

<b>HOUSING SERVICES BRANCH</b>	
<p><b>Housing:</b> Service System Manager. We work with various partners to provide more affordable housing options. We do this through coordinated service planning, providing subsidies and grants, and leveraging funding to build new housing. Supports Housing York Inc.</p>	<ul style="list-style-type: none"> <li>• <b>Oversaw 6,778 housing units:</b> <ul style="list-style-type: none"> <li>○ 38% (2,600 units) owned and operated by Housing York Inc. (HYI)</li> <li>○ 62% (4,178 units) owned and operated by 44 non-profit and co-operative housing providers</li> </ul> </li> <li>• Provided <b>485 subsidized units</b> through agreements with private sector landlords</li> <li>• Provided financial support to <b>42 households to make critical repairs or renovations</b> to improve accessibility, so they could remain safely in their homes</li> <li>• <b>313 affordable housing units</b> (of which 255 units are for Housing York Inc.) were made available in 6 buildings since 2014.</li> <li>• Manage a wait list of <b>16,237 applicants</b> for subsidized rental units (December 2018)</li> </ul>
<b>SOCIAL SERVICES BRANCH</b>	
<p><b>Homelessness Community Programs</b> Service System Manager. By preventing homelessness and helping residents to find and keep affordable housing, we promote lasting positive change in residents' lives. We do this through supports such as outreach, short term assistance for rent, housing support, housing stability program, and counselling.</p>	<ul style="list-style-type: none"> <li>• Prevented homelessness and <b>secured housing for 1,585 households</b> through the Housing Stability Program</li> <li>• Homemakers and Nurses Services Program <b>supported 214 residents with an illness or disability</b> to remain independent in their homes and avoid more costly crisis support</li> <li>• Helped over <b>300 homeless women</b> in Belinda's Place get stably housed and achieve independence</li> <li>• Oversaw service provision in <b>6 emergency housing facilities with 160 emergency beds [53,861 bed nights reported to MNBC for 2017 ]</b></li> <li>• With Strategies and Partnerships, supported two community agencies to provide additional emergency sheltering in the winter</li> </ul>
<p><b>Integrated Financial and Employment Support</b> We deliver the provincial Ontario Works program, providing basic financial assistance and help people become as stable and independent as possible so they can in turn better contribute to the economy and their communities.</p>	<ul style="list-style-type: none"> <li>• Helped <b>10,000 people afford basic needs</b> through Ontario Works program</li> <li>• <b>855 residents</b> increased their confidence in their ability to find a job through help from community supports</li> <li>• <b>1,140 clients</b> of Ontario Works and Ontario Disability Support Program received transit discount vouchers so they could go to work</li> </ul>
<p><b>Integrated Children's Services</b> Service System Manager (children ages 0 to 12). We help families support their children's development, build child care operators' capacity so they are better able to support all children, and help eligible families to afford child care so they can go to work or school. We also provide early intervention services to improve the social and emotional health of children, and to reduce stress for families of children with special needs.</p>	<ul style="list-style-type: none"> <li>• Close to <b>4,000 children with special needs</b> received Early Intervention Services (a 29% increase over 2016)</li> <li>• Provided Child Care <b>Fee Subsidies to almost 10,000 families</b> so they could afford child care</li> <li>• Took over provincial family and child centres in 2018. Families and caregivers visited <b>69 EarlyOn</b> program locations over <b>105,000 times</b> for information, resources, advice and guidance on child development in 2016-2017.</li> </ul>

**Community and Health Services Department – Programs and Services Results**  
(2017 results unless otherwise stated)

**PUBLIC HEALTH BRANCH**

<p><b>Child and Family Health</b> We support healthy child development from preconception to school transition. We screen families to identify risks identify risks for compromised child development or parenting, provide assistance for breastfeeding, prenatal supports, and parenting. We also promote good mental health through resilience skills training including Cognitive Behavioural Therapy activities for parents and caregivers, to develop skills in coping with stress.</p>	<ul style="list-style-type: none"> <li>• <b>6,207 home visits</b> to families at risk of compromised child development</li> <li>• <b>8,511 families and children screened</b> to help identify risks for compromised child development or parenting</li> <li>• <b>2,540 breastfeeding clinic appointments</b> that helped <b>1,333</b> unique clients</li> <li>• <b>50,531 dental screenings</b> for children and youth</li> <li>• <b>722 residents</b> participated in parental programs</li> <li>• <b>2,015 expectant parents</b> accessed prenatal education</li> <li>• Mental health promotion sessions for <b>2,182 residents</b></li> </ul>
<p><b>Health Protection:</b> We protect the safety of residents by reducing the incidence and spread of infectious diseases, food and water-borne illnesses and other environmental health hazards.</p>	<ul style="list-style-type: none"> <li>• <b>4,557 people certified</b> through YorkSafe Food Handler Certification</li> <li>• <b>465 inspections</b> for infection prevention and control in long-term care homes and child care centres</li> <li>• <b>181 inspections</b> of migrant farm accommodations (this refers to seasonal farm workers housing facilities. Under the Health Hazard protocol of the Ontario Public Health standards we are obligated to inspect them)</li> </ul>
<p><b>Healthy Living</b> We promote healthy lifestyles through health promotion, disease prevention, program surveillance and evaluation.</p>	<ul style="list-style-type: none"> <li>• Supported <b>191 elementary schools and 34 secondary schools</b> in York Region to implement comprehensive Healthy Schools Program initiatives</li> <li>• <b>160 students</b> trained to deliver peer-to-peer substance misuse prevention messaging in schools</li> <li>• <b>3,530 investigations</b> related to sexually transmitted infections and <b>4,682 investigations</b> related to blood-borne infections were conducted</li> <li>• <b>5,561 resident visits</b> to sexual health clinics</li> <li>• <b>6,726 students</b> attended injury prevention education sessions</li> </ul>
<p><b>Infectious Diseases Control</b> We investigate cases and outbreaks of reportable infectious diseases, conduct ongoing disease surveillance, administer and manage supply and distribution of publicly funded vaccines and enforce the Immunization of School Pupils Act.</p>	<ul style="list-style-type: none"> <li>• <b>612,000 vaccine doses</b> distributed to community health care providers and public health clinics</li> <li>• <b>53,806 residents</b> vaccinated by public health staff</li> <li>• <b>577 tuberculosis cases</b> were investigated</li> <li>• <b>3,948 reportable communicable disease cases</b> were investigated (excluding tuberculosis, sexually transmitted infections and blood-borne infections)</li> <li>• Followed up with <b>66,983 residents</b> to update immunization for their children</li> </ul>

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<b>PARAMEDIC AND SENIORS' SERVICES</b>	
<p><b>Paramedic Services</b>                      Paramedic Services provide emergency and non-emergency response to York Region residents including patient assessment, life-saving treatment and monitoring, and safe and timely transport to the appropriate facility for continuing medical care.</p>	<ul style="list-style-type: none"> <li>• Responded to over <b>78,000 incidences</b> ranging from major trauma (absence of breathing, pulse, cardiac arrest) to minor trauma (general pain, repeat visits)</li> <li>• Provided health condition assessments and referrals to more than <b>1,400</b> individuals through proactive community paramedicine services</li> </ul>
<p><b>Seniors Services</b>                      We operate two Long-Term Care homes and provide day and outreach programs to people with long-term healthcare needs.</p>	<ul style="list-style-type: none"> <li>• <b>613 residents received nursing and personal care</b> from Newmarket Health Centre and Maple Health Centre</li> <li>• <b>190 individuals</b> living in the community participated in one of the Region's five adult day programs to help them live independently as long as possible</li> </ul>
<b>INTEGRATED BUSINESS SERVICES BRANCH</b>	
<p><b>Access York</b>                      We are the Region's contact centre which handles telephone, email, fax, mobile app and in-person requests for information, referrals and applications for programs and services offered by York Region, and links residents to resources in the community.</p>	<ul style="list-style-type: none"> <li>• Received <b>227,732 inquiries</b>. Issues included:                             <ul style="list-style-type: none"> <li>○ Switchboard transfer to program areas (60,592)</li> <li>○ Ontario Works (48,213)</li> <li>○ Housing, rent and utility assistance (19,393)</li> <li>○ Waste depots (11,890)</li> <li>○ Child care fee assistance (11,753)</li> <li>○ Recreation subsidies (3,743)</li> <li>○ Provincial offences tickets (3,447)</li> </ul> </li> </ul>
<b>STRATEGIES AND PARTNERSHIPS BRANCH</b>	
<p><b>Community Development</b>                      The Community Investment Fund supports non-profit community agencies that improve the well-being of York Region residents living with low and moderate income.</p>	<ul style="list-style-type: none"> <li>• Approximately <b>60,000 residents</b> served through the <b>51</b> projects that received Community Investment funding</li> <li>• <b>19 community organizations</b> (i.e. hospitals, school boards, agencies, conservation authorities, etc.) have endorsed the Inclusion Charter developed by York Region.</li> </ul>