

Community and Social Services

2018 Budget Briefing Note

Description

The Community and Social Services department oversees an integrated continuum of supports that includes child care and early-years services, employment and financial assistance, housing and homelessness services, long-term care and community funding, engagement and capacity building. In collaboration with community partners, we develop, deliver, and fund services and programs that respond to the community's needs and that foster inclusion, self-sufficiency and improved quality of life. Most services and programs are governed by specific provincial legislation; some are cost-shared with other levels of government with significant investments from the City.

Programs/Services Offered

Children's Services

Children's Services, together with community partners, provides high-quality child care and early years' services that are accessible and inclusive to all families. Programming includes child care and subsidies to cover parent's costs, as well as support for child care operators and professionals across the city.

Children's Services:

- Supports approximately 5,000 subsidized child care spaces in the community
- Provide general operating funding to non-profit child care agencies to support approximately 27,000 licensed spaces with affordability and quality
- Provide wage enhancement funding to non-profit child care agencies to support greater employment and income security to approximately 3,280 child care employees
- Provide special needs funding to help support over 500 children with special needs in licensed child care
- Directly operate 11 municipal child care centres and a licensed home child care program, offering approximately 440 child care spaces
- Manage the waitlist for subsidized child care and a registry for full-fee care

- Acts as Service System Manager to plan and build an integrated model of child and family programs (Ontario Early Years Child and Family Centres) by January 2018

Employment and Financial Assistance

Four geographically located Community and Social Support Centres, work in collaboration with community partners, to provide employment and financial assistance to families and individuals to promote their self-reliance and quality of life. Staff assess and monitor eligibility for basic needs, shelter, employment and health benefits such as medical supplies and prescription drugs for both provincial and municipal social assistance programs. The Centres offer residential services and light housekeeping services for low-income residents with a medical need. Employment services are also available, including job search, training and education, volunteer or employment placements and job retention supports to help clients find and maintain employment.

Every month:

- 36,000 residents receive assistance from Ontario Works and more than 34,000 people receive assistance from the Ontario Disability Support Program
- 1,000 vulnerable people receive supports to reside in safe and supportive residential services homes
- 1,400 low-income residents receive light housekeeping services

Every year, 2,000 low income residents receive financial support through a municipally funded program to maintain housing and for essential health items.

Housing Services

Housing Services oversee the administration of social/affordable housing to increase access to, and retention of, suitable housing for people living on low to middle incomes. Services also include emergency shelter response and supported housing services to assist residents experiencing homelessness and those at risk of homelessness by providing housing search, stabilization and housing loss prevention. Housing Services also facilitates the development of new affordable and supportive housing.

- Oversees funding, administration and monitoring of the social housing portfolio, housing over 50,000 people
- Oversees the Centralized Wait List for social housing for rent-gear-to-income assistance with an average of 10,000 active applications
- Funds services for over 650 community emergency shelter beds
- Manages two emergency family shelters with 64 units

- Administers funding contracts with non-profit community agencies that provide services to prevent and reduce homelessness
- Funds agencies that house and support over 1,000 residents living in Residential Services Homes
- Provides an interdepartmental, system-wide coordinated response to rooming house issues
- Administers several programs that invest in creating and maintaining affordable and supportive housing

Long-Term Care Services

Four Long-Term Care Homes provide care and services to 717 residents who require assistance with daily living. The Homes offer a variety of services to care for the residents' well-being and ensure a healthy and safe environment.

Services offered by the home include:

- nursing and personal care
- medical services
- physiotherapy and activation services
- nutrition and food preparation
- housekeeping and laundry services
- recreational activities; and
- spiritual care and social supports

The Homes also offer specialized services to care for and meet the needs of residents with a diagnosis of dementia. In addition, two day programs offer supervised programming and services to help adults who live in the community.

Partner and Stakeholder Initiatives

Partner and Stakeholder Initiatives responds to current and emerging community needs to promote equitable, inclusive and sustainable service delivery for a diversity of residents. Partner and Stakeholder Initiatives has two different service areas, Community Funding and Client Service Strategies:

- Administer \$23M of 100% municipal funding to 93 non-profit community agencies to improve quality of life and inclusion of residents who are low-income, at-risk or isolated
- Provide major capital funding to Community Health and Resource Centres to improve their facilities
- Coordinate engagement strategies, action plans and partnerships with internal and community stakeholders

- Develop and lead City-wide initiatives on behalf of the department and Council such as the Equity and Inclusion Lens, Youth Action Plan, Older Adult Plan, the Municipal Immigration Strategy and the Aboriginal Working Committee
- Conduct social research and policy analysis to aid in strategic planning and to address service gaps and barriers