance may include money for food, shelter, clothing, household costs, prescription medications, other health costs, employment expenses, transportation to medical appointments, etc.

Caseworkers provide a variety of case management services and supports to their clients:

- Client centered planning, identifying and overcoming barriers
- Life stabilization and employment planning
- Goal setting and progress, practical counselling
- Connecting to the community

Emergency Assistance (EA)

Ontario Works providers Emergency Assistance to households in a crisis or emergency that do not have enough money for things like food or housing if they are found to be in situation such as affected by the pandemic, being evicted from their home, leaving an abusive relationship, worried about their safety, have emergency authorization to be in Canada for humanitarian reason (i.e. Ukrainian migrants, Syrian refugees). In September, 17 households or 28 people received EA.

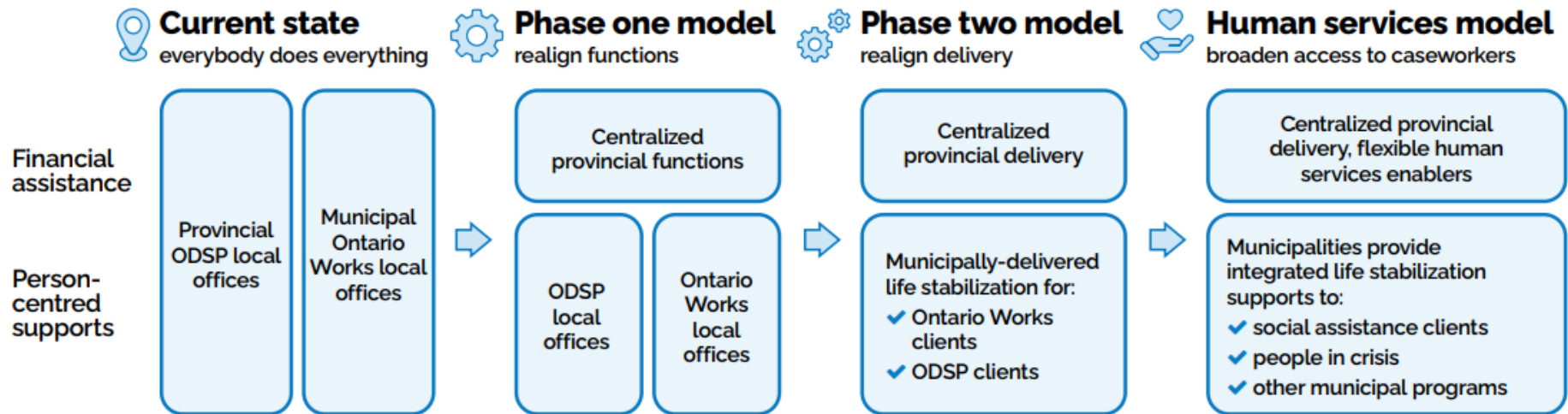
Temporary Care Assistance (TCA)

Financial assistance provided to an adult caring for a child who is not theirs. Eligibility is based on the income and assets of the child; the adult must be making reasonable efforts to seek support from the person legally responsible for the child and must not be receiving financial support from a Children's Aid Society. In September, 63 children were in receipt of TCA.

Ontario Works

Social Assistance Transformation

- How social assistance in Ontario is delivered is in the process of changing; currently in phase one of the model below.
- MCCSS released a vision to create an efficient, effective and streamlined social service system that focuses on people, providing, them with a range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence.
- Province expected to deliver: end to end financial entitlement, financial controls and back-office functions suited to centralization or automation.
- Municipal Service Managers expected to deliver: life stabilization – including needs assessment, service planning, warm referrals, discretionary benefits; person centred, connected supports and navigations of broader system (i.e. housing, employment, mental health, etc.).

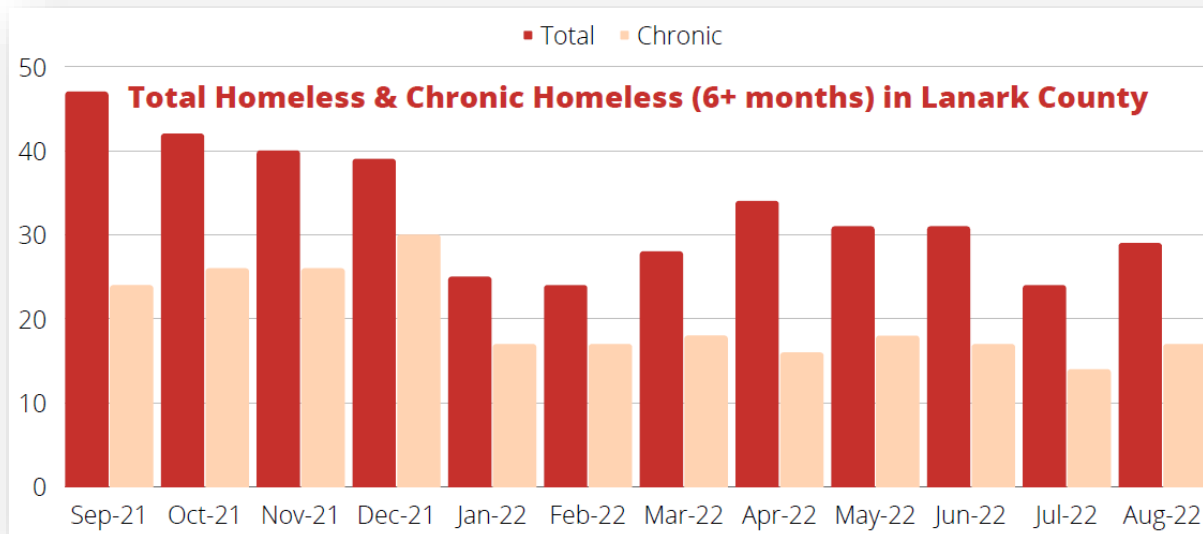


Community Support Services

Homelessness

ByName List (BNL)

- A BNL is a real-time list of people experiencing homelessness in Lanark County. It helps identify those that are most vulnerable while tracking their progress toward permanent, sustainable housing.
- As Service Manager, the County is required to maintain and manage a BNL and coordinate access and service for people experiencing homelessness. The BNL Committee consists of agencies that actively help to support individuals to find and sustain housing through a coordinated approach. The committee is able to share information between service providers to reduce duplication of work and individuals repeatedly providing the same information.
- The BNL will measure progress toward the goal of homelessness reduction and collects concrete evidence for the services required in the community.



Community Support Services

Homelessness

Housing Assistance Program

HAP provides financial assistance to help household obtain or maintain housing; the assistance is currently set at up to \$700 in a 12 month period. Ex. Utility and rent arrears, utility deposits, hotel/motel stay if experiencing homelessness, etc.

Adult Supportive Housing

The County funds and maintains contracts with 5 private for-profit supportive housing homes (previously known as Domiciliary Hostels); approximately 60 funded beds are for adults in need of assistance with activities of daily living; Victoria House, Shardon Manor, Rideau Ferry Country Home, Paradise Valley.

After Hours Homelessness Response

Contract with Victim Services to provide emergency homelessness response outside of business hours; the individual are referred to the County for follow-up the next business day.

Homelessness Response Case Management

Provide case management support to individuals and families experiencing homelessness.



Paradise Valley,
Carleton Place

Community Support Services

Developmental Support Services

- Administer the Adult Protective Services Worker Program; Caseworkers support adults who have a developmental disability who are living on their own in the community to assist them in strengthening their capacity to manage and acquire the skills necessary for daily living, and help them enhance their support network, awareness of generic community-based resources and government-funded services and supports.
- Caseworkers provide a variety of services and supports, such as:
 - Advocacy on their behalf to help them access and maintain generic community supports, apply for government-funded services, and supports and to help them live safely and securely in the community.
 - Help support the individual identifying their strengths and needs and providing information and referrals at the direction of the adult who has a developmental disability.
 - Coordination and case management of community resources, service plans, mediation, and liaison with other service providers.
 - Support with problem-solving, life skills counselling (such as personal budgeting, use of transportation), general education and awareness-building on abuse prevention, help resolving landlord/tenant issues, guidance and group facilitation.

Community Involvement

- Strategically plan for the future; create opportunity for public engagement (i.e. recent Municipal Tools to Support Affordable Housing Strategy)
- Participate in a variety of community initiatives such as Lanark County Situation Table, Lanark County Community Safety and Well Being Steering Committee, Local Immigration Partnership consultations, Sexual Assault and Domestic Violence Committee, etc.
- Offer community wide initiatives such as recent training opportunities with Canadian Centre for Housing Rights or conference for Registered Early Childhood Educators
- Partnership with multiple organizations for a variety of services; fund, collaborate, oversee, etc.
- Participate in provincial wide initiatives such as Service Manager Planning tables, Ontario Municipal Social Services Association, etc.

Social Services Contact Information

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1-888-952-6275 ext. 2140

Email: ss@lanarkcounty.ca

Office: 33 Lansdowne Ave., Carleton Place
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