Present were: Chair S. Strickland, L. Armstrong*, J. Brewer, T. Cowan*, D. Craig*, T. Galloway, J. Haalboom*, B. Halloran*, R. Kelterborn, G. Lorentz, C. Millar, J. Mitchell, K. Seiling, J. Wideman and C. Zehr

Members absent: R. Deutschmann

In memory of the anniversary of September 11, 2001, Chair S. Strickland called for everyone to rise and pause for a moment of silence.

DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT

None declared.

OTHER BUSINESS

In response to an inquiry from D. Craig about the status of the staff report on consent agendas, staff advised that this item will be on the agenda of the September 25th Administration and Finance Committee meeting.

PRESENTATIONS

a) Mary MacKeigan, Executive Director, and Christine Seaver, Opportunities Waterloo Region, gave a presentation to the Committee about Free Tax Clinics offered and the Canada Learning Bond; a copy of the presentation is appended to the original minutes.

* J. Haalboom joined the meeting at 9:11 a.m.

The Committee was advised that the focus of the free tax clinics is to increase community access and awareness of the program. C. Seaver provided statistics on the number of clients and volunteers and the dollar-amounts refunded to the participants. She provided an overview of the drop-off service launched this past year and acknowledged staff at the Region and The Working Centre for their facilitation and role in the significant increase in volunteers and the number of tax returns processed.

M. MacKeighan stated that the evaluation report will be shared with partners to determine next steps and how to address any service gaps. She indicated that the pilot project will be finalized by summer 2013 and can continue as a sustainable program in the future.

The Committee received an overview of the Canada Learning Bond (CLB) and were advised that while the uptake for this education savings program is low across Canada, staff in Social Services have been instrumental in facilitating awareness about this program locally. Statistics about the number of eligible children were shared with the Committee.

* B. Halloran joined the meeting at 9:20 a.m.
C. Seaver provided details on a number of strategies being implemented to increase awareness and the plans to monitor participation levels every six months.

Chair S. Strickland drew the Committee’s attention to the memo from Social Services on tax clinic services offered. In response to Committee inquiry, C. Seaver stated that the CLB can be used for post-secondary education and is available for any children born after December 31, 2003 and to parents who are in receipt of the National Child Benefit Supplement.

* L. Armstrong joined the meeting at 9:24 a.m.

In response to Committee questions about the growth potential and eligibility of the tax clinic program, as well as the participation rates compared with other Canadian municipalities, the Committee was told that the advisory group will decide the future plans and that there is a possibility that the number of clinics will be increased. Eligibility for both the free tax clinics and the CLB is dependent on income levels but most Canadians are not aware of the programs nor that there is no cost to participate.

**REPORTS – Social Services**

a) SS-12-041, Immigration Partnership Update

Arran Rowles, Manager, Immigration Partnership, introduced John Haddock, CEO of YMCA of Cambridge & Kitchener Waterloo YMCA; a copy of their presentation to the Committee is appended to the original minutes. The Committee was told that the work of the Immigration Partnership is compelling work necessary for the prosperity of our future and is a pure example of collective networking. J. Haddock gave an overview of the purpose of the Partnership and the benefits within the community.

* T. Cowan joined the meeting at 9:30 a.m.

A. Rowles stated that the activities of the Immigration Partnership are linked to the Region’s strategic priority #4 and she displayed the home page of the Immigration Partnership website, which has been established as a one-stop portal of information for new and prospective immigrants of the Region. She highlighted the three pillars of the Immigration Partnership and their respective objectives and activities.

* D. Craig left the meeting at 9:35 a.m.

A. Rowles gave an overview of the benefits of the Partnership and stated that copies of the study are available upon request and on the Immigration Partnership website. She acknowledged the Region as a community leader and generous funder for this initiative. J. Haddock stated that the work going on in Waterloo Region is exceeding the expectations of Citizenship and Immigration Canada and he extended his gratitude to Regional Council, encouraging the members to continue to take the lead on this initiative.

In response to a Committee inquiry about the historical disparity of wage rates for new immigrants, A. Rowles stated that this might be linked to country of origin and language barriers.

* D. Craig returned to the meeting at 9:44 a.m.

The Committee discussed senior level government recognition of professional credentials, specifically in relation to foreign-trained doctors. A. Rowles and J. Haddock advised that advocacy is a predominant function of the Immigration Partnership; seminars have been hosted
to increase new immigrant awareness of the process to attain the credentials required to practice medicine locally.

In response to a Committee question about the promotion of the website, A. Rowles stated that the website is undergoing a phase two review and that the site will be officially launched and marketed in March 2013. The site is currently promoted through service providers and consideration is being given to how it might be marketed internationally.

The Committee also discussed the volume of primary and secondary immigration to the Region and the systemic barriers for new immigrants seeking to acquire medical credentials.

Received for information

b) SS-12-042, Community Fit for Children – Interim Update

Nancy Dickieson, Director, Children’s Services, introduced Amy Romagnoli, Data Analysis Coordinator at the YMCA Ontario Early Years Centre, Waterloo, who made a presentation to the Committee; a copy is appended to the original minutes. A copy of the full report was distributed to Councillors and senior staff.

A. Romagnoli provided an overview of the Early Development Instrument measures used by kindergarten teachers to measure the developmental health of students. She summarized the five domains measured and provided participant statistics. New to the periodic reporting is data related to subdomains, domain maps and trends, allowing for comparative analysis with overall provincial outcomes. She provided highlights of the subdomains where children are struggling and from the parent survey, which included parental engagement in activities, languages spoken at home and disposable family income.

Staff responded to Committee questions about the public use of the data and the potential causes of the struggling subdomains. The results of the data analysis and parent survey are shared with community groups and Regional staff. A. Romagnoli suggested that the cause of low grade scores related to poor motor skills could be as a result of too much screen time and the current levels of physical activity.

Received for information

c) SS-12-037, Region of Waterloo Response to Modernization of Child Care in Ontario

N. Dickieson indicated that this report was prepared in consultation with Regional staff and the Early Learning and Child Care Community Advisory Committee of Waterloo Region. She commented that, generally, the Region is in agreement with what the Province has proposed but that it's important for the provincial government to fully understand the role of the Consolidated Municipal Service Manager and to increase the funding flexibility, specifically, for greater flexibility with capital funding in partnership with the local boards of education. In addition, a priority is quality care and the Region would like the Province to allow municipalities to support the continued ongoing childcare programs; she suggested that a review of the outdated legislation would be a benefit to the Region and other municipalities.

MOVED by T. Galloway
SECONDED by C. Millar

THAT the Regional Municipality of Waterloo endorse the document entitled; ‘Region of Waterloo Response to the Modernization of Child Care in Ontario’ to be forwarded to the Province and copies to AMO and OMSSA as outlined in report SS-12-037, dated September 11, 2012.

CARRIED

1244843
d) SS-12-039, Provincial Funding Update for Sunnyside Home

M. Schuster provided an overview of the report.

Received for information

e) SS-12-040, Homemaking and Nursing Services Budget Update

M. Schuster stated that staff wish to move ahead and address the long waiting list.

MOVED by L. Armstrong
SECONDED by T. Cowan

THAT the Regional Municipality of Waterloo approve an increase of $25,650 for the Homemakers and Nurses Services program for 2012, subject to the approval of provincial subsidy from the Ministry of Health and Long Term Care in the amount of $20,520 and a Regional contribution of $5,130, to be funded within the Seniors’ Services Budget as outlined in Report SS-12-040, dated September 11, 2012.

CARRIED

f) SS-12-034/CR-FM-12-017, Update Redevelopment – Elmira Children’s Centre & Edith Maclntosh Children’s Centre

M. Schuster commented that staff are recommending that any decision be deferred until the direction of the Province is more clear; this will allow the Region to determine how best to maximize the centres with school board co-location and address the need for Child and Family Centres in schools. Staff will come back to the Committee with some recommendations for consideration.

The Committee discussed the need to include in the subsequent report information about building audits, re-development costs, the financial impact on the Region and the agreements with the school board. M. Schuster suggested that the Province may offer some additional capital funding.

Received for information

INFORMATION/CORRESPONDENCE

a) Memo: Online Application for Ontario Works Evaluation

Received for information

b) Memo: Municipal Delivery of Long Term Care Services Brief Update

Received for information

c) Memo: Provincial Consolidated Homelessness Prevention Initiative (CHPI)

Received for information


Received for information
e) Memo: Region of Waterloo Tax Clinics 2012 Experience  
Received for information

f) Memo: Waterloo Region Integrated Drugs Strategy (WRIDS)  
Received for information

g) Memo: West Nile Virus Activity Update  
In response to a Committee inquiry about the status of the case in Waterloo Region, Dr. Liana Nolan, Commissioner/Medical Office of Health, advised that the current case is still being classified as probable and that there are no other confirmed cases in Waterloo Region.  
Received for information

OTHER BUSINESS (Continued)

a) Council Enquiries and Requests for Information Tracking List was received for information.

b) Doors Open Waterloo Region  
Chair S. Strickland commented on the upcoming Open Doors Waterloo Region event being held Saturday, September 15th. J. Haalboom provided a brief highlight of the sites and activities and encouraged attendance at the 10th anniversary of the annual event.

c) Retirement of Social Services Commissioner  
Chair S. Strickland advised that this is the final Committee meeting for Mike Schuster who will begin his retirement later this month. M. Schuster has dedicated more than 30 years in public service and has served the Region of Waterloo as Commissioner since 2001. His service was acknowledged and he was wished well in his retirement.

NEXT MEETING – September 25, 2012

ADJOURN

MOVED by J. Brewer  
SECONDED by C. Millar

THAT the meeting adjourn at 10:20 a.m.  
CARRIED

COMMITTEE CHAIR, S. Strickland

COMMITTEE CLERK, S. Natolochny
Project Updates

1. Increasing Access to Free Tax Clinics
2. Increasing Access to the Canada Learning Bond
Free Tax Clinics in Waterloo Region

Project Introduction
The 2011 tax season

More than 27 host sites offered free tax clinics.

From 21 of the host sites:

- 170 Volunteers
- 4,273 tax returns

Returning $774,775.00 in tax refunds, $3,420,665.00 in GST and Trillium Benefits

For a total of $4,307,816.00 returned to the community.
Pilot Models

Region of Waterloo Employment and Income Support
• Training for staff in the finance department
• Drop-off services

The Working Centre
• Increased volunteers
• Mixed model of services: by-appointment, drop-in, drop-off
• Overflow support for other host sites
Pilot Model Outcomes

Employment and Income Support

Volunteers: Increase of 15 volunteers

Tax Returns: The drop-off service produced an increase of 385 returns

An additional $384,444.00 dollars to the community
The Working Centre

**Volunteers:** Increase of 21 volunteers

**Tax Returns:** Returns last year: 212
Returns this year: 1009

Increase of 797 returns (475% increase)

An estimated additional $699,576.00.
Pilot Model Outcomes

Total increases of both pilot projects

36 Volunteers

1,182 Tax Returns

$1,084,020.00
What’s Next?

• Share evaluation report with partners

• Bring Advisory Group together
  • discuss recommendations
  • Decide next steps
Not just about $$$

It’s also about walking the talk of the Region’s Comprehensive Poverty Reduction Approach!

- Community-government collaboration
- Working across departments: Finance and Employment and Income Support
- “Changing Attitudes and Actions Together”
80% of Canadian children eligible for the Canada Learning Bond still don’t have it

**Canada Learning Bond**

Up to $2,000 in FREE MONEY for education

<table>
<thead>
<tr>
<th>CANADA LEARNING BOND UNTAPPED FUNDS FOR LOW-INCOME STUDENTS’ PSE</th>
</tr>
</thead>
<tbody>
<tr>
<td># of eligible children</td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td>Ontario</td>
</tr>
<tr>
<td>Canada</td>
</tr>
</tbody>
</table>

1,050,645 eligible kids not benefitting

292,941 kids benefitting

SOURCE: HRSDC, Canada Education Savings Program Annual Statistical Review, 2010; December 31, 2010

Savings changes the question in a student’s mind from “Should I go?” to “What should I study?”

- 50.4% of students with savings for education vs 49.6% no savings for education
- 25.9% of students with savings for education vs 74.1% no savings for education

**Increase awareness**

**Increase access**

**Evaluate**

Source: Statistics Canada and HRDC, Access, persistence and financing: First results from the Postsecondary Education Participation Survey (PEPS), 2003 (study of youth aged 18-24 no longer in secondary school)
Canada Learning Bond

23,576 eligible children

4,863 beneficiaries
Canada Learning Bond

1. Increasing Awareness
   • Information/brochures to community groups
     – food banks, childcare centres, early year’s centres
   • Displays - Health Fairs - Public Health, Early Literacy conference

2. Provide Educational Opportunities
   • Training of community partners on the CLB
     - June Training sessions, Family Centre (F&CS and community), MOSAIC

3. Increasing access
   • Sign-up events
     – Family Outreach (Langs, Wellesley to date), Family Centre
Not just about $$$

It’s also about collaboration and the
Comprehensive Poverty Reduction Approach.

- Community-government collaboration
- Family Outreach Workers
- Employment and Income Supports
- Public Health’s Healthy Smiles Ontario local initiative
Thank you.

Opportunities Waterloo Region’s Funders and Sponsors:
<table>
<thead>
<tr>
<th>Area</th>
<th>FSA</th>
<th># of CLB Eligible Children</th>
<th># of CLB Beneficiaries</th>
<th>Take-up Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchener/Waterloo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N2A</td>
<td></td>
<td>1,268</td>
<td>221</td>
<td>17.4</td>
</tr>
<tr>
<td>N2B</td>
<td></td>
<td>583</td>
<td>104</td>
<td>17.8</td>
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<td>N2C</td>
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<td>888</td>
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<td>N2E</td>
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<td>2,145</td>
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<td>N2G</td>
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<td>576</td>
<td>146</td>
<td>25.3</td>
</tr>
<tr>
<td>N2H</td>
<td></td>
<td>699</td>
<td>171</td>
<td>24.5</td>
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<tr>
<td>N2J</td>
<td></td>
<td>470</td>
<td>105</td>
<td>22.3</td>
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<td>18.9</td>
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<td>N2V</td>
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<td>Cambridge</td>
<td></td>
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<td>N1P</td>
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<td>N1R</td>
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<td>912</td>
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<tr>
<td>N3E</td>
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<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>N3H</td>
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<td>971</td>
<td>169</td>
<td>17.4</td>
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<tr>
<td>New Hamburg</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>N3A</td>
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<td>478</td>
<td>78</td>
<td>16.3</td>
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<tr>
<td>Elmira</td>
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<td>346</td>
<td>55</td>
<td>15.9</td>
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<tr>
<td>Rest of the Area</td>
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<td>2,619</td>
<td>333</td>
<td>12.7</td>
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<tr>
<td>Whole Area</td>
<td></td>
<td>23,576</td>
<td>4,863</td>
<td>20.6</td>
</tr>
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</table>

*Note that areas with less than 30 observations are not reported for privacy reasons. The totals include the suppressed values.
Free Tax Clinics in the Waterloo Region
Helping people file their taxes

Project Background

For the 2010 tax season, **30 different host organizations** provided free tax clinics of which 13 agreed to participate in data collection.

**13 of these host sites brought more than $664,000** into Waterloo Region’s economy by providing free tax clinic services to **1,370 Region of Waterloo residents** who live on low income.

Extrapolating from the average dollars per refund filed in our pilot evaluation, we can estimate that **the total dollars returned from all clinics in Waterloo Region in spring, 2011 exceeded $1 million**.

Free Tax Clinics in the Waterloo Region
Project Background

2009: Asked to explore the free tax clinic system in Waterloo Region

2010/2011: Developed a plan for the 2010 tax season
- hired a coordinator to implement the plan.

2011: Evaluation of the 2010 tax season project
- brought the steering committee together to share the results of the 2010 tax season evaluation report and discuss next steps for the 2011 tax season

2012: Implemented next steps
- evaluation
Inspiring Immigration Connections in Waterloo Region
Immigration Partnership – Linkage to Strategic Plan

- Strategic Priority #4 – Foster Healthy and Inclusive Communities
  Strategic Objective 4.8: Partner with the community to improve programs and services for immigrants/refugees and
- Aligns with Region of Waterloo Strategic Priority # 2 – Growth Management and Prosperity: Manage growth to foster thriving and productive urban and rural communities, specifically through a diverse, innovative and globally competitive economy
Settling Pillar

The Challenge(s):
- The settlement service system is confusing and difficult to navigate
- Newcomers lack access to mainstream services

Activities
- Completed a systems mapping process with recommendations to improve coordination and integration between services
- Focusing on access to hospital-based interpretation; access to mental health; and access to primary care
- Facilitator/convenor for community planning re: changes to Interim Federal Health Program for refugees
Working Pillar

The Challenge(s):
- Immigrants face a number of barriers to obtaining employment
- Many immigrants are highly educated but have lower salaries

Activities
- Engage employers
- Increase employer access to skilled immigrants
- Provide opportunities for immigrants to increase their professional network, increase their understanding of the Canadian workplace and access to labour market through Mentoring and Internship
Belonging Pillar

The Challenge(s):
Belonging is an essential human need to be accepted and valued by others in order to reach one's full potential in connecting, participating, integrating and thriving within the life of the 'community' (as defined by the Belonging Action Group)

Activities:
- Community events to promote awareness and dialogue
- Focus on civic participation through strengthening board diversity
- Increasing connections with ethnocultural and faith-based communities in Waterloo Region
A Mutually Beneficial Partnership

• Recent studies identify that Municipalities:
  • have made important contributions to Immigration Partnership planning and implementation
  • acquire greater intelligence about the experiences, needs and priorities of newcomer communities

A Mutually Beneficial Partnership

• Region of Waterloo has demonstrated significant leadership in the development of the Immigration Partnership:
  • Key contributor in early development
  • Community-focused host
  • Financial and in-kind support
  • Alignment of diversity goals
  • Linkages across numerous departments with Partnership
A Community Fit for Children
Interim Update

Results of the 2010 Early Development Instrument & Kindergarten Parent Survey for Waterloo Region

Amy Romagnoli  Data Analysis Coordinator  YMCA Ontario Early Years  oeycdac@ckwymca.ca
**Early Development Instrument**: a measure of the developmental health of senior kindergarten children, broken down into 5 domains:

- Physical Health & Well-Being
- Social Competence
- Emotional Maturity
- Language & Cognitive Development
- Communication and General Knowledge

-5197 children participated in 2010

**Kindergarten Parent Survey**: survey completed by parents of senior kindergarten children

-3081 surveys returned in 2010
New in this report:

- Subdomains
- Domain maps
- Trend Data

★ = statistical significance
Regional Summary
Increase in % scoring low since 2004 has not declined.

% scoring low is higher than Ontario as a whole.
% Children Scoring Low in the Physical Health and Well-Being Domain, by Neighbourhood

Early Development Instrument, 2010
% Scoring Low on Social Competence

- % scoring low decreased since 2007
- % scoring low is still higher than Ontario as a whole
% Children Scoring Low in the Social Competence Domain, by Neighbourhood

% Children Scoring Low
- 2.2 - 6.5
- 6.6 - 10.1
- 10.2 - 14.4
- 14.5 - 20.2
- Data Suppressed

Early Development Instrument, 2010
% Scoring Low on Emotional Maturity

- % scoring low has decreased since 2007

- No significant difference between 2010 and Ontario
% Scoring Low on Language and Cognitive Development

- % scoring low decreased since 2007
- % scoring low is lower than Ontario as a whole
% Children Scoring Low in the Language and Cognitive Development Domain, by Neighbourhood

Early Development Instrument, 2010
% Scoring Low on Language and Cognitive Development
By Neighbourhood

[Bar chart showing percentage scores for language and cognitive development across different neighbourhoods.]
% Scoring Low on Communication and General Knowledge

No significant change from 2007 to 2010

%! % scoring low is higher than Ontario as a whole
% Children Scoring Low in the Communication and General Knowledge Domain, by Neighbourhood

Early Development Instrument, 2010
Struggling Subdomains

% Ready on Gross & Fine Motor Skills

- Children ready has decreased from 2004 to 2007 and stayed low.
- Remains lower than Ontario as a whole

% Ready on Overall Social Competence with Peers

- % children ready has decreased from 2004 to 2007 and stayed low.
- Remains lower than Ontario as a whole
2010 Kindergarten Parent Survey: Regional Highlights
Child Care

- Most children are in parent care at all ages
- Licensed centre-based care increases as child ages
- Out of the non-schoolage children in child care, more spend between 31 and 40 hours per week in care than any other time category
- Children in child care are more likely to be cared for by an ECE at 2.5+ years of age
- Of those who accessed child care, reputation and location were the most important factors involved in their decision
- Of those who did not access care, the preference for self-care and the high cost of child care were the most important factors involved in their decision
Community activities and programs which children were most likely to participate in on a weekly basis:

- Play-based program
- Music/Arts/Dance
- Public Library
- Literacy Program
Activities done with children every day

- Math games: 17.3
- Songs/Rhymes: 31.4
- Read Story: 65.3
- Arts/Crafts/Drawing: 20.1
- Letter Sounds: 27.8
- Printing Letters/Numbers: 21.1
Number of KPS respondent families speaking at home

- Spanish: 61
- Chinese: 50
- Serbian: 30
- Punjabi: 26
- Urdu: 26
45.3% do not have disposable income for extras, to save, or for emergencies
THANK YOU

For more information or copies of the report, please contact:

Amy Romagnoli  Data Analysis Coordinator  YMCA Ontario Early Years  
oeycdac@ckwymca.ca