



The Corporation of the City of Stratford
Social Services Sub-committee
Open Session
AGENDA

Date: November 9, 2021
Time: 3:30 P.M.
Location: Electronic Meeting
Sub-committee Present: Councillor Henderson - Chair Presiding, Councillor Burbach, Councillor Ritsma, Councillor Vassilakos
Staff Present: Kim McElroy - Director of Social Services, Kelly Stone - Supervisor of Social Services, Jodi Akins - Council Clerk Secretary

To watch the Sub-committee meeting live, click the following link: <https://stratford-ca.zoom.us/j/81127816663?pwd=NzAvaEpxalRzZDJzV1RYMFJlWnNTUT09>
A video recording of the meeting will also be available through a link on the City's website at <https://www.stratford.ca/en/index.aspx> following the meeting.

Pages

1. Call to Order

The Chair to call the Meeting to Order.

Councillor Bunting 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. Delegations

None scheduled.

4. Report of the Director of Social Services

4.1. Purchase of Service Agreement with the United Way Perth-Huron (SOC21-014)

3 - 5

Motion by _____

Staff Recommendation: THAT the report titled "Purchase of Service Agreement with the United Way Perth-Huron" (SOC21-014) be received for information;

AND THAT the Director of Social Services and Chief Administrative Officer be authorized to enter into a Purchase of Service Agreement with United Way Perth-Huron.

5. Report of the Supervisor of Social Services

5.1. Update on the Homeless Access to Care Program (SOC21-015)

6 - 8

Motion by _____

Staff Recommendation: THAT the report titled "Update on the Homeless Access to Care Program" (SOC21-015) be received for information.

6. Next Sub-committee Meeting

All Sub-committee meetings for the month of December have been cancelled. Meetings will resume in January 2022.

7. Adjournment

Meeting Start Time:

Meeting End Time:

Motion by _____

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



MANAGEMENT REPORT

Date: November 9, 2021
To: Social Services Sub-committee
From: Kim McElroy, Director of Social Services
Report#: SOC21-014
Attachments: None

Title: Purchase of Service Agreement with the United Way Perth-Huron

Objective: To consider approval for the Director of Social Services and Chief Administrative Officer to enter into a Purchase of Service Agreement with the United Way Perth-Huron.

Background: Historically, the United Way Perth-Huron has submitted grant proposals to help support the Social Resource and Planning Council's (SRPC) operations that would develop, and support research needed for community action in the amount of \$25,000 and an additional \$15,000 to update their website: myPerthHuron.ca data. With the understanding that the United Way Perth-Huron services all of Perth County, it was proposed that this grant would be better purposed as a purchase of service agreement under the Social Services portfolio. The Purchase of Service has a detailed scope of deliverables outlined within the document, as well as an annual requirement to report on outcomes.

Analysis: After a review of what the scope of deliverables that were needed to address ongoing gaps within the community, it was determined that the funding provided by the City to the United Way Perth-Huron would be allocated for the following purposes for the terms of this agreement.

1. The Social Research and Planning Council will conduct research, studies, reports and projects that are aligned with and move forward the "Roadmap for Collaboration: A Community Safety and Well-being Plan for Stratford, St. Marys, North Perth, West Perth, Perth East and Perth South (2021-2024). The studies will focus on the four priority areas and their accompanying goals and objectives:
 - Systems Planning and Integration
 - Affordable, Accessible, and Suitable Housing
 - Affordable and Accessible Health, Social and Recreation Services

- Social Inclusion
2. To increase the capacity of local non-profit organizations that may include board governance through training, education, and resource sharing on best practices.

Funding was attributed to alternative streams at the United Way Perth-Huron in the past, the need to align with and move forward the Community Safety and Well-being plan with supporting research, studies, reports, and projects by the SRPC became a priority for this purchase of service agreement. This will help ensure there is a collaboration between the two organizations and help with the municipality's legislative requirements of this plan and mitigate the need to hire external consultants on similar research, studies, reports, and projects by the municipalities.

The second scope of deliverables that was identified was the need to support our local non-profit organizations that were greatly impacted during the pandemic and for some of these organizations they will need extra support to rebuild. This service will allow the United Way Perth-Huron to give guidance to these agencies on areas such as:

- Governance structure and models
- Effective policy and procedure development
- Strategic planning
- Efficient financial management
- Organizational Resiliency and mediation

Financial Impact: The \$40,000 will go from an operating grant on the Social Services budget that is cost-shared between the municipalities, to a Purchase of Service agreement within the Social Services budget that will be cost shared between the municipalities with no net impact to the City's budget.

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Staff Recommendation: THAT the report titled "Purchase of Service Agreement with the United Way Perth-Huron" (SOC21-014) be received for information;

AND THAT the Director of Social Services and Chief Administrative Officer be authorized to enter into a Purchase of Service Agreement with United Way Perth-Huron.



Kim McElroy, Director of Social Services



Joan Thomson, Chief Administrative Officer



MANAGEMENT REPORT

Date: November 9, 2021
To: Social Services Sub-committee
From: Kelly Stone, Supervisor of Social Services
 Kim McElroy, Director of Social Services
Report#: SOC21-015
Attachments: None

Title: Update on the Homeless Access to Care Program

Objective: To provide an update to Council on the Homeless Access to Care Program, a service delivery partnership between the City of Stratford Social Services Department, the Huron Perth Healthcare Alliance, and Perth County Paramedic Services.

Background: The Homeless Access to Care program began as a pilot program in January 2021 when the Huron Perth Healthcare Alliance reached out to the Social Services Department about a partnership that could address the lack of primary care for individuals who are experiencing homelessness or are precariously housed. After the initial success of the program, the Social Services Department utilized Social Services Relief Funding to extend the program and expand the parameters to ensure the needs were also met for clients who reside within the Perth & Stratford Housing Corporation portfolio.

The program partners the Social Services Outreach Worker Program (Outreach) with a Nurse Practitioner (NP), Pharmacist, and the Perth County Paramedic Services (EMS). The team focuses on community paramedicine in an effort to provide primary care, medication management and assistance with urgent medical issues in both a mobile capacity and through on-site clinics at local community agencies. Within the community, individual assessments are completed either at a fixed location, in client homes or within the ambulance for those who are unsheltered.

At times, community partners have involved their staff with these clinics to provide a more holistic approach to the overall well-being of the individual. For example, Choices for Change will provide a staff member when addition support is a focus. The program travels to different locations within the County as a way of providing access to service for the entire service area. A weekly on-site clinic operates at The Local Community

Food Centre on Friday afternoons. This has proved to be a successful time and location for the community and transportation is available for clients who require it.

Analysis: Currently there are over 40 individuals rostered with the Nurse Practitioner who are receiving primary care support on an ongoing basis. Since the onset of the program the NP has facilitated rostering over 100 individuals with a family physician, either as new referrals or re-connections to their previous family physician.

From July 2021 – September 2021 over 20 individuals have been supported by the Pharmacist with prescription management.

The community paramedicine services provided by Perth County EMS have also been a vital component of the program, providing service 12 hours per day, 7 days per week, while ensuring that all urgent care needs are met; individual assessment, referral to the Nurse Practitioner, COVID testing, emergency response, as well as avoiding unnecessary visits to the Emergency Room. To date the Perth County EMS have completed over 268 individual assessments.

The community paramedicine team was also able to partner with Huron Perth Public Health to create mobile vaccination clinics.

Initial feedback from the clients served indicated that they feel more supported and are better able to manage their medication with the support of this service. A follow up survey will be completed with participants to obtain more evidence-based data on the outcomes of this service.

Financial Impact: The program has been funded through the Social Services Relief Fund which is 100% provincial funding through the Ministry of Municipal Affairs and Housing.

Alignment with Strategic Priorities:

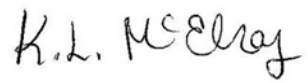
Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Staff Recommendation: THAT the report titled "Update on the Homeless Access to Care Program" (SOC21-015) be received for information.



Kelly Stone, Supervisor of Social Services

Handwritten signature of Kim McElroy in black ink.

Kim McElroy, Director of Social Services

Handwritten signature of Joan Thomson in black ink.

Joan Thomson, Chief Administrative Officer