



The Corporation of the City of Stratford  
Social Services Committee  
Open Session  
AGENDA

**Date:** Monday, April 28, 2025

**Time:** 7:05 P.M.

**Location:** Council Chamber, City Hall

**Committee Present:** Councillor Henderson - Chair Presiding, Councillor Briscoe - Vice Chair, Mayor Ritsma, Councillor Biehn, Councillor Burbach, Councillor Hunter, Councillor McCabe, Councillor Nijjar, Councillor Sebben, Councillor Wordofa

**Staff Present:** Kim McElroy - Director of Social Services, Adam Betteridge - Interim Chief Administrative Officer, Tatiana Dafoe - City Clerk, Karmen Krueger - Director of Corporate Services, Taylor Crinklaw - Director of Infrastructure Services, Tim Wolfe - Director of Community Services, Neil Anderson - Director of Emergency Services/Fire Chief, Audrey Pascual - Deputy Clerk

To watch the Committee meeting live, please click the following link:

<https://video.isilive.ca/stratford/live.html>

A video recording of the meeting will also be available through a link on the City's website

<https://calendar.stratford.ca/meetings> following the meeting.

Pages

**1. Call to Order**

The Chair to call the Meeting to Order.

Councillor Beatty has provided regrets for this meeting.

**2. Disclosure of Pecuniary Interest and the General Nature Thereof**

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by

the member of Council and otherwise comply with the *Act*.

Name, Item and General Nature of Pecuniary Interest

- |     |   |         |
|-----|---|---------|
| 3.  | <b>Sub-committee Minutes</b>  | 4 - 11  |
|     | Sub-committee minutes are attached for background regarding the discussion held at the April 15, 2025 Sub-committee meeting.  |         |
| 4.  | <b>Delegations</b>  |         |
|     | None scheduled.   |         |
| 5.  | <b>Report of the Manager of Ontario Works</b>   |         |
| 5.1 | <b>Stratford-Bruce Peninsula Employment Service System Manager (SSM) Consortium Member Update (SOC25-004)</b>   | 12 - 19 |
|     | <b>Staff Recommendation:</b> THAT the report titled, "SSM Consortium Member Update" (SOC25-004), and dated April 15, 2025, be received for information.                     |         |
|     | <b>Motion by</b>  |         |
|     | <b>Sub-committee Recommendation:</b> THAT the report titled, "SSM Consortium Member Update" (SOC25-004), and dated April 15, 2025, be received for information.             |         |
| 5.2 | <b>Family Services Perth-Huron Counselling and Support Agreement Update (SOC25-005)</b>   | 20 - 23 |
|     | <b>Staff Recommendation:</b> THAT the report titled, "Family Services Perth-Huron Annual Utilization Rate Summary Report" (SOC25-005), be received for information.         |         |
|     | <b>Motion by</b>  |         |
|     | <b>Sub-committee Recommendation:</b> THAT the report titled, "Family Services Perth-Huron Annual Utilization Rate Summary Report" (SOC25-005), be received for information. |         |
| 6.  | <b>For the Information of Committee</b>   |         |
| 6.1 | <b>Department Update</b>  | 24 - 28 |
|     | The following Department Update Infographics of February, 2025 have been provided for the information of Committee:   |         |

- Monthly Children's Services Report
- Monthly Homelessness Report
- Monthly Housing Report
- Monthly Ontario Works Report
- Monthly Social Services Stratford Report

**7. Adjournment**

Meeting Start Time:

Meeting End Time:

**Motion by**

**Committee Decision: THAT the Social Services Committee meeting adjourn.**



**The Corporation of the City of Stratford  
Social Services Sub-committee  
MINUTES**

Date: April 15, 2025  
 Time: 4:30 P.M.  
 Location: Council Chamber, City Hall

Sub-committee Present: Councillor Henderson - Chair Presiding, Councillor Briscoe - Vice Chair, Councillor Nijjar, Councillor Wordofa

Regrets: Councillor Biehn

Staff Present: Kim McElroy - Director of Social Services, Alex Burgess - Manager of Ontario Works, Robin Brown – Supervisor of Social Services - Ontario Works, Tatiana Dafoe - City Clerk, Miranda Franken - Council Clerk Secretary

Regrets: Councillor Biehn

Also present: Aaron Stauch - Employment Service System Manager Director, Bruce County, Kate Aarssen – Executive Director, Family Services Perth Huron

**1. Call to Order**

The Chair called the Meeting to Order.

Councillor Biehn provided regrets for this meeting.

Land Acknowledgment

Moment of Silent Reflection

Respectful Conduct Statement

## 2. Disclosure of Pecuniary Interest and the General Nature Thereof

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and otherwise comply with the *Act*.

### Name, Item and General Nature of Pecuniary Interest

No disclosures of pecuniary interest were made by a Member at the April 15, 2025, Social Services Sub-committee meeting.

## 3. Delegations

None scheduled.

## 4. Report of the Manager of Ontario Works

### 4.1 Stratford-Bruce Peninsula Employment Service System Manager (SSM) Consortium Member Update (SOC25-004)

**Staff Recommendation:** THAT the report titled, "SSM Consortium Member Update" (SOC25-004), and dated April 15, 2025, be received for information.

**Sub-committee Discussion:** Aaron Stauch, Employment Service System Manager Director, Bruce County, referring to a PowerPoint presentation, provided background and updates on the Employment Service System Manager. Highlights included the following:

- in 2002 the Ministry of Labour, Training, Immigration and Skills Development having awarded a consortium of Bruce County, Grey County, Huron County and the City of Stratford the contract to run the Employment System Manager function for the Stratford Bruce Peninsula area;
- the change transforming Employment Ontario to better integrate with Ontario Works (OW) and Social Assistance in the catchment area with Bruce County being the consortium lead;
- Stratford being the Consolidated Service System Manager serving Perth County;

- the transition having begun in the 2000's with the Federal Government starting the transfer of employment programming, funded by Employment Insurance, to the province and creation of the Ontario Employment program;
- the 2010's seeing three Auditor General reports on Ontario Employment, OW and Ontario Disability Support Program (ODSP), identifying the programs not being effective to the intended policy outcomes;
- Employment Ontario intended to serve the hardest to serve individuals looking for work, OW intended to serve as a program of last resort for individuals needing income assistance and ODSP intended as a disability pension with the programs not delivering on policy intent;
- the reports finding the services fragmented, not well integrated, with poor referral pathways and provider competition over targets to achieve ministry performance expectations;
- this change having been initiated under the Liberal government and rolled out under the Conservative government;
- the intention being to tailor locally responsive employment service systems to the needs of each community, for client centered services, and case management integration between social assistance and Employment Ontario focusing on long term employment outcomes for program participants;
- this being the first municipal consortium to become a Service System Manager;
- the Counties seeing opportunity for human service integration between each municipality's OW departments, economic development and Employment Ontario, being the supply and demand of employment, and being well positioned for a community focused approach;
- the strategic pillars being:

- employer activation strategy, engaging employers to hire from the Employment Ontario network and to serve these employers;
- moving to digital by default service for the least vulnerable clients to increase human interaction time available for most vulnerable clients;
- working to address individual's cognitive motivational barriers;
- implementing evidence based practices from around the world looking at what we know actually changes an individual's trajectory towards sustainable employment post social assistance;
- performance accountability framework to ensure money spent on Employment Ontario is delivering for program participants;
- the fiscal year being April 1 to March 31;
- an overview of performance metrics being provided;
- staff having onboarded indigenous service providers and anticipating indigenous targets will improve;
- working with the ministry for better engagement from ODSP;
- seeing an annual cycle with high number of outcomes achieved in the first quarter as case load clean up happens; and
- continuing to focus on employment outcomes as the evidence based interventions are being integrated across the network.

Discussion on the report occurred between Sub-committee, the Employment Service System Manager Director, and staff. Highlights of the discussion included:

- the provincial metrics requiring maturation regarding Stream C clients and a disconnect between provincial measures and outcomes with clients being close to certificate completion when offered employment and without completion of the certificate the employment not being measured;

- with trade tariff threats, the province focusing on strong skills upgrading, training and retooling for new roles and looking at a more wholistic measure of success for client's long term career trajectory;
- transportation being a barrier with clients in Toronto receiving bus passes but the consortium requiring creative solutions in rural areas;
- advocacy conversations being had with the Ministry regarding life stability supports necessary for client success including transportation, mental health, housing and childcare;
- gender demographics indicating approximately 55% of clients being women and 45% being men;
- a member noted the importance of employers working with these programs;
- employer activation being key with labour market data, the Stratford Perth area indicating decline in job postings in the shifting market with a hope that the provincial response to tariffs would encourage employers; and
- it being early in the pilot of the digital program before the platform being full scale, with the platform using AI to match employer job descriptions and employee resumes.

Motion by Councillor Nijjar

**Sub-committee Recommendation: THAT the report titled, "SSM Consortium Member Update" (SOC25-004), and dated April 15, 2025, be received for information.**

**Carried**

Staff noted Stratford is fortunate to be partnered with the Counties of Bruce, Grey, and Huron, that the program is seeing success and staff are interested to see how the program develops.

#### **4.2 Family Services Perth-Huron Counselling and Support Agreement Update (SOC25-005)**

**Staff Recommendation:** THAT the report titled, "Family Services Perth-Huron Annual Utilization Rate Summary Report" (SOC25-005), be received for information.

**Sub-committee Discussion:** The Manager of Ontario Works provided an overview of the report highlighting the following:

- continuing a long-term partnership with Family Services Perth-Huron with the most recent agreement being in place since 2023;
- updates in the agreement to reflect language aligning with new services, roles, and programs;
- Family Services having worked with staff to modernize the agreement to reflect necessary work and increase focus on all aspects of life stability;
- Family Services strengths being in personal and group interventions, counselling and relationships built with clients;
- Family Services being a valued and reliable partner with 168 participants referred in 2024 and 151 served, with this being a high referral follow through with positive client feedback;
- averages of 2024 caseload reflecting 22% of case load referred to Family Services with 20% served;
- 30% of the current caseload having identified mental health as a needed support and barrier to employment with Family Services serving this need;
- Family Services offering large amounts of programming including homelessness and precarious relationships support looking at trauma, intergenerational trauma and violence in the household with 25% of case load indicating "pursue housing" as part of action plan;
- Family Services supporting the applicant as well as the applicant's family, spouse and dependents;

- staff seeing 85% of referred clients indicating improved community and social connection, 63% improved employability and capacity to look for work, and 85% improved health and wellness with caseworkers feeling confident referring to family services; and
- staff noting some of the metrics overlap.

Discussion occurred between Sub-committee and staff. Highlights of the discussion included:

- a member noted provincial funding is supporting this agreement and asked if there is a role for Council in funding this;
- staff noted 2025 funding being granted by the Province in 2024 with Council providing investment for the 2024 funding that could be set aside;
- OW managing at this time but the volume and complexity of the case load increasing;
- staff to have more information to inform 2026 budget requests should it be required that funds be set aside or for funds to be allocated to municipal contribution to municipal supports portfolio specific to an agency like Family Services;
- funding being prioritized on agencies with the most impact and value for money, with Family Services being the most important referral service;
- the 2026 funding formula for the OW program to come;
- there being a high likelihood over the next few years that staff will be requesting additional funding to support agencies in the community and support funding losses;
- mental health being a Ministry of Health mandate with staff choosing advocacy points and sourcing funding;
- provincial funding being crucial and municipal staff allocating money to support services;

- Family Services program open to all Social Services clients even if they are not under OW; and
- staff evaluating Family Services needs at larger community level, OW funding not of concern but the community need growing.

Members commented that the indicators show dedication with staff advocacy being commendable. It was noted that mental health supports are important at this time.

Motion by Councillor Briscoe

**Sub-committee Recommendation: THAT the report titled, "Family Services Perth-Huron Annual Utilization Rate Summary Report" (SOC25-005), be received for information.**

**Carried**

## **5. Department Update**

**Sub-committee Discussion:** The Director of Social Services provided an overview of the metrics reflected in the OW report. A member commented it is sad to see a continued increase in caseload with the tariffs.

## **6. Next Sub-committee Meeting**

The next Social Services Sub-committee meeting is May 13, 2025 at 4:30 p.m. in the Council Chamber, City Hall.

## **7. Adjournment**

Motion by Councillor Nijjar

**Sub-committee Decision: THAT the Social Services Sub-committee meeting adjourn.**

**Carried**

Meeting Start Time: 4:30 P.M.

Meeting End Time: 5:05 P.M.




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## MANAGEMENT REPORT

**Date:** April 15, 2025  
**To:** Social Services Sub-committee  
**From:** Alex Burgess, Manager of Ontario Works  
**Report Number:** SOC25-004  
**Attachments:** SSM Report to Council 2025-01.pdf

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**Title:** Stratford-Bruce Peninsula Employment Service System Manager (SSM) Consortium Member Update

**Objective:** To provide Council with an update regarding the activities of the Stratford-Bruce Peninsula Employment Service System Manager (SSM).

**Background:** The Counties of Bruce (lead), Grey, Huron, and the City of Stratford are the Employment Service System Manager (SSM), funded entirely by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), for the Stratford – Bruce Peninsula Economic Region. The SSM is to build and implement a locally responsive employment services system that effectively meets the needs of a diverse range of job seekers and employers in the catchment area. Integrated Employment Services Delivery (IESD), the SSM newly designed system went live on April 1, 2023. This report provides a semi-annual update to Council on the performance of the SSM, and updates on future work to be completed.

**Analysis:** The attached document, “SSM Report to Council 2025-01” provides an update on the activities of the Employment Service System Manager and highlights the performance of the program over the last two quarters of 2024. Specifically, the update provides information and outcomes related to Client Intakes, Client Outcomes, Service to Priority Populations and Program Outcomes. Furthermore, the report highlights program successes alongside continuous improvement strategies that work to improve network capacity in an effort to produce high quality employment services.

Lastly, the report provides a 2025-27 funding update regarding core funding received from MLITSD.

The City of Stratford currently has representation on all committees identified in the governance structure and is an active participant in helping to reshape the employment services landscape as a member of the SSM.

## **Financial Implications:**

### **Not applicable:**

This report is for information only and provides an update regarding the activities of the Stratford-Bruce Peninsula Employment Service System Manager (SSM). There are no financial implications because of this report. The SSM is fully funded by MLITSD and is directly operated by Bruce County.

## **Alignment with Strategic Priorities:**

### **Work Together For Greater Impact**

This report aligns with this priority as the focus of the SSM, the Employment Service Providers and the Ontario Works Division is to create meaningful partnerships that move our shared clients toward successful employment. Through these partnerships, we aim to improve the lives of the residents across Stratford, St Marys and Perth County.

### **Intentionally Change to Support the Future**

This report aligns with this priority as the SSM is working with local Employment Ontario providers, employers and municipal partners to ensure the employment programs in the area meet the needs of the local community and continue to review the successes of the program with an aim to further enhance the services available.

## **Alignment with One Planet Principles:**

### **Equity and Local Economy**

Creating safe, equitable places to live and work which support local prosperity and international fair trade.

**Staff Recommendation: THAT the report titled, "SSM Consortium Member Update" (SOC25-004), and dated April 15, 2025, be received for information.**

**Prepared by:** Alex Burgess, Manager of Ontario Works  
**Recommended by:** Kim McElroy, Director of Social Services  
 Joan Thomson, Chief Administrative Officer

**Background:**

The Counties of Bruce (lead), Grey, Huron, and the City of Stratford are the Employment Service System Manager (SSM), funded entirely by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), for the Stratford – Bruce Peninsula Economic Region. The SSM is to build and implement a locally responsive employment services system that effectively meets the needs of a diverse range of job seekers and employers in the catchment area. Integrated Employment Services Delivery (IESD), the SSM newly designed system went live on April 1, 2023. This report provides a semi-annual update to council on the performance of the SSM, and updates on future work to be completed.

**Information Update:**

The SSM’s service delivery model provides services through eight Employment Service Providers (ESP). These are third party organizations that have service delivery agreements with the County for delivery of employment services for those eligible in the catchment area. The following outlines our performance in the past two quarters.

**Table 1 – Client Intakes**

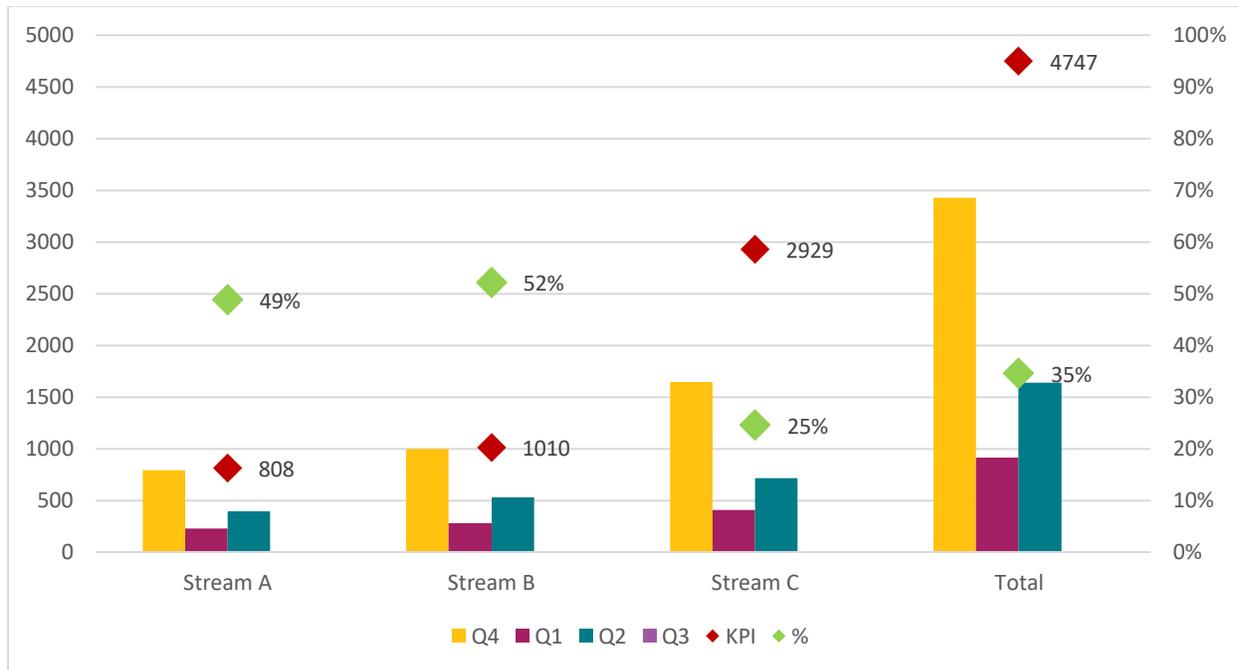


Table 1 outlines the SSM’s performance against client intake key performance indicators (KPIs) set by MLITSD. Stream A clients are those at low risk for long-term unemployment, Stream B clients are those at medium risk for long-term unemployment, and Stream C clients are those at high risk for long-term unemployment. Table 1 shows



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That Stream A clients are at 49% of target half-way through the year and Stream B clients are at 52% of target. Stream C clients are at 25% of target and total client intakes are at 35% of target. The SSM continues to work with Social Assistance and community organizations such as newcomer services and probation and parole offices, to establish effective referral pathways for clients most at risk of long-term unemployment.

## Table 2 – Client Outcomes

Client’s outcomes represent clients who have completed their plan with Employment Ontario and have most often found employment or been referred to another program such as Better Jobs Ontario, Skills Development Funded Programs or formal education settings. Clients in outcomes are monitored for one year to assist in maintaining employment and to gather necessary documentation to meet the criteria for performance-based funding.

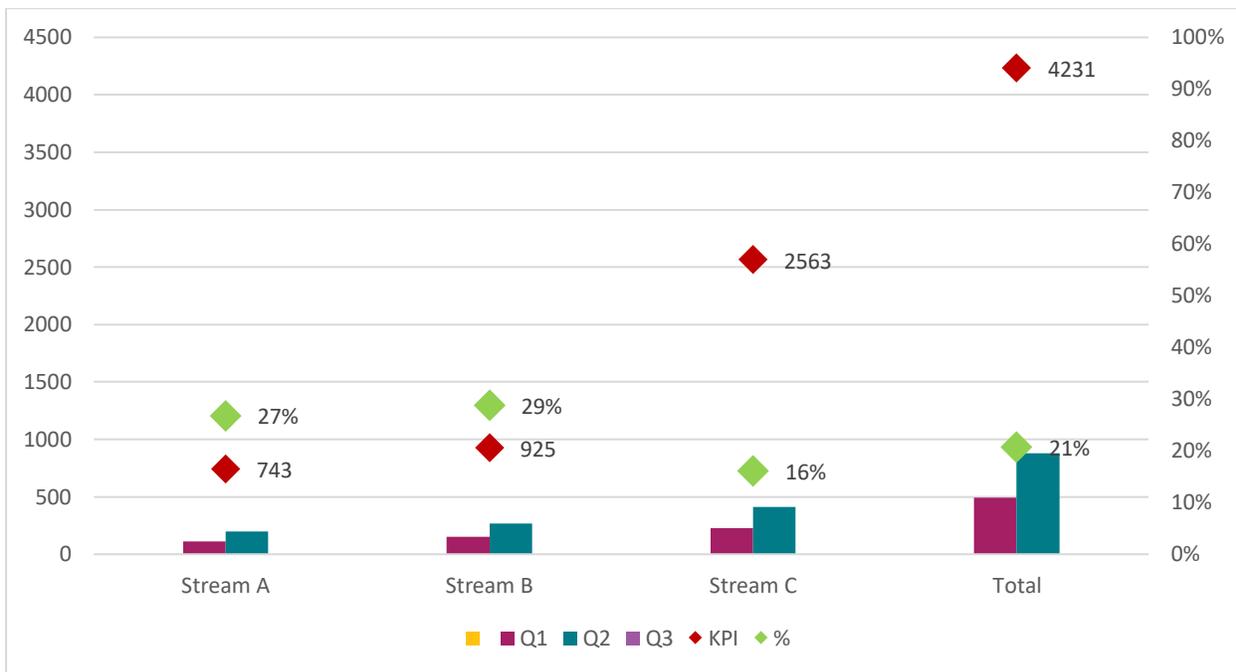


Table 2 shows that Stream A clients are at 27% of the target half-way through the year, Stream B clients are at 29% of the target and Stream C clients are at 16% of the target. Overall, the total meets 21% of the target for the year.

The SSM has implemented a Digital Service Delivery platform to match Stream A clients with available job openings.

Through an employer activation strategy we are focusing on developing relationships with employers to offer Stream C clients job placements and trials to get them into the

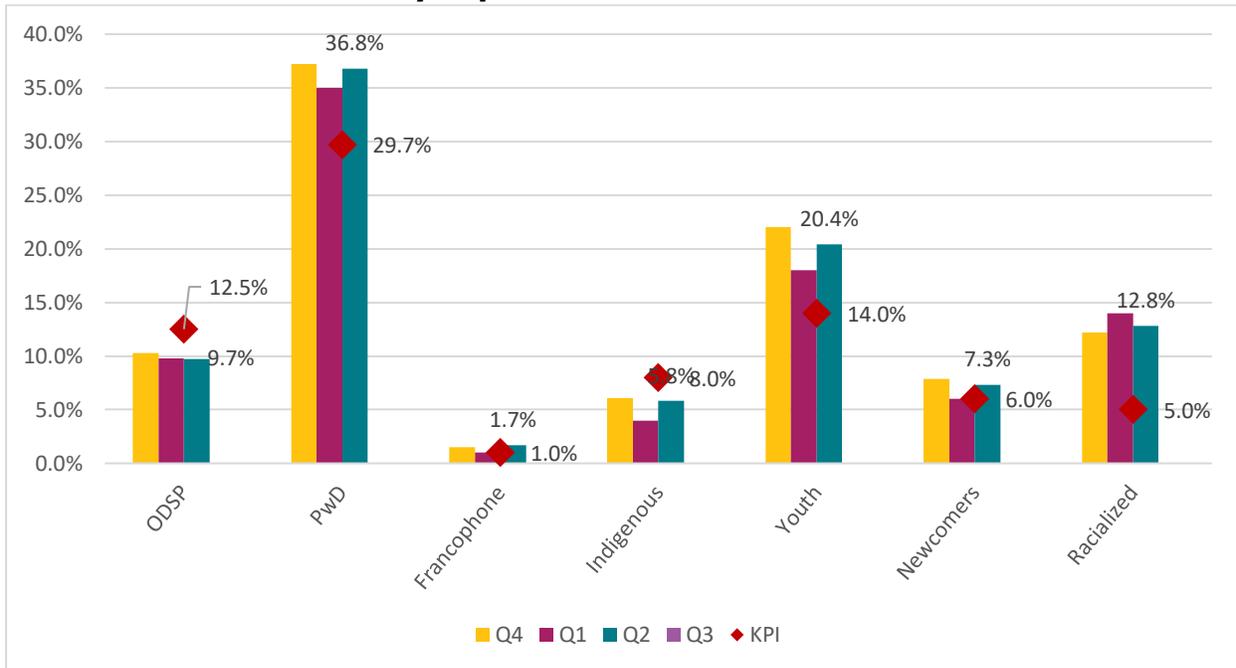




## Consortium Member Council Information Report

workforce without participation in a traditional job competition, i.e., identifying employer needs and recommending clients that are a good fit for the role, or a paid placement to trial the role.

**Table 3 – Service to Priority Populations**



The Ministry outlines priority populations that the SSM and its network of ESPs are to provide service. Table 3 outlines the SSM's results in these KPIs. As the table demonstrates, the SSM is meeting or exceeding targets in all areas aside from clients in receipt of ODSP and Indigenous individuals.

The SSM continues to support the Indigenous service provider to offer service. Overall, the SSM's performance indicates those that need employment services the most are provided with access to needed support.

In addition to the results outlined above, the network has seen a continued trend of clients in receipt of social assistance accessing employment services. One quarter of clients in service are from Ontario Works and 10.9% of clients are from the Ontario Disability Support Program (ODSP). This demonstrates evidence of the effectiveness of the collaboration between our Ontario Works partners and the SSM.



# Consortium Member Council Information Report

**Table 4 – Program Outcomes**

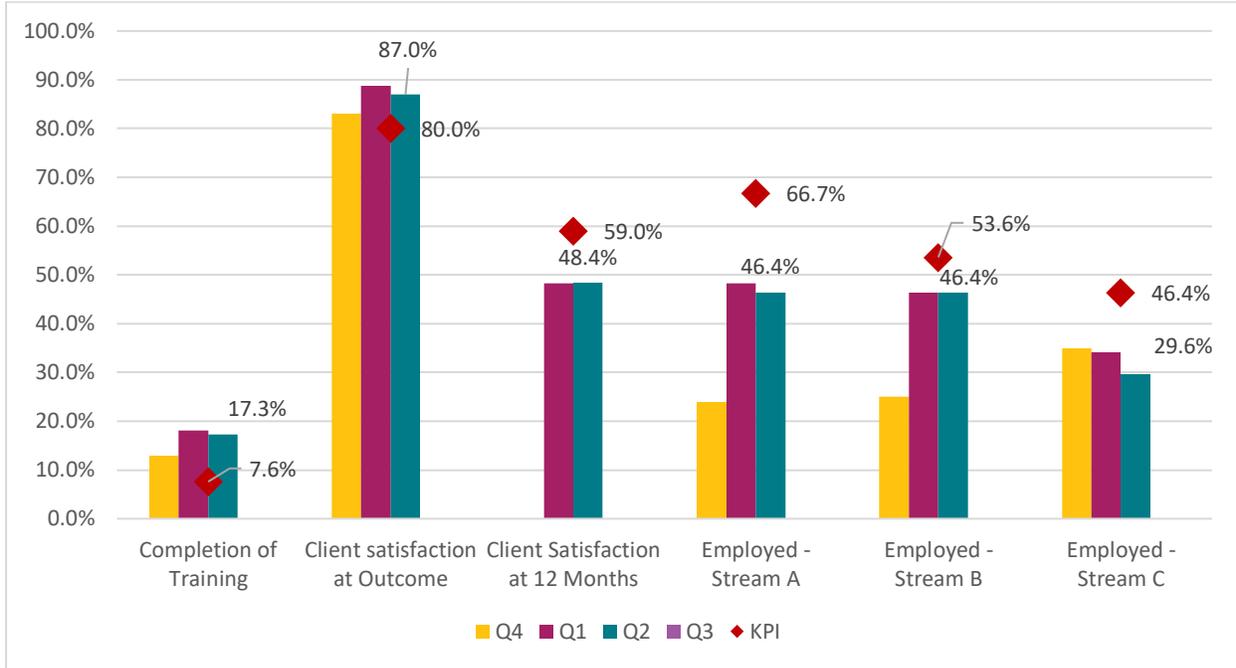


Table 4 outlines the SSM’s achievement of outcomes against MLITSD KPIs. As the table shows, the SSM is exceeding the targets for completion of training and client satisfaction with services at outcome. However, the SSM is slightly below the target for satisfaction at the 12-month point (12 months after the client has been moved to outcomes). The SSM is also under target for employment outcomes in all three streams. However, outcomes for Stream A and Stream B clients are significantly higher than the Q4 numbers from the previous year.

### Program Successes:

1. The service providers in the Stratford-Bruce Peninsula SSM have assisted 2000 clients in finding employment with 1764 clients finding employment at 20 hours per week or more.
2. Clients who are referred from social assistance have a low returned referral rate of 13%. This demonstrates an effective partnership and referral practice for clients between social assistance and Employment Ontario providers in the Stratford-Bruce Peninsula area. In addition, 25% of clients who have been referred to Employment Ontario by social assistance have found employment, with 22% finding a job working 20+ hours per week.
3. Start-up of the Digital Service Delivery platform in partnership with FutureFit AI with close to 200 job ready clients registered on the platform. The program uses AI technology to match job seekers to job postings based on previous





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experience, education and transferable skills. The SSM is registering employers through presentations hosted by Huron, Bruce and Perth County Economic Development departments, referrals from service providers, and onboarding at job fairs, information events, and one on one meetings with local employers.

4. The Employer Activation strategy involves training service providers on how to establish effective relationships with employers for the purpose of understanding employer hiring needs and creating opportunities for clients to find work outside of the traditional application process. This includes providing placements for clients and matching clients to employer requests. To date, 50% of job placements have resulted in clients being hired and maintaining their employment.
5. The In Motion and Momentum Plus program is intended to meet the needs of clients most at risk of long-term unemployment. Clients are typically referred to the program by Social Assistance caseworkers or Employment Ontario caseworkers. Of the 47 clients enrolled in the program, 37 clients have enrolled in Employment Ontario services. Thirteen clients have completed their work with Employment Ontario and seven clients have employment with an average of 25 hours per week.

### **Continuous Improvement:**

The SSM continues to monitor performance and tailor conversations with each service provider. These conversations focus on key themes to support the success of the network.

The SSM has undertaken strategic initiatives to build network capacity to produce high quality employment services.

1. **Local Labour Market Information:** The SSM provides labour market statistics based on Connect2Jobs data. This data set can guide service providers to identify opportunities for employment or placements at a village or town level.
2. **Employer Activation:** All service providers have completed training on developing relationships with local employers. These relationships provide opportunities for identifying employer needs and providing clients with the necessary qualifications for placements or direct to hire. Clients who are typically locked out of the job market can become gainfully employed without participating in traditional job competitions.
3. **Digital Services Delivery:** The SSM is working in conjunction with FutureFit AI to create a digital platform where employers can identify clients with the desired skill set and reach out directly to discuss employment opportunities. The platform





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helps Stream A job seekers identify a desired career path as well as local opportunities to obtain skills that employers value. Future plans include rolling out the platform to local employers to streamline local hiring and improve employment opportunities for clients.

4. **Employment Preparation:** Several cohorts have completed the In Motion and Momentum Plus program, designed to help clients address intrinsic barriers such as motivation, reliability and dependability. To date a subset of clients that have completed the program have successfully found employment and client evaluations demonstrate client's personal growth and improvements in confidence. Managers from Social Assistance partners and Employment Service providers have been trained to utilize assessment tools to identify client readiness for change, motivation, reliability and dependability and develop an individualized service plan to consider each client's specialized needs. Future plans include providing staff level training.
5. **Evidence-Based Practice:** Clients continue to be served using evidence-based approaches to employment service including cognitive motivational models, and trauma informed approaches.
6. **Performance:** Data collection and reporting continue to frame discussions around results. Service provider objectives and targets continue to be modified based on performance outcomes.

### 2025-2027 Funding Update

On January 6, 2025, the Ministry of Labour, Immigration, Training and Skills Development provided an amending agreement which extends the existing contract with the Stratford-Bruce Peninsula SSM until March 31, 2027.






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## MANAGEMENT REPORT

**Date:** April 15, 2025  
**To:** Social Services Sub-committee  
**From:** Alex Burgess, Manager of Ontario Works  
 Robin Brown, Social Services Supervisor – Ontario Works  
 Kim McElroy, Director of Social Services  
**Report Number:** SOC25-005  
**Attachments:** None

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**Title:** Family Services Perth-Huron Counselling and Support Agreement Update

**Objective:** To provide Council with information regarding services provided by Family Services Perth-Huron to referred Ontario Works clients as per the Counselling and Support Agreement between Ontario Works and Family Services Perth-Huron.

**Background:** Participants in social service programs may have emotional and other barriers that need to be addressed to promote participant self-reliance and life stabilization prior to achieving the goal of employment and other forms of community engagement.

In March of 2023, an agreement was signed between the City of Stratford Ontario Works program and Family Services Perth-Huron. The Social Services Department agrees to pay Family Services Perth-Huron a maximum of \$95,000 annually for their services, with an ability to provide an extra \$20,000 for programming considered to enhance services.

Through this agreement, Family Services Perth-Huron agrees to support Ontario Works participants to improve overall life stability in the community. They do this through personal and group interventions, groups/clinics, as well as counselling services. These services are aimed at reducing barriers to employment, increasing sustainable wellness and change, impacting housing and overall life stability. Counsellors provide compassionate trauma informed support for mental health concerns/crises and address self-esteem and goal-setting challenges.

Local in-person and virtual supports help some of our most vulnerable community members through evidence-based prevention and interventions supports to offer support, seek solutions and mitigate overall risk and stability. Family Services focuses on

barriers to employment, housing instability, risk of homelessness, complex familial needs, mental health concerns, addressing self-esteem, and goal setting challenges. Focusing on these areas and providing personal counselling services allows participants to progress towards their eventual goal of successful life stabilization.

Key Performance indicators are tracked by Family Services for clear accountability framework through the Family Services Perth-Huron internal tracking system.

**Analysis:** The Utilization Rate Summary report was submitted by Family Services Perth-Huron on February 28, 2025. Through the course of 2024, the Ontario Works office referred 168 participants to Family Services Perth-Huron. Of those 168 participants, 151 were served, far exceeding the target set at 100. Many of the participant referrals included children, partners, and/or caregivers. The 151 participants served included a total of 226 individuals.

Family Services Perth-Huron utilized a total of 921 hours working with Ontario Works participants through various sessions including Psychotherapy, Individual, Couple and Family Group sessions, and Drop-in Counselling. Again, this far exceeded the target of 800 hours.

They conducted 64 group sessions or drop-in clinics with various Ontario Works participants with 48 people attending these group sessions or receiving drop-in services.

Family Services Perth-Huron faced a number of issues and complexities when working with Ontario Works participants. These issues were most often related and intersectional. Homelessness was a common factor where participants were facing a risk of homelessness, often due to precarious relationships.

There was regularly a sense of stress, instability and emotional issues with the participants concerning their overall life situations. These issues often impeded job search and retention abilities. There was also an inability to secure primary care or psychiatric supports as needed.

Other complexities often demonstrated by participants were traumatic brain injuries, developmental disabilities, addictions and other medical concerns.

As can be expected, many participants struggled with both current and past trauma, violence and/or abuse, affecting familial, and personal relationships.

Family Services Perth-Huron conducted surveys with the Ontario Works clients who accessed their services. Of those that completed the survey, 85% found their social and community connections improved while 63% of that number felt they had improved employability and a capacity for employment and/or volunteering. This number remains steady when compared to that in 2023.

An impressive 85% of those participants who completed the survey found their overall mental health and wellness had improved. In the survey, participants were quoted to have 'felt safe and understood' and 'glad it was there for me.'

### **Financial Implications:**

#### **Financial impact to current year operating budget:**

This program was previously approved by Council in 2023 (SOC23-011). The cost of the agreement in the current year is \$95,000, with an additional \$20,000 available for emergency and enhanced services requiring clinical intervention, if approved by the Director of Social Services. The program is fully funded through the 100% Provincial Program Delivery Funding provided to the Ontario Works Division so there is no net financial impact to the tax levy for the City or the shared services partners.

#### **Financial impact on future year operating budget:**

The program, as currently approved by Council, runs until December 31, 2027, and is renewed on a yearly basis, if agreed upon by both parties. The contract is subject to the City's budget approval and Provincial funding, on an annual basis.

As this program is 100% Provincially funded through the Ontario Works division, there is no anticipated impact on future year net tax levy budgets for the City or the shared services partners.

### **Alignment with Strategic Priorities:**

#### **Build Housing Stability**

This report aligns with this priority as this partnership provides gateways to housing stability to some of the most vulnerable members of the community.

### **Alignment with One Planet Principles:**

#### **Health and Happiness**

Encouraging active, social, meaningful lives to promote good health and wellbeing.

#### **Equity and Local Economy**

Creating safe, equitable places to live and work which support local prosperity and international fair trade.

#### **Culture and Community**

Nurturing local identity and heritage, empowering communities and promoting a culture of sustainable living.

**Staff Recommendation: THAT the report titled, "Family Services Perth-Huron Annual Utilization Rate Summary Report" (SOC25-005), be received for information.**

**Prepared by:** Alex Burgess, Manager of Ontario Works  
Robin Brown, Social Services Supervisor – Ontario Works

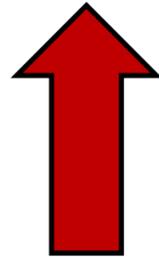
**Recommended by:** Kim McElroy, Director of Social Services  
Joan Thomson, Chief Administrative Officer

# SOCIAL SERVICES MONTHLY CHILDREN'S SERVICES REPORT

## Stratford, Perth County, & St. Marys

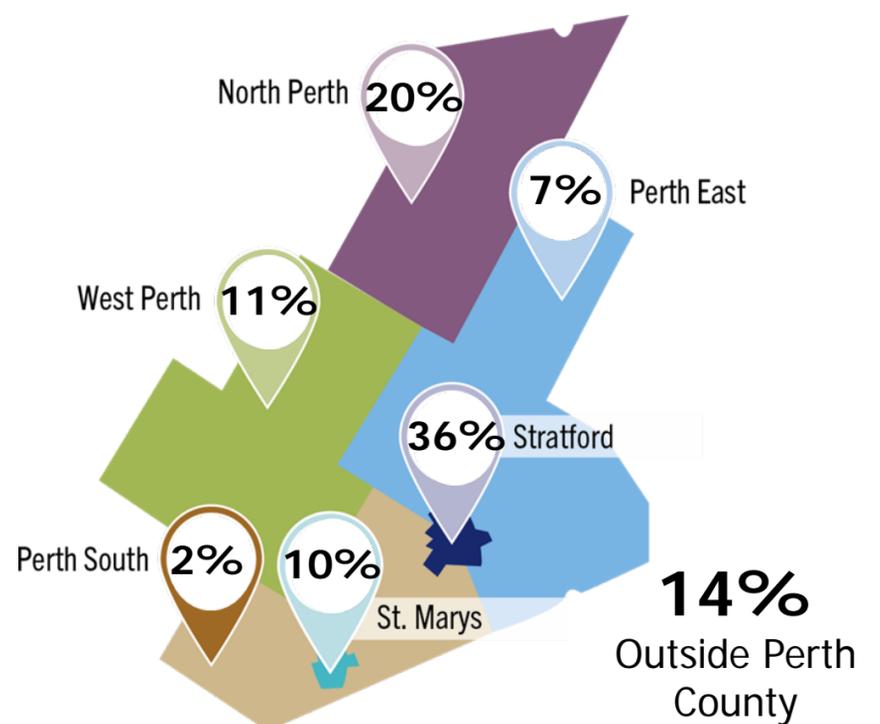
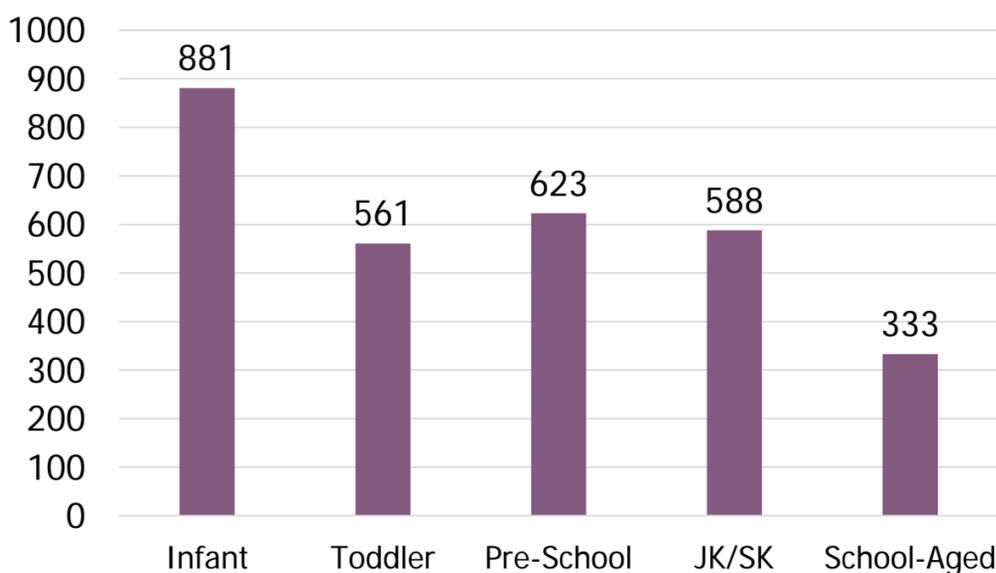
**2,986**

Total number of children on the child care waitlist



This is an increase from January 2025, when there were **2,867** children on the child care waitlist

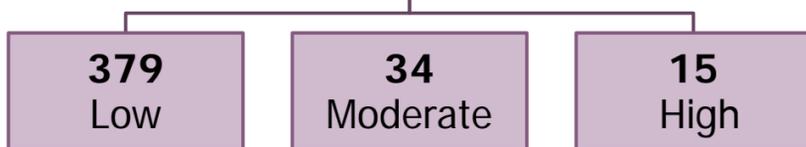
### Age Category on the waitlist



### Resource Consulting

**88** Total children supported by the Program

#### Level of Support



### EarlyON

**587** Unique children (0-6 years) served

**486** Unique parents/caregivers served

**1,541** Visits by children (0-6 years)

**1,235** Visits by parents/caregivers

## **i** Information Bulletin

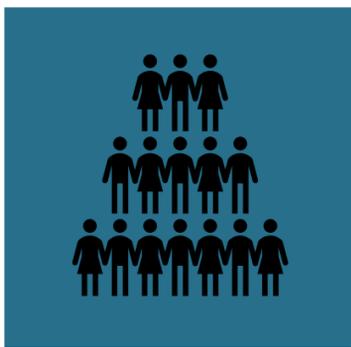
The Children's Services Division is the manager for child care in Stratford, St. Marys and Perth County. In partnership with the community, the Children's Services Division promotes fair and equal access to high quality care for children, and support to their families and caregivers.

For more information about Children's Services and supports please visit: <https://www.stratford.ca/en/inside-city-hall/childcare.aspx>



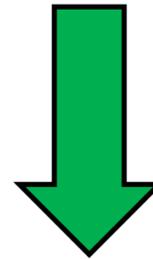
# SOCIAL SERVICES MONTHLY HOMELESSNESS REPORT

Stratford, Perth County, & St. Marys



142

Total number of households experiencing homelessness



This is a decrease from January 2025, when there were **144** households experiencing homelessness



4

New households entering into homelessness



6

Households returned to service area or reconnected with services



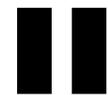
3

Households who lost their housing



5

Households who became housed



10

Households who left the service area or had no contact with service provider

## Population Specific Information

109 Single Adults

11 Youth (16-24)

22 Families

120 Chronic

32 Unsheltered

20 Identify as Indigenous

## Information Bulletin

A variety of different factors can contribute to an individual's experience of homelessness. Often, people experience homelessness when all other options have been exhausted, and/or they are dealing with circumstances that make it difficult to maintain housing. Some of these obstacles that may lead people to their experiences of homelessness include:

- Eviction
- The affordable housing crisis
- Coping with mental illnesses or addictions, which makes it difficult to maintain housing

**Source:** The Canadian Observatory on Homelessness - The Homelessness Hub

For more information about housing and homelessness services and supports please visit: <https://www.stratford.ca/en/inside-city-hall/Homelessness.aspx>

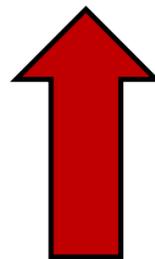


# SOCIAL SERVICES MONTHLY SOCIAL HOUSING REPORT

## Stratford, Perth County, & St. Marys

**604**

Total number of Households on the centralized waitlist



This is an increase from January 2025, when there were **594** households on the centralized waitlist

### Unit Size

1 Bedroom	61%
2 Bedroom	15%
3 Bedroom	12%
4+ Bedroom	12%

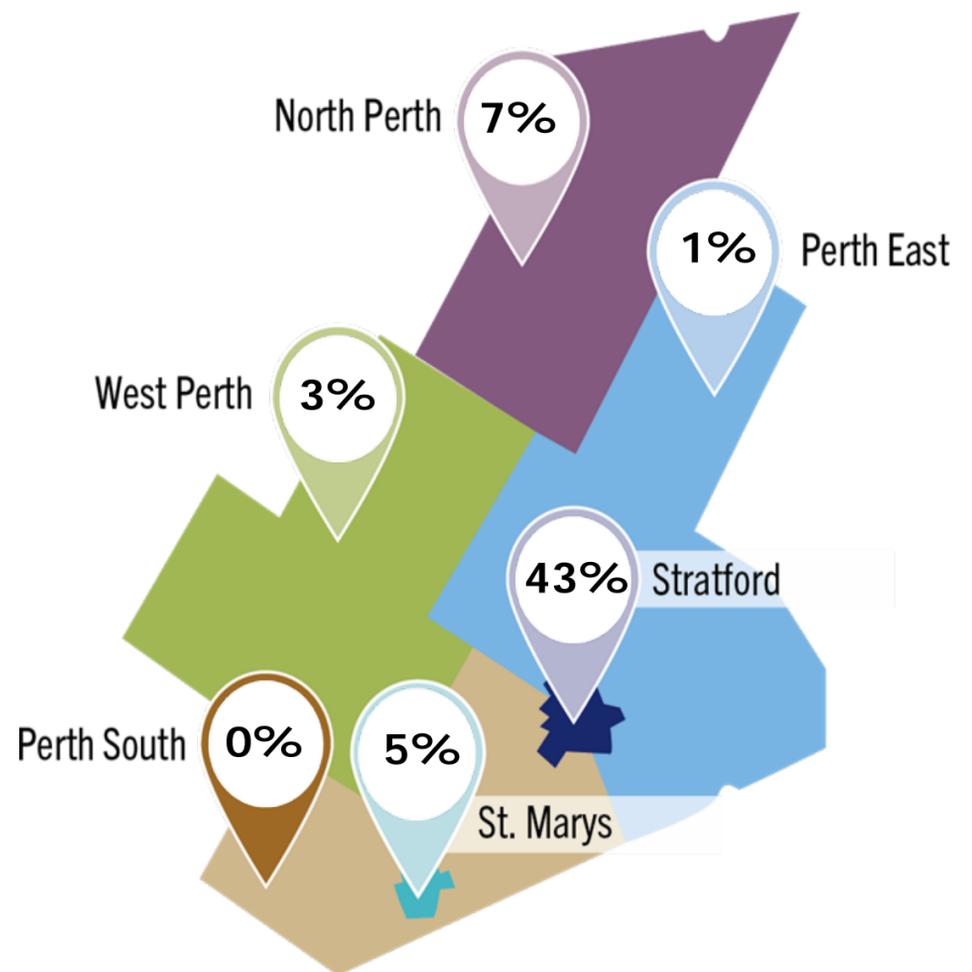
### Applicant Type

Single/Couple	53%
Family	36%
Senior	11%

### Priority Status

Chronological Order	87%
Homeless	8%
Special Provincial Priority (SPP)*	6%

\*SPP: Survivor of domestic abuse or trafficking



Unknown: **6%**

Outside Perth County: **35%**

\*Current applicant address

### Move ins & Move outs

**9** Total number of move outs

**2** Total number of move ins

### Maintenance



**332**

Number of Work orders requested

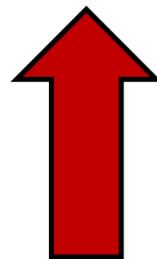
For more information about housing services and supports please visit: <https://www.stratford.ca/en/inside-city-hall/housing.aspx>



# SOCIAL SERVICES MONTHLY ONTARIO WORKS REPORT

## Stratford, Perth County, & St. Marys

**856** Total number of active caseloads



This is an increase from January 2025, when there were **852** active cases

**53** Total number of active temporary care cases\*

\*If you are an adult and you are temporarily responsible for the care of a child who is in financial need, you may be eligible for temporary care assistance on their behalf.



**23%**

Percentage of caseload terminations exiting to employment



**7%**

Percentage of Caseload terminated



**64**

New applications received



**11%**

Percentage of caseloads with employment earnings



**\$882**

Average monthly employment earnings

## Population Specific Information



**69%**

Singles without dependents



**26%**

Lone parent families



**5%**

Couples with or without dependents

**2.3  
Years**

Average time on Assistance

**\$733**

The maximum amount a Single on Ontario works receives per month



## Information Bulletin

Ontario Works provides income and employment supports to people in temporary financial need. If you qualify, Ontario Works can provide you with:

- Financial assistance to help you cover the costs of your basic needs (example: food and housing costs)
- Employment assistance to help you prepare for and find a job.

You may also be eligible for health benefits for yourself and your family, including drug and dental coverage.

For more information about Ontario Works and Social Assistance please visit: <https://www.stratford.ca/en/inside-city-hall/ontarioworks.aspx#How-to-Apply-for-Financial-Assistance>



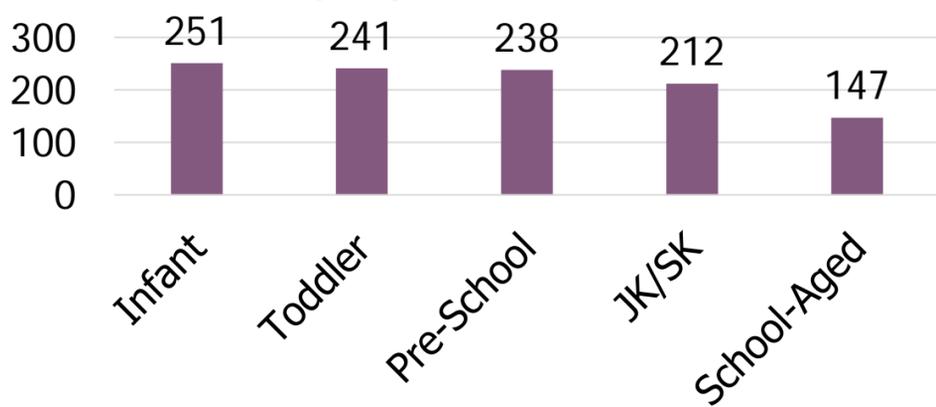
# SOCIAL SERVICES MONTHLY CITY OF STRATFORD REPORT

## Children's Services

**1,089** Total number of children on the child care waitlist applying from Stratford

**36%** Percentage of the total child care waitlist applying from Stratford

Age Category on the waitlist – Applying from Stratford



### EarlyON - Stratford

**206** Unique children (0-6 years) served

**162** Unique parents/caregivers served

**439** Visits by children (0-6 years)

**328** Visits by parents/caregivers

## Social Housing

**261**

Total Households on the centralized waitlist applying from Stratford

### Unit Size

1 Bedroom	68%
2 Bedroom	13%
3 Bedroom	10%
4+ Bedroom	9%

### Applicant Type

Single/Couple	60%
Family	29%
Senior	11%

**43%**

Percentage of the total centralized waitlist applying from Stratford

### Priority Status

Chronological Order	84%
Homeless	10%
Special Provincial Priority (SPP)*	8%

\*SPP: Survivor of domestic abuse or trafficking

## Ontario Works

**522** Total number of active cases in Stratford

**61%**

Percentage of the total Ontario Works caseload that are in Stratford