



The Regional Municipality of Durham

Health and Social Services Committee Agenda

Thursday, January 11, 2024, 9:30 a.m.

Regional Council Chambers

Regional Headquarters Building

605 Rossland Road East, Whitby

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

Note: This meeting will be held in a hybrid meeting format with electronic and in-person participation. Committee meetings may be [viewed via live streaming](#).

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There are no statutory public meetings	
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7. Health

7.1 Correspondence

7.2 Reports

There are no Health reports to be considered

8. Social Services

8.1 Correspondence

8.2 Reports

a. Report #2024-SS-1

Approval to Accept One-Time Federal Funding for Reaching Home: Canada's Homelessness Strategy Provided by Infrastructure Canada

85

9. Advisory Committee Resolutions

There are no advisory committee resolutions to be considered

10. Confidential Matters

There are no confidential matters to be considered

11. Other Business

12. Date of Next Meeting

Thursday, February 8, 2024 at 9:30 AM

13. Adjournment

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. This also includes oral submissions at meetings. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services.

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The Regional Municipality of Durham

MINUTES

HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, December 7, 2023

A regular meeting of the Health & Social Services Committee was held on Thursday, December 7, 2023 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:30 AM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Councillor Roy, Chair
Councillor Dies, Vice-Chair
Councillor Anderson
Councillor Brenner*, attended the meeting at 9:40 AM
Councillor Carter*
Councillor Foster
Councillor Jubb*
Regional Chair Henry
*** denotes Councillors participating electronically**

Also
Present: Councillor Crawford*
Councillor Schummer*
Councillor Wotten*
*** denotes Councillors participating electronically**

Absent: None

Staff

Present: E. Baxter-Trahair*, Chief Administrative Officer
A. Burgess, Director, Communications & Engagement
C. Boyd, Solicitor, Chief Administrative Office – Legal Services
T. Cheseboro*, Chief, Region of Durham Paramedic Services, Health
S. Danos-Papaconstantinou, Commissioner of Social Services
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services
L. Fortuna*, Director, Health Protection, Health
J. Gaskin, Director, Children’s Services, Social Services
W. Holmes*, General Manager, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
J. Jordison, Commander, Region of Durham Paramedic Services, Health
R.J. Kyle, Commissioner and Medical Officer of Health
M. Laschuk, Director, Family Services, Social Services
L. McIntosh, Director, Income & Employment Support, Social Services
P. McTavish, Associate Medical Officer of Health

G. Muller, Director, Affordable Housing Development and Renewal, Housing Services, Social Services
J. Rankin, Administrator, Fairview Lodge, Social Services
A. Robins, Director, Housing Services, Social Services
K. Smith, Committee Clerk, Corporate Services – Legislative Services
S. Struna*, Manager, Health Protection Division, Health
A. Swirski*, Epidemiologist, Health
C. Taylor, Manager, Budgets & Finance, Social Services
N. Taylor*, Commissioner of Finance
T. Tyner Cavanagh, Manager, Strategic Initiatives and Partnerships
V. Walker, Committee Clerk, Corporate Services – Legislative Services
T. Zupancic*, Senior Environmental Health Specialist, Health Protection Division, Health
*** denotes staff participating electronically**

2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

3. Adoption of Minutes

Moved by Councillor Anderson, Seconded by Councillor Foster,
(49) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, October 5, 2023, be adopted.
CARRIED

4. Statutory Public Meetings

There were no statutory public meetings.

5. Presentations

5.1 Julie Gaskin, Director, Children’s Services Division, re: Durham’s Early Learning and Child Care Service Plan 2023-2027 (2023-SS-14) [Item 8.2 B)]

Julie Gaskin, Director, Children’s Services Division, provided a PowerPoint presentation with regards to Durham’s Early Learning and Child Care Service Plan 2023-2027.

Highlights of the presentation included:

- Consolidated Municipal Service Manager (CMSM) Responsibilities
- Service Plan Key Priorities & Actions
- Canada-Wide Early Learning Child Care System (CWELCC)
- CWELCC Eligibility
- CWELCC Enrollment & Responsibilities
- Directed Growth Plan for Durham 2022-2026

- Directed Growth Targets – by year and location
- Data Driven and Community Focused
- Priority Neighbourhoods
- Planning for the Future
- Conclusion

Moved by Councillor Foster, Seconded by Regional Chair Henry,
(50) That the agenda be altered to consider Item 8.2 B) Durham's Early Learning and Child Care Service Plan 2023-2027 (2023-SS-14), next.

CARRIED

8.2 Reports

B) Durham's Early Learning and Child Care Service Plan 2023-2027 (2023-SS-14)

Report #2023-SS-14 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

J. Gaskin responded to questions with regards to the intended audience for the five-year service plan and the need to prepare the plan on an annual basis; what is to be expected for future funding and changes to the funding formula; and how to obtain more community-based spaces.

Moved by Councillor Foster, Seconded by Regional Chair Henry,
(51) That we recommend to Council:

That Regional Council endorse and approve the Early Learning and Child Care Service Plan 2023-2027.

CARRIED

5.2 Alex Swirski, Epidemiologist, and Tara Zupancic, Senior Environmental Health Specialist, re: Climate Change and Health Vulnerability Assessment

Due to technical difficulties this item was heard later in the meeting. [See pages 4 and 5 of these minutes]

5.3 Lisa Kitchen, Director, Durham Ontario Health Team, and Dr. Pepi McTavish, Associate Medical Officer of Health, re: The Durham Ontario Health Team Path Forward: Acceleration and Key Priorities

Lisa Kitchen, Director, Durham Ontario Health Team, and Dr. Pepi McTavish, Associate Medical Officer of Health, provided a PowerPoint presentation with regards to The Durham Ontario Health Team Path Forward: Acceleration and Key Priorities.

Highlights of the presentation included:

- The Ontario Health Team Model

- Ontario Health Teams (OHTs) Across the Province
- Vision for the Durham OHT
- Durham OHT Signatory Partners
- Our Purpose
- Building OHT's to Last: OHT Acceleration
- Leading Project – Downtown Oshawa Neighbourhood (DON)
- Durham OHT Work Supported by the Region of Durham
- Health and Social Care Resource Fair
- Future of OHTs

L. Kitchen, Dr. P. McTavish and J. Jordison responded to questions with regards to Durham Region's involvement with the physician recruitment team and creation of the new medical school; ways to assist with mitigating the unsheltered population in Durham; whether patients with repetitive care requirements are being tracked; how patients with repetitive care requirements are being tracked and if the information is consolidated with other communities; and how elder abuse situations are being handled.

Discussion ensued with regards to individuals that are chronic users of emergency services; if legislative changes to making medical decisions can assist the situation; and how Durham Region can collect the data and provide it to the Province in order to illustrate what is happening at street level.

In response to a request from Regional Chair Henry regarding whether data can be collected to make the Province aware of the challenges with addictions, mental health and homelessness and where there needs to be adjustments to accommodate them, Dr. R.J. Kyle advised that he would provide a response in the new year.

5.2 Alex Swirski, Epidemiologist, and Tara Zupancic, Senior Environmental Health Specialist, re: Climate Change and Health Vulnerability Assessment

Sendi Struna, Manager, Health Protection, and Alex Swirski, Epidemiologist, participating electronically, provided a PowerPoint presentation with regards to Climate Change and Health Vulnerability Assessment.

Highlights of the presentation included:

- Presentation Overview
- Mandate to Assess Climate and Health Vulnerability
- Climate Headlines on September 7, 2023
- Assessment Objectives
- Report Plan
- Framing Vulnerability
- What is Climate Vulnerability?
- Primer Overview

- What's Included?
- Understanding Climate Change – Key Findings
- Climate Change and Health – Key Findings
- The Way Forward – Key Findings
- Durham's Setting – Key Findings
- Portrait of Community – Key Findings
- New Webpage – durham.ca/climateandhealth
- Next Steps

6. Delegations

There were no delegations.

7. Health

7.1 Correspondence

There were no communications to consider.

7.2 Reports

There were no Health reports to consider.

8. Social Services

8.1 Correspondence

A) Information Report #2023-INFO-103 of the Commissioner of Social Services, re: 2024-2028 Planned Federal Investments for Homelessness: Reaching Home Allocations

Information Report #2023-INFO-103 from S. Danos-Papaconstantinou, Commissioner of Social Services was received.

Discussion ensued with regards to ensuring the reduction in funding and the impacts this will have on homelessness is communicated to the media and other appropriate parties.

Moved by Councillor Foster, Seconded by Regional Chair Henry,
(52) That Information Report #2023-INFO-103 of the Commissioner of Social Services, re: 2024-2028 Planned Federal Investments for Homelessness: Reaching Home Allocations, be received for information.

CARRIED

Moved by Regional Chair Henry, Seconded by Councillor Anderson,
(53) That the rules of procedure be suspended in order to introduce a motion regarding Restoring Durham Region's Reaching Home Allocation.

CARRIED ON A 2/3rds VOTE

Chair Roy vacated the Chair at 11:01 AM. Councillor Dies, Vice-Chair, chaired the meeting during this time. Chair Roy resumed the Chair at 11:18 AM.

Discussion ensued with regards to which interested parties should receive a copy of the letter and motion; obtaining a legal opinion with regards to the challenges of abiding by the requirements contained in the Charter of Human Rights; and the possibility of holding a press conference on a regular basis regarding the inaction being taken by the Federal government on this matter and other issues impacting communities; requesting a reply from the Federal government by a specific date; and staff providing regular reports on how many requests for action have been sent to senior levels of government and how many responses have been received.

S. Danos-Papaconstantinou advised that staff would prepare a communications/government relations strategy on this matter to bring back to the appropriate committee in January 2024.

Moved by Councillor Roy, Seconded by Regional Chair Henry,
(54) That we recommend to Regional Council:

Whereas Durham Region, like other municipalities across Canada, is experiencing a homelessness crisis with homelessness in Durham increasing by 67 per cent from 2022;

And whereas the needs of unsheltered residents continue to outpace available supports;

And whereas Durham Region received notice that its funding allocation under the federal Reaching Home is decreasing by approximately 80 per cent by 2027-2028;

And whereas Reaching Home funding supports local agencies experiencing increasing demands and pressures including those delivering housing stability programs, respite beds and other emergency shelter operations;

And whereas the Reaching Home funding reduction will impact our community's most vulnerable residents.

Now therefore be it resolved that the Chair write a letter on behalf of Council to the Minister of Housing, Infrastructure and Communities requesting an urgent revision to Durham Region's Reaching Home allocation to ensure that a minimum there is no reduction in the period of 2024-25 to 2027-28 from the \$4,956,923 funding amount committed in 2023-2024;

That staff be directed to include a request that Reaching Home be scaled up and made a permanent program be included in all federal 2024 budget consultation materials; and

That a copy of this motion and supporting letter be circulated to the Prime Minister, Federal Minister of Finance, the Federation of Canadian Municipalities, the Association of Municipalities of Ontario, the Ontario Municipal Social Services Association, Mayors and Regional Chairs of Ontario, Leader of the Official Opposition Parties, the local MPs and MPPs, and the local area municipalities in Durham Region.

CARRIED UNANIMOUSLY ON THE
FOLLOWING RECORDED VOTE:

<u>Yes</u>	<u>No</u>
Councillor Anderson	None
Councillor Brenner	
Councillor Carter	
Councillor Foster	
Regional Chair Henry	
Councillor Jubb	
Councillor Roy	
Councillor Dies, Vice-Chair	

Members Absent: None

Declarations of Interest: None

8.2 Reports

A) Approval of Unbudgeted Capital Projects and Related Financing at the Regional Municipality of Durham's Long-Term Care Homes and Directly Operated Early Learning and Child Care Centres (2023-SS-13)

Report #2023-SS-13 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Regional Chair Henry, Seconded by Councillor Foster,
(55) That we recommend to Council:

- A) That the following unbudgeted capital projects related to the Region's Long-Term Care Homes and Directly Operated Early Learning and Child Care Centres in the estimated amount of \$1,744,000 be approved:

(\$)

Long Term Care Homes

Building Upgrades – AODA Compliance	1,006,000
Network Path Diversity Upgrades	350,000
Security System Upgrades	170,000

Directly Operated Early Learning and Child Care

Storm Sewer Catch Basin and Repaving at Ajax ELCC	118,000
Closed Circuit Television Installation	100,000

TOTAL **1,744,000;**

- B) That, in accordance with Section 14.2 of the Region's Budget Management Policy, financing of the unbudgeted capital projects listed in Recommendation A) in the estimated amount of \$1,744,000 related to the Region's Long-Term Care Homes and Directly Operated Early Learning and Child Care Centres be provided from an anticipated surplus of \$2 million in the Children's Services division.

CARRIED

- B) Durham's Early Learning and Child Care Service Plan 2023-2027 (2023-SS-14)

This item was considered earlier in the meeting. [See page 3 of these minutes]

9. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

10. Confidential Matters

There were no confidential matters to be considered.

11. Other Business

There was no other business to be considered.

12. Date of Next Meeting

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, January 11, 2024 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

13. Adjournment

Moved by Councillor Foster, Seconded by Councillor Dies,
(56) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:18 AM

Respectfully submitted,

E. Roy, Chair

K. Smith, Committee Clerk



Respiratory Viral Illness Update

Durham Region Health Department
Health & Social Services Committee
January 11, 2024



Respiratory Virus Data Tracker – Current Summary

durham.ca/covidcases

COVID-19

Past Week Activity

0	↓
Confirmed Cases	Decreasing
0	→
Outbreaks	Stable
1	↓
Hospitalizations	Decreasing
	→
Wastewater	Stable

Influenza

Past Week Activity

0	↓
Confirmed Cases	Decreasing
0	↓
Outbreaks	Decreasing



COVID-19 & Influenza Cases

Confirmed COVID-19 and Influenza Cases for the 2023 to 2024 Respiratory Season

Total Confirmed COVID-19 Cases	Total Confirmed Influenza Cases	Influenza A	Influenza B	Influenza A & B
2,028	165	156	9	0

Hospitalized and Deceased COVID-19 Cases for the 2023 to 2024 Respiratory Season

Total Hospitalized COVID-19 Cases	Total Deceased COVID-19 Cases
144	10

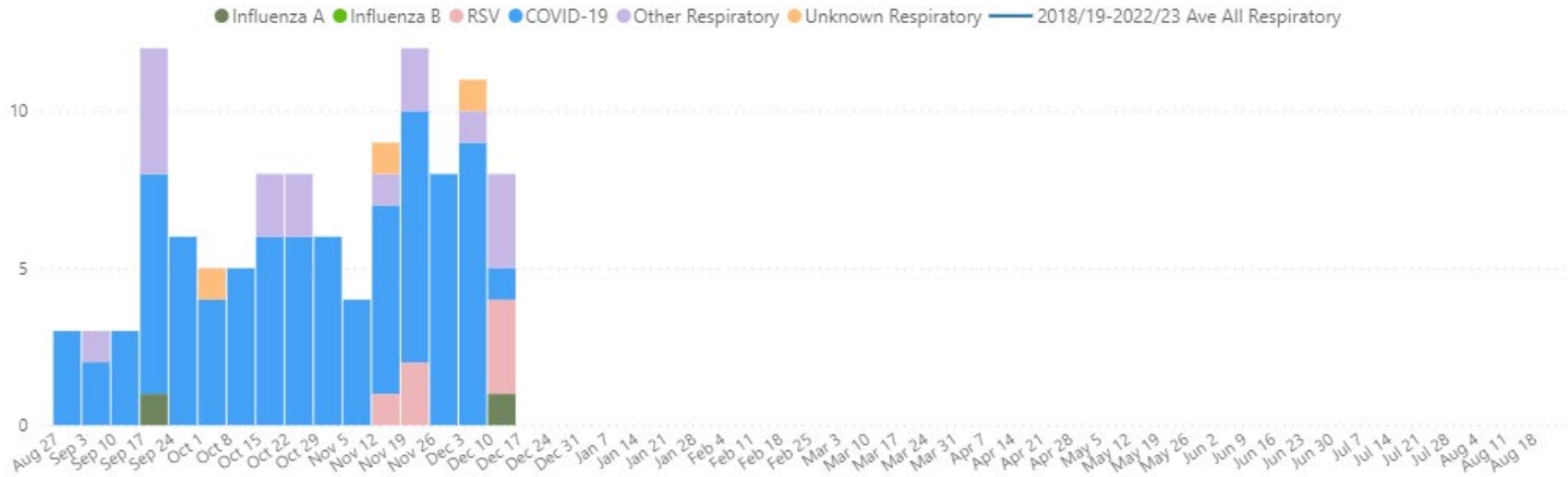


Institutional Outbreaks

Institutional Outbreaks for the 2023 to 2024 Respiratory Season

Total Respiratory Outbreaks in Institutions	COVID-19	Influenza A	Influenza B	RSV	Other Respiratory
105	84	2	0	6	16

Respiratory Outbreaks in Durham Region Institutions



COVID-19 Vaccination Administration

Total Doses Administered as of
December 19, 2023

1,802,821

Total Doses Administered in
Community and Hospital Clinics

1,133,431

Total Doses Administered in
Pop-Up Clinics

64,596

Total Doses Administered in
Mobile Clinics

44,935

Total Doses Administered in
Pharmacies

470,022

Total Doses Administered in
Primary Care

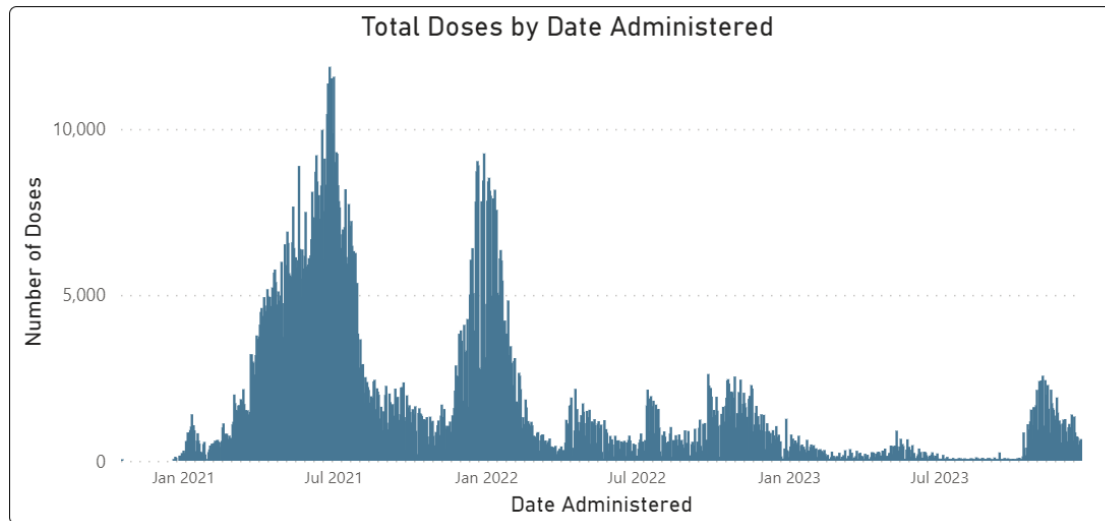
68,390

Total Doses Administered in
Provincial Clinics

19,808

Total Doses Administered in
Workplace Clinics

1,639





COVID-19 Vaccination Coverage

Use the municipality and age group filters to show vaccine coverage for different groups.

- To select multiple groups, use Ctrl + click.
- Click on a selection again to clear it or click the eraser on the top right to clear all selections.
- Move your cursor away to see your selections.

Municipality

Ajax	Oshawa	Uxbridge
Brock	Pickering	Whitby
Clarington	Scugog	



Age Group

00-04	18-29	50-59	80+
05-11	30-39	60-69	
12-17	40-49	70-79	

Percentage Initiating Primary Series

83.0%

Percentage Completing Primary Series

79.3%

Percentage Completing Primary Series & Any Booster

47.0%

Percentage Completing Primary Series & Bivalent Booster

18.6%

Percentage Receiving Any Vaccine Dose Within Past 6 Months

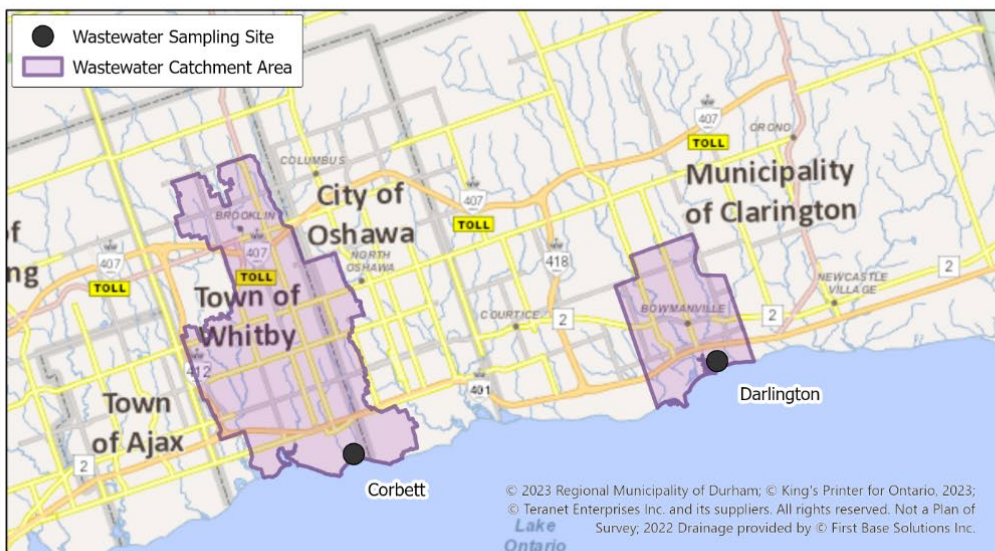
12.3%

COVID-19 Wastewater Surveillance

COVID-19 Wastewater Surveillance Trends for the Most Recent 14 Days

Sampling Site	Municipality	Trend	Samples Collected	Positive Detections
Corbett	Whitby	Stable	6	6
Darlington	Clarington	Stable	5	5

Map of Wastewater Sampling Sites and Catchment Areas in Durham Region



Wastewater data collection began in March 2021. Water samples are collected approximately five times per week from Corbett Water Pollution Control Plant (WPCP) in Whitby and three times per week from Darlington WPCP in Clarington. The samples are analyzed to detect COVID-19 viral fragments. This map shows the location of these two sampling sites and the areas serviced by each of them.

It is important to note that concentrations of COVID-19 virus in wastewater are not directly comparable across sampling sites due to differences in the wastewater systems and the populations they serve. Results should only be compared to understand general patterns and trends.



Child Care & School Absenteeism

Absences due to Illness for the Most Recent Week

Secondary School Absenteeism

2.9%

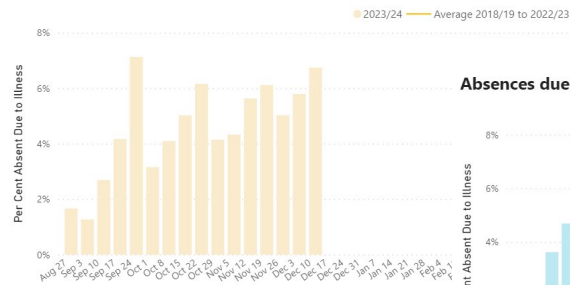
Elementary School Absenteeism

6.2%

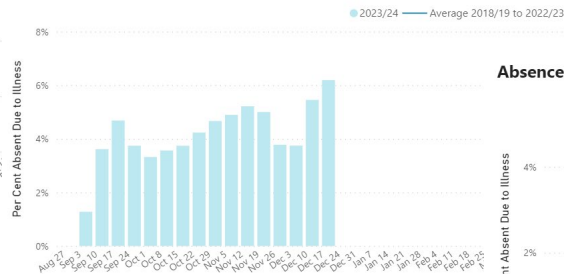
Child Care Centre Absenteeism

6.7%

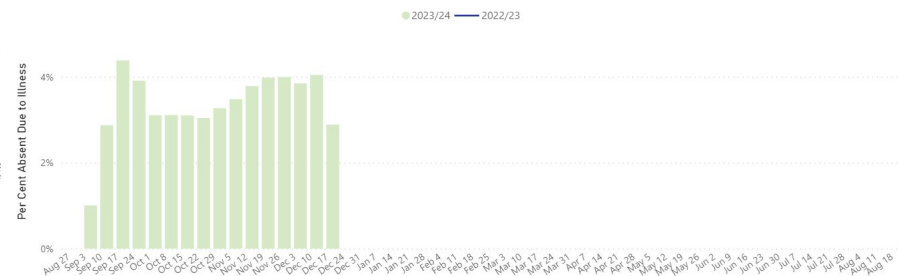
Absences due to Illness in Durham Region Child Care Centres



Absences due to Illness in Durham Region Elementary Schools



Absences due to Illness in Durham Region Secondary Schools





Current COVID-19 & Influenza Vaccine Plans

- Individuals 6 months and older who are up to date with their COVID-19 vaccinations were recommended to receive a dose of an XBB formulation this fall at an interval of 6 months since their last dose or confirmed COVID-19 infection
- The XBB formulation of the COVID-19 vaccine is available to all eligible individuals aged 6 months and older
 - Community immunization clinic (CIC) calendar available at durham.ca/covidvaccines
 - Residents can book an appointment at durham.ca/vaccineappointment
 - At pharmacies or health care provider
- No plans yet for spring or fall COVID-19 2024 booster
- Influenza vaccine available to all eligible individuals 6 months and older
 - At pharmacies or health care provider



Current RSV Vaccine Plans

- In the fall the province introduced the first publicly funded high-risk older adult RSV (Respiratory Syncytial Virus) vaccine program for adults aged 60 years and older living in:
 - Long-term care homes
 - Elder care lodges
 - Retirement homes licensed to provide dementia care services
- Individuals aged 60 years and older who do not qualify for the free RSV vaccine can still obtain a prescription from their primary care provider and pay for the vaccine at participating pharmacies



Current Recommendations

- Use layers of protection to help keep ourselves and others healthy
 - Staying up to date on COVID-19 and influenza vaccines (and RSV if eligible)
 - Wearing a tight-fitting, well-constructed mask in indoor public settings, especially if you are at higher risk of severe infection
 - Visitors and patients should follow any requirements for masking in hospitals, long-term care homes, and other health care spaces
 - Staying home when you are sick and wearing a mask until day 10 from symptom onset
 - Washing your hands often
 - Covering your mouth when you cough or sneeze
 - Regularly cleaning high touch surfaces



Ontario Works: Supporting and Empowering Youth

Presented by: Mackenzie Dupont & Ashley Johns

What is the Trusteed Youth (TY) Program



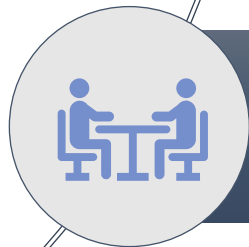
Created in 2017, the Trusteed Youth Program is a wrap-around service model, delivered in partnership with youth centered community agencies, providing enhanced service delivery to Ontario Works clients under the age of 18.



Caseworkers collaborate with the youth in navigating the many services they are involved with and promote reaching positive outcomes.



The caseload is based on a client-centered, value-added approach to client service by putting the focus on meeting the client where they are at.



A smaller focused caseload allows for intensive case management, ongoing 1:1 support and wrap around connection for clients and community partners.

Who is a Trusted Youth (TY)?

A youth aged 16-17 may qualify for Ontario Works (OW) if they meet the following criteria:

There are special circumstances that exist preventing them from living with their parents

They meet the financial and residential conditions for eligibility

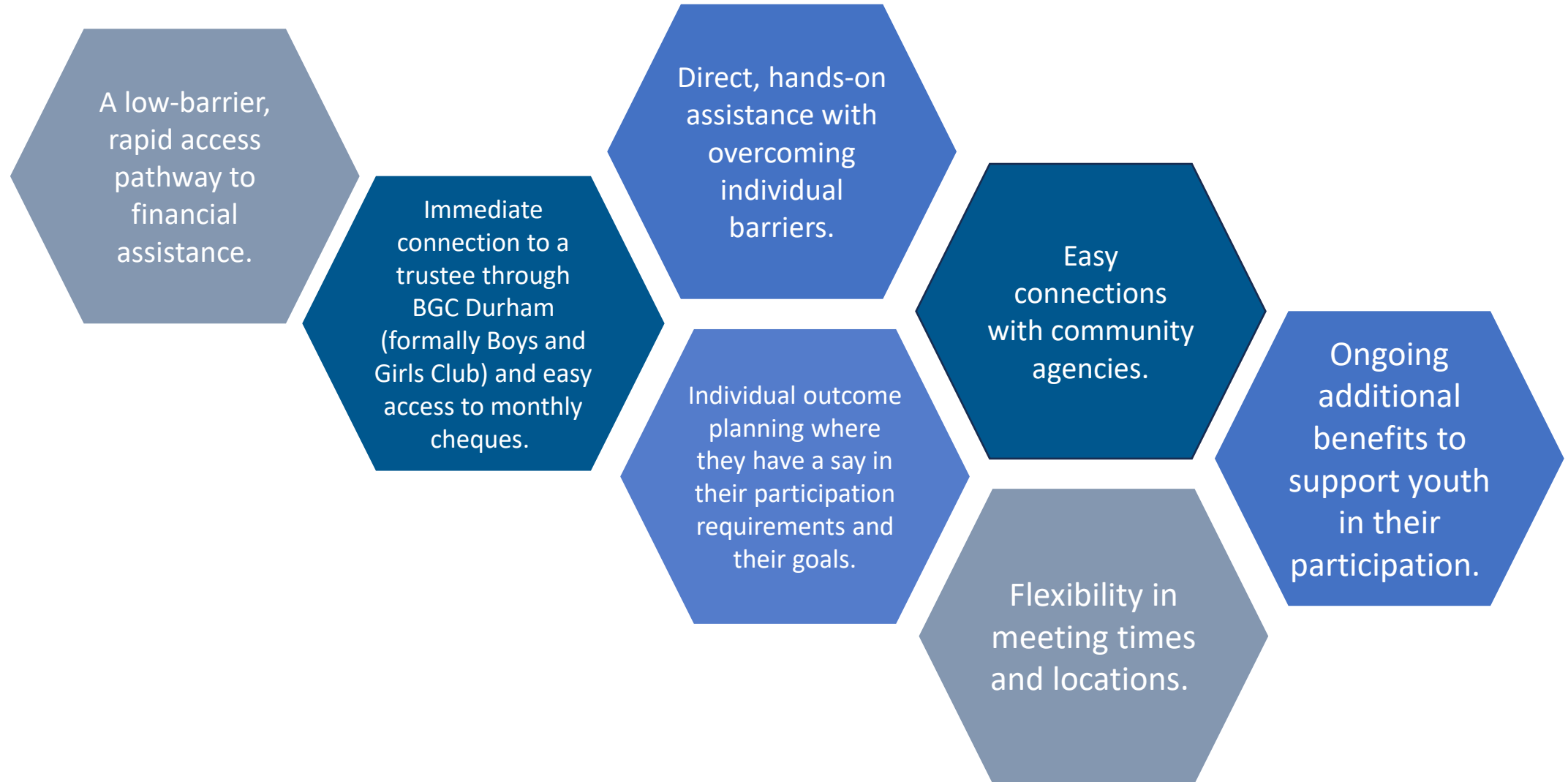
The living arrangements where they are currently staying are approved by the Trusted Youth Worker

The youth is willing to participate in activities which help them work towards their goals

They have regular contact with a responsible adult or community agency



How does this benefit the youth?



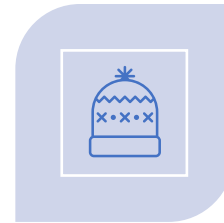
Ongoing Support for TY Clients



Youth will start to get basic financial assistance monthly through the trustee and will have regular contact with case co-ordinator and trustee through boys and girls club.



Throughout the duration of the program, monthly benefits were previously issued to provide ongoing assistance with cell phone bills (\$50.00) and transportation (\$46.90).



Funds issued yearly for winter clothing (\$100.00).



Funds issued directly related to the youth's education and employment goals.



A key factor in these client's success has been the ability to issue funds for social inclusion to reduce feelings of isolation and increase social capital and build positive, meaningful relationships.



Partnerships between TY Workers and Community Agencies

Partnership with BGC Durham who act as trustees for the youth. BGC trustees are Youth Outreach Workers and Youth Justice Workers.

Regularly collaborate with Probation Officers and Youth Justice Community Workers for future success planning regarding youth involved with the law.

Agreement between TY workers and Durham Schools so that workers may meet youth in their school. Also, TY workers regularly collaborate with school staff to fully support the youth (review attendance, assist with planning next steps, advocating for success).

Weekly on-site support visits for youth residing at Joanne's House

Regularly present to various community agencies to continue to build partnerships and ensure wrap-around service for the youth we serve.

Measures of Success

Education (OSSD attainment, post-secondary applications and acceptances)

Employment

Connection to Mental Health Professional and Wellness Supports

Housing

Financial Empowerment (bank account, tax filing, budgeting)

Obtaining Sufficient ID

Social Inclusion



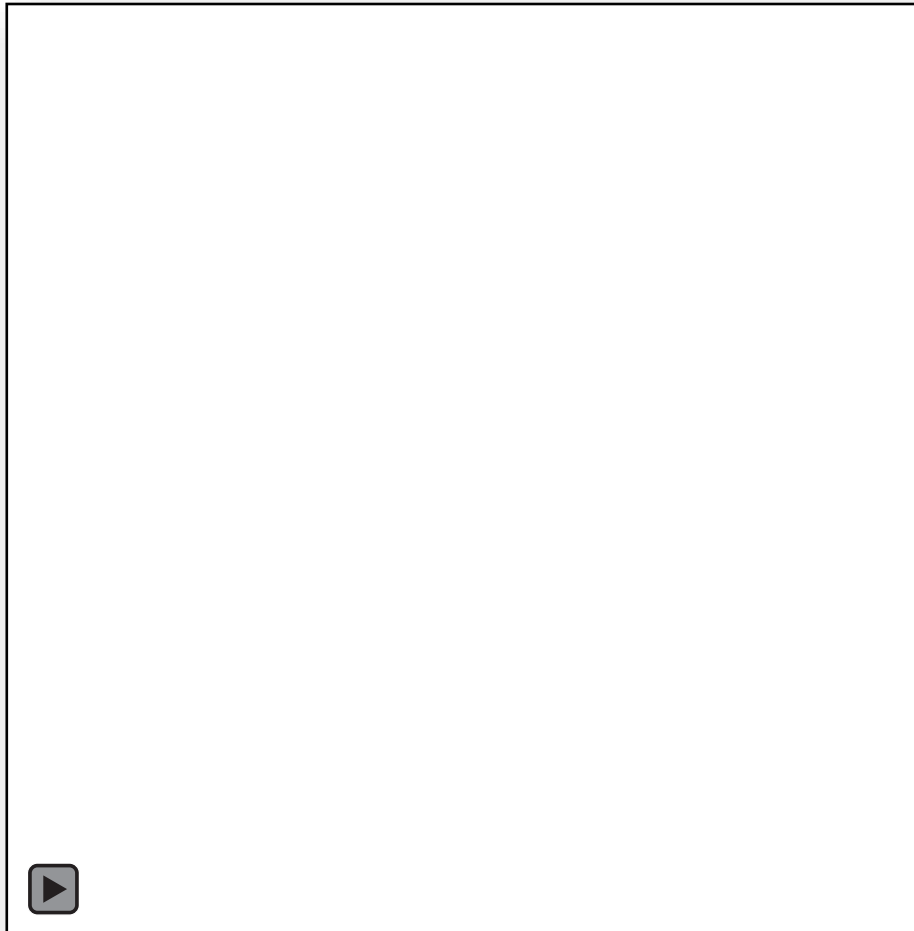
Challenges

- Limited shelter space and lack of available and affordable housing for youth
- Limited support for youth in North Durham
- Waitlists for Health-Related Supports (family doctors, mental health professionals)
- Breakdown in family relationships causing barriers for youth in accessing required documents or services
- Lack of youth specific service hub that meets youth where they are at

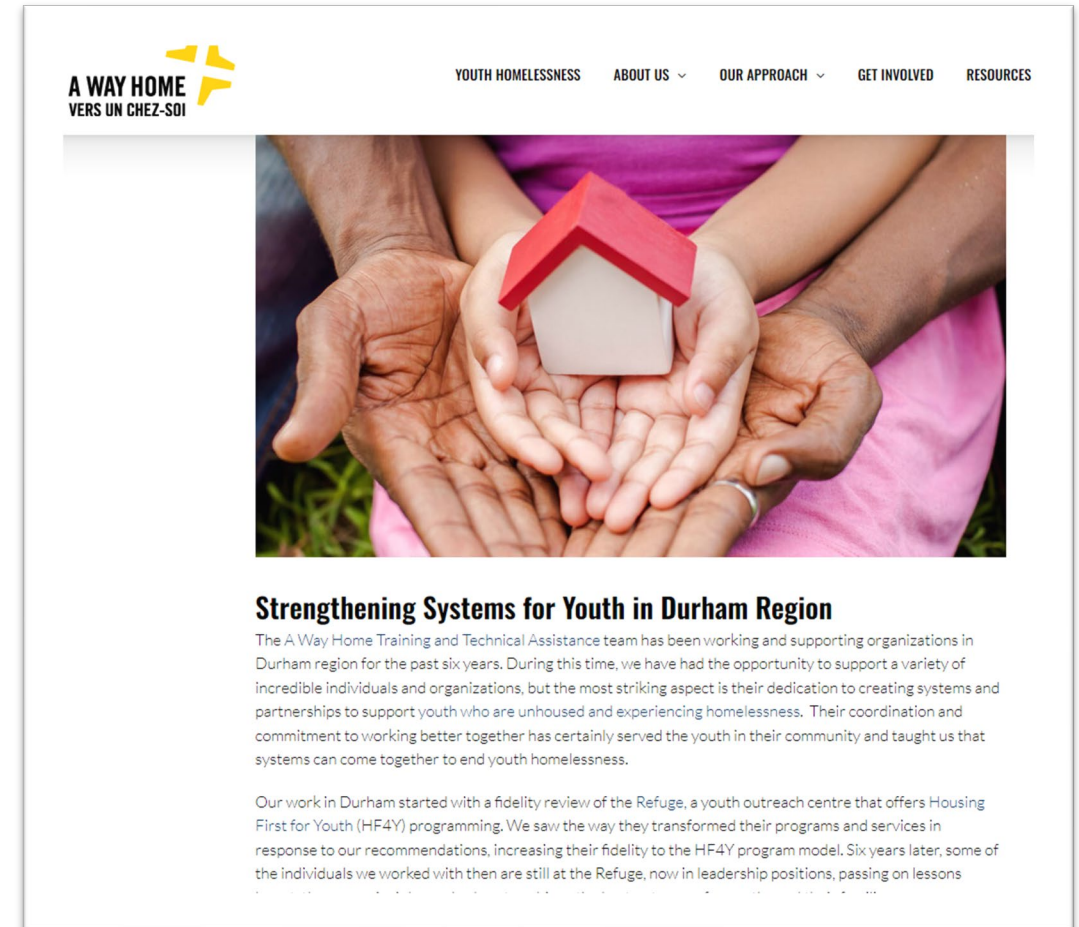


Community Feedback

Durham Alternative Secondary School
December 2023



[Strengthening Systems for Youth in Durham Region A Way Home Canada - December 2023 Article](#)



The screenshot shows the top portion of a website article. The header includes the logo for 'A WAY HOME VERS UN CHEZ-SOI' with a yellow star icon, and a navigation menu with links for 'YOUTH HOMELESSNESS', 'ABOUT US', 'OUR APPROACH', 'GET INVOLVED', and 'RESOURCES'. Below the header is a photograph of several hands of different skin tones cupping a small red house-shaped object. The article title is 'Strengthening Systems for Youth in Durham Region'. The text below the title describes the work of the A Way Home Training and Technical Assistance team in supporting organizations in Durham region to support unsheltered youth.

Other IEHSD Youth Focused Programming

LEAP Program

- For parents and expectant parents aged 16-25 who do not have their OSSD with a focus on Learning, Earning and Parenting (LEAP)
- Provides intensive case management and utilizes Individualized Service Plans to identify and set out measures to deal with barriers
- Connects participants to appropriate school programs and community agencies that focus on supporting young parents and their children
- Provides \$500 incentive and exit planning upon completion of the program
- Introduced to Durham in 2000, with 1160 LEAP graduates to date...that's approximately 50 graduates per year



Other IEHSD Youth Focused Programming

REACH

- Additionally, youth who are ages 18-24 and a dependent on a family unit receive specialized case management to support them and help break the cycle of poverty.
- A new pressure for Youth OW services in 2024 will be that Employment Service Delivery is changing due to the provincial Employment Services Transformation.
 - Employment benefits will be transferred to Employment System and not be available for most students in this program.
- To respond to this change, our existing youth employment programming and benefits are under development.





Contact Information

Mackenzie Dupont – Trusted Youth Case Co-Ordinator

289-927-3682

Mackenzie.Dupont@Durham.ca

Ashley Johns – Trusted Youth Case Co-Ordinator

289-830-8546

Ashley.Johns@durham.ca

durham.ca

[@RegionofDurham](#)





Durham Region Street Outreach

Health & Social Services Committee
Income, Employment & Homelessness Supports
Division

January 11, 2024

Unsheltered Homelessness in Durham Region

- Point-in-Time (PiT) Count found that there were at least 573 individuals experiencing homelessness between October 20 to 21, 2021 in Durham Region.
 - 40% were experiencing unsheltered homelessness.
 - The vast majority were located in Oshawa (180) and Ajax (100).
- Currently, the By-Name List (BNL) has 360 actively homeless individuals, 186 of whom are chronically homeless.

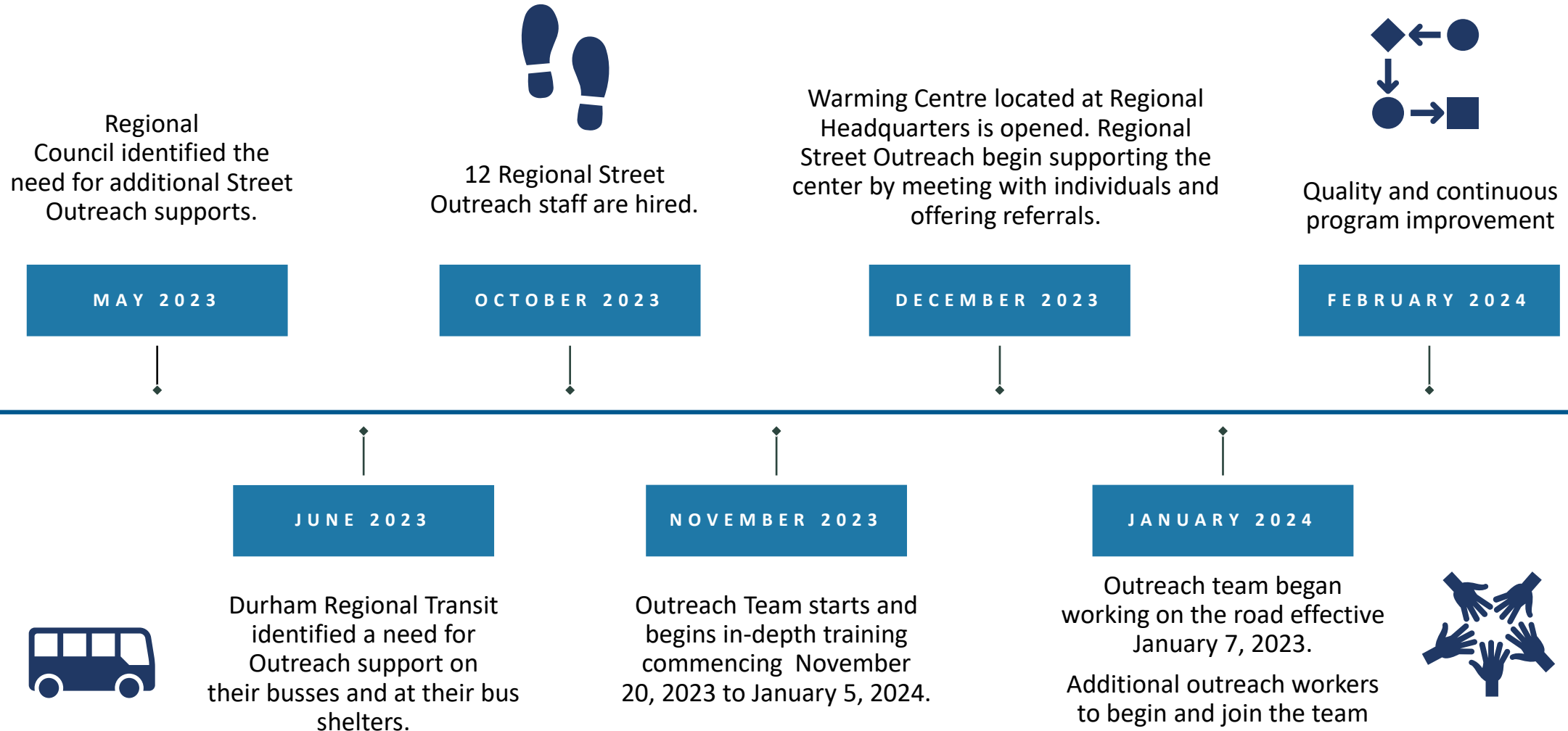


Response

- Regional Council identified a need to increase street outreach programs to ensure appropriate coverage across Durham to support the increased instances of people experiencing unsheltered homelessness.
- In response, Income, Employment and Homelessness Supports Division (IEHSD) developed and implemented a housing-focused Street Outreach Program that addresses a gap by providing 24/7 support to unsheltered individuals across the Region.



Timeline



Regional Street Outreach Program

An **engagement** team who seek people experiencing unsheltered homelessness with the goal of developing trust, meeting basic needs, and ensuring people are connected with Durham's by-name list (BNL) and Coordinated Access System.

Regional Street Outreach Team

- 12 dedicated, trained staff to problem solve, mitigate issues, and respond to service needs and gaps.
 - Additional Outreach staff are in the process of being hired. (November 2023)
- Continuous improvement in service coordination
- Assist with housing readiness: securing a source of income, identification, harm reduction services/supports, support with service navigation, financial literacy, etc.
- Build trust and confidence between stakeholders through ongoing dialogue and improved access to coordinated services.
- Dedication to community wellness and building strong relationships with businesses, residents, and human service providers.



Durham Region Transit (DRT) and IEHSD Service Level Agreement

- DRT identified requiring the Outreach Team's support due to an increase in the unsheltered population engaging in extended bus rides and squatting in public bus shelters.
- Public transit is for public use for the purpose of transport.
- The Outreach Team will provide support with the following incidents/issues: bus shelters, extended bus rides, altercations on bus, and altercations in the bus terminals.
- Streamlined communication between DRT and Outreach staff.
- Outreach staff will engage with the individual to assess and identify needs.
- Outreach staff will meet the individual's basic needs, build rapport, discuss the BNL, and complete appropriate referrals, with a focus on supporting the individual to accept a referral to a shelter.



Street Outreach Continuum



Engagement

Connecting to anyone experiencing unsheltered homelessness.



Intensive Case Management

Specialized service for people from the by-name-list (BNL) with complex health and social needs.



Housing Retention Case Management

Teams-based approach that helps clients maintain their housing, enhance their life skills, address their health and mental health issues, and access community resources.



Engagement Model



Contact Driven

Outreach Workers are in the community actively looking for new individuals that may not otherwise engage with services.



Assertive Engagement

Outreach Workers will ensure individuals have their basic needs met but are also engaged in conversations regarding housing and available supports in Durham Region.



By-Name List

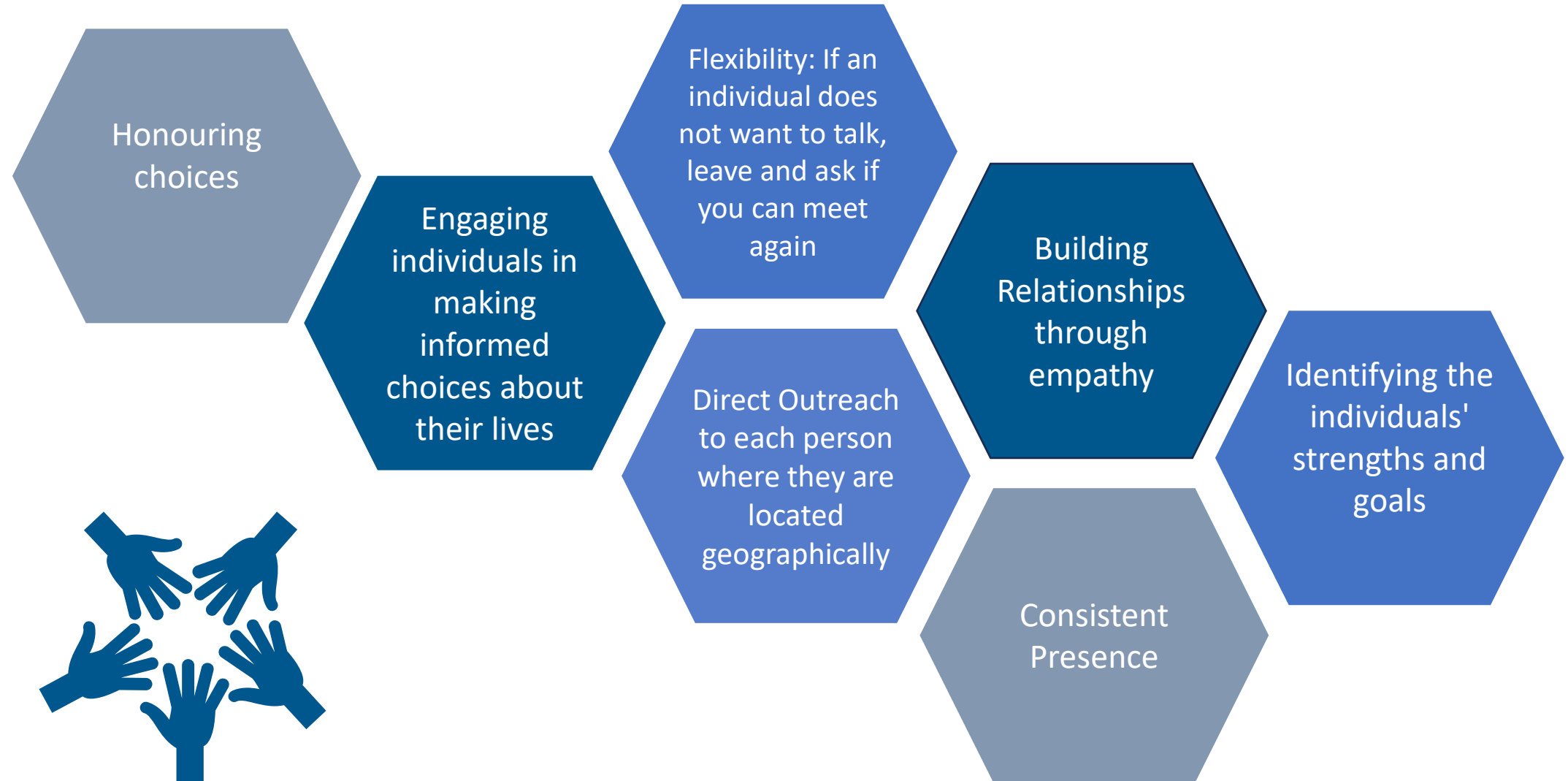
Outreach Workers explain the BNL process and ensure interested and consenting individuals are placed on the list.



Support

Individuals on the BNL are supported until they are matched with an Intensive Case Manager or housing outflow program through the BNL process after securing identification, income, etc.

Assertive Engagement



Regional Street Outreach Services

- Water and referrals to food programs
- Identification of documents and facilitation of social assistance
- Wellness checks
- Supplies to sustain life
- Harm reduction services
- Provide blankets and sleeping bags in the winter
- Referrals to shelters and transportation to the shelter
- Referrals to warming/cooling centres during extreme weather alerts
- Support to develop a housing plan, for those who are not already working with other housing workers or agencies
- Encampment relocation supports
- BNL access point
- Mental health and addiction supports through the Mental Health Outreach Program (MHOP)
- Medical care and mental health supports through the Primary Care Outreach Program (PCOP)



Primary Care Outreach & Mental Health Outreach Programs



Primary Care Outreach Program PCOP

- Hours: 8am to 6pm, 7 days a week
- Team: Advanced Care Paramedic and Social Worker
- Provide outreach, medical care, service navigation and referrals, and counselling services to at-risk populations in Durham Region, including those who are homeless/underhoused and often struggle with mental health, addictions and physical health challenges.



Mental Health Outreach Program MHOP

- Hours: 8:30am to 4:30pm, Monday to Friday
- Staff: Two Social Workers/Psychotherapist
- Provide outreach clinical counselling/psychotherapy services to vulnerable populations in Durham Region, including those who are unsheltered and under-housed and who may have mental health and addictions challenges.



Regional Street Outreach Training

- CPR/First Aid
- Crisis Prevention Intervention: De-Escalation Training
- Naloxone Training
- Homeless Individuals and Families Information System (HIFIS)
- Service Prioritization Decision Assistance Tool (SPDAT)
- By Name List (BNL)
- Trauma and the Brain
- Motivational Interviewing
- Applied Suicide Intervention Skills
- Mental Health First Aid
- Bridges Out of Poverty
- Defensive Driving
- Diversity, Equity, and Inclusion
- Addiction and Trauma
- Fetal Alcohol Syndrome (FASD)
- Org Code Trainings (e.g., trauma informed care, assertive engagement, strengths-based service)
- Harm Reduction



Outreach Equipment

- Labeled Shirts
- Durham Regional Pants, Coats, Hats, Safety Vests
- Steel toed footwear
- Backpacks
- First Aid Kits
- Naloxone kits for use and distribution
- Needle Disposal Container
- Cell Phone
- Laptops/iPads
- Snack/Hygiene packs
- Puncture Proof Gloves
- Portable USB phone chargers
- Lone Worker Safety Alert Devices
- Flashlights



Additional Community Street Outreach Programs



**Cornerstone Bridges Street
Outreach Program Oshawa**
Monday - Friday
Hours: 7:00am - 3:00pm
Phone: 905-433-0254



**Community Development Council
Durham (CDCD) Ajax/ Pickering**
Monday - Friday
Hours: 8:30am - 4:30pm
Phone: 905-686-2661 ext. 147



Durham Community Health Centre
Monday - Friday
Hours: 8:00am - 5:00pm
Phone: 289-385-6992 or
289-355-8938



North House
Monday - Friday
Hours: 9:00am - 5:00pm
Phone: 289-640-1929

Street Outreach Collaboration Initiatives

- Support and respond to up to date data that aligns with community needs and ensures community partners are included in outreach services.

Street Outreach Sector Table

- Help people experiencing unsheltered homelessness to be added to the By-Name List, supported with immediate needs, be connected to a dedicated street outreach case manager, and housed as quickly as possible.
- As the Service System Manager, a representative from the Region will chair the Street Outreach Sector table that includes participation from various external agencies.

Coordination Meetings

- The Region will facilitate monthly coordination meetings with all Street Outreach teams to case conference and further develop services.
- The Region will facilitate regular meetings to collaborate, and problem solve with bylaw and lower tiered municipalities.





Key Performance Indicators

Contacts

Number of interactions with unsheltered individuals, including length of time the individual has been unsheltered.

Interventions

Number of individuals referred to community agencies/housed.

By-Name List

Number of individuals added to the BNL

Housing Readiness

Assistance provided for ID, taxes, social assistance, etc.

Street Hazards/Harm Reduction

Number of street hazards intercepted; number of individuals provided with harm reduction services.



Contact Us

Durham Region Street Outreach Program

Monday- Sunday

Hours: 24 hours

Phone: 905-666-6239 ext. 5510

1-888-721-0622

Homelesshelp@durham.ca

Area Manager

Jocelyn Siciliano

jocelyn.siciliano@durham.ca

Outreach Supervisors

Ashley Smith

ashleyL.smith@durham.ca

Meaghan Middleton

meaghan.middleton@durham.ca





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@RegionofDurham



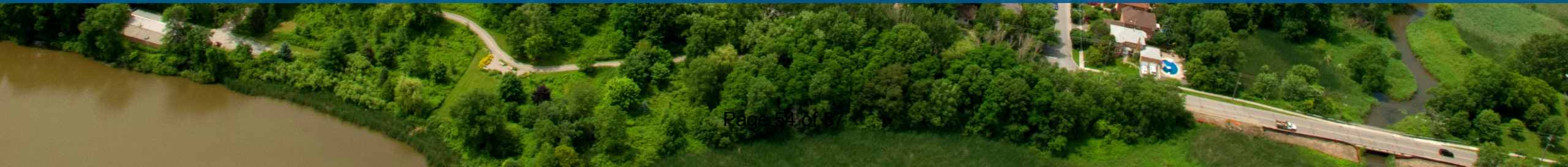


Homelessness in Durham Region

Lisa McIntosh, Director, Income, Employment and Homelessness Supports Division

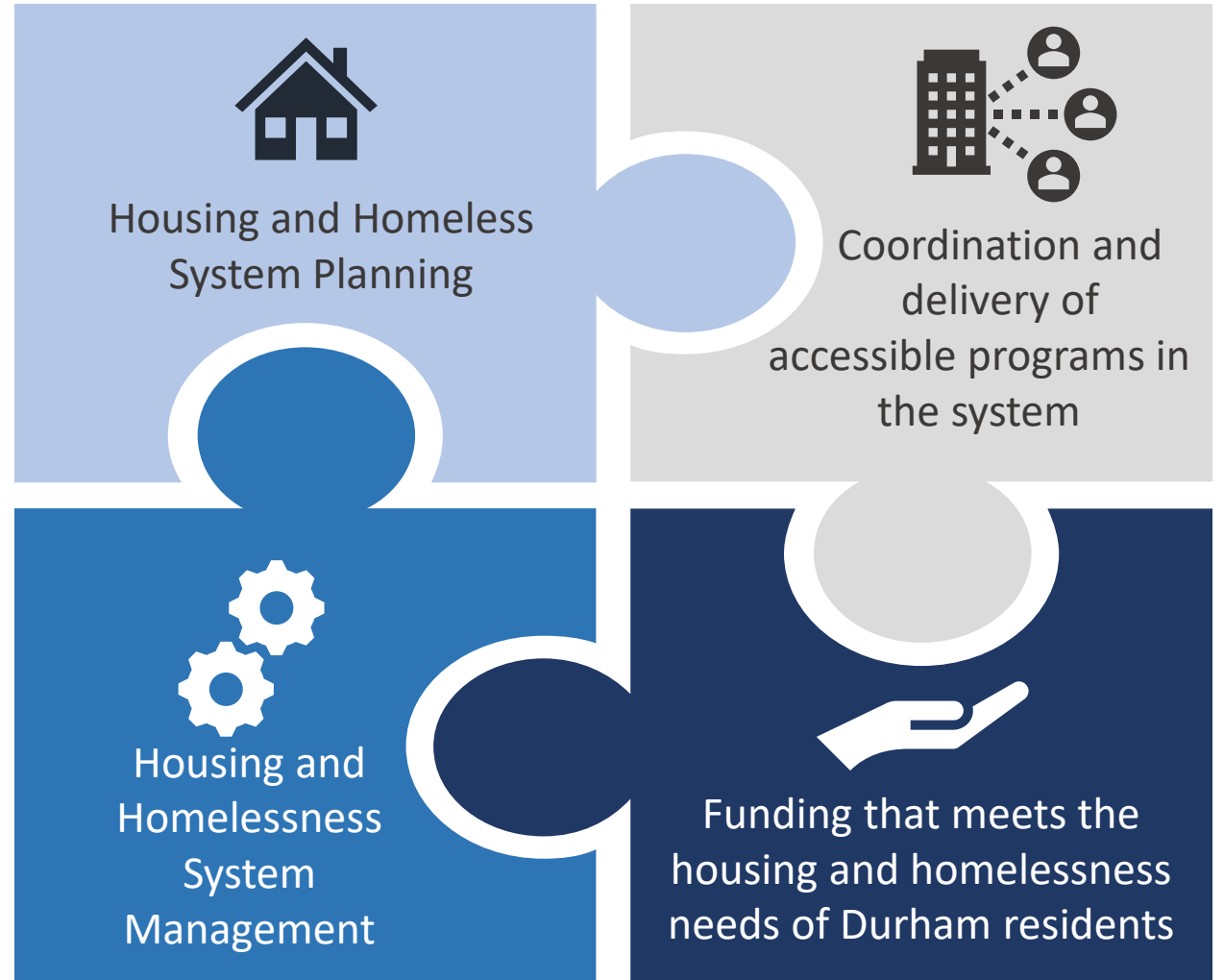
Health and Social Services Committee

January 11, 2024



The Role of the Region of Durham

The Region of Durham's Social Services Department is legislated by the province of Ontario as a **Service System Manager** for Housing and Homelessness and designated by the federal government as the **Community Entity**.





Durham is growing faster than other communities while managing post pandemic health challenges, rapidly increasing inflation and the opioid crisis.

Need for Person – Centred Supports



Image source: Robert Wood Johnson Foundation

Strategic System Management - Homelessness





Integrated Homelessness System Action Plan

Sue Ritchie Raymond

Presented to: Regional Municipality of Durham
Health and Social Services Committee
January 11, 2024



Attainable Housing Action Plan – Purpose and Scope

Purpose

The Region of Durham requires an Integrated Homelessness System Plan to address challenges currently facing their communities and to inform further strategic planning and investments.

Scope

The creation of an integrated homelessness system plan that will guide strategic actions and investments is a critical priority to meet pressing service needs and inform longer-term objectives related to increasing housing options that support strong and vibrant communities.

Background Reports and Reviews

- At Home in Durham
- Durham Region Strategic Plan
- OrgCode Consulting Inc.
Review

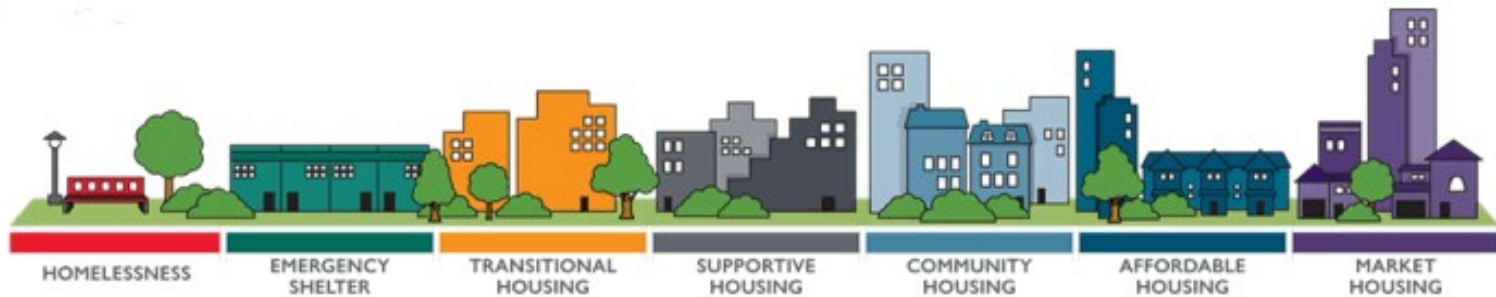
Why Take a Systems Planning Approach?

- Holistic
- Person-Centered



Common Housing System Models

Continuum



Homelessness in Durham Region



Homelessness in Durham Region



In 2023, 331 individuals on Durham Region's By-Name List (BNL)¹ are experiencing homelessness, compared to 134 in 2017.²

67%
A significant increase in people experiencing unsheltered homelessness over the past year.



More people are experiencing homelessness across Durham Region. A recent report to Durham Regional Council outlined an increase of 144% in Whitby alone.

Low-Income

Durham Region has an estimated 45,800 residents (6.6%) living with low income, defined as \$26,570 after tax for an individual and \$53,140 for a family of four.

Social Assistance

As of January 2023, the number of Ontario Works (OW) recipients in Durham was 12,835. The number of Ontario Disability Support Program recipients was 19,952.



Since 2018, the current combined maximum amount for basic needs and shelter for a single OW recipient is **\$733/month**.

Average rent in Durham Region for a one-bedroom apartment: **\$1731/month**.

Two-bedroom apartment: **\$2123/month**.

People experiencing homelessness have varied, complex needs and require multifaceted supports including mental and physical health, food security, newcomer supports, child care, employment, social supports etc.



In 2021, 54% of people experiencing homelessness on the BNL in Durham had high acuity or high needs.² This increased to 64% in 2022.

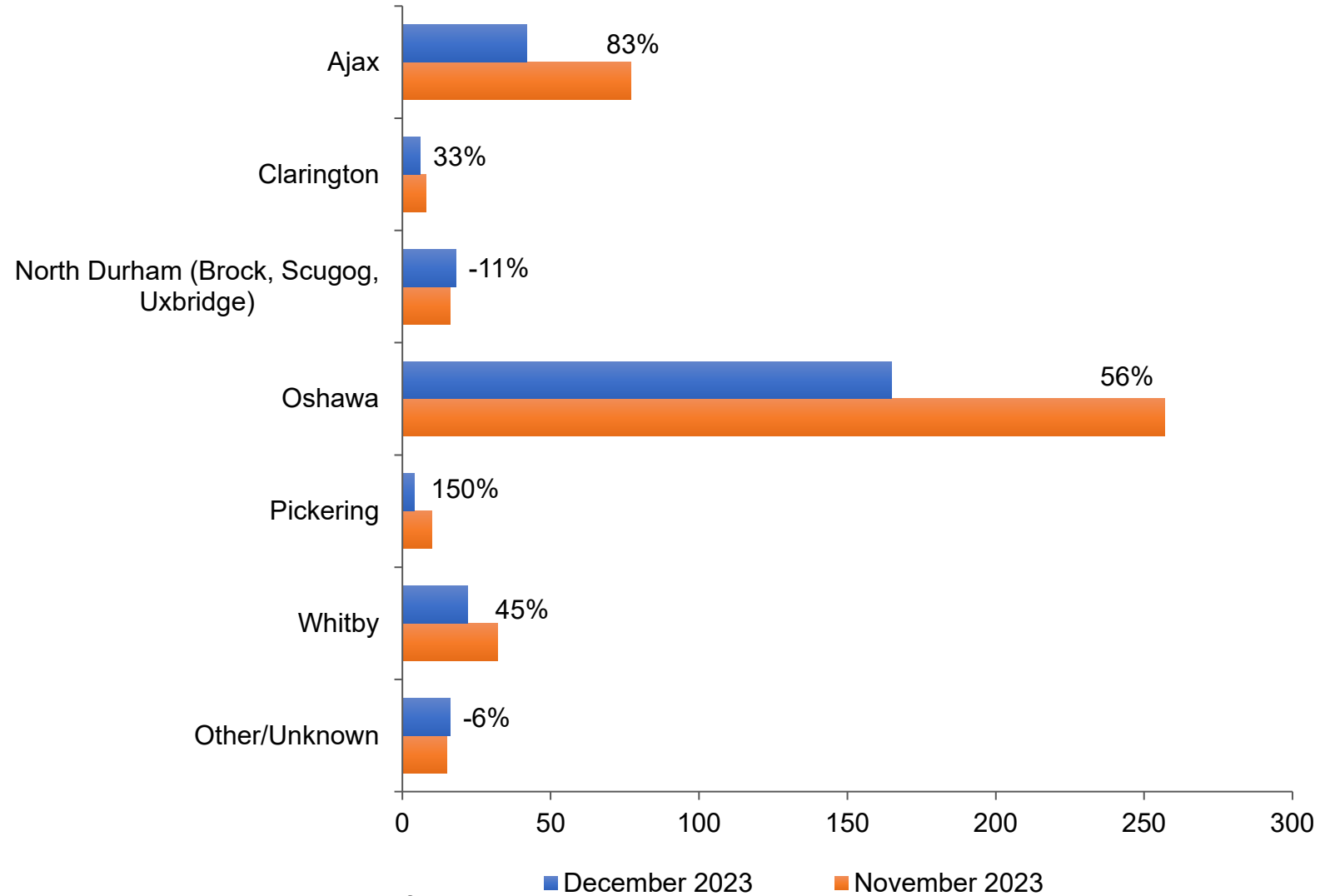
HOUSING SYSTEMS	# BEDS/UNITS	LOCATION/TYPE	TARGET POPULATION
Homeless Hubs and Warming centres	15	130-150 Spaces	
	50-70		
	30		
	25		
	10		
Emergency Shelters	40 beds	150 Total Beds	male
	5 beds		seniors
	45 beds		women and children
	50 beds		male and female
	10 beds		youth only
Transitional Housing	26 units	44 Total Beds/Units	female
	9 beds		
	9 beds		

45
EMERGENCY SHELTER BEDS
 in development
 1635 Dundas Street,
 Whitby

The Current Homelessness Service System

Actively Homeless Data

- Durham has seen an 85% increase in families experiencing homelessness
- It is predicted that Durham residents experiencing homelessness will increase 48% by 2025



Stakeholder Engagement

Key Informant Interviews

- 9 interviews completed with key community stakeholders from the Region of Durham, Health and Social Services Committee members, community program operators

Site Tours

- Back Door Mission (Oshawa)
- Cornerstone (Oshawa)
- DARS (Pickering)
- Christian Faith Outreach Centre (Ajax)
- 1635 Dundas Street (Whitby)

Focus Groups

1. **Service providers**
2. **Durham Region Paramedics**
3. **Area Municipal Fire Department representatives**
4. **Health Sector representatives**
5. **Durham Region Police Services**

What We Heard – Community Desired Outcomes



THE EXPANSION OF
INTEGRATED WRAP-
AROUND SOCIAL SERVICES
AND HEALTHCARE



MORE QUALITY HOUSING
OPTIONS



INCREASING CROSS-
SECTORAL AND INTER-
AGENCY COLLABORATION



PUBLIC EDUCATION AND
CONSISTENT
COMMUNICATION

Key System Needs

There is a gap in support for individuals who are being discharged from hospitals

There is inadequate after care processes to support those experiencing homelessness as well as supporting those at risk of homelessness

Due to limited availability in shelter beds and insufficient post-care planning, homeless people exiting healthcare treatments are going back on the street and illnesses are being exacerbated. Unsheltered individuals and those at risk of homelessness require more attention by the system to support their needs

Seniors are commonly identified by the community as being in critical need of support due to limited shelter beds and an acute need for affordable supportive housing

With 50.1% of the population under the age of 40, over the next 5-10 years, the need for more affordable 1 and 2 bedroom units (both to rent and own) will increase as individuals enter the housing market

25,165 households (10.6% of all households in Durham) are in core housing need meaning an individual's housing falls below at least one of the indicator thresholds for housing adequacy, affordability or suitability, and they would have to spend 30% or more of their total before-tax income to pay the median rent of alternative local housing that is acceptable, according to Statistics Canada

Integrated Homelessness Action Plan

Strategic Priority Areas Identified

**GOAL 1: Implement System Integration,
Planning and Management**

**GOAL 2: Improve System Capacity and
Service Levels**

**GOAL 3: Expand Social and Community
Investment**

GOAL 4: Achieve System Excellence

**GOAL 5: Boost System Growth of
Housing Supply**

Goal 1: Implement System Integration Planning and Management

Objective: To help foster exceptional quality of life and wellbeing of all residents.

Key Strategic Priorities:

1. Demonstrate leadership in homelessness prevention and response
2. Collaborate across sectors to ensure value for investments and quality services
3. Engage community members with lived experience to inform system planning
4. Data Management

Goal 2: Improve System Capacity and Service Levels

Objective: To provide exceptional value to the Durham community through a range of service options as well as responsive and effective service delivery.

Key Strategic Priorities:

1. Optimize resources and partnerships to deliver exceptional quality services
2. Collaborate for a seamless service experience
3. Develop service responses to meet needs through collaboration and evidence informed decision making
4. Ensure service quality and accountability
5. Expand homelessness prevention initiatives

Goal 3: Expand Social and Community Investment

Objective: To ensure a range of services and supports are available and accessible to those in need, so that no individual is left behind.

Key Strategic Priorities:

1. Ensure system design and investments provide service access
2. Create strategies to respond to service gaps
3. Invest in housing as a solution to homelessness

Goal 4: Achieve System Excellence

Objective: To build a strong and resilient service system based on investments from all levels of government, community and private sector and supported by strong system management and accountability.

Key Strategic Priorities:

1. Leverage community assets to ensure service delivery and quality
2. Enhance communication to increase public awareness of needs and access to services
3. Demonstrate commitment to continuous quality improvement and accountability

Goal 5: Boost System Growth of Housing Supply

Objective: Develop a sustained increase in the housing supply across Durham Region to meet the needs of all residents across the housing spectrum through the Housing and Homelessness plan.

Key Strategic Priorities:

1. Increase number of affordable housing units
2. Increase number of transitional and supportive housing units



Homelessness in Durham Region

Status Update



Homelessness in Durham Region



As of November 2023, 415 individuals on Durham Region's By-Name List (BNL)¹ are experiencing homelessness, compared to 134 in 2017.²



More people are experiencing homelessness across Durham Region. A recent report to Durham Regional Council outlined an increase of 144% in Whitby alone.

Low-Income

Durham Region has an estimated 45,800 residents (6.6%) living with low income, defined as \$26,570 after tax for an individual and \$53,140 for a family of four.

Social Assistance

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Since 2018, the current combined maximum amount for basic needs and shelter for a single OW recipient is **\$733/month**.

Average rent in Durham Region for a one-bedroom apartment: **\$1731/month**.

Two-bedroom apartment: **\$2123/month**.

People experiencing homelessness have varied, complex needs and require multifaceted supports including mental and physical health, food security, newcomer supports, child care, employment, social supports etc.



In 2021, 54% of people experiencing homelessness on the BNL in Durham had high acuity or high needs.² This increased to 64% in 2022.



Goal 1: Implement System Integration Planning and Management

Objective: To help foster exceptional quality of life and wellbeing of all residents.

Key Strategic Priorities:

1. Demonstrate leadership in homelessness prevention and response
2. Collaborate across sectors to ensure value for investments and quality services
3. Engage community members with lived experience to inform system planning
4. Data Management



Goal 2: Improve System Capacity and Service Levels

Objective: To provide exceptional value to the Durham community through a range of service options as well as responsive and effective service delivery.

Key Strategic Priorities:

1. Optimize resources and partnerships to deliver exceptional quality services
2. Collaborate for a seamless service experience
3. Develop service responses to meet needs through collaboration and evidence informed decision making
4. Ensure service quality and accountability
5. Expand homelessness prevention initiatives



Goal 3: Expand Social and Community Investment

Objective: To ensure a range of services and supports are available and accessible to those in need, so that no individual is left behind.

Key Strategic Priorities:

1. Ensure system design and investments provide service access
2. Create strategies to respond to service gaps
3. Invest in housing as a solution to homelessness

Goal 4: Achieve System Excellence

Objective: To build a strong and resilient service system based on investments from all levels of government, community and private sector and supported by strong system management and accountability.

Key Strategic Priorities:

1. Leverage community assets to ensure service delivery and quality
2. Enhance communication to increase public awareness of needs and access to services
3. Demonstrate commitment to continuous quality improvement and accountability



Goal 5: Boost System Growth of Housing Supply

Objective: Develop a sustained increase in the housing supply across Durham Region to meet the needs of all residents across the housing spectrum through the Housing and Homelessness plan.

Key Strategic Priorities:

1. Increase number of affordable housing units
2. Increase number of transitional and supportive housing units

Next Steps

- **Reporting**
 - Measurement strategy
- **Investment Strategy**
 - Seeking funding opportunities
 - 2024 Budget



Questions?

durham.ca

@RegionofDurham



References & Resources

1. [A Renewed Homelessness and Housing Support Service System For The Regional Municipality of Durham Report](#). OrgCode Consulting Inc. December 2022.
2. [2023 – 2024 Homelessness System Information & Priorities Presentation](#). Health and Social Services Committee. May 2023.
3. [2023- 2024 Homelessness System Information & Priorities Presentation](#). Health and Social Services Committee. June 2023.
4. [Regional Municipality of Durham - Integrated Homelessness System Action Plan](#). Tim Welch Consulting Inc. January 2023.

Contact Information



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The Regional Municipality of Durham Report

To: Health and Social Services Committee
From: Commissioner of Social Services
Report: #2024-SS-1
Date: January 11, 2024

Subject:

Approval to accept One-Time Federal Funding for Reaching Home: Canada's Homelessness Strategy provided by Infrastructure Canada

Recommendation:

That the Health and Social Services Committee recommends to Regional Council:

- A) That approval be granted to accept one-time Federal funding from Infrastructure Canada in the amount of up to \$1,831,412 for the period of November 1, 2023, to April 30, 2024, be expended in accordance with the Reaching Home guidelines; and
 - B) That the Commissioner of Social Services be authorized to enter into all necessary agreements related to the Reaching Home program in a form satisfactory to the Commissioner of Finance.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to provide details and seek Regional Municipality of Durham (Region) Council approval to expend one-time federal funding provided through the Infrastructure Canada for the Reaching Home program.

2. Background

- 2.1 On December 22, 2023, Social Services staff received notice from Infrastructure Canada outlining that the Region was receiving a one-time funding increase of \$1,831,412 for the period from November 1, 2023, to April 30, 2024, for the Reaching Home program in recognition that winter weather presents additional risks to people experiencing homelessness in unsheltered areas and outdoors. Eligible investments under this one-time funding program include temporarily expanding shelter spaces, time-limited rental assistance, increasing service

availability (e.g., meals, warming spaces) and purchasing cold weather supplies for those that continue to stay in unsheltered locations.

- 2.2 The submission of the Reaching Home Investment Plan was due back to Infrastructure Canada by January 12, 2024, and has been submitted to the federal government noting final Council approval is anticipated on January 31, 2024.
- 2.3 This one-time funding increase does not impact the extension of the Reaching Home funding from April 1, 2024, to March 31, 2028, outlined in 2023-INFO-103.

3. Reaching Home

- 3.1 Reaching Home: Canada's Homelessness Strategy is a community-based program aimed at preventing and reducing homelessness across Canada. This program provides funding to urban, Indigenous, rural, and remote communities to help them address their local homelessness needs.
- 3.2 Reaching Home supports the goals of the National Housing Strategy, in particular, to support the most vulnerable Canadians in maintaining safe, stable and affordable housing and to reduce chronic homelessness nationally by 50 per cent by fiscal year 2027 to 2028.
- 3.3 Reaching Home funding includes directives that provide guidance, details and expectations related to the program requirements, including eligible activities and expenses, to assist communities in preventing and reducing homelessness.
- 3.4 This additional funding will allow Service Managers to further invest in providing supports to the most vulnerable Canadians.

4. Financial Implications

- 4.1 As per section 11.1 of the Region's Budget Management Policy, Unanticipated revenues in excess of \$1,000,000, and the proposed expenditure plan, require approval of the appropriate Standing Committee and Regional Council prior to the expenditure of funding.
- 4.2 The one-time unbudgeted federal funding in the amount of \$1,831,412 will be expended in accordance with the Reaching Home funding guidelines¹.
- 4.3 Funding will be allocated to service providers, subject to terms and conditions set out in the program funding guidelines.

5. Relationship to Strategic Plan

- 5.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

¹ [Infrastructure Canada - Reaching Home: Canada's Homelessness Strategy Directives](#)

- a. Goal 2: Community Vitality – To foster an exceptional quality of life with services that contribute to strong neighbourhoods, vibrant and diverse communities, and influence our safety and well-being.
- b. Goal 4: Social Investment – To ensure a range of programs, services and supports are available and accessible to those in need, so that no individual is left behind.
- c. Goal 5: Service Excellence – To provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.

6. Conclusion

- 6.1 It is recommended that approval be granted for the Regional Municipality of Durham to receive the additional unbudgeted Federal funding from Infrastructure Canada in the amount of \$1,831,412 for the period November 1, 2023, to April 30, 2024, and it be allocated to eligible costs as outlined in the Reaching Home guidelines.
- 6.2 This report was reviewed by the Finance Department and the Commissioner of Finance concurs with the financial recommendations.

Respectfully submitted,

Original Signed By

Stella Danos-Papaconstantinou
Commissioner of Social Services

Recommended for Presentation to Committee

Original Signed By

Elaine C. Baxter-Trahair
Chief Administrative Officer