



Meeting Notes
Ad-Hoc Committee on Poverty and Homelessness
October 17th, 2018
3:30 PM
Council Chambers, Town Hall
105 Elgin Street West, Arnprior

Present:

Lee Dyck, Chair
Danielle Raymond
Josie Scott
Liz McLaren
David Reid, Mayor
Lyn Smith
Amy Scholten
Debbie Hudson
Renee Coady

Absent:

Nathalie Spratt (w/ regrets)
Clark Young, Vice Chair (w/ regrets)
Dana Smith-Hisko (w/ regrets)
Jennifer Remus

Also Present:

Emily Melanson, Client Services Admin. Assist.

John Hoyles, Executive Director of the Community
Information Centre of Ottawa – Ontario
211

Nisha Parekh, Child and Youth Protection Supervisor–
Family & Children’s Services of Renfrew
County

Susan Kirk, Supervisor of Behaviour/Communication
Program under Developmental Service
Branch – Family & Children’s Services of
Renfrew County

Members of Public:

Frank Dugal

1. Call to Order

Lee Dyck, Chair, called the Ad Hoc Committee on Poverty and Homelessness Meeting to order at 3:34 PM and welcomed those present.

2. Adoption of Agenda

Resolution No. ADHOC-022-18

Moved by: David Reid

Seconded by: Josie Scott

Be It Resolved That the Agenda for the Ad Hoc Committee on Poverty and Homelessness Meeting dated Wednesday, October 17th, 2018 be adopted.

Resolution CARRIED

3. Approval of Previous Meeting Notes

Resolution No. ADHOC-023-18

Moved by: David Reid

Seconded by: Josie Scott

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Be It Resolved That the Meeting Notes from the Regular Meeting of the Ad Hoc Committee on Poverty and Homelessness dated Wednesday, September 19, 2018 be adopted.

Resolution CARRIED

4. Matters Tabled/Deferred/Unfinished Business

None

5. Presentations/Delegations

a. Ontario 211 (John Hoyles)

Mr. Hoyles discussed Ontario 211 and how it can support municipalities in emergency situations.

Mr. Hoyles provided a presentation attached as Appendix A. Questions and discussion ensued with the following being a summary/highlights of what was noted:

- There are 6690 records of social services available. This data is their 'engine'.
- Lyn Smith asked who gets the data/results. Mr. Hoyles responded that the Ministry of Community and Social Services is who they share the information with.
- Ontario 211 covers Belleville to west of Renfrew County.
- They have an extensive training program for their employees. All of their resource specialists are trained.
- 80% of the time, phone calls are answered within 60 seconds.
- The length of phone call are climbing because they train their employees to have a conversation as this better ensure the customer gets the help they need. A follow-up system is also in effect with permission from the caller.
- Lyn Smith commented that data usage plans for families in need may include their ability to receive calls but not make calls. Mr. Hoyles mentioned that customers have many different ways to contact 211 but text is a work-in-progress, however online chats are available.
- Mr. Hoyles said Ontario 211 offers 24/7 service. They do this with a key staff working 7 am to 7 pm while after hours calls go to a provider in Toronto.
- Transportation is a request they often receive.
- Lyn Smith asked if Ontario 211 inquires with callers regarding their income. Mr. Hoyles said they ask two things, language they prefer and if they agree to an end-of-call survey regarding the services. The income question is at this survey stage if agreed.

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- Lyn Smith asked if Ontario 211 gets information from County Connections in Killaloe. Mr. Hoyles said they do, and also a volunteer agency in Quinte.
- Danielle Raymond spoke to the fact that she is impressed with the training staff receives and wondered if others can participate in this training. Mr. Hoyles said that Ontario 211 can provide this training and to contact him for further information.
- David Reid asked what would be areas of concern for this area. Mr. Hoyles spoke to data included in the presentation, wherein there was an indication that 32 unmet needs were recorded. Mr. Hoyles said he would send data details of these unmet needs.

b. Family & Children's Services of Renfrew County (Nisha Parekh and Susan Kirk)

Ms. Susan Kirk discussed how Family & Children's Services of Renfrew County is a multiservice agency. Ms. Kirk works in the developmental services branch while Ms. Nisha Parekh works for child welfare.

Ms. Susan Kirk provided a presentation with respect to the developmental services branch, attached as Appendix B. Questions and discussion ensued with the following being a summary/highlights of what was noted:

- Service planning is based on individual strengths and needs. They really listen to client's needs.
- They offer clinical services – consultants can go to homes (i.e. infant development).
- Adult services – if concerned with adults, call Developmental Services Ontario Eastern Region and complete application or referral form, the referral is sent to related services if eligible. Adult protective services workers role is advocacy. Look at connecting people with programs.
- Transitional Age Youth Program combines child welfare with developmental services. Provides time-limited treatment for emerging adults aged 16-24 years.
- Lyn Smith asked what the connection is between Family & Children's Services and Community Living, if at all. Ms. Kirk responded that Community Living is more residential but Family & Children's Services do more clinical and case management pieces.
- Lyn Smith mentioned an age gap in the services that are provided, namely ages 16 to 18. Ms. Kirk and Ms. Parekh advised that the Child and Youth Services Act was amended to provide services up to age 18 now so that captures the gap.
- Lyn Smith asked how these services compare to the Phoenix Centre. Ms. Kirk responded that Phoenix Centre provides services through a mental health lens whereas they are more a developmental lens.

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- Ms. Kirk mentions that case management is very important. They currently have a wait list. Danielle Raymond asked why and Ms. Kirk responded that funding is the issue.
- Danielle Raymond noted that the number of cases that these two workers must handle is incredible and it is unfortunate that it is just a funding issue. Think of the impact that the addition of one more worker would have on that wait list and community.

Ms. Nisha Parekh provided a presentation with respect to the child welfare branch, attached as Appendix C. Questions and discussion ensued with the following being a summary/highlights of what was noted:

- 90% of families they work with are on a volunteer basis and 10% are court-ordered involvement.
- All calls to the agency go to the referral center. A screener takes information and then gets it assigned.
- 1/3 of investigations are ongoing.
- Foster parents go through vigorous assessment program. Foster families are in need.
- Ms. Parekh mentioned the Caring Dads program. Bobby O'Keefe works with dads, often young dads, addressing issues and talks about impact of their behaviour while exploring parenting skills.
- Amy Scholten asked if this type of program is referred to by the court system. Ms. Parekh responded that usually the court system refers to PARS, an anger management program.
- Lyn Smith asked Ms. Parekh to explain safe shelters. Ms. Parekh said she is separate from this but from her understanding it is for youth who are homeless. They try to connect them with a safe place to stay and problem solve.
- Amy Scholten asked what the requirements are in terms of age group who can participate in this program. Ms. Parekh answered up to age of 21 years.
- Danielle Raymond discussed the fear that goes along with families involved in this system and asked what is done to decrease that feeling of fear. Ms. Parekh responded that the agency does struggle with this and they are aware that they hold a lot of power. She understands this power evokes fear and anxiety but the key is to work with staff to engage with families and establish relationships to a point where they can express these feelings. Ms. Parekh points out the key is the impact on the child, and part of their assessment is looking at these issues.

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6. New Business

a. Round Table Discussion

i. New Community Resources / Opportunities

Renee Coady discussed that the Boys and Girls Club offers free after school programs. David Reid mentioned that the Town also has after school programming through the recreation department.

Lyn Smith reported on a summit she attended last month noting discussion on poverty reduction strategies, including a living wage program. Ms. Smith spoke about the province shutting down the basic income pilot program. Also, Ms. Smith noted the Child Poverty Action Network (CPAN) hosts a living wage working group in Renfrew County.

ii. Planning for the future of this Committee

David Reid discussed the committee is at stage now where we need to prioritize and come up with next steps. Discussion ensued, with overall agreement that resources the committee has learned about should be consolidated. The secretary for committee will complete this consolidation for the November meeting.

Lyn Smith suggested the committee should write an article or something to let the public know what information the committee has consolidated and to raise awareness.

7. Adjournment

Resolution No. ADHOC-024-18

Moved by: David Reid

Seconded by: Danielle Raymond

That the Regular Meeting of the Ad Hoc Committee on Poverty and Homelessness be adjourned at 5:25 PM.

Resolution CARRIED

The next meeting of the Ad Hoc Committee on Poverty and Homelessness will be held on Wednesday, November 21, 2018 at 3:30 PM in Council Chambers (Town Hall) located at 105 Elgin Street West, Arnprior, ON K7S 0A8.