



COMMUNITY SERVICES COMMITTEE MEETING AGENDA

Healthy Communities without Poverty

Date: Wednesday, April 28, 2021

Time: 12:00 PM

Location: By video conference while pandemic protocols are in place

<https://zoom.us/j/92921548599?pwd=b2FiZlI0T2owcjhFdVcydjFObVINZz09>

Meeting ID: 929 2154 8599

Passcode: 868737

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Members: Councillor Dan Roveda (Chair), Councillor Dave Mendicino (Vice Chair), Mayor Dean Backer, Councillor Mac Bain, Mayor Jane Dumas, Councillor Terry Kelly, Councillor Mark King Councillor Chris Mayne, , Mayor Dan O'Mara, Councillor Scott Robertson, Representative Amanda Smith, Councillor Bill Vrebosch.

Item	Topic
1.0	1.1 Call to Order 1.2 Declaration of Conflict of Interest
2.0	Opening remarks by the Chair

Item	Topic
3.0	<p>Approval of the Agenda for April 28, 2021</p> <p>MOTION #CSC09-2021</p> <p>THAT the Community Services Committee accepts the Agenda as presented.</p>
4.0	<p>4.1 DELEGATIONS - none at this time</p>
5.0	<p>CONSENT AGENDA – <i>All items in the consent agenda are voted on collectively. The Chair will call out each item for consideration of discussion. Any item can be singled out for separate vote; then, only the remaining items will be voted on collectively.</i></p> <p>MOTION: #CSC10-21</p> <p>THAT the Committee receives for information purposes Consent Agenda items 5.1 to 5.3.</p> <p>5.1 SSE04-21 Electronic Document Management - an update on the local implementation of Electronic Document Management for information.</p> <p>5.2 SSE05-21 Ontario Works and Justice Program - an update on Ontario Works initiatives relating to individuals recently released from incarceration and/or those on the caseload with criminal records.</p> <p>5.3 EMS05-21 EMS Palliative Care Treat and Refer Model - information regarding the provision of palliative care interventions to registered patients across Nipissing District.</p>
6.0	<p>MANAGERS REPORTS</p>
	<p>6.1 HS17-21 2020 Service Manager Annual Information Return (SMAIR)</p> <p>MOTION: #CSC11-21</p> <p>That the Community Services Committee receive for information the 2020 Service Manager Annual Information Return (SMAIR) submitted to the Ministry of Municipal Affairs and Housing (MMAH).</p>
	<p>6.2 CS04-21 Children’s Services Policies</p> <p>MOTION: #CSC12-21</p> <p>THAT the Community Services Committee accept and endorse the updated child care fee subsidy policies, as listed below and described in briefing note CS04-21:</p> <ol style="list-style-type: none"> 1) Policy: Fee Subsidy Waitlist Management 2) Policy: Parental Choice

Item	Topic
	<p>6.3 CS05-21 Children’s Services Per Diem Rate Policy</p> <p>MOTION: #CSC13-21</p> <p>THAT the Community Services Committee accept and approve the new Fee Subsidy Per Diem Rate policy, as described in briefing note CS05-21 and attached as Appendix A.</p>
	<p>6.4 In Camera</p> <p>MOTION: #CSC14-21</p> <p>THAT the Committee move in-camera at _____ PM to discuss a matter of negotiation.</p>
	<p>6.5 Adjourn In Camera</p> <p>MOTION: #CSC15-21</p> <p>THAT the Committee adjourns in-camera at _____ PM.</p>
	<p>6.6 Approve In-Camera</p> <p>MOTION: #CSC16-21</p> <p>BE IT RESOLVED, that the Committee approves the direction/action agreed to in the in-camera session.</p>
7.0	OTHER BUSINESS
8.0	<p>NEXT MEETING DATE</p> <p>Wednesday, June 23, 2021</p>
9.0	<p>ADJOURNMENT</p> <p>MOTION: #CSC17-21</p> <p><i>Resolved</i> THAT the Community Services Committee meeting be adjourned at PM.</p>



BRIEFING NOTE SSE04-21

For Information or For Approval

Date: April 28, 2021

Purpose: Electronic Document Management

Prepared by: Michelle Glabb, Director of Employment and Social Services

Reviewed by: Catherine Matheson, CAO

Briefing Note SSE04-21 provides an update on the local implementation of Electronic Document Management for information.

BACKGROUND:

As indicated in Report SSE09-20, presented to the Board on October 28, 2020, there are a number of Ministry of Children, Community and Social Services (MCCSS) initiatives underway to modernize social assistance delivery in Ontario. These initiatives are aimed at providing faster, simpler and more effective services to social assistance recipients and include paperless and digital solutions like Electronic Document Management (EDM).

In Ontario, social assistance cases are managed using the Social Assistance Management System (SAMS) and for non-EDM enabled sites like Nipissing, Ontario Works (OW) case related documents are stored in hard copy files. Case files require on-going maintenance and must meet provincially regulated file standards and retention periods. This means that staff spend a significant amount of time handling, purging and filing paper documents.

In 2016 the province began to implement EDM in Ontario Disability Support Program (ODSP) offices. The successful proponent, Nimble, was selected through a Ministry request for proposal process to digitize ODSP client files and all incoming documents received on a monthly basis. In consultation with the Province, processes were developed to scan, index and upload images of documents into SAMS while maintaining privacy and security. In 2018, MCCSS announced that EDM would also be part of OW modernization, which led to Toronto Employment and Social Services initiating EDM in 2019. To date, all 47 ODSP offices and 13 OW regions have transitioned to EDM. All OW and ODSP EDM enabled sites to date have opted to use Nimble as the scanning vendor. This makes sense given that Nimble already has the infrastructure, processes and security in place to interface with SAMS thereby making it the most efficient and timely option available.

EDM involves digitizing paper document records that can then be stored and accessed through SAMS. EDM offers a suite of services as outlined below:



Centralized Digital Mailroom: Document repository to review and action documents so that they can be correctly uploaded in SAMS. Digitized documents can also be requested from the dashboard to be viewable in SAMS.



Digital Master File: Hard copy documents retained on the master file are scanned by the scanning vendor and loaded into SAMS thereby eliminating the need to store hard copy files that have been digitized.



Staff/Site Document Upload: Incoming documents that are dropped off at the local office or received through the mail or fax are digitized and stored securely and are retrievable in SAMS.



MyBenefits Document Upload: Clients registered with MyBenefits at EDM-enabled sites will be able to upload documents for verification. Clients will be able to view the status of the document as uploaded, submitted, accepted, or returned.



2-Way messaging: A new communication channel is being developed to allow for two-way digital messaging between clients and caseworkers. **Coming Soon**

CURRENT STATUS/STEPS TAKEN TO DATE:

In order to make the transition to EDM, there are a number activities that are required at various stages of the process. Locally, these activities have been captured under the following four phases:

1. Phase 1 - Pre-Implementation
2. Phase 2 - Onboarding
3. Phase 3 - Business Processes and Training
4. Phase 4 - Implementation and Ongoing Monitoring

Pre-implementation and onboarding activities are simultaneously underway. Since establishing interest with MCCSS to onboard into EDM, local efforts have focused on determining how to align the goals of the EDM initiative with local needs including the preparation of hard copy files for digitization. Only recently did DNSSAB reach out to the scanning vendor, Nimble to begin the onboarding process. For additional details regarding the EDM implementation project activities please see Appendix A.

POLICY IMPLICATIONS

There are a number of advantages to EDM which include the following:

- Hard copy files that are digitized will no longer need to be retained;
- Strengthens and automates the record management process;
- Legal and secure method of retaining documents in a digital format;
- Eliminates the need for clients to submit the same information repeatedly;

- Through the click of a mouse, digitized documents can be quickly and easily accessed in SAMS which will be particularly valuable when working off-site;
- Reduces administrative burdens associated to printing, sorting, filing and retrieving paper documents which will leave staff more time to work directly with social assistance recipients;
- Reduces the risk of misfiled records;
- Reduces the cost and space requirements associated with storing paper files;
- The 2 way messaging feature will enhance client communication by providing an additional service option;
- Allows for real-time transfers of social assistance recipient document records between municipalities and programs.

BUDGET IMPLICATIONS

There are costs associated to the initial digitization of master files along with ongoing monthly expenses for equipment and digitization of new incoming documents that must be retained. Estimated expenditures related to the implementation of EDM were included in the Board approved Ontario Works budget for 2021 under Resolution # 2020-18-A. Further budget implications associated with this initiative are not anticipated for the current year. While OW has based its budget on a rough estimate using a cost calculator from MCCSS, a quote from Nimble is pending. To minimize the initial and ongoing costs associated to EDM, in Nipissing the following decisions have been made:

- Documents from all OW office across the district will be submitted to Nimble from the North Bay office using a Digital One-Day Scanner. Centralizing the scanning of documents will result in more consistent practices as well as minimize ongoing equipment rental fees. NOTE: A central filing system is already in place in the North Bay office.
- Only active OW files will be scanned in the initial set up. Terminated files will be archived and stored based on prescribed file retention standards. (Note: The number of inactive hard copy files archived will decrease year over year as files are destroyed after retention periods have elapsed.)
- As there is a cost per document, only information that must be retained on file will be scanned to be uploaded into SAMS. All other documentation will be visually verified and noted on file.
- As social assistance recipients re-apply, only the most recent application will be scanned and uploaded to SAMS. This process will be re-evaluated based on actual expenditures at which point archived files may be digitized to eliminate the need to retain the hard copy file.

CONCLUSION:

In Nipissing, Ontario Works embarked on a journey to improve delivery mechanisms and enhance the client experience by implementing and promoting a number of provincially driven modernization initiatives including EDM, Reloadable Payment Cards and MyBenefits.

Within the context of the pandemic and the anticipated OW mandate changes, it has never been more important to ensure that the Ontario Works program is resilient and adaptable to ensure that DNSSAB is well positioned to align itself with the long-term vision of social assistance delivery in Ontario.

Appendix 1

	Task	Description	% Complete
Phase One	Pre-Implementation Activities - File Room		
	Document retention standards	Update local process around what to keep on file	100%
	Back filing	Ensure filing is up to date	100%
	Purge Active Files	Remove unnecessary documents from hard copy files	50%
	Materials	Boxes/labels to transport active files for digitization	0%
	Master File Digitization	Pack files to be picked up by Nimble to be digitized	0%
Phase Two	Onboarding		
	Initiate onboarding with MCCSS	Contact MCCSS to begin onboarding process	100%
	Initiate contact with Vendor	Contact Ministry Vendor to begin onboarding process	100%
	Site Questionnaire	EDM Site Questionnaire to obtain quote from Nimble	80%
	Letter of Intent	Letter of Intent required to build infrastructure pending finalization of service agreement	0%
	Configuration / Set-up	Ensure we meet technical requirements and required equipment and resources	0%
	Service Agreement	Finalize the Master Service Agreement and Statement of Work	0%
Phase Three	Business Processes and Training Activities		
	Communication and Engagement	Ongoing communication and engagement with staff	50%
	Business Process Review	Create / update local business processes associated with EDM	10%
	Designate Staff	Designate staff to manage the Digital One-Day Scanner and Exception Portal	0%
	Staff training	Train staff on SAMS, Digital One-Day Scanner, Exception Portal and Local Processes	0%
Phase Four	Implementation and Ongoing Monitoring		
	Go Live	Enable EDM in SAMS	0%
	On-site Support	Ensure we have local experts available to support during the implementation period	0%
	Monitor	Ensure business practices are running smoothly and adjust as appropriate	0%
	Budget	Initial and ongoing costs are within established budget	0%

BRIEFING NOTE SSE05-21

For Information or For Approval

Date: April 28, 2021

Purpose: Social Justice Pilot

Prepared by: Michelle Glabb, Director of Employment and Social Services

Reviewed by: Catherine Matheson, CAO

Briefing Note SSE05-21 provides an update on Ontario Works initiatives relating to individuals recently released from incarceration and/or those on the caseload with criminal records.

BACKGROUND:

There are approximately 3.8 million people in Canada that have a criminal record.¹ These individuals often face a myriad of challenges and barriers; many of which they faced prior to entering custody. The unfortunate reality is that people who are disadvantaged are more likely to be incarcerated and ultimately face additional social and economic penalties with incarceration. Table 1 below provides examples of some of the barriers and challenges often faced by this population.

Table 1

Barriers and Challenges	Social isolation or marginalization
	Physical / mental health
	Addiction / substance abuse
	Victimization / trauma or abuse
	Negative peer influence
	Poor employment history and limited employment opportunities
	Skills deficits (Poor interpersonal skills, emotional functioning, financial management etc..)
	Low levels of education and training
	Unstable or inappropriate housing
	Damaged relationships with family, friends and acquaintances

The cumulative social and economic impacts of incarceration are significant. Gaps in service, waitlists and varying degrees of efficacy in community programming can create

¹ *Criminal Records. (2020, March 18) Retrieved on March 29, 2021 from <https://www.publicsafety.gc.ca/cnt/trnsprnc/brfng-mtrls/trnstn-bndrs/20191120/017/index-en.aspx>.*

additional challenges. Multi-sectoral partnerships and collaborations are key to addressing the complex needs of this population. It is necessary to connect them to supports during the custodial, rehabilitation and reintegration periods in order to influence positive outcomes by reducing the motivation to re-offend.

In Nipissing District, approximately 29% of Ontario Works (OW) recipients self-declared having a criminal record. Of those recipients, only 20% are classified as “job ready” as illustrated in Chart 1 and 2 below. Additional local demographic information on this target group is attached as Appendix 1.



Chart 1

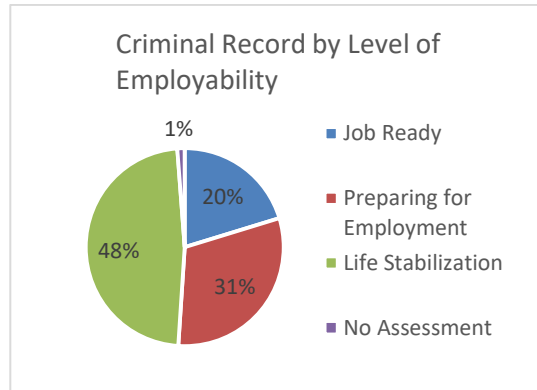


Chart 2

Snapshots above taken November 17, 2020 from the Employment Database. Level of employability is determined based on an employability assessment.

CURRENT STATUS/STEPS TAKEN TO DATE:

In an effort to better serve this population, OW has been working on the development of new strategies to improve outcomes for recipients falling into this service category. Currently the following two initiatives are underway either through an internal service delivery model change or through community partnerships:

1. Social Justice Pilot – Internal Service Delivery Model Change
2. Community Based Re-Entry Program Proposal – Collaboration and partnership with True Self - Debwewendizwin Program

Social Justice Pilot

From a social assistance perspective, it is important to recognize that recipients are not eligible during periods of incarceration. As people in jail often have no ongoing sources of income, they usually lose their housing along with personal belongings while in custody. For this reason, upon release many rely on social assistance. While OW recipients can be issued a full month’s shelter allowance in the month in which they are released, the basic needs portion of their entitlement is pro-rated. It is important to recognize that given low social assistance rates, most recipients have to use a portion of their basic needs to put towards their shelter costs. The limited availability of safe and affordable housing only adds to the challenge for social assistance recipients released from incarceration, especially single individuals.

In Nipissing, two Case Managers have been designated to Pilot a specialized caseload comprised of (OW) recipients who have recently been released from incarceration or who have a history of incarceration. The purpose of the Pilot is to improve access to social assistance as well as to provide a more coordinated approach to supports and

services both internally and within the community. A few of the changes being made to support the Pilot are:




- Initiate OW applications up to 10 days prior to release to provide more financial stability upon release;
- Re-route incoming applications to designated Case Managers to create consistent points of contact;
- Make connections to available supports and services including those already in place prior to release to ensure continuity of service;
- Create best practices at the local level and build on existing partnerships in an effort to create more effective and holistic case plans to address barriers and influence positive outcomes;
- Continuation of assistance with record suspensions (pardons).

Community Based Re-Entry Program Project Proposal

Upon learning of Provincial funding under the Ministry of Labour, Training and Skills Development - Skills Development Fund, Ontario Works reached out to the True Self – Debwewendizwin employment and training program to discuss a potential partnership on a community based re-entry program. As True Self had already been going into the North Bay jail prior to the pandemic to work with offenders on a variety of issues, this partnership appeared well aligned with what OW was hoping to achieve. Through this conversation, it was decided that True Self in collaboration with Ontario Works would complete a funding proposal for the second wave of funding in the spring of 2021.

Table 2 provides a brief overview of the concept behind the funding proposal. Please note that the proposal is not yet complete and therefore is subject to change.

Table 2

Target Group	
	Social Assistance recipients who have recently been released from incarceration or have a criminal record
Goal	
	Address barriers and increase the level of employability of program participants through a multidisciplinary approach and ongoing collaborative efforts to provide individualized supports, services and learning opportunities with the ultimate goal of connecting participants to sustainable employment and reducing the motivation to re-offend.
Learning Outcomes	
	<ul style="list-style-type: none"> ✓ Build confidence and address the shame factor ✓ Empowerment with a focus on abilities while managing barriers ✓ Life skills ✓ Soft skills ✓ Workplace preparation activities ✓ Creating pathways to employment ✓ Healing through culture-based rehabilitation

Community Partner Engagement

There are a number of programs within Nipissing District designed to specifically assist individuals associated with the social justice system. While significant efforts are being made to collaborate and to support discharge planning, there is room for improvement.

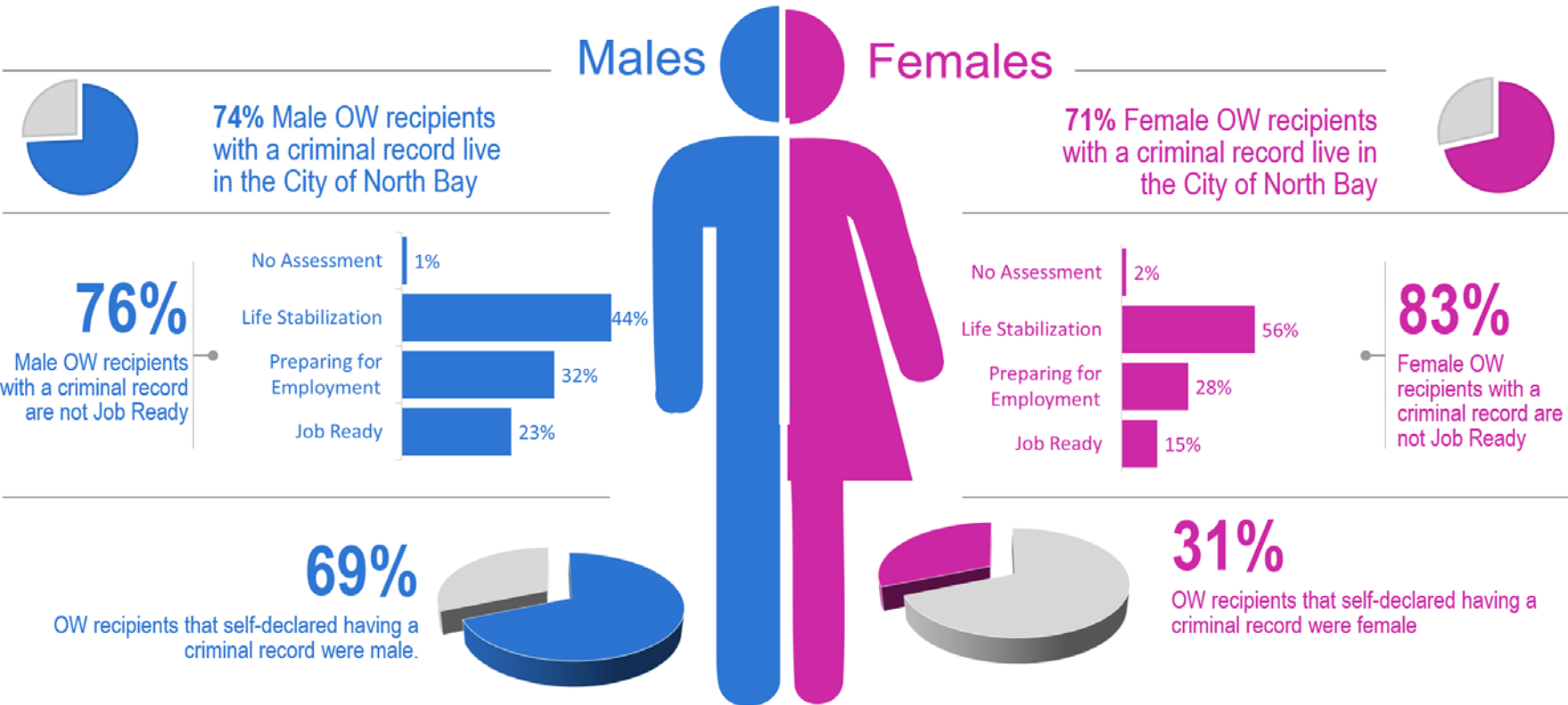
OW recently hosted an engagement with a number of local service providers working directly with individuals involved with the justice system. At this meeting current challenges, gaps and opportunities on how to work more collaboratively was discussed. The following list represents some of the challenges and gaps identified, all of which impact the reintegration of individuals released from incarceration:

- Ontario Disability Support Program (ODSP) issues payments at the end of the month. Therefore, when ODSP eligible recipients are released any time before the end of the month, they do not qualify for a payment until the end of the month.
- Social assistance recipients incur overpayments for the overlap in time that they received social assistance payments and were incarcerated. Overpayment deductions are then taken from monthly entitlements until the overpayment balance is repaid, thereby, reducing available income on a monthly basis. Given low social assistance rates, especially for single OW recipients, this creates additional financial pressures, which can impact the person's ability to cover their food and shelter costs.
- Individuals released from incarceration are often released to homelessness;
- Upon being incarcerated many individuals without a support system leave behind all of their belongings;
- Release dates are often not known in advance which makes it difficult to ensure supports and services are in place prior to release from custody;
- Photo identification cannot be replaced while a person is in custody. This often means that individuals are released without photo ID like a Health Card or Ontario Photo Card;
- Lack of transitional resources for those being released from custody that results in individuals returning to their pre-incarcerated setting that includes exposure to other people with criminal histories making it harder to break the cycle of an habitual offender;
- Not enough justice beds available in the community to meet the demand;
- The pandemic has added additional challenges;
 - individuals accessing the Crisis Centre are required to quarantine pending a negative COVID test before they can be admitted into the Crisis Centre;
 - ID clinic has had to pause during lockdowns which has impacted the ability to obtain birth verification prior to release. Birth certificates are necessary to apply for other forms of identification such as Health Card, Ontario ID Photo Card etc.

CONCLUSION

Individuals with a criminal record are often stigmatized which creates challenges to reintegrate into society. For social assistance recipients living in poverty, the challenges are even greater. For this reason, collaborating with community partners to address gaps to generate more effective case plans through a more holistic approach is important to creating positive pathways away from the justice system.

Employment Database Statistics



Snapshot from Employment Database for Nipissing District taken as of November 17, 2020



BRIEFING NOTE EMS05-21

For Information or For Approval

Date: April 28, 2021
Purpose: EMS Palliative Care Treat and Release/Refer Model
Prepared by: Robert Smith, EMS Chief
Reviewed by: Catherine Matheson, CAO

Briefing note EMS05-21 provides information regarding the provision of palliative care interventions to registered patients across Nipissing District.

EXECUTIVE SUMMARY

In Ontario, more than 10,000 patients are registered into palliative care programs, allowing them to remain out of hospital and more independent. The 24/7 availability of care for these patients is something that paramedics are uniquely suited to deliver.

The palliative care project is a quality improvement initiative that will engage paramedics in the treatment of palliative care patients who are registered in the Client Health and Related Information System (CHRIS) Home and Community Care (HCC) database. The program will allow for patients and/or their substitute decision makers to be part of the decision process for treatment with or without transport by paramedics.

Project deliverables will include a set of palliative care directives for paramedics, the education of participating paramedics, system registration and data tracking.

The implementation of this program will ideally reduce 9-1-1 dependence, will allow for treatment and release or referral, and a reduction on impact to hospitals.

BACKGROUND

The Ministry of Health, through the Ambulance Act sets forth the requirements for all aspects of Paramedic Service delivery. Historically, Paramedics have been precluded from working with patients to release or refer care, absent transport to a hospital. Such

non-transporting events required paramedics to receive refusal from the patient, and confirmation of specific effort to attempt to effect transportation.

Recently, the Ministry amended the Act to allow for treat and release, and treat and refer options for specific incidents. However, the Regulations that support the Act were unchanged for some time.

In May 2019, the Ministry approved the issuance of medical directives and study allowance for the implementation of the palliative care delivery by paramedics in the Ottawa area. The project has now expanded to Northeastern Ontario and is being adopted.

CURRENT STATUS/NEXT STEPS

The paramedics in Nipissing District are to be engaged in the next months into the palliative care project, with education set for the 2021 spring cycle. Once complete, paramedics will begin the process of working with health partners and ultimately the registration and treatment of palliative care patients and family.

RISKS AND MITIGATION:

The palliative care project has been operational for two years in parts of Eastern Ontario, and the expansion to Northeastern Ontario has been developed with caution. Paramedics will receive education and support from Health Sciences North Center for Prehospital Care through medical oversight, and the established medical directives have been designed to match the paramedic scope of practice.

Where transportation to hospital is deemed necessary, such transport will take place. As such, any risks are minimal and far outweighed by the benefit to patients, families and the health care system.

COMMUNICATION:

Staff will continue work with system partners and paramedics to ensure the palliative care project successfully assists District residents and their families during the time of such specific need.

CONCLUSION:

The treatment of palliative care patients is a solemn role for health care providers, including paramedics. The ability to have these patients journey this path from their home, when that is their choice, is something that Paramedic Services can help to ensure. The work paramedics do continues to evolve to integrate more deeply into the health care system. The implementation of this palliative care program into District communities will be something that can be looked to with pride.

BRIEFING NOTE HS17-21

For Information or For Approval

Date: April 28, 2020

Purpose: 2020 Service Manager Annual Information Return (SMAIR)

Prepared by: Stacey Cyopeck, Director, Housing Programs

Reviewed by: Catherine Matheson, CAO

RECOMMENDATION:

That the Community Services Committee receive for information the 2020 Service Manager Annual Information Return (SMAIR) submitted to the Ministry of Municipal Affairs and Housing (MMAH).

BACKGROUND:

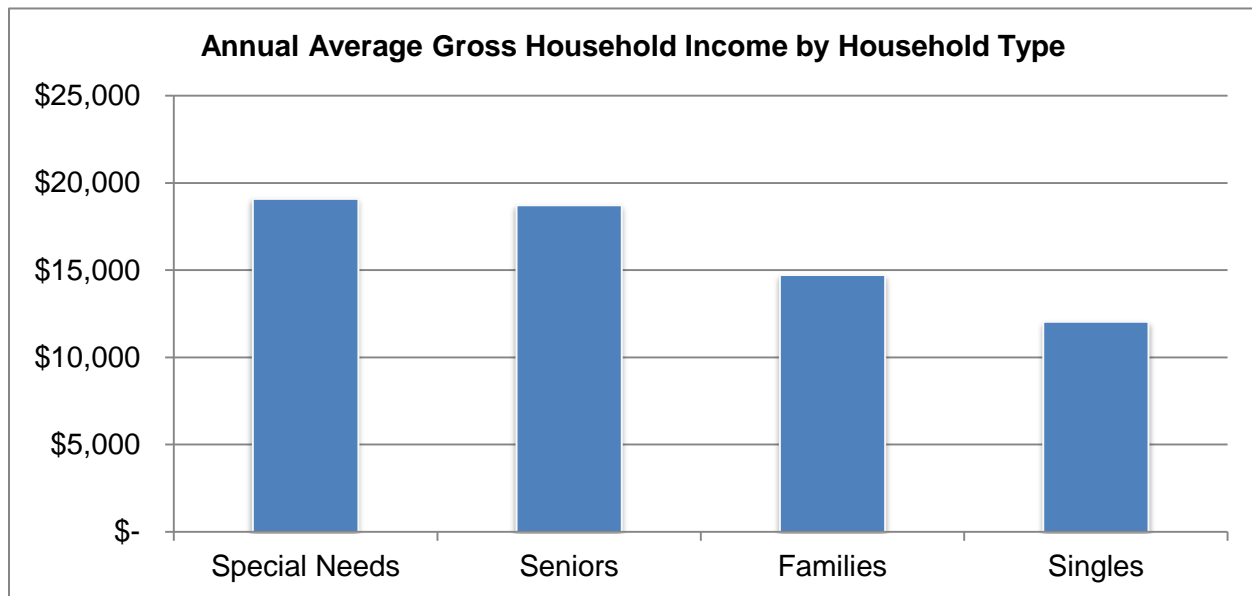
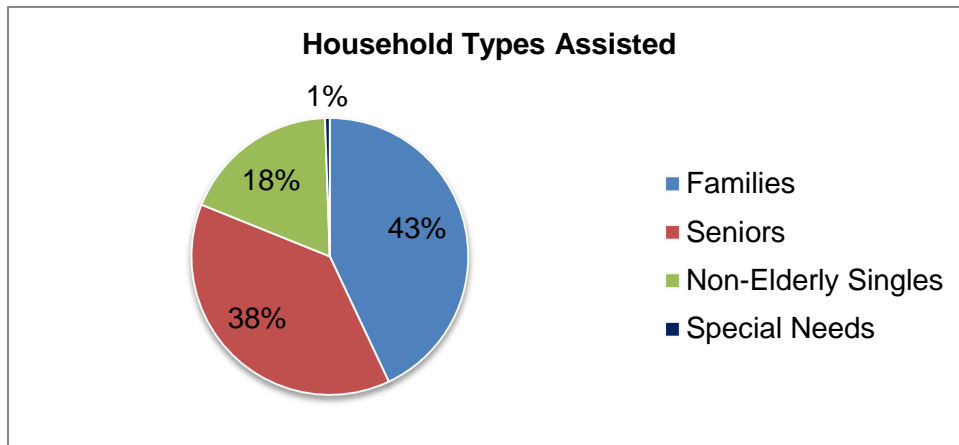
- The Service Manager Annual Information Return (SMAIR) is a legislatively required report, which serves as an assessment of a Service Manager’s compliance with the *Housing Services Act, 2011*, and is the primary reporting tool for social housing data utilized by the Province in its reporting to Canada Mortgage and Housing Corporation (CMHC).
- The SMAIR is a summary of selected financial, operating and statistical information from the suite of legacy social housing programs, centralized waiting list, and the Strong Communities Rent Supplement Program for the year ended December 31, 2020.

CURRENT STATUS/STEPS TAKEN TO DATE:

In the 2020 calendar year the legacy program funding is as follows:

Program	Total Funding 2020	Total Funding 2019	Year Over Year Growth
Public Housing	3,305,537	\$3,043,579	8.61%
Rent Supplement (Excludes SCRS)	389,954	\$446,288	-12.62%
Section 95 – PNP	225,744	\$225,737	0%
Section 95 – MNP	1,233,456	\$1,142,393	7.79%
Provincial Reformed	5,978,604	\$5,786,748	3.32%
Post-85 Urban Native	1,111,320	\$922,954	20.41%
Pre 86 Urban Native	129,108	\$107,816	19.75%
Total	\$12,373,723	\$11,675,515	5.98%

With regard to households assisted, below is the breakdown to types and annual average gross income by household type:



To continue, the tracking of Service Level Standards (SLS) is a key component of the SMAIR. Based on the table below, DNSSAB has experienced some fluctuation amongst the categories between 2019 & 2020. The current prescribed target is 1522 (column 1) units and it can be further noted that the District has a shortfall of 249 units.

	Prescribed Service Levels	2020 SMAIR	2019 SMAIR	Year Over Year Growth
Households Receiving RGI	1522	1273	1297	-1.85%
High Needs Households	807	525	519	1.16%
Units Modified to Provide Physical Accessibility	56	55	53	3.77%
Households Receiving Support Services	0	74	75	-1.33%

In terms of the Centralized Waiting List (CLW) for social housing, DNSSAB again noted some fluctuation within the categories between 2019 & 2020 however further noted an overall increase to the number of applicants on the CWL as of December 31, 2020, as the table below illustrates.

	2020 SMAIR	2019 SMAIR	Year Over Year Growth
Households without Dependants	471	497	-5.23%
Households with Dependants	226	172	31.40%
Senior Households	194	190	2.11%
TOTAL	891	859	3.73%

Finally, in terms of the Strong Communities Rent Supplement Program, an overall underspend is noted in all categories as seen in the table below. Based on the program's targets and current number of units in the program the DNSSAB will be looking to add units from current expired housing providers for the upcoming year.

Program Component	2020 SMAIR	Program Targets	Variance
Regular	\$185,073	\$218,005	\$32,932
MCSS	\$79,758	\$84,404	\$4,646
MOHLTC	\$39,027	\$42,203	\$3,176
TOTAL	\$303,858	\$344,612	\$40,754

RISK IDENTIFICATION AND MITIGATION:

Once all SMAIR data has been received and compiled by the Province, a selected external audit firm will choose and visit a representative sample of Service Managers to verify the information reported on the SMAIR. It is, therefore, essential that the SMAIR data be collected and stored appropriately ensuring statistical accuracy and that the final report be thoroughly reviewed.

CONCLUSION:

In summary, the SMAIR is a valuable tool for the consistent monitoring of the DNSSAB's legacy social housing programs, centralized waiting list, and Rent Supplement programs thus ensuring that all obligations set out in the *Housing Services Act, 2011* are met. The DNSSAB will need to continue to follow its Service Level Standards Action Plan to ensure that yearly SLS increases align or exceed with the plan.

BRIEFING NOTE CS04-21

For information For Approval

Date: April 28, 2021

Purpose: Children's Services Fee Subsidy Policy Updates

Prepared by: Lynn Démoré-Pitre, Director Children's Services

Reviewed by: Catherine Matheson, CAO

RECOMMENDATION:

THAT the Community Services Committee accept and endorse the updated child care fee subsidy policies, as listed below and described in briefing note CS04-21:

- 1) Policy: Fee Subsidy Waitlist Management
- 2) Policy: Parental Choice

BACKGROUND:

DNSSAB is the designated child care and early years service system manager responsible for planning and managing of licensed child care services and EarlyON Child and Family Centres throughout the District of Nipissing.

DNSSAB's policies and practices are planned and implemented to reflect legislation, regulations, directives and best practices, which include the *Ontario Child Care and EarlyON Child and Family Service Management Funding Guideline for Consolidated Municipal Managers and District Social Service Administration Boards*.

The Ministry of Education encourages service system managers to adopt a standard approach to managing the demand for fee subsidy based on local needs and parental choice.

On May 15, 2012, the Board received Briefing Note SS10-12 related to the review of the Fee Subsidy Waitlist Management policy and endorsed policy in accordance to Resolution No. 2012-091.

On November 10, 2015, the Board received Briefing Note SSE34-15 related to the review of the Informal Care Policy as well as the Parental Choice Policy and endorsed both policies in accordance with Resolution No. 2015-186.

CURRENT STATUS/STEPS TAKEN TO DATE:

The attached policies have been updated to reflect current practices and local priorities as well as further promote transparency and consistency in application and implementation.

More specifically, the Fee Subsidy Waitlist Management Policy (please refer to Appendix A) was updated to provide further clarity to the policy and prioritization process that will be followed as a result of the implementation of a waitlist for fee subsidized child care services.

The Parental Choice Policy (please refer to Appendix B) was updated to further support the alignment of fee subsidy management, ministry guidelines and local priorities.

FINANCIAL IMPLICATIONS:

The cost of implementing these policies have been factored into the Children’s Services annual budget process and will continue to be considered during the annual budgeting process.

RISK IDENTIFICATION AND MITIGATION:

When the allocated Fee Subsidy budget for purchasing licensed child care and children’s recreation programs is being spent at the maximum expenditure level, the Fee Subsidy Waitlist Policy will need to be implemented. Fee subsidy applicants will be placed on a district-wide fee subsidy waitlist consistent with DNSSAB’s prioritization policy. Please refer to Appendix A for additional detail regarding the Fee Subsidy Waitlist Management Policy.

The established policies help to mitigate potential risk by ensuring further alignment with best practices and local priorities. Furthermore, they are intended to support a fair, equitable, accountable and transparent decision making process.

COMMUNICATION PLAN:

DNSSAB will ensure that ongoing communication and messaging regarding child care fee subsidy policies is handled in a proficient manner through various methods (i.e. website, Facebook, guidelines, memorandums, etc.) which in turn will ensure that the necessary information reaches service providers and families throughout the district.

Upon Board approval, a copy of the updated policies will be shared with all licensed child care and children's recreation program service providers.

DNSSAB staff will continue to plan and collaborate with partners, service providers and ministry staff to sustain a high quality, viable and sustainable childcare and early years sector in the Nipissing District.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-12
Policy	Fee Subsidy Waitlist Management		
Effective Date	May 2012	Annual Review	April 2021
Revision Date	April 2021	Board Approval	

1. **Policy Statement**

The District of Nipissing Social Services Administration Board (DNSSAB) has discretion regarding local Fee Subsidy management and is committed to ensure that all programs and services reflect a fair, equitable, accountable and transparent decision making process.

When the allocated Fee Subsidy budget for purchasing licensed child care and children's recreation programs is being spent at the maximum expenditure level, all Child Care Fee Subsidy Applicants will be placed on a district-wide Fee Subsidy waitlist consistent with DNSSAB's prioritization policy.

This policy applies to the ongoing management of the Fee Subsidy budget by the DNSSAB Children's Services department.

2. **Goals, Objectives and Purpose**

- To define strategy in regards to waitlist management;
- To ensure that the approved funding under the Fee Subsidy budget is not exceeded;
- To ensure that Children who are identified as highest priority by DNSSAB receive priority access;
- To ensure a fair and equitable process utilizing a prioritized strategy in order to support those most in need, in a timely manner;
- To provide guidance regarding the implementation of a Fee Subsidy waitlist;
- To establish DNSSAB's standard in regards to waitlist management for Child Care Fee Subsidy;

District of Nipissing Social Services Administration Board			
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- To administer services within the discretion of the Ontario Child Care and EarlyON Child and Family Centres Service Management and Funding Guidelines.
- To comply with the *Child Care and Early Years Act*.

3. **Persons or Groups Affected**

- Parents residing in the District of Nipissing;
- Children younger than thirteen (13) years of age and under special circumstances up to 18 years of age residing in the District of Nipissing;
- Licensed Child Care Service Providers;
- Children's Recreation Program Service Providers;
- Inclusion Support Service Providers.

4. **Restrictions**

- Policy is limited to Licensed Child Care Service Providers offering Child Care services under the *Act* to Parents and Children residing in the District of Nipissing.
- Policy is limited to Child Care Services Providers holding a current purchase of service agreement with DNSSAB.
- Policy is implemented when the demand for Child Care Fee Subsidy exceeds the budgetary resources available.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-12
Policy	Fee Subsidy Waitlist Management		
Effective Date	May 2012	Annual Review	April 2021
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5. Policy

- The Children's Service Department will use OCCMS for the purpose of Fee Subsidy Waitlist management.
- The Fee Subsidy Waitlist will be comprised of parents who have been pre-assessed and determined to meet eligibility requirements for subsidy based on the Provincial Income Test.
- Within each priority level, families will be prioritized in accordance to the Fee Subsidy application date.
- Parents from lower priority levels will be offered care after eligible families with higher priority levels have been offered a placement.
- Parents will be responsible for paying the full daily fee for licensed child care and children's recreation programs until the Parent and Service Provider is notified of approval for a Fee Subsidy. Fee Subsidy will not be backdated to the child's enrolment date.
- In order to maximize the full annual budget, end-of-year admission offers may be made to waitlisted families within all priority levels, based on matching of the cost of care required per family and the remaining available budget.
- The details of how the Waitlist Policy will be administered will be kept up-to-date in the related Waitlist Management Process document and will include the monitoring, communication and record keeping procedures to implement the policy.
- The implementation, impact and outcomes of the Fee Subsidy Waitlist Policy will be evaluated after 6 months of implementation and again after 18 months, and changes to either the policy or implementation of it may be recommended at that time.

District of Nipissing Social Services Administration Board			
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Policy	Fee Subsidy Waitlist Management		
Effective Date	May 2012	Annual Review	April 2021
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6. Prioritization

- If funding is not available and a Parent has completed an application for Child Care Fee Subsidy, the Applicant will be placed on a waitlist, on a first come, first serve basis in the following priorities:

Priority 1:

Immediate placement when a child care space is made available.

Parents who meet one or more of the following criteria:

- Families with a child with special needs, for whom a “specialized placement” is required and available.
- Families who are deemed to be “in crisis” with a completed referral and with Supervisor or designate approval.
- Ongoing clients with an “Approved Break in Service”.

Priority 2:

- Children under age 10 of all other eligible families whose assessed family income is below the most recent, published median household income, as determined by Statistics Canada.
- Children up to 18 with an approved special needs referral of all other eligible families whose assessed family income is below the most recent, published median household income, as determined by Statistics Canada.

Priority 3:

- Children under age 10 of all other eligible families whose assessed family income is above the most recent, published median household income.
- Children up to 18 with an approved special needs referral of all other eligible families whose assessed family income is above the most recent, published median household income.

Priority 4:

- Children aged 10 to 12 years of age for all eligible families.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-12
Policy	Fee Subsidy Waitlist Management		
Effective Date	May 2012	Annual Review	April 2021
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7. Updating the Waitlist

- The waitlist will be updated as vacancies or funding becomes available.
- Annual updates will also be completed to ensure that current data is available.

8. Definitions

The words and phrases listed below when used in this policy shall have the following meaning ascribed to them:

- "Act" means the *Child Care Early Years Act, 2014*;
- "Applicant" means Parent or Guardian applying for child care fee subsidy supports;
- "Approved Break In Service" means that a Parent will not require child care services for a temporary period of not more than 13 months, and the Parent has a documented "back to work" or "back to school" date. The Parent must be reassessed for subsidy eligibility, following regular subsidy procedures, at the end of the Break In Service period.
- "Board" means the Board of Directors of the District of Nipissing Social Services Administration Board;
- "Child Care Service Provider" means an independent agency providing licensed child care services;
- "Child(ren) with Special Needs" means a child whose cognitive, physical, social, emotional or communicative needs, or whose needs relating to overall development, are of such a nature that additional supports are required for the child to fully participate in a Child Care, Early Years or Recreation Program;

District of Nipissing Social Services Administration Board			
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- “Child(ren)” means a person who is younger than thirteen (13) years of age and in special circumstances up to eighteen (18) years of age in accordance with the *Child Care Early Years Act, 2014*;
- “Children’s Services Budget” means Board approved department budget including authorized revisions;
- “CSR” means DNSSAB’s Children’s Service Representative;
- “DNSSAB Policies” means the policies of DNSSAB, as amended or replaced from time to time;
- “DNSSAB” means the District of Nipissing Social Services Administration Board;
- “Fee Subsidy” means financial provisions for eligible Parents to support the daily costs of Licenced Child Care and Recreational Programs;
- “In Crisis” means the Supervisor or designate, in consultation with the professional providing the referral, deems that, without child care the crisis is likely to result in family breakdown in the imminent future;
- “Licensed Child Care” means an agency (centre-based or home child care) who provides child care for one or more children and has a licence issued by the Ministry of Education under the *Child Care and Early Years Act, 2014*;
- “Ministry” means Ministry of Education for the Province of Ontario or any successor ministry, department or government body;
- “OCCMS” means Ontario Child Care Management System;

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-12
Policy	Fee Subsidy Waitlist Management		
Effective Date	May 2012	Annual Review	April 2021
Revision Date	April 2021	Board Approval	

- “Parent” means a person having lawful custody of a natural, adopted or foster child or person is the guardian of a child or who has demonstrated a settled intention to treat a child as a child of his or her family;
- “Purchase of Service Agreement” means a service agreement between the DNSSAB and a Service Provider for the delivery of licensed child care services, recreational programs or early years programs and services;
- “Recreation Program” means programs that meet the description as set out in subsection 6 (4) in *the Child Care Early Years Act, 2014*;
- “Service Provider(s)” means an independent agency providing programs and services on behalf of DNSSAB;
- “Specialized Placement” means a child care space for a child with special needs, for which specialized staffing/programming has been approved, in consultation with Inclusion Support agencies.

9. References and Related Statements of Policy and Procedure

- Ontario Child Care and EarlyON Child and Family Centre Service Management Funding Guideline For Consolidated Municipal Managers and District Social Service Administration Boards (Ministry of Education, updated annually);
- *Child Care and Early Learning Act 2014*;
- *Ontario Works Act, 1997*;
- *Ontario Disability Support Program Act, 1997*;

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-12
Policy	Fee Subsidy Waitlist Management		
Effective Date	May 2012	Annual Review	April 2021
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- Policy # 5CS-FS-01 Principles of Service Delivery;
- Policy # 5CS-FS-02 Fee Subsidy Application and Reviews;
- Policy # 5CS-FS-06 Fee Subsidy Temporary Care;
- Policy # 5CS-FS-08 Fee Subsidy Self-Employment;
- Policy # 5CS-FS-10 Fee Subsidy New Immigrants to Canada.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-16
Policy	Fee Subsidy Parental Choice		
Effective Date	January 2016	Annual Review	April 2021
Revision Date	April 2021	Board Approval	

1. **Policy Statement**

The District of Nipissing Social Services Administration Board (DNSSAB) has discretion regarding local Fee Subsidy management and recognizes that Fee Subsidy is an important support to families.

DNSSAB is committed to ensuring that all families are provided with a variety of quality child care options that meet their individualized needs. To this end, Fee Subsidy will be allocated to each Child thereby allowing families to chose the child care option that best meets their child's and family's needs.

2. **Goals, Objectives and Purpose**

- To define and modernize DNSSAB's approach in regards to parental choice.
- To align with the Ministry's approach and provincial best practices to promoting parental choice.
- To adopt a standard approach in managing fee subsidy throughout the District.
- To respect and support parent satisfaction with emphasis on parental choice.

3. **Persons or Groups Affected**

- Parents residing in the District of Nipissing;
- Children younger than thirteen (13) years of age and under special circumstances up to 18 years of age residing in the District of Nipissing;
- Licensed Child Care Service Providers;
- Children's Recreation Program Service Providers.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-16
Policy	Fee Subsidy Parental Choice		
Effective Date	January 2016	Annual Review	April 2021
Revision Date	April 2021	Board Approval	

4. **Restrictions**

- Policy is limited to Service Providers offering Licensed Child Care Services and/or Children's Recreation Programs who hold a current agreement with DNSSAB;
- The availability of Fee Subsidy will depend on the availability of Ministry funding, DNSSAB's Children's Services Budget and local priorities.

5. **Policy**

- To promote parental choice, DNSSAB will consider entering into agreements with Licensed Child Care and Children's Recreation Providers to ensure that a variety of child care and recreation options are available to families residing in the District of Nipissing who require financial assistance to meet their Child Care needs.
- When allocating fee subsidy, DNSSAB will follow the provincial best practice under which "fee subsidy follows the child" thereby providing flexibility to families to choose the child care or recreation options that best meet their family's needs.
- Notwithstanding the established practice as described above, DNSSAB reserves the right to limit the number of fee subsidized children participating in all licensed Child Care Centres and Children's Recreation programs.
- DNSSAB will pay the approved standard per diem rates for all fee subsidized spaces according to DNSSAB policy and the Service Provider's Master Agreement and Service Description Schedule A: Fee Subsidy.

6. **Definitions**

The words and phrases listed below when used in this policy shall have the following meaning ascribed to them:

- "Act" means the *Child Care Early Years Act, 2014*;

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-16
Policy	Fee Subsidy Parental Choice		
Effective Date	January 2016	Annual Review	April 2021
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- “Board” means the Board of Directors of the District of Nipissing Social Services Administration Board;
- “Child or Child(ren)” means a person who is younger than thirteen (13) years of age and in special circumstances up to eighteen (18) years of age in accordance with the *Child Care Early Years Act, 2014*;
- “Children’s Recreation Program” means programs that meet the description as set out in subsection 6 (4) in the *Child Care Early Years Act, 2014*;
- “Children’s Services Budget” means Board approved department budget including authorized revisions;
- “DNSSAB Policies” means the policies of DNSSAB, as amended or replaced from time to time;
- “DNSSAB” means the District of Nipissing Social Services Administration Board;
- “Fee Subsidy” means financial provisions for eligible Parents to support the daily costs of Licenced Child Care and Children’s Recreational Programs;
- “Funding or Funds” means the money the DNSSAB provides to the Child Care Service Provider;
- “Licensed Child Care” means an agency who provides centre based or home child care for one or more children and has a licence issued by the Ministry of Education under the *Child Care and Early Years Act, 2014*;
- “Ministry” means Ministry of Education for the Province of Ontario or any successor ministry, department or government body;

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-16
Policy	Fee Subsidy Parental Choice		
Effective Date	January 2016	Annual Review	April 2021
Revision Date	April 2021	Board Approval	

- “Parent” means a person having lawful custody of a natural, adopted or foster child or person is the guardian of a child or who has demonstrated a settled intention to treat a child as a child of his or her family;
- “Purchase of Service Agreement” means a service agreement between the DNSSAB and a Service Provider for the delivery of licensed child care services, recreational programs or early years programs and services;
- “Service Provider(s)” means an independent agency providing programs and services on behalf of DNSSAB.

7. References and Related Statements of Policy and Procedure

- Ontario Child Care and EarlyON Child and Family Centre Service Management Funding Guideline For Consolidated Municipal Managers and District Social Service Administration Boards (Ministry of Education, updated annually);
- *Child Care and Early Learning Act 2014*;
- *Ontario Works Act, 1997*;
- *Ontario Disability Support Program Act, 1997*;
- Policy No. 5CS-FS-01 Principles of Service Delivery;
- Policy No. 5CS-FS-17 Fee Subsidy Daily Per Diem Rates;
- Policy No. 5CS-FS-12 Fee Subsidy Waitlist Management

BRIEFING NOTE CS05-21

For information For Approval

Date: April 28, 2021

Purpose: Children's Services Fee Subsidy Per Diem Rate Policy

Prepared by: Lynn Démoré-Pitre, Director Children's Services

Reviewed by: Catherine Matheson, CAO

RECOMMENDATION:

THAT the Community Services Committee accept and approve the new Fee Subsidy Per Diem Rate policy, as described in briefing note CS05-21 and attached as Appendix A.

BACKGROUND:

DNSSAB is the designated child care and early years service system manager responsible for planning and managing of licensed childcare services and EarlyON Child and Family Centres throughout the District of Nipissing.

DNSSAB's policies and practices are planned and implemented to reflect legislation, regulations, directives and best practices, which include the *Ontario Childcare and EarlyON Child and Family Service Management Funding Guideline for Consolidated Municipal Managers and District Social Service Administration Boards*.

The Ministry of Education encourages service system managers to adopt a standard approach to managing the demand for fee subsidy based on local needs and parental choice.

CURRENT STATUS/STEPS TAKEN TO DATE:

The fee subsidy daily per diem rates paid by DNSSAB for fee subsidized child care spaces are lower than the local or public rates paid by full fee clients.

DNSSAB has not increased the per diem rates paid for fee subsidy spaces since 2018. At that time, only the per diem rates for infant and school age care were increased. The remaining rates appear to have been in place since 2012.

As part of the review, DNSSAB staff also reached out to other CMSMs and DSSABs to gain a better understanding of policies and practices that are in place in other districts or regions. In most districts or regions, policies and practices related to the fee subsidy per diem rate structure reflected the local market rates or public fees.

Further to this review, DNSSAB would like to proceed with the suggested rate structure as detailed in the Fee Subsidy Per Diem Rate Policy- attached as appendix A. By doing so, DNSSAB will align the fee subsidy per diem rates with the local market or public fees related to licensed child care services and children's recreation programs. The policy also allows for annual increases based on Ontario's Cost-of-Living Adjustment and DNSSAB's Children's Services Budget.

DNSSAB is seeking to support a reasonable rate structure within each licensed child care agency. A reasonable fee structure is fair to families, and supports service providers in accurately forecasting their revenue to ensure stable and sustainable programs and services.

Every centre has different costs to support its operations. For example, some centres have occupancy costs while others do not. The costs that have the most significant influences on fees are the salaries and benefits paid to staff. Other factors that affect cost include differences in:

- the vacancy rate;
- business model;
- the extent of cross-subsidization between programs;
- the amount of grant funding or other revenue received;
- local market forces of supply and demand.

Service providers will be responsible for completing and submitting the Request for Fee Subsidy Per Diem Rate Increase along with supporting documentation that demonstrates a need for a per diem rate increase within their program.

These factors will be considered as DNSSAB receives annual requests for per diem rate increases.

FINANCIAL IMPLICATIONS:

The cost of implementing this policy was considered when planning the Children's services annual budget process and will continue to be considered during the annual budgeting process.

With an increase to childcare fees, the cost paid by DNSSAB for subsidized care will increase. There is also the possibility of more families qualifying for fee-subsidized childcare thereby further increasing the risk of having to implement a waitlist of fee-subsidized childcare.

RISK IDENTIFICATION AND MITIGATION:

When the allocated Fee Subsidy budget for purchasing licensed child care and children's recreation programs is being spent at the maximum expenditure level, the Fee Subsidy Waitlist Policy will need to be implemented. Fee subsidy applicants will be placed on a district-wide fee subsidy waitlist consistent with DNSSAB's prioritization policy. Please refer to briefing note CS04-21 for additional detail regarding the Fee Subsidy Waitlist Management Policy.

In order to support a stable and viable early years and childcare sector, DNSSAB continues to keep program expansions (unless previously approved) and "new funding agreements" on hold.

Expansions and "new funding agreements" will be considered when there is commitment for operating funding to support with ongoing costs that will ensure program sustainability without adding further pressures on the current system or DNSSAB's Children's Services budget.

COMMUNICATION PLAN:

Upon Board approval, the Fee Subsidy Per Diem Rate policy will be implemented effective May 1, 2021. A copy of the policy will be shared with all licensed child care and children's recreation program service providers.

DNSSAB will ensure that ongoing communication and messaging regarding child care fee subsidy policies is handled in a proficient manner through various methods (i.e. website, Facebook, guidelines, memorandums, etc.) which in turn will ensure that the necessary information reaches service providers and families throughout the district.

DNSSAB staff will continue to plan and collaborate with partners, service providers and ministry staff to sustain a high quality, viable and sustainable childcare and early years sector in the Nipissing District.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-17
Policy	Fee Subsidy Daily Per Diem Rates		
Effective Date	April 2021	Annual Review	NEW
Revision Date		Board Approval	

1. Policy Statement

The District of Nipissing Social Services Administration Board (DNSSAB) has discretion regarding local Fee Subsidy management. DNSSAB is committed to supporting a reasonable fee structure that is fair to families and service providers while supporting quality, stable and viable programs and services.

In order to ensure a fair, equitable and transparent approach to the fee subsidy daily per diem rate structure, DNSSAB has established rates for each age group based on the current market fee structure with planned annual increases.

2. Goals, Objectives and Purpose

- To define and modernize DNSSAB's approach to fee subsidy per diem rate increases.
- To align fee subsidy per diem rates to the local market or public rates related to licensed child care services and children's recreation programs.
- To adopt a standard approach in managing fee subsidy throughout the District.
- To ensure a reasonable fee structure that is fair to families and service providers.
- To ensure quality, stable and viable programs and services across the District.

3. Persons or Groups Affected

- Parents residing in the District of Nipissing;
- Licensed Child Care Service Providers;
- Children's Recreation Program Service Providers;

4. Restrictions

- Policy is limited to service providers offering Licensed Child Care Services and/or Children's Recreation Programs who hold a current agreement with DNSSAB;

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-17
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- The availability of fee subsidized spaces and funding will depend on the availability of Ministry funding, DNSSAB's Children's Services Budget and local priorities.

5. Policy

- DNSSAB will pay the negotiated per diem rates for all fee subsidized spaces in accordance with DNSSAB's approved rate structure (attached as Appendix A), fee subsidy policies and guidelines as well as the service provider's Master Agreement and Service Description Schedule A: Fee Subsidy.
- DNSSAB will reimburse service providers on a per day basis and, when required, will use one of the following calculations to determine each agency's daily rate:
 - Divide the agency's weekly rate by five;
 - Divide the agency's monthly rate by 21.75 (the average number of days per month);
 - Divide the agency's annual rate by 261 based on 12 months of operation (the maximum number of days per year).
- DNSSAB will not reimburse service providers for unapproved rates or rates outside of the service provider's Service Provider's Master Agreement and Service Description Schedule A: Fee Subsidy.
- Service providers are responsible for the development of a policy regarding the agency's child care fee structure and practices regarding child care fee increases (i.e. based on programs costs, planned increases, notice of fee increase to families, etc.).
- As child care fee increases are being planned, service providers are responsible for completing and submitting the Request for Fee Subsidy Per Diem Rate Increase along with supporting documentation.
- Service providers will not be paid a fee subsidized rate that is higher than the agency's market rate or public rate for full fee paying families.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-17
Policy	Fee Subsidy Daily Per Diem Rates		
Effective Date	April 2021	Annual Review	NEW
Revision Date		Board Approval	

- Service providers shall not charge fee subsidized families additional charges or user fees in excess of the fee subsidy daily parent contribution and the negotiated annual registration fee, per child.
- The service provider is responsible for collecting any fees payable by families and for the development of a policy regarding arrears.
- DNSSAB will review per diem rates (attached as Appendix A) on an annual basis and will consider increases based on Ontario's Cost-of-Living Adjustment and DNSSAB's Children's Services Budget.
- DNSSAB will consider requests from service providers for fee subsidy per diem rate increases annually.

6. Definitions

The words and phrases listed below when used in this policy shall have the following meaning ascribed to them:

- "Act" means the *Child Care Early Years Act, 2014*.
- "After Care Hours" means the regular evening and/or weekend hours of operation that a centre-based licensed child care program is available to families.
- "Board" means the Board of Directors of the District of Nipissing Social Services Administration Board.
- "Child Care Fee(s)" means the fee for a child care space set by the service provider that is charged to parents.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-17
Policy	Fee Subsidy Daily Per Diem Rates		
Effective Date	April 2021	Annual Review	NEW
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- “Child Care Service Provider” means an independent agency providing licensed child care services.
- “Child(ren)” means a person who is younger than thirteen (13) years of age and in special circumstances up to eighteen (18) years of age in accordance with the Act.
- “Children’s Recreation Program” means programs that meet the description as set out in subsection 6 (4) in the Act.
- “Children’s Services Budget” means the Board approved department budget including authorized revisions.
- “DNSSAB Policies and Guidelines” means the policies and guidelines of DNSSAB, as amended or replaced from time to time.
- “DNSSAB” means the District of Nipissing Social Services Administration Board.
- “Fee Subsidy” means financial provisions for eligible Parents to support the daily costs of Licenced Child Care and Recreational Programs.
- “Funding or Funds” means the money the DNSSAB provides to the Child Care Service Provider.
- “Licensed Child Care” means an agency who provides child care for one or more children and has a licence issued by the Ministry of Education under the Act.
- “Licensed Home Child Care” means individual caregivers who offer child care services out of their own home who have an agreement with a licensed home child care agency.

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-17
Policy	Fee Subsidy Daily Per Diem Rates		
Effective Date	April 2021	Annual Review	NEW
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- “Market or public rate” means the child care fee(s) for a child care space set by the service provider that is charged to parents who are not in receipt of fee subsidy.
- “Ministry” means Ministry of Education for the Province of Ontario or any successor ministry, department or government body.
- “Parent” means a person having lawful custody of a natural, adopted or foster child or person is the guardian of a child or who has demonstrated a settled intention to treat a child as a child of his or her family.
- “Per Diem Rate(s)” means the cost per day that DNSSAB pays a service provider to fund a child in a subsidized child care or children’s recreation space.
- “Purchase of Service Agreement” means a service agreement between the DNSSAB and a Service Provider for the delivery of licensed child care services, recreational programs or early year programs and services.
- “Regular Care Hours” means the regular daytime hours of operation that a centre-based licensed child care or children’s recreation program is available to families.
- “Reasonable Fees” means the daily fee charged to families is one that reflects the cost of care being provided.

7. References and Related Statements of Policy and Procedure

- Ontario Child Care and EarlyON Child and Family Centre Service Management Funding Guideline For Consolidated Municipal Managers and District Social Service Administration Boards (Ministry of Education, updated annually)
- *Child Care and Early Learning Act 2014*
- *Ontario Works Act, 1997*

District of Nipissing Social Services Administration Board

Department	Children's Services	Policy Number	5CS-FS-17
Policy	Fee Subsidy Daily Per Diem Rates		
Effective Date	April 2021	Annual Review	NEW
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- *Ontario Disability Support Program Act, 1997*
- Policy No. 5CS-FS-01 Principles of Service Delivery
- Policy No. 5CS-FS-02 Fee Subsidy Applications and Reviews
- Policy No. 5CS-FS-15 Fee Subsidy Monthly Billing and Fee Subsidy Reviews
- Policy No. 5CS-FS-16 Fee Subsidy Parental Choice

District of Nipissing Social Services Administration Board			
Department	Children's Services	Policy Number	5CS-FS-17
Policy	Fee Subsidy Daily Per Diem Rates		
Effective Date	April 2021	Annual Review	NEW
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Appendix A

MAXIMUM CHILD CARE FEE SUBSIDY PER DIEM RATES – EFFECTIVE MAY 1, 2021

Centre Based Child Care Services – Regular Care Hours

Infant Care ~ Full Day	\$ 54.75
Toddler Care ~ Full Day	\$ 47.50
Preschool Care ~ Full Day	\$ 43.25
School Age Care ~ Full Day	\$ 40.00
Before School	\$ 11.50
After School	\$ 15.00
Before & After School	\$ 25.00
Half Day ~ All Age Groups ~ 6 hours or less	\$ 38.00
Extended Hours ~ Before or After "Regular" Care Hours	\$10.00

Centre Based Child Care Services – After Care Hours

Infant Care ~ 9 hours or less	\$ 69.75
Infant Care ~ 13 hours or less	\$ 79.75
Infant Care ~ 13 + hours or less	\$ 89.75
Toddler Care ~ 9 hours or less	\$ 62.50
Toddler Care ~ 13 hours or less	\$ 72.50
Toddler Care ~ 13 + hours or less	\$ 82.50
Preschool Care ~ 9 hours or less	\$ 58.25
Preschool Care ~ 13 hours or less	\$ 68.25
Preschool Care ~ 13 + hours or less	\$ 78.25
School Age Care ~ 9 hours or less	\$ 55.00
School Age Care ~ 13 hours or less	\$ 65.00
School Age Care ~ 13 + hours or less	\$ 75.00
Weekend Care ~ in addition to regular rates	\$ 8.00
Extended Daytime Hours ~ All Age Groups ~ 3 hours or less	\$ 32.00

District of Nipissing Social Services Administration Board

Department	Children's Services	Policy Number	5CS-FS-17
Policy	Fee Subsidy Daily Per Diem Rates		
Effective Date	April 2021	Annual Review	NEW
Revision Date		Board Approval	

Licensed In Home Child Care Services

Infant Care ~ Full Day	\$ 48.00
Toddler Care ~ Full Day	\$ 48.00
Preschool Care ~ Full Day	\$ 48.00
School Age Care ~ Full Day	\$ 48.00
Before School	\$ 11.50
After School	\$ 15.00
Before & After School	\$ 25.00
Extended Care ~ All Age Groups ~ 10+ hours	\$ 53.00
Overnight ~ All Age Groups ~ 12+ hours	\$ 58.00
Weekend Care ~ in addition to regular rates	\$ 8.00
Half Day – All Age Groups ~ 6 hours or less	\$ 38.00

Children's Recreation Programs

School Age Care ~ Full Day	\$ 40.00
Half Day ~ All Age Groups ~ 6 hours or less	\$ 38.00
Extended Hours ~ Before or After "Regular" Care Hours	\$10.00