



COMMUNITY SERVICES COMMITTEE AGENDA

Community Services Committee Meeting
Monday, March 19, 2018
Tom Davies Square

COUNCILLOR RENE LAPIERRE, CHAIR

Mike Jakubo, Vice-Chair

6:00 p.m. COMMUNITY SERVICES COMMITTEE MEETING
COMMITTEE ROOM C-11

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DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

COMMUNITY DELEGATIONS

1. United Way Centraide North East Ontario

(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)

- Michael Cullen, Executive Director, United Way Centraide North East Ontario

(The United Way would like to address the Community Services Committee regarding the Home Weatherization Program offered by Union Gas and administered through United Way that provides free home weatherization upgrades for income eligible customers. The presentation will provide additional incentives that can be stacked with the Ontario Renovates Program that Housing Services is currently offering to low income home owners.)

PRESENTATIONS

1. Report dated March 1, 2018 from the General Manager of Community Development regarding Social Assistance Modernization Strategy Update.

4 - 6

(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)

- Tyler Campbell, Director of Social Services

(This presentation and report provides an overview of policy and process changes at the provincial and local level linking to the Provincial Social Assistance Service Delivery Modernization Strategy.)

CONSENT AGENDA

(For the purpose of convenience and for expediting meetings, matters of business of repetitive or routine nature are included in the Consent Agenda, and all such matters of business contained in the Consent Agenda are voted on collectively.

A particular matter of business may be singled out from the Consent Agenda for debate or for a separate vote upon the request of any Councillor. In the case of a separate vote, the excluded matter of business is severed from the Consent Agenda, and only the remaining matters of business contained in the Consent Agenda are voted on collectively.

Each and every matter of business contained in the Consent Agenda is recorded separately in the minutes of the meeting.)

CORRESPONDENCE FOR INFORMATION ONLY

C-1. Report dated March 1, 2018 from the General Manager of Community Development regarding Local Poverty Reduction Fund Project Update.

7 - 11

(FOR INFORMATION ONLY)

(This report provides an update to the Local Poverty Reduction Fund Phase 2 project.)

C-2. Report dated March 1, 2018 from the General Manager of Community Development regarding Used Syringe Recovery Program - Update.

12 - 15

(FOR INFORMATION ONLY)

(This report provides Council with an update on the Used Syringe Recovery Program that was approved by Council in 2017. It also speaks to the evolution of the program along with relevant statistics.)

- C-3. Report dated March 1, 2018 from the General Manager of Community Development regarding On-Demand Transportation. **16 - 20**
(FOR INFORMATION ONLY)
(This report provides information regarding on-demand transportation models.)

REGULAR AGENDA

MANAGERS' REPORTS

- R-1. Report dated February 26, 2018 from the General Manager of Community Development regarding Single Source - Home for Good. **21 - 24**
(RESOLUTION PREPARED)
(This report seeks Council direction for sole sourcing the Home for Good Program.)

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD AND ANNOUNCEMENTS

NOTICES OF MOTION

ADJOURNMENT

For Information Only

Social Assistance Modernization Strategy Update

Presented To: Community Services
Committee

Presented: Monday, Mar 19, 2018

Report Date Thursday, Mar 01, 2018

Type: Presentations

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

This report will have a positive impact on the Social Determinants of Health in the area of Human Health and Well-Being and the proposed changes to Social Assistance will enhance existing programs and policies regarding the quality of services that are provided through the Social Services Division.

In addition, this initiative aims to improve the quality of life and place for citizens of Greater Sudbury as it will promote Population Health in the areas of Investing in Families, Enabling and Promoting Mental Health, Seeking Compassionate City Characteristics, and Encouraging Holistic Health.

Report Summary

This presentation and report provides an overview of policy and process changes at the provincial and local level and the link to the Provincial Social Assistance Service Delivery Modernization Strategy. The report further outlines a report back to the committee on local changes that have been implemented from the operational review process that was brought forward to the Community Services Committee in the fall of 2017. The overall strategy will take approximately three years to complete.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Tyler Campbell
Director of Social Services
Digitally Signed Mar 1, 18

Health Impact Review

Tyler Campbell
Director of Social Services
Digitally Signed Mar 1, 18

Manager Review

Tyler Campbell
Director of Social Services
Digitally Signed Mar 1, 18

Division Review

Tyler Campbell
Director of Social Services
Digitally Signed Mar 1, 18

Financial Implications

Jim Lister
Manager of Financial Planning and
Budgeting
Digitally Signed Mar 1, 18

Recommended by the Department

Catherine Matheson
General Manager of Community
Development
Digitally Signed Mar 1, 18

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Mar 5, 18

Background

The City of Greater Sudbury's Social Services Division (Division) has provided two updates to the Community Services Committee about changes that are taking place at the provincial and municipal level. The first report presented to the Committee on November 6, 2017, provided an overview of the Operational Review that was conducted in the Social Services Division at the local level.

<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=3&id=1205>

The second report presented to the Committee on January 17, 2018, provided an overview of the Income Security Roadmap that continues to guide the Social Assistance Service Modernization Strategy.

<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=7&id=1258>

The presentation and associated report will provide an overview of the updates to the Social Assistance Modernization Strategy along with further provincial changes, as well as an update regarding the changes that have occurred locally out of the operational review process.

Social Assistance Service Modernization Strategy

The Ministry of Community and Social Services (Ministry) has begun to roll out a change management process to Social Services staff across the Province regarding changes to Social Assistance. The priority areas for change include:

- Intake
- Client Communications
- Digital Tools and Processes
- Payment Administration
- Benefits Delivery

These priority areas for change focus on achieving the province-wide goals of improving client experience and outcomes along with realizing administrative efficiencies. The intended results of these goals and priority areas of focus will provide more time for high impact activities with clients rather than administrative processes to assist clients in achieving their desired outcomes. The Ministry is moving to a risk based paradigm rather than the current enforcement focus of the program.

The Ministry is engaging with all levels of decision makers in order to lead the changes by engaging in “co-design” with partners to pilot changes on a small-scale before implementation to the entire province.

In 2018, a new mobile application is expected to be implemented allowing clients to communicate with staff more easily and eventually allow the client to make certain changes to their file remotely without having to access the Social Services office. A large-scale change occurring will be the launch of a reloadable payment card that will eventually eliminate the need for paper cheque issuance to clients.

Operational Review

The Coordinator of Shelters and Homelessness in the Social Services Division is heading the implementation plan as a result of the local operational review process. An implementation team comprising up of a cross section of staff from the Division is assisting with the process. Currently, there have been several policy and process changes that have been implemented to the Division that fit the priority areas of the Social Assistance Service Modernization Strategy, such as access to forms and changes regarding income reporting requirements. The operational review also recommended access by clients through digital channels. In anticipation of the mobile application for clients, the operational review implementation team is working with the Corporate Services Department to setup new policies and processes for digital communication between clients and staff.

Next Steps

The Social Assistance Service Modernization Strategy outlines a roadmap for change over the next three years that is anticipated to have a positive impact on client outcomes. The implementation of the local operational review is expected to occur in 2018. During this time of change, the Social Services Division will continue to update the Community Services Committee on progress and policy changes at both the provincial and local level.

For Information Only

Local Poverty Reduction Fund Project Update

Presented To: Community Services
Committee

Presented: Monday, Mar 19, 2018

Report Date Thursday, Mar 01, 2018

Type: Correspondence for
Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports the Strategic Plan adopted by City of Greater Sudbury, as it aligns with the Quality of Life and Place pillar, by offering programs and services designed to improve the health and well-being of our youth, families and seniors.

This report will have a positive impact on the Social Determinants of Health in the area of Health/Well-being as it supports Ontario's poverty reduction strategies (2018, 2014-19) which identifies the importance of breaking the cycle of poverty with continued and strategic investments in the lives of children and youth in order to foster stronger, healthier kids and families.

In addition, this report aims to improve the quality of life and place for citizens of Greater Sudbury as it will promote Population Health in areas of Indigenous Youth, Building Resiliency, Investing in Families and a compassionate City.

Report Summary

This report will provide an update on the current Local Poverty Reduction Fund Project which was launched in September 2017. This Project, which focuses on breaking the cycle of poverty for children and youth, is intended to evaluate the impact of school-based and community-based extracurricular activities on academic achievement and school success for up to 100 children in Grade 4 (2017/18) identified as being in need and living within deprived neighbourhoods.

Signed By

Report Prepared By

Monique Poirier
Manager of Children Services
Digitally Signed Mar 1, 18

Health Impact Review

Monique Poirier
Manager of Children Services
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Division Review

Luisa Valle
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Services
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Financial Implications

Jim Lister
Manager of Financial Planning and
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Recommended by the Department

Catherine Matheson
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Development
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Financial Implications

The City of Greater Sudbury, Community Development Department was successful in receiving the Local Poverty Reduction Fund Provincial grant for \$529,000 which covers a 32 month period from September 2017 to June 2020 (revised from the original term of October 2016 to June 2019). These funds will be used to continue work in this area and will have no impact on the tax levy.

Background

The Local Poverty Reduction Fund (LPRF) is a six-year initiative launched in 2015, as part of Ontario's Poverty Reduction Strategy, to support community-driven projects that improve the lives of those most affected by poverty. Funded initiatives support and evaluate poverty reduction initiatives, create partnerships, and help forge a body of evidence of programs that work for Ontarians living in poverty. In Round 2 of the LPRF, Ontario is investing over \$16 million in 30 new projects that focus on:

- breaking the cycle of poverty for children and youth
- employment and income security for people in, or at risk of being in, poverty
- preventing and reducing homelessness
- projects within Indigenous communities and Indigenous-led organizations both on and off reserve

The City of Greater Sudbury (City) was successful in the application for the LPRF in the amount of \$529,000 which covers a 32 month period from September 2017 to June 2020. The City is working with the Ontario Trillium Foundation, who is responsible for managing and administering the LPRF grants on behalf of the Province of Ontario.

The Local Poverty Reduction Fund Project (Project), which focuses on breaking the cycle of poverty for children and youth, is intended to evaluate the impact of school-based and community-based extracurricular activities on academic achievement and school success for up to 100 children in Grade 4 (2017/18) identified as being in need and living within deprived neighbourhoods.

The City has partnered with all four local school boards, representing 8 schools in high need areas, and incorporating English, Francophone and Indigenous students. Grade 3 Education Quality and Accountability Office (EQAO) scores will function as a baseline measurement and the corresponding Grade 6 EQAO scores will be used as one indicator of a series of indicators, to quantitatively evaluate the program.

Other project indicators to be tracked include but are not limited to:

- delinquency
- truancy/absenteeism
- school participation
- leadership
- belongingness
- behavioural incidents

Current Project Status

At the May 15, 2017 Community Services Committee meeting, the report entitled Local Poverty Reduction Fund – Round 2 Grant was presented and some key developments since then are:

- Public Health Sudbury & Districts (PHSD) has been selected as the project evaluator, and will be involved throughout the project.
- An Advisory Group has been established, including all participating agencies and partners to support the work of the project team.
- A Coordinator has been recruited to liaise with the project lead, the evaluator, school partners and parents/guardians for the project term.
- Registration packages have been developed for the participants and the parents, which have been reviewed and approved by the ethics committee from the PHSD and school boards.
- Information sessions have been held in February of 2018 at each of the 8 participating schools:
 - Chelmsford Public School
 - Queen Elizabeth Public School
 - St. David School
 - St. Anne School
 - Ecole St. Joseph
 - Ecole Notre-Dame
 - Ecole publique Foyer-Jeunesse
 - Ecole publique Pavillon-de-l'Avenir
- Recruitment of Program Instructors is underway.
- The Project team will also include early years professionals from our licensed child care and EarlyON Child and Family Centre community with whom the City of Greater Sudbury has purchase of service agreements.

Programming will be offered in 6 to 8 week blocks during the school year, one day per week for 2 hours immediately at the end of the school day, and will alternate between recreation and leisure activities (ie: ball sports, photography, cooking, etc...) reflecting the interests of parents/guardians and the children participating. The first block of programming will begin in April 2018 and will follow the school year calendar, with a

break for summer, Christmas and March Break. Opportunities for unique summer programming will be explored and implemented where feasible.

All programs offered will be based out of the participating schools and transportation home will be available for the children by school bus at the end of the program, thereby removing barriers for participation for parents/guardians.

The initial response to the registration and evaluation packages was very positive, with all registrants agreeing to participate in the evaluation component. While it is the intent to evaluate all registered students in the program, parents/guardians not wishing to participate in the evaluation component of the project will still be able to have their child(ren) participate in the project, which will follow the same group of children (Grade 4 in 2017/18) until the end of the project in June 2020. Parents/guardians may choose to participate in the evaluation component at a later date once they have experienced the benefits of the program for their child(ren). New children enrolling in those specific classes (Grade 4 in 2017/18, Grade 5 in 2018/19 or Grade 6 in 2019/20) over the next three years will be invited to register and participate as well.

Next Steps

Ongoing monitoring of the program by the Children & Citizen Services Division and PHSD will continue through surveys and interviews conducted throughout the project with parents/guardians and children to gauge ongoing interest, assist with program planning and to measure the impact of the programming on academic success.

Further progress reports will be submitted to the Community Services Committee throughout the term of the project.

Reference

Community Services Committee: Local Poverty Reduction Fund – Round 2 Grant
<http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=2&id=1202>

For Information Only

Used Syringe Recovery Program - Update

Presented To:	Community Services Committee
Presented:	Monday, Mar 19, 2018
Report Date	Thursday, Mar 01, 2018
Type:	Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

The Used Syringe Recovery Program (Program) will have a positive impact on the Social Determinants of Health in the area of Human Health and Well-Being. The Program addresses the issue of public health and safety by removing discarded used syringes from public places and forms part of the harm reduction strategy in the community.

In addition, this initiative aims to improve the quality of life and place for citizens of Greater Sudbury as it will promote Population Health in areas of Enabling and Promoting Mental Health, Seeking Compassionate City Characteristics and Designation, and Supporting Healthy Streets.

Report Summary

This report provides Council with an update on the Used Syringe Recovery Program that was approved by Council in 2017. It also speaks to the evolution of the Program along with relevant statistics.

Financial Implications

During the 2018 budget process, Council approved a continuation of the service agreement with Sudbury Action Centre for Youth (SACY) in the amount of

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Tyler Campbell
Director of Social Services
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Health Impact Review

Tyler Campbell
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Manager Review

Tyler Campbell
Director of Social Services
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Division Review

Tyler Campbell
Director of Social Services
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Financial Implications

Jim Lister
Manager of Financial Planning and Budgeting
Digitally Signed Mar 1, 18

Recommended by the Department

Catherine Matheson
General Manager of Community Development
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Recommended by the C.A.O.

Ed Archer
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\$72,600 for the collection of used syringes through the Used Syringe Recovery Program. The anticipated contribution from the Downtown Business Improvement Association (BIA) of \$2,000 will result in a levy savings for 2018.

Background

As a follow up to the 2018 budget process, City Council had further questions regarding possible funding sources, such as the downtown Business Improvement Association, in regards to the Used Syringe Recovery Program (Program). Greater Sudbury funds two distinct components for the Program. A total of 8 syringe recovery bins have been funded for safe disposal at designated sites in the downtown core of Greater Sudbury. Furthermore, Council approved an ongoing allocation of \$72,600 to the Sudbury Action Centre for Youth (SACY) for regular pick up and disposal services of used syringes.

Statistics

As was recently reported by Public Health Sudbury and District, the total number of needles that were distributed in 2017 was 1,210,563 with a 63% return rate, as reported at the Board of Health for Public Health Sudbury & Districts Meeting on February 15, 2018. https://www.phsd.ca/wp-content/uploads/2018/02/18-02_Full_BoardEffect_BOH_Meeting_Package_2018-02-15.pdf

SACY started its pick up service in the month of November 2017 and collected 12,889 used syringes in that month after cleaning up previously identified priority areas. The number of syringes picked up by SACY in December 2017 was 3,493 along with another 719 syringes for January 2018, citing the snow as covering up many of the hotspots that were problematic leading into the winter months.

Information Services

SACY has been doing further outreach in the community, providing presentations to community organizations regarding safe disposal methods. In the month of January, SACY provided four of these presentations in the community and will continue to do so upon request. They are also working on an information campaign regarding the safe disposal of syringes to divert them from unsafe disposal practices in areas where they are finding them in garbage and blue boxes.

Downtown Business Improvement Association

The Downtown Business Improvement Association (BIA) has verbally committed to a \$2,000 contribution to the discarded syringe problem for the 2018 budget year. These dollars will be used to offset the amount allocated by Council for the services that SACY is providing for 2018.

Community Drug Strategy

The Community Drug Strategy is continuing to organize community partners to ensure that proper messaging and best practices continue to be researched and implemented regarding this problem. A media event is being planned for the spring once the rest of the syringe recovery bins have been installed.

Next Steps

The Social Services Division will continue to report to the Community Services Committee on an annual basis with an evaluation of the syringe recovery services that are being provided. Furthermore, the Social Services Division will continue to review the identified Council allocation to lessen the municipal levy impact for 2019.

References

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1204&itemid=13779&lang=en>

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1204&itemid=13779&lang=en>

For Information Only

On-Demand Transportation

Presented To:	Community Services Committee
Presented:	Monday, Mar 19, 2018
Report Date	Thursday, Mar 01, 2018
Type:	Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports the Strategic Plan adopted by the City of Greater Sudbury, as it aligns with the Sustainable Infrastructure Priority, by undertaking a review of the transit services with a focus on reliability, convenience and safety, as well as connecting neighborhoods and communities.

The report will have a positive impact on Social Determinants of Health in the area of Human Health/Well-being and Environmental Sustainability because the information provided in this report support or enhance existing programs regarding access to or the quality of services provided.

In addition, this initiative aims to improve the quality of life and place for citizens of Greater Sudbury as it will promote Population Health in the area of Healthy Streets.

Report Summary

This report outlines current TransCab service practices and provides information on Canada's first ridesharing-transit partnership in Canada between Uber and Innisfil, Ontario.

Financial Implications

There are no financial implication associated with this report.

Signed By

Report Prepared By

Michelle Ferrigan
Director of Transit Services
Digitally Signed Mar 1, 18

Health Impact Review

Michelle Ferrigan
Director of Transit Services
Digitally Signed Mar 1, 18

Manager Review

Michelle Ferrigan
Director of Transit Services
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Division Review

Michelle Ferrigan
Director of Transit Services
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Financial Implications

Jim Lister
Manager of Financial Planning and Budgeting
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Recommended by the Department

Catherine Matheson
General Manager of Community Development
Digitally Signed Mar 1, 18

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
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Background

Municipalities often look for alternative transportation solutions to meet community needs in areas that do not warrant a full sized conventional bus. TransCab and Ridesharing services are examples of On-Demand transportation models which can be established within a Transit System to provide cost effective solutions in areas of low population and transit demand.

On-Demand transit models provide service where individual passengers can request a ride from one specific location to another specific location at a certain time. These requests require advance reservations. Vehicles are smaller in size, ranging from cars, vans, sedans and small buses, and do not follow a fixed route, but rather travel throughout the community transporting passengers according to their specific requests.

This report outlines how TransCab services operate within Greater Sudbury Transit services and provides information on ridesharing transportation models, including Canada's first Uber partnership.

Greater Sudbury TransCab Service

Greater Sudbury Transit has an effective and efficient way of extending the reach of public transit by providing TransCab services to serve lower density and outlying communities within the City of Greater Sudbury (City) that are not easily accessible by Greater Sudbury Transit conventional buses. TransCab service offers connection to Conventional Transit at key points with no extra cost to the passenger, as only the transit fares used on Conventional fixed route services applies.

Currently, two types of services operate within the network:

On-Demand TransCab

On-Demand TransCab provides service to any point within a designated area. Appendix A – Conventional and TransCab Service Areas, provides an overview of TransCab service areas identified by purple routes. The TransCab service operates on a 90-minute call-in advance booking basis. A taxi picks up a passenger at the front door of their origin, which is usually their home, and brings them to the nearest TransCab connection point which is coordinated with the Conventional Transit service schedules. When starting from a Conventional Transit route, a passenger advises the operator upon entering the bus that a TransCab is required. The passenger is then met by a taxi at the TransCab connection point and brought to the front door of their destination.

Fixed-Route TransCab

Fixed-Route TransCab provides service to designated stops on a regular schedule, using smaller (7.3m) school buses and brings passengers to the nearest TransCab connection point to meet Conventional service. The fixed-route TransCab service is currently being offered in Dowling and Levack, with a connection in Chelmsford.

Transit Action Plan Recommendations

Through the Transit Action Plan public engagement process in Phase I, the following were identified by the community as desired improvements to the current TransCab services offered by Greater Sudbury Transit:

- Simplified booking process with less lead time - use of a single telephone number and of technology such as an app
- Expanded access to the TransCab network
- Improved coordination of services providing more time points for connections
- Enhanced communication and marketing of this type of service
- Coordinated access between all types of services for persons with disabilities

The Transit Action Plan route review points to some areas of the City which could benefit from converting Conventional service to TransCab service, some or all of the time.

The preliminary proposals further suggest that a TransCab zone matching Handi-Transit boundaries should be considered, which could, if provided with accessible vans, make TransCab service an extension of both Conventional and Specialized services, reducing the demand on Handi-Transit and improving the overall effectiveness of service to residents.

The Transit Action Plan's collective recommendations will be finalized and brought to Council for consideration in the spring of 2018. It is important to note that there are many factors to explore to ensure the best solution is adopted for Greater Sudbury Transit services. The final Transit Action Plan will present an outline of a suggested implementation plan along with considerations which need to be resolved prior to making changes to current practices.

Ridesharing Service Partnerships (UBER)

There is a growing trend in the United States, where Transit Services look to Ridesharing solutions such as Uber, Lyft and Chariot, to provide trips to and from transit stops. These trips are typically subsidized and aim to enhance existing transit service. In May of 2017, the first Canadian municipality partnered with Uber to create a Ridesharing solution to meet community needs. In 2015, the Town of Innisfil, Ontario completed a Transit Feasibility Study to examine transit options for the town. After considering fixed route conventional bus service, it was determined by Council that it would be too costly for the limited level of service which could be provided.

In 2016, a new report was presented to the Town of Innisfil's Council that suggested looking into an on-demand transit option. A Request for Expressions of Interest was made. From this process, Uber emerged as the only company with an app-based platform that would facilitate ridesharing and the matching of 2 or more passengers on trips across the area.

The model that is currently being operated is an on-demand shared rides platform, powered by Uber and subsidized by the Town of Innisfil, Ontario. Using the Uber app, residents can book a trip to wherever they need to go. The Town also partners with local taxi companies for accessible rides for their residents.

Next Steps

The Transit Action Plan aims to provide a flexible framework where different types of services work together to serve different passenger needs and land use patterns.

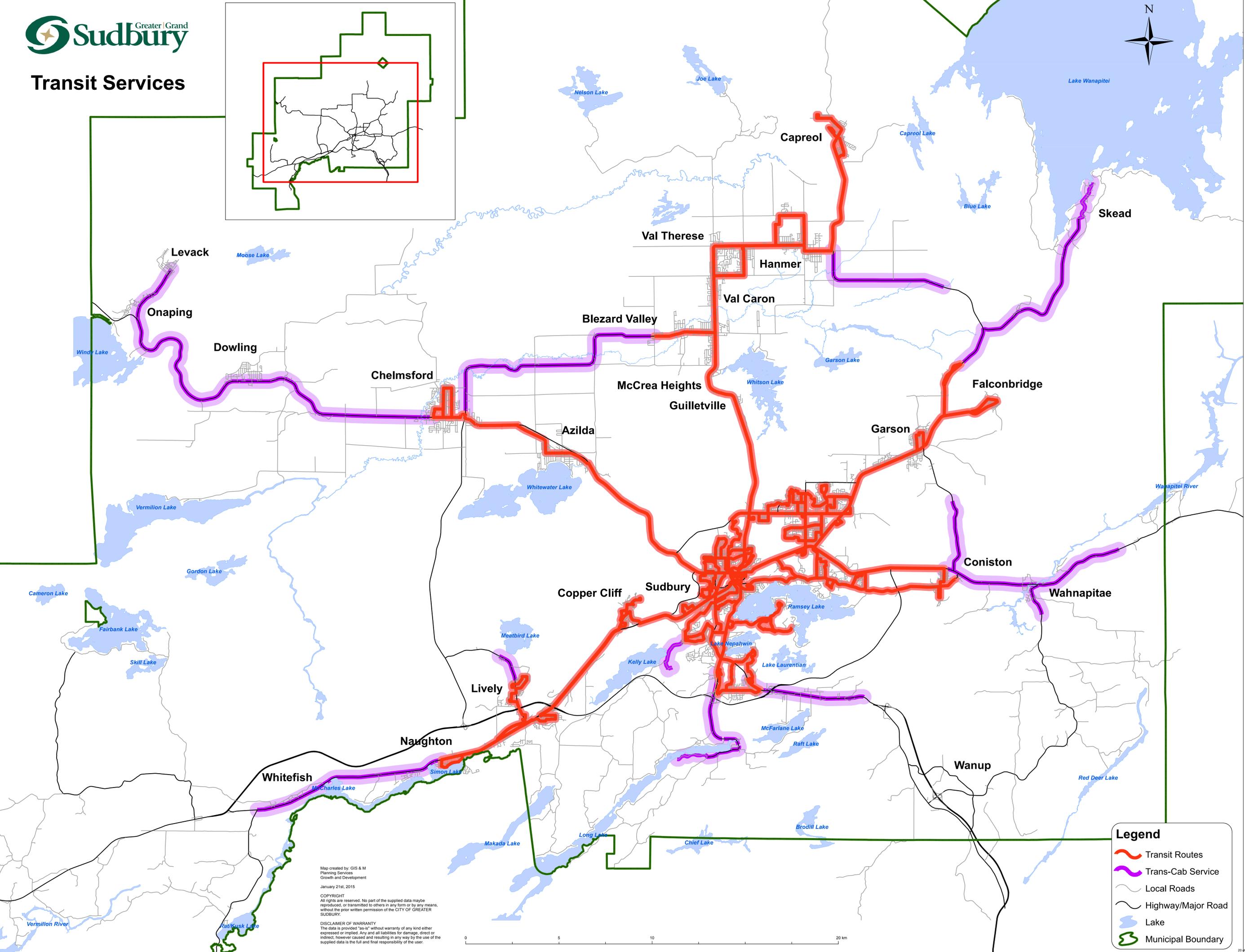
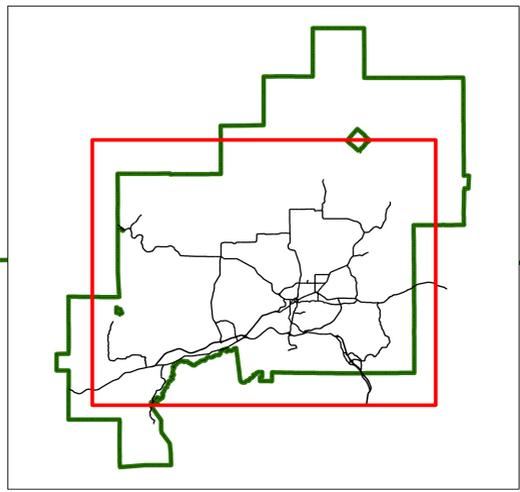
New and innovative approaches to improve overall service will continue to be explored by Greater Sudbury Transit. Opportunities to improve Transit Services with an on-demand model will be brought to Community Services Committee when identified.

References

Innisfil, Ride, Uber - <https://www.uber.com/cities/innisfil/ride/>



Transit Services



Map created by GIS & M
 Planning Services
 Growth and Development
 January 21st, 2015

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Legend

- Transit Routes
- Trans-Cab Service
- Local Roads
- Highway/Major Road
- Lake
- Municipal Boundary

Request for Decision

Single Source - Home for Good

Presented To: Community Services
Committee

Presented: Monday, Mar 19, 2018

Report Date Monday, Feb 26, 2018

Type: Managers' Reports

Resolution

THAT the City of Greater Sudbury authorizes the General Manager of Community Development to enter into a sole source agreement with Centre de Santé Communautaire de Sudbury for Housing Navigator services as funded through the Provincial Home For Good Program as outlined in the report entitled "Single Source - Home For Good" from the General Manager of Community Development, presented at the Community Services Committee meeting on March 19, 2018.

Relationship to the Strategic Plan / Health Impact Assessment

This report will have a positive impact on the Social Determinants of Health in the area of Human Health and Well-Being by developing consistent and collaborative programming for persons experiencing homelessness.

This report supports the Strategic Plan adopted by the City of Greater Sudbury as it aligns with the Quality of Life and Place pillar priority by continuing the development of programs that are in place to address homelessness in our community.

In addition, this initiative aims to improve the quality of life and place for citizens of Greater Sudbury as it will promote Population Health in areas of Enabling and Promoting Mental Health, Seeking Compassionate City Characteristics and Designation, Improving Access to Housing, Encouraging Holistic Health, and Supporting Healthy Streets.

Report Summary

This report will make a recommendation to sole source the housing navigator services as funded through

Signed By

Report Prepared By

Gail Spencer
Coordinator of Shelters and
Homelessness
Digitally Signed Feb 26, 18

Health Impact Review

Gail Spencer
Coordinator of Shelters and
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Manager Review

Tyler Campbell
Director of Social Services
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Division Review

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Financial Implications

Jim Lister
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Budgeting
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Recommended by the Department

Catherine Matheson
General Manager of Community
Development
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Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
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the Home For Good Program to Centre de Santé Communautaire de Sudbury.

Financial Implications

If approved, the sole source agreement with Centre de Santé Communautaire de Sudbury for Housing Navigator services will be funded from the Ministry of Housing Home for Good program funding.

Background

Home For Good (HFG) is a homelessness focused Program funded by the Ministry of Housing (MHO) and delivered through local Service Managers in support of the Province's goal of ending chronic homelessness by 2025. In 2017, the MHO invited Service Managers from across the Province to submit Expressions of Interest (EOI) to define their supportive housing needs, to inform the Minister about the Service Manager's ability to deliver housing assistance and support services, and identify community partners to deliver supportive housing services.

Under HFG, funding is provided to Service Managers to assist recipients who fall within one or more of the provincial priority homelessness areas:

- Chronic homelessness;
- Youth homelessness;
- Indigenous homelessness; and
- Homelessness following transitions from provincially funded institutions and service systems (ie., hospitals and prisons).

Within the EOI, the MHO asked Service Managers to utilize pre-existing knowledge about the needs of the community, and were encouraged to work, where appropriate, with Ministry of Community and Social Services/Ministry of Child and Youth Services, Local Health Integration Networks and local community agencies, that provide supportive housing and homelessness related services when developing and implementing the Program. Under "partnerships and collaborations", applicants were required to describe and detail the partnerships and collaborations that would support their proposal; including providing the names of the key organizations that would partner to deliver the program/service. The EOI noted that robust partnerships, service integration, and wrap around services, are increasingly shown to have a positive impact, especially for individuals with complex needs.

To develop the HFG EOI, the City of Greater Sudbury's Housing and Social Services Divisions met with representatives from the North East Local Health Integration Network, the Canadian Mental Health Association, Health Sciences North, and Centre de Santé Communautaire de Sudbury (CSC). These partners had existing collaborations and funding agreements for the provision of services to persons experiencing chronic homelessness including the Housing First Program, the Off the Street Low Barrier Emergency Shelter Program, and the Managed Alcohol Program (MAP). An EOI was developed to address the identified gaps to this system of support including capital funds to create a residential MAP, supportive housing for persons with high needs transitioning from the MAP, emergency shelters and hospitals, and housing allowances connected to the Housing First program. All requests for capital funds were required to have a request for operational funds.

CSC has an existing funding agreement with the City of Greater Sudbury (City) to operate a Housing First Program. CSC has partnered with five other community agencies to provide this Program and call themselves the Homelessness Network. Included in the HFG EOI was 20 housing allowances that was requested to be attached to the Housing First Program, along with a Housing System Navigator position. The EOI stated that operational funding for tenancy support is requested to hire one full-time Housing System Navigator to assist clients of the Homelessness Network in navigating the housing system, transition to permanent housing, maintaining rental tenancy, including providing information about rights and responsibilities, landlord/tenant relations and orientations, and information about how to be a good neighbour, and crisis intervention/eviction prevention.

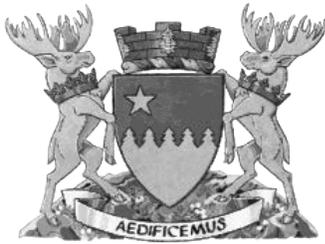
The City was successful in its proposal for funding under HFG. A report was brought to Council on October 17, 2017, identifying the steps required by the Ministry of Housing.

<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=19&id=1135>

Given that the CSC has an existing funding agreement with the City to provide a Housing First Program, and that a Housing System Navigator position attached to the Housing First Program was requested and approved through the HFG EOI; it is recommended that the General Manager of Community Development be authorized to enter into a sole source agreement with the CSC for Housing System Navigator services as funded through the Provincial Home For Good Program.

Next Steps

Further reports of the outcomes from this Program will be brought to the Community Services Committee as part of the annual report on the Ten Year Housing and Homelessness Plan.



City of Greater Sudbury Charter

WHEREAS Municipalities are governed by the Ontario Municipal Act, 2001;

AND WHEREAS the City of Greater Sudbury has established Vision, Mission and Values that give direction to staff and City Councillors;

AND WHEREAS City Council and its associated boards are guided by a Code of Ethics, as outlined in Appendix B of the City of Greater Sudbury's Procedure Bylaw, most recently updated in 2011;

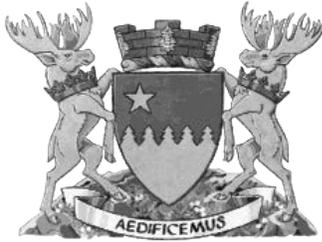
AND WHEREAS the City of Greater Sudbury official motto is "Come, Let Us Build Together," and was chosen to celebrate our city's diversity and inspire collective effort and inclusion;

THEREFORE BE IT RESOLVED THAT Council for the City of Greater Sudbury approves, adopts and signs the following City of Greater Sudbury Charter to complement these guiding principles:

As Members of Council, we hereby acknowledge the privilege to be elected to the City of Greater Sudbury Council for the 2014-2018 term of office. During this time, we pledge to always represent the citizens and to work together always in the interest of the City of Greater Sudbury.

Accordingly, we commit to:

- Perform our roles, as defined in the Ontario Municipal Act (2001), the City's bylaws and City policies;
- Act with transparency, openness, accountability and dedication to our citizens, consistent with the City's Vision, Mission and Values and the City official motto;
- Follow the Code of Ethical Conduct for Members of Council, and all City policies that apply to Members of Council;
- Act today in the interest of tomorrow, by being responsible stewards of the City, including its finances, assets, services, public places, and the natural environment;
- Manage the resources in our trust efficiently, prudently, responsibly and to the best of our ability;
- Build a climate of trust, openness and transparency that sets a standard for all the City's goals and objectives;
- Always act with respect for all Council and for all persons who come before us;
- Ensure citizen engagement is encouraged and promoted;
- Advocate for economic development, encouraging innovation, productivity and job creation;
- Inspire cultural growth by promoting sports, film, the arts, music, theatre and architectural excellence;
- Respect our historical and natural heritage by protecting and preserving important buildings, landmarks, landscapes, lakes and water bodies;
- Promote unity through diversity as a characteristic of Greater Sudbury citizenship;
- Become civic and regional leaders by encouraging the sharing of ideas, knowledge and experience;
- Work towards achieving the best possible quality of life and standard of living for all Greater Sudbury residents;



Charte de la Ville du Grand Sudbury

ATTENDU QUE les municipalités sont régies par la Loi de 2001 sur les municipalités (Ontario);

ATTENDU QUE la Ville du Grand Sudbury a élaboré une vision, une mission et des valeurs qui guident le personnel et les conseillers municipaux;

ATTENDU QUE le Conseil municipal et ses conseils sont guidés par un code d'éthique, comme l'indique l'annexe B du Règlement de procédure de la Ville du Grand Sudbury dont la dernière version date de 2011;

ATTENDU QUE la devise officielle de la Ville du Grand Sudbury, « Ensemble, bâtissons notre avenir », a été choisie afin de célébrer la diversité de notre municipalité ainsi que d'inspirer un effort collectif et l'inclusion;

QU'IL SOIT RÉSOLU QUE le Conseil de la Ville du Grand Sudbury approuve et adopte la charte suivante de la Ville du Grand Sudbury, qui sert de complément à ces principes directeurs, et qu'il y appose sa signature:

À titre de membres du Conseil, nous reconnaissons par la présente le privilège d'être élus au Conseil du Grand Sudbury pour le mandat de 2014-2018. Durant cette période, nous promettons de toujours représenter les citoyens et de travailler ensemble, sans cesse dans l'intérêt de la Ville du Grand Sudbury.

Par conséquent, nous nous engageons à :

- assumer nos rôles tels qu'ils sont définis dans la Loi de 2001 sur les municipalités, les règlements et les politiques de la Ville;
- faire preuve de transparence, d'ouverture, de responsabilité et de dévouement envers les citoyens, conformément à la vision, à la mission et aux valeurs ainsi qu'à la devise officielle de la municipalité;
- suivre le Code d'éthique des membres du Conseil et toutes les politiques de la municipalité qui s'appliquent à eux;
- agir aujourd'hui pour demain en étant des intendants responsables de la municipalité, y compris de ses finances, biens, services, endroits publics et du milieu naturel;
- gérer les ressources qui nous sont confiées de façon efficiente, prudente, responsable et de notre mieux;
- créer un climat de confiance, d'ouverture et de transparence qui établit une norme pour tous les objectifs de la municipalité;
- agir sans cesse en respectant tous les membres du Conseil et les gens se présentant devant eux;
- veiller à ce qu'on encourage et favorise l'engagement des citoyens;
- plaider pour le développement économique, à encourager l'innovation, la productivité et la création d'emplois;
- être une source d'inspiration pour la croissance culturelle en faisant la promotion de l'excellence dans les domaines du sport, du cinéma, des arts, de la musique, du théâtre et de l'architecture;
- respecter notre patrimoine historique et naturel en protégeant et en préservant les édifices, les lieux d'intérêt, les paysages, les lacs et les plans d'eau d'importance;
- favoriser l'unité par la diversité en tant que caractéristique de la citoyenneté au Grand Sudbury;
- devenir des chefs de file municipaux et régionaux en favorisant les échanges d'idées, de connaissances et concernant l'expérience;
- viser l'atteinte de la meilleure qualité et du meilleur niveau de vie possible pour tous les résidents du Grand Sudbury.