



REGIONAL MUNICIPALITY OF WATERLOO COMMUNITY SERVICES COMMITTEE MINUTES

Tuesday, November 8, 2011
9:05 a.m.
Regional Council Chamber
150 Frederick Street, Kitchener, Ontario

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

Members absent: R. Deutschmann, T. Galloway and S. Strickland

DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT*

None declared.

PRESENTATIONS

a) Anthony Piscitelli, Supervisor, Planning and Research, Waterloo Region Crime Prevention Council gave a presentation to the Committee Re: Changing Perceptions: 2011 Waterloo Region Area Survey; [a copy is appended](#) to the original minutes. He gave an overview of the survey methodology, the respondents' bias and the responses to the survey questions. He advised that the crime rate in Waterloo Region has declined over last five years and that public perceptions are starting to reflect the local reality. He stated that follow-up interviews were conducted and that it was concluded that the perceptions of crime are becoming more accurate, fear of crime is decreasing and community policing is of interest to residents.

A. Piscitelli responded to Committee questions about public awareness of the report, community programs partnerships and the defined aspects of social capital.

* B. Halloran joined the meeting at 9:17 a.m.

Memo: 2011 Waterloo Region Area Survey Results was received for information.

REPORTS – Planning, Housing and Community Services

a) P-11-090/SS-11-048, New Housing Services Act – Proposed Implementation Plan

Mike Schuster, Commission, Social Services, made introductory comments.

Deb Schlichter, Director, Housing, gave a presentation to the Committee; [a copy is appended](#) to the original minutes. She summarized the provincial context, the highlights of the new Act, the opportunities for Regional programs, the concerns and the conclusions. She stated that the Region is on track to meet the January 2012 requirements and she summarized the next steps.

Lynn Randall, Director, Social Planning, Policy & Program Administration, commented on the consolidation process for the Region's five homelessness programs and the impact on long-term planning and funding stability. She stated that staff are unaware of what the funding model will be but are working with the Association of Municipalities of Ontario (AMO) and the Ontario Municipal Social Services Association (OMSSA) to determine the impact on services.

The Committee expressed its concern about the funding models that are unknown at this time and the potential for service downloading that may be a result of the new legislation. M. Schuster stated that the staff report recommendation addresses the Committee's concern. He advised that staff want to monitor and determine the impact of the changes and will continue to advocate for consultation with the province.

Staff responded to Committee questions regarding the impact on local housing agencies and the long-term planning for the aging population. Rob Horne, Commissioner, Planning Housing and Community Services, assured the Committee that the current processes are fairly seamless and responsive to the needs of the communities the Region serves.

MOVED by T. Cowan

SECONDED by B. Halloran

THAT the Regional Municipality of Waterloo take the following actions with regard to the Housing Service Act - Implementation Plan, as described in Report P-11-090/SS-11-048, dated November 8, 2011:

- a) Approve policy amendments to the Region of Waterloo's Housing Programs Administrative Guide, as described in Section 1 of Attachment 1 of Report No. P-11-090/SS-11-048, dated November 8, 2011, with such amendments to take effect January 1, 2012;
- b) Agree that the existing policies of the Region of Waterloo's Housing Programs Administrative Guide remain, as described in Section 2 of Attachment 1 in P-11-090/SS-11-048, dated November 8, 2011, and that these policies to continue to be in effect notwithstanding the Housing Services Act coming into effect on January 1, 2012;
- c) Agree to terminate existing Housing Provider Service Agreements with housing providers and access sites (Housing Provider Service Agreement) in accordance with their terms and replace these agreements with new agreements that can be executed prior to December 31, 2012 in accordance with the requirements of the Housing Services Act;
- d) Request the Ministry of Municipal Affairs and Housing (MMAH) to amend the proposed regulation to require open local competition practices for all programs provided through the Social Housing Services Corporation (SHSC), including the previous request by Waterloo Regional Council regarding its' insurance program, and described in Report No. RC-11-005;
- e) Request the Ministry of Municipal Affairs and Housing (MMAH) to provide further information regarding the Phase 1 Consolidation of homelessness programs and funding, and opportunities for further consultation regarding the proposed funding formula; and
- f) Forward a copy of this report to all prescribed housing providers in the Region of Waterloo, the Social Housing Services Corporation (SHSC), the Ministry of Municipal Affairs and Housing, the Association of Municipalities of Ontario and the Ontario Municipal Social Services Association for information.

CARRIED

REPORTS – Social Services

b) SS-11-046, 2011-2012 Ontario Works Service Plan

MOVED by J. Wideman

SECONDED by C. Zehr

THAT the Regional Municipality of Waterloo approve the 2011-2012 Ontario Works Service Plan;

AND THAT the Plan be forwarded to the Ministry of Community and Social Services for approval as outlined in Report SS-11-046, dated November 8, 2011.

CARRIED

c) SS-11-047, Child Care Fee Subsidy Caseload Update

Nancy Dickieson, Director, Children's Services, provided highlights of the child care fee subsidy waiting list, as well as an overview of the funding pressures in the child care fee subsidy program. Additional provincial funding is being requested to address the current waiting list of 385 children.

MOVED by J. Wideman

SECONDED by R. Kelterborn

THAT the Regional Municipality of Waterloo request \$2M in ongoing funding from the Provincial Ministry of Education, Early Learning Division to address the funding pressures for child care fee subsidy;

AND THAT the Regional Municipality of Waterloo forward copies of this request to the Minister of Education and to local Members of Provincial Parliament, as outlined in report SS-11-047, dated November 8, 2011.

CARRIED

d) SS-11-049, Immigration Partnership – Waterloo Region

MOVED by B. Halloran

SECONDED by J. Brewer

THAT the Regional Municipality of Waterloo approve entering into an agreement with the Greater Kitchener Waterloo Chamber of Commerce under the Local Immigration Partnership as outlined in Report SS-11-049, dated November 8, 2011, in a form satisfactory to the Commissioner of Social Services and the Regional Solicitor;

AND THAT the Regional Municipality of Waterloo increase the 2011 Operating Budget for Social Planning, Policy and Program Administration by \$20,000 and \$0 net regional levy;

AND FURTHER THAT the Regional Municipality of Waterloo increase the staffing complement within the Social Planning, Policy and Program Administration Division by .8 FTE (shared across two positions).

CARRIED

INFORMATION/CORRESPONDENCE

a) Memo: Waterloo Region Museum Grand Opening

R. Horne encouraged attendance and advised that the admission is free all weekend.

Received for information

b) Memo: Information Profile Sheets on Early Learning and Child Care

M. Schuster stated that there was a typographical error in the Accountability profile; a revised copy was distributed to the Committee. N. Dickieson responded to a Committee question regarding the impact on the Region's child care providers.

Received for information

OTHER BUSINESS

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

b) J. Haalboom inquired about the potential impact of bed closures at St. Mary's Hospital and how this might affect Sunnyside Home. M. Schuster acknowledged that the Region is underserved but stated that Sunnyside has no capacity for additional beds.

NEXT MEETING – December 6, 2011**MOTION TO GO INTO CLOSED SESSION**

MOVED by L. Armstrong

SECONDED by J. Haalboom

THAT a closed meeting of the Administration & Finance Committee be held on Tuesday, November 8, 2011, immediately following the Community Services Committee meeting, 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) proposed or pending disposition of land in the City of Kitchener and receiving of legal advice and opinion that is subject to solicitor-client privilege related to a land transaction

CARRIED

ADJOURN

MOVED by J. Haalboom

SECONDED by T. Cowan

THAT the meeting adjourn at 9:56 a.m.

CARRIED

COMMITTEE VICE CHAIR, J. Mitchell

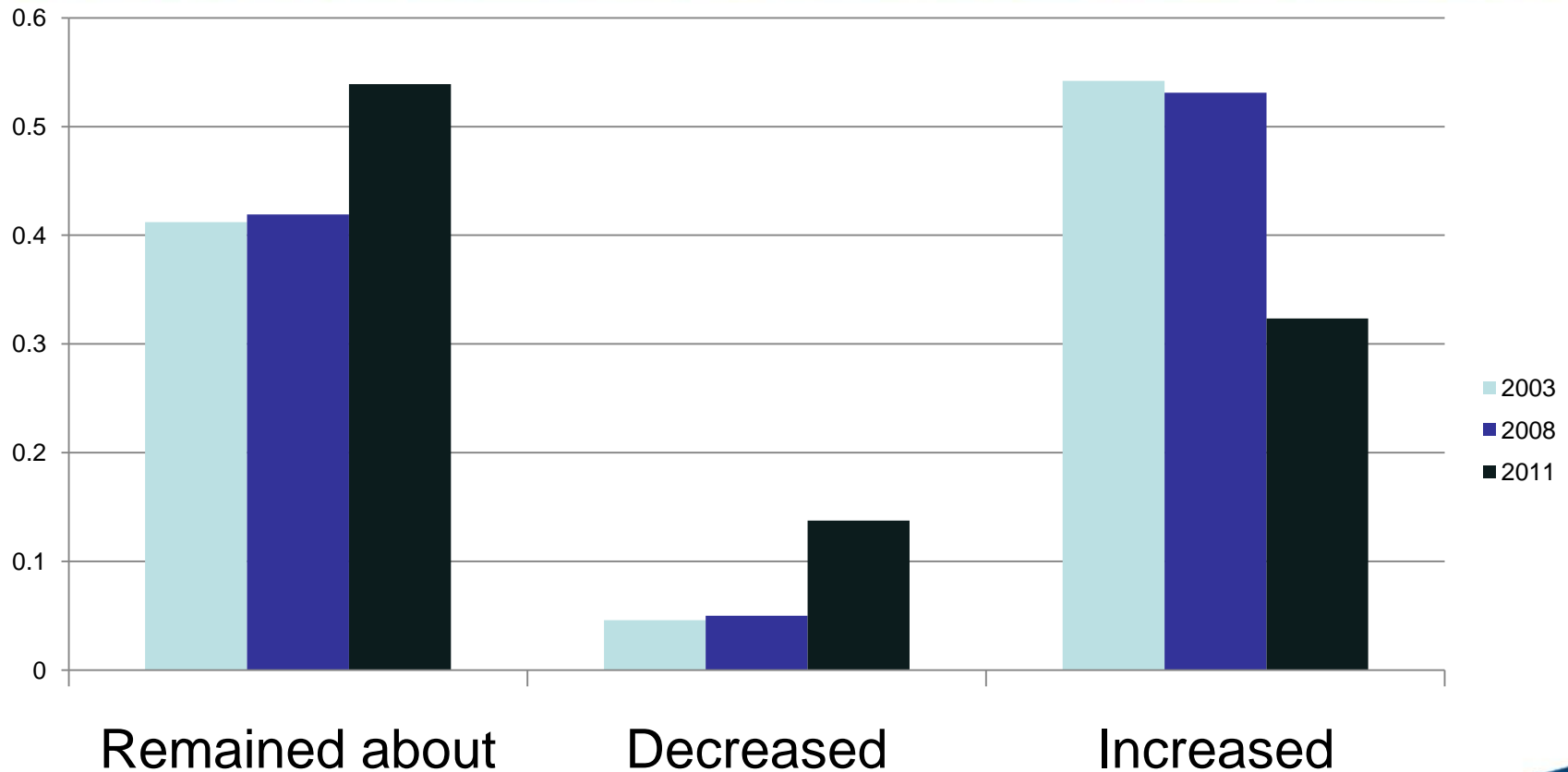
COMMITTEE CLERK, S. Natolochny

2011 Local Area Survey Results

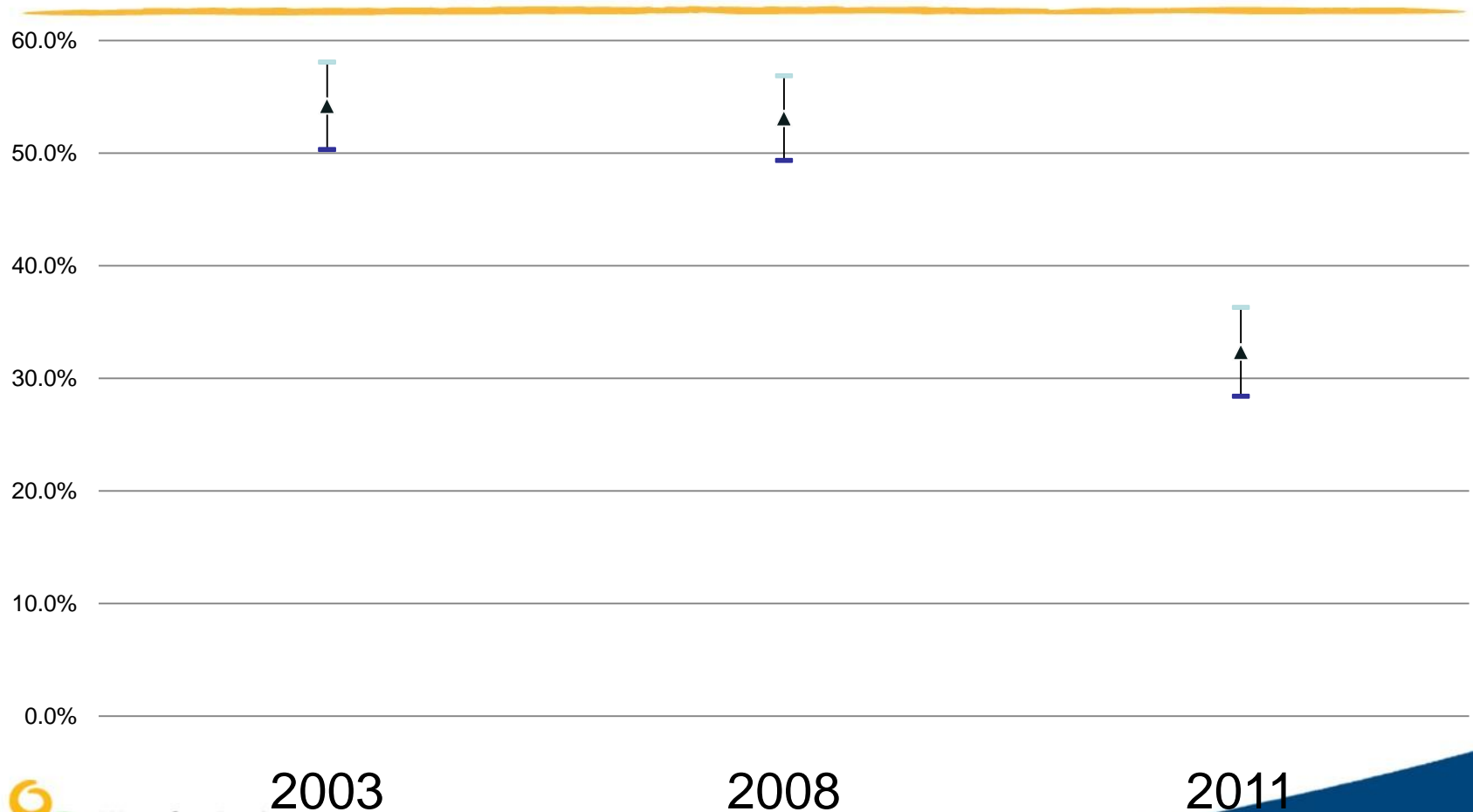
Survey Information

- Conducted from May 26th to July 14th, 2011
- 50% Contact Rate
- 13% Response Rate
- 644 Respondents

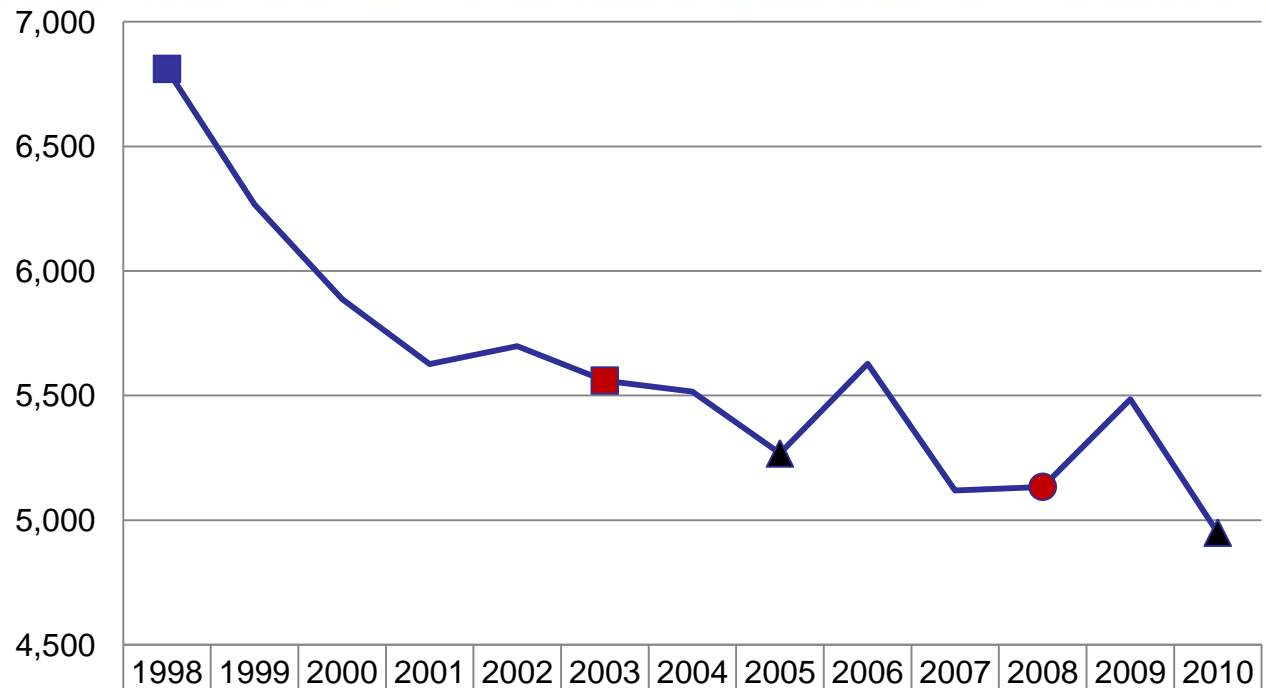
Crime in Waterloo Region



Believe Crime in Waterloo Region Increased

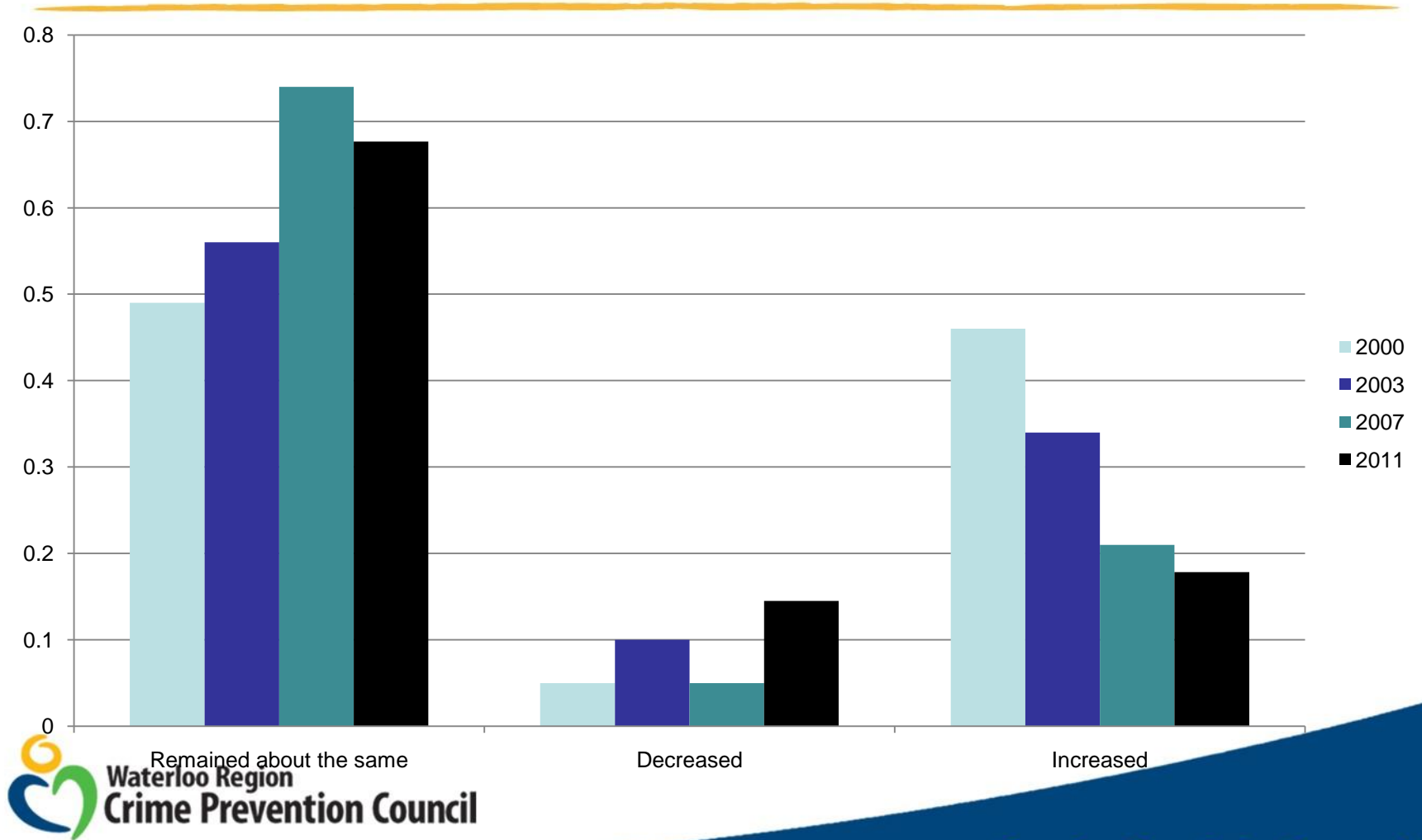


Waterloo Region Crime Rate

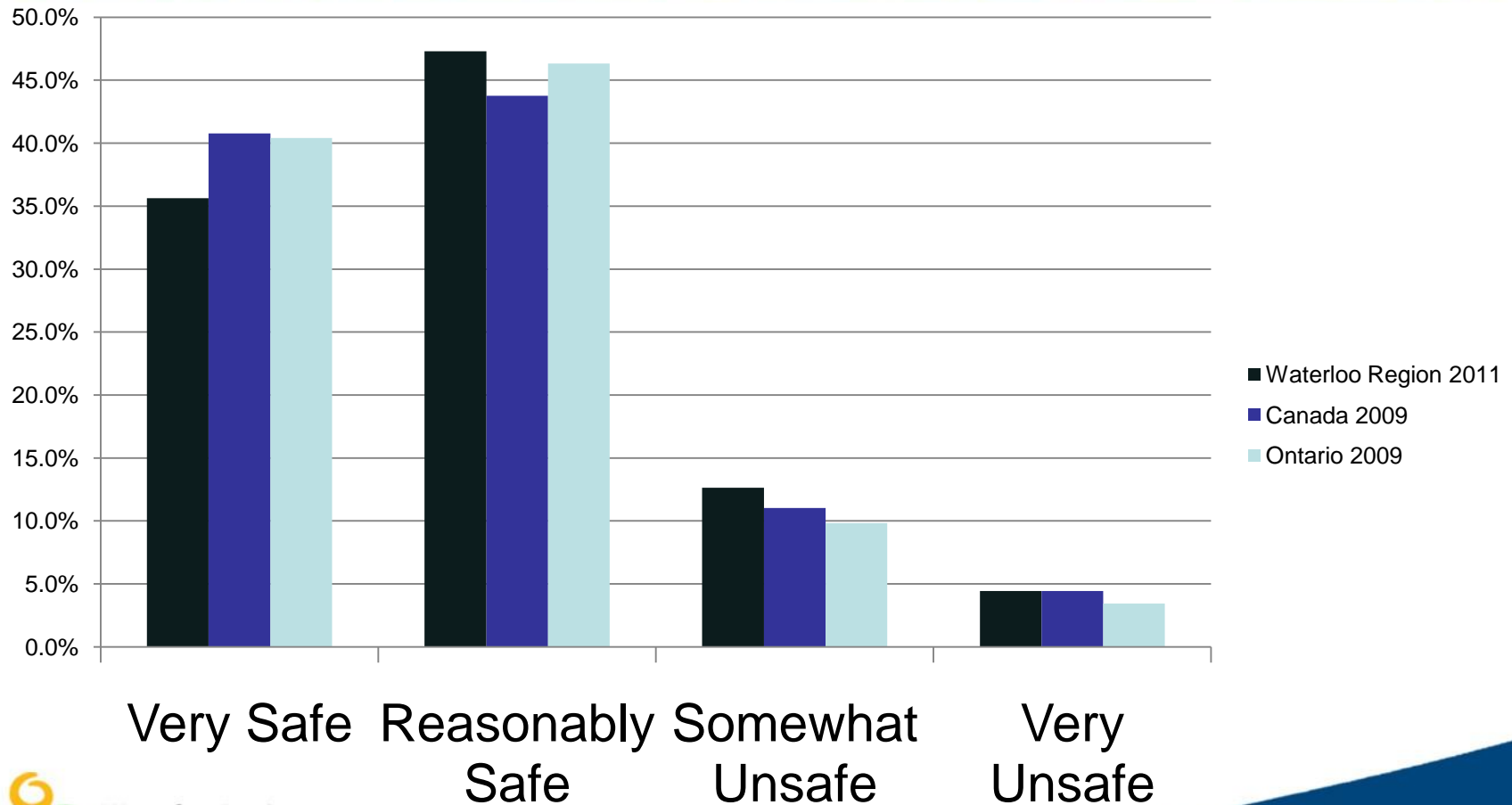


— Kitchener CMA Crime Rate Per 100,000	6,811	6,267	5,886	5,626	5,699	5,560	5,515	5,267	5,628	5,120	5,134	5,485	4,950
— Kitchener CMA Crime Rate Per 100,000	6,811	6,267	5,886	5,626	5,699	5,560	5,515	5,267	5,628	5,120	5,134	5,485	4,950

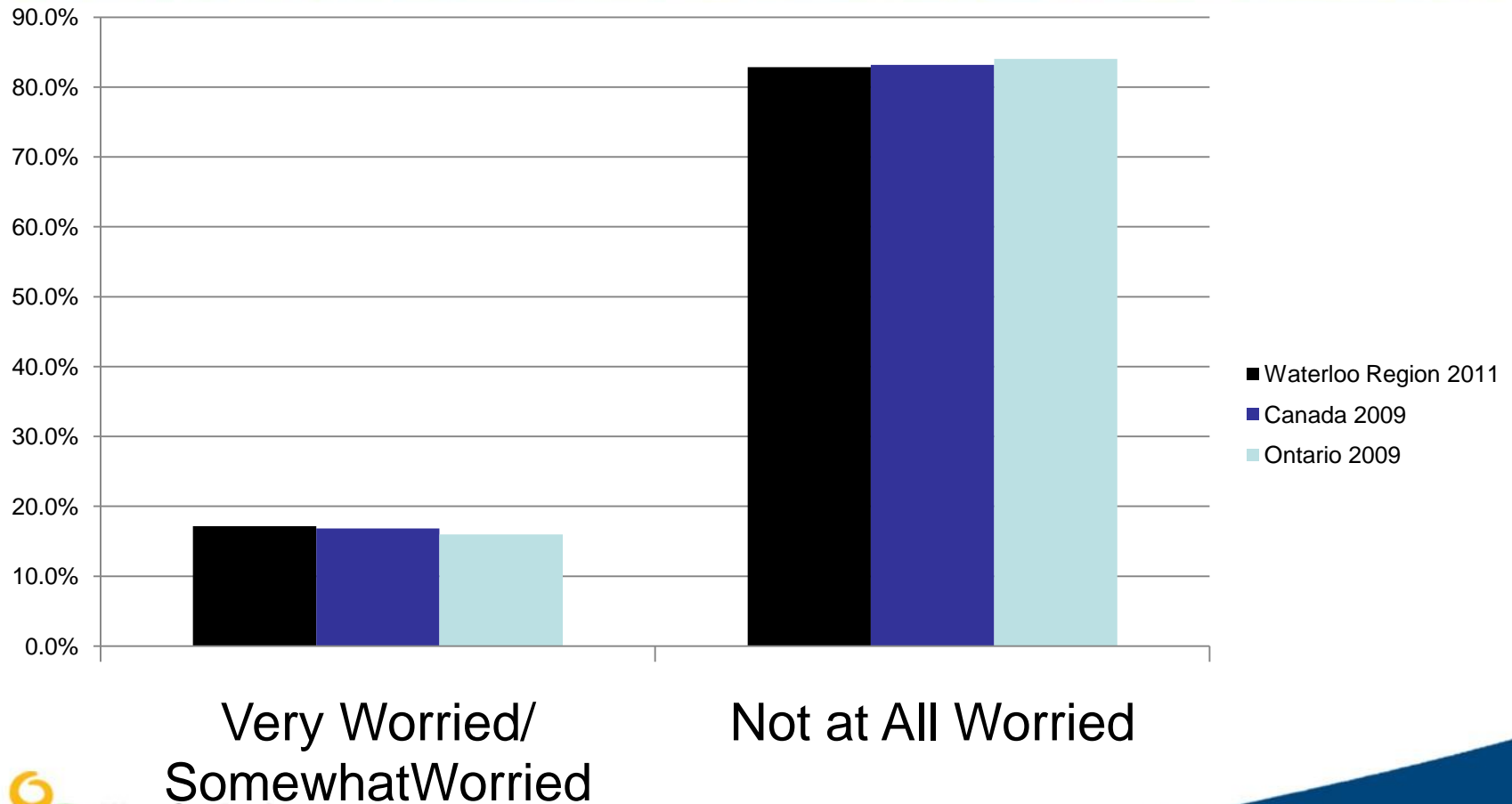
WRPS Citizen Survey Results



Fear of Crime Walking Alone in Own Neighbourhood



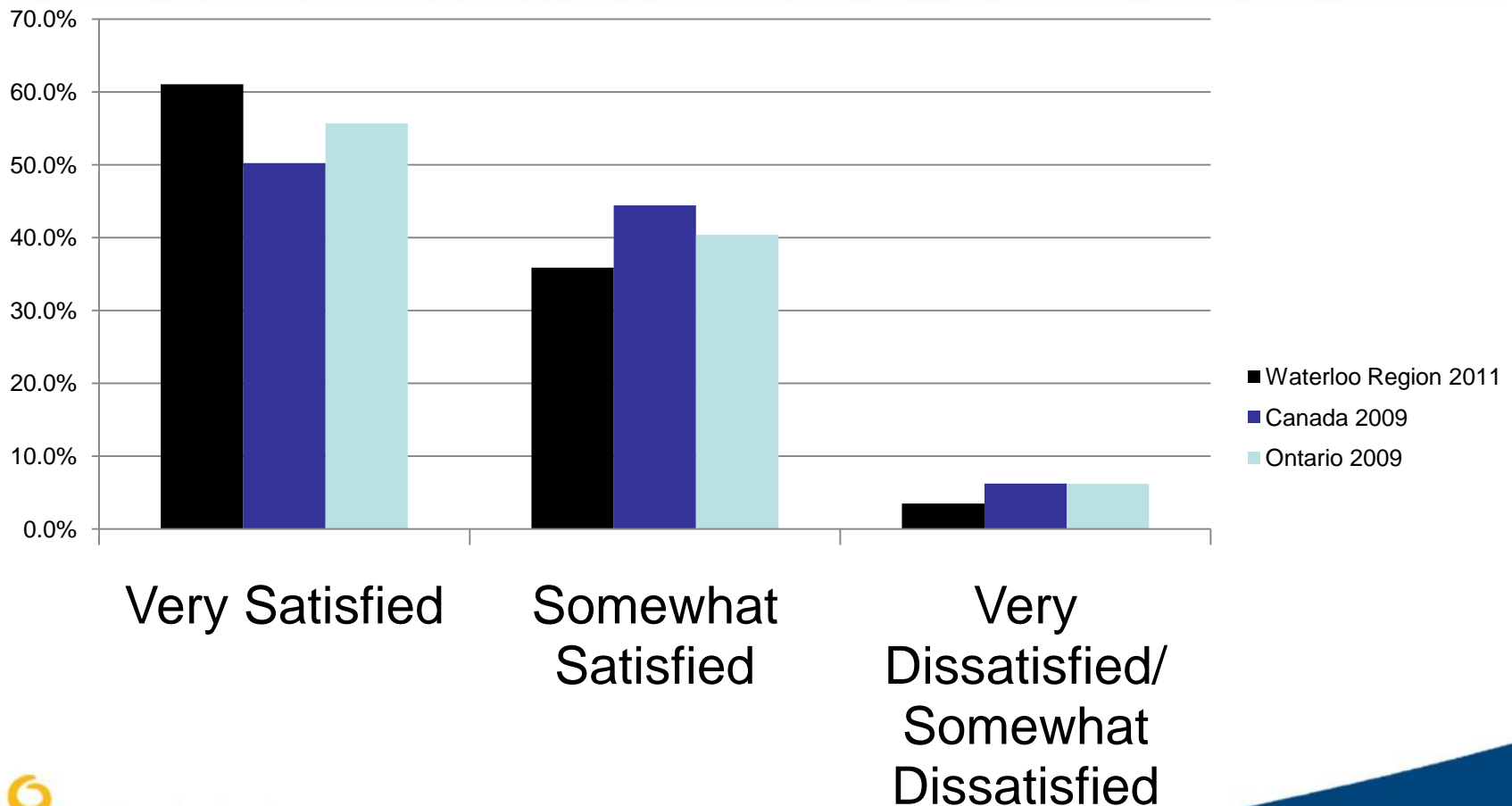
Feelings at Home Alone at Night



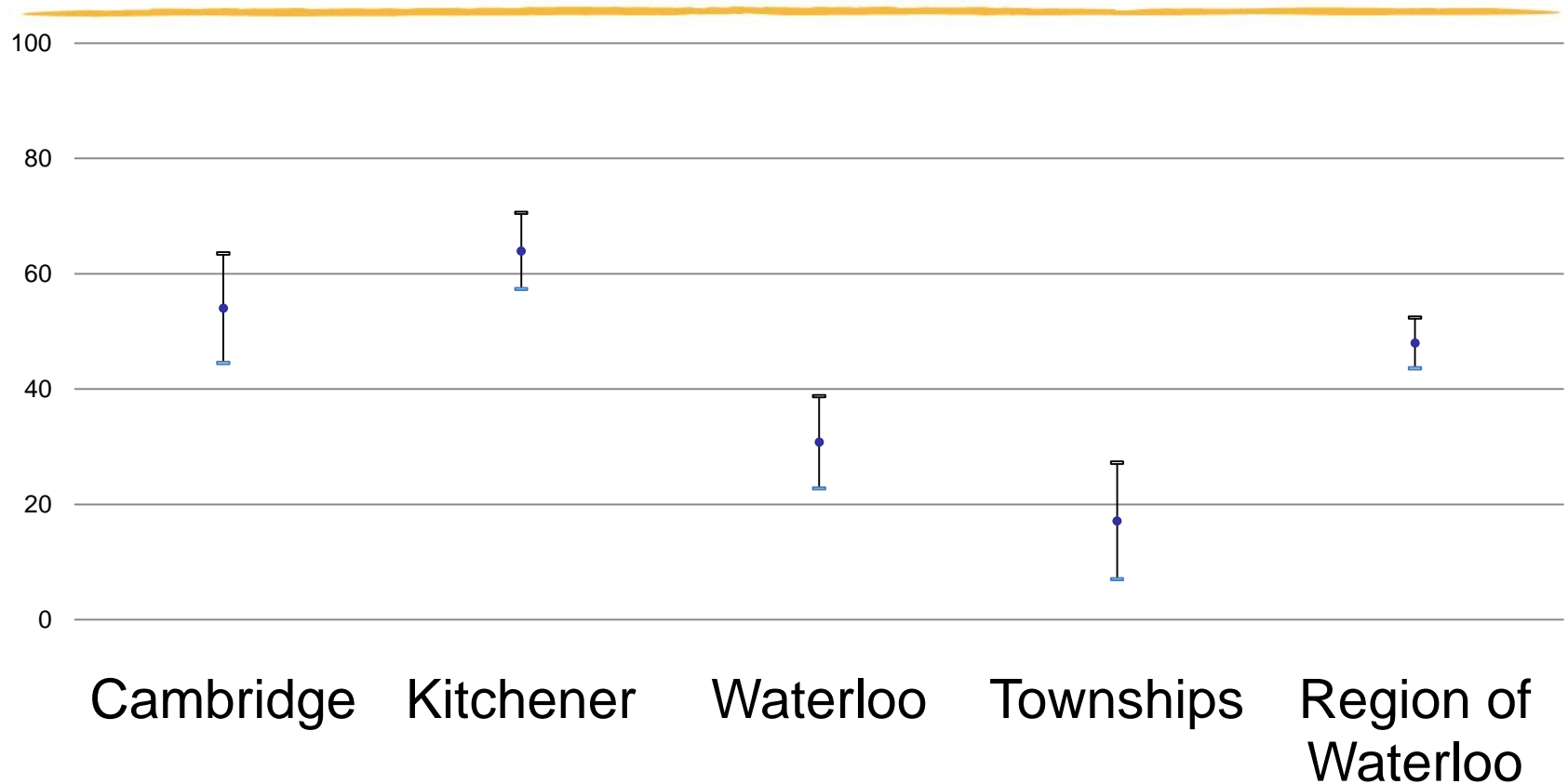
Waterloo Region
Crime Prevention Council

Together for a Safer Community

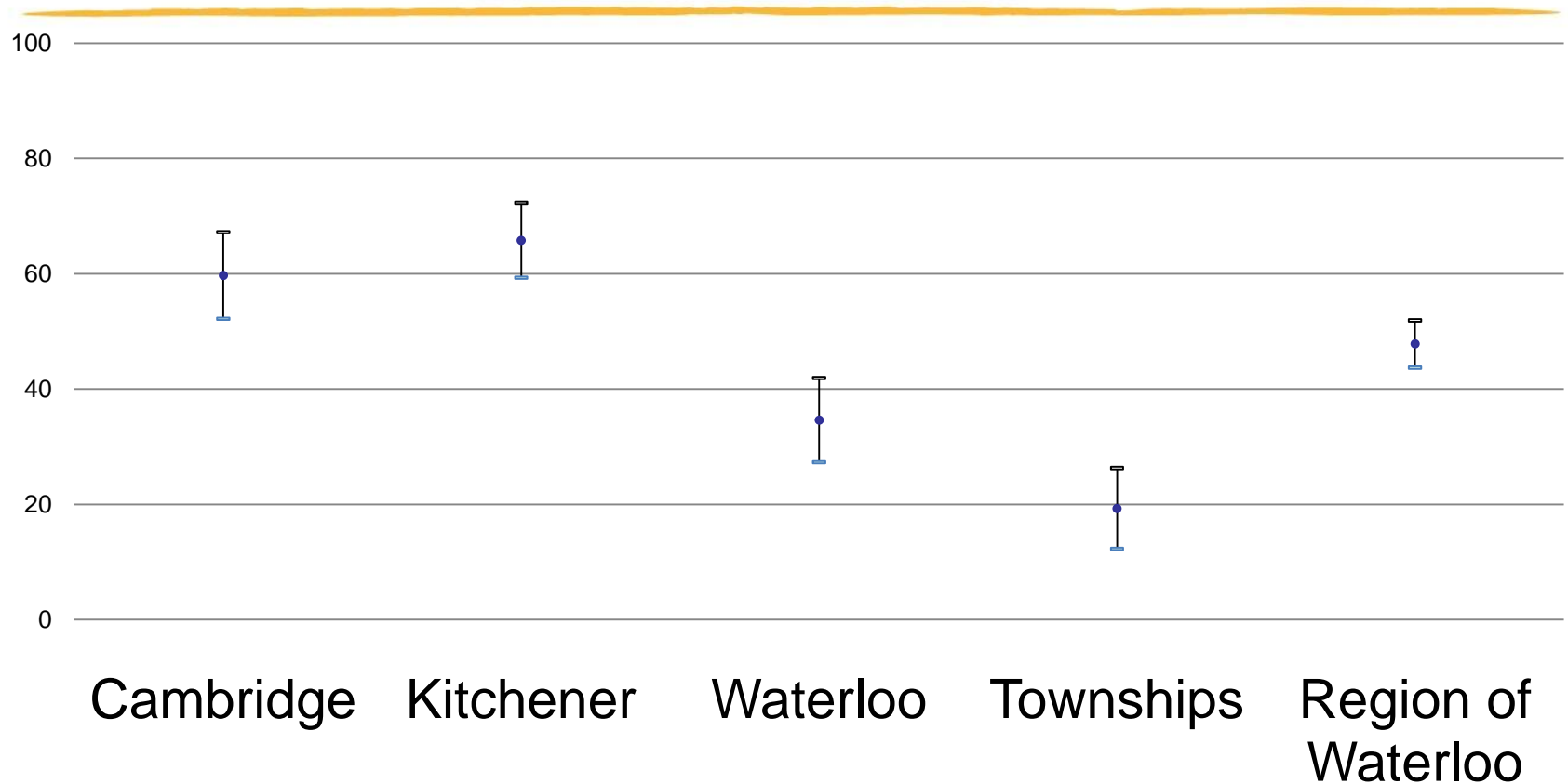
Satisfaction with Personal Safety from Crime



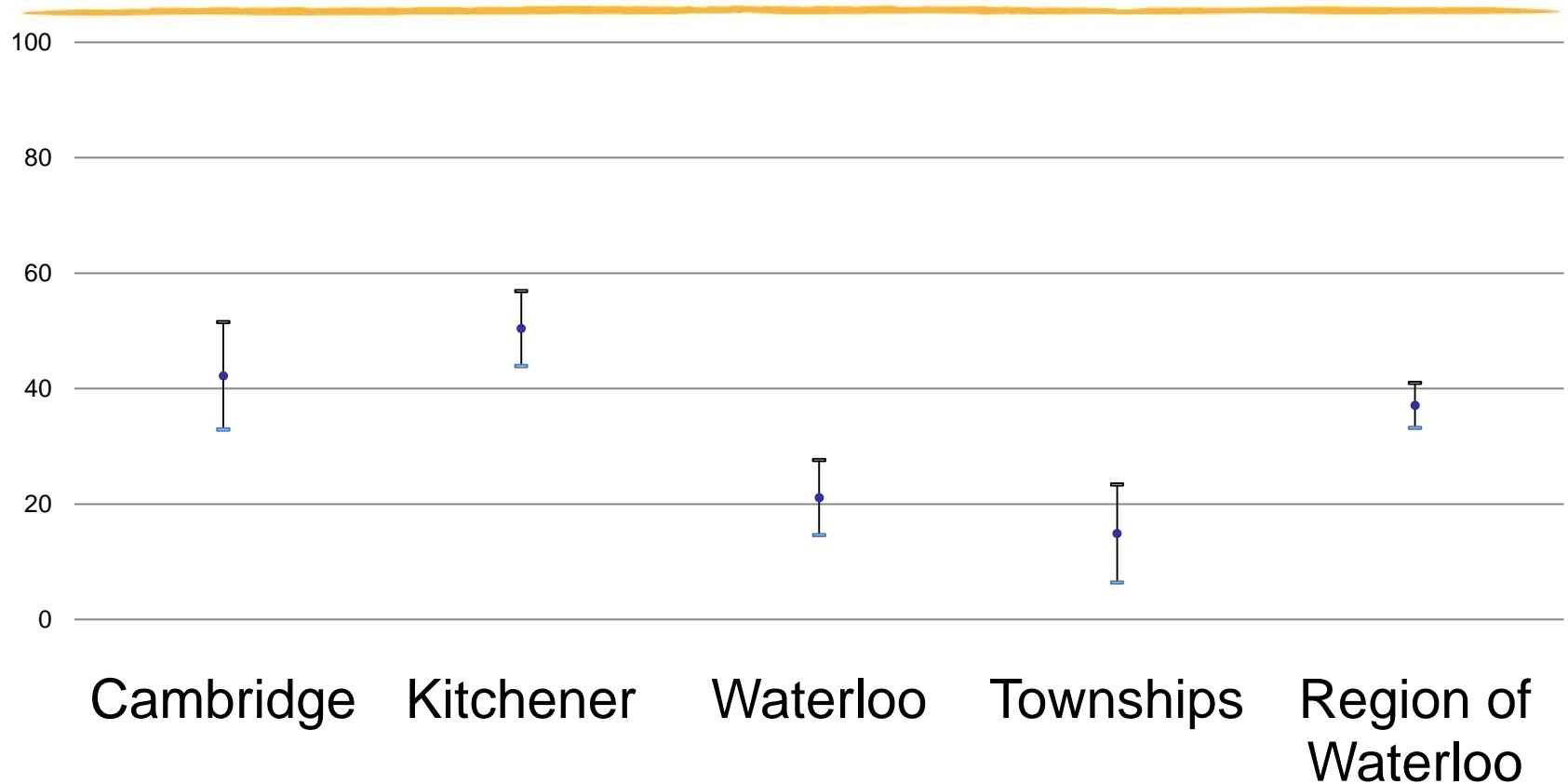
2007 Fear of Crime in Downtown at Night



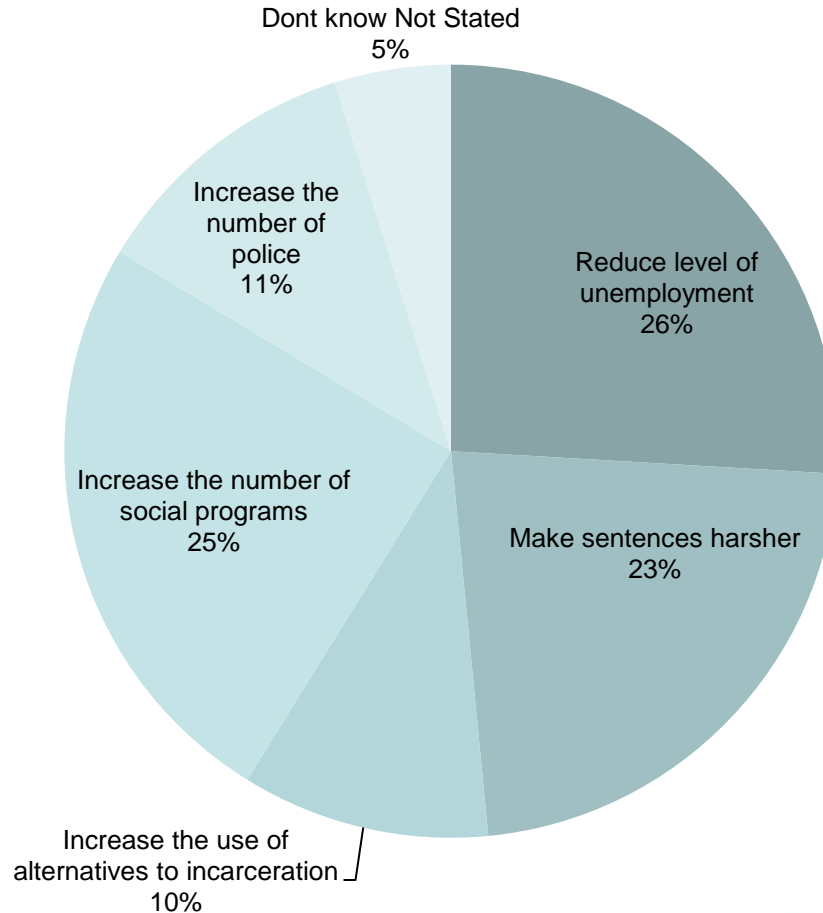
2008 Fear of Crime in Downtown at Night



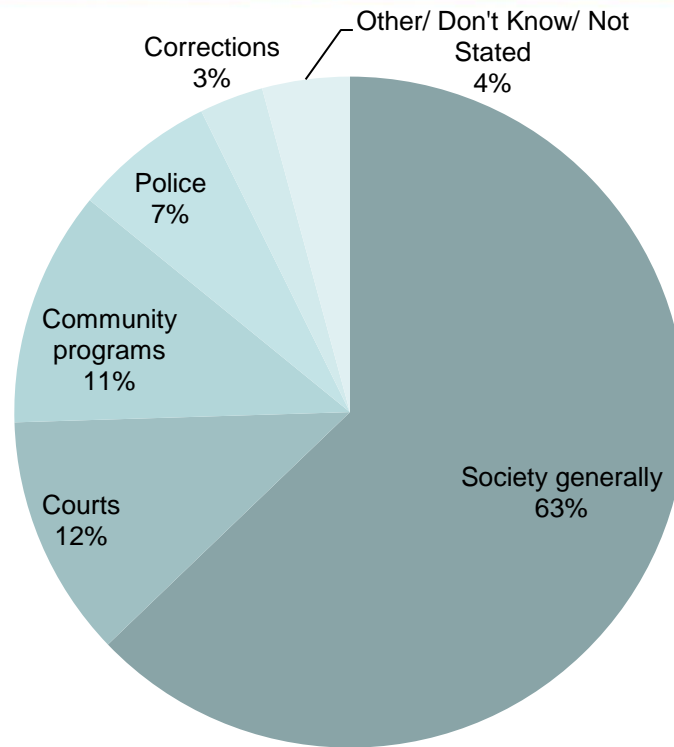
2011 Fear of Crime in Downtown at Night



Most Effective Way to Control Crime



Responsible for Crime Control



Conclusions

- Perceptions Becoming More Accurate
- Fear is Declining
- Community Policing & Community Crime Prevention Initiatives
 - Opportunity to leverage Social Capital
- Physical & Social Disorder



Region of Waterloo

Housing Services Act Highlights

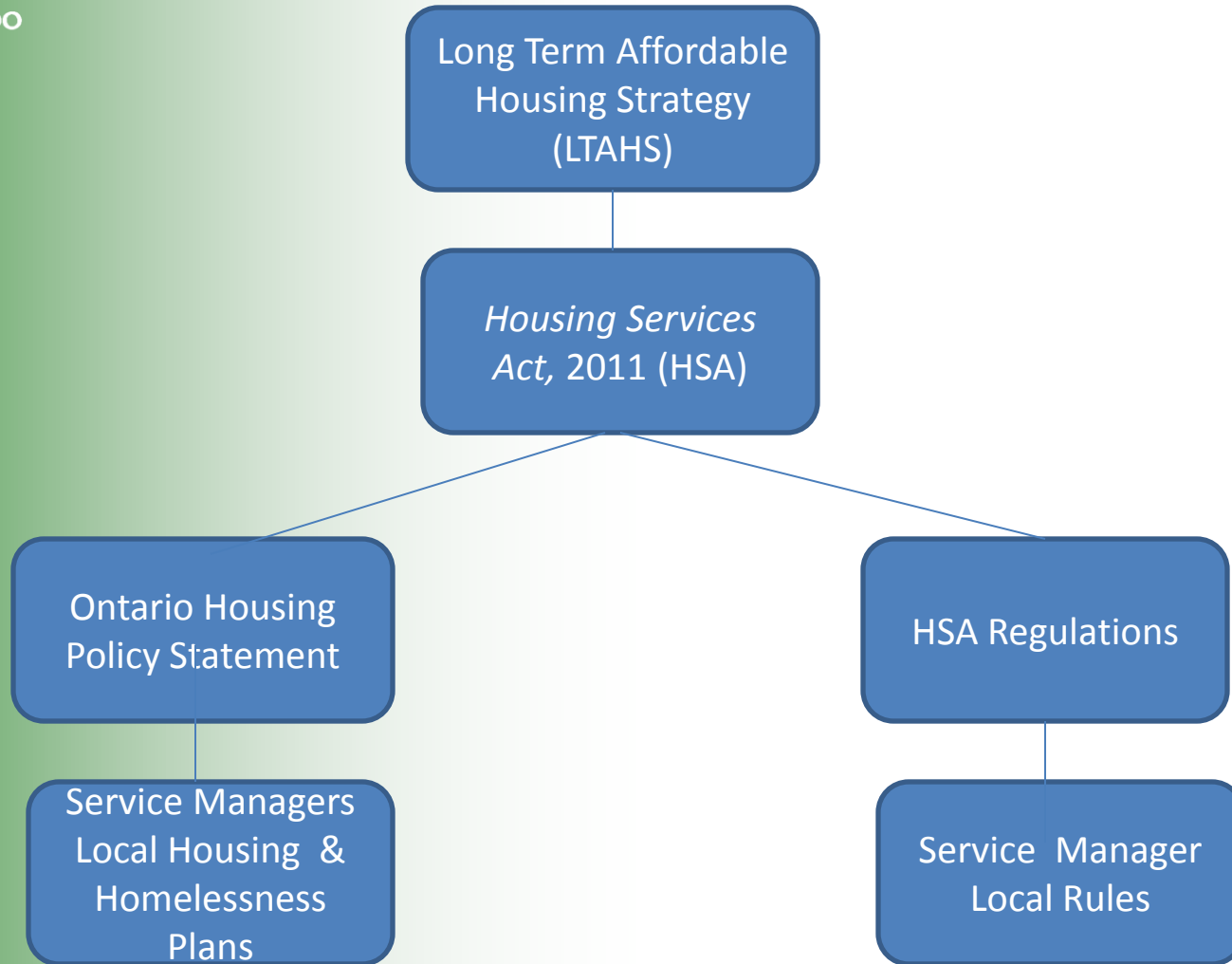
Community Services Committee

November 8, 2011



Region of Waterloo

Provincial Context





Highlights of the Housing Services Act (HSA)

- Replaces Social Housing Services Act (SHRA), 2000
- Sets out Provincial interests
- Requires 10-yr local housing/homelessness plans
- Streamlines programs
- Local rules – greater flexibility
- Procedural fairness
- Streamlines Ministerial Consent authority



Region of Waterloo

Implementation

- New regulations under HSA take effect January 2012
- Requires a plan by Service Managers to be in place for meeting future mandatory requirements



Region of Waterloo

Opportunities

- Can better address and/or correct outstanding program delivery concerns and issues to reflect local needs and preferences
- Changes focus to systemic issues of poverty and homelessness



Concerns

- More reporting and monitoring
- Impact of consolidation of 5 homeless programs will cap Provincial funding
- Ensuring local competitive process for Social Housing Services Corporation (SHSC) programs



5 Key Conclusions at this point

1. Change in relationship between Province and Municipalities
2. More local flexibility is good
3. Greater onus for longer term plans
4. Significant number of unanswered questions of implementation
5. Overall, we are in good shape!



Region of Waterloo

Next Steps

- Report recommends timing and sequence
- Consultation with providers
- Regular reports to Council on progress, emerging issues, and additional Provincial clarification

Early Learning and Child Care Fact Sheet: Affordability

Research has demonstrated that children who have access to high quality licensed early learning and child care (ELCC) have higher scores on achievement and language tests, demonstrate better social skills and exhibit fewer behavioural problems than children who experience low-quality care¹. Since cost is one of the main barriers to parents accessing licensed care it is critical to address issues of affordability.

Parent Fees: Licensed Centre-Based Care

Range of 2011 market rates for six hours or more of care in licensed centre-based ELCC programs in Waterloo Region:

- \$43.75—\$67.00 per day for an infant (0 to 18 months)
- \$34.00—\$50.00 per day for a toddler (18 months to 30 months)
- \$27.00—\$45.74 per day for a preschooler (2.5—5 years)
- \$20.00 —\$44.00 per day for a school-ager (6—12 years)

*Cost for a preschool-aged child to attend a **centre-based** licensed early learning and child care program for one year on a full time basis:*

\$6,750—\$11,435³

Parent Fees: Licensed Home-Based Care

Range of rates for licensed home-based care (Region of Waterloo's Home Child Care Program and Wee Watch Agencies). Rates are the same regardless of the age of the child:

- 5-7 hours: \$21.11—\$36.07 per day
- 7-10 hours: \$28.50—\$41.75 per day

*Cost for a preschool-aged child to attend a **home-based** licensed early learning and child care program for one year on a full time basis :*

\$5,277.50—\$10,437.50³

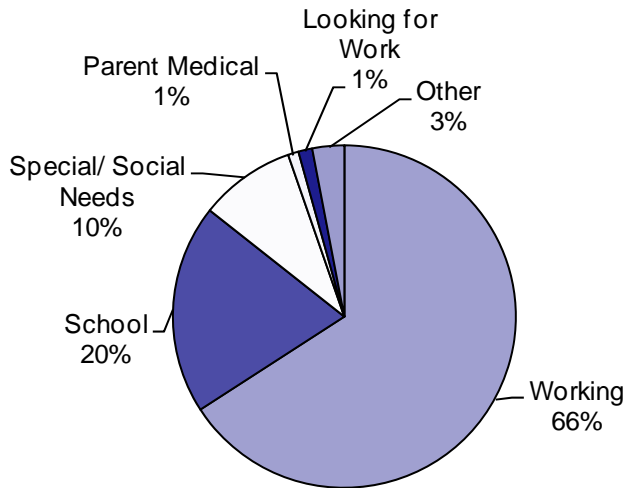
Child Care Fee Subsidy

- Child Care Fee Subsidy is available for families with children to offset child care costs.
- Eligible parents/guardians must be working, attending school, medically unable to care for their child, or have a child with special needs who would benefit from attending an Early Learning and Child Care (ELCC) program.
- In 2010 an average of 2,849 children received Child Care Fee Subsidy each month.



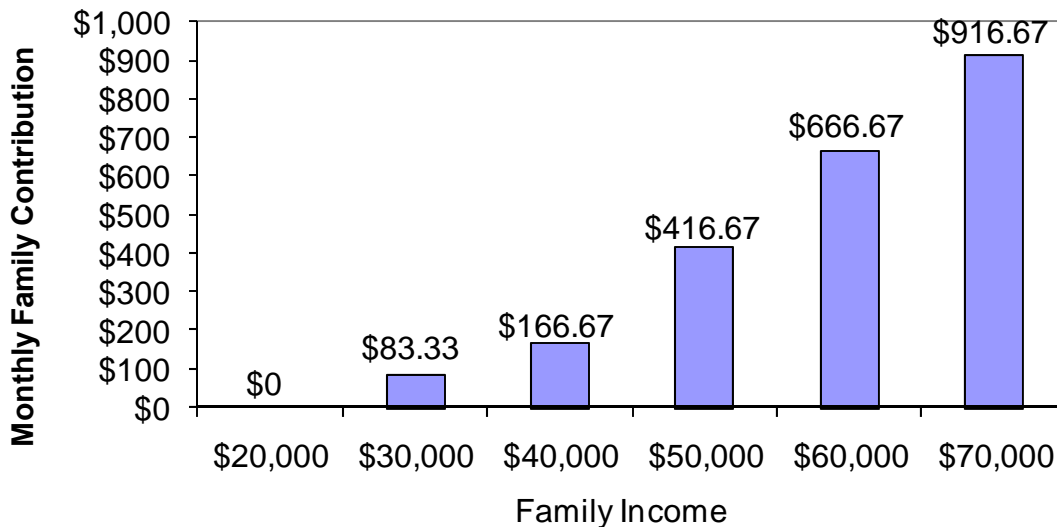
Child Care Fee Subsidy *continued*

Reasons Families are Receiving a Child Care Subsidy



- Families can select a placement in a licensed centre-based program or through a licensed home child care agency.
- 95% of centre-based ELCC programs in Waterloo Region have a Purchase of Service agreement to enrol children of subsidy-eligible families.

Income Test Parent Contributions



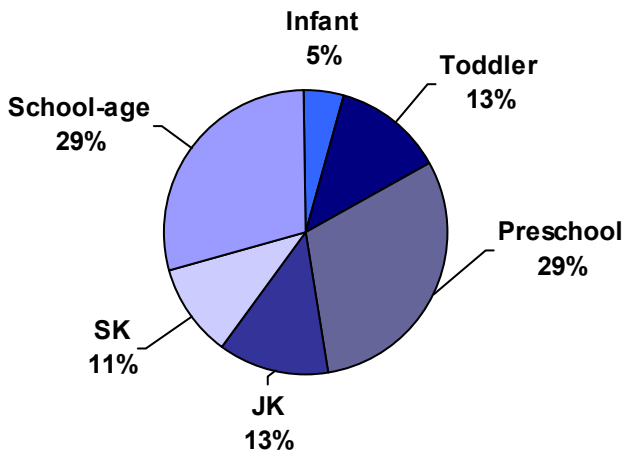
← Families receiving a Child Care Fee Subsidy pay part of the cost of child care if their income is above \$20 000. A family with an income of \$30 000 would pay \$83.33 towards the cost of child care each month.

- Starting in 2010 the demand for Child Care Fee Subsidies exceeded the available funding. A wait list is currently in effect. As of September 2011 there were 550 children on the wait list.
- The table to the right shows a category breakdown of clients waiting for fee subsidy.

Wait List Category	%
Category 1—Families with children with special needs	1%
Category 2—Families with income \$0-\$20,000	49%
Category 3—Families with income \$20,001-\$40,000	31%
Category 4—Families with income \$40,001-\$60,000	14%
Category 5—Families with income \$60,001 and above	5%

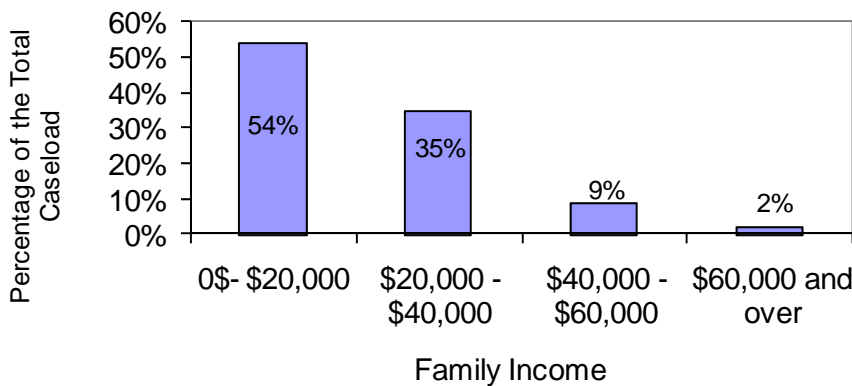
Child Care Fee Subsidy Caseload

Age Distribution of Children Receiving a Child Care Subsidy



- The majority (54%) of families receiving a Child Care Fee Subsidy have an income of less than \$20,000 per year, followed by families with an income of \$20,000 - \$40,000 per year (35%).
- 79% of families receiving a Child Care Fee Subsidy are single-parent families and 21% are two-parent families.
- Geographic Distribution of the Child Care Subsidy Caseload on September 6, 2011:

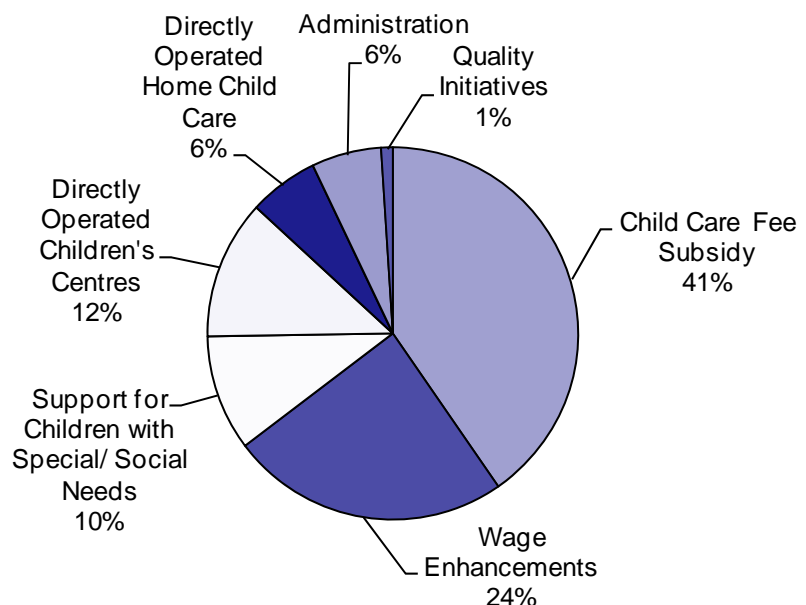
Income Distribution of Families on the Child Care Fee Subsidy Caseload



Municipality	%
City of Kitchener/Waterloo	61%
City of Cambridge	36%
Township of North Dumfries	0.5%
Township of Wellesley	0.5%
Township of Wilmot	1%
Township of Woolwich	1%

Public Investment in the Early Learning and Child Care System

Children's Services total budget allocation for 2011 is approximately \$37M. This funding is received through a variety of funding envelopes and cost sharing agreements. The distribution of the public investment in the Waterloo Region's Early Learning and Child Care System for 2011 is as follows :



Wages for Early Childhood Educators

The wages paid to staff have a significant impact on the quality of both individual programs and the overall ELCC system. Insufficient wages reduce the likelihood of trained early childhood educators remaining in their positions and decreases the number of people who are attracted to work in the field. High staff turnover leads to lack of consistency for children attending ELCC programs, thereby lowering the quality of care provided⁵.

The Region of Waterloo allocates 23% of the Children's Services budget to enhancing wages of Early Childhood Educators. There are currently over 1,000 Early Childhood Educators working in licensed settings in the Region of Waterloo. On average in 2010 ELCC programs received \$6,400 per full-time equivalent position to top-up the wages of Early Childhood Educators. A salary survey collecting current data on Early Childhood Educator wages is in progress.

2009 Salary Survey Results

Average base hourly wage for a Supervisor working in a full-day, centre-based ELCC program:	\$20.72 ²
Average base hourly wage for a trained ECE Teacher working in a full-day, centre-based ELCC program:	\$13.92 ²
Rate paid per child/per day to Region of Waterloo Home Child Care Caregivers for providing 7 -9 hours of child care:	\$28.50 ²



References

¹McCartney K. *Current research on child care effects*. In: Tremblay RE, Barr RG, Peters RDeV, eds. *Encyclopaedia on Early Childhood Development* online. Montreal, Quebec: Centre of Excellence for Early Childhood Development; 2004: 1–5. Retrieved June 9, 2010 from <http://www.excellence-earlychildhood.ca>

²Salary Survey conducted by Region of Waterloo in March 2009. Base salaries do not include wage enhancement funding. On average in 2010 ELCC programs received \$6,400 per full-time equivalent position in wage enhancement funding.

⁵Beach, Jane and Costigliola, Bozica (2005). *Child Care Wages and a Quality Child Care System*. Ottawa: Child Care Human Resources Sector Council. Retrieved August 19, 2010 from www.ccsc-