

**Rural Urban Liaison Advisory Committee (RULAC)
Monday, June 11, 2012 at 9:00 a.m.
County Administration Office**

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- a) Next RULAC Meeting: Monday, September 11, 2012 at 9:00 a.m at City of Kingston

8. Adjournment



**RULAC
Kingston-Frontenac LSR/CMSM Local Service Protocol
Meeting Notes**

Date: Monday February 13, 2012
Place: Councillors' Lounge, 3rd floor, City Hall
Time: 9:00-10:30 a.m.

1. **Welcome:** Desiree Kennedy assumed the Chair and called the meeting to order at 9:10 a.m. As there was no quorum, this was an information sharing meeting only.
2. **Adoption of Notes:** June 13, 2011 (no RULAC meeting was held in October as previously scheduled). It was noted that Janet Gutowski was not present at the meeting on June 13, 2011; meeting notes will be amended accordingly.
3. **Communications:** Nil
4. **Reports on Current and Previous RULAC Agendas:**

Fairmount Home: Julie Shillington provided the following:

- Third Quarter 2011 activity update – work was completed around the septic tank at the home.
- PSW funding – old policy required increased PSW hours but language has been changed to show increase in provincially funded PSW hours, resulting in no need to increase staff. This is viewed as a huge success.
- Auditorium – ventilation and a/c challenges were outlined. Programs were cancelled in the summer because of the old ventilation/a/c system. Asked council for funding to improve system.
- Septic System – need to drill a new well in the spring; existing well will be decommissioned. Water permit has been renewed.
- Quality improvement consolidated report to council: indicators connect back to goals and objectives. Will be reported to council quarterly.
- Master control panel on elevator stopped functioning; 7 months to have it rebuilt.
- Social work services are now compliant with Long Term Care legislation.
- Financials: in good position; will be a small surplus (under budget in benefits); \$200K increase in funding from the Ministry.

Community & Family Services and Housing: Sheldon Laidman provided the following:

- \$20K added for extreme clean in 2011 and continuing in 2012



- CHPP funding – Service Manager has extended annual agreement for 7 agencies (\$3.1M share); will update review of services in March and report to council in April. Will determine if the city should provide funding for the remainder of the year (one agency has only 1/3 funding)
- Investment in affordable housing funding – announced last year for four years; six categories for Service Manager to choose from. We anticipate \$4.75M for four years. Chose three funding items: Ontario Renovates, Rent supplements and capital investment in housing; approved by council (report presented to housing committee). Note that the funding cannot be carried over to another year except rent supplement dollars (so recommended half of money be invested in rent supplements for a longer term benefit). Ontario Renovates program replaces RAP program from CMHC. The province has provided funding for a three year period for the new program only.
- Housing need survey – done by dept to determine what type of amenities and areas of interest to people on waiting list (locations) to make decisions in future in city and county. Gave person choice of any area in the city. Did not consider existing population density. **Ms. Gutowski** asked to take one step further to match current locations with preferred locations. **Ms. Hurdle** indicated that gaps will be found because housing areas are currently in Rideau Heights etc. **Ms. Savill** indicated that rural areas needs are sometimes hidden.
- Emergency shelter report – new shelter purchased at 333 Kingscourt Ave (former BridgeHouse); this is a 12-14 bed family shelter. Funded thru remaining CHPP funds (\$175K left unallocated and a portion is used for this project). Will be provided per diem funding as well.
- Loan for Verona septic system – \$200K from SHCRF to replace septic at KFHC site in Verona. It is a loan that will be paid back to the fund.

Childcare: Adele Lafrance provided the following:

- Childcare management strategies – these strategies are municipal, not a provincial undertaking. Develop strategies that aligned with CSP. Manage challenge of more demand than \$\$\$. Fee Subsidies:
 - 20% of childcare population moving to Full Day Kindergarten (FDK) causing reduced utilization of childcare spaces but increasing fees.. Strategies developed involve tighter entitlement policies for fee subsidy
- Wage Subsidies:
 - policy of equitable distribution of wage subsidies remains; Short half million to fully fund wage subsidies alone.
- Transition and Stabilization:
 - 2 rural childcare centres identified as destabilizing: the Child Centre in Sharbot Lake and Helen Tuft Nursery School in Kingston. The CC in Sharbot Lake being impacted by FDK, HTNS impacted by restrictions on fee subsidies for “referral families” , those with parents not engaged in education or employment. Dedicated transitional funding renewed in 2011 with the understanding that they would provide business plans to continue to receive dedicated funding in 2012.
 - Business case from the Child Centre in Sharbot Lake details a number of adjustments and remedies. May need an ongoing special priority for rural childcare.
 - Imposed hold on new eligibility for wage subsidies until the end of FDK rollout.



Unconditional Fund:

- Surplus funds allocated from Best Start Unconditional fund – dedicate to one time stabilization costs. There is a balance of approximately \$800K in allocated Unconditional funds remaining. Recommended strategy is to retain these funds for a one time use rather than using to offset operating shortfalls.
- Investigating web based licensed childcare registry. Attract full fee paying parents to stabilize budget. Will provide stats and data.

Ms. Gutowski asked if there is public awareness about special daycare programs for Aboriginal children in rural areas. Important to ensure that the rural daycares are supported by web site.

- **Mr. Laidman** indicated that the Housing Services Act received royal assent Jan 1. It is hoped that over time the Act will give the Service Manager more flexibility to meet local needs. Not sure what our abilities under this act will be. No guidelines yet from province on how to implement. Continue operating their portfolios under existing legislation. Work is underway this year with service providers to optimize opportunities in the new Act.
- 12-001 home ownership report – funding for city residents only but provincial program will continue to administer funding for the county
- Operating Surpluses – social housing retrofit program has been successful. Want to find a way to continue this program (service providers want capital repairs). Annual surpluses by housing providers will be put in the SHCRF to provide loans for capital repairs on their facilities.
- Criteria for Affordable Housing reserve and reserve funds – two new programs in report approved by council. \$1M per year for the next 5 years (city only) Land Acquisition Program and Capital Investment in Affordable Housing program ... same funding for each program.... \$50K per unit for private developers to include AH as incentive to increase number of units and reduce waiting list (city only), investment in AH operated under provincial guidelines. An RFP will be issued in 2012 so housing providers can take advantage of funding. There are two other reserve funds; important to recognize how the funds are to be used and that they do get used and under what terms.
- Affordable loan program – criteria that will be used to determine provision of forgivable loans for surplus funds in reserve fund
- **Ms. Hurdle** offered to present to County Council on the strategies for housing to bring context to our longer term plans.

Third Quarter Financials for Housing and Ontario Works: Adele Lafrance provided the following:

- OW admin trending below budget (staffing vacancies and imposed restriction on discretionary spending, some Q4 invoices not yet in). Q4 is on budget. Under budget on allowance side although case load continued to increase but at a lesser rate than 2009 & 2010.
- Childcare – admin was on track. Program delivery was at budget but in Sept/Oct as demand continued to increase, had to impose wait list as was tracking to go over budget. By year end overspent by \$70K in fee subsidy but were able to reallocate from other another area so there was no municipal deficit. Plan to open up the wait list in 2012 but will be limited and overall management is difficult at this time.



- **Mr. Laidman** indicated that housing admin is trending under budget. At the end of 2011 were under budget due to two staff positions remaining unfilled for most of the year. Received additional money for rent supplement admin funding. Housing programs: had to make additional payments to housing providers but don't anticipate any significant changes.

Provincial Offenses (POA): Hal Linscott reported the following:

- POA Q3 revenues ahead of overall annual budget of \$1.7 but don't have final year end calculations but know we will exceed (likely around \$1.9M). Expenditures are on budget for Q3 and expect they will be on for Q4. O/S receivables (fines not yet collected)...\$6M were fines unpaid when city assumed management of POA from province in 2000; \$6M are additional unpaid fines accumulated since then. Some will be written off as uncollectable. A/R table shows how unpaid fines have accrued since 2006. Last chart shows since 2007 the major enforcement agencies and amount of charges they have laid. No control on enforcement agencies activities but they have been consistent.

Emergency Transportation Services: Paul Charbonneau reported the following:

- 2010 ambulance service review....certification process every 3 years... received certificate in 2010
- Q3 operating report – 3 staff received Governor General's award
- Ambulance and Emergency Response Vehicle Visual Identification Program - Committee to improve appearance of ambulances; a graphic artist has developed a new design incorporating reflective tape and blue yellow combo (for day/night visibility). 5 new ambulances have been done and the rest will be done through the 2012 budget
- Expanded ST Elevation Myocardial Infarction Bypass Initiative – KGH is the stroke centre... bypass emergency department and go directly to cath lab at KGH... instead of going to nearest hospital.
- Roof on Palace Road – have applied and been approved for Microfit solar panel program
- Q4 report: Participated in disaster exercise at airport which generated ideas especially for radio operability. North Frontenac fire station – have received all approvals to ahead. Will go to tender for design build with the end of November as completion date. New structure but replacing a current station on Scott Road. 2011 will be under budget due to revenue received by WSIB; received a NEER refund of approx \$250K.

5. **2012 Budgets:** From a brief discussion of highlights from the 2012 budget, the following was noted:

- **POA:** shows fine revenue increase of \$230K from 2011. Revenue split for city/county based on 80.457 / 19.543. Has been adjusted from last year to reflect updated weighted assessments. Expenditures: small change
- **LSR:** net numbers have been reported. OW allowances reflect upload savings. Weighted assessment cost sharing based on 2009 rate (used consistently in all budgets). OW rate increase (1%) prescribed by the province. Did not budget for caseload growth. Childcare: there is not enough money to meet demand, but continue to apply strategies to contain costs to within limited funds.



- **Housing:** trying to address housing shortages and are committed to changes; more money for contracted services to implement strategy and changes to Housing Services Act, new housing admin positions, housing programs: increase of \$500K.
- **Fairmount:** CMI now confirmed at 99.26; also increase in revenue from ministry confirmed - \$250K. Expenditures: significant increase for OMERS. Council directed 0% increase for operating - Bottom line is a net levy increase due to capital costs. Capital costs: new well/trenching and elevator and bldg automation system, carpeting, new flooring have been factored in.
- **Land ambulance:** Currently 3.3% budget increase. Decreases in fuel (eco-run system). Overall projected to be 2.06% increase. Capital projects being finished up with grant dollars; only fire station project coming up (being funded through reserve fund... no new levy or increase to taxes).

6. Proposed Schedule of Joint Management & RULAC Meetings for 2012

Joint Management	RULAC	Status
January 30, 2012 (City)	February 13, 2012 (City)	Complete
May 30, 2012 (County)	June 11, 2012 (County)	Scheduled
August 29, 2012 (City)	September 10, 2012 (City)	To be discussed in May/June
October 31, 2012 (County)	November 12, 2012 (County)	To be discussed in May/June

7. Confirmation of Next Meeting – confirmed as May 30, 2012 for Joint Management and June 11, 2012 for RULAC. Both meetings to be held at the County offices.

8. Adjournment



ADMINISTRATIVE REPORT

To: WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC

From: Elizabeth Savill
CAO

Prepared By: Julie Shillington
Administrator of Fairmount

Date Prepared: March 22, 2012

Date of Meeting: April 18, 2012

Re: Fairmount Home – 1st Quarter Activity Update

Background

The following are some of the highlights from January 1 to March 31, 2012 of which County Council should be aware.

Comment

Elevator

The work on the lobby elevator continues. The control panel has been installed and the technicians are working on the fire recall system which involves coordination with our fire system maintenance technicians and our contracted electrician.

Staff Mandatory Training

The second in a series of mandatory information training days was held for staff. Training included the zero tolerance for abuse and neglect policy; ethics, resident rights; workplace violence; lifts and transfers; health and safety responsibilities; mission and vision statements and infection prevention and control. The next mandatory training day is scheduled for May.

Behavioural Supports Ontario Initiative

I attended several sessions regarding this initiative which will see three new Mobile Behavioural Teams of health professionals (RNs, RPNs, PSWs), employed by Providence Care, as part of the Behavioural Support Services program in the South East LHIN. When the BSS project is fully implemented, long-term care homes will be able to access additional staff support 24-hours a day when a resident is experiencing behavioural challenges related to dementia or other neurological conditions. A cooperation agreement has been developed by Providence Care in collaboration with the LTC sector, and has been reviewed by Providence Care's legal services provider. It was recommended that legal advice be sought by each long-term care home prior to signature as the agreement does make reference to hands on care being provided by members of the team and allowing this may contravene the collective agreements of some homes.

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Fairmount Home – 1st Quarter Activity Update
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Arbitration

I attended collective bargaining arbitration the outcome of which is not anticipated until summer.

Auditorium Fundraising Committee

The first meeting of the Committee is scheduled for April 11th at Fairmount.

Pay Equity Training

The Director of Resident Care and I attended pay equity training to ensure our understanding of the process required to be undertaken to ensure our continued compliance with the *Pay Equity Act*.

Supervisory Health & Safety Training

The first of several health and safety training sessions specific to the roles and responsibilities set out in the *Occupational Health Act* was provided by the Occupational Health Nurse to some of our Managers, RNs, RPNs, and Cooks as well as the Volunteer & Special Events Coordinator and Lead Hand.

General Staff Meetings

Two general staff meetings were held this quarter.

Frontenac Housing Forum

I attended the Frontenac Housing Forum held in the Frontenac Room at the County.

Code White Update

A debrief session open to all staff was held. Coming out of this session an interdisciplinary team of staff from Fairmount, Frontenac Paramedic Services and County Administration has been formed to draft the procedures to be undertaken by staff during a violent person episode.

Education Session – Program Evaluation

The management team attended an education session on program evaluation at Hastings Manor in Belleville. The purpose of this session was to provide us with the tools to formally evaluate the *Long Term Care Homes Act* required programs.

Residents' Council & Residents' Food Committee

Residents' Council and the Residents' Food Committee met in January, February and March. The Council has requested that education be provided to its members each month and have scheduled a variety of topics from Fire Safety to Abuse and Neglect. The Food Committee has reviewed the proposed spring and summer menu and the Manager of Dietary Services and Dietitian are currently working on the changes.

NRC – Range of Motion Pilot Project

In collaboration with Centric Health, our physiotherapy provider, we are piloting a Range of Motion Nursing Restorative Care program on 1South.

Outbreak

A respiratory outbreak and an enteric outbreak were declared in March. Actions taken to control the outbreak included a daily outbreak management team meeting; increased cleaning in the affected areas; regular discussion with staff about hand hygiene and the use of personal protective equipment (PPE) as well as audits each shift on hand hygiene and the use of PPE.

15 Year Celebration

March 27th saw the 15th anniversary of the County's relationship with Sodexo. Sodexo provided cake and fruit to staff to celebrate this occasion. As you are aware Sodexo provides

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management services for the environment and dietary departments as well as dietitian services to the residents.

Recommendation

RESOLVED THAT Council of the County of Frontenac receive the *Fairmount Home – 1st Quarter Activity Update* report for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Residents
Staff
Volunteers
Centric Health

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COUNTY OF FRONTENAC Variance to December 31, 2011	2011 Budget	2011 Year End Actual	Variance	% Total Annual Budget
Fairmount Home for the Aged	\$	\$	\$	Budget
REVENUE				
Provincial - Operations	4,860,815	5,303,810	442,995	110.48%
Provincial Subtotal	4,860,815	5,303,810	442,995	110.48%
Residents - Accommodation Fees	2,915,811	2,697,166	-218,645	92.50%
Other Revenue	0	922	922	
Revenue Subtotal Before Municipal Contribution	7,776,626	8,001,898	225,272	103.70%
Transfers - Reserves/Reserve Funds	19,556	10,236	-9,320	3.32%
TOTAL REVENUE	7,796,182	8,012,134	215,952	102.77%
EXPENSE				
Program and Support Services	386,701	392,822	6,121	101.58%
Direct Nursing and Personal Care	4,335,380	4,337,012	1,632	100.04%
Nurse Practitioner	124,249	127,479	3,230	102.60%
Nursing and Personal Care Administration	1,245,125	1,220,595	-24,530	98.03%
Raw Food	347,594	341,036	-6,558	98.11%
Dietary Services	855,900	888,279	32,379	103.78%
Housekeeping Services	596,623	580,812	-15,811	97.35%
Laundry and Linen Services	238,354	234,731	-3,623	98.48%
Building and Property	526,477	488,760	-37,717	92.84%
Facility Costs	323,000	262,445	-60,555	81.25%
General and Administrative	1,521,547	1,492,794	-28,753	149.66%
Less: Non-Cash Items	-524,096	-539,137	-15,041	634.10%
Net: General and Administrative	912,427	953,657	41,230	104.52%
Current Expenditures Subtotal	9,976,854	9,827,628	-149,226	99.35%
Capital Improvements	410,128	242,016	-168,112	59.01%
City Share of Surplus Retained	-203,482	-99,932	103,550	49.11%
County Share of Surplus Retained	-95,756	-47,024	48,732	49.11%
Total Expenditures	10,087,744	9,922,688	-165,056	99.20%
Reserve transfer	39,000	39,000	0	100.00%
Total expenditure and reserve transfer	10,126,744	9,961,688	-165,056	99.20%
Municipal Contribution	2,330,562	1,949,554	-381,008	96.66%
City of Kingston Share	1,584,782	1,325,697	-259,085	99.63%
County of Frontenac Share	745,780	623,857	-121,922	99.63%

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COUNTY OF FRONTENAC
2012 Variance to March 31, 2012
Summary Of Revenue and Expenditure

	2012 Budget \$	2012 1st QTR Budget \$	2012 1st QTR Actual \$	Variance \$	Total Annual Budget %
<u>FAIRMOUNT HOME FOR THE AGED</u>					
Revenue					
Provincial - Operations	5,094,160	1,273,540	1,466,861	193,321	28.79%
Provincial - Nurse Practitioner	61,247	15,312	15,354	42	25.07%
Provincial Subtotal	5,155,407	1,288,852	1,482,215	193,363	28.75%
Residents - Accommodation Fees	2,883,105	720,776	676,737	-44,039	23.47%
Revenue Subtotal Before Municipal Contribution	8,038,512	2,009,628	2,158,952	149,324	26.86%
Transfers - Reserves/Reserve Funds	12,083	0	0	0	0.00%
Total Revenue and Reserve Transfer	8,050,098	2,009,628	2,158,952	149,325	26.82%
Program and Support Services	401,511	100,388	85,058	-15,330	21.18%
Direct Nursing and Personal Care	4,386,175	1,085,293	1,077,106	-8,187	24.56%
Nurse Practitioner	133,834	33,459	32,139	-1,320	24.01%
Nursing and Personal Care Administration	1,290,860	322,015	303,681	-18,334	23.53%
Raw Food	345,469	86,367	90,324	3,957	26.15%
Dietary Services	915,611	230,373	204,240	-26,133	22.31%
Housekeeping Services	593,965	148,491	139,983	-8,508	23.57%
Laundry and Linen Services	249,082	62,271	63,823	1,552	25.62%
Building and Property	552,356	138,089	136,321	-1,768	24.68%
Facility Costs	320,655	130,905	114,793	-16,112	35.80%
General and Administrative	1,650,867	364,995	352,900	-12,095	21.38%
Less: Non-Cash Items	-609,120	-216,048	-219,706	-3,658	36.07%
Net: General and Administrative	1,041,747	148,947	133,194	-15,753	12.79%
Operating Expense Subtotal	10,231,265	2,486,598	2,380,662	-105,936	23.27%
Capital Improvements	548,900	0	6,390	6,390	1.16%
City Share of Surplus Retained	-61,200	0	0	0	0.00%
County Share of Surplus Retained	-28,800	0	0	0	0.00%
Total expense	10,690,165	2,486,598	2,387,052	-99,546	22.33%
Reserve transfer	39,000	39,000	39,000	0	100.00%
Total Expense and Reserve transfer	10,729,165	2,525,598	2,426,052	-99,546	22.61%
Municipal Contribution	2,678,570	515,970	267,100	-248,870	9.97%
City of Kingston Share	1,821,428	350,860	181,628	-169,232	9.97%
County of Frontenac Share	857,142	165,110	85,472	-79,638	9.97%



ADMINISTRATIVE REPORT

To: WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC

From: Elizabeth Savill
CAO

Prepared By: Julie Shillington
Administrator of Fairmount

Date Prepared: April 30, 2012

Date of Meeting: May 16, 2012

Re: Fairmount Home – 2012 1st Quarter Consolidated Statistical Report

Background

As the “licensee” of the home under the *Long-Term Care Homes Act* and as a requirement for Accreditation, Council needs to be aware of the performance measures that are being collected at Fairmount, the results of those measures and any action plans that may be developed as a result. The home also has a responsibility under the Quality Improvement section of the *Act* to report our quality improvement activities to our residents, staff, volunteers and family members.

With this in the mind, Fairmount’s Quality Assurance and Assessment Committee (QAAC) has developed a Quality Improvement Consolidated Statistical Report (Appendix A). This report contains information on all of the performance measures that were being collected in the home in the first quarter of 2012 and includes information such as goals (if established) and comments about the information collected.

Comment

A review of the programming measures indicates that we are meeting the requirements of the *Long-Term Care Homes Act* in terms of providing weekend and evening programming and that a high percentage of our residents participate in at least one program each month.

It is nice to see that 1,644 volunteer hours were provided to Fairmount in the first quarter. You will note that this number would have been even higher however some volunteer-led programs had to be cancelled in March due to enteric and respiratory outbreaks.

You will note there are several new measures in the programming and volunteer departments which have been developed based on a review of the programs in 2011.

In the dietary department you will notice some new quality initiatives that have been implemented which includes weekly dietary meetings. The results from the various audits are shared with the staff and discussions held as to how to improve the results.

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Fairmount Home – 2012 1st Quarter Consolidated Statistical Report
May 16, 2012

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The results of the Goldcheck audits in housekeeping remain constant. Routine cleaning results were a little lower in the first quarter of 2012 due to the outbreaks. During outbreak, housekeeping staff is regularly redirected to the outbreak unit to ensure deep cleaning of high touch areas. Some complete routine cleaning activities are suspended or rescheduled.

You will note a new measure in the laundry department regarding lost clothing. This has been added as a result of the annual Resident & Family Satisfaction Survey. We want to track how often lost clothing complaints come in and how many of those complaints are resolved with the clothing being located.

A new measure focusing on regulatory testing is in place for the maintenance department. This is to ensure that all regulatory testing and inspections such as fire systems, gas fireplace, generator, etc. are completed as scheduled.

The number of residents using a restraint remains constant from 2011. While the percentage of residents with complete restraint documentation remains good, the percentage of complete restraint flow sheets documentation requires improvement. To clarify, the first measure tracks whether or not staff have documented why the resident needs a restraint, what other alternatives have been considered/attempted and if there is a medical order for the restraint. The flow sheet measure tracks the daily required monitoring by the RPNs and PSWs. The Assistant Director of Care has been following up with the staff on the importance of and requirement for this documentation.

Timeliness of completion of regulatory nursing tasks such as testing for MRSA/VRE, labelling of resident personal items, Mantoux testing, etc., has been a challenge in the first quarter of 2012 however there has been improvement over 2011. For example, in the last quarter of 2011 only 41% of resident personal items were labelled within 48 hours. In the first quarter of 2012 72% were labelled on time. Nursing managers continue to work with the nursing staff to ensure timely completion.

Please note a new measure regarding staffing levels. One of the requirements in the *Long-Term Care Homes Act* is an annual evaluation of our nursing staffing levels. Two indicators were developed which, in addition to the hazards and complaints related to the nursing department, will be used to assist the home in evaluating the nursing staffing levels.

In the area of Infection Prevention & Control you will note that 32 residents had symptoms that ultimately were related to an infection. This was primarily a result of the enteric and respiratory outbreaks.

The number of falls is consistent with the last quarter of 2011 and is much lower in the first quarter of 2012 as compared to the first quarter of 2011 where there were 87 falls recorded in February/March alone.

Pressure ulcer incidence is higher due in part to a resident being admitted with several wounds. The others were in-house Stage 1 (reddened areas only) so they were caught very early. Two of those needed to be reassessed for pressure relief when we found that what was being used wasn't working and one resident consistently refuses to be repositioned from his back.

There were 146 documented resident incidents, 100 of which were related to falls, near miss falls and medication incidents. There were 14 incidents related to resident aggression. There was one attempted elopement (exterior of building); three elopements (from secure unit to another unit in the home) and two times residents were found unescorted in a non-public area of the home – once in the stairwell by the public elevator and another time in the service hallway. Staff members were reminded that it does take a few seconds for the magnetic locks to lock

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once a door has been opened so they must remain vigilant and ensure that a resident has not followed them into a stairwell.

Looking at health and safety, it is important to note that there has been an improvement in the timeliness of both the employee and management workplace inspections. As well, there was a significant amount of lost time due to workplace injuries in the first quarter but these were primarily related to the enteric outbreak. If a staff member has been exposed at work and displays the same symptoms as the residents, we have to report the illness to WSIB and the Ministry of Labour as it may be deemed to be a workplace acquired illness.

There were a variety of hazards documented through Risk IDs, inspections, observation, etc. On two occasions it was noted that the medication fridge needed to be defrosted. Water temperatures were found to be high on two occasions in the quarter as well. There were two occasions where chemicals were not stored where residents could not access them – once was on a housekeeping cart and the other on a nursing care cart. There were four instances where the loading dock door was not closing properly. In all instances immediate actions were taken to ensure the safety of the residents and staff.

The Resident/Family Satisfaction Survey was completed in March with 15 individuals responding. Residents and their family members were provided with two options for completing the survey – on paper or on-line through Survey Monkey. Overall satisfaction was high with only two areas of concern – lost clothing and the ability to open resident windows. A piece has been included in the May Grapevine Gazette regarding the need to label resident clothing and what to do if clothing is lost as well as why we do not encourage residents to open their windows and what they should do if they insist on doing so.

We have included two new staffing measures related to absenteeism and turnover. We have also added two new measures related to the goals set out in the Religious and Spiritual Care program.

We will be sharing these results with Residents' Council, family members and staff in the coming month.

Sustainability Implications

Measuring performance is essential to providing a high quality service. It allows an organization to identify areas where improvement is needed and triggers discussion as to how this can be done.

Financial Implications

Measuring performance is a part of the home's risk management and compliance processes. Failure to manage risk and assess compliance can lead to financial implications.

Recommendation

That Council of the County of Frontenac receive the *Fairmount Home – 2012 1st Quarter Consolidated Statistical Report* for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Administrative Report
Fairmount Home – 2012 1st Quarter Consolidated Statistical Report
May 16, 2012

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Agenda Item # 4c)

Fairmount Management Team
Staff
Residents
Volunteers

**FAIRMOUNT HOME
QUALITY ASSURANCE & ASSESSMENT COMMITTEE (QAAC)**

**Quality Improvement (QI)
Consolidated Statistical Report
2012**

PROGRAMMING															
Statistic / Audit	Measurement	Goal	1 st Quarter Results			2 nd Quarter Results			3 rd Quarter Results			4 th Quarter Results			Comments
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Program Attendance: First floor (monthly)	# residents attending at least one program / # total residents		Jan 57/60	Feb 59/62	Mar 62/63	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Program Attendance: Second floor (monthly)	# residents attending at least one program / # total residents		Jan 57/62	Feb 62/63	Mar 60/64	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Activity Calendar (monthly)	# 1 st floor programs & # 2 nd floor programs (to ensure equitable)		Jan 28:17	Feb 22:17	Mar 23:18	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Activity Calendar	# weekend programs in the quarter / # total weekends		45/12.5												The <i>LTC Homes Act</i> requires weekend programming March #'s higher than usual (staff on every w/e)

	# evening programs in the quarter / # weeks in the quarter		9/13					The LTC Homes Act requires evening programming
NEW - Programs directed at male residents	# programs aimed at our male population /total # programs		3/18					It was noted that Generation Jamborie had a huge impact on male residents, although not intended for male residents only
NEW - Large group activity evaluations	# large group activity evaluations completed /total # large group activities	100%	0					Intent was to pilot the form for Walk for Memories - there was some misunderstanding re. which form to use – will trial it with Pancakes for Parkinson's in April

VOLUNTEERS							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Volunteer Hours	# volunteer hours	6500	1644.5 (programs cancelled with outbreak)				
Volunteer Survey	% of surveys returned / 64 surveys issued	35% return rate	0 surveys issued 0 surveys returned				

	# of satisfied volunteers / #of volunteers surveyed	95% satisfaction rate	0 surveys issued 0 surveys returned				
Volunteer Program Review	# of programs reviewed / # of volunteer assisted programs <i>100% of volunteer suggestions to improve programs considered</i>	4 programs / 12+ programs	0 programs reviewed				
NEW - Quarterly e-newsletter	# volunteer e-newsletters distributed /4 quarters	4 e-newsletters per year	0				
NEW – Recognition of volunteer contributions	# methods used to ensure communication of volunteer contributions each quarter		Unavailable at time of printing				

DIETARY							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Daily Food Temperature Audit	Weekly audit of individual meals where food temperature was taken and documented	100%	85.23%				New initiative for compliance will be in place as of May 1 st .
Refrigerator & Freezer Temperature Log	Monthly audit of days temperatures were taken and documented	100%	94%				
Daily Ware-washing Sanitation Logs	Monthly audit of days sanitation logs information was documented	100%	86%				
NEW - Dietary referrals	# dietary referrals completed	100%	Compiling information at time of printing				
NEW - Quality initiatives (annual)	# new quality initiatives undertaken	3	4				Whipped topping for desserts New thickener & thickened products introduced Labeling of foods in the serverys Weekly dietary meetings

HOUSEKEEPING							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Goldcheck	Weekly audits, monthly and quarterly reports indicating % of perceived cleanliness	100%	82%				
New - Routine Cleaning Audit	Routine cleaning of resident rooms as recorded by staff. % calculated on number of opportunities vs. completed	100%	1N - 93.4% 1S - 90.9% 2N - 83.9% 2S - 99% Overall - 91.9%				
NEW – New products & processes testing	# new product & processes tested /total number of new products & processes implemented	100%	Not available at time of printing				

LAUNDRY							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Laundry Poundage	Measured daily compiled monthly		66000 lbs				
NEW - Lost Clothing	# lost clothing found /total # lost clothing forms submitted	90%	Not available at time of printing				

MAINTENANCE							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Work Orders	# completed /total # work orders	100%	Completed 1142 Issued 1190 – 95.9%				
Electrical Inspection - Admission	# of inspections completed / # of new inspections	100%	Not available at time of printing				
NEW – Regulatory Testing	# regulatory testing completed /total # regulatory testing scheduled	100%	Not available at time of printing				

NURSING															
Statistic/Audit	Measurement	Goal	1 st Quarter Results			2 nd Quarter Results			3 rd Quarter Results			4 th Quarter Results			Comments
Restraint Use (monthly)	Average # of restraints used (excluding bedrails)		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	Average # of restraints used (including bedrails)		13	14	19	19									
	# of residents using a restraint		28	32	35	38									
	# residents with complete restraint documentation	100%	17	22	22	25									
	/ # resident charts audited		3/3	6/8	1/1	3/3									
# residents with complete flow sheet documentation	100%	100%	75%	100%	100%										
/ # resident charts audited		4/17	10/14	11/20	7/23										
		77%	71%	55%	70%										

Post-Admission Audit		100%	MRSA/VRE on time = 58% 1 st Mantoux on time= 75% Other sections complete on chart = 66%				
Medication Reconciliation Verified	# of time admission meds are reconciled/# of admissions	100%	100%				
Medication Sign-off (MDS-RAI audits)	% assessments with all meds signed in 7days	100%	72%				
MSSA (completed annually)			N/A				
CIHI Statistics (see attached)	CIHI measures		#'s reflect last quarter of 2011				
Medication Incidents	# medication incidents	22	14				
	# medication incidents resulting in harm to resident	0	0				
	# discrepancies in count of narcotic &	0	0				

	controlled drugs / # time counted						
	# adverse drug reactions	0	0				
Chart Audits	# completed		84				
Resident Incident Reports	Quarterly reports for trending		146 – 78 falls/14 medication/14 aggression				
Palliative Care	Number of residents with PPS 30% or less monthly		Jan 4	Feb 2	Mar 2		
	# of compliments from Memory Book quarterly		4 compliments/6 deaths				
NEW - Staffing Plan Evaluation	#validated workload complaints from staff /total # complaints		0				
	# nursing staff injuries on day shift when three staff on unit /total # nursing	0	Will start tracking in 2 nd quarter				

	staff injuries						
NEW - Resident Personal Items Labeling	% admission assessments & labeling completed on time	90%	72%				

INFECTION PREVENTION & CONTROL															
Statistic/Audit	Measurement	Goal	1 st Quarter Results			2 nd Quarter Results			3 rd Quarter Results			4 th Quarter Results			Comments
Symptoms	# residents displaying symptoms resulting in an infection / 128		32/128 (UTI's not included)												Respiratory (5 cases) and Enteric outbreaks in March
MRSA/CDif	# nosocomial infections	0	0												1 in April
Wheelchair Cleaning (monthly)	# wheelchairs cleaned / # scheduled	100%	Jan <u>351</u> 428 84%	Feb <u>323</u> 421 77%	Mar <u>353</u> 430 83%	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Hand Hygiene (x2/yr)	# compliant/total # opportunities observed	50%													
PPE Use	# staff using proper PPE / # staff observed	100%													

FALLS																
Statistic/Audit	Measurement	Goal	1 st Quarter Results			2 nd Quarter Results			3 rd Quarter Results			4 th Quarter Results			Comments	
Falls (monthly)	# of falls	30	Jan 23	Feb 25	Mar 30	Apr 18	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
	# residents who have fallen / 128		17	22	22	15										
	Severity of falls	1	1	0	3	1										
	# of near miss falls		1	2	5	3										
	# of residents who have fallen 2 or more times in a week on whom falls round were conducted / # of residents who have fallen 2 or more times in a week where falls rounds were not conducted	100%	4/4 100%	4/4 100%	6/6 100%	3/3 100%										
			0	0	0	0										

	# falls prevention education opportunities offered to staff, residents & family members	At least once per year to each group	Falls display to all – all categories took part	0	0	0									
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INCONTINENT & BOWEL MANAGEMENT												
Statistic/Audit	Measurement	Goal	1 st Quarter Results			2 nd Quarter Results		3 rd Quarter Results		4 th Quarter Results		Comments
Voiding record	# residents with completed 3d voiding record on admission / #admissions	100%	12									
			100%									
			12									

SKIN & WOUND MANAGEMENT															
Statistic/Audit	Measurement	Goal	1 st Quarter Results			2 nd Quarter Results			3 rd Quarter Results			4 th Quarter Results			Comments
Pressure Ulcer Prevalence (annually)	# of residents with pressure ulcers	5%	TBA												
Pressure Ulcer Incidence (monthly)	# of residents with new pressure ulcers	5%	Jan 2.3%	Feb 2.3%	Mar 7.8%	Apr 1.5%	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Wound Care Sheets (monthly)	# audits completed / # audits scheduled	100%	No data	21/21 100%	17/17 100%	17/17 100%									Unable to do audits

HEALTH & SAFETY / RISK MANAGEMENT							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Fire Drill Attendance (annually)	# staff attending at least one fire drill per year / total # of staff	100%	n/a	n/a	n/a		Only measured in December
Employee Workplace Inspections	# inspections completed on time / # of inspections scheduled	100%	100%				
Management Workplace Inspections	# inspections completed on time / # of inspections scheduled	100%	100%				
Employee Incident Reports (from OHN quarterly updates)	# lost time injuries / # of total injuries	0	62% (21/34)				1 st quarter – 18 related to outbreaks
High Risk Activity Verification Process	# staff knowing 1 identifier / # staff knowing 2 identifiers	100%	4/8 = 50%				
Hazards	Quarterly hazard reports for		2 med fridge needs defrosting; 2 water				

	trending		temperatures high; four loading dock door not closing properly; 2 chemicals not stored properly				
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EDUCATION & TRAINING							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Inservice Attendance	# staff in attendance at all inservices		186				
	# of staff that attend at least one inservice per year / 185 (total # of staff) (annual)	70%	-----				
Inservice Evaluations	# evaluations completed	75%	15				
	/ # inservices offered		62% 24				
Topics (annual)	# of educational needs addressed / # of educational needs identified (annual)	100%	-----				
	# of staff attended sessions on mandatory topics	100%	30				

GENERAL							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Family/Resident Satisfaction Survey (annual)	# respondents satisfied / total # respondents	90%	97.5%				Survey closed March 31- 15 respondents
Staff Satisfaction Survey (annual)	# respondents satisfied / total #respondents	80%	n/a first quarter				Survey to be issued later in year
NEW - Staff Absenteeism Rate (not including full 15 week leaves)	# sick days taken /average # shifts scheduled	3%	563 days = 8%				Average 522 shifts/3918 hrs per week
NEW - Staff Turnover	# staff leaving employment /total # staff		6 staff = 3%				Based on 168 staff – 2 terminations & 4 resignations
Complaints (trended quarterly)	# verbal complaints	0	4				
	# written complaints	0	0				
Bed Occupancy	# days bed actually occupied	98%	99.3%				

	/ total number of days						
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PAIN & SYMPTOM MANAGEMENT							
Statistic/Audit	Measurement	Goal	1 st Quarter Results	2 nd Quarter Results	3 rd Quarter Results	4 th Quarter Results	Comments
Prevalence of Daily Moderate-Severe Pain scores	# of residents with moderate-severe daily pain scores / 128 residents	10%	5: Moderate (3.9%) 0: Severe				
Incidence of new Daily Moderate-Severe Pain scores	# of new resident with moderate-severe daily pain scores / 128 residents	10%	3: Moderate (2.3%) 0: Severe				1 of the 3 new cases was a new admission

RELIGIOUS & SPIRITUAL CARE															
Statistic/Audit	Measurement	Goal	1 st Quarter Results			2 nd Quarter Results			3 rd Quarter Results			4 th Quarter Results			Comments
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	
NEW - Pastoral Visiting (monthly)	# resident receiving a pastoral visit / total # respondents	90%	n/a	n/a	n/a										Data collection started in April
NEW - Multi-faith Services provided	# weeks with at least one multi-faith service provided / total # weeks	80%	83%												Two services cancelled first quarter due to outbreak



ADMINISTRATIVE REPORT

To: WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC

From: Elizabeth Savill
CAO

Prepared By: Julie Shillington
Administrator of Fairmount

Date Prepared: May 2, 2012

Date of Meeting: May 16, 2012

Re: Fairmount Home – Strategic Plan

Background

In April 2006, Fairmount's first five-year strategic plan was approved by County Council. In 2010, the management team at Fairmount started discussions with staff, residents, family members and volunteers in preparation for the development of a new five year strategic plan. Unfortunately, due to a variety of challenges, the draft plan has not been ready for Council's review and discussion until now.

The challenges we faced and the subsequent delay of the plan were recognized as being valid by Accreditation Canada during our recent accreditation survey however we are expected to have an approved strategic plan as well as an operating plan in place within the year.

Comment

In this report I refer to both a strategic plan and an operational plan. The easiest way to differentiate the two is to think of the strategic plan as the document that outlines at a very high level what we want to achieve and the operational plan as the document that details how we are going to achieve it. Operational plans should establish the activities and budgets for each part of the organization for the next years. They link the strategic plan with the activities the organization will deliver and the resources required to deliver them. An operational plan is the basis for, and justification of an annual operating budget request.

You will find our draft five-year strategic plan attached as Appendix A. We have made an attempt to capture the highlights of the past five years as well as documenting some of the possible focus areas for the next five years. Please note that by approving the strategic plan Council is not approving the operational plan. A multi-year operational plan will be brought forward for Council's discussion upon approval of the strategic plan.

One of the first tasks we undertook during our planning exercise was the revision of the home's mission and vision statements. During our staff consultations in 2010, it became very clear that

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Fairmount Home – Strategic Plan
May 16, 2012

the current statements were just too long for staff to remember and communicate. The following are the current statements – you will find the proposed statements on Appendix A:

Current Vision Statement:

In response to changing needs of residents and the community, we will continue to develop and implement innovative “best practices” and programs. We will continue to foster and grow an environment of mutual respect for residents and all members of our caring community.

We will promote the principles and practices of Continuous Quality Improvement for all aspects of Fairmount’s caring community, and we will maintain the ethical balance between innovation and resident choice, safety and risk management.

Building on the foundation of strong relationships, Fairmount will seek to increase the involvement of the wider community by bringing our citizens into Fairmount through the sharing of our expertise, our location, and our excellent programming. Fairmount will also reach out into the wider community as a leader and participant, sharing its knowledge and resources to plan and implement activities that will improve the lives of the elderly throughout the entire area.

Current Mission Statement:

Fairmount is an accredited long-term care home for 128 residents, dedicated to providing the best quality of life to those who live and work here.

The Fairmount community fosters a creative and responsive environment in which all members – staff, families, volunteers, students, community partners and the residents themselves – respect and promote the strengths and abilities of each other, especially those for whom this is home.

A full range of high quality programs are provided with the caring expertise of a dedicated, multi-disciplinary, team, responding to the unique needs and wishes of our residents.

All members of our Community are advocates for all those who live and work here.

There are no proposed changes to the current values of the home.

Once the proposed vision, mission and values were in place we were able to turn our focus to the home’s priorities. We were extremely pleased when Council formally established its priorities in the fall of 2011 as this allowed us to ensure that the priorities and goals established in the home’s strategic plan support the strategic priorities established by Council.

As you can see in Appendix A of the draft plan, a multitude of discussions have been held with staff, residents, family members and other community partners all leading to the development of a draft strategic plan for Council’s discussion and, ultimately, approval.

Sustainability Implications

An organization needs a road map to follow for success. The strategic plan is that road map that provides direction to staff and, through the subsequent operational plan performance measures, allows demonstration of achievement.

Financial Implications

There are no direct financial implications in the strategic plan as Council is not being asked to approve specific projects. The specific projects, thus direct financial implications, will come forward in the operational plan.

Recommendation

That Council of the County of Frontenac receive the *Fairmount Home – Strategic Plan* report and;

that the Council of the County of Frontenac approve the Fairmount Home Strategic Plan 2012-2017 as attached.

Organizations, Departments and Individuals Consulted and/or Affected

Residents
Staff
Volunteers
Family Members
Centric Health
Bagot Street Medical Center
KFL&A Public Health



Strategic Plan

Introduction

Fairmount Home is a 128-bed long-term care home owned and operated by the County of Frontenac. At Fairmount staff practices the Gentlecare philosophy - resident focused care which empowers residents to make as many choices as possible. Staff knows each resident and responds to their social as well as psychological and physical needs. They put the resident first before the task at hand and acknowledge that risk is a normal part of life. Most importantly, they treat the residents as they would wish to be treated.

Fairmount underwent an operational review in 2008 during which the consultants stated:

Fairmount truly stands out among long-term care homes, due to its innovation, its initiative and its ability to actually live out the Gentlecare philosophy. We repeatedly heard staff, residents, representatives of their families, the CCAC, the local LHIN and the surrounding community suggest 'Fairmount Home is a model for long term care'. The Osborne Group agrees with this view.

We provide 24-hour nursing care which incorporates nursing restorative care and have a medical team consisting of physicians and a full-time Nurse Practitioner. We provide support services including physiotherapy, occupational therapy and social work. We also provide recreational activities, dietary, housekeeping & laundry services as well as maintenance and administrative services. We meet the needs of our residents while ensuring staff live out the Gentlecare philosophy.

Fairmount is funded through the Ministry of Health & Long-Term Care, the South East LHIN, resident accommodation fees, the City of Kingston, the County of Frontenac and the generous donations from individuals in our community.

Our strategic plan has been created with the cooperation of staff, residents, volunteers, family members and our community partners. Appendix A to the plan provides the dates of our strategic planning meetings. Our plan outlines our mission, vision and values and identifies our strategic priorities and desired outcomes. Our plan is aligned with the vision and strategic priorities identified by Frontenac County Council.

The Last Five Years

Fairmount's first five-year strategic plan was approved by County Council on March 15, 2006. Since its implementation there have been many changes, both at Fairmount and in the long-term care sector as a whole, that have had a significant impact on our residents, staff, volunteers, family members and community.

Resident and family satisfaction rates have continued to be assessed annually and have been consistently high. Our Residents' Council has been active but unfortunately our Family Council folded in 2011.

Our waiting list has remained lengthy over the last five years. With the opening of another LTC home in Kingston we did see the list reduced somewhat, especially the list for secure beds, but it has grown longer again.

The introduction of the Local Health Integration Networks in 2006, forced long-term care homes to look at their role in the health care system from the perspective of the broader health care spectrum, not just as a single sector or provider. Fairmount senior staff has been involved in a variety of LHIN committees and discussions and continue to participate in quarterly LTC meetings which include the participation of a LHIN representative.

The South East LHIN has developed an Integrated Health Sustainability Plan (IHSP) which is the three-year strategic plan for the South East health care system. The Plan is entitled *Reaching for Excellence* and challenges health-care providers across the South East LHIN to explore possibilities for integration and improvements in the delivery of care, to meet goals and measure results.

In 2011, the South East LHIN announced an initiative entitled the *Regional Clinical Services Roadmap* that examines different services currently provided to varying degree by the seven hospitals and the South East Community Care Access Centre (CCAC) across this region, and considers ways in which to improve access to the right care, at the right time, in the right place. The focus is on effective chronic disease management, patient self management, reduction of hospital re-admission rates, and the improved coordination of care between sectors and providers.

A Long-Term Care Service Accountability Agreement (L-SAA) was signed with the South East LHIN in 2009 and requires that strategic plans be submitted by LTC homes to the LHIN every three years.

In 2009, Health Quality Ontario (HQO) introduced public reporting of indicators. HQO has been mandated by the provincial government to measure and report to the public on the quality of long-term care and resident satisfaction. Fairmount was one of the first homes to volunteer with HQO for public reporting of measures in areas such as falls prevention, pressure ulcer prevalence and bowel and continence management.

In 2010, HQO introduced Residents First, the purpose of which is to grow capacity for quality improvement, so that the quality of each resident's care is the best in Canada and comparable to leading jurisdictions the world over. Fairmount was one of five homes in Ontario to participate in a LEAN quality improvement exercise through Residents First.

The implementation of the *Long-Term Care Homes Act* (LTCHA) in 2010 introduced increased and new program and reporting requirements and inspection processes to long-term care homes. The *Act* saw an increase in the requirement for food service worker and dietitian hours; the introduction of social work services; new mandatory reporting requirements; details about staff training and emergency planning as well as new quality improvement requirements. Significant responsibilities have been placed upon County Council under the *Act* requiring members to be up to date on the activities of the home.

New funding for PSWs, RPNs, RAI Coordinators, physician on-call and safety initiatives was announced in the last five years. With the introduction of the LTCHA came an increase in base funding from the Ministry of Health & Long-Term Care.

In 2010, the Province moved away from the Alberta Classification System for determining Case Mix Index (CMI) and commenced using the RAI MDS 2.0 system. The CMI is the factor applied to the base funding for the nursing envelope to determine how much funding a home will receive for its nursing services. As an early adopter of the RAI MDS system, Fairmount had been frozen at a CMI of 106.77 until 2010 at which time the CMI was formally based on the RAI MDS assessments and went to 1.0168 and further dropped to .9915 in 2011. As the assessments are primarily based on documentation by staff, significant efforts have been made to educate staff on the RAI MDS system and their responsibility for ensuring accurate and complete documentation.

Efforts at accessing grant monies have been successful. We have been able to offer volunteer education, youth volunteer training, art instruction and intergenerational music activities to our residents and community through a variety of grants.

In 2010, County Council directed that there be no increase to the municipal contribution to the home related to operating costs for 2011, 2012 and 2013. This direction was met in 2011 however it did require reductions in PSW and RPN staffing. It was met again in 2012 with no staffing reductions.

Staff satisfaction has continued to be assessed annually. Satisfaction rates continued to be high until 2011 at which time the Accreditation Canada Worklife Pulse survey was administered which demonstrated a decline in satisfaction and trust in the organization. An independent facilitator was brought into the home to meet with staff to gain an understanding about the decline in satisfaction and it was made clear that the results were directly related to staffing reductions made in the nursing department in 2011. However, even with the decline in satisfaction, staff turnover rates remain extremely low.

Fairmount continues to be a learning organization, providing placement opportunities to students through the Limestone Board of Education, Trillium College, Queen's University, St. Lawrence College and the Kingston Learning Centre to name a few. We have provided placements for future PSWs, RNs, RPNs, Dietitians, Food Service Managers, Administrative workers and Nurse Practitioners. We also provide co-op placements for high school students from Sydenham High School and LaSalle Secondary School.

Our volunteer program has remained strong over the past five years with an annual average of 120 active volunteers. A volunteer satisfaction survey was administered in 2011 the results of which confirmed a high rate of volunteer satisfaction. Staff was also surveyed about their understanding of and satisfaction with the volunteer program. The results demonstrated that staff highly values the contributions of volunteers in the home.

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Looking at information technology, there have been significant advancements made over the last five years. Access to the Ontario Telemedicine Network (OTN) was provided to Fairmount in 2009. Currently we, and some members of our community, use the OTN at Fairmount to access education and training sessions. Digital pens for the ordering of medications were implemented in 2009. Computers on wheels (COWs) were introduced in 2009 to meet mobile IT needs. Most recently staff has been introduced to electronic scheduling and is now expected to submit all time off requests and shift trades electronically.

The Next Five Years

It is difficult to know exactly what will happen in the future given the ever changing world of long-term care however there are some certainties and some expectations that can be solidly addressed.

We do know that the South East LHIN has the highest percentage of residents aged sixty-five and older in the province. We also know that there is significant pressure on the acute care sector to reduce the number of patients deemed to be Alternate Level of Care (ALC) waiting in hospital, many waiting for LTC beds. It is very important that we continue to be engaged in discussion opportunities at the local, LHIN and provincial levels to ensure we understand the role we play within the LHIN's vision of the health care system and are able to participate in and/or provide feedback on suggested initiatives.

We expect that the performance measures referenced in the L-SAA will be fully developed, implemented and publicly reported. It is expected that HQO will expand the number of LTC performance measures that it publicly reports and that this will no longer be voluntary.

We know that the L-SAA requirement for nursing staffing plans will be introduced. What we don't know is what will be required in the staffing plans. However we can reference the Sharkey Report which gives us a possible benchmark. The Ministry of Health and Long Term Care commissioned an independent review in the fall of 2007 to look at staffing and care standards for Long-Term Care Homes in Ontario. Directed by Shirlee Sharkey, President and CEO of Saint Elizabeth Health Care, the findings of the report were published in May, 2008. The report is entitled *People Caring for People: Impacting the Quality of Life and Care of Residents of Long-Term Care Homes*. Sharkey proposes that "The addition of 3,200 nurses (including 1,200 RPNs announced in the 2007/08 provincial budget) and 2,500 PSWs will increase the average hours of care provided by nursing, personal care and allied health professionals to approximately 3.5 hours."

Looking at quality improvement, it is anticipated that the implementation of the *Excellent Care for All Act* will be introduced to the long-term care sector. This legislation requires the development of quality improvement committees; quality plans and staff/family/resident surveys much of which is already required under the *Long-Term Care Homes Act*.

We expect that it will be several years before we fully understand and are comfortable with the new Ministry of Health & Long-Term Care Inspection process.

We know that we must continue our efforts to maximize our CMI through nursing restorative care and documentation. We should also continue seeking revenue and cost recovery opportunities.

Looking at our capital infrastructure, we anticipate that our Auditorium will undergo redevelopment to ensure a fully functional resource for our residents and our community. A new well will be drilled in 2012. Our building automation system will need to be replaced and we will need to ensure adequate resources for ongoing capital requirements.

Our information technology needs are changing. Many LTC homes have moved towards electronic medication administration records (e-MARs) and full use of computerized nursing documentation systems. We do feel that staff has had sufficient opportunity over the past five years to gain some comfort with the computerized environment and plan on moving forward with

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these projects. We anticipate the ability to expand the use of the Ontario Telemedicine Network to allow residents to access medical specialist services without leaving the comfort of the home. We also see more and more residents and family members wishing to have access to internet services in the home.

The current average age of our employees is 43 years. 24% of our employees are between the ages of 50 and 70 years with 10 of them over the age of 60. In five years 41%, almost half, of our employees will be between the ages of 50 and 70. The average age of Fairmount's management team is 55 years. Given these facts, succession planning must be a priority for Fairmount.

There is a constant need to continue the learning of knowledge and skills of all those directly involved in Fairmount – staff, volunteers, families and residents on site – and those who someday may become a part of Fairmount – students. Legislated training requirements have increased in the past two years and must be met. Education and training needs identified by staff must also be considered.

Accessibility legislation will have an impact on the home especially in the areas of human resources and access to information and services.

Most importantly, we must ensure that we communicate effectively both internally and externally. We anticipate that our website will be a primary resource for communicating externally so a focused effort will be made on ensuring it is informative and user friendly.

Finally, our relationships with our residents, staff, family members, volunteers and community partners are extremely important to our success. We will continue to celebrate our current relationships while seeking out opportunities to build new ones.

Frontenac County Council Priorities

In 2009 the County undertook a County-wide approach towards planning for a sustainable future. The *Directions for Our Future* document outlines the project's vision as follows:

County of Frontenac – Fresh with Opportunity: Growing Vibrant, Innovative, Natural, Sustainable Places

It also outlines the four pillars of sustainability (social, cultural, economic and environmental) and thirteen focus areas that were recognized as valuable and important in the consideration and development of sustainability policies, programs and projects in the Frontenacs.

As well, at its meeting on October 19, 2011, Frontenac County Council approved the following strategic priorities for its four-year term:

- a) Implement an active program of communications with taxpayers, stakeholders, townships and other partners
- b) In collaboration, develop a County Official Plan with 10-20 year timeframes
- c) Start planning now to manage solid waste and reduce pressure on landfills
- d) Target and achieve long-range sustainable development while maintaining consideration for the environment
- e) Establish a rural transportation system
- f) Develop a long-term strategy that considers increasing pressures on Fairmount, long-term care, other facilities and the general housing supply
- g) Explore strategies related to mobile health care/primary care prevention.
- h) Complete and open the K&P Trail
- i) Lead by engaging expertise and collaborating with partners to repurpose/ revitalize under-utilized or tired rural properties for alternative use
- j) Support efforts to develop the local food production and marketing system
- k) Strengthen direct and personal relationships with businesses to support their contribution to the economy
- l) Establish at least one Community Improvement Plan (CIP) in each township.
- m) Establish an active program to support staff recruitment/retention, succession plans and other activities to ensure a skilled, committed staff

The *Directions for Our Future* document and Council's established priorities provide a firm foundation on which to build Fairmount's strategic plan.

Our Vision

Fairmount is recognized as a home of choice thanks to our Gentlecare™ philosophy; the dedication of staff, volunteers, students and community partners; our sustainable practices and our quest for continuous quality improvement.

Our Mission

Members of the Fairmount community are treated with dignity and respect in a creative and responsive environment in which all members are dedicated to promoting the individual strengths and abilities of each other.

Our Values

C - Caring and Compassionate	C – Community-Oriented
R - Responsive and Respectful	O – Opportunity and Openess
E – Expertise, Enabling	M – Meaningful and Mindful
A – Acceptance, Advocacy, Appreciation	M – Motivated
T – Team Work	U – Unique
I – Independent and Innovative	N – Neighbourly
V – Vibrant, Visionary	I – Inclusive
E – Ethical	T – Togetherness
	Y – YOU – our focus

Our Priorities

Our Residents

Fairmount will ensure a holistic lifestyle for all residents by responding to their unique needs and wishes related to learning and desired experiences to satisfy their physical, social, emotional, spiritual, mental and cultural needs and by ensuring that all members of the Fairmount community are knowledgeable and accepting of our Mission, Vision and Values and put them into practice all day, every day.

Our Staff & Volunteers

Fairmount will be a positive learning environment based on best practices and mutual respect, creativity and innovation and will maintain a strategy for recruitment, training and retention to ensure an exceptional group of staff and volunteers.

Our Community

Fairmount will continue seeking the involvement of the wider community by bringing members into Fairmount through the sharing of our expertise, our location and our excellent programming and by reaching out to members as a leader and a participant, sharing our knowledge and resources to plan and implement activities that will improve the lives of the elderly throughout the entire area.

Our Relationships

Fairmount will continue to develop new relationships, while recognizing the value of our current ones, to ensure the highest quality of care and programming for Fairmount and the long-term care sector.

Our Communications

Fairmount will maintain an open and accountable program of accessible communications with its residents, staff, volunteers, family members and members of its greater community.

Our Infrastructure

Fairmount will ensure that its activities are supported by good quality, well maintained, well managed and, where required, accessible infrastructure.

Our Sustainability

Fairmount will strive to become a sustainable organization by seeking out opportunities and resources that will allow us to reduce our financial and environmental impact upon our community.

Measurement & Reporting

A multi-year operational plan will be developed and implemented upon approval of the strategic plan by County Council.

An annual report will be provided to County Council, Residents' Council, staff, volunteers and family members on the home's progress towards meeting the activities set out in the plan.

Operational plan performance indicators will be established and documented in the Consolidated Statistical Report that is shared with Council on a quarterly basis.

Appendix A

Initial meetings, discussions and/or presentations:

April 12, 2010 – Volunteer Coordinator

April 15, 2010 – Dietary Aides, OT, Rehab Assist, Restorative Care Nurse

April 16, 2010 – Recreationists, Maintenance, Administration

April 19, 2010 – Cooks, Housekeeping, Laundry

May 3, 2010 – PSW

May 4, 2010 – RPN

May 7, 2010 – Documentation Assistants, RNs

May 14, 2010 – NP

December, 2010 – Volunteers

June 20, 2011 – Family Members

October 26, 2011 – Family Members

October 28, 2011 – Management Team

March 14, 2012 – Professional Advisory Committee (Medical Team; Public Health; Pharmacy; Physiotherapy)

March 19, 2012 – General Staff Meeting

March 15, 22, 23, 30, April 3, 5, 10 – Nursing Meetings

April 12 – Dietary Team

April 3 – 16 – Display in lobby for all including general public

April 24 – Residents' Council

May 1 – Frontenac Senior Management



ADMINISTRATIVE REPORT

To: WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC

From: Elizabeth Savill
CAO

Prepared By: Julie Shillington
Administrator of Fairmount

Date Prepared: February 7, 2012

Date of Meeting: February 15, 2012

Re: **Fairmount Home – 2012 Case Mix Index (CMI)**

Background

CMI is a numerical value calculated using Resource Utilization Groups (RUGs) that is then applied to the nursing envelope base funding. The RUGs score is calculated using information obtained through the RAI MDS resident assessment process conducted quarterly, and more frequently where required, by staff at the Home. The CMI is calculated once annually by the Ministry of Health and Long Term Care and applied to the funding envelope the following April.

Comment

For 2012, our CMI is based on the RUGs scores for the period ending March 31, 2011. Our CMI in 2011 was 0.9915 and we are pleased that our CMI for 2012 is 0.9926. This represents a revenue increase of \$3,432 over what was estimated in the budget document circulated late last week.

We are pleased to see our CMI continue to rise. Our staff continues to put great effort into timely and accurate documentation and carrying out our nursing restorative care and therapy programs which all contribute to not only the CMI but also the health and well-being of our residents.

Sustainability Implications

We provide quality care for our residents and offer a valuable social and cultural hub for our community of residents, staff, family members volunteers and other stakeholders. Provincial funding is essential to allowing the continuation of the quality of care provided to Fairmount Home residents.

Agenda Item # 4e)

Financial Implications

This increase in Fairmount's CMI will result in a projected operating decrease in the proposed 2012 Fairmount budget of \$3.00.

Recommendation

That Council of the County of Frontenac receive this *Fairmount Home – 2012 Case Mix Index (CMI)* report for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Residents
Staff
Ministry of Health and Long Term Care



ADMINISTRATIVE REPORT

To: WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC

From: Elizabeth Savill
CAO

Prepared By: Julie Shillington
Administrator of Fairmount

Date Prepared: February 7, 2012

Date of Meeting: February 15, 2012

Re: Fairmount Home – Property Easement

Background

About 10 years ago, in preparation for the Fairmount Redevelopment project, the property line between the Home and Country Pines Apartments next door was adjusted. During this past summer, consultants working on the Fairmount Water Project and Permit to Take Water renewal advised that the Country Pines well was now on County property.

Comment

Through discussion with our legal counsel, Ministry of the Environment representatives, water consultants, County Council and staff at Kingston Municipal Non-Profit Housing Corporation, the owner and operator of Country Pines, it was agreed that an easement of some property surrounding the well would be conveyed to Country Pines.

A property survey has been completed and an easement agreement prepared by our legal counsel. It is our understanding the Board of Directors for Town Homes Kingston has approved the agreement for its representatives' signatures.

Sustainability Implications

Granting of the easement will ensure the best long-term use of the property.

Financial Implications

Costs for the survey and legal fees are being borne by the County.

Recommendation

RESOLVED THAT Council of the County of Frontenac receive the *Fairmount Home – Property Easement* report;

AND FURTHER THAT Council of the County of Frontenac authorize the Warden and Clerk to execute the Property Easement agreement with the Kingston Municipal Non-Profit Housing Corporation

Organizations, Departments and Individuals Consulted and/or Affected

Kingston Municipal Non-Profit Housing Corporation
Country Pines Tenants
Ministry of the Environment
Genivar



ADMINISTRATIVE REPORT

To: WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC

From: Elizabeth Savill
CAO

Prepared By: Julie Shillington
Administrator of Fairmount

Date Prepared: February 17, 2012

Date of Meeting: March 21, 2012

Re: Fairmount Home – 2011 Year in Review

Background

In order to preserve the Home's history, an annual pictorial review of resident, staff and volunteer activities is assembled and shared.

Comment

2011 was another exciting year at Fairmount Home with new opportunities and challenges presenting themselves to staff, volunteers and residents. The Fairmount Home 2011 Year in Review CD is attached.

Sustainability Implications

By viewing the Year in Review, one can be assured that Fairmount provides quality care for our residents and offers a valuable social and cultural hub for our community of residents, staff, family members, volunteers and other stakeholders.

Financial Implications

None.

Recommendation

That Council of the County of Frontenac receive this *Fairmount Home – 2011 Year in Review* report for information only.

Administrative Report
Fairmount Home – 2011 Year in Review
March 21, 2012

Page 1 of 2

Agenda Item # 4g)

Organizations, Departments and Individuals Consulted and/or Affected

Residents
Staff
Volunteers



ADMINISTRATIVE REPORT

To: WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC
From: Elizabeth Savill
CAO
Prepared By: Julie Shillington
Administrator of Fairmount
Date Prepared: March 2, 2012
Date of Meeting: March 21, 2012

Re: Fairmount Home – 2012 Accreditation Results

Background

The Accreditation Canada surveyors were on site at Fairmount Home on January 23, 24 and 25, 2012. During that time they spoke to staff, volunteers, residents, family members, community partners and the Warden of Frontenac County.

Comment

Fairmount is once again accredited. We met 93% (374 out of 401) of the accreditation standards and fulfilled 90% (28 out of 31) of the Required Organizational Practices.

By July 12, 2012 we will have to report to Accreditation Canada on our progress in meeting the three Required Organizational Practices in order to maintain our accreditation. I have listed them below along with some commentary:

- 1. The organization has identified and implemented a list of abbreviations, symbols and dose designations that are not to be used in the organization.***

The Home does have policy on abbreviations, symbols and dose designations which was in the policy manual provided to the surveyors. Unfortunately, the staff interviewed during the survey were not aware of the policy. Our plan is to re-educate and ensure the policy is easily accessible in each dispensary.

- 2. The organization's leaders implement an effective preventative maintenance program for medical devices, medical equipment and medical technology.***

The Home does have a preventative maintenance program and most of the nursing equipment such as lifts, tubs chairs, commodes, etc. is on the program however some items such as SPOT machines, bladder scanner, etc. have not been included in the program as the preventative maintenance for those items is not conducted by our

maintenance staff. Moving forward we are identifying all medical equipment and entering it into our program regardless of who maintains it.

3. The organization evaluates its compliance with accepted hand-hygiene practices.

Fairmount has participated in the “Just Wash Your Hands” project which requires hand hygiene auditing on a semi-annual basis. In the Fall of 2011 we started to audit hand hygiene more frequently as our hand hygiene compliance needed improvement. The surveyors felt that as long as we continue the more frequent audits we will easily meet this required practice.

By January, 2013 we must report on progress on meeting the high priority standards that the surveyors did not feel that we met. I have listed them, with some commentary, as follows:

1) Customized Effective Organization – Standard 2.4

The organization’s leaders develop and implement an ethics framework.

The home has a complete ethics policy and framework and had provided some training to staff on the policy in December, 2011 however the surveyors noted that most staff they spoke to were not familiar with identifying what constitutes an “ethical issue”. Further training will be provided to enhance the awareness of staff.

2) Patient Safety – Standard 16.6

The team identifies reports, records and monitors, in a timely way, sentinel events, near misses and adverse events.

The home has a comprehensive policy on the identification and reporting of these events however the surveyors noted that the staff they spoke to were not able to readily identify or define a sentinel event. Further training will be provided to enhance the awareness of staff.

3) Customized Effective Organization – 9.3

The organization stores client records safely and securely.

The resident records are stored in cupboards at the care stations. The surveyors would like to see the cupboards locked. We are currently investigating options.

Please note that reporting progress not only includes advising the actions taken but also providing an audit trail which will provide proof to Accreditation Canada that our actions taken have been effective.

A copy of the Accreditation Report Executive Summary is attached.

Sustainability Implications

Achieving our accreditation confirms for Council, residents, staff, volunteers and our greater community that we provide high quality programs and services for our residents.

Financial Implications

With accreditation status we will continue to receive \$0.33 per resident per day from the Ministry of Health and Long-Term Care.

Recommendation

That Council of the County of Frontenac receive this *Fairmount Home – 2012 Accreditation Results* report for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Accreditation Canada
Residents
Staff
Volunteers

County Analysis - OW, ODSP, CHILDCARE & HOUSING: LSR YTD QUARTERLY REPORT

YEAR: 2012							
QUARTER: 1st							
PERIOD ENDING DATE: 31-Mar-12							
PROGRAM DESCRIPTION	2012 Consolidated Net Budget	2012 Consolidated Actual Costs to Date	% Consolidated Budget Expended	2012 County Net Draft Budget	County Actual Costs to Date	County % Budget Expended	Comments
ONTARIO WORKS							
OW Administration	\$ 3,671,409	\$ 773,293	21.1%	\$ 656,999	\$ 142,023	21.6%	County share = WA-1.648%
OW Program Delivery							
OW Allowances	\$ 4,409,147	\$ 1,057,775	24.0%	\$ 414,317	\$ 101,414	24.5%	2012 cost share = 82.8% Provincial, 17.2% Municipal
Employment Assistance Delivery	\$ 76,272	\$ 5,002	6.6%	\$ 7,050	\$ 672	9.5%	
Subtotal OW Program Costs	\$ 4,485,419	\$ 1,062,777	23.7%	\$ 421,367	\$ 102,085	24.2%	
Total OW Admin & Program Costs	\$ 8,156,828	\$ 1,836,070	22.5%	\$ 1,078,366	\$ 244,108	22.6%	
<i>Actual OW Allowance & Benefit Ratio</i>					9.606%		
<i>YTD OW Caseload Average</i>		2,993			271		
CHILDCARE SERVICES							
Childcare Admin (Reg & ELCC)	\$ 288,233	\$ 70,127	24.3%	\$ 56,329	\$ 14,035	24.9%	
Childcare Programs							
Fee Subsidy (DNA, ELCC, OW Formal)	\$ 822,220	\$ 209,741	25.5%	\$ 52,050	\$ 16,721	32.1%	Based on three months actual.
Fee Subsidy (Informal OW)	\$ 3,000	\$ -	0.0%	\$ 189	\$ -	0.0%	
Wage Subsidy (DNA, ELCC)	\$ 523,937	\$ 178,026	34.0%	\$ 102,393	\$ 35,630	34.8%	Based on four months cash flow.
Special Needs (DNA & ELCC)	\$ 128,004	\$ 42,668	33.3%	\$ 9,728	\$ 3,352	34.5%	Based on four months cash flow.
Other	\$ -	\$ -		\$ -	\$ -	#DIV/0!	
Subtotal CC Program Delivery	\$ 1,477,161	\$ 430,435	29.1%	\$ 164,360	\$ 55,703	33.9%	
Total Childcare Costs	\$ 1,765,394	\$ 500,562	28.4%	\$ 220,689	\$ 69,738	31.6%	
HOUSING SERVICES							
Housing Administration	\$ 996,806	\$ 117,959	11.8%	\$ 191,837	\$ 23,608	12.3%	Consulting expense not fully incurred in Q1. Also, received \$100K investment in Affordable Housing Subsidy in Q1.
Housing Program Costs	\$ 9,568,221	\$ 2,659,811	27.8%	\$ 531,121	\$ 123,234	23.2%	
Total Housing Admin & Prog Costs	\$ 10,565,027	\$ 2,777,770	26.3%	\$ 722,958	\$ 146,842	20.3%	
Total City-County LSR Soc Serv Costs	\$ 20,487,249	\$ 5,114,402	25.0%	\$ 2,022,013	\$ 460,689	22.8%	

Ministry of Community and
Social Services

Ministère des Services
Sociaux et Communautaires



Social Policy Development Division
Ontario Works Branch
4th Floor, 880 Bay Street
Toronto, Ontario
M7A 1E9
Tel # 416-326-8205
Fax # 416-326-9777
Website: cfs.gov.on.ca/CFCS/en/programs

March 27, 2012

MEMORANDUM TO: Ontario Works Administrators
-Municipalities and DSSABs
-First Nations

Regional Directors
Municipal Program Managers

FROM: Jeff Butler
A/Director
Ontario Works Branch

RE: 2012 Provincial Budget – Implications for Social Assistance

The 2012 Ontario Budget released today announced changes that would affect both Ontario Works and the Ontario Disability Support Program. These changes include:

- Removal of the Community Start-up and Maintenance Benefit and home repair benefit from social assistance; and
- Revision of the cost sharing formula for Ontario Works non-health and health-related discretionary benefits.

In addition, the Budget announced that there would be no increase to social assistance rates in 2012.

The Budget also noted that the government will be looking at opportunities to integrate Ontario Works and ODSP employment services with the broader Employment Ontario network. MCSS will work with the Ministry of Training, Colleges and Universities and other provincial and municipal partners with a view to better integrating these services to improve employment outcomes for clients while making the best use of resources.

Removal of the Community Start-up and Maintenance Benefit and Home Repair Benefits from Social Assistance

The Budget announced that, as part of the first phase of consolidation under the Long-Term Affordable Housing Strategy, the Community Start-Up and Maintenance Benefit is being removed from social assistance, with a portion of funding to be included in a new consolidated program administered by municipalities to provide housing and homelessness services and supports.

The Budget also announced that home repair benefits are being removed from social assistance. There are other programs that will continue to assist eligible Ontarians with home repairs including Ontario Renovates and the Residential Rehabilitation Assistance Program for First Nation communities.

In addition, people with disabilities may seek funding for home modifications from the Home and Vehicle Modification Program, which is funded by MCSS and administered by the Ontario March of Dimes.

The ministry will retain homelessness-related funding for First Nations and will be engaging First Nations delivery partners on how best to provide these services.

Revision of the Cost Sharing Formula for Ontario Works Non-Health and Health-Related Discretionary Benefits

The maximum provincial cost-share for non-health related discretionary expenditures is currently determined by using \$8.75 per case multiplied by the combined Ontario Works and ODSP monthly caseload within a delivery agent's geographic area.

The Budget announced that effective July 1, 2012, the existing formula for determining the maximum provincial cost share of non-health related discretionary benefits will be replaced with a new formula of \$10 per case of the combined Ontario Works and ODSP caseload for all non-health and health-related discretionary benefits.

The range of needs that can be addressed through Ontario Works discretionary benefits will not change (with the exception of the removal of home repairs per above). Delivery agents will continue to set local policies based on their clients' needs and their priorities.

Social Assistance Rates

The Budget also announced that, for 2012, social assistance rates will be maintained at their current levels.

Attached are questions and answers related to these announcements. Further details on implementation of the changes will be provided in the coming months.

For Ontario Works related questions regarding the above information, please contact Anna Cain, Manager, Ontario Works Branch at 416-325-6086 or anna.cain@ontario.ca.



J. Butler
A/Director, Ontario Works

Enc.

- c. Patti Redmond, Director, Ontario Disability Support Program Branch, MCSS
Maxine Daley, Director, Social Assistance and Municipal Operations Branch, MCSS
David Carter-Whitney, Assistant Deputy Minister, Social Policy Development Division, MCSS
David Zuccato, Assistant Deputy Minister, Operations Division, MCSS

COUNTY OW UPLOAD

Updated May 2012

Year	Gross County OW Allow & Benefits	Municipal Share @ 20%	% Upload	Net Municipal Cost with upload	Municipal Savings due to Upload	Notes
2010	\$ 2,296,678	\$ 459,336	3%	\$ 445,556	\$ 13,780	based on budget
2011	\$ 2,342,612	\$ 468,522	6%	\$ 440,411	\$ 28,111	based on budget
2012	\$ 2,391,515	\$ 478,303	14%	\$ 411,341	\$ 66,962	based on budget - \$54.9K for discretionary bens capping July 1, 2012
2013	\$ 2,280,507	\$ 456,101	29%	\$ 323,832	\$ 132,269	1%↑ in bens rate - \$54.9K disc cap and \$111K CSUMB elimination
2014	\$ 2,280,507	\$ 456,101	43%	\$ 259,978	\$ 196,124	2013 rates & caseload, capped disc & no CSUMB
2015	\$ 2,280,507	\$ 456,101	57%	\$ 196,124	\$ 259,978	based on 2014 allowance, same rate and stable caseload
2016	\$ 2,280,507	\$ 456,101	71%	\$ 132,269	\$ 323,832	based on 2014 allowance, same rate and stable caseload
2017	\$ 2,280,507	\$ 456,101	86%	\$ 63,854	\$ 392,247	based on 2014 allowance, same rate and stable caseload
2018	\$ 2,280,507	\$ 456,101	100%	\$ -	\$ 456,101	based on 2014 allowance, same rate and stable caseload

DISCRETIONARY BENEFIT MAINTENANCE FORECAST

	Gross	Provincial	Municipal
2011 Actual Gross Expenditure	\$ 109,809	\$ 89,165	\$ 20,644
2012			
Jan-July Status Quo	\$ 56,500	\$ 46,782	\$ 9,718
Jul-Dec 2012 Expenditure Estimate for Status Quo	\$ 56,500		
Jul-Dec 2012 Allocation & Cost Share per Cap	\$ 49,712	\$ 41,162	\$ 15,338
2012 Total Discretionary Costs & Cost Share	\$ 113,000	\$ 87,944	\$ 25,056

2012 caseload estimate:

3000(OW) & 5850 (ODSP) = 8850 cases
 Caseload apportionment = 90.638% City & 9.362% County

Future Years

2013	\$ 113,000	\$ 85,306	\$ 27,694
2014	\$ 113,000	\$ 88,090	\$ 24,910
2015	\$ 113,000	\$ 90,874	\$ 22,126
2016	\$ 113,000	\$ 93,658	\$ 19,342
2017	\$ 113,000	\$ 96,641	\$ 16,359
2018	\$ 113,000	\$ 99,424	\$ 13,576

based on above 2012 caseload and discretionary benefit spending level

COMMUNITY START UP & MAINTENANCE BENEFIT (CSUMB)

	Gross	Provincial	Municipal
2011 Apportioned Actual Issuance	\$ 111,044	\$ 90,168	\$ 20,876

apportionment estimated at 9.163% of consolidated expenditure

2010 Ontario Budget and Social Assistance Questions and Answers

Social Assistance Rates

Q. Are social assistance rates increasing in 2012?

The 2012 Budget announced that social assistance rates will be maintained at current levels in 2012.

Community Start-Up and Maintenance Benefit (CSUMB)

Q. What changes are being made to CSUMB?

The 2012 Budget announced that, as part of the first phase of consolidation under the Long-Term Affordable Housing Strategy, the Community Start Up and Maintenance Benefit is being removed from social assistance, with a portion of funding to be included in a new consolidated program administered by municipalities to provide housing and homelessness services and supports.

Q. What is the effective date of change?

CSUMB will be removed from social assistance as the new consolidated housing and homelessness program is introduced in January 2013.

Q. What is included in CSUMB?

CSUMB is a mandatory social assistance benefit that provides funding to eligible recipients to assist with the costs of:

- establishing a new residence
- preventing eviction or discontinuation of heating or utilities
- maintaining an existing residence

Q. How many clients receive CSUMB each month?

All Ontario Works and ODSP clients may be eligible to access CSUMB which provides up to a maximum of \$799 for an eligible single recipient and \$1500 for an eligible family on social assistance over a 24-month period.

Q. What is the cost sharing of CSUMB?

Under ODSP, CSUMB is 100% provincially funded while under Ontario Works CSUMB is currently cost shared 82.8% provincial – 17.2% municipal and is part of the scheduled upload of Ontario Works financial assistance costs.

Q. Will this affect monthly income allowances for people on social assistance?

These benefits are provided on a case-by-case basis to eligible clients. As such, these changes will not impact the amount an individual or family receives in their monthly income allowance.

Q. Are First Nations homelessness-related programs part of consolidation?

The Ministry of Community and Social Services will retain homelessness-related funding for First Nations and will be engaging First Nations delivery partners on how best to provide these services

Home Repairs

Q. What changes are being made to home repair benefits in social assistance?

The 2012 Budget announced that home repair benefits are being removed from social assistance. There are other programs that will continue to assist eligible Ontarians with home repairs including Ontario Renovates and the Residential Rehabilitation Assistance Program for First Nations communities.

Persons with disabilities can also seek funding for home modifications from the Home and Vehicle Modification Program, which is funded by MCSS and administered by the Ontario March of Dimes. Approvals for funding are based on priority criteria. Priorities include modifications required to allow persons with disabilities to continue to live safely in their homes and to avoid job loss.

Q. What is the effective date of change?

This change will come into effect on January 1, 2013

Q. What is included in home repairs?

Home repairs are provided as a mandatory benefit through ODSP and as a discretionary benefit through Ontario Works. The cost of a necessary home repair may be provided if no other funding is available and:

- The recipient could be forced to vacate the home if these repairs are not done;
- There is a risk to the health or well-being of a member of the benefit unit; and/or
- Extensive damage will result to the home if the repairs are not undertaken immediately.

Q. Are home repair benefits cost-shared?

The ODSP Home Repair Benefit is 100% provincially funded while Ontario Works discretionary benefits, including home repairs, are currently cost-shared 82.8% provincial – 17.2% municipal and are part of the scheduled upload of Ontario Works financial assistance costs.

Q. Will this affect monthly income allowances for people on social assistance?

These benefits are provided on a case-by-case basis to eligible clients. As such, this change will not impact monthly income allowances for people on social assistance.

Q. How will recipients pay for necessary repairs that allow them to continue to live in their home?

Ontario Renovates is a new municipal housing program that is available to assist low-income Ontarians, including social assistance recipients with the cost of necessary home repairs.

Social assistance recipients living in First Nations communities can apply to the federal Residential Rehabilitation Assistance Program (RRAP) for assistance with the cost of necessary home repairs.

Persons with disabilities can also seek funding for home modifications from the Home and Vehicle Modification Program, which is funded by MCSS and administered by the Ontario March of Dimes.

Discretionary Benefits

Q. What changes are being made to discretionary benefits in Ontario Works?

The 2012 Budget announced that the government would revise the funding of discretionary benefits provided through Ontario Works by replacing the existing formula for determining the maximum amount eligible for provincial cost-sharing.

The existing formula of \$8.75 per case for non-health related discretionary benefits would be replaced with a new formula of \$10 per case on combined health and non-health related discretionary benefits.

The range of needs that can be addressed through discretionary benefits would not change with the exception of the removal of home repairs. Delivery agents will continue to set local policies based on their clients' needs and their priorities.

Ontario Works discretionary benefits will continue to be available to ODSP recipients and members of their benefit unit on a case-by-case basis, at the discretion of Ontario Works administrators.

Q. What is the effective date of the change?

This change will come into effect on July 1, 2012.

Q. Will this new cost-sharing formula reduce supports for people on social assistance?

The range of needs that can be addressed through discretionary benefits for both Ontario Works and ODSP recipients would not change, with the exception of the removal of home repairs. Delivery agents will continue to set local policies based on their clients' needs and their priorities.

Q. What is included in Ontario Works health related discretionary benefits?

Health related discretionary benefits include:

- dental care for adults on Ontario Works and adult children of ODSP clients;
- eye-glasses for adults on Ontario Works and adult children of ODSP clients;
- a portion of the costs of prosthetic appliances;
- funerals and burials; and
- any other special service, item or payment authorized by the Director of Ontario Works (e.g. child care costs in situations where a recipient requires child care to attend a medical appointment).

Q. What is included in Ontario Works non-health related discretionary benefits?

Non-health related discretionary benefits include:

- vocational training and retraining;
- travel and transportation that is not for health-related purposes;
- moving expenses; and
- any other special service, item or payment authorized by the Director of Ontario Works

Q. How many clients receive these benefits each month?

All Ontario Works and ODSP clients may be eligible to access Ontario Works discretionary benefits, which are provided by delivery agents on a case by case basis. The number and types of discretionary benefits provided vary by Ontario Works delivery agents based on local priorities and are not tracked at the provincial level.

Employment Services Integration

Agenda Item # 5b)

Q. What changes are being considered for employment services in social assistance?

The government will be looking at opportunities to integrate Ontario Works and ODSP employment services with the broader Employment Ontario network

Q. Does this mean the government will no longer provide employment supports to social assistance recipients and persons with disabilities?

No decisions have been made yet about integrating employment services. Ministry staff will be working closely with the Ministry of Training, Colleges and Universities and our municipal partners to explore this idea.



ADMINISTRATIVE REPORT

To: Warden and Council Members of the County of Frontenac

From: Elizabeth Savill
CAO

Prepared by: Paul J. Charbonneau
Director of Emergency & Transportation Services/Chief of Paramedic Services

Date prepared: March 22, 2012

Date of meeting: April 18, 2012

Re: **Emergency and Transportation Services – 2012 1st Quarter Activity Update**

Background

This report is presented to Council to provide an update on the various ongoing activities and special projects during the 1st quarter of 2012.

Comment

Meetings Attended	Dates
County Council – Regular Meeting	January 22, February 15, March 21
County Council – Special Meeting	March 13
County Council – Joint Council	
Joint Management and RULAC	January 30, February 13
County Emergency Management Program Committee	February 8
City of Kingston Emergency Management Program	February 28
CACC Advisory	
Regional Paramedic Program of Eastern Ontario (RPPEO)	
Fire/Paramedic Labour Relations Committee	
OPSEU Local 462 Labour Management Committee	
CUPE Local 109 Labour Management Committee	January 31 (Collective Bargaining)
County Health & Safety Committee	February 21
EMO Loyalist Sector Meeting	
Regional Acute Care Stroke Protocol Committee	
LHIN - Cardiovascular Roadmap Project	

Committee Activities

1. Association of Emergency Medical Services of Ontario (AMEMSO) Board:
January 20, 25, February 16, March 15
2. AMEMSO Eastern Ontario Chiefs: None this period
3. Emergency Medical Services Chiefs of Canada (Executive and Board):
January 4, February 6, 13 and 21, March 12

Special Projects/Other Activities

1. **The Tema Conter Memorial Trust Gala**

On February 4th I attended the annual Gala in Vaughan; for over 10 years I have sat as a member of the Advisory Board for this organization. Emergency services and military personnel witness traumatic events as part of their daily routine. Yet they continue to perform their essential duty of saving lives – often in the face of unspeakable tragedy. So unspeakable, in fact, that many of these heroic individuals struggle quietly with the physical, psychological and emotional effects of their jobs. The Tema Conter Memorial Trust was established to end the silence and ease the suffering. The charity was founded by Mr. Vince Savoia, an attending paramedic at the murder scene of Ms. Tema Conter in 1988. The trusts purpose is two-fold: to honour the memory of Ms. Tema Conter and call attention to the psychological trauma encountered by emergency services and military personnel.



2. **National Association of Emergency Medical Services Physicians (NAEMSP)**

From January 10th to 14th I travelled, with several Eastern Ontario EMS Chiefs and staff from the Regional Paramedic Program of Eastern Ontario (RPPEO), to the annual NAEMSP conference in Tucson, Arizona. This opportunity, funded by RPPEO, was very beneficial in allowing me to meet like minded individuals and participate in several workshops regarding EMS Research and Community Paramedicine.

Recommendation

That the Council of the County of Frontenac accept this *Emergency and Transportation Services – 2012 1st Quarter Activity Update* report for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Agenda Item # 5d)

COUNTY OF FRONTENAC Variance to December 31, 2011	2011 Budget	2011 Year End Actual	Variance	% Total Annual Budget
Land Ambulance Services Detail	\$	\$	\$	Budget
Provincial Subsidy - Ministry of Health	6,697,598	6,697,599	1	100.00%
Sale of Vehicle/Defibs	39,000	0	-39,000	0.00%
Other	72,000	122,422	50,422	170.03%
TOTAL REVENUE	6,808,598	6,820,021	11,423	100.17%
Service Delivery (includes approved enhancements)	14,120,601	13,647,553	-473,048	100.20%
Less: Non Cash Items	-500,252	-590,827	-90,575	#DIV/0!
Net: Service Delivery	13,620,349	13,056,726	-563,623	95.86%
Reserve for Vehicle, Equipment Replacement & Other Projects	617,263	767,263	150,000	124.30%
TOTAL DIRECT SERVICE	14,237,612	13,823,989	-413,623	97.09%
Net Operating Expenditure	7,429,014	7,003,968	-425,046	94.28%
Net Capital Expenditure	39,000	71,034	32,034	67.00%
Total Ambulance Expenditure	7,468,014	7,075,002	-393,012	93.89%
City Of Kingston 79.986% est	6,008,615	5,659,011	-349,604	93.89%
Frontenac 20.014% est	1,459,399	1,415,991	-43,408	93.89%
Ambulance Capital				
From Reserves	819,170	930,493	111,323	64.08%
Total Revenue and Reserve Transfer	819,170	930,493	111,323	64.08%
Vehicle New	0	0	0	0.00%
Vehicle Replacement	736,510	805,241	68,731	109.33%
Equipment New	0	71,034	71,034	100.00%
Equipment Replacement	121,660	125,251	3,591	102.95%
Total Capital Cost	858,170	1,001,527	143,357	116.70%
Net Capital Cost	39,000	71,034	32,034	182.14%
Offload Nursing				
Revenue	131,402	131,402	0	100.00%
Expense	131,400	131,402	2	100.00%
Total	2	0	-2	0.00%

Agenda Item # 5d)

COUNTY OF FRONTENAC
2012 Variance to March 31, 2012
Summary Of Revenue and Expenditure

	2012 Budget \$	to date Budget \$	to date Actual \$	Variance \$	% Total Annual Budget
Land Ambulance					
Provincial Funding	7,009,868	1,752,467	1,680,770	-71,697	23.98%
Special Projects Revenue	0	0	6,380	6,380	100.00%
Sale of Vehicle & Equipment	28,000	0	0	0	0.00%
Other – Cross Border	67,000	0	0	0	0.00%
Total Revenue	7,104,868	1,752,467	1,687,150	-65,317	23.75%
Service Delivery	14,543,676	3,711,075	3,367,788	-343,287	23.16%
Less: Non Cash Items	-532,470	-133,118	-141,471	-8,353	26.57%
Net: Service Delivery	14,011,206	3,577,957	3,226,317	-351,640	23.03%
Reserve for Vehicle, Equipment Replacement & Other Projects	637,263	0	0	0	0.00%
Total Direct Service Expense	14,648,469	3,577,957	3,226,317	-351,640	22.02%
Net Operating Expense	7,543,601	1,825,490	1,539,167	-287,462	20.40%
Net Capital Expense	78,000	95,000	74,420	-20,580	95.41%
Total Expense	7,621,601	1,920,490	1,613,587	-308,042	21.17%
City Of Kingston 79.986%	6,096,214	1,536,123	1,290,644	-246,390	21.17%
Frontenac 20.014%	1,525,387	384,367	322,943	-61,652	21.17%
Capital					
Reserve Transfer	528,660	0	25,823	25,823	4.88%
Capital Expense					
Vehicle New	45,000	0	0	0	0.00%
Vehicle Replacement	78,000	0	0	0	0.00%
Equipment New	33,000	0	0	0	0.00%
Equipment Replacement	121,660	95,000	100,243	5,243	82.40%
	277,660	95,000	100,243	5,243	36.10%
2011 Projects Brought Forward	329,000	0	0	0	0.00%
Net Capital Expense	78,000	95,000	74,420	-20,580	95.41%
Offload Nursing					
Revenue	160,250	40,063	54,486	14,423	34.00%
Expense	160,250	40,063	10,950	-29,113	6.83%
Net Offload Nursing	0	0	43,536	43,536	



ADMINISTRATIVE REPORT

To: Warden and Council Members of the County of Frontenac

From: Elizabeth Savill
CAO

Prepared by: Paul J. Charbonneau
Director of Emergency & Transportation Services/Chief of Paramedic Services

Date prepared: February 23, 2012

Date of meeting: March 21, 2012

Re: **Emergency and Transportation Services – Legislated Response Time Performance Plans**

Background

In 2006, in conjunction with the Association of Municipalities of Ontario (AMO), the provincial government established a Land Ambulance Committee (LAC) to review ambulance response time standards. On July 31, 2008 changes were made to the *Ambulance Act*, Ontario Regulation 267/08, amending O. Reg. 257/00 with the heading Section 22: Part VIII, Response Time Performance Plans, Sections 22 and 23.

PART VIII – RESPONSE TIME PERFORMANCE PLANS

- 23.** (1) *In this section, “response time” means the time measured from the time a notice is received to the earlier of the following:*
- a) *The arrival on-scene of a person equipped to provide any type of defibrillation to sudden cardiac arrest patients.*
 - b) *The arrival on-scene of the ambulance crew. O. Reg. 267/08, s. 1 (2).*
- (2) *No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act, a performance plan for the next calendar year respecting response times. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (1).*
- (3) *An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale (“CTAS”) 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator*

Agenda Item # 5e)

selected by the upper-tier municipality or delivery agent in accordance with the Act. O. Reg. 267/08, s. 1 (2).

- (4) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part. O. Reg. 267/08, s. 1 (2).*
- (5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated. O. Reg. 267/08, s. 1 (2).*
- (6) An upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,
 - a) the nature and scope of the plan established under that subsection or updated under subsection (4); and*
 - b) the establishment, maintenance, enforcement, evaluation and updating of the plan. O. Reg. 267/08, s. 1 (2).**
- (7) Without limiting the generality of subsection (6), no later than March 31 in each year after 2013, an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the following matters for the preceding calendar year:
 - 1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received.*
 - 2. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight minutes of the time notice is received respecting such services.*
 - 3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2). O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (2).**
- (8) Without limiting the generality of subsection (6), an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the performance of each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act in respect of the targets set for that operator under subsection (3). O. Reg. 267/08, s. 1 (2).*

The municipality is to submit its Response Time Plan to the Ministry of Health and Long-Term Care (MOHLTC), Emergency Health Services Branch (EHSB) Director no later than October 31 of each year, after 2011 (Section 23 (5)), which are to include performance targets for sudden cardiac arrest, CTAS 1, CTAS 2, 3, 4 and 5. By March 31 of each year the same table with the actual times achieved in the year previous will be reported to the MOHLTC. Canadian Triage and Acuity Scale (CTAS), is a priority setting scale to describe the severity of a patient's condition. In this scale, "CTAS 1" is the most serious, and CTAS 5 the least.

Comment

The previous emergency response time standard had been based on 1996 performance that differed for each upper tier. Since then, the ambulance system and associated demands have changed. The new regulation provides flexibility for each municipality to establish its own percentages of time that it expects to meet its target times considering local resources. In some categories, municipalities can establish their own targets in both time and percentage.

The County of Frontenac's 90th percentile response time measurement in 1996, 14 minutes 52 seconds, establishes that 90 of 100 calls were responded to in under 14:52. The new reporting process simply restates this performance in relation to a set time, as a percentage of calls. Specifically:

1. Sudden Cardiac Arrest calls will have a target percentage of the calls having a Defibrillator on scene within 6 minutes;
2. Sudden Cardiac Arrest and CTAS 1 calls will have a target percentage of the calls where a paramedic resource is on scene within 8 minutes;
3. CTAS 2, 3, 4, and 5 will have a target percentage of the calls where a paramedic resource is on scene in a determined timeframe.

Under both the old and the new process, the times identified to the Province are applicable to the entire service area of the County of Frontenac. There are no provisions in the regulations to provide for variations in population or call volume density. It is important to note that response time performance is increased in densely populated areas. The response time performance reported is an amalgamation of calls throughout the service area, and expectations should be tempered as such.

Under this regulation, municipalities will be credited when any defibrillator is used to assist a victim of sudden cardiac arrest including a public access defibrillator or a tiered response agency. In addition, Emergency Response Vehicles with one paramedic will continue to be calculated in the response time calculations.

With the new standard, the response time will be measured based on the severity of the call, as found by the paramedic (vs. how it was dispatched), which is in keeping with how medical evaluations are conducted. It is intended to propel the stakeholders to continue to pursue system improvements to more accurately identify patients in the greatest need through the ambulance dispatch call interrogation process.

It is suggested that the Response Time Plan reflect current performance elements, so that a year over year benchmarking of response times can be evaluated. Possible options are to 'under-promise and over-deliver', or conversely establish targets in excess of the current performance and enhance service to meet those targets.

Municipalities under the Eastern Ontario Warden's Caucus (EWOC) are working together to identify opportunities regarding the new Response Time Performance Plans and further reports will come to County Council over the next several months with the final recommendation for adoption of a Plan coming within the timeframes dictated by the Province.

Sustainability Implications

Agenda Item # 5e)

Good stewardship of the County's financial resources and most appropriate care of our residents and visitors when in need of paramedic services.

Agenda Item # 5e)

Financial Implications

None at this time.

Recommendation

That the Council of the County of Frontenac accept this *Emergency and Transportation Services – Legislated Response Time Performance Plans* report for information only;

Organizations, Departments and Individuals Consulted and/or Affected



ADMINISTRATIVE REPORT

To: Warden and Council Members of the County of Frontenac

From: Elizabeth Savill
CAO

Prepared By: Colleen Hickey
Human Resources Specialist – Labour Relations

Date prepared: January 25, 2012

Date of meeting: February 15, 2012

Re: **Human Resources – Ratification of the Collective Agreement with OPSEU Local 462 Representing the Frontenac Paramedic Services Paramedics**

Background

The County of Frontenac's Paramedics are represented by Local 462 of the Ontario Public Service Employees Union. The County's collective agreement with OPSEU Local 462 expired as of December 31, 2010.

Negotiations began in July 2011 and several days of positive negotiations were held. A conciliator from the Ministry of Labour was agreed to by both parties to work through the remaining items that were outstanding and subsequently a three-year agreement was reached January 9, 2012. The union membership's ratification vote affirmed the agreement and it is presented to Council for its consideration.

Comment

The County Negotiating Team considers this to be a fair settlement. Arising out of this round of negotiations is a collective agreement that has changes to language as well as other housekeeping items. These language changes are operationally positive for the County of Frontenac. Other key elements brought the contract in line, or maintained our position, with other County contracts and staffing responsibilities.

The tentative agreement has a 3-year term, beginning January 1, 2011 through to December 31, 2013.

Administrative Report
Human Resources – Ratification of the Collective Agreement with OPSEU Local 462 Representing the Frontenac
Paramedic Services Paramedics
February 15, 2012

Page 1 of 2

Sustainability Implications

This collective agreement allows us to move forward with effective employee relations which allow us to provide professional health services to the residents of the County of Frontenac and the City of Kingston while maintaining economic sustainability.

Financial Implications

Wage and benefit increases reflect industry trends. Our agreed to financial package (wages and benefits) is comparable and maintains our wage position with other paramedic services throughout the Eastern region.

Recommendation

RESOLVED THAT Council of the County of Frontenac accept this *Human Resources – Ratification of the Collective Agreement with OPSEU Local 462 Representing the Frontenac Paramedic Services Paramedics* report;

AND FURTHER Council authorize the Warden and Clerk to execute the Collective Agreement effective from January 1, 2011 to December 31, 2013.

Organizations, Departments and Individuals Consulted and/or Affected

Frontenac Paramedic Services Staff and Management
County of Frontenac Finance and Human Resources Staff
OPSEU Local 462

Agenda Item # 5g)

Warden and Clerk to execute the agreement between the County of Frontenac and the successful proponent.

Comment

The Request for Proposals (RFP), prepared by the County and reviewed by Township staff, was released on February 6th.

Two proposals were received for the Project Manager contract for the project.

<u>Company Name</u>	<u>Contract Price</u>
TCMS	\$56,972 + HST
GD Jewell	\$63,055 + HST

Interviews were held on February 17th, with S. Riddell and G. Gorrie representing the Township and P. Charbonneau and M. VanBruinessen representing the County making up the interview panel.

After an assessment of the proposals and the interview, TCMS was deemed to be the successful proponent.

Financial Implications

The low bid is reasonable for the project

Recommendation

THAT County Council receive this *Financial Services – North Frontenac Joint Land Ambulance/Fire Station Project Manager Award of Contract* for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Cheryl Robson, CAO, Township of North Frontenac
Steve Riddell, Chief of Fire Services, Township of North Frontenac
George Gorrie, Chief Building Officer, Township of North Frontenac



ADMINISTRATIVE REPORT

To: Warden and Council Members of the County of Frontenac

From: Elizabeth Savill
CAO

Prepared by: Paul J. Charbonneau
Director of Emergency & Transportation Services/Chief of Paramedic Services

Date prepared: May 2, 2012

Date of meeting: May 16, 2012

Re: **Emergency and Transportation Services – North Frontenac Joint Land Ambulance/Fire Station Development Update 2012-01**

Construction Update

The report prepared by our Project Manager, Patrick Thompson, TCMS, for the period is attached.

Change Orders

No change orders are being brought forward.

Other Matters

The Project Manager, Township of North Frontenac staff and County staff continue to work with the four (4) Design/Build proponents on details of the RFP.

Sustainability Implications

Good stewardship of the County's financial resources and most appropriate care of our residents and visitors when in need of paramedic services.

Financial Implications

None at this time.

Administrative Report
Emergency and Transportation Services – North Frontenac Joint Land Ambulance/Fire Station Development Update
2012-01
May 16, 2012

Recommendation

That the Council of the County of Frontenac accept this *Emergency and Transportation Services – North Frontenac Joint Land Ambulance/Fire Station Development Update 2012-01* report for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Patrick Thompson, Project Manager, TCMS
Township of North Frontenac Staff
Marian VanBruinessen, County Treasurer



**CONSTRUCTION OF A NEW NORTH FRONTENAC
JOINT LAND AMBULANCE / FIRE STATION**

**THE COUNTY OF FRONTENAC /
THE TOWNSHIP OF NORTH FRONTENAC**

PROGRESS REPORT NO. 1

Prepared by TCMS

May 4, 2012

NEW NORTH FRONTENAC JOINT LAND AMBULANCE / FIRE STATION
PROGRESS REPORT NO. 1

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NEW NORTH FRONTENAC
JOINT LAND AMBULANCE / FIRE STATION
PROGRESS SUMMARY

The following activities have been completed during the current report period.

- Project start-up meeting with key stakeholders – March 08, 2012, Plevna, ON
- Call for Expression of Interest from design-build contractors, March, 2012.
- Review and selection of four (4) design-build contractors.
- Development of project mandatory design requirements.
- Preparation of Request for Proposal (RFP) and Instructions to Bidders documents.
- Completion of a geotechnical evaluation of the site – April 5, 2012.
- Preparation and issuance of RFP addenda.
- Evaluation of environmental issues affecting the site.



ADMINISTRATIVE REPORT

To: Warden and Council Members of the County of Frontenac

From: Elizabeth Savill
CAO

Prepared by: Paul J. Charbonneau
Director of Emergency & Transportation Services/Chief of Paramedic Services

Date prepared: March 11, 2012

Date of meeting: March 21, 2012

Re: **Emergency and Transportation Services – 2012 Ontario Special Olympics Provincial Spring Games, Kingston Ontario**

Background

Birth of Special Olympics in Canada

In the early sixties, testing of children with intellectual disabilities revealed that they were only half as physically fit as their non-disabled peers. It was assumed that their low fitness levels were a direct result of their disabilities. A Toronto researcher and professor, Dr. Frank Hayden, questioned this assumption. Working with a control group of children on an intense fitness program, he demonstrated that given the opportunity, intellectually disabled people could become physically fit and acquire the skills necessary to participate in sport. His research proved that low levels of fitness and lack of motor skills development in people with intellectual disabilities were a result of nothing more than a sedentary life style.

Mission Statement

To provide year-round sports training and athletic competition for individuals with intellectual disabilities.

Special Olympics promotes opportunities to develop physical fitness, demonstrate courage, experience joy, and develop skills and friendship with their families, other Special Olympic athletes and the community.

Over the past 40 years Special Olympics has grown from a modest program serving local athletes to become the world's largest movement dedicated to promoting respect, acceptance, inclusion, and human dignity for people with intellectual disabilities through sports.

Comment

The 2012 ONTARIO SPECIAL OLYMPICS PROVINCIAL SPRING GAMES are being hosted by Special Olympics Ontario Region 12 and held in Kingston from May 31-June 3, 2012. The lead agencies for the games are the OPP and Kingston Police Force. The theme this year is "Side by Side".

Dr. Andrew Reed, our associate base hospital medical director from the Regional Paramedic Program of Eastern Ontario (RPPEO) and the OPP Physician, has accepted the position of Medical Lead for the games. In his capacity, as Medical Lead, Dr. Reed was contacted Frontenac Paramedic Services (FPS) regarding paramedic coverage of the games. Dr. Reed states, "I truly believe this is an important public service but also a fantastic opportunity to show how FPS supports the community".

As the Special Olympics rely on sponsorship to hold these games, they are requesting that FPS provide this service for no fee. In exchange, the Spring Games Committee is willing to provide a Bronze Sponsorship Benefits package in exchange for the services provided. This will include:

- An opportunity to showcase the County's vehicle(s) at the opening ceremonies
- An opportunity for a representative of the County's service to escort one of the regional teams into the opening ceremonies
- Opportunities for members of Frontenac EMS to present medals to athletes during medal ceremonies
- The County's logo on the Games Website
- A Commemorative 2012 Spring Games Plaque
- Recognized support of two Adopt an Athlete participants
- VIP Honoured guest passes to events for Frontenac EMS participants
- Recognition at the Opening Ceremonies

Dr. Reed has also requested he be allowed to invite the other EMS providers in our region to come to Kingston to provide an EMS unit to the Opening Ceremonies, and one event on Friday and Saturday each. These partner services would be Hastings-Quinte EMS, Lennox & Addington EMS, and Leeds and Grenville EMS.

This would facilitate paramedic coverage at all venues and events without placing the financial burden on the County of Frontenac.

Sustainability Implications

Good stewardship of the County's financial resources and most appropriate care of our residents and visitors when in need of paramedic services.

Financial Implications

The cost to provide one (1) paramedic unit for the Opening Ceremonies on Thursday, one (1) sporting event venue on Friday, the social event on Friday night, one sporting event venue on Saturday and the Closing Ceremonies on Saturday will be \$3,552. These costs can be covered within the current 2012 budget allocation and will require no special funding request to County Council.

Recommendation

That the Council of the County of Frontenac accept this *Emergency and Transportation Services – 2012 Ontario Special Olympics Provincial Spring Games, Kingston Ontario* report for information only.

Organizations, Departments and Individuals Consulted and/or Affected

Dr. Andrew Reed - OPP Physician
Chief Steve Tanner - Kingston Police Force
Chief Doug Socha - Hastings-Quinte EMS
Chief Mark Schjerning - County of Lennox and Addington EMS
Chief Chris Lloyd - United Counties of Leeds and Grenville EMS



**CITY OF KINGSTON
REPORT TO COUNCIL**

Report No.: 12-141

TO: Mayor and Members of Council
FROM: Lanie Hurdle, Commissioner, Community Services
RESOURCE STAFF: Sheldon Laidman, Director, Housing Department
DATE OF MEETING: April 17, 2012
SUBJECT: Dawn House Women's Shelter Daytime Funding for 2012

EXECUTIVE SUMMARY:

Between 2007 and 2011, Dawn House Women's Shelter (Dawn House) received \$175,000 annually from the Consolidated Homelessness Prevention Program (CHPP). This funding is provided for community-based programs and services for people who are homeless or at risk of becoming homeless.

City staff conducted an operational review of all CHPP funded agencies in 2011 and a number of deficiencies and non-compliance issues were identified at Dawn House Women's Shelter. Accordingly, in November, 2011 Council approved interim funding to Dawn House Women's Shelter from January 1, until April 30, 2012 rather than the full year funding. This funding was taken from the Social Services Stabilization Fund and not through the CHPP fund. This funding was flowed to Dawn House to provide it an opportunity to stabilize operations and address the issues identified in the May 2011 review. Council directed that City staff complete another review of the agency in March 2012 after which a recommendation would be made regarding further funding in 2012 for daytime services at Dawn House.

The second review of Dawn House was conducted on March 29, 2012, and staff noted that while the agency has addressed a number of issues and is working diligently to implement changes to improve efficiencies, there are still concerns regarding the adequacy of programming and the financial viability of the organization. City staff have reviewed options for continued funding for Dawn House and have completed a financial analysis on each option.

REPORT TO COUNCIL

April 17, 2012

Report No.: 12-141

- Page 2 -

RECOMMENDATION:

THAT Council approve \$14,500 per month to Dawn House Women's Shelter for the eight month period from May 1, 2012 to December 31, 2012 with \$33,300 coming from the Consolidated Homelessness Prevention Program (CHPP) and the balance of \$82,700 being re-allocated from the Local Services Realignment (LSR) Stabilization Fund.

REPORT TO COUNCIL

April 17, 2012
- Page 3 -

Report No.: 12-141

AUTHORIZING SIGNATURES:

_____ Lanie Hurdle, Commissioner, Community Services
_____ Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	N/R
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

REPORT TO COUNCIL

Report No.: 12-141

April 17, 2012

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OPTIONS/DISCUSSION:

Background

The City of Kingston, as Service Manager, receives approximately \$1.3M yearly in funding from the Ministry of Community and Social Services to deliver programs under the “Consolidated Homelessness Prevention Program” (CHPP). This funding is provided to municipalities to address a prescribed range of community-based programs and services for people who are homeless or at risk of becoming homeless throughout the service area. Programs supported through the CHPP funding are in addition to the per diem funding to maintain emergency shelter beds. In 2007, City Council decided to supplement the provincial program by creating the municipal “Housing/Homelessness Strategic Fund” (HHSF) program and \$150,000 was dedicated to the HHSF program which has been funded by the City for the past five years.

As part of the service manager’s responsibilities to ensure compliance and effective service, staff completed an operational review of each of the CHPP and HHSF funded organizations in 2011. These reviews included client, management, and front line staff interviews as well as site visits.

The review of one of the agencies, Dawn House Women’s Shelter, identified deficiencies in programming, reporting, staffing, corporate governance and finance. City staff met with the agency to review the results and in August 2011 Dawn House submitted an action plan to address the issues. In October 2011, the agency advised the City of obstacles preventing it from completing the necessary actions included in its plan. In September, Dawn House Women’s Shelter lost two of its long term board members and the agency was uncertain if the board would be able to maintain quorum to direct operations.

Between 2007 and 2011, Dawn House Women’s shelter annually received \$175,000 from the Consolidated Homelessness Prevention Program (CHPP). Due to their non-compliance and issues identified in the review, Council approved \$14,500 per month (equivalent to the former CHPP funding in the amount of \$175K annually) from the Social Services Stabilization Fund to Dawn House Women’s Shelter for a period of four (4) months, until April 30, 2012. This funding was intended to enable Dawn House to stabilize its operation, with the provision that the City would complete another agency review in March 2012 after which a recommendation would be made to Council regarding the continuation of further funding for daytime services to Dawn House for the remainder of 2012.

City staff conducted the second review of Dawn House on March 29, 2012 which included interviews with front-line staff, the Executive Director and present and former shelter residents as well as a review of files and general observations in the shelter.

It should also be noted that on April 2, 2012 Council approved the issuance of a Request for Proposal (RFP) in 2012 for the allocation of annual Consolidated Homelessness Prevention Program (CHPP) funding and \$150,000 municipal Homelessness/Housing Strategy funds (HHSF) for the period 2013 to 2014. Dawn House and all other community agencies will need to

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submit proposals and meet the eligibility criteria in the RFP such as ability to meet CHPP goals, provision of a required community homeless service and financial sustainability.

Dawn House Review

The general findings of the March 2012 Dawn House review coupled with feedback received during ongoing discussions with the Executive Director are as follows:

a. Clients and Programming

A new Executive Director (ED) was hired in January 2012 and is working diligently to implement changes to improve efficiencies within the organization. It should be noted though that Dawn House has had a high turnover of executive directors - at least six (6) executive directors in the past five (5) years. There have been efforts by past EDs and Boards of Directors to improve efficiencies, however, due to varying reasons there has not been a stable ED in place to follow through on these changes for any substantial period of time since 2006. With such a high turnover in leadership, the agency suffers from instability and inconsistency in their policies, procedures, program delivery and client services.

Dawn House has been coined by staff and residents as a “home” for homeless women. A place for women and children to call “home” has traditionally taken precedence at Dawn House over any programming, however, the initial CHPP proposal submitted by Dawn House in 2006 indicated that programming and support services would be provided during daytime hours. Interviews conducted with staff and clients at the shelter during the March review did indicate that enhanced programming, life skills training and workshops have been introduced recently at the shelter. The CHPP funding is provided to offer these supports not simply to keep the facility open during the daytime so that residents have a place to stay. As a result of the review, City staff continue to have concerns about the daytime programming being offered at the shelter meeting the requirements of CHPP funding.

Dawn House Women’s Shelter is one of six (6) emergency shelters funded in the community. Exhibit “A” provides details on all emergency shelters funded in the City as well as any additional services provided by these agencies and the type and amount of funding provided for this purpose.

b. Staffing

The agency is still in negotiations under their collective bargaining agreement. The current Collective Agreement expired on March 31, 2011 and negotiations have been ongoing since before its expiry. An offer submitted by the employer which would reduce vacation entitlements and hence operating costs was rejected by the employees on April 4, 2012.

Dawn House is incurring large legal bills throughout the collective bargaining process, which is contributing to their annual deficit. The constant negotiating with the Union is time consuming for the ED limiting her ability to concentrate on other issues at the shelter and implementing changes throughout. This has been a continual observation by former EDs, the Board of

Directors and City staff. The issues surrounding the labour situation and the sustainability of labour costs continues to be a concern that will need to be monitored by the Service Manager.

c. Governance

Due to the hard work and diligence of the previous ED as well as the new EDs, nine individuals have now been appointed to the Dawn House Board of Directors. Each member has a diverse background and brings with them a wealth of knowledge that will certainly benefit the organization, however, as a new board much work will be required to bring the organization up to appropriate standards.

There is certainly greater governance stability for Dawn House at the Board and ED levels which is encouraging, however, staff have identified continued areas of concern which will need to be monitored by the Service Manager.

d. Financial Viability

City staff reviewed Dawn House's budget as well as trending expenditures and revenues to develop conservative 2012 budget estimates. These budget estimates anticipate Dawn House running a deficit of a minimum of \$10K for 2012 even with funding equivalent to the CHPP dollars previously provided – i.e. \$175K annually.

In 2008, Dawn House had an accumulated surplus of \$66,000. Each year beginning in 2009, Dawn House has operated in a deficit position which has reduced their accumulated surplus to a current balance of approximately \$10K and City staff's conservative estimates show Dawn House may be in an accumulated deficit position by the end of 2012. The 2012 budget also provides for \$35,000 in fundraising and donations. Should Dawn House be unable to reach this fundraising goal, their financial position would be even further compromised. Dawn House may have to use some of its client support fund to help bridge their operational gap should their 2012 deficit exceed their existing accumulated surplus.

Options for Consideration of Continuation of Further Funding for Daytime Services to Dawn House for the Remainder of 2012

As a result of the agency review, City staff have considered four options regarding the continuation of funding for Dawn House. These options are outlined more fully as follows.

Option 1

Continuation of full funding for daytime services

This option would see the agency undergo very few changes in that the shelter would remain open 24 hours a day; there would be no required changes to staff schedules; the agency could continue in its efforts to stabilize operations and the new Executive Director and Board of Directors could continue in their efforts to implement enhanced programming, revised policies and procedures.

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Option 1 - Funding Necessary - \$116,000

Dawn House has received \$175K CHPP funding annually from January 1, 2007 to December 31, 2011. From January 1, 2012 until April 30, 2012, Dawn House has continued to receive funding equivalent to the CHPP dollars from the Social Services Stabilization fund (\$58,000). To continue to fund Dawn House for 2012 at the same rate would cost an additional \$116,000 from May to December 2012.

Option 1 - Impacts to Clients/Programs

City staff would continue to monitor Dawn House to ensure that it was providing the programs and services for which funding would be provided for the next eight (8) months. Still being open 24 hours a day would benefit clients in that they would not need to leave the shelter in the daytime.

Option 1 - Financial Viability

Essentially, Dawn House requires more than \$175K to provide daytime services to clients. This can be directly attributed to the high operating costs of a smaller organization inclusive of the salaries/benefits that Dawn House pays compared to similar agencies as well as their high legal expenses. In 2011, salaries and benefits made up over 75% of Dawn House's expenditures for the year and legal expenses were approximately 5% of total expenses. Even with full funding, it is anticipated Dawn House would most likely operate in a deficit of about \$10K which would fully deplete their accumulated operating surplus. The organization will need to review its operations and service delivery model to ensure long term financial sustainability.

Option 2

Partial Funding to Allow Shelter to Provide Programming and Remain Open from 5 p.m. until 9:00 a.m.

This would allow Dawn House to be open to provide emergency shelter services as per their mandate as well as offer some core programming to clients in the late afternoon/evening and in the early morning.

Option 2 - Funding Necessary - \$81,500

If the funding to Dawn House was reduced so that it was open only from 5 p.m. until 9 a.m., it is anticipated it would cost approximately \$81,500 from May to December 2012. It is anticipated that this operational change could help reduce the estimated operational deficit.

Option 2 – Impact to Clients/Programs

In discussions with staff and residents, City staff were advised that during the daytime hours many residents are busy with housing searches, attending appointments, job searching and preparing for upcoming moves. As well, Dawn House has recently begun working with outside agencies to provide information sessions and workshops to its residents. If Dawn House was closed from 9 a.m. until 5 p.m., clients could be issued bus passes so that they could go off site for the day to attend appointments, take part in programming offered at other locations and do housing searches.

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Dawn House could consider making alternative arrangements and supporting their clients to access day time programming in other facilities.

Option 2 – Impacts to Dawn House Staff

This reduction in hours of operation would likely mean that full-time and part-time staff would be affected. This reduction in hours of operation would mean that a revised work schedule would need to be designed.

Option 2 - Financial Viability

Should Dawn House receive partial funding from May to December 2012 at \$82,000, it is anticipated that they could stay on budget if they are able to make appropriate operational changes.

Option 3

Partial Funding to Allow the Shelter to Remain Open from 8 p.m. until 8:00 a.m.

Very limited programming could be offered if the shelter was open during these hours only. The main purpose of the facility would be as outlined in the per diem funding agreement with the City – i.e. to provide emergency shelter. This would be more in line with some of the other shelters in the City which are not open during the daytime, some of which have partnerships with other organizations– i.e. Kingston Youth Shelter Project (Hotel Dieu Hospital), Harbour Light (Salvation Army) or which have expanded operations to maximize funding potential – i.e. Ryandale Transition House.

Option 3 - Necessary Funding - \$60,000

If funding was reduced so that Dawn House was open only from 8 p.m. until 8 a.m., it is anticipated it would cost approximately \$60,000 for the eight month period from May to December 2012.

Option 3 – Impacts to Clients/Programs

If Dawn House was only open from 8 p.m. until 8 a.m., it would not allow much time to offer any programming to residents. Dawn House would be operating as an emergency shelter providing a place for women to go to sleep. With these hours of operation, Dawn House would need to consider changing its mandate so that it provides shelter to women without children or only those with older children.

Since Lily's Place is now open 24 hours a day and has a playroom and playground equipment for children as well as an agreement with Better Beginnings to provide programming for parents and children, women with children could be accommodated in the community.

Option 3 – Impacts to Dawn House Staff

This reduction in hours of operation would mean that full-time and part-time staff hours would be affected. This reduction in hours of operation would mean that a revised work schedule would need to be designed based on a 12 hour shift rotation.

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Option 3 - Financial Viability

If Dawn House receives the full amount of partial funding forecasted to allow them to remain open 12 hours a day (\$60,000) for the period May to December 2012. It is anticipated that they could stay on budget if they are able to make appropriate operational changes.

Option 4

Only Per Diem Funding

Dawn House would need to decide what hours they wish to remain open with only per diem funding and would then need to access an alternate source of funding. This would be in line with some of the other shelters in the City which only receive per diem funding from the City and have partnerships with other organizations – i.e. Kingston Youth Shelter Project, Salvation Army Harbour Light.

Option 4 - Funding Necessary - \$0

If the City was to provide only shelter per diem funding to Dawn House, it would need to access an alternate funding source – i.e. United Way, churches, community groups or grants. An analysis of the current budget estimates prepared by City staff indicates that if Dawn House was to reduce its hours of operation to 11 p.m. until 7 a.m. the agency would still require \$32,298 in additional funding for the 8 month period from May to December 2012.

Option 4 – Impacts to Clients/Programs

Reducing hours of operation to 11 p.m. to 7 a.m. would not serve homeless women with children in the community well. These hours of operation would mean that women with children could potentially be on the street until 11 p.m. which would be unsafe and not recommended.

Option 4 – Impacts to Dawn House Staff

Reducing hours of operation to 8 hours per day would mean that some full and part time staff would be laid off and/or have their hours substantially reduced.

Option 4 - Financial Viability

Without any funding in addition to shelter per diem funding, the shelter would most likely not be able to remain open. Dawn House would most likely run in a deficit position and would be at risk of closing operations before the end of 2012 unless they were able to access funding from an alternate source.

EXISTING POLICY/BY LAW:

N/A

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

N/A

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FINANCIAL CONSIDERATIONS:

Four funding options have been considered by City staff regarding the continuation of daytime program funding to Dawn House for 2012. Should any further funding be provided to the agency in 2012, City staff have identified the following funding sources:

- 1) There is currently \$33.3K unallocated in the CHPP fund which could be allocated to Dawn House.
- 2) The Local Services Realignment (LSR) Stabilization Fund currently has a balance of \$300K. This reserve was used in the past to offset shortfalls in OMPF funding but with the upload of ODSP and OW benefits to the Province, the City no longer receives OMPF funding and there is no identified continued purpose for this fund.

CONTACTS:

Lanie Hurdle, Commissioner, Community Services

613-546-4291 ext. 1231

OTHER CITY OF KINGSTON STAFF CONSULTED:

Lee Campbell, Housing Programs Administrator, Housing Department

Melanie Bale, Financial Analyst, Housing Department

Katie Clarke, Manager, Ontario Works Program

Alan McLeod, Senior Legal Counsel, City of Kingston

Desiree Kennedy, Director of Financial Services & City Treasurer

EXHIBITS ATTACHED:

Exhibit A – Emergency Shelters Kingston and Frontenac

Exhibit B – Shelter and Drop-in Centres Hours of Operation

The City of Kingston currently funds 78 shelter beds by way of Administration Agreements with six (6) non-profit agencies. The City purchases emergency hostel services to fund shelter beds using a purchase of service for bed nights on a per diem basis through Ontario Works’ “Emergency Hostel Services” funding, which is currently (2011) cost-shared with the Province on a 82.8 /17.2 basis. The municipal cost-share portion is being reduced as OW allowance and benefit costs are slowly uploaded back to the province over a 9 year period ending in 2018. The per diem rate is presently \$43.50 with an additional \$4.40 for added costs related to the provision of personal needs assistance (PNA). Hostels receive the shelter bed based on the per diem and PNA amounts and client eligibility. Some hostels provide PNA funds back to the clients and absorb personal needs item provisions into other non-municipal/provincial resource lines. The OW emergency hostel service per diem rate is prescribed (capped) by the Province.

Some emergency shelters also receive additional funding under the Consolidated Homelessness Prevention Program (CHPP) or municipal Housing & Homelessness Strategic Fund (HHSF). Details on the six emergency shelters including number of beds and additional funding and services is outlined below:

Name and Location of Shelter Mandate	Hours of Operation	Number of Beds funded	Annual CHPP or HHSF Funding received	Additional Service Provided with CHPP or HHSF funding
Ryandale Family Shelter 23 Elm Street Families and Singles	Mon – Sun 4pm-8am	15	HHSF - \$55K	Additional staff member to allow families with young children, night-employed residents and disabled residents remain in shelter during daytime hours
Kingston Youth Shelter 234 Brock Street Youth aged 16 – 24 years	Mon-Sun 4pm-9am	7	N/A	
In From the Cold 426 Barrie Street Single men and women	Mon-Sun 8pm-8am	24	HHSF - \$45K	Due to high needs of clients and high numbers of clients served nightly – additional staff member for safety and security

Exhibit A – Emergency Shelters Kingston and Frontenac

Name and Location of Shelter Mandate	Hours of Operation	Number of Beds funded	Annual CHPP or HHSF Funding received	Additional Service Provided with CHPP or HHSF funding
Lily's Place 333 Kingscourt Families and single women	24 hours/day	14	CHPP - \$155K	Daytime programming; support services for residents to assist them in working through the barriers that prevent them from securing long-term housing; phone, computers and meeting space to assist clients in their housing searches; Access to the Hostel Case Manager; Counseling - one on one and group sessions. Parenting support; literacy and education support;
Harbour Light (Salvation Army) 562 Princess Street Single men	Mon-Sun 4pm-11pm	8	N/A	
Dawn House Women's Shelter 302 Victoria Street Women and children	24 hours/day	10	2011 \$175K CHPP 2012 – under review	Daytime programming – counseling, life skills, parenting, budgeting, finding permanent housing, and assistance with drug and alcohol treatment.

12-141 Exhibit B – Shelter & Drop –In Centre Hours

Drop In Centres	The shaded area indicates the hours that the agency is open. X indicates the hours of operation for The Gathering Place during an Extreme Temperature alert/warning and is above and beyond their regular hours of operation.														
MONDAY	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm	
Housing Help Centre 426 Barrie St. 613-531-3779								Open 8 am - 2 pm							
Martha's Table Friendship Room 629 Princess St. 613-530-3771										Open 10 am - 3 pm					
The Gathering Place 342 Patrick St. 613-548-4411 ext. 35	Will Open 3 pm - 7 pm (if extreme temp alert/warning issued)							X	X	X	X	X	X	X	
TUESDAY	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm	
Housing Help Centre 426 Barrie St. 613-531-3779								Open 8 am - 2 pm							
Martha's Table Friendship Room 629 Princess St. 613-530-3771										Open 10 am - 3 pm					
The Gathering Place 342 Patrick St. 613-548-4411 Ext 35	Open 2:30 pm - 7:30 pm														

Drop In Centres	The shaded area indicates the hours that the agency is open. X indicates the hours of operation for The Gathering Place during an Extreme Temperature alert/warning and is above and beyond their regular hours of operation.																				
WEDNESDAY	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm							
Housing Help Centre 426 Barrie St. 613-531-3779								Open 8 am - 2 pm													
Martha's Table Friendship Room 629 Princess St. 613-530-3771									Open 10 am - 3 pm												
Rideau Heights Friendship Café 183 Weller Ave. 613-541-3947								Open 11:30 am - 2 pm													
The Gathering Place 342 Patrick St. 613-548-4411 ext. 35	Will Open 3 pm - 7 pm (if extreme temp alert/warning issued)								X	X	X	X	X	X	X						
THURSDAY	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm							
Housing Help Centre 426 Barrie St. 613-531-3779								Open 8 am - 2 pm													
Martha's Table Friendship Room 629 Princess St. 613-530-3771									Open 10 am - 3 pm												
The Gathering Place 342 Patrick St. 613-548-4411 ext. 35	Open 2:30 pm - 7:30 pm																				

Drop In Centres	The shaded area indicates the hours that the agency is open. X indicates the hours of operation for The Gathering Place during an Extreme Temperature alert/warning and is above and beyond their regular hours of operation.																				
FRIDAY	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm							
Housing Help Centre 426 Barrie St. 613-531-3779								Open 8 am - 2 pm													
Martha's Table Friendship Room 629 Princess St. 613-530-3771									Open 10 am - 3 pm												
The Gathering Place 342 Patrick St. 613-548-4411 ext. 35	Will Open 3 pm - 7 pm (if extreme temp alert/warning issued)								X	X	X	X	X	X	X						
SATURDAY	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm							
Housing Help Centre 426 Barrie St. 613-531-3779								Open 8 am - 1 pm (Nov 5, 2011 - April 29, 2012)													
Martha's Table Friendship Room 629 Princess St. 613-530-3771									Open 10 am - 3 pm												
The Gathering Place 342 Patrick St. 613-548-4411 ext.	Open 2:30 pm - 7:30 pm																				

SUNDAY	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm
Housing Help Centre 426 Barrie St. 613-531-3779							Open 8 am - 1 pm (Nov 5, 2011 - April 29, 2012)							
The Gathering Place 342 Patrick St. 613-548-4411 ext. 35			XXXX Will Open 10 am - 2:30 pm (if extreme temp alert/warning issued)			Open 2:30 pm - 5:30 pm			XXXX Will Open 5:30 pm - 7 pm		(if extreme temp alert/warning issued)			



**CITY OF KINGSTON
INFORMATION REPORT TO HOUSING AND
HOMELESSNESS ADVISORY COMMITTEE**

Report No.: HHC-12-008

TO: Chair, Housing and Homelessness Advisory Committee
FROM: Lanie Hurdle, Commissioner, Community Services
RESOURCE STAFF: Sheldon Laidman, Director, Housing Department
DATE OF MEETING: February 16, 2012
SUBJECT: Housing Department Information Reports to the Housing and Homelessness Advisory Committee

EXECUTIVE SUMMARY:

At the January 30, 2012 meeting of the Housing and Homelessness Advisory Committee, members of the Committee requested an information update report from the Housing Department on a regular basis.

This report outlines the programs and information that the Housing Department will report to the Committee bi-annually in March and September of each year.

RECOMMENDATION:

This report is for information only.

INFORMATION REPORT TO HOUSING AND HOMELESSNESS ADVISORY COMMITTEE

Report No.: HHC-12-008

February 16, 2012

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AUTHORIZING SIGNATURES:

_____ Lanie Hurdle, Commissioner, Community Services
_____ Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	N/R
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

INFORMATION REPORT TO HOUSING AND HOMELESSNESS ADVISORY COMMITTEE

Report No.: HHC-12-008

February 16, 2012

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OPTIONS/DISCUSSION:

The Housing Department is responsible for a number of housing and homelessness programs including:

- The Social Housing Registry Program which administers the Centralized Waiting List;
- Funding and oversight of the operations of 16 social housing providers;
- Administration of agreements and programs with homeless service providers and emergency shelters;
- Administration of the various components under the provincial affordable housing programs – Investment in Affordable Housing (IAH) and Affordable Housing Program (AHP);
- Administration of various provincial and municipal rent supplement programs;
- Administration of municipal affordable housing Incentives including Home Ownership; Land Acquisition and Disposition; and the Capital Investment Program; and
- Recommendations under the Municipal Housing Strategy

The Housing Department prepares regular statistical reports for these programs for review and analysis. Some reports may be of assistance to members of the Housing and Homelessness Advisory Committee to carry out their roles and responsibilities under the Committee's Terms of Reference and mandate. Accordingly, the Housing Department will provide members of the Committee, on a bi-annual basis, the following information:

- a) Social Housing Registry waiting list numbers by household size and type;
- b) Social Housing Registry statistics on households housed and applications received;
- c) Update on capital project developments under the IAH and AHP programs;
- d) Rent Supplement program updates;
- e) Emergency shelter usage;
- f) Ontario Renovates statistics;
- g) Homeownership statistics;
- h) Update on Affordable Housing Land Acquisition and Disposition program;
- i) Update on Affordable Housing Capital Investment Program;

The bi-annual report to the Committee will cover information and statistics related to the first and second halves of the year and will be presented as soon after that period as possible, taking into consideration the submission and compilation of data and the timing of Committee meetings. It is anticipated that these bi-annual reports will be submitted to the Committee in March and September of each year.

In addition to this report to the Committee, recommendation #6 of the Municipal Housing Strategy (MHS) states that "the City report on MHS progress regularly and publish an annual report card identifying key indicator status". Housing Department staff will be tasked to prepare this annual report card which will build off many of the above reports.

INFORMATION REPORT TO HOUSING AND HOMELESSNESS ADVISORY COMMITTEE

Report No.: HHC-12-008

February 16, 2012

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EXISTING POLICY/BY LAW:

N/A

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

N/A

FINANCIAL CONSIDERATIONS:

N/A

CONTACTS:

Lanie Hurdle, Commissioner, Community Services

613-546-4291 ext. 1231

OTHER CITY OF KINGSTON STAFF CONSULTED:

Sheldon Laidman, Director, Housing Department

Lee Campbell, Acting Manager, Housing Department

Mary McIntyre, Housing Programs Administrator, Housing Department

EXHIBITS ATTACHED:

N/A



**CITY OF KINGSTON
INFORMATION REPORT TO HOUSING AND
HOMELESSNESS ADVISORY COMMITTEE**

Report No.: HHC-12-009

TO: Chair, Housing and Homelessness Advisory Committee
FROM: Lanie Hurdle, Commissioner, Community Services
RESOURCE STAFF: Sheldon Laidman, Director, Housing Department
DATE OF MEETING: March 8, 2012
SUBJECT: Housing Programs Reporting

EXECUTIVE SUMMARY:

At the January 30th meeting of the Housing and Homelessness Advisory Committee, members of the Committee requested an information update report from the Housing Department on a regular basis.

At the February 16th meeting, Report #HHC-12-008 provided an outline of the programs and information that the Housing Department will report to the Committee in March and September of each year.

Accordingly, this report to the Committee will essentially cover information and statistics related to the last half of 2011.

RECOMMENDATION:

This report is for information only.

REPORT TO HOUSING & HOMLESSNESS ADVISORY COMMITTEE

Report No.: HHC-12-009

March 8, 2012

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AUTHORIZING SIGNATURES:

_____ Lanie Hurdle, Commissioner, Community Services
_____ Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	N/R
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

REPORT TO HOUSING & HOMELESSNESS ADVISORY COMMITTEE

Report No.: HHC-12-009

March 8, 2012

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OPTIONS/DISCUSSION:

The Housing Department is responsible for a number of housing and homelessness programs including:

- The Social Housing Registry Program which administers the Centralized Waiting List;
- Funding and oversight of the operations of 16 social housing providers;
- Administration of agreements and programs with homeless service providers and emergency shelters;
- Administration of the various components under the provincial affordable housing programs – Investment in Affordable Housing (IAH) and Affordable Housing Program (AHP);
- Administration of various provincial and municipal rent supplement programs;
- Administration of municipal affordable housing Incentives including Home Ownership; Land Acquisition and Disposition; and the Capital Investment Program; and
- Recommendations under the Municipal Housing Strategy

The Housing Department prepares regular statistical reports for these programs for review and analysis. Some reports may be of assistance to members of the Housing and Homelessness Advisory Committee to carry out their roles and responsibilities under the Committee's Terms of Reference and mandate. Accordingly, the Housing Department will provide members of the Committee the following information on a bi-annual basis:

- a. Social Housing Registry waiting list numbers by household size and type
- b. Social Housing Registry statistics on households housed and applications received
- c. Update on capital project developments under the IAH and AHP programs
- d. Rent Supplement program updates
- e. Emergency shelter usage
- f. Ontario Renovates statistics
- g. Homeownership statistics
- h. Update on Affordable Housing Land Acquisition and Disposition program
- i. Update on Affordable Housing Capital Investment Program
- j. Miscellaneous – any other updates relevant to housing programs

Further details on the above items are provided for this initial report in order to provide some background to each of these programs. It is anticipated that future reports will simply include the actual statistics.

A. Social Housing Registry waiting list numbers

The waiting list works on a chronological basis (date of application) with exception of the Special Priority and Homeless Priority. Household names are placed on all of the waiting lists by housing projects for which the household qualifies and has indicated a preference. Therefore, the more areas (locations) that an applicant selects, the more waiting lists the household's name will be placed on, thereby increasing the household's chances of being offered accommodation sooner. The length of time a household may have to wait is dependent upon many things, for example — the bedroom size and the locations selected.

REPORT TO HOUSING & HOMELESSNESS ADVISORY COMMITTEE

Report No.: HHC-12-009

March 8, 2012

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In addition, housing providers also refer to their own internal transfer list and may transfer current tenants to alternate accommodation according to legislation and their own internal transfer policy.

See Exhibits A, B and C for the statistics on waiting list numbers by household income, age, size and type.

B. Social Housing Registry statistics on households housed and applications received

The Registry manages the application process for rent-geared-to-income (RGI) assistance for the seventeen (17) housing providers participating in the centralized waiting list. The Registry determines applicant eligibility. Each month, the Social Housing Registry Program provides to the participating housing providers a waiting list which includes the names of all households eligible which have indicated a preference in their particular housing project. When a vacancy occurs, offers of accommodation are made to eligible households by individual housing providers — not by The Registry.

See Exhibit D attached for detailed statistics for household housed and applications received.

C. Update on capital project developments under the IAH, DOOR and AHP programs

This information relates to projects funded under the Affordable Housing Program (AHP) initiated in 2005, Delivering Opportunities for Ontario Renters (DOOR) initiated in 2007, and the Investment in Affordable Housing Program (IAH) which will begin in 2012. Since the implementation of the Canada-Ontario Affordable Housing Program in 2005 the attached Exhibit E illustrates the accomplishments in creating more affordable housing in Kingston.

D. Rent Supplement program updates

The rent supplement program provides RGI or affordable housing with a private landlord or other housing provider. A subsidy is provided to the landlord equal to the difference between the market rent and the rent paid by the tenant. There are numerous rent supplement programs each funded through a different means but all generally functioning in a similar manner. Exhibits F and G illustrate the various types of programs currently being administered.

E. Emergency shelter usage

The city purchases emergency hostel services to fund up to 78 shelter beds from 6 local emergency hostels. This funding is administered using a purchase of service for bed nights on a per diem basis through Ontario Works' "emergency hostel services" funding. Funding is cost-shared with the Province on an 82.8/17.2 basis. The current per diem rate is \$43.50 with additional \$4.40 for personal needs. In addition to overnight shelter, with Consolidated Homelessness Prevention Program (CHPP), Housing and Homelessness Strategy Fund (HHSF) and other funding, some of the shelters also provide daytime services for their clients.

See Exhibit H for details on emergency shelter usage.

REPORT TO HOUSING & HOMLESSNESS ADVISORY COMMITTEE

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F. Ontario Renovates statistics

This program is designed to replace some aspects of the federal Canada Mortgage and Housing Corporation (CMHC) – Residential Rehabilitation Assistance Program (RRAP) which is ending March 31, 2012. RRAP offered financial assistance to allow homeowners and landlords to pay for modifications to make their property safe, sound and/or more accessible for seniors and/or persons with disabilities. As this is a new provincial initiative, with delivery being devolved to the local municipality, the rollout date is not known at this time. Council has endorsed that Two Hundred Thousand Dollars (\$200,000) per year for three (3) consecutive years be allocated for delivery and assistance purposes. This program is still in the development stage therefore eligibility criteria and implementation processes are yet to be determined.

G. Homeownership statistics

Under the AHP program, funding was allocated to assist low to moderate-income rental households to purchase affordable homes by providing interest-free down payment assistance loans. To date, locally, this provincial program assisted a total of sixty-four (64) households with their purchase of a home by providing funding for the down payment.

Although Homeownership was one of the possible funding components of the new IAH programs the City of Kingston did not include it as one of the three selected. Instead Homeownership was one of the program incentives that was endorsed by Council for municipal funding allocations.

On September 6, 2011 City Council approved staff recommendations to increase its financial commitment to affordable housing solutions within the City of Kingston and recommended municipal funding for three programs that would address the needs across the continuum of housing. The home ownership program was approved to be funded municipally at \$60,000 in 2012, \$120,000 in 2013 and \$160,000 in 2014. It is expected that this funding will assist approximately 40 households to purchase a home over the three (3) year period. Guidelines and criteria are currently being developed.

H. Update on Affordable Housing Land Acquisition and Disposition program

No update as program policies not yet approved by Council. \$1M annual funding is available for this program.

I. Update on Affordable Housing Capital Investment Program

There was an allocation of \$107,900 per year for five (5) years made to Engcon for 10 (ten) one bedroom units on Canatara Court. The initial lump sum investment of \$539,500 was financed through the Affordable Housing Capital Fund to be paid back to the Fund at a rate of \$107,900 per year for five (5) years. Construction for this project is underway and completion date is expected in late 2012.

There is \$ 892,100 remaining in the 2012 Affordable Housing Capital Investment Program.

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J. Other:

1. Social Housing Renovation and Retrofit Program (SHRRP) – SHRRP is part of the Canada-Ontario Affordable Housing Initiative. It is a capital grant program that assisted local eligible social housing providers to renovate, upgrade and in certain circumstances regenerate aging social housing projects. Strong emphasis was placed on improving the health and safety of tenants and increasing the energy efficiency and physical accessibility of the buildings. The Service Manager received a total Notional Allocation of \$4,856,825 for renovation and repair. Over 300 individual jobs were created and all monies were spent. An additional SHRRP Notional Allocation of \$590,402 was received for Renewable Energy Initiatives. Through this program 6 Photovoltaic Systems were installed. These housing providers will enhance revenues by selling electricity to the grid through the MicroFIT Program. In addition, 4 Solar Thermal Hot water Systems were installed whereby housing providers will reduce their operating costs by using solar energy to pre-heat domestic hot water.

SHRRP was an unanticipated funding program that allowed local housing providers to bring their housing stock back to an improved level of repair thus increasing the long term viability of our housing stock. It also allowed for entry into the world of renewable energy so that we are more in line with the sustainable Kingston focus.

2. Options for Homes

In 2011, Council endorsed the issuance of a note receivable equivalent to the deferral of development charges and impost fees for Options for Homes Non-Profit Corporation related to the construction of the condominium at 362 Bagot Street to a maximum of \$857,124. This note receivable is to be repaid to the City at any time before the 10th anniversary of the building permit application. This program is to provide assistance to reduce mortgages to homebuyers. Council report 11-031 is attached for more detailed information. Options for Homes is still in the process of selling the condos at 362 Bagot Street and no City investment has been made at this point.

EXISTING POLICY/BY LAW:

N/A

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

N/A

FINANCIAL CONSIDERATIONS:

N/A

CONTACTS:

Lanie Hurdle, Commissioner, Community Services

613-546-4291 ext. 1231

REPORT TO HOUSING & HOMLESSNESS ADVISORY COMMITTEE

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OTHER CITY OF KINGSTON STAFF CONSULTED:

Sheldon Laidman, Director, Housing Department
Lee Campbell, Acting Manager, Housing Department
Mary McIntyre, Housing Programs Administrator, Housing Department
Rob Rowe, Housing Programs Administrator, Housing Department

EXHIBITS ATTACHED:

Exhibit A: Registry Applicant Income Distribution
Exhibit B: Eligible Registry Applicants by Age
Exhibit C: Eligible Households on the Wait List for Rent-Geared-to-Income (RGI)
Assistance – Household Size & Type
Exhibit D: Households Housed From, Removed or Added to Wait List
Exhibit E: Housing Capital Projects
Exhibit F: RGI Rent Supplement Programs
Exhibit G: Non Housing Services Act Rent Supplement Programs
Exhibit H: Emergency Shelter Usage
Exhibit I: Council Report 11-031 – Financial Assistance to Support Affordable Home Ownership
and Transfer of Brownfield CIP Benefits: options for Homes Development at 362
Bagot Street

Exhibit A

Registry Applicant Income Distribution Applicant Status: Eligible		
	SUMMARY	
Income Category	Applicant Income Records	%
Ont. Disability Support Program	521	31.3
Ontario Works	400	24.1
C.P.P. (Canada Pension Plan)	190	11.4
Part Time Employment	120	7.2
Full Time Employment	101	6.1
Old Age Security/G.I.S.	93	5.6
Other Income	86	5.2
Employment Insurance (E.I.)	49	2.9
O.S.A.P	24	1.4
Other Pensions	13	0.8
Support Payments	12	0.7
Gains -Aced	10	0.6
Company Pension	9	0.5
W.S.I.B. (Short Term)	9	0.5
W.S.I.B. (Long Term)	6	0.4
Spouses Allowance	5	0.3
Self Employment	4	0.2
Annuity (R.I.F.)	3	0.2
Income from Assets	2	0.1
Other	2	0.1
Interest -Bank	1	0.1
Other Country Social Security	1	0.1
Student Grants	1	0.1
Total	1662	

Note: Some households have more than one income source are therefore listed in more than one category

Exhibit B

**ELIGIBLE REGISTRY APPLICANTS
BY AGE
On the Centralized Waiting List
As At December 31, 2011**

Age	Number of Eligible Applicants on CWL
0 to 5 years	289
6 to 10 years	134
11 to 15 years	116
16 to 20 years	139
21 to 25 years	159
26 to 30 years	167
31 to 35 years	133
36 to 40 years	107
41 to 45 years	131
46 to 50 years	145
51 to 55 years	125
56 to 60 years	135
61 to 64 years	91
65 to 70 years	53
71 to 75 years	27
76 to 80 years	23
81 to 85 years	8
86 to 90 years	1
91 to 96 years	1

Total Eligible Persons = 1984

Note: This includes all household members on the wait list.

Agenda Item # 5l)

Exhibit C - Eligible Households on the Wait List for RGI- Household Size & Type – July to September 2011

SP-Special Priority HP-Homeless Priority CH- Chronological	July				August				September			
	S P	H P	C H	Total on CWL	S P	H P	C H	Total on CWL	S P	H P	C H	Total on CWL
Bedroom(s)												
1 Bedroom	33	84	581	698	40	93	585	718	39	87	585	711
2 Bedrooms	16	33	195	244	19	33	196	248	18	32	196	246
3 Bedrooms	8	15	76	99	9	13	72	94	7	10	78	95
4 Bedrooms	5	3	28	36	4	5	29	38	0	3	28	31
5 Bedrooms	0	3	15	18	0	2	16	18	1	2	14	17
Senior	2	2	74	78	0	0	77	77	0	1	78	79
Total	64	140	969	1173	72	146	975	1193	65	135	979	1179

Agenda Item # 5l)

**Exhibit C – Eligible Households on the Wait List for RGI– Household Size & Type –
October to December 2011**

SP-Special Priority HP-Homeless Priority CH- Chronological Bedroom(s)	October				November				December			
	S P	H P	C H	Total on CWL	S P	H P	C H	Total on CWL	S P	H P	C H	Total on CWL
1 Bedroom	46	90	591	727	44	87	600	731	48	10	681	739
2 Bedrooms	18	30	189	237	19	31	190	240	16	25	197	238
3 Bedrooms	10	14	71	95	9	11	78	98	12	15	75	102
4 Bedrooms	0	3	29	32	2	2	31	35	2	1	35	38
5 Bedrooms	1	1	15	17	2	1	16	19	1	0	16	17
Senior	0	1	73	74	0	2	72	74	0	2	73	75
Total	75	139	968	1182	76	134	987	1197	79	53	1077	1209

Exhibit D

Kingston & Frontenac - 2011								
Households Housed from RGI Wait List by Month								
	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	%
Chronological	10	7	4	4	6	11	42	33%
Special Priority	9	8	17	17	9	11	71	56%
Homeless Priority	1	1	4	4	2	1	13	10%
TOTAL	20	16	25	25	17	23	126	

Total Applications Received								
	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	
2011	83	89	76	90	74	47	459	
	14	3	-3	8	3	-26	-26	
	20.29	4.49	-3.80	9.76	4.23	-35.62	-2.5	
Total Applications	83	89	76	90	74	47	459	

Reasons for Households Removed from CWL							
Reason	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Cancelled	32	6	19	23	7	19	106
Ineligible	48	57	64	59	54	58	340
Housed	20	16	25	25	17	23	126
TOTAL	100	79	108	107	78	100	572

Cancelled: Incomplete-pending over one year; Deceased; as per request; Joining of files/Duplicate record; Administrative - overhoused/supportive transfer i.e. moved out

Ineligible – No response to annual review; Former tenant arrears; 3 refusals; income over the HILS's' Repayment agreement not in good standing; Unable to live independently; Inability to contact; Misrepresentation of income.

Exhibit E – page 1

Housing Capital Projects

Proponent	Location	Total # of Units In Project	Total # of Affordable Units	Target Group	Rent Levels	Capital Funding Source (AHP or DOOR)	Capital Amount	Construction Reserve Fund Allocation (Development Charges)	Completion Date	Status
Home Base Housing - Fresh Start Phase 1	Joseph Street	14	14	hard to house	RGI	AHP	406,000	84,000	Jul-06	
Elizabeth Fry Society	Russell Street	6	6	women/ conflict with the law	RGI	AHP	174,000	30,468	May-07	
K&FHC	Van Order Dr	49	49	seniors	80% CMHC	AHP	3,430,000	290,031	Dec-07	
Paul Martin Construction	Bath Road	118	93	none	100% CMHC	AHP	2,071,921	484,809	Jun-08	
Tipi Moza	Johnson Street	3	2	disabled	1 - RGI 1 - 80% - CHMC	AHP	140,000	0	Feb-07	
Home Base Housing - Fresh Start - Phase 2	Joseph Street	24	24	hard to house	RGI	AHP	1,680,000	144,000	Sep-09	
FCMHS	Lyons St	43	43	mental illness	RGI	AHP	3,956,000	322,000	Feb-11	

Exhibit E – page 2

Housing Capital Projects

Proponent	Location	Total # of Units In Project	Total # of Affordable Units	Target Group	Rent Levels	Capital Funding Source (AHP or DOOR)	Capital Amount	Construction Reserve Fund Allocation (Development Charges)	Completion Date	Status
Interval House	Stephen Street	19	13	VDV	RGI	DOOR	1,464,399	0	Sep-10	
Habitat for Humanity	Division Street	4	4	families in poverty	Home Ownership	Home Ownership	100,000	52,876	Oct-09	
Jay Patry Inc	Blackburn Mews	65	20	disabled & VDV	5 - 80% 15-RGI	AHP	2,400,000	108,630	Oct-10	
North Frontenac Housing	Sharbot Lake	5	5	seniors	80% CMHC	DOOR	625,000	0	Apr-11	
Cataraqui Co-op	Elliot Avenue	1	1	disabled	RGI	DOOR	128,500	0	Jun-12	Bldg permit In works
John Howard Society	Montreal Street	9	9	men released from prison	RGI	DOOR	859,914	0	Nov-11	
K&FHC	Queen Mary Rd	27	27	seniors	80% CMHC	DOOR	3,240,000	118,205	Jul-12	On Schedule
J. Fern Inc.	Canatara Court	77	10	seniors	RGI	Municipal Funding	539,500	0	Dec-12	Under Construct
Home Base Housing	Montreal Street	10	10	singles	6 - RGI 4 - 80%	DOOR	1,100,000	0	2013	Remediation Plan w/MOE
TOTAL		474	330				\$22,315,234	\$1,635,019		

Exhibit F

RGI RENT SUPPLEMENT PROGRAMS

(Included in 2003 RGI units)

Regular Rent Supplement

Number of Units 376
Selects Tenant: KFHC refers 2 names to Landlord
Initial Rent Calculation: Registry
Ongoing Rent Calculation: KFHC
Maintains Tenant File: KFHC
Pays Rent Subsidy: KFHC

Homestead, Skyline, Realstar, Town Homes Kingston (THK), KFHC, Central Frontenac Housing Corporation

Regular Rent Supplement

Number of Units: 41
Selects Tenant: Housing Provider
Initial Rent Calculation: Registry (Housing Provider assists)
Ongoing Rent Calculation: Housing Provider
Maintains Tenant File: Housing Provider
Pays Rent Subsidy: KFHC

Home Based Housing (HBH), E. Fry, Tipi Moza

In-Situ Rent Supplement

Number of Units: 3
Selects Tenant: Registry determines eligibility
Initial Rent Calculation: Registry – Part B
Ongoing Rent Calculation: Service Manager
Maintains Tenant File: Service Manager
Pays Rent Subsidy: Service Manager

THK, Tipi Moza, private landlord

Strong Communities Rent Supplement

Note: Although rents are RGI these units are not included in the legislated 2003 RGI units

Number of Units 85
Selects Tenant: KFHC refers 2 names to Landlord
Initial Rent Calculation: Registry
Ongoing Rent Calculation: KFHC
Maintains Tenant File: KFHC
Pays Rent Subsidy: KFHC

Homestead, Skyline, Realstar

Exhibit G

NON – HOUSING SERVICES ACT RENT SUPPLEMENT PROGRAMS

(Rents based on income)

Kingston Rent Subsidy Program – AHP Units

Number of Units: 71
Selects Tenant: Housing Provider
Initial Rent Calculation: Housing Provider
Ongoing Rent Calculation: Housing Provider
Maintains Tenant File: Housing Provider
Pays Rent Subsidy: Service Manager

HBH, FCMHAS

STRSP – Short Term Rent Support Program (ends March 31, 2013)

Number of Units: 30
Selects Tenant: Service Manager
Initial Rent Calculation: Service Manager
Ongoing Rent Calculation: Service Manager
Maintains Tenant File: Service Manager
Pays Rent Subsidy: Service Manager

Investment in Affordable Housing (IAH) – (to begin April 2012)

Number of Units: approx 20 (2012 – 2013)
Approx 70 including above STRSP units (2013-2014)
Approx. 25 (2014 – 2015)
Selects Tenant: Service Manager
Initial Rent Calculation: Service Manager
Ongoing Rent Calculation: Service Manager
Maintains Tenant File: Service Manager
Pays Rent Subsidy: Service Manager

Agenda Item # 5l)

Exhibit H- Emergency Shelter Usage - Actual Bed Nights

2011 Actual Bed Nights - Paid						
Res. Days	January	February	March	April	May	June
Ryandale	403	173	198	378	255	242
Dawn House	221	250	294	286	193	249
Harbour Light	201	127	80	138	154	99
KYSP	223	165	228	242	250	169
In From The Cold	500	461	409	455	423	299
Total Res. Days	1548	1176	1209	1499	1275	1058

Res. Days	July	Aug	Sept	Oct	Nov	Dec	YTD Total
Ryandale	361	394	371	389	328	421	3913
Dawn House	274	197	323	293	266	275	3121
Harbour Light	142	198	199	173	139	42	1692
KYSP	258	231	238	347	281	194	2826
In From The Cold	485	541	660	645	600	500	5978
Total Res. Days	1520	1561	1791	1847	1614	1432	17,530

Exhibit H– Emergency Shelter Usage - Approved Bed Nights

2011 Approved Bed Nights						
	31	28	31	30	31	30
Bed Nights	January	February	March	April	May	June
Ryandale	465	420	465	450	465	450
Dawn House	310	280	310	300	310	300
Harbour Light	217	196	217	210	217	210
KYSP	248	224	248	240	248	240
In From The Cold	744	672	744	720	744	720
Total Res. Days	1984	1792	1984	1920	1984	1920

	31	31	30	31	30	31	
Bed Nights	July	Aug	Sept	Oct	Nov	Dec	YTD Total
Ryandale	465	465	450	465	450	465	5475
Dawn House	310	310	300	310	300	310	3650
Harbour Light	217	217	210	217	210	217	2555
KYSP	248	248	240	248	240	248	2920
In From The Cold	744	744	720	744	720	744	8760
Total Res. Days	1984	1984	1920	1984	1920	1984	23,360

Exhibit I- Report 11-031



**CITY OF KINGSTON
REPORT TO COUNCIL**

Report No.: 11-031

TO: Mayor and Council

FROM: Lanie Hurdle, Commissioner, Community Services
Cynthia Beach, Commissioner Sustainability & Growth

RESOURCE STAFF: Jim de Hoop, Director, Community and Family Services
Paul MacLatchy, Director, Environment & Sustainable Initiatives

DATE OF MEETING: February 15, 2011

SUBJECT: Financial Assistance to Support Affordable Home Ownership and
Transfer of Brownfield CIP Benefits: Options for Homes
Development at 326 Bagot Street

EXECUTIVE SUMMARY:

This report is provided for two purposes as follows:

- a. To attain Council's approval for the issuance of a note receivable without interest for up to ten years to support Affordable Home Ownership – Options for Homes Development at 326 Bagot Street.
- b. To authorize the transfer of brownfield CIP benefits related to the 326 Bagot Street property to the current owner.

On January 11th, 2011, SHS Consulting and Re/Fact Consulting provided Council with an update on the City of Kingston Housing Strategy. The update covered the importance of looking at a continuum of housing affordability and for the City to consider various tools to find creative ways to address the needs within this continuum of affordability. This report provides the City with an opportunity to use creative tools to provide affordable home ownership for a segment of the population. City staff recognizes that this project will not address the needs of all individuals on the current Central Waiting List but this is one of the approaches that the City can take to provide options for low income individuals/families. It should be noted that this type of project has been implemented in other municipalities including Toronto, Guelph and Kitchener.

The purpose of this report is to recommend financial support for an affordable home ownership program in the form of a note receivable representing the amount equivalent to the deferral of payment of development charges and impost fees. The City would pay the amount due and payable at the issuance of the building permit and take back a note receivable.

Options for Homes Non-Profit Corporation (Options) purchased the vacant property at the corner of Queen and Bagot Streets. Subject to a successful rezoning application, Options will build a 117 unit "no frills" condominium building which aims to provide some affordable home ownership. Home Ownership Alternatives (HOA) is a non-profit corporation that finances the building construction and provides the option of a second mortgage called the "alternative mortgage" to all initial purchasers. This alternative mortgage is equal to the difference between the appraised value and the actual cost of construction. This alternative

REPORT TO COUNCIL
Financial Assistance to Support Affordable Home Ownership and
Transfer of Brownfield Benefits for Options for Homes

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mortgage is offered to all purchasers and it is only due for repayment when the initial purchaser sells its unit. For example, an initial purchaser could initially pay \$150,000 for a unit with a market price of \$200,000 if he/she is provided with a \$50,000 alternative mortgage. The \$50,000 alternative mortgage is only repayable when the owner sells its unit, at which time, the market value of the unit should have increased.

In order to increase the amount of the alternative mortgage which assists households with lower incomes to purchase a home, Options and HOA are requesting an amount equivalent to deferral of the payment of development charges and impost fees for a period of ten (10) years. The value of this deferral will be applied directly to a number of mortgages to enable lower income individuals/families to purchase a home. As the Development Charge/impost by-laws require payment at building permit issuance, this proposal provides that the City would pay the necessary funds to those reserve funds and take a note back for the 10 years, recorded as a note receivable on the City's balance sheet.

HOA will enter into an agreement with the City which states that they will use the value of the note to provide an alternative mortgage to lower income individuals/families. Final number of units to receive an increased mortgage and funding support required will be determined through the sale process and reported back to Council in the spring. Any unused portion of the note will be returned to the City after the closing date of the sale of the final unit in the development. In addition, when a qualified purchaser repays their increased alternative mortgage, HOA will in turn pay the City that portion of the note. At the end of ten years the balance of the note will be fully paid to the City. The City will enter into such security instruments as are required to ensure the repayment.

Development-related fees charges are estimated at \$857,000 for this project. The note has an estimated cost to the City of \$210,000 in interest based on present value and a rate of 2%. It is proposed that the interest cost be covered by the Working Fund Reserve as a one-time transfer, which is in accordance with the policy. While the City has an affordable housing reserve with a balance, it has been used primarily for grant offsets to development fees, and in the absence of a policy update, the Working Fund Reserve is the more appropriate source.

In addition, and in accordance with the City's Brownfields program, under the previous owner (Kincore Holdings), the property was approved for a maximum benefit from the Brownfields Community Improvement Plan (CIP) of up to \$757,750 in tax cancellation and tax rebates to allow recovery of eligible costs incurred as part of the environmental clean-up of the property. Options for Homes have requested the remaining portions of these brownfield benefits be transferred to them to support this project.

RECOMMENDATION:

1. THAT Council approve the issuance of a note receivable equivalent to the calculation for deferral of development charges and impost fees for Options for Homes Non-Profit Corporation related to construction of the condominium at 326 Bagot Street, of a maximum of \$857,124 on the following terms:
 - a. Options for Homes obtains all required approvals for the site to the satisfaction of the City;
 - b. Home Ownership Alternative will use all the proceeds that would otherwise be payable to the City to reduce the cost and provide assistance to initial homebuyers;
 - c. Re-payment to the City of the portion of the note not allocated as assistance to initial homebuyers at time of the occupancy permit;
 - d. The remaining note shall be repaid in full to the City by HOA on or at any time before the 10th anniversary of the building permit application without interest;

REPORT TO COUNCIL
Financial Assistance to Support Affordable Home Ownership and
Transfer of Brownfield Benefits for Options for Homes

Report No.: 11-031

February 15, 2011
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2. **THAT** Council authorize the Mayor and Clerk to execute the required agreements and security documents for the provision of the note in a form satisfactory to the Director of Legal Services; and
 3. **THAT** Council approve the use of a maximum of \$210,000 from the Working Fund Reserve to finance lost interests related to the note; and
 4. **THAT** staff report back to Council with the number of units impacted by an increased mortgage opportunity through this program;
 5. **THAT** Council authorize the transfer of the Brownfield Financial Tax Incentive Program (BFTIP - tax cancellation) credits plus potential brownfield incentives in the form of Tax Increment-Based Rehabilitation Grant Program (TIRGP) rebates to a maximum of \$757,750 for the property at 326 Bagot Street from Kincore Holdings Ltd. to the Options for Homes Non-Profit Corporation;
 6. **AND FURTHER THAT** Council direct staff to negotiate a Brownfields Site Agreement with the Options for Homes Non-Profit Corporation for the property at 326 Bagot Street, in a form satisfactory to the Director of Legal Services Division, and that the Mayor and Clerk be authorized to execute the Agreement.

AUTHORIZING SIGNATURES:

_____ Lanie Hurde, Commissioner, Community Services
_____ Cynthia Beach, Commissioner, Sustainability & Growth
_____ Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

REPORT TO COUNCIL
Financial Assistance to Support Affordable Home Ownership and
Transfer of Brownfield Benefits for Options for Homes

Report No.: 11-031

February 15, 2011
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OPTIONS/DISCUSSION:

Options for Homes Non-Profit Corporation (Options), under the legal name of Anna Lane Co-operative Development Corporation, has purchased the vacant land at the corner of Queen and Bagot Streets for development of a 117 unit condominium building. Units will not have costly extras such as granite countertops or amenities such as exercise rooms, pools, and saunas. The building will include bachelor, one, two, and three bedroom units. Although the market values are expected to be between \$136,000 and \$284,000, home buyers will have access to a reduced initial purchasing price through an alternative mortgage.

Home Ownership Alternatives (HOA) provides start up funding as well as an alternative mortgage to all initial purchasers. The alternative mortgage is equivalent to the difference between the actual purchase price and market value and is not repaid until the home owner sells or rents the unit.

HOA would like to offer alternative mortgages and City staff believe that increased alternative mortgages should be provided to households with lower incomes and increased financial needs. The final number of units to receive an increased alternative mortgage will be determined through the sale process. City staff will work closely with Options for Homes and will report back to Council on the final number of units providing increased mortgage affordability as a result of this program.

1. Deferral of Development Charges Request

In order to finance the assistance, HOA is requesting deferral of development-related charges (DC and Impost fees) to a maximum of \$857,124, based on estimated fees. The City does not provide such deferral options in the respective by-laws. However, staff consider this request attractive for the purposes of creating additional affordable housing ownership opportunities. On a one-time basis for experience purposes with this non-profit corporation, staff are recommending that the City pay from cash sources the charges and take back a note receivable secured and recorded on the City's Balance Sheet.

Repayment to the City of the note receivable would be made as follows:

1. Any portion not used to assist qualified purchasers by the closing date of the sale of the final units in the development will be repaid forthwith to the City;
2. The balance of any unpaid note receivable will be paid in full on the 10th anniversary of the building permit application without interest; and
3. All payments will be without interest

In the past, the City of Kingston has provided grants to offset development-related charges as well as other forms of financial support to proponents for the construction of affordable rental units built under the Canada-Ontario Affordable Housing Program as well as selected homeownership projects, namely Habitat for Humanity. These grants have been registered on title for twenty (20) years but are not repaid unless the proponent is in default of the terms of the Municipal Contribution Agreement. This note receivable in an amount equal to development charges and impost fees deferral, to HOA, would be repaid in full in ten years and is not a grant. The cost to the City would be the interest foregone from investment of funds over the 10 year period. The present value of that sum is estimated at \$210,000 and will be paid up front from the Working Fund Reserve as a recognition of the affordable housing opportunity.

Options for Homes:

Options for Homes Non-Profit Corporation (Options) is a Toronto-based non-profit organization started in 1992. Options facilitate the construction of low cost quality condominiums for low to moderate income households using a "no frills" approach to marketing and development. In comparison with condominiums offering units of a comparable size, Options typically cuts development costs substantially by eliminating costly shared amenities (like swimming pools, recreation areas and saunas),

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Financial Assistance to Support Affordable Home Ownership and
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expensive sales programs and marketing commissions. In addition, the ongoing condominium fees are lower than those charged by others

Options initiate a project by securing the land and approvals, selecting a builder and preparing preliminary plans. It then markets the proposal to interested purchasers through flyers, a Web site and newsletters, "word of mouth" and information sessions. It does not build model suites or undertake media campaigns.

Purchasers are required to make a down payment of at least 5% of the purchase price from their own resources. Once at least 80% of the units are pre-sold, construction of the building can begin. The buyers form a co-operative corporation which hires Options to act as the development consultant. Options' fee is 2% of the capital costs and is part of the projected cost of construction.

Following construction completion, the project proceeds to condominium registration. The original co-operative corporation is replaced by a condominium corporation with a board of directors elected from among its owners. At the point of condominium registration there is no legal difference between an Options for Homes project and any other condominium project.

Home Ownership Alternatives:

Home Ownership Alternatives (HOA) is a non-profit financial corporation that was established in 1998. HOA finances new affordable home developments, such as Options for Homes, with initial project financing. Their primary function is to hold all alternative mortgages of the initial purchasers until they are discharged through sale of the unit or become payable as the owner no longer resides in the unit. With the eventual repayment of the alternative mortgage, funds are invested and are made available for future developments.

The Alternative Mortgage:

The alternative mortgage, which is offered to all initial home purchasers, is the value of the difference between the cost of producing the units and the appraised market value for the unit. Typically, that value is about 10-15% of the at-cost selling price. The home owner is not required to make any payments on this alternative mortgage as long as they own and reside in the unit although they can choose to buy out the mortgage at any time. The mortgage must be repaid when the unit is resold or the owner no longer resides in it. Approximately 30% of the purchasers repay this mortgage upon closing either because the unit will be rented or the purchaser does not want or require the financial assistance.

Deferring the alternative mortgage payment has a significant impact on the affordability of the unit. Since there is no payment on the alternative mortgage until resale, the owner can carry the unit at a substantially lower monthly cost than a conventional market unit. This, in turn, lowers the income threshold for purchasing the home.

The alternative mortgage is a shared appreciation mortgage ("SAM"). A SAM is different from a conventional mortgage because it does not bear a specific rate of interest. Instead, it earns interest at a rate equal to any increase in the value of the home. This money then goes into an equity pool that is used to develop other similar projects.

For example:

- Construction cost is \$200,000. Market Value is \$226,000.
- HOA holds alternative mortgage of \$26,000
- Home is sold for \$282,500 which is 25% increase in value of the home
- HOA receives \$32,500 (\$26,000 + 25%)
- Homeowner receives \$250,000 (\$200,000 + 25%)

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The Increased Alternative Mortgage:

For some low income households, even the cost of an Options for Home condominium is not affordable. They require additional funding to reduce the 5% down payment requirement and/or reduce the amount of the first mortgage so monthly payments are lower. The ability to obtain a first mortgage may be dependent upon an increased alternative mortgage. HOA is pursuing measures to increase its ability to provide an increased alternative mortgage for these households. A note receivable in an amount of greater than development fees decreases the amount of funding required during construction thereby making it available for increased alternative mortgages.

Subsequent Sale of Units:

It must be noted that there are no financial benefits passed on to subsequent purchasers. All initial home buyers are able to sell their units at fair market value at any time. Once the alternative mortgage is paid, Home Ownership Alternatives is no longer associated with that unit.

2. Transfer of Previously Approved Brownfield CIP Benefits to Options for Homes from Previous Owner

The property at 326 Bagot Street was formerly used for automobile repair and retail fuel sales and suffered soil contamination due to those previous uses. An environmental clean-up (remediation) was required prior to any redevelopment to residential uses and the City's Brownfield Community Improvement Plan was sought by the previous owner as a solution to offset the costs of clean-up and place the redevelopment on an "even playing field" with Greenfield development.

At its May 18, 2006 meeting the Planning Committee endorsed a request by Kincore Holdings Ltd. (Kincore) to include the property at 326 Bagot Street within the area designated as the Brownfields Community Improvement Plan area and to deem the redevelopment of the property as eligible to receive benefits (Brownfields Financial Tax Incentive Program and Tax Incremental Based Rehabilitation Grant Program) within the Brownfields Community Improvement Plan Program.

Kingston City Council approved Planning Committee's endorsement at their May 23, 2006 meeting and, more specifically, authorized the following:

1. That the application for brownfields funding be approved for the property at 326 Bagot Street,
2. That staff complete a Brownfields Site Agreement with the property owner,
3. That a bylaw be brought forward to cancel property and education taxes for a period of three years (BFTIP portion of the Brownfields CIP),
4. That a full or partial exemption from Development and Impost fees be permitted and that the Commissioner of Sustainability and Growth be delegated authority to calculate the appropriate amount of exemption.

In keeping with the implementation of the Brownfields CIP, exemption from Development and Impost Fees is considered only when the incremental property tax difference between pre and post development is insufficient to allow the developer to recover eligible remediation costs within the 10-year window of the TIRGP. This report does not recommend transferring Development and Impost Fee exemptions to the new owner, given that the tax differential will compensate for clean-up costs prior to the expiration of tax years.

Following Council's approval for brownfields eligibility the developer (Kincore) undertook an excavation of the property with removal of contaminated soils and groundwater. The property, in its present condition was confirmed as "clean" by a third party engineering firm and a Record of Site Condition (RSC) was prepared and submitted to the Ontario Ministry of the Environment. Some discussion of eligible remediation costs incurred has taken place between the former owner and the City of Kingston but

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there has been no final resolution of approved costs to be funded through the brownfields program and no audited statement of costs has been provided.

As per the Brownfields Financial Tax Incentive Program (BFTIP) portion of the Brownfields CIP, education and property taxes were cancelled for the property for the three-year period of 2007, 2008 and 2009 for a total of just over \$50,000. In accordance with the brownfield program implementation guidelines, the amount of tax cancellation will be subtracted from the remediation costs eligible for rebate through the Tax Incremental Rebate Grant Program (TIRGP) portion of the Brownfields CIP.

In 2010, Kincore Holdings advertised the remediated but undeveloped property for sale and also included information about the property's eligibility for brownfields funding. The new owner, Options for Homes, plans to complete the redevelopment by constructing an affordable housing project in the form of condominiums where special financing provisions are put in place to allow the purchase price to be set at below market rates for qualified purchasers.

Options for Homes have now requested that the remaining brownfield benefits be transferred from Kincore to them so that they may recoup the cost of property remediation that was, presumably, purchased with the land. Prior to commencement of any benefit to Options for Homes a new Brownfields Site Agreement will be required with the City of Kingston. This transfer is appropriate and therefore recommended.

EXISTING POLICY/BY LAW:

Municipal Housing Facilities By-Law No. 2003 – 6 1
2005 Kingston Model for Action– Affordable Housing Supply
By-law 2009-136 "City of Kingston Development Charges By-law 2009"

This proposal will require some amendments to the Zoning as there is a site specific zoning now for the previous development. It will also require Site Plan Control approval. The proponent has a pre-consultation meeting on February 15th. There have been some informal meetings between staff and the proponent.

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

This report is available in an alternative format upon requested.

FINANCIAL CONSIDERATIONS:

The estimated amount of development-related charges associated with this project is \$857,124. The City will provide a transfer to the respective reserves for Development Charges and Impost fees so that the objectives of those by-laws are met with no loss of funds or interest. A note recognizing the amount for the deferral, from City general funds, with security will be registered. The interest that would be earned over the time period has a present value of approximately \$210,000. As this is a one-time expenditure it is recommended that this interest fee be funded from the Working Reserve Fund.

Transfer of remaining Brownfield CIP benefits represents a maximum rebate of property taxes over 10 years of \$757,750. The new owner, Options for Homes, must still present an account of incurred eligible remediation expenses, with third party audit verification, to the City before an amount is finalized and recommended back to City Council.

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CONTACTS:

Jim de Hoop, Director, Community and Family Services	ext. 4957
Lee Campbell, Acting Manager, Housing Programs	ext. 4916
Paul MacLatchy, Director, Environment & Sustainable Initiatives	ext. 1226

OTHER CITY OF KINGSTON STAFF CONSULTED:

Gerard Hunt, Chief Administrative Officer
Hal Linscott, Director, Legal Services
Desiree Kennedy, City Treasurer
Alan McLeod, Senior Legal Counsel
Pat Carrol, Manager, Taxation & Revenue
Terry Willing, Chief Building Official
Del Stowe, Supervisor, Building & Licensing
Mary McIntyre, Housing Programs Administrator

EXHIBITS ATTACHED: N/A



**CITY OF KINGSTON
INFORMATION REPORT TO HOUSING AND
HOMELESSNESS ADVISORY COMMITTEE**

Report No.: HHC-12-010

TO: Chair, Housing & Homelessness Advisory Committee
FROM: Lanie Hurdle, Commissioner, Community Services
RESOURCE STAFF: Sheldon Laidman, Director, Housing Department
DATE OF MEETING: March 8, 2012
SUBJECT: Request for Proposal for Consolidated Homelessness
Prevention Program (CHPP) Evaluation and Selection Process

EXECUTIVE SUMMARY:

At the February 16th meeting, members of the Housing and Homelessness Advisory Committee requested clarification on the evaluation and selection process for the award of contracts through a Request for Proposal (RFP) which is being recommended to allocate the Consolidated Homelessness Prevention Program (CHPP) funding.

This report provides further information on the RFP process and evaluation criteria for the allocation of funding under the CHPP.

RECOMMENDATION:

This report is for information only.

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

Report No.: HHC-12-010

March 8, 2012

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AUTHORIZING SIGNATURES:

<hr/> Lanie Hurdle, Commissioner, Community Services
<hr/> Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	N/R
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

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OPTIONS/DISCUSSION:

On February 16th, staff submitted report HHC-12-005 to authorize the issuance of a Request for Proposal (RFP) for the allocation of annual Consolidated Homelessness Prevention Program (CHPP) and Housing/Homelessness Strategy Funding (HHSF) for the period from 2013-15. This funding is to be allocated for homelessness programs and services that meet the Consolidated Homelessness Prevention Program goals and locally identified priorities.

The following goals must be met by any agency receiving funding and are mandated by the Ministry of Community & Social Services (MCSS) under this provincially funded program:

- To improve access to service and connect households that are homeless with the system of community services;
- To support households experiencing homelessness to obtain and keep longer-term housing;
- To assist households at risk of homelessness to retain their housing.

Report HHC-12-005 listed services which have been identified as priorities by community agencies and clients through community consultations and reviews. Based upon this consultation and review process, the following "Local Priorities" will be targeted and will be evaluated on meeting the outcomes of the program without duplicating services:

- A housing help centre
- Drop-in centres with life skills programming and appropriate hours of operation to cover gaps in current community services
- Eviction prevention services
- Support services and life skills for women and men in conflict with the law
- Rent deposit assistance program
- Rural services (case management and financial assistance banks)
- Support services for youth
- Support services for those already housed
- Transportation
- Intensive case management

City staff are presently working with United Way to organize an inter-agency homeless service provider committee to provide opportunities for more interaction of agencies assisting this client group. Award of funding under this RFP will be contingent upon regular participation on this committee for information sharing and better coordination of services. This will also assist these agencies in their ability to make referrals to other agencies thereby providing better customer service.

Items to be included in RFP submissions which will be used for the evaluation of proposals:

- Price and related costs (itemized and detailed)
- Financial Viability – i.e. budget, audited financial statements;
- Demonstration proposal meets goals of CHHP Program
- Demonstration proposal meets goals of identified Local Priorities

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

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- Demonstration of ability to serve or accommodate rural clients accessing services in the City or County;
 - Demonstrated experience in working with the client group and the documented need for the proposed service;
 - Demonstration of ability to meet changing demands throughout the 3 year term.
 - Demonstrated evaluation that service is not duplicating that which is already being offered elsewhere by another service provider or, if it is, demonstration that additional services are justified
 - Quantitative client outcome measurement for past service of this nature;
 - Percentage of total costs proposed to be allocated to Direct Service Delivery

As part of the evaluation process, City staff intend to conduct a site visit to all agencies which submit funding proposals. These reviews may include management, front line staff and client interviews and questionnaires. Allocation of funding will take into consideration the results of these site visits which will include a review of staffing, statistical reporting, budgeting, programming and Board governance. The intention of this review is to ensure that the service provider can indeed competently and efficiently provide the service they are proposing to offer.

Agencies eligible for the HHSF will need to meet all of the same criteria for the CHHP program RFP except for the CHHP program goals.

City staff will meet with homeless service providers in the community prior to the release of the RFP to discuss the expectations and evaluation process. The needs of individuals who are homeless or at risk of homelessness are very complex and varied. This RFP will give agencies and the community an opportunity to review current services and embrace the opportunity to provide more comprehensive service to this client group.

EXTERNAL CONSULTATION:

Susan Beckel, Deputy Clerk, County of Frontenac

EXISTING POLICY/BY LAW:

None

NOTICE PROVISIONS:

No notice requirements

ACCESSIBILITY CONSIDERATIONS:

This report is available in alternative formats upon request.

FINANCIAL CONSIDERATIONS:

CHPP funding is annualized 100% provincial funding and there will be no impact on the 2013 municipal operating budget. The \$150,000 HHSF funding is included in the City's annual operating budget.

CONTACTS:

Lanie Hurdle, Commissioner, Community Services

613-546-4291 ext. 1231

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

Report No.: HHC-12-010

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OTHER CITY OF KINGSTON STAFF CONSULTED:

Sheldon Laidman, Director, Housing Department

Lee Campbell, Acting Housing Manager, Housing Department

Katie Clarke, Manager of Program Delivery, Community and Family Services Department

EXHIBITS ATTACHED:

N/A



**CITY OF KINGSTON
INFORMATION REPORT TO HOUSING AND
HOMELESSNESS ADVISORY COMMITTEE**

Report No.: HHC-12-012

TO: Chair, Housing and Homelessness Advisory Committee
FROM: Lanie Hurdle, Commissioner, Community Services Group
RESOURCE STAFF: Sheldon Laidman, Director, Housing Department
DATE OF MEETING: April 12, 2012
SUBJECT: Rent Supplement Program Information Report

EXECUTIVE SUMMARY:

The City administers a number of separate programs under the umbrella of the "Rent Supplement Program". Members of the Housing and Homelessness Committee have requested that information be provided to the Committee regarding this program so that the Committee can become better informed about this program.

This report provides an overview of the Rent Supplement Program and its sub programs. The report also describes challenges facing this program and the Department's intent to further evaluate the overall program and the risks to the program in 2012.

RECOMMENDATION:

This report is for information only.

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

Report No.: HHC-12-012

April 12, 2012

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AUTHORIZING SIGNATURES:

 <hr/> <hr/>
Lanie Hurdle, Commissioner, Community Services
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Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability and Growth</i>	NR
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

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OPTIONS/DISCUSSION:

The Service Manager administers six separate programs under the overall Rent Supplement Program. Each program has separate operational guidelines, separate funding models, separate program restrictions, and in some cases separate objectives. In general, the rent supplement program works whereby an agreement is entered into with a landlord to accept tenants from the Social Housing Registry waiting list. The landlord collects rent directly from the tenant at the rent geared to income (RGI) rate that they can afford and the Service Manager then pays an additional amount to the landlord to supplement the rent to the rental rate indicated in the agreement.

As Service Manager, the City is obligated to maintain 2003 RGI units within its area of service which is accomplished through a combination of direct RGI units provided by the social housing providers and the rent supplement program. The number of units administered under the rent supplement program fluctuates as existing agreements expire, new agreements are entered into, and existing rent supplement funding programs sunset. Staff are challenged to ensure compliance with the 2003 mandated units while staying within the funding parameters of the overall program.

In total the Service Manager currently administers agreements for 596 units in various rent supplement programs. These 596 units are divided into the following six programs:

Program Details

1. Regular Rent Supplement Program
 - Part of the 2003 RGI mandated units
 - Funded through Provincial funds
 - Presently represents 420 units
 - Presently 395 of the units are administered by KFHC where they select the tenants for the landlord, maintain tenant files, and perform the ongoing rent calculations for each unit
 - The remaining 22 units are administered by the individual housing provider
 - There are agreements with approximately 14 separate landlords for this program (see Exhibit A)
2. In Situ Rent Supplement Program
 - Part of the 2003 RGI mandated units
 - Funded through Provincial funds
 - Presently represents 3 units
 - Represent unique housing requirements that cannot be accommodated within the social housing portfolio
3. Strong Communities Rent Supplement Program
 - Units are RGI but are not part of mandated 2003 units

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

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- Separate program funding from Provincial/Federal governments that is the same each year
 - Number of units is declining since program funding is flat lined
 - Currently 73 units administered by KFHC
 - All agreements are with two private landlords
4. Kingston Rent Subsidy Program
 - Represents 71 units
 - Funded by the City
 - Supplements rent for projects associated with Affordable Housing Projects (AHP)
 - Individual provider administers the program
 - Agreements with two providers
 5. Short Term Rent Support Program (STRSP)
 - Provincial funding program that ends March 31, 2013
 - Represents 30 units
 - Supplements rent for persons on the Social Housing Registry waiting list where they are currently living
 - Service Manager administers program
 6. Investment in Affordable Housing Program (IAH)
 - Funding from Province begins April 1, 2012
 - Funding available for 10 years
 - Anticipate funding 40-50 rent supplements
 - Service Manager will administer program

Challenges

There are a number of challenges related to the overall rent supplement program:

Funding – Each of the programs has their own funding mechanism. Some of the program funding is constant meaning less money available for rent supplements due to rent increases, some of the program funding is based on actual dollars spent which the City is reimbursed for directly, while other program funding is benchmarked. This means it is complicated to budget for each year.

Rent Calculation Changes – The amount of money spent in each program fluctuates due to the changing portion of the rent paid by each tenant each year. Trying to determine the number of units that can be funded under each program is difficult since the per unit cost changes on an ongoing basis. The Department wants to maximize the funding and maximize the number of units that can be funded under each program but this is difficult due to the changing nature of the rent calculation formula. In general, the lower the agreed upon rental cost in the agreement results in lower overall costs and more units that can be funded.

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

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Mandated Units – The Department needs to ensure as Service Manager that at least 2003 RGI units are available but only receives funding for this exact number of units. There is then a constant evaluation as agreements expire and new opportunities for new units arise whether they should be included in this program and whether the funds are available.

New Rent Supplement Unit Opportunities – It is difficult to determine whether funding is available if a new opportunity arises to place more units into the rent supplement program. This is due to the fluctuating costs as well as the dates by which agreements expire and the often unknown aspect of whether landlords will be interested in extending their agreements with the City once they expire. Another issue is how long a unit will remain occupied by the current tenant and therefore remain in the program. In addition, each agreement results in different costs to the City and so each expiring agreement may not correlate to the same number of units in a new project.

Expiration of Agreements – This program is predicated largely on the continued interest of private landlords to enter into rent supplement agreements with the Service Manager. With such a tight rental market the incentive of private landlords to be part of the program may be diminishing. Agreements are constantly expiring and it is difficult to gauge beforehand which landlord will wish to extend the agreement. For information purposes, even after agreements expire, the individual tenant continues to receive the rent supplement and the unit is not removed from the program until the unit is vacated by the current tenant.

Moving Forward

Within the Department's work plan for 2012 and 2013 a goal is to develop an overall plan for the anticipated funding reductions from senior levels of government. As an initial project for this overall plan, Housing Department staff will be doing a complete evaluation of the Rent Supplement Program. This evaluation will include a review of when agreements expire, costs and revenues for each program, a determination of the number of units needed to maintain the expectations of the program, an evaluation of the risks to the program, and a determination of the number of units that can be added to the program and when they can be added. This is an important program and this evaluation will ensure that the program is sustainable.

EXISTING POLICY/BY LAW:

N/A

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

N/A

FINANCIAL CONSIDERATIONS:

N/A

INFORMATION REPORT TO HOUSING AND HOMELESSNESS COMMITTEE

Report No.: HHC-12-012

April 12, 2012

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CONTACTS:

Lanie Hurdle, Commissioner, Community Services Group

613-546-4291 ext. 1231

OTHER CITY OF KINGSTON STAFF CONSULTED:

Mary McIntyre, Housing Programs Administrator, Housing Department

EXHIBITS ATTACHED:

Exhibit A - Agreements for Regular and Strong Communities Rent Supplement Program

Exhibit B - Detailed Description of Each Rent Supplement Program

Agenda Item # 5n)

Exhibit A - Agreements for Regular and Strong Communities Rent Supplement Program

	Sum of No. Units
Central Frontenac Housing Corporation	2
B&N Enterprise	1
CJM Blommestyn Construction Ltd.	19
Elizabeth Fry Society/Kaye Healey	6
Fountas Holding Corporation	1
Homestead Landholdings Limited	274
J. Paul Martin	1
Kingston & Frontenac Housing Corporation	10
Kingston Home Base Non-Profit Housing	15
Norjan Investments	1
Pembridge Square	1
Skyline Incorporated	157
Tipi Moza (Iron Homes)	1
Kingston Municipal Non-Profit	4
Grand Total	493

Exhibit B - Detailed Description of Each Rent Supplement Program – Page 1

RGI RENT SUPPLEMENT PROGRAMS

(Included in 2003 RGI units)

Regular Rent Supplement

Number of Units: 395
Selects Tenant: KFHC refers 2 names to Landlord
Initial Rent Calculation: Registry
Ongoing Rent Calculation: KFHC
Maintains Tenant File: KFHC
Pays Rent Subsidy: KFHC
Landlords : Homestead, Skyline, Pembridge, Town Homes Kingston (THK), Kingston Frontenac Housing Corporation (KFHC), Martin, Fountas, B & N, Norjan, Bloomstyn,

Regular Rent Supplement

Number of Units: 22
Selects Tenant: Housing Provider
Initial Rent Calculation: Registry (Housing Provider assists)
Ongoing Rent Calculation: Housing Provider
Maintains Tenant File: Housing Provider
Pays Rent Subsidy: KFHC
Landlords: Home Base Housing (HBH), Elizabeth Fry (E Fry), Tipi Moza

In-Situ Rent Supplement

Number of Units: 3
Selects Tenant: Registry determines eligibility
Initial Rent Calculation: Registry – Part B
Ongoing Rent Calculation: Service Manager
Maintains Tenant File: Service Manager
Pays Rent Subsidy: Service Manager
Landlords: THK, Tipi Moza, private landlord

Strong Communities Rent Supplement

Note: Although rents are RGI these units are not included in the legislated 2003 RGI units

Number of Units: 73
Selects Tenant: KFHC refers 2 names to Landlord
Initial Rent Calculation: Registry
Ongoing Rent Calculation: KFHC
Maintains Tenant File: KFHC
Pays Rent Subsidy: KFHC
Landlords : Homestead, Skyline

Exhibit B - Detailed Description of Each Rent Supplement Program – Page 2

NON – HOUSING SERVICES ACT RENT SUPPLEMENT PROGRAMS
(Rents based on income)

Kingston Rent Subsidy Program – AHP Units

Number of Units: 71
Selects Tenant: Housing Provider
Initial Rent Calculation: Housing Provider
Ongoing Rent Calculation: Housing Provider
Maintains Tenant File: Housing Provider
Pays Rent Subsidy: Service Manager
Landlords: HBH, Frontenac Community Mental Health & Addiction Services (FCMHAS)

STRSP – Short Term Rent Support Program (ends March 31, 2013)

Number of Units: 30
Selects Tenant: Service Manager
Initial Rent Calculation: Service Manager
Ongoing Rent Calculation: Service Manager
Maintains Tenant File: Service Manager
Pays Rent Subsidy: Service Manager

Investment in Affordable Housing (IAH) – (to begin April 2012)

Number of Units: 13 (2012 – 2013)
Approx 70 including above STRSP units (2013-2014)
Selects Tenant: Service Manager
Initial Rent Calculation: Service Manager
Ongoing Rent Calculation: Service Manager
Maintains Tenant File: Service Manager
Pays Rent Subsidy: Service Manager



**CITY OF KINGSTON
INFORMATION REPORT TO HOUSING AND
HOMELESSNESS ADVISORY COMMITTEE**

Report No.: HHC-12-015

TO: Chair, Housing and Homelessness Advisory Committee
FROM: Lanie Hurdle, Commissioner, Community Services Group
RESOURCE STAFF: Sheldon Laidman, Director, Housing Department
DATE OF MEETING: May 10, 2012
SUBJECT: Status of Committee Reviewed Programs Information Report

EXECUTIVE SUMMARY:

This report provides a status update for the Committee with regard to departmental initiatives and programs formerly reviewed by the Committee.

RECOMMENDATION:

This report is for information only.

AUTHORIZING SIGNATURES:

<hr/> Lanie Hurdle, Commissioner, Community Services
<hr/> Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability and Growth</i>	NR
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

OPTIONS/DISCUSSION:

The following is a status update for programs and initiatives formerly considered by the Housing and Homelessness Committee:

1. Home Ownership Program

This is a three year City funded program where the policy with regards to implementation of the program was reviewed by the Committee. The Program opened in early April after advertisement in various media sources in the City. As of the end of April, all of the funds for 2012 have been provisionally allocated and a waiting list has been started. Approved applicants have 90 days within which to sign a purchased and sales agreement for a house within the City otherwise the funding will be allocated to the next person on the waiting list. There will be 11 households funded in 2012 through this year's funding.

2. Investment in Affordable Housing Program

The Investment in Affordable Housing Program (IAH) has funding for three years from the Provincial government and was decided that the total allocation would be divided into three components; Rental Housing, Ontario Renovates, and Rent Supplements.

2a. Investment in Affordable Housing Program – Rental Housing component

The Department has \$1.6M in funding to allocate towards rental housing. A previous report identified that these funds would be allocated to not for profit organizations only since other funding programs are to be made available to the private sector. A Request for Proposals (RFP) was released on April 10th and closes on May 30th. It is expected that successful applicants will be informed by June 22nd and a recommendation will be made directly to Council at their July 17th meeting. Final approval of all projects rests with the Ministry of Municipal Affairs and Housing. Unlike some of the previous provincial funding programs that did not have specific deadlines, this funding has to be committed prior to March 2013 or it will no longer be available.

2b. Investment in Affordable Housing Program – Rent Supplement component

The Department has \$60,000 available in 2012 towards rent supplements with a further \$2.3M in 2013 to be used for a 10 year period. The Department will be entering into an agreement to fund 13 rent supplement units in the Kingscourt area for the remainder of this fiscal year (to March 2013) at which point the Department can pursue extension of this agreement with more program funding coming available in 2013. All persons living in this building will be from the housing registry wait list or a transferred tenant from another facility.

2c. Investment in Affordable Housing Program – Ontario Renovates component

This program is set to begin in May with further information provided at the June meeting.

3. Capital Investment in Affordable Housing Program

A \$1M per year city funded program to facilitate construction of affordable rental housing units. It was reviewed by the Arts, Recreation and Community Policies Committee with some amendments. Council deferred approval of the policy at its April 17th meeting. To this date, a

total funding of \$539,500 has been allocated to Engcon for the construction of ten (10) one bedroom units for seniors in the West end of the City. This project is currently underway and is scheduled for completion in late 2012/early 2013. It should be noted that the funding provided to Engcon is being financed through yearly allocations of \$107,900 from the Capital Investment in Affordable Housing Program. There is still \$892,100 remaining in the 2012 capital budget and available for allocation.

4. Affordable Housing Land Acquisition and Disposal Program

A \$1M per year city funded program to acquire and dispose of lands for the purposes of generating affordable housing units. It was reviewed by the Arts, Recreation and Community Policies Committee with some amendments. Council deferred approval of the policy at its April 17th meeting. The City has recently purchased the property located at 1317 Princess Street with this Land Acquisition Fund. Staff will work on an RFP for the redevelopment of this property which will include affordable housing units.

5. Consolidated Homelessness Prevention Program

The Committee reviewed the approach and general criteria for the funding of this program for 2013 and 2014. Staff have begun formulating the RFP and review criteria and have started the public consultation portion of the exercise. Staff have met with homelessness service providers to inform them of the program and funding and will be meeting with them over the next two months to further discuss the criteria and funding expectations. It is expected that an RFP will be issued in early summer so that agencies are able to adequately budget for any changes in 2013. Council, at its meeting of April 17th, also reinstated CHHP funding to Dawn House Women's Shelter for the remainder of 2012 as it was set to expire at the end of April.

EXISTING POLICY/BY LAW:

N/A

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

N/A

FINANCIAL CONSIDERATIONS:

N/A

CONTACTS:

Lanie Hurdle, Commissioner, Community Services 613-546-4291 ext. 1231

OTHER CITY OF KINGSTON STAFF CONSULTED:

Mary McIntyre, Housing Programs Administrator, Housing Department
Lee Campbell, Housing Programs Administrator, Housing Department
Rob Rowe, Housing Programs Administrator, Housing Department

EXHIBITS ATTACHED:

N/A

Agenda Item # 5p)

**CITY OF KINGSTON
INTEROFFICE MEMORANDUM**

TO: RULAC
FROM: HAL LINSOTT, DIRECTOR OF LEGAL SERVICES
SUBJECT: POA 2011 FOURTH QUARTER
DATE: 5/22/2012

QUARTERLY REPORT – REVENUE AND EXPENDITURES 2011

	Q1 2011	Q2 2011	Q3 2011	Q4 2011	YTD 2011	Budget
Fine Revenue	\$448,818	\$547,838	\$552,984	\$424,459	\$1,974,099	1,710,000
Expenditures ¹	\$204,832	\$200,560	\$182,143	\$233,146	\$820,681	791,620
Outstanding Receivables ²	\$10,790,463	\$11,376,440	\$11,835,990	12,179,509	12,179,509	

1. Expenditures are shown net of the county's share of revenues in order to reflect the actual costs of operating the POA
 2. Uncollected fines

COMPARATIVE CHARGES AND REVENUE BY QUARTER

	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Year To Date	
	Revenues	Charges	Revenues	Charges	Revenues	Charges	Revenues	Charges	Revenues	Charges
2009	\$375,373	3,314	\$400,371	3,773	\$553,483	5,032	\$575,455	3,721	\$1904,677	15,840
2010	\$448,840	4,362	\$553,252	5,867	\$422,766	4,640	\$633,876	4,292	\$2,058,734	19,161
2011	\$448,818	4,211	\$547,838	4,708	\$552,984	4,452	\$424,459	3,161	\$1,974,099	16,532

ACCOUNTS RECEIVABLE POA UNCOLLECTED FINES¹

Uncollected Fines ²	2006	2007	2008	2009	2010	Q4 2011
Outstanding³	\$7,740,661	\$8,115,399	\$9,100,676	\$9,772,267	\$10,710,985	\$12,179,509
60 days or less	\$ 716,518	\$ 243,105	\$ 243,409	\$ 260,050	\$ 559,641	\$343,595
60 -120 days	\$7,024,142	\$7,872,294	\$225,370	\$263,125	\$ 291,707	\$523,864
Over 120 days			\$8,640,897	\$9,249,092	\$9,859,638	\$11,312,050
Collected During Period	\$ 819,476	\$ 1,456,544	\$ 1,162,882	\$1,246,749	\$1,278,689	\$1,387,158
+/- Collected	\$ (25,869)	\$ 637,068	\$(293,662)	\$(287,548)	\$(31,940)	\$ (109,308)

1. fines, fees, costs, victim surcharge and collection fees/ 2. Past due date / 3. as of conviction

LARGEST ENFORCEMENT AGENCIES COMPARATIVE CHARGES

Agency	2007	2008	2009	2010	End of 4th Q 2011
Kingston Police	9,954	10,116	10,986	13,698	11,437
South Frontenac OPP	3,250	2,901	1,717	2,508	2,499
Sharbot Lake OPP	1,407	857	1,598	1,731	847
Ministry of Transportation	599	718	470	228	498
All other	913	889	1,068	996	1,251
Total	16,123	15,481	15,840	19,161	16,532

Agenda Item # 5q)

**CITY OF KINGSTON
INTEROFFICE MEMORANDUM**

TO: RULAC
FROM: HAL LINSKOTT, DIRECTOR OF LEGAL SERVICES
SUBJECT: POA 2012 FIRST QUARTER
DATE: 5/23/2012

QUARTERLY REPORT – REVENUE AND EXPENDITURES 2012

	Q1 2012	Q2 2012	Q3 2012	Q4 2012	YTD 2012	Budget
Fine Revenue	\$393,899				\$393,899	\$1,973,829
Expenditures ¹	\$160,229				\$160,229	\$798,545
Outstanding Receivables ²	\$12,440,460				\$12,440,460	

1. Expenditures are shown net of the county's share of revenues in order to reflect the actual costs of operating the POA
 2. Uncollected fines

COMPARATIVE CHARGES AND REVENUE BY QUARTER

	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Year To Date	
	Revenues	Charges	Revenues	Charges	Revenues	Charges	Revenues	Charges	Revenues	Charges
2010,	\$448,840	4,362	\$553,252	5,867	\$422,766	4,640	\$633,876	4,292	\$2,058,734	19,161
2011	\$448,818	4,211	\$547,838	4,708	\$552,984	4,452	\$424,459	3,161	\$1,974,099	16,532
2012	\$393,899	3,756							\$393,899	3,756

ACCOUNTS RECEIVABLE POA UNCOLLECTED FINES¹

Uncollected Fines ²	2007	2008	2009	2010	2011	2012
Outstanding³	\$8,115,399	\$9,100,676	\$9,772,267	\$10,710,985	\$12,179,509	\$12,440,460
60 days or less	\$ 243,105	\$ 243,409	\$ 260,050	\$ 559,641	\$343,595	\$298,208
60 -120 days	\$7,872,294	\$225,370	\$263,125	\$ 291,707	\$523,864	\$267,187
Over 120 days		\$8,640,897	\$9,249,092	\$9,859,638	\$11,312,050	\$11,875,064
Collected During Period	\$ 1,456,544	\$ 1,162,882	\$1,246,749	\$1,278,689	\$1,387,158	\$286,219
+/- Collected	\$ 637,068	\$(293,662)	\$(287,548)	\$(31,940)	\$ (109,308)	\$176,911

1. fines, fees, costs, victim surcharge and collection fees/ 2. Past due date 3. As of conviction

LARGEST ENFORCEMENT AGENCIES COMPARATIVE CHARGES

Agency	2008	2009	2010	2011	End of 1 st Quarter
Kingston Police	10,116	10,986	13,698	11,437	2,558
South Frontenac OPP	2,901	1,717	2,508	2,499	694
Sharbot Lake OPP	857	1,598	1,731	847	178
Ministry of Transportation	718	470	228	498	98
All other	889	1,068	996	1,251	228
Total	15,481	15,840	19,161	16,532	3,756