

Human Services

2020 Proposed Operating Budget



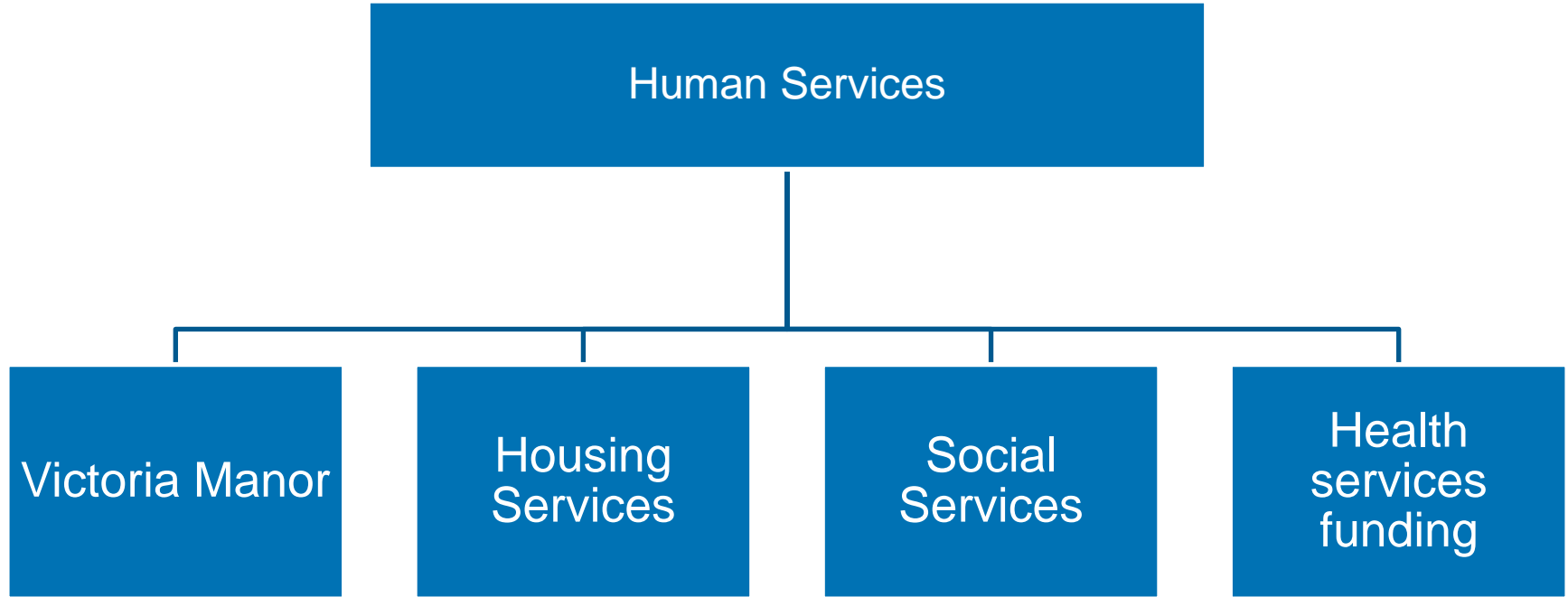
Human Services

The City is the provincially designated Consolidated Municipal Service Manager for the administration and delivery of human services programs in Kawartha Lakes and Haliburton County including Housing Services and Social Services (Children's Services and Ontario Works).

Human Services also oversees the City's long term care home, Victoria Manor, in partnership with Sienna Senior Living.

Human Services co-ordinates the City's health services funding contributions to the Kawartha Lakes Health Care Initiative (KLHCI) for its Family Physician Recruitment and Retention Program, the Victorian Order of Nurses Nurse Practitioner program and the Haliburton Kawartha Pine Ridge District Health Unit

Organizational Chart



Human Services Divisions

Victoria Manor

- City-owned, 166-bed Long-Term Care Home – mandated municipal home under the *Long Term Care Homes Act*
- Two short term respite beds
- The City contracts with Sienna Senior Living for the management of the Home.

Human Services Divisions

Victoria Manor

2019 Accomplishments

- 2% increase in resident satisfaction to 94% with 100% resident participation
- 5% increase in family satisfaction to 90%
- Residents and families supported team members in creating a beauty salon in a home area
- Hidden doors program gained newspaper and magazine recognition



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Photo: Catherine Whitnall/Metroland

Human Services Divisions

Housing Services

Responsible for the administration and funding for housing and homelessness programs.

- New affordable housing programs
- Homelessness prevention and support programs and,
- Financial support and regulation of existing social housing.

Human Services Divisions

Housing Services

2019 Accomplishments

- Completion of the Housing Master Plan
- Completion of the Housing Asset Management Plan
- New affordable housing at 5 Bond St. and 68 Lindsay St. (Lindsay) and 4977 County Rd 21 (Haliburton)
- Canadian Alliance to End Homelessness (CAEH) recognition for reducing chronically homelessness by 51% in six months
- Soon to be updated and refreshed 10-Year Housing and Homelessness Plan (coming fall 2019)

Human Services Divisions

Social Services

Includes Children's Services and Ontario Works programs and services.

Children's Services

Responsible for the administration of funding agreements with community Children's Services providers and the direct management of of Child Care Fee Subsidies to eligible families.

Human Services Divisions

Ontario Works

Direct delivery and administration of social assistance:
Employment Services and Income Supports under the
Ontario Works Act.

Human Services Divisions

Social Services

2019 Accomplishments

- Strengthened and formalized partnerships with Economic Development and the Local Employment Planning Council to enhance planning and services
- Completed review of operational procedures to improve processes and increase effectiveness and efficiencies. Reviews were initiated by all staff including those who completed white belt training.
- Supported former Basic Income pilot participants requiring re-application to social assistance
- Full implementation of the Child Care Registry – providing better data and understanding of demand for care and supports community early learning planning activities.
- Review of the first full year of operation of the EarlyON Child and Family Centre acknowledging the success of improving access to services across the CMSM by providing services in additional communities, on additional days based on the determined need.

Human Services Divisions

Kawartha Lakes Health Care Initiative

- Continuing support for family physician recruitment and retention

Nurse Practitioners

- Continuing support for Nurse Practitioner clinics in Lindsay and Kirkfield

Human Services 2020 Objectives and Pressures

- Manage programs and services in a period of significant provincial program and funding changes, including:
 - OW Modernization and Program Delivery Funding review
 - Employment Service System Manager Prototype
 - Child Care funding changes – expected municipal cost share increasing
 - Long Term Care funding changes
 - Victoria Manor redevelopment planning
- Implementation of revised Housing and Homelessness Plan
- Begin EDRMS implementation at Victoria Manor

Questions?

