

# Human Services

## 2025 Draft Operating Budget Overview

September 26, 2024



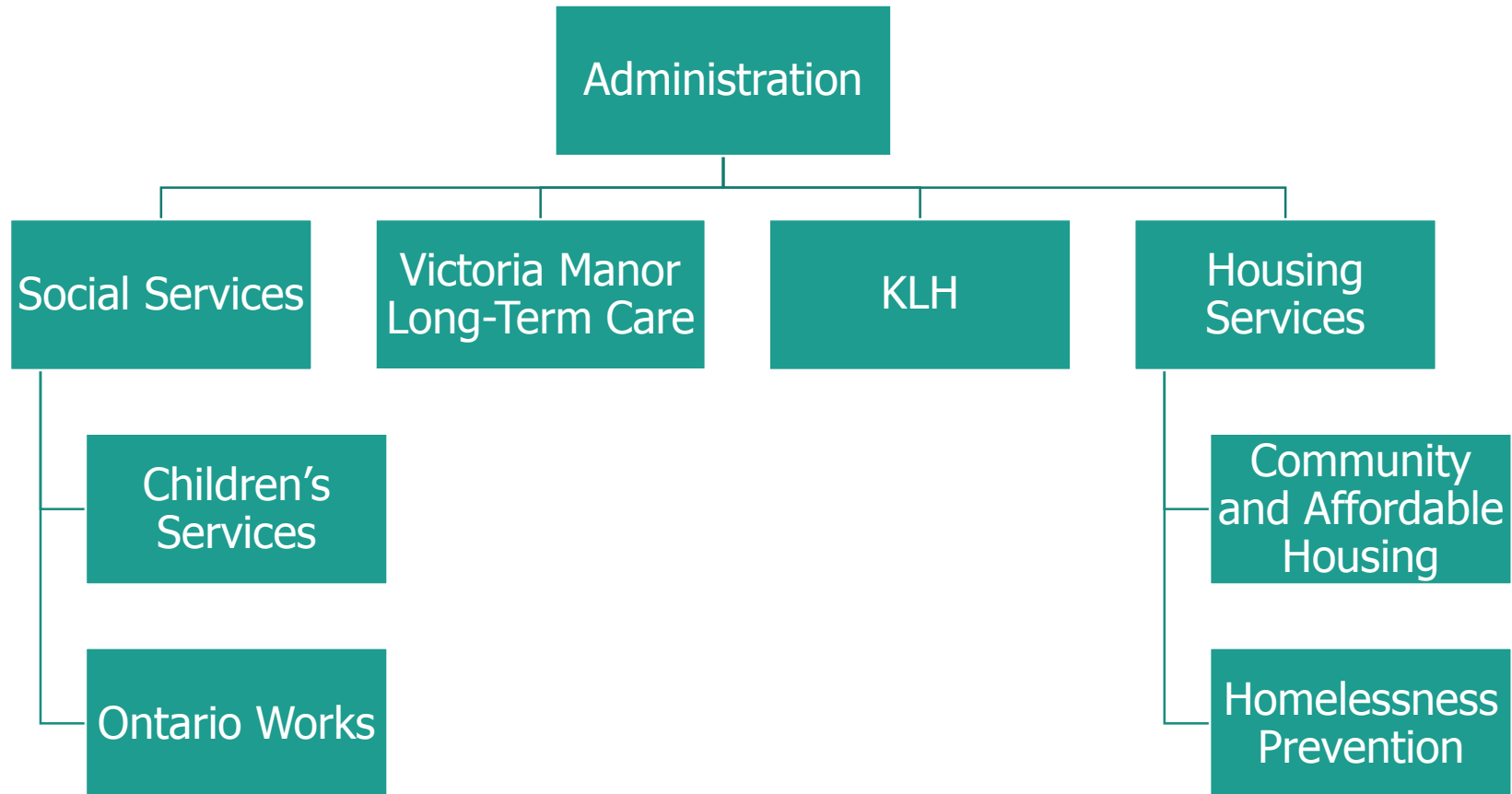
# Agenda

1. Department Organizational Chart
2. Department Overview
3. Department Financial Summary
4. Overview by Division
5. Preliminary Department 2024 to 2025 Budget Variance
6. Accomplishments and Priorities
7. 2025 Budget Pressures
8. Questions



# Human Services Organizational Chart

Servicing the City of Kawartha Lakes and County of Haliburton



# Human Services

## Department Overview



Provincially appointed Consolidated Municipal Service Manager for:

- City of Kawartha Lakes; and the
- County of Haliburton.

Mandated to conduct system-wide planning and service delivery for:

- Early Learning and Child Care under the Ministry of Education
- Social Assistance – Ontario Works under the Ministry of Children, Community and Social Services;
- Housing and Homelessness Prevention under the Ministry of Municipal Affairs and Housing; and
- Long-Term Care under the Ministry of Long-Term Care.

# Department Financial Summary



Account	Actuals 2022	Actuals 2023	Budget 2024	Draft Budget 2025	Budget Variance
<b>Revenue</b>					
<b>Grants</b>	(42,887,082)	(48,218,014)	(51,644,543)	<b>(58,012,680)</b>	(6,368,137)
<b>Recovery-Other Municipalities</b>	(1,485,359)	(1,065,279)	(1,210,098)	<b>(1,469,466)</b>	(259,368)
<b>Other Revenues</b>	(288,007)	(589,577)	(632,644)	<b>(331,897)</b>	300,747
<b>User Fees, Licenses and Fines</b>	(3,967,882)	(4,280,553)	(4,314,113)	<b>(4,770,996)</b>	(456,883)
<b>Total - Revenue</b>	(48,628,330)	(54,153,423)	(57,801,398)	<b>(64,585,039)</b>	(6,783,641)
<b>Expenses</b>					
<b>Salaries, Wages and Benefits</b>	19,800,010	20,265,477	22,444,590	<b>22,877,087</b>	432,497
<b>Materials, Training, Services</b>	2,279,521	2,509,048	2,176,143	<b>2,174,509</b>	(1,634)
<b>Contracted Services</b>	2,076,077	3,501,407	2,764,558	<b>3,022,679</b>	258,121
<b>Rents and Insurance</b>	552,415	546,814	274,959	<b>448,589</b>	173,630
<b>Debt, Lease and Financial</b>	142,028	8,941	77,796	<b>49,916</b>	(27,880)
<b>Transfer to External Clients</b>	30,366,844	34,326,988	39,677,282	<b>44,472,721</b>	4,795,439
<b>Interfunctional Adjustments</b>	48,564	(736,484)	(1,280,821)	<b>1,206,779</b>	2,487,600
<b>Transfer to KLH</b>	2,092,667	28,908	30,500	<b>51,054</b>	20,554
<b>Transfers to Reserves</b>	(212,115)	(178,091)	10,064	<b>(87,323)</b>	(97,387)
<b>Total - Expenses</b>	57,146,011	60,273,007	66,175,071	<b>74,216,011</b>	8,040,940
<b>Grand Total</b>	<b>8,517,681</b>	<b>6,119,584</b>	<b>8,373,673</b>	<b>9,630,972</b>	<b>1,257,299</b>

# Administration Overview



The Administration division encompasses the expenditures related to the oversight of the Department and extra community grant programs administered.

Account	Actual 2022	Actual 2023	Actuals to June 2024	Budget 2024	% Spent	Draft Budget 2025	Budget Variance
<b>Revenue</b>							
<b>Recovery-Other Municipalities</b>	(43,436)	(48,436)	(5,000)	(48,436)	10%	<b>(48,436)</b>	
<b>User Fees, Licenses and Fines</b>	(468,208)	(446,258)	(115,909)	(246,067)	47%	<b>(376,389)</b>	(130,322)
<b>Expenses</b>							
<b>Salaries, Wages and Benefits</b>		7,554	6,359				
<b>Materials, Training, Services</b>	56,375	68,649	26,758	67,000	40%	<b>68,000</b>	1,000
<b>Contracted Services</b>	132,140	192,799	104,845	168,740	62%	<b>194,050</b>	25,310
<b>Transfer to External Clients</b>	173,744	213,744	20,000	193,744	10%	<b>193,744</b>	
<b>Interfunctional Adjustments</b>	382,367	489,837	233,819	494,016	47%	<b>495,935</b>	1,919
<b>Transfer to KLH</b>	27,827	28,908	30,261	30,500	99%	<b>31,000</b>	500
<b>Transfers to Reserves</b>		(15,326)	5,032	10,064	50%	<b>10,064</b>	
<b>Grand Total</b>	260,809	491,471	306,165	669,561		<b>567,968</b>	(101,593)

# Early Learning and Child Care Overview

Promotes and supports access to high quality early learning and child care services in partnership with the community to develop a coordinated system to meet the needs of children



Account	Actual 2022	Actual 2023	Actuals to June 2024	Budget 2024	% Spent	Draft Budget 2025	Budget Variance
<b>Revenue</b>							
<b>Grants</b>	(11,269,955)	(14,631,535)	(6,296,898)	(14,327,173)	44%	<b>(22,482,946)</b>	(8,155,773)
<b>Recovery-Other Municipalities</b>	(162,132)	(162,132)	(91,930)	(183,858)	50%	<b>(141,734)</b>	42,124
<b>User Fees, Licenses and Fines</b>		(618)	(330)				
<b>Expenses</b>							
<b>Salaries, Wages and Benefits</b>	455,269	452,245	285,925	626,785	46%	<b>764,252</b>	137,467
<b>Materials, Training, Services</b>	2,408	3,973	739	20,470	4%	<b>13,130</b>	(7,340)
<b>Contracted Services</b>		10,467	19,139	14,566	131%	<b>24,140</b>	9,574
<b>Rents and Insurance</b>	23,907	22,794	11,625	23,250	50%	<b>23,250</b>	
<b>Transfer to External Clients</b>	11,359,193	14,620,280	6,284,147	14,250,796	44%	<b>22,281,712</b>	8,030,916
<b>Interfunctional Adjustments</b>	42,887	136,104	70,395	140,789	50%	<b>190,613</b>	49,824
<b>Transfers to Reserves</b>						<b>(97,387)</b>	(97,387)
<b>Grand Total</b>	451,577	451,577	282,813	565,625		<b>575,030</b>	9,405

# Social Assistance Overview

Provides stability supports, financial assistance and social supports by offering a range of programs



Account	Actual 2022	Actual 2023	Actuals to June 2024	Budget 2024	% Spent	Draft Budget 2025	Budget Variance
<b>Revenue</b>							
<b>Grants</b>	(15,804,193)	(16,009,423)	(8,239,192)	(20,035,626)	41%	<b>(16,534,727)</b>	3,500,899
<b>Recovery-Other Municipalities</b>	(268,048)	(299,422)	(149,959)	(315,141)	48%	<b>(396,757)</b>	(81,616)
<b>User Fees, Licenses and Fines</b>	(1,125)	(10,869)	(3,023)	(5,000)	60%		5,000
<b>Expenses</b>							
<b>Salaries, Wages and Benefits</b>	3,463,937	3,659,725	1,707,787	3,569,496	48%	<b>3,952,747</b>	383,251
<b>Materials, Training, Services</b>	141,304	178,577	91,324	151,536	60%	<b>147,100</b>	(4,436)
<b>Contracted Services</b>	34,492	35,703	111,328	47,900	232%	<b>45,400</b>	(2,500)
<b>Rents and Insurance</b>	483,863	459,454	102,352	204,789	50%	<b>382,184</b>	177,395
<b>Debt, Lease and Financial</b>	7,344	7,219	4,657	7,200	65%	<b>7,400</b>	200
<b>Transfer to External Clients</b>	13,724,443	14,124,635	7,309,117	18,313,796	40%	<b>14,817,897</b>	(3,495,899)
<b>Interfunctional Adjustments</b>	2,986	(21,408)	122,974	242,031	51%	<b>242,031</b>	
<b>Transfer to KLH</b>			2,508			<b>10,027</b>	10,027
<b>Transfers to Reserves</b>		(115,000)					
<b>Grand Total</b>	1,785,003	2,009,190	1,059,873	2,180,981		<b>2,673,302</b>	492,321



# Housing Services Overview

Responsible for the administration and funding of community housing, affordable housing and homelessness programs.



Account	Actual 2022	Actual 2023	Actuals to June 2024	Budget 2024	% Spent	Draft Budget 2025	Budget Variance
<b>Revenue</b>							
<b>Grants</b>	(3,405,361)	(3,846,098)	(2,679,099)	(5,460,088)	49%	<b>(5,325,384)</b>	134,704
<b>Recovery-Other Municipalities</b>	(1,011,743)	(1,171,909)	(710,438)	(1,414,441)	50%	<b>(1,860,050)</b>	(445,609)
<b>Other Revenues</b>	(129,879)	(181,004)	(22,616)	(131,200)	17%	<b>(137,760)</b>	(6,560)
<b>User Fees, Licenses and Fines</b>		(928)	(1,399)				
<b>Expenses</b>							
<b>Salaries, Wages and Benefits</b>	2,304,789	2,737,398	1,653,523	3,892,195	42%	<b>2,003,278</b>	(1,888,917)
<b>Materials, Training, Services</b>	20,542	32,950	17,615	11,700	151%	<b>61,600</b>	49,900
<b>Contracted Services</b>	19,609	18,363	122,616	23,087	531%	<b>29,000</b>	5,913
<b>Transfer to External Clients</b>	5,109,463	5,368,329	3,168,307	6,918,946	46%	<b>7,179,368</b>	260,422
<b>Interfunctional Adjustments</b>	(379,676)	(263,260)	(457,426)	(1,075,123)	43%	<b>1,703,155</b>	2,778,278
<b>Transfer to KLH</b>	2,064,841	2,316,994	1,448,425	2,891,833	50%	<b>3,897,016</b>	1,005,183
<b>Transfers to Reserves</b>	(240,516)	(47,765)					
<b>Grand Total</b>	4,352,070	4,963,072	2,539,508	5,656,909		<b>7,550,223</b>	1,893,314

# Victoria Manor Overview

A 166 bed long-term care home. Staff provides 24/7 nursing care and supervisions, primary medical care and help with daily activities and interests to residents, all within a safe, caring and quality home environment. The municipality currently contracts with Sienna Senior Living for the management of the home and the City is the owner / licensee with the Ministry.



Account	Actual 2022	Actual 2023	Actuals to June 2024	Budget 2024	% Spent	Draft Budget 2025	Budget Variance
<b>Revenue</b>							
<b>Grants</b>	(12,407,573)	(13,730,958)	(7,747,564)	(11,821,656)	66%	<b>(13,669,623)</b>	(1,847,967)
<b>Other Revenues</b>	(158,128)	(408,573)	(277,815)	(501,444)	55%	<b>(194,137)</b>	307,307
<b>User Fees, Licenses and Fines</b>	(3,498,549)	(3,821,879)	(1,930,367)	(4,063,046)	48%	<b>(4,394,607)</b>	(331,561)
<b>Expenses</b>							
<b>Salaries, Wages and Benefits</b>	13,576,014	13,408,555	7,504,090	14,356,114	52%	<b>16,156,810</b>	1,800,696
<b>Materials, Training, Services</b>	2,058,891	2,224,898	993,422	1,925,437	52%	<b>1,884,679</b>	(40,758)
<b>Contracted Services</b>	1,889,837	3,244,075	1,973,544	2,510,265	79%	<b>2,730,089</b>	219,824
<b>Rents and Insurance</b>	44,646	64,566	25,880	46,920	55%	<b>43,155</b>	(3,765)
<b>Debt, Lease and Financial</b>	134,684	1,722		70,596	0%	<b>42,516</b>	(28,080)
<b>Transfers to Reserves</b>	28,401						
<b>Grand Total</b>	1,668,222	982,406	541,189	2,523,186		<b>2,598,882</b>	75,696

# Preliminary Department 2024 to 2025 Budget Variance

Account	Draft Budget 2025	Budget 2024	Budget Variance (Favourable) / Unfavourable	Budget Variance
<b>Revenue</b>				
Grants	(58,012,680)	(51,644,543)	(6,368,137)	12%
Recovery-Other Municipalities	(1,469,466)	(1,210,098)	(259,368)	21%
Other Revenues	(331,897)	(632,644)	300,747	-48%
User Fees, Licenses and Fines	(4,770,996)	(4,314,113)	(456,883)	11%
<b>Expenses</b>				
Salaries, Wages and Benefits	22,877,087	22,444,590	432,497	2%
Materials, Training, Services	2,174,509	2,176,143	(1,634)	0%
Contracted Services	3,022,679	2,764,558	258,121	9%
Rents and Insurance	448,589	274,959	173,630	63%
Debt, Lease and Financial	49,916	77,796	(27,880)	-36%
Transfer to External Clients	44,472,721	39,677,282	4,795,439	12%
Interfunctional Adjustments	1,206,779	(1,280,821)	2,487,600	-194%
Transfer to KLH	51,054	30,500	20,554	67%

# Accomplishments and Priorities

<b>2024 Accomplishments</b>	<b>2025 Priorities</b>
Children's Services - Creation of 104 new licensed centre and home-based child care spaces and impact analysis of new funding formula for 2025	Creation of 201 new licensed centre and home-based child care spaces through continued implementation of CWELCC and new funding formula
Ontario Works Program - Successful and constant pivoting in our approach to support the high needs of clients while maintaining integrity of rules and responsibilities.	Implementation of new Ontario Works centralized intake and preparation and impact analysis for new 2026 funding formula.
Community and Affordable Housing - Initiate a comprehensive housing and homelessness needs assessment.	Establish an updated 10 Year Housing and Homelessness strategic plan, to support financial and service planning.
Homelessness – Continue to develop our homelessness outreach services and supports, including adopting a interdepartmental encampment response protocol.	Full implementation of the integrated care hub, which will supply low-barrier shelter and multi-disciplinary supports.

# Accomplishments and Priorities – Victoria Manor

## ACTUAL

Actual Hours	Direct Care	Allied Health
Q1 2023	2.92	0.73
Q2 2023	2.97	0.71
Q3 2023	3.12	0.71
Q4 2023	3.05	1.23
Q1 2024	3.06	1.19

\*\*Dietary staff become qualified as Allied Health hours effective Q4 2023 and Q1 2024

## BUDGET

Budget Hours	Direct Care	Allied Health
2023B	3.02	0.70
2024B	2.89	0.73
2025B	3.33	1.24

## 2025 Budget Pressures

Everything outside of staffing

- Right sizing of facility costs for 68 Lindsay Human Services Office space
- New child care funding formula and legislative updates requires capacity to ensure implementation and adherence of requirements and includes increased financial expertise to complete service provider engagement reports and audits.
- Increase in need for specialized training and education to support staff providing in person supports and services
- Increase in homelessness, while Provincial funding remains static for three years
- Continued operations and capital infrastructure planning for Victoria Manor long-term care home

# Questions

