

## Social Service Response to Support Vulnerable Groups During COVID-19 Pandemic: Q2 and Q3 2021 Actions and Outcomes

Actions and outcomes in Table 1 are organized according to the [Social Service Response Goals](#):

1. **Monitor current and emerging trends:** Taking quick and decisive action, adapting delivery of essential regional programs and services, protecting the health and safety of residents, and addressing social service needs in response to current and emerging trends.
2. **Adapt and enhance core services to meet growing and evolving community needs:** Adapting and enhancing core services to respond to the growing needs in York Region in areas such as homelessness, children's services, income supports, paramedic and seniors services and affordable housing.
3. **Leverage community partnerships to support vulnerable groups:** Partnering with community agencies and health organizations, including the United Way Greater Toronto and Ontario Health Teams, to monitor trends and needs and coordinate on actions to address the impacts of COVID-19 on vulnerable groups.
4. **Support economic stability for our most vulnerable residents:** Immediate Regional actions focus on preventing the spread of COVID-19 and maintaining economic stability for our most vulnerable residents, including supporting customers to access all possible income resources and providing flexibility in funding available to social service agencies.
5. **Pivot to respond to additional community needs:** The Region is continually reviewing existing programs and implementing additional or new activities to respond to additional community needs.
6. **Obtain provincial and federal funding commitments to support activities:** Regional activities will be supported, where applicable, by the federal and provincial governments, including various supports for immediate and longer-term needs announced through [COVID-19 Economic Response Plan](#) and [Ontario's Action Plan: Responding to COVID-19](#).

**TABLE 1**

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
<b>Goal 1: Monitor current and emerging trends</b>		
<p><b>1.1 Monitor community needs by tracking resident inquiries to Access York and 211/Findhelp</b></p>	<ul style="list-style-type: none"> <li>Highest volume of calls was for inquiries on health-related topics from March to August 2021</li> <li>Most calls and emails to Access York (84% of total) were related to vaccination clinics between March 1, 2021 and August 16, 2021</li> <li>Social assistance related calls were the second largest category of inquiries in the same period               <ul style="list-style-type: none"> <li>Proportion of calls related to social assistance decreased to 2-3%, down from 18-25% in the previous six months (September 2020 - February 2021)</li> <li>The decline may have been due to ability of residents to access federal income programs, and reduced unemployment rate (see also 4.1)</li> </ul> </li> <li>Health and mental health related inquiries were the largest category of calls to 211/Findhelp</li> </ul>	<ul style="list-style-type: none"> <li>Total of 241,680 Access York inquiries from March to August 2021 were related to community and health services, compared with 69,357 for the previous six months (September 2020 - February 2021); an increase of 370%</li> <li>221,029 calls and emails to Access York related to vaccination clinics</li> <li>Inquiries on health-related topics from March to August 2021 reached peak of 56,503 in June 2021, (92% of all inquiries). In comparison, the peak number in the previous six months was reached in October with 8,031 inquiries (49%)</li> <li>Approximately 900-1,575 social assistance-related inquiries were recorded during this period, down from 2,359-3,138 in October 2020 to February 2021</li> <li>The inquiries related to health and mental health reached a peak of 41% of all 211/Findhelp inquiries in March 2021</li> </ul>
<p><b>1.2 Respond to and monitor trends associated with 911 calls</b></p>	<ul style="list-style-type: none"> <li>Between March and August 2021: largest increase in 911 calls per day occurred in April 2021</li> <li>Between March and July 2021:               <ul style="list-style-type: none"> <li>Largest portion of 911 calls continued to come from private residences</li> <li>Incidents from long-term care and retirement homes increased compared to the same time last year</li> </ul> </li> <li>Number of patients screened positive for COVID-19 on emergency calls increased in April and May 2021, but decreased and remained consistent in June and July 2021</li> </ul>	<p><b>Average Calls Per Day, 2021*</b></p> <p>*Note: calls per day or call volume refers to “arrived scene calls” and does not include cancelled calls</p> <ul style="list-style-type: none"> <li>March: 206, an increase of 4% from March 2020</li> <li>April: 237, an increase of 45% from April 2020</li> <li>May: 230, an increase of 30% from May 2020</li> <li>June: 222, an increase of 15% from June 2020</li> <li>July: 228, an increase of 12% from July 2020</li> <li>August: 233, an increase of 13% from August 2020</li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results																		
		<ul style="list-style-type: none"> <li>Between March and July 2021, calls from private residences increased 21% in 2021, while calls from retirement homes increased by 2.7%, compared to this same period in 2020</li> </ul> <p><b>Average Patient Calls Screened Positive for COVID-19 Per Day:</b></p> <table border="1" data-bbox="1352 542 2024 850"> <thead> <tr> <th>Month</th> <th>Average calls screened positive per day</th> <th>% of total average calls per day</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>77</td> <td>32.4%</td> </tr> <tr> <td>May</td> <td>55</td> <td>23.9%</td> </tr> <tr> <td>June</td> <td>34</td> <td>15.3%</td> </tr> <tr> <td>July</td> <td>31</td> <td>13.5%</td> </tr> <tr> <td>August</td> <td>32</td> <td>13.7%</td> </tr> </tbody> </table>	Month	Average calls screened positive per day	% of total average calls per day	April	77	32.4%	May	55	23.9%	June	34	15.3%	July	31	13.5%	August	32	13.7%
Month	Average calls screened positive per day	% of total average calls per day																		
April	77	32.4%																		
May	55	23.9%																		
June	34	15.3%																		
July	31	13.5%																		
August	32	13.7%																		

**Goal 2: Adapt and enhance core services to meet growing and evolving community needs**

<p><b>2.1 Children’s Services providing critical supports to families</b></p>	<ul style="list-style-type: none"> <li><b>Emergency child care centres:</b> Reopened emergency child care centres between April 19 to June 29, 2021 to provide no-cost child care for school-age and kindergarten children of designated front-line workers</li> <li><b>Funding to child care operators:</b> Redirected provincial funding to provide financial supports for child care operators with low enrollment</li> <li><b>Helping to keep children safe:</b> Implementing vaccination disclosure policies for staff who support children with special needs in licensing child care</li> <li><b>Infant Child Development Services:</b> Launched Two Stepping Stones virtual groups in May 2021 (first group offered evenings in English starting May 6, second group offered daytime in</li> </ul>	<ul style="list-style-type: none"> <li><b>Child care centres:</b> 13 emergency child care centres reopened serving 309 children [out of total 462 school-age spaces (grades 1 &amp; up) and 272 kindergarten spaces available]</li> <li><b>Funding to Child Care Operators:</b> \$14 million redistributed to support 516 child care operators</li> <li><b>Infant Child Development Services:</b> <ul style="list-style-type: none"> <li>8 families registered for the first Stepping Stones virtual group (English)</li> <li>5 families registered for the second Stepping Stones virtual group (Cantonese)</li> </ul> </li> </ul>
---	--	---

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
	<p>Cantonese starting May 27) to help parents learn positive parenting strategies and how to apply them to the target behaviours they have identified for their family</p> <ul style="list-style-type: none"> <li>• <b>EarlyON Programs:</b> <ul style="list-style-type: none"> <li>○ Continued to provide virtual programming such as live streamed sessions, parenting resources and supports, and individual parenting consultations</li> <li>○ Several EarlyON programs began offering outdoor programs for children and caregivers that enabled small group participation and learning while adhering to Public Health guidelines</li> <li>○ Developed a new virtual program to help child care professionals and parents with young children identify and manage anxiety in children aged 2 to 6 years old. This is the first program of its kind in Ontario and is being piloted by the Region. The program provides staff, parents and caregivers with key strategies that help children manage anxiety. Individual and group sessions for families began in July 2021</li> </ul> </li> <li>• <b>Providing COVID-19-related Resources to Families:</b> Supported Public Health to develop and distribute information for parents with COVID-19 with young children. Provided resources and advice to help if they became too ill to care for their children</li> <li>• <b>Inclusion Support Services:</b> Early Interventionists collaborated with Children’s Treatment Network, York Region Preschool Speech and Language Program and Infant Hearing program to provide families with a “Journey to School” parent information session to support them and their child’s transition to school</li> </ul>	<ul style="list-style-type: none"> <li>• <b>EarlyON Programs:</b> Approximately 80,000 program visits by children/parents/guardians attending virtually from January to August 2021 <ul style="list-style-type: none"> <li>○ About 700 in-person program visits by children/parents/caregivers when outdoor programming resumed in July and August 2021</li> </ul> </li> <li>• <b>Inclusion Support Services:</b> <ul style="list-style-type: none"> <li>○ 2 “Journey to School” events delivered in June 2021, with 33 participants</li> <li>○ A final “Journey to School” session was delivered in August 2021, with 15 additional families attending (total of 48 participants)</li> </ul> </li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
<p><b>2.2 Homelessness Programs providing a safe place to self-isolate and helping ensure safe spaces</b></p>	<ul style="list-style-type: none"> <li>• <b>Self-Isolation Shelter &amp; Transitional Shelter:</b> These facilities continue to provide a range of supports to meet the needs of individuals experiencing homelessness <ul style="list-style-type: none"> <li>○ Due to low demand, the Self-Isolation Shelter’s second cabin closed on September 17, 2021. This cabin can be reopened in a few weeks, should additional space be required. The first cabin remains open with capacity for 11 people</li> </ul> </li> <li>• <b>Launched COVID-19 Rapid Testing at the Transitional Shelter:</b> On May 23, 2021 rapid testing was launched as an important element of ongoing Outbreak Prevention Management Strategy</li> <li>• <b>Primary Care, Mental Health and Addiction Supports:</b> <ul style="list-style-type: none"> <li>○ Continued primary care and mental health and addiction supports to individuals at the Transitional Shelter in partnership with the Community Paramedicine team and virtual support from two York Region doctors</li> <li>○ Created an innovative partnership between the Outreach Team and the Community Paramedicine Team to meet the primary care needs of people experiencing homelessness and living in encampments through assessments, referrals and harm reduction supplies to homeless residents staying in encampments</li> </ul> </li> <li>• <b>Seasonal Shelters (Inn from the Cold and Out of the Cold):</b> Extended the seasonal shelters until the end of June 2021 to provide additional system support for individuals experiencing homelessness and reduce pressure on the emergency housing system</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Self-Isolation Shelter:</b> Supported 86 clients since the facility opened in April 2020 (as of August 9, 2021)</li> <li>• <b>Transitional Shelter:</b> Supported 1,053 clients since the facility opened in May 2020 (as of September 23, 2021) <ul style="list-style-type: none"> <li>○ 379 clients (36%) permanently housed (as of September 23, 2021)</li> </ul> </li> <li>• <b>COVID-19 Rapid Testing:</b> Conducted 2,448 tests at the Transitional Shelter since May 23, 2021 (as of September 23, 2021)</li> <li>• <b>Primary Care, Mental Health and Addiction supports:</b> <ul style="list-style-type: none"> <li>○ 107 clients provided with primary care, mental health and/or addiction supports at the Transitional Shelter through a partnership with the Community Paramedicine team and two York Region doctors (as of September 23, 2021)</li> <li>○ Through a partnership with the Outreach workers and the Community Paramedicine teams, supported 40 clients living in encampments (as of September 27, 2021)</li> </ul> </li> <li>• <b>Seasonal Shelters (Inn from the Cold and Out of the Cold):</b> <ul style="list-style-type: none"> <li>○ Supported 260 unique individuals in 2021</li> </ul> </li> </ul>
<p><b>2.3 Housing Services helping people remain in their homes to shelter in place</b></p>	<ul style="list-style-type: none"> <li>• <b>Supports for seniors:</b> Partnered with Vaughan Community Health Centre to support seniors living in community housing build skills and comfort with using technology to stay connected to friends, family and virtual programs</li> <li>• <b>Wellness Checks:</b> Continued to provide wellness checks with vulnerable households in community housing who are isolated and may require additional support</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Supports for seniors:</b> 16 sessions held between April and July 2021 with approximately 130 seniors</li> <li>• <b>Wellness Checks:</b> 84 virtual wellness checks conducted between April and July 2021</li> <li>• <b>Virtual Program Supports:</b> Over 90 participants attended 39 sessions from April to August 2021</li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
	<ul style="list-style-type: none"> <li>• <b>Virtual Program Supports:</b> Continued to offer virtual programs and services for households including Seniors Wellness Groups, Financial Talks, Kids Crafts and Colouring Conversations</li> <li>• <b>Rapid Housing Initiative:</b> Development concepts for two sites in the Town of Newmarket and the City of Markham included in an amended application for Round 2 of the Canada Mortgage and Housing Corporation’s Rapid Housing Initiative. Initiative will help support vulnerable populations experiencing housing challenges, particularly in the context of COVID-19</li> <li>• <b>COVID-19 In-Situ Program:</b> Continued to administer a rent benefit program for market rent households living in community housing who have experienced a decrease in income as a result of COVID-19. The program will be offered until the end of 2021</li> <li>• <b>Vaccine Education:</b> Partnered with York Region Public Health to provide vaccine education and promotion in community housing locations</li> <li>• <b>Mobile COVID-19 Vaccine Clinics at Community Housing Locations:</b> Participated in mobile vaccine clinics across several Housing York Inc. and community housing provider locations in partnership with York Region Public Health</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Rapid Housing Initiative:</b> Submitted a revised application, prioritizing two projects, including 124 affordable housing units across five properties, to Canada Mortgage and Housing Corporation</li> <li>• <b>COVID-19 In-Situ Program:</b> Six households approved for the rent assistance from January to August 2021</li> <li>• <b>Vaccine Education:</b> Five education sessions held in June 2021</li> <li>• <b>Mobile COVID-19 Vaccine Clinics at Community Housing Locations:</b> Over 200 Housing York Inc. residents received their first dose of the COVID-19 vaccine in late March and early April 2021, and 587 residents received their second dose in mid-June 2021. Vaccine clinics were also held at two community housing provider sites</li> </ul>
<p><b>2.4 Paramedic Services supporting COVID-19 response</b></p>	<ul style="list-style-type: none"> <li>• <b>COVID-19 Testing:</b> <ul style="list-style-type: none"> <li>○ Supporting community based COVID-19 testing for first responders (fire and police services), Public Health staff, emergency housing sites, congregate settings and individuals who cannot leave their homes within the community</li> </ul> </li> <li>• <b>Community Paramedicine:</b> <ul style="list-style-type: none"> <li>○ CP@Clinic program expanded from two to five seniors’ buildings with higher call volumes to provide weekly assessments, identify risk factors, and provide health promotion and referrals</li> <li>○ As of August 2021, Public Health no longer requires Community Paramedics to support its mobile immunization program for seniors</li> </ul> </li> <li>• <b>Relocation of COVID-19 patients:</b> Relocation of patients to Cortellucci Vaughan Hospital by the Province has ended</li> </ul>	<ul style="list-style-type: none"> <li>• <b>COVID-19 testing:</b> Completed 1,072 testing swabs (including preventative surveillance, clearance testing and active cases) between April and August 2021</li> <li>• <b>Community Paramedicine provided health care supports for:</b> <ul style="list-style-type: none"> <li>○ 270 clients across the five CP@Clinic sites between April to August 2021</li> </ul> </li> <li>• <b>Community Paramedics provided COVID-19 Immunizations to:</b> <ul style="list-style-type: none"> <li>○ Over 1,000 residents and staff in 50 congregate living settings between April and August 2021</li> </ul> </li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
	<ul style="list-style-type: none"> <li>• <b>COVID-19 Immunization:</b> <ul style="list-style-type: none"> <li>○ Continued to assist York Region Public Health and Southlake Regional Health Centre’s immunization sites and clinics</li> <li>○ Provided vaccination for residents in congregate living settings and emergency housing locations/drop-in centers identified by the Local Health Integration Network, general practitioners or self-identified through Access York as unable to access immunization clinics</li> <li>○ Worked alongside York Region Public Health and Georgina Nurse Practitioner to deliver immunization to residents located on Georgina Island</li> </ul> </li> <li>• <b>Mandatory COVID-19 Vaccine Policy for Paramedics and Paramedic Students:</b> <ul style="list-style-type: none"> <li>○ On August 17, 2021, the Chief Medical Officer of Health issued a new <a href="#">Directive #6</a> mandating ambulance services to implement a COVID-19 vaccination policy</li> <li>○ All York Region paramedics, community paramedics and student paramedics must comply with the York Region Paramedic Services COVID-19 vaccination policy</li> <li>○ Paramedics must provide proof of full vaccination by November 1, 2021 and paramedic students must provide proof of full vaccination by September 27, 2021 to continue their placement. Requests for medical or human rights exemptions will be reviewed on a case-by-case basis</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Over 500 residents and staff at 7 Emergency Housing locations/Drop-in Centers between April and August 2021</li> <li>○ 1,704 immobile clients and their caregivers between April and July 2021</li> <li>○ Over 100 residents at CP@Clinic between April and August 2021</li> </ul>
<p><b>2.5 Seniors Services preventing, containing and managing COVID-19 at the Region’s Long-Term Care Homes</b></p>	<ul style="list-style-type: none"> <li>• <b>Long-Term Care Sector Transformation:</b> <ul style="list-style-type: none"> <li>○ Ontario’s Long-Term Care COVID-19 Commission submitted their <a href="#">final report</a> April 30, 2021. A separate report to Committee of the Whole (Implications of the Ontario Long-Term Care COVID-19 Commission’s Final Report Recommendations, October 14, 2021) provides the Region’s analysis and response to the Commission’s Final Report</li> <li>○ A long-term care staffing model and schedule review is underway at both Homes by a business consulting firm. The findings of this will support continued COVID-19 best practices and prepare the homes for implementation of Ontario’s <a href="#">Long-</a></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ <b>COVID-19 Immunization:</b> <ul style="list-style-type: none"> <li>○ For the reporting period August 1<sup>st</sup> to 31<sup>st</sup>, 2021: <ul style="list-style-type: none"> <li>▪ Newmarket Health Centre: 88% of staff and 99% of residents are fully immunized for COVID-19</li> <li>▪ Maple Health Centre: 88% of staff and 96% of residents are fully immunized for COVID-19</li> </ul> </li> </ul> </li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
	<p><a href="#">Term Care Staffing Plan</a> (December 2020) when it is rolled out by the Province</p> <ul style="list-style-type: none"> <li>• <b>New Infection, Prevention and Control (IPAC) Measures:</b> <ul style="list-style-type: none"> <li>○ Rapid Antigen Surveillance Testing Program now requires only those not fully vaccinated to undergo surveillance testing (<a href="#">Minister's Directive</a>)</li> <li>○ An independent consultant conducted an IPAC review at Maple Health Centre to understand factors that were enabling and preventing the spread of COVID-19. Recommendations are being implemented at both Homes</li> </ul> </li> <li>• <b>COVID-19 Immunization:</b> <ul style="list-style-type: none"> <li>○ Newmarket Health Centre, Maple Health Centre, and the Adult Day Programs at Maple and Keswick have implemented mandatory COVID-19 vaccination policies in response to a <a href="#">Minister's Directive</a> (for long-term care homes) and <a href="#">Directive #6</a> (for adult day programs). These policies require all staff, students, volunteers and contractors to either provide their COVID-19 immunization records or have an approved exemption by November 1, 2021</li> <li>○ On August 23, 2021, the Ministry of Long-Term Care confirmed residents of long-term care homes will be eligible to receive their third dose at least five months after their second dose</li> <li>○ The Ministry of Long-Term Care will soon begin publicly posting home-level vaccination rates</li> </ul> </li> <li>• <b>Seniors Community Programs:</b> <ul style="list-style-type: none"> <li>○ The Adult Day Program (ADP) commenced a hybrid-model of service provision at Keswick on August 9, 2021, with Maple ADP planned for mid-September 2021</li> <li>○ The Psychogeriatric Resource Consultant (PRC) Program continues to offer virtual supports to long-term care homes and Ministry funded Community Support Organizations in York Region and commenced a hybrid model on September 24, 2021</li> </ul> </li> </ul>	

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
	<ul style="list-style-type: none"> <li>• <b>Preparing for 4<sup>th</sup> Wave</b> <ul style="list-style-type: none"> <li>○ Continuing to encourage vaccine uptake for staff and caregivers who have not yet been vaccinated</li> </ul> </li> </ul>	
<b>Goal 3: Leverage community partnerships to support vulnerable groups</b>		
<b>3.1 Manage COVID-19 Community Coordination Initiative (3C) to help community agencies respond to emerging needs</b>	<ul style="list-style-type: none"> <li>• Reviewing recommendations of United Way sponsored study to assess effectiveness of 3C. Undertaking improvements in identified areas, including clarifying mandate of initiative and response tables and expanding/diversifying membership</li> <li>• <b>Service Partners Table:</b> Continues to mobilize knowledge focusing on community recovery to build capacity</li> <li>• <b>Emergency Food Access Table:</b> Research underway to improve linkages by better understanding the system landscape of food security</li> <li>• <b>Seniors Cluster Table:</b> <ul style="list-style-type: none"> <li>○ The United Way Greater Toronto is working with Health Commons, a not-for-profit solutions lab, on a policy proposal to understand seniors' experiences of the pandemic and their preferences for a recovery strategy</li> <li>○ Health Commons is working with the Seniors Cluster Table in an advisory capacity (as a Steering Committee) on the proposal and to identify seniors for engagements</li> <li>○ Members of the Seniors Cluster Table, expanded to include interested members of the Human Services Planning Board, were engaged in August to inform the report to Regional Council on the Findings and Implications of the <a href="#">Ontario LTC COVID-19 Commission's Final Report</a></li> </ul> </li> <li>• <b>Homelessness Response Table:</b> <ul style="list-style-type: none"> <li>○ Members continue to work collaboratively to address the COVID-19 needs of individuals and families experiencing homelessness or at risk of homelessness Table has been meeting regularly to review system gaps and determine creative solutions</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Through Service Partners table, built awareness, knowledge and linkages between 3C partners and the Province's <a href="#">High Priority Communities Strategy</a> initiative, and hosted information sharing and discussion on the Region's COVID-19 immunization strategy</li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
	<ul style="list-style-type: none"> <li>○ This includes leveraging both Regional Social Services Relief Fund and Reaching Home funding through the United Way Greater Toronto to assist with a number of joint projects. One of these projects is the unique partnership between the Region, the Kingbridge Conference Centre, Salvation Army and the United Way Greater Toronto in the creation and continued delivery of services and supports at the Region's Transitional Shelter</li> </ul>	
<p><b>3.2 Direct emergency funding support to community agencies and service providers to help address priority social service needs</b></p>	<ul style="list-style-type: none"> <li>● <b>Actions supported through the provincially funded Social Services Relief Fund:</b> <ul style="list-style-type: none"> <li>○ <b>Emergency Housing and Violence Against Women:</b> Funding agreements have been established with all Emergency Housing providers and both Violence Against Women shelters in the Region to for various projects such as creating self-isolation spaces, providing mental health supports, PPE and cleaning services, and second stage housing. Funding is available until December 31, 2021</li> <li>○ <b>360Kids:</b> <ul style="list-style-type: none"> <li>▪ <b>Youth Isolation Pods:</b> Started in July 2021 and will provide a safe space for youth to self-isolate prior to entering emergency or transitional housing. This program allows youth to access services throughout self-isolation that are specifically designed to meet their unique needs. This program will run until December 31, 2021</li> <li>▪ <b>Peer Worker Program:</b> Started in April 2021 and provides peer support to vulnerable youth at risk of or experiencing homelessness. This program will run until December 31, 2021</li> </ul> </li> <li>○ <b>Leeder Place Isolation Space for Families:</b> This program started April 2021 and provides a safe space for families to self-isolate prior to entering emergency housing. This program will run until December 31, 2021</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● <b>Emergency Housing and Violence Against Women:</b> \$1.5 million for Emergency Housing and approximately \$500,000 for Violence Against Women shelters to support COVID-19 response</li> <li>● <b>360Kids' Youth Isolation Pods:</b> \$270,859 in funding provided. 12 youth have accessed this service (as of August 11, 2021)</li> <li>● <b>360Kids' Peer Worker:</b> \$130,319 in funding provided. 107 youth have received support (as of August 16, 2021)</li> <li>● <b>Leeder Place Isolation Space for Families:</b> \$94,644 in funding provided. 7 families have accessed this service (as of August 11, 2021)</li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
<b>Goal 4: Support economic stability for our most vulnerable residents</b>		
<p><b>4.1</b> Provide critical supports to Ontario Works clients virtually</p>	<ul style="list-style-type: none"> <li>• <b>Ontario Works:</b> <ul style="list-style-type: none"> <li>○ Caseload has continued to decrease since February 2021 after a 23% decrease from April 2020 to February 2021               <ul style="list-style-type: none"> <li>▪ The decreasing Ontario Works caseload may be associated with the decrease in the unemployment rate across Canada to 7.5% in July 2021, the lowest it has been since March 2020 and also federal income supports like the Canada Response Benefit</li> <li>▪ It is anticipated that as recipients of temporary federal COVID-19 benefits exhaust these benefits by October 2021, they will turn to Ontario Works if they are eligible. This may result in an increase in applications and caseload</li> </ul> </li> <li>○ Since June 2020, proportion of caseload with employment earnings has been increasing, with a small decrease in February and March 2021</li> <li>○ The Region has experienced a decrease in the amount of food support issuances since March 2021</li> </ul> </li> <li>• <b>Temporary COVID-19 Benefits:</b> <ul style="list-style-type: none"> <li>○ Continued issuing two temporary COVID-19 benefits:               <ul style="list-style-type: none"> <li>▪ <b>Digital Access Benefit:</b> Helps Ontario Works recipients to stay connected by providing electronic equipment and/or facilitating digital access to resources. Up to \$250 can be provided per benefit unit</li> <li>▪ <b>Arrears Benefit:</b> Provides one-time financial support to eligible individuals on Ontario Works and Ontario Disability Support Program who are in arrears due to COVID-19 and have been unable to pay rent, mortgage, and/or utility payments. Individuals are also referred to the Family Support Team for assistance with tax filing, financial literacy, and budgeting. Up to \$5,000 may be provided with support above this limit considered on a case-by-case basis</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ontario Works:</b> <ul style="list-style-type: none"> <li>○ Caseload decreased by 3% from February to August 2021</li> <li>○ Employment earnings continued to increase each month from 4.13% in June 2020 to 8.33% in August 2021. This value peaked during the pandemic at 8.96% in December 2020, decreased to 7.39% in February 2021, and has been increasing again since</li> <li>○ Food support issuances have decreased in recent months. By August 2021, issuances had decreased by 55% (363 in April 2021, 221 in May 2021, 220 in June 2021, and 143 in July 2021, 256 in August 2021)</li> </ul> </li> <li>• <b>Temporary COVID-19 benefits:</b> <ul style="list-style-type: none"> <li>○ <b>Digital Access Benefit:</b> 2,464 individuals on Ontario Works received or will be receiving the benefit totaling \$613,003 (as of September 20, 2021)</li> <li>○ <b>Arrears Benefit:</b> 252 individuals on Ontario Works and the Ontario Disability Support Program received the benefit totaling \$612,918 (as of September 20, 2021)</li> </ul> </li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
<b>Goal 5: Pivot to respond to additional community needs</b>		
<b>5.1 Responding to urgent needs and filling response gaps through the Community and Health Services Department Emergency Operations Centre</b>	<p><b>High Priority Communities Strategy:</b></p> <ul style="list-style-type: none"> <li>• In response to the Province’s <a href="#">High Priority Communities Strategy</a>, an Ontario Isolation Centre Initiative (OICI) was established, and funded by the Ministry of Municipal Affairs and Housing (MMAH), to provide publicly-funded self-isolation facilities and wraparound services for Ontarians in high-priority communities</li> <li>• The Region successfully established and operated a COVID-19 Voluntary Isolation Centre from January 24 to June 30, 2021, with onsite Centre supports provided by the Canadian Red Cross and St. John Ambulance</li> <li>• The Voluntary Isolation Centre helped 396 people safely self-isolate between January and June 2021, including residents who were facing complex barriers; unable to safely self-isolate away from others in their household; and tested positive, were a close contact of someone who tested positive for COVID-19, or waiting on test results</li> <li>• In conjunction with the June 2021-end of York Region’s MMAH OICI funding allocation, <a href="#">York Region’s COVID-19 Voluntary Isolation Centre</a> closed on June 30, 2021</li> <li>• Effective June 15, 2021, York Region partnered with Peel Region to facilitate the diversion of any future York Region residents needing to self-isolate to Peel Region’s COVID-19 Voluntary Isolation Housing, which continues to receive MMAH <a href="#">OICI funding</a>, to ensure York Region residents still requiring a safe space to safely self isolate post-June could still be supported</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Voluntary Isolation Centre:</b> <ul style="list-style-type: none"> <li>○ Served 396 residents from January 24 to June 30, 2021</li> <li>○ 91% of Centre guests came from neighbourhoods identified in the High Priority Communities Strategy</li> </ul> </li> </ul>
<b>5.2 Leverage the Community Investment Fund (CIF) to support local agencies and help vulnerable</b>	<ul style="list-style-type: none"> <li>• Implemented 2021 Community Investment Fund (CIF) project funding of \$5.8 million</li> <li>• Additional one-time \$1 million for COVID Relief was approved by Council for non-profit agencies through CIF. For example, Hong Fook Mental Health Association was able to deliver mental wellness programs to newcomer populations and the York Region</li> </ul>	<ul style="list-style-type: none"> <li>• Over 40 projects funded through regular CIF program funding in 2021</li> <li>• COVID-19 CIF Relief Funding supported 33 projects, delivered by 29 community agencies, that address increased service demand for mental health, housing stability, and food security supports</li> </ul>

Social Service Response Category	2021 Q2 and Q3 Actions/Trends	Results
<b>residents respond to emerging needs</b>	<p>Food Network was able to help subsidize the cost of Good Food boxes and hire staff to help meet demand</p> <ul style="list-style-type: none"> <li>• A separate report to Committee of the Whole in October 2021 on the Community Investment Fund provides additional details on use of the \$1 million in COVID-19 relief funding</li> </ul>	
<b>Goal 6: Obtain provincial and federal funding commitments to support activities</b>		
<b>6.1 Social Services Relief Fund</b>	<ul style="list-style-type: none"> <li>• The Province announced the fourth and final phase of the Social Services Relief Fund on August 16, 2021. York Region received an additional \$12,100,900 to be spent by March 31, 2022. This phase of funding ensures Service Managers are able to continue vital services established to address the impacts of COVID-19 and enables an orderly wind-down of these programs as provincial funds come to an end. Capital costs will be permitted as an eligible expense <ul style="list-style-type: none"> <li>○ Capital projects must be committed by December 31, 2021 and must be completed by March 31, 2023</li> </ul> </li> </ul>	
<b>6.2 COVID-19 Prevention and Containment Funding</b>	<ul style="list-style-type: none"> <li>• Received \$3.1 million in March 2021 for reimbursement of July to December 2020 COVID-19 expenses incurred to support long-term care response to COVID-19. The Province has reimbursed all long-term care COVID-19 expenses claimed for 2020</li> <li>• Received \$2 million in May 2021 to support continued long-term care Infection and Prevention response to COVID-19 for the 2021/22 funding year</li> <li>• Received \$165,210 in one-time funding to support Infection Prevention and Control Personnel, Training and LTC COVID-19 Testing and Screening Programs in our Homes for the 2021/22 funding year</li> </ul>	
<b>6.3 COVID-19 funding for Paramedic Services</b>	<ul style="list-style-type: none"> <li>• Received \$1.9 million in April 2021 against expenses of \$2.3 million for January to June 2021</li> <li>• Received \$262,461 in April 2021 for January to March 2021 for COVID-related funding of Incident Management System patient transfers between hospitals</li> <li>• The Ministry of Health has advised they will provide funding for Paramedics to provide COVID-19 vaccinations beginning in April 2021. No funding received to date</li> </ul>	

eDOCS#13147039