

Executive Director's Report - Revised

September 2019

1. Ontario Health Teams

We received a letter from the Ministry of Health on July 18th advising that after an extensive review of our Self-Assessment, the Ministry assessed our team as being **In Development**. They reviewed our submission and identified the following strengths:

- Demonstrating an understanding of characteristics and access patterns of the Year 1 target population
- Identifying and considering the needs of Indigenous and/or Francophone populations

Moving forward, they encouraged us to build on the following area of improvement: committing to measure and improve patient experience.

They provided us with access to an online community of peers and the opportunity to engage with experts in Ontario regarding improvements. Apparently tailored support is to be available to enhance our readiness for future implementation. We are still waiting to receive a response from the Ministry on what these supports look like and the process and timelines for re-submitting.

2. Addiction Services Initiative

The program is officially closed, and cases have been transferred back to Ontario Works. Our staff were diligent in ensuring that everyone had supports as they transitioned. We provided extensive training to the case workers on how to access our services and have streamline referral processes. Caseworkers have been provided with Quick Access Cards for easy reference. We are still awaiting confirmation from the Ministry on whether or not we need to return any assets purchased through ASI funding. Our records will be reconciled to July 31st with the final audit occurring in May 2020. With regards to staffing, one ASI worker chose to take employment elsewhere and 1.5 FTE have been absorbed into this year's financial planning. This was possible due to staffing contracts and one person on STD. We will need to adjust for 2020-21 but plan to manage through a planned retirement and the end of a contract position or other staffing changes.

3. Biweekly "mini" staff meetings

I have been meeting with staff on a biweekly basis since May to bring everyone up to date on provincial announcements. The staff justifiably are concerned about their employment and it is helpful to have facts since there are so many rumours from various sources. My commitment is to be transparent and honest with information.

4. Financial Counselling

We continue to manage a deficit in the financial counselling program. Staff were advised and consulted looking for ways to minimize expenses. One of the financial counsellors has decided to return to school and has reduced her hours for the upcoming year. This will bring expenses into an acceptable range as long as the revenue remains stable. The program continues to operate but will need to be managed carefully.

5. MCCSS

We have yet to receive our budget package from MCCSS. It appears their restructuring and government announcements to be made are holding up the process. The last we heard was that it would be September before we received tangible information. There are many rumours about reductions to funding but to date, none of these have been verified.

Revised as of September 23, 2019:

We have received our budget package from MCCSS for our Violence against Women, Child Witness and Enhanced Youth Outreach Worker programs with no reduction in funding for 2018-19. We have not received our budget package for Alternative Dispute Resolution nor Youth in Transition/Housing Support Worker programs. Funds for these programs; however, have flowed to the end of September 2019.

6. French Language Identified

We have been French Language Identified through the NWLHIN, primarily for our Information and Referral functional centre. We will be developing a plan with the LHIN's support to bring us into compliance. We currently have three staff who have French language competency. Part of the support provided by the province includes translation of documents as well as training to enhance those who need to upgrade their French language skills. We will be developing policy and practices to support identified French language services.

7. Northern Directors' Meeting

The annual Northern Directors' Meeting is being held in Orillia on September 11 – 13th. The Executive Directors from across the North meet together to discuss issues of common concern and share resources etc. This will involve an update from Family Service Ontario on their advocacy with the current government and various government initiatives as well as program information from participants. These meetings have always proven to be a good use of time and energy.

8. Indigenous Cultural Health – Mental Health and Addictions

Five of our staff are registered in an on-line Indigenous Cultural Health course that has been offered to us through the NWLHIN. This is the same course I took a couple of

years ago along with three other staff and we all found it very valuable to ensure we are offering culturally relevant programming.

9. Revised as of September 23, 2019 – Occupancy

We have growing concerns about entering into a long-term agreement with our current landlord for Insight. He is been increasingly unreliable and not following through on repairs as promised and the delivery of plans for the new space which are outstanding since July. We are starting to look at other options.