
Members absent: B. Halloran and J. Wideman

DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT

None declared.

DELEGATIONS

a) Wanda Wagler-Martin, Executive Director, Shalom Counselling Services, provided a presentation regarding report SS-12-047, Counselling Collaborative Program; a copy of the presentation is appended to the original minutes.

She provided a history of the Collaborative, noting the seven agencies that are involved in the program. She stated that the Region has supported the collaborative with a grant to facilitate providing counseling assistance to people in receipt of Ontario Works (OW) and Ontario Disability Support Program (ODSP). She outlined the broad, multi-layered issues that people living in poverty are trying to cope with and how the services offered by the Counselling Collaborative relieves some of the demands of the local health services. In 2011, the Counselling Collaborate delivered more than 8000 units of service to more than 2500 people.

* J. Mitchell joined the meeting at 9:08 a.m.

W. Wagler-Martin provided an overview of the collaborative goals and the recent Local Municipal Champion award the Collaborative has received for its continued efforts. She thanked the Region for its support of the program.

* T. Cowan joined the meeting at 9:10 a.m.
* C. Zehr left the meeting at 9:11 a.m.

REPORTS – Social Services

a) SS-12-047, Counselling Collaborative Program

Received for information
PRESENTATIONS

a) Mary MacKeigan, Executive Director, Opportunities Waterloo Region, addressed the Committee with an Update on Shifting Societal Attitudes and Community-University Partnerships; a copy of her presentation is appended to the original minutes. She provided background information about efforts made to dispel the stigma associated with people living in poverty. She identified the organizations involved in related cross-Canada forums and conferences, and the research studies conducted at the Centre for Community Research Learning and Action (CCRLA) at Wilfrid Laurier University.

* D. Craig joined the meeting at 9:13 a.m.
* J. Haalboom joined the meeting at 9:14 a.m.

The results of the studies will be shared and may benefit Regional staff. Strategies will be developed to encourage students to recognize the issues involved and to change their attitudes. In addition to this research study, the first National Poverty Reduction Summit is being planned in Ottawa in October 2013, where M. MacKeigan indicated that the stigma of mental health may also be addressed.

In response to a Committee question regarding examples of similar Canadian studies, M. MacKeigan stated that the literature review is outdated but that this local research project is the first of its kind which includes testing.

REPORTS – Social Services (continued)

b) SS-12-048, Sunnyside Community Alzheimer Day Program (Cambridge) Service Expansion

Gail Kaufman Carlin, Acting Commissioner, Social Services, provided summary comments about the report and confirmed that funding has been approved.

* K. Seiling left the meeting and C. Zehr returned to the meeting at 9:25 a.m.

MOVED by T. Galloway
SECONDED by J. Brewer

THAT the Regional Municipality of Waterloo approve the expansion of the Community Alzheimer Day Program (Cambridge site) operations from three to five days a week, conditional upon approval and 100% funding by the Waterloo Wellington Local Health Integration Network (WWLHIN), effective January 2, 2013;

AND THAT an increase of 1.92 full time equivalents (FTE) be approved for the Seniors’ Services Division as of January 1, 2013 for Cambridge Alzheimer Day Program;

AND THAT the 2013 Operating Budget for the Seniors’ Services Division be increased by $227,000 gross and $0 net;

AND FURTHER THAT this matter be forwarded to the Budget Committee of the Whole for consideration, as outlined in report SS-12-048, dated November 6, 2012.

CARRIED
c) SS-12-049, Update on Ontario Works Discretionary Benefits Program

G. Kaufman Carlin made introductory comments. David Dirks, Director, Employment and Income Support, provided a presentation to the Committee; a copy is appended to the original minutes.

* T. Galloway left the meeting at 9:27 a.m.

D. Dirks advised that the provincial budget announced a number of changes with significant impact on the critical elements of the local service system, as well as the funding formulas. He provided background information about the purpose of the Community Start-Up and Maintenance Benefit (CSUMB), which is to be eliminated effective January 1, 2013

* K. Seiling returned to the meeting at 9:30 a.m.

D. Dirks provided an overview of the 2012 total expenditures and the projected shortfall of $1.7 million, which Regional Council agreed to fund as a result of the revised provincial funding formula which came into effect July 1, 2012. He provided data regarding the 2010-2011 average monthly costs per case for the Region, the municipal comparators costs and the provincial average. The provincial average is $12.41; the comparators spend an average of $15.97 and the Region spends $26.36 per case per month.

D. Dirks provided details about the community consultation and survey initiatives undertaken by staff to gain insight about local priorities and direction on the decision-making principles regarding discretionary benefits. While all participants in the various feedback models indicated that no benefits should be cut, the top 5 benefits for retention included: dental, last month’s rent, vision care, food hampers and connection fees. He summarized the potential impacts felt at the individual and system levels should discretionary benefits be reduced.

D. Dirks presented the four (4) options currently drafted, each varying in their level of Regional support and levy impact. He advised that a report will be prepared detailing the results of the community consultation and surveys and that a budget issue paper will be prepared.

He responded to Committee questions regarding dental benefits and transit cost assistance currently available to Ontario Works (OW) and Ontario Disability Support Program (ODSP) participants. In response to a Committee question regarding the level of support provided by the Region and the comparators, he advised that the Region doesn’t have information about which other social assistance supports are being paid in other communities and that Council determines the Regional level of support. When the follow-up report is prepared for Regional Councillors, it will include a preferred staff option.

Chair K. Seiling commented that the Region has had a long history of going the extra mile to be cost effective and of seeking cost-share programs with the Province. Through this progression and the community’s value of social support, the Region’s discretionary benefits program has evolved over the years. Ultimately, it will be Council’s decision to determine the level of support given the current financial limitations.

* R. Deutschmann joined the meeting at 10:03 a.m.

The Committee discussed the budget implications of the options presented and agreed that a thorough review of Regional priorities will be required during the annual budget process.
Chair S. Strickland stated that the Region will be experiencing many challenges this budget year, specifically the loss of $5.7M to assist those living in poverty. He emphasized the need to seek opportunities to align services with other Regional programs and the need to look at how much the Region is willing to spend on discretionary benefits. He encouraged members of the public to share their views during the budget public input meetings.

In response to a concern raised about the set final budget date and the need for significant discussion about priorities, Mike Murray, Chief Administrative Officer, outlined the scheduled meeting dates and indicated that Council has a significant amount of time set aside for budget discussion. He stated that staff can report back with additional suggestions and options for supporting discretionary benefits and advised that local agencies are well aware of the public input sessions and have been encouraged to attend.

Received for information

REPORTS – Public Health

d) CPC-12-003, inREACH Comprehensive and Integrated Youth Gang Prevention Strategy of Waterloo Region Update

Rohan Thompson, Project Manager, inREACH, gave a presentation to the Committee; a copy is appended to the original minutes. He acknowledged the project team members present and provided an overview of the community activities. He advised that the program is currently funded by the National Crime Prevention Centre but the funding expires March 2013. Given the broadly reduced federal budgets, the Waterloo Region Crime Prevention Council (WRCPC) can’t apply for project extensions.

R. Thompson provided details about the four (4) local neighbourhoods where the program team is working with youth. He gave the benefits of increased social inclusion and the impact of the collaborative approach. The program will be winding down its activities but have submitted a budget issue paper for Regional Council with a request to maintain current program support levels. The organization will continue to engage other local funders. In closing, he shared a personal story of a program participant and he referred to the inReach booklet and the participant testimonial, which had been distributed to Councillors in advance. He thanked the various Regional departments for their support of this program.

During the Committee discussion about alternative funding providers, R. Thompson stated that some project partners have offered in-kind or staffing assistance. He clarified how the original federal grant was paid out and the limitations for receiving the balance of the original federal grant. Christiane Sadler, Executive Director, WRCPC, indicated that staff are in the process of re-engaging the local Members of Parliament towards accessing program funds.

The Committee expressed support for the program.

MOVED by J. Mitchell
SECONDED by R. Deutschmann

THAT the Regional Municipality of Waterloo encourage the Federal Minister responsible for the National Crime Prevention Centre to continue to financially support the inReach program of the Waterloo Region Crime Prevention Council and that a copy of the correspondence be sent to local Members of Parliament, as outlined in report CPC-12-003, dated November 6, 2012.

CARRIED
* G. Lorentz left the meeting at 10:54 a.m.

The Committee continued to discuss potential community funding partners, possible community initiatives for youth involvement and the issue of securing sustainable funding.

* L. Armstrong left the meeting at 11:02 a.m.

e) PH-12-048, Infectious Diseases in Waterloo Region — Surveillance Report 2006-2011

Dr. Hsiu-Li Wang, Associate Medical Officer of Health, stated that a number of activities are routinely undertaken to prevent diseases, as directed by the Ontario Public Health Standards; this report also highlights the initiatives undertaken last year.

In response to Committee questions about attendance at local flu clinics, Dr. Wang stated that the attendance was slightly less than anticipated but the smaller clinics were well attended. She also responded to a question about shots being administered at pharmacies and provided details about how visits are tracked by Public Health.

Received for information

INFORMATION/CORRESPONDENCE

a) Ontario Municipal Social Services Association (OMSSA) Quick Connect

Received for information

OTHER BUSINESS

a) Council Enquiries and Requests for Information Tracking List was received for information. The single item noted on the List will be removed as a result of report SS-12-049 being presented to the Committee.

NEXT MEETING – November 27, 2012

ADJOURN

MOVED by K. Seiling
SECONDED by G. Lorentz

THAT the meeting adjourn at 11:08 a.m.

CARRIED

COMMITTEE CHAIR, S. Strickland

COMMITTEE CLERK, S. Natolochny
Working together to make a difference

Counselling Partners
• Family Counselling Centre of Cambridge and North Dumfries
• Interfaith Community Counselling Centre
• K-W Counselling Services
• Mosaic Counselling and Family Services
• Lutherwood Family Counselling Centre
• Shalom Counselling Services
• Woolwich Counselling Centre

Regional Partners
• Employment and Income Support – Counselling Services Unit
• Social Planning, Policy and Program Administration Division
Counselling Works!
Any door is the right door!
Collaborative Goals

The CCP is committed to:
• Identifying and removing barriers
• Addressing the diverse needs of people in receipt of OW/ODSP
• Delivering services in a flexible and timely manner
• Addressing the inclusivity and accessibility of services
• Working from a client-centred and strength-based approach
PRESENTED TO:
REGION OF WATERLOO
COUNSELLING COLLABORATIVE PROGRAM

In recognition of best practices and peer-recognized outstanding contributions to human services.

THIS 19TH DAY OF JUNE, 2012

[Signature]
Thank you for your partnership with the Counselling Collaborative.
Project Update:

Shifting societal attitudes towards people living in poverty

Community-university partnerships
Regional initiatives

- Increasing access to free tax clinics
- Canada Learning Bond

Neighbourhood Projects

- Community Gardens
  - Four accessible gardens
  - One older adult/seniors garden
- Wellesley Township Community Health Centre
- Exploring potential projects

Shifting attitudes & C-U partnerships
Phasing

PHASE 1: Research and examine current Canadian deep-seated attitudes.

PHASE 2: Research and examine “best practices” related to shifting attitudes and behaviours.

PHASE 3: Design and launch a comprehensive, long-term, multi-faceted national initiative.

Representatives from 26 organizations including: Canada Without Poverty, Canadian Centre for Policy Alternatives, Community Services Council Newfoundland & Labrador, Hamilton Roundtable on Poverty Reduction, National Council of Welfare, Nova Scotia Association of Social Workers, Public Interest Alberta, and Tamarack’s Vibrant Communities

Shifting Societal Attitudes towards Poverty to Achieve ‘Deep and Durable’ Change 2008 - present
Building Effective Community-University Partnerships:
Are Universities Truly Ready?

Susan Eckere Curwood  Felix Munger  Terry Mitchell
Wilfrid Laurier University

Mary Mackegan
Opportunities Waterloo Region

Ashley Farrar
Wilfrid Laurier University

In this paper, students, faculty, and community partners critically reflect on a long-term community-university partnership through the integration of their own experiences into a doctoral program in Community Psychology. This integration includes lessons learned during the partnership and the core challenges and opportunities that arise. The purpose of this paper is to identify best practices for community-university partnerships and to provide a framework for assessing the readiness of universities and communities to work collaboratively toward common goals.

This framework is designed to assess the readiness of universities and communities to engage in effective collaboration. It allows for the identification of gaps in readiness and the development of strategies to address these gaps. The framework is intended to support the development of effective partnerships that are sustainable and effective over time.

Spring 2011, pp. 15-26
C-U Partnership and Shifting Societal Attitudes

2011 - 2012
Discovering deep-seated societal attitudes through the use of photos and surveys.
Research subjects: 113 students

2012 - 2013
120 more students from same class

Next steps include:
- Results in late spring, 2013; research papers/publications; presentation to ALIV(e); share learning
- Potentially gather a team of professionals (marketing, academics from various disciplines) to discuss findings
- Further research 2013-2014 or
- Communication strategy
- Advocacy strategy: include topics related to Canadian poverty in university course content
Wilfrid Laurier University

Carleton University and Vibrant Communities Canada

McMaster University

Opportunities
WATERLOO REGION

MOBILIZING SOLUTIONS TO POVERTY

University of Waterloo Renison

CCRLA and CCS

Shifting societal attitudes

1st National poverty reduction summit
Thank you.
Presentation to the Community Services Committee
November 6, 2012

David Dirks, Director
Employment & Income Support
PURPOSE

• Provide the context

• Feedback from community consultation

• Share preliminary thinking with financial implications
• Critical elements of local service system

• Removes Community Start-up and Maintenance Benefit (CSUMB) from social assistance (January 1, 2013)

• Changed cost sharing formula for Discretionary Benefits (July 1, 2012)
• Purpose: to establish a new principal residence; prevent eviction and discontinuance of utilities/heat; address threat to health and welfare

• Removed effective January 1, 2013

• 50% invested in Community Homelessness Prevention Initiative

• Coordinated planning processes to inform decision making
DISCRETIONARY BENEFITS

• Range of supports
• New funding formula July 1, 2012
• Previously:
  o $8.75 per case for non-health related
  o Uncapped for health related
• Now: $10 per case
IMPACT

• $1.7M shortfall in 2012

• Authorized use of 2012 Regional surplus

• To return as part of the 2013 Budget process
2010-2011 EXPENDITURES
COST PER CASE

- Waterloo: $26.36
- Comparators: $15.97
- Provincial Average: $12.41
COMMUNITY CONSULTATION
TOP 5 BENEFITS

• Dental
• Last month’s rent
• Vision care
• Food hampers
• Connection fees

• Results require interpretation
• Impact felt at individual and system levels
OPTIONS

Option One (Status Quo)

- Levy impact: $3.53M
- Enhancements to administration

Option Two (Provincial Cap)

- Levy impact: $0
- Significant reduction in supports
- One time transition funding
Option Three (Regional commitment)

- Levy impact: $0.78M
- Discontinue some supports
- Identify alternatives in community
- Range of services with lower thresholds
Option Four (Further Commitment)

- Levy impact: $1.5M
- As in option three
- Greater flexibility in responding
- Enable a mitigation strategy

Comparators as basis for funding

- Levy impact: $1.47M
NEXT STEPS

• Budget Issue paper
• Will act upon “learning”
• Flexibility will be necessary in 2013
• Anticipate adjustments in other areas
• Work with community
• Future state of program in 2014
inREACH 101

- Comprehensive & Integrated Youth Street Gang prevention Project
- Youth aged 13-24
- Multidisciplinary Approach
- Funded by National Crime Prevention Centre (2009-2013)
Preliminary Data

- 47% are current or former youth gang members
- 54.5% are known to the police
- 74% Have a case before the court
- 47% Have a drug, alcohol or combined drug & alcohol issue
- 53% of participants are 18 and under
Preliminary Data

• Increased Social Inclusion

• Programs and Beyond

• Collaborative approach brings about Collective Impact

• Relationship is key
Traction in the Community

• inREACH featured in numerous local news articles

• Rogers Talk Local 3X

• Many presentations to diverse audiences
Next Steps

• Project Shut down planning and implementation

• Budget Issue Paper

• Continue to engage Local Funding Community

• Continue to explore Project Partner Capacity
Story Time
Our Story So Far...
Police estimate that 340 young people are involved in street gangs in Waterloo Region. The evidence is clear – we cannot arrest our way out of this issue and no single agency can solve this complex community problem which has many of its roots in social and community conditions. Gang experts agree that comprehensive, long-term approaches reduce and prevent street gang involvement.

Incarcerating one young person for one year costs $130,000. Successfully diverting even just a few youth from this path more than pays for the inREACH program and, above all, increases community well-being and safety.

The photos used in this publication were taken by inREACH participants as part of a photo voice project. Special thanks to these youth for sharing their talent.
The youth often have complex life challenges. inREACH reaches out to them in a holistic manner and with a focus on strengths rather than deficits.

A benefit of inREACH is that youth can receive clinical and employment related supports in one program at one location rather than having to go to multiple programs at multiple locations. inREACH provides assistance in the areas of addictions, mental health, employment, education, housing, life skills and supports to families as well as opportunities for recreation, creative arts, mentoring and civic contributions.

…no one organization or group can do it all – it takes all of us working together in this partnership – to make the whole thing happen.

~ inREACH Staff

This is a safe place and nothing bad is gonna happen to them. They can just be a kid for an hour.

~ inREACH Youth

A broad coalition of community organizations in Waterloo Region have come together to create a comprehensive street gang prevention project – inREACH – which received $3.8 million in funding from Public Safety Canada in September 2009. After a year of project development and community research, inREACH began its intensive treatment program.

inREACH offers individual and group supports to youth ages 13 – 24. These youth are actively involved with, associated with or thinking about joining a gang.
An evaluation of the Treatment program to date shows that inREACH is working with those youth in Waterloo Region that have many odds against them. A total of 210 referrals have come from many sources demonstrating that there is a gap in the system that inREACH closes. A large number of young people are now coming to inREACH on their own initiative. Young people in the Treatment program stay for 42 weeks on average.

Since half of the young people are under the age of 18, inREACH is an excellent opportunity to divert them towards a new path before potentially entering the adult criminal justice system.

InREACH also works to mobilize neighbourhoods and organizations to prevent youth from joining gangs in the first place. Youth outreach workers provide mentorship and engage marginalized youth in community activities that support young people’s positive development and inclusion.

inREACH’s key tool is to build lasting, affirming relationships with young people who mostly experience themselves as failing and having little to no hope about their future. The overall goal is to engage the hard to engage. Once youth start the program, most stick with it.

One of the key learnings is that it’s relationship based. It’s not about providing programs. Youth come to the programs for the people who are running them.

InREACH gives us experiences we may not ever have been able to have.

~ inREACH Youth

~ inREACH Staff

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Since half of the young people are under the age of 18, inREACH is an excellent opportunity to divert them towards a new path before potentially entering the adult criminal justice system.

~ inREACH Staff
inREACH has been successful in mobilizing organizations and adults across the community to improve neighbourhood environments, opportunities and supports for young people. Young people note many positive impacts from their participation in inREACH including:

“everyone’s actually been starting to go to rehab and stop doing drugs;” “keeps them off the streets” and “out of trouble;” gives them “cool” opportunities they wouldn’t otherwise have and gives them “someone they can talk to” a “better influence” and “safe place” to be.

Community centre staff observed a “huge difference” by mobilizing all the partnerships and supports.

inREACH funding ends March 31, 2013.

Research on the neighbourhood-based prevention work concludes that young people are significantly involved in creating and leading well attended programs in several neighbourhoods across the region. Establishing trusting relationships and building on strengths and interests of young people are central to this success.

“...just a physical presence is not enough... We have to go out and do outreach even in our small, easily accessible neighbourhood.”

~ inREACH Staff

“They trusted us. Now we trust them.”

~ inREACH Youth
One of the learnings is that youth engagement is not a destination point. It’s a mode of operation. It’s a framework. It’s a process that is ongoing. You don’t engage, get something and then it’s done.

~ inREACH Partner

“There is no doubt in my mind that the funds spent on bringing the youth together to do positive and productive activities would be a hundred times less than the funds spent on policing and cleaning up after a neighbourhood full of young people with nothing to do with their time.”

~ Community Member
Time's get hard and days get darker than you could imagine. Where I live a lot of kids don't get the chance to find the light at the end of the tunnel. I'm 20 years old now and I've lost more friends to drugs, violence and jail, than I've seen friends stay in school. I watched my bestfriend overdose when I was 15, in front of my face in his roommate's arms. I started doing drugs to cope with the fact that no 15 year old should have to see something like that. I didn't numb it out with marijuana, I went straight to smoking Oxy contin off of the tin foil in the bottom of my dad's stove. Not dealing with reality was more important than food AND the clothes on my back; which was 3 T-shirts, 1 pair of jeans and any socks I could find. A job? My job was selling anything I could to support my habit and forget about everything I've done. I've been in the court system since before I had body hair. What I am getting at is, now I work full-time, six nights a week, live on the opposite side of town, far from the ghetto, in my own apartment. I'm clean and I will never touch drugs again. I have to grow up, I look at my childhood friends and feel blessed I met PAUL FIELD and the rest of IN-REACH. They literally saved my life. Whether it's working on school credits, driving me to appointments or even a funeral. They are the only councillors that I've seen in my life that actually care and don't act like they are only there because they are getting paid. The funds your taking away, are taking away the chances for the kids in my neighborhood to live a life away from gangs, drugs and violence. Seriously think about what your about to do and the lives your about to change. How can you give all these kids hope, then literally snatch it out of their hands. THINK ABOUT IT.