Regional Municipality of Waterloo  
Community Services Committee  
Minutes  

Tuesday, September 9, 2014  
9:15 a.m.  
Regional Council Chamber  
150 Frederick Street, Kitchener, Ontario  

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

Motion to go Into Closed Session  

Moved by J. Brewer  
Seconded by C. Millar  

That a closed meeting of the Community Services Committee be held on Tuesday, September 9, 2014 at 9:00 a.m. in the Waterloo County Room in accordance with Section 239 of the “Municipal Act, 2001”, for the purposes of considering the following subject matters:

a) receiving of legal advice subject to solicitor-client privilege and proposed or pending litigation related to a contract  
b) receiving of legal advice subject to solicitor-client privilege and proposed or pending litigation related to a matter before an administrative tribunal  
c) personal matters about identifiable individuals  

Carried

Motion to Reconvene Into Open Session  

Moved by L. Armstrong  

1700193
Seconded by G. Lorentz

That the meeting reconvene into open session at 9:15 a.m.

   Carried

**Declarations of Pecuniary Interest Under The Municipal Conflict of Interest Act**

None declared.

**Delegations**

a) Catherine Stewart Savage, re: Memo: Out of the Cold Update

C. Stewart Savage cancelled her presentation but will attend the Regional Council meeting on September 17, 2014.

Chair S. Strickland noted that Doug McKlusky and Chris Varga have not registered but would like to address the Committee.

Moved by C. Zehr

Seconded by J. Mitchell

That the Community Services Committee hear the presentations from Doug McKlusky and Chris Varga.

   Carried

b) Doug McKlusky, re: Memo: Out of the Cold Update

*D. Craig entered the meeting at 9:20 a.m.

Doug McKlusky provided a presentation on behalf of the Out of the Cold volunteers. A copy of the presentation is appended to the original minutes. He outlined the long term and short term goals of Out of the Cold. He encouraged the Region to involve the Self Help Alliance and Poverty Free Kitchener-Waterloo in any future consultation process.

c) Chris Varga, re: Memo: Out of the Cold Update

C. Varga appeared before the Committee to express her concerns regarding a lack of funding for basic services including transportation. She encouraged the Committee to consider increasing transportation funding so that all Out of the Cold participants can access the various services across the Region.

1700193
Douglas Bartholomew-Saunders, Commissioner, Social Services, reminded the Committee that there are two transportation programs that operate through the Ontario Works budget. C. Varga stated that many people do not use these programs due to a long wait list and other requirements. She stated that the budget should be increased to allow for all of the Out of the Cold sites to provide participants with two bus tickets so that they can travel to their destination and return to the Out of the Cold site.

D. Bartholomew-Saunders introduced the Out of the Cold Update memo. A copy of the memo is appended to the original minutes. Lynn Randall, Director, Social Planning, Policy and Program Administration explained that the issues related to Out of the Cold are ongoing and changing regularly. She stated that since staff reported to the Committee in August, there have been many developments. This includes delegations appearing before the City of Kitchener’s Planning and Strategic Initiatives Committee on September 8, 2014 to explain the challenges that individuals have with accessing the existing services. Regional staff will be working with Kitchener staff and other community partners to investigate the short and long term options for addressing the current situation. She stated that staff will bring a comprehensive report and recommendation to the September 30, 2014 Committee meeting.

In response to a question from the Committee, L. Randall explained that there have been more than ten meetings set up with various community partners, including Out of the Cold volunteers. These meetings are looking at how to maximize capacity, improve flexibility, and raise awareness of the various services for individuals experiencing homelessness.

C. Zehr stated that thirteen delegations appeared before a City of Kitchener committee meeting yesterday. He believes that the Out of the Cold volunteers and participants want to be heard and to see some action taken. He encouraged staff to find a better way of involving the participants and volunteers in decision making. He reminded the Committee that the best solution may not be the ideal one for Out of the Cold, but that they need to be involved with deciding on what actions will be taken.

Chair S. Strickland asked staff to provide an update at the next Regional Council meeting. He reminded the Committee that this is a complex social issue and that there are no easy answers for helping individuals that are reluctant to use the structured shelter system.

Received for information.

Consent Agenda Items

1700193
Request to Remove Items From Consent Agenda

There were no requests to remove items from the consent agenda.

Motion to Approve Items or Receive for Information

Moved by J. Wideman
Seconded by G. Lorentz

That the following items be approved:

- That the Regional Municipality of Waterloo enter into an agreement with the Waterloo Region District School Board (WRDSB) for the construction of a new Elmira Children’s Centre and Child and Family Centre co-located with and constructed concurrently with the new Riverside Public School in Elmira, as detailed in Report CR-FM-14-016/SS-14-043 on terms and conditions satisfactory to the Chief Financial Officer and the Regional Solicitor;

  And that the Regional Municipality of Waterloo enter into an agreement with the Waterloo Region District School Board (WRDSB) for the long term occupation, use, operation and maintenance of the facility, as detailed in Report CR-FM-14-016/SS-14-043, on terms and conditions satisfactory to the Chief Financial Officer and the Regional Solicitor;

  And further that the Commissioner of Social Services and Regional Solicitor be authorized to execute the agreements on behalf of the Regional Municipality of Waterloo as outlined in report CR-FM-14-016/SS-14-043, dated September 9, 2014.

- That the Regional Municipality of Waterloo increase the 2014 Children’s Services budget by $95,097 gross and $0 net based on a grant received from L.S. Hallman Foundation, for the Children’s Planning Table, the remainder of which will be carried into the 2015 budget to be fully expended by August 31, 2015.

  And that the Regional Municipality of Waterloo approve the addition of two FTE staff positions on a temporary basis in Children’s Services for the purposes outlined in SS-14-044, dated September 9, 2014.

- That the Regional Municipality continue their agreement with RBB Innovations for the delivery of OneList Waterloo Region at an annual cost of $68,505.

  And further that the Regional Municipality enter into an additional agreement with RBB Innovations for the development of a child care manager module for the directly
operated Children’s Centres and Home Child Care Program at the discretion of the Commissioner, Social Services not to exceed a total cost of $18,600 as outlined in report SS-14-046, dated September 9, 2014.

And that the following items be received for information:

- PH-14-036, Emergency Medical Services (EMS) Performance Measurement Quarterly Report – April to June 2014
- PH-14-037, Infectious Diseases in Waterloo Region: Surveillance Report 2013
- PH-14-038, Sexual Health and Harm Reduction Program Report: 2011-2013
- Memo: Housing First Training and Technical Assistance Update
- Memo: 2014 Ontario Works Service Plan Addendum
- Memo: Burial Costs
- Memo: Hate Crime RAP Sheet
- Memo: Fear of Crime in Waterloo Region and Beyond: Crime Prevention and Social Capital Re-Examined

Carried

Regular Agenda Resumes

Reports – Social Services

a) SS-14-045, New Funding Approach for Licensed Early Learning and Child Care Operators (Presentation)

D. Bartholomew-Saunders introduced the report at stated that it is based extensive community consultation. Nancy Dickieson, Director, Child Services, provided a presentation outlining the provincial funding for the Early Learning and Child Care. A copy of the presentation is appended to the original minutes. She explained that the new funding approach will involve providing annual base funding and incentive grants to child care providers in order to encourage them to meet minimum standards.

In response to a question from the Committee, N. Dickieson explained that some providers will be in position to lose money under the new system. However, they will be provided with one year to meet the new requirements, before they see any reduction of funding.

1700193
J. Haalboom noted that the report number in the recommendation should read SS-14-045.

Moved by B. Halloran

Seconded by J. Brewer

That the Regional Municipality of Waterloo endorse the approach to distribution of operating funding to licensed Early Learning and Care programs as outlined in report SS-14-045, dated September 9, 2014.

Carried

Reports – Planning, Housing and Community Services

b) P-14-092, Affordable Housing Strategy – Expression of Interest 2014-03
   Recommended Priority Project

Rob Horne, Commissioner, Planning, Housing and Community Services, explained that the report outlines the result of the call for expressions of interest and that it will provide a small amount of residual housing for Waterloo Regional Homes for Mental Health Inc.

In response to a question from the Committee, R. Horne explained that projects will be designed to integrate them, as much as possible, with the surrounding community.

Moved by J. Wideman

Seconded by G. Lorentz

That the Regional Municipality of Waterloo approve the following actions with regard to the Region of Waterloo’s Affordable Housing Strategy, as described in Report P-14-092, dated September 9, 2014:

a) Endorse the Affordable Housing Strategy – Project Updates and Expression of Interest 2014-03: Recommended Priority Projects, specifically the recommended Priority Project, namely Waterloo Regional Homes for Mental Health Inc., shown in the attached Appendix A;

b) Authorize the Commissioner of Planning, Housing and Community Services to execute and deliver all documentation required by the Province of Ontario and the Region of Waterloo for the purpose of funding the recommended Priority Project proponent as shown in Appendix A;

c) Authorize the Regional Chair and Regional Clerk to execute such agreements and documentation in a form satisfactory to the Regional Solicitor, as may be required to process the advance of funding to the recommended Priority Project proponent;

d) Authorize the Director of Housing to reallocate funding between the appropriate
program components as needed to ensure full utilization of the notional allocation; and

e) Authorize the Director of Housing to finalize the funding request and conditions with the recommended Priority Project proponent as shown in Appendix A.

Carried

c) P-14-093, Extension of the Investment in Affordable Housing for Ontario Program

R. Horne informed the Committee that the provincial government has created a new six year funding program that will provide an initial installment of $2.5 million. He explained that although the program does not provide as much funding as staff would like they are recommending that the Region participate in the program.

The Committee noted that item c) in the recommendation ended with “and” and that it should be moved to the end of item b).

Moved by L. Armstrong

Seconded by J. Mitchell

That The Regional Municipality of Waterloo approve the following with regard to the Investment in Affordable Housing (IAH) for Ontario Program Extension, as described in Report P-14-093, dated September 9, 2014:

a) Agree to participate in the Investment in Affordable Housing for Ontario Program Extension;

b) Authorize the Regional Chair and Regional Clerk to execute an Administration Agreement with the Province of Ontario and other such agreements and documentation in a form satisfactory to the Regional Solicitor, as may be required to participate in Investment in Affordable Housing for Ontario Program Extension; and

c) Authorize the Commissioner of Planning, Housing and Community Services to execute and deliver all documentation required by the Province of Ontario and the Region of Waterloo for the purpose accessing funding from the Investment in Affordable Housing for Ontario Program Extension.

Carried

Information/Correspondence

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

1700193
Next Meeting – September 30, 2014

Adjourn

Moved by J. Haalboom

Seconded by L. Armstrong

That the meeting adjourn at 9:57 a.m.

Carried

Committee Chair, S. Strickland

Committee Clerk, T. Brubacher
On behalf of K-W Out of the Cold Program Volunteers
Tuesday Sept 9 2014

Introduction

Thank you to council, staff and community members. I am Doug McIlusky and I am speaking on behalf of OOTC volunteers who provide support to five of the seven nights.

First the long term goals of the OOTC program:
- That it continues as a valued part of the community support system as they move forward.
- That it is a partner with the Region of Waterloo and other community and agency stakeholders.
- That it represents a clear and understood community perspective.
- That clear limits on the scope of what OOTC provides are developed
- That it stays focused on the basic values of compassion and kindness.
- That it is viable, and able to evolve, so to respond effectively to the changing needs of our community
- That our community has a range of appropriate and affordable housing options and supports

We agree that it is urgent to address the immediate short term needs to ensure people are not left out in the cold this winter. We have identified key short term goals for the task force consultation process:
- Fill the gap with replacement sites
- Provide more outreach on the street for longer hours to link those on the street to supports
- Provide mental health support to clients so they can transition to appropriate formal system supports.
- Provide ways to educate OOTC clients about formal shelters to debunk any misunderstanding or myths.
- Take steps toward integrating OOTC into the formal shelter and social support system

We have identified two stakeholders that should be involved in any process, the Self Help Alliance and Poverty Free Kitchener-Waterloo, supported by the Social Planning Council of Kitchener-Waterloo.

We prefer that the process not be managed solely by a government body, partly because some stakeholders have expressed distrust for governments but also because we believe it is important that the process helps to identify the responsibilities and contributions that can be made by all groups in the community, including OOTC. The process must enable all players to contribute to solutions beyond the specific service delivery role of the Region and agencies that form the formal shelter system.
We have recognized that having a task force or consultation process to look at local community shelter and support needs would give our community an opportunity to:

- Provide an authentic way to enable all voices to be heard;
- Enable all stakeholders to connect, learn from each other and begin to build relationships where these currently do not exist; and
- Be a starting point for a K-W focused planning table

We believe whatever process unfolds, it should include the following two components:

- A community reference/reflection group that is open to OOTC volunteers, people with lived experience and other interested community members to provide a supported environment to learn more about the process, better prepare those with fewer resources to contribute to the process and to give feedback on the recommendations that are made.

- At least two opportunities in the process to bring all stakeholders together with a focus on learning from each other and developing a shared understanding of the issues and what each can contribute and to collectively review the recommendations that come out of the process.

Summary

We are very concerned about what will happen this winter given that three sites will not be open. We fear that the benefits of what has been provided by Out of the Cold, beyond providing food and overnight shelter will be lost and not be a priority for any action resulting from the short term process.

However, as volunteers we are concerned that the Region led process will ask for input but not be a partner in a community problem solving process so do request there be support for what we have request, which we believe will help keep the focus on K-W and provide a starting point for continued K-W driven planning. In short, we can are prepared to participate in the Region led consultation if our recommendations are part of the task force or consultation process.

We thank you for the opportunity to raise these points with your Committee and trust the process that unfolds from tonight, addresses these urgent issues and supports a meaningful process for community participation.
This memo is to provide an update on changes within Kitchener-Waterloo Out of the Cold (K-W OOTC). Community Services Committee has been provided with an information memo on June 17, 2014 and an update report on August 12, 2014 (SS-14-036). A further update memo was provided to Regional Council on August 20, 2014. These updates included background information about K-W OOTC and announced changes to some of the sites, a summary of meetings that have taken place in response to the request for support for the OOTC, and the Region’s, along with the community’s response.

On August 25, 2014, delegations appeared before the City of Kitchener with concerns around the unavailability and closures of four Out of the Cold sites. Among the concerns raised included barriers in accessing the formal emergency shelter system, not having
enough emergency shelter beds, people being barred from entry for extended periods of time, the need for formal registration and proof of eligibility. While these are serious concerns, the information presented is outdated and there are some misconceptions regarding access to emergency shelters. Current capacity within the emergency shelter system is flexible and would be able to accommodate all Out of the Cold guests who choose to go there. If a person is asked to leave a particular shelter due to an incident, they are referred to another shelter or place to stay and provided with transportation if required. All emergency shelters allow for a planned intake if a person has been service-restricted. The need for formal registration and proof of eligibility is a recent change. Prior to 2013, people accessing emergency shelter had to apply through Ontario Works and there was a need to gather information. With the implementation of the Community Homelessness Prevention Initiative (CHPI), this is no longer a requirement.

Following debate, the City of Kitchener passed the following motion:

“that staff from the Region of Waterloo be invited to attend the September 8, 2014 Community and Infrastructure Services Committee meeting to present on the issue of homelessness and Out of the Cold Program (OOTC) including what it would cost to assist the OOTC Program Financially; and further,

That staff be directed to bring forward a joint recommendation, in conjunction with Region staff, to the September 8, 2014 Committee meeting on the establishment of a taskforce involving social agencies, government, private sector and other community partners, with the taskforce to bring forward recommendations for short-term solutions at the November 10, 2014 Community and Infrastructure Services Committee meeting and longer-term solutions sometime thereafter.”

In response Region staff met with City of Kitchener staff on August 28th to develop a joint approach that meets the intent of the motion. Region Staff are consulting with a range of groups, including those with lived experience, over the next month on the short term and longer term options for responding to the OOTC changes. Also in response Region Staff are also including various City of Kitchener committees in the consultation as follows: Downtown Stakeholders and the Safe and Healthy Advisory Committee as well as the Planning and Strategic Initiatives Committee.

Region Staff will bring a further update to the September 30, 2014 meeting of Community Services Committee. A final report is planned for the November 4, 2014 Community Services Committee meeting.

For further information, please contact Lynn Randall, Director Social Planning, Policy and Program Administration at randall@regionofwaterloo.ca or 519-883-2190.

Document Number: 1698656
## Appendix A: Overview of OOTC Sites

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
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<tbody>
<tr>
<td><strong>Primary Site</strong></td>
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<td></td>
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<tr>
<td>St. Louis (meal + overnight)</td>
<td>Trinity (meal + overnight) Unavailable – Choosing to close</td>
<td>Ray of Hope (meal + overnight) Unavailable – In search of new location</td>
<td>St. Matthews (meal + overnight) St. John’s (meal + overnight) Unavailable – Choosing to close</td>
<td>First United (meal + overnight)</td>
<td>Bethany (meal + overnight)</td>
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<tr>
<td><strong>Secondary Site</strong></td>
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<td></td>
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<tr>
<td>Holy Saviour (female overnight) *guests access through St. Louis Unavailable-Choosing to close</td>
<td>St. Andrews (overnight overflow)</td>
<td>N/A</td>
<td>St. Anne’s (meal + overnight)</td>
<td>N/A</td>
<td>N/A</td>
<td>Stirling Mennonite (meal only)</td>
</tr>
</tbody>
</table>
Community Services Committee Presentation

New Funding Approach

Nancy Dickieson
Director Children's Services
September 09, 2016
Provincial Funding

- Special Purpose
- Capital
- Core Services
- Wage Subsidy
<table>
<thead>
<tr>
<th>MEDU Funding Priorities</th>
<th>ELCC Service Plan</th>
</tr>
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<tbody>
<tr>
<td>• Responsive</td>
<td>• Affordable</td>
</tr>
<tr>
<td>• Stabilize fees</td>
<td>• Inclusive</td>
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<tr>
<td>• Improve reliability of child care</td>
<td>• Strategic expansion</td>
</tr>
<tr>
<td>• Better support to Child Care Operators and parents</td>
<td>• Salaries</td>
</tr>
<tr>
<td>• Transform focus to 0-4 year olds</td>
<td>• RECE staff</td>
</tr>
<tr>
<td>• Quality</td>
<td>• Focus on 0-4 year olds</td>
</tr>
<tr>
<td>• Expansion priority focus on not-for-profit sector</td>
<td>• Quality</td>
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Region of Waterloo
Viewing Funding Differently
System Level Funding Approach
### Three Sources for System Level Funding

<table>
<thead>
<tr>
<th>Fund the Parent/Child</th>
<th>Fund the Program</th>
<th>Fund the System</th>
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<tbody>
<tr>
<td>• Fee Subsidy</td>
<td>• <strong>Base Funding</strong></td>
<td>• Capacity Building</td>
</tr>
<tr>
<td>• Fees/Rates</td>
<td>• <strong>Incentive Grant</strong></td>
<td>• Shared Professional Learning</td>
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<tr>
<td></td>
<td>• One time $</td>
<td>• Scholarships/Replacement Costs</td>
</tr>
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<td></td>
<td>• Start Up/Transition $</td>
<td>• Onelist &amp; Marketing</td>
</tr>
</tbody>
</table>

- **Fund the Parent/Child**
  - $18 M

- **Fund the Program**
  - $8.8 M

- **Fund the System**
  - $200 K

**Approach to Funding**
Operators receive an allocation annually based on:

**Proposed Funding Framework**