

Adopted by Council at its meeting held March 2, 2015 [M86-2015]

SG

Windsor, Ontario, March 2, 2015

**REPORT NO. 273 of the
SOCIAL DEVELOPMENT,
HEALTH & CULTURE STANDING COMMITTEE**
of its meeting held February 4, 2015

Present:
Councillor Ed Sleiman, Chair
Councillor Paul Borrelli
Councillor Rino Bortolin
Councillor John Elliott
Councillor Jo-Anne Gignac

That the following recommendation of the Social Development, Health and Culture Standing Committee **BE APPROVED** as follows:

Moved by Councillor Bortolin, seconded by Councillor Borrelli

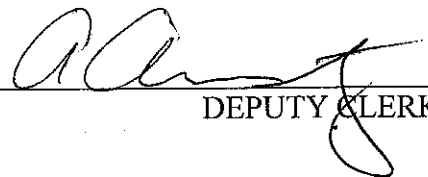
THAT the presentation by the Community Development and Health Commissioner entitled "The Role of Service Managers" **BE RECEIVED** for information.

Carried.

Clerk's Note: A copy of the PowerPoint presentation by the Community Development and Health Commissioner entitled "The Role of Service Managers" is attached as supporting information.

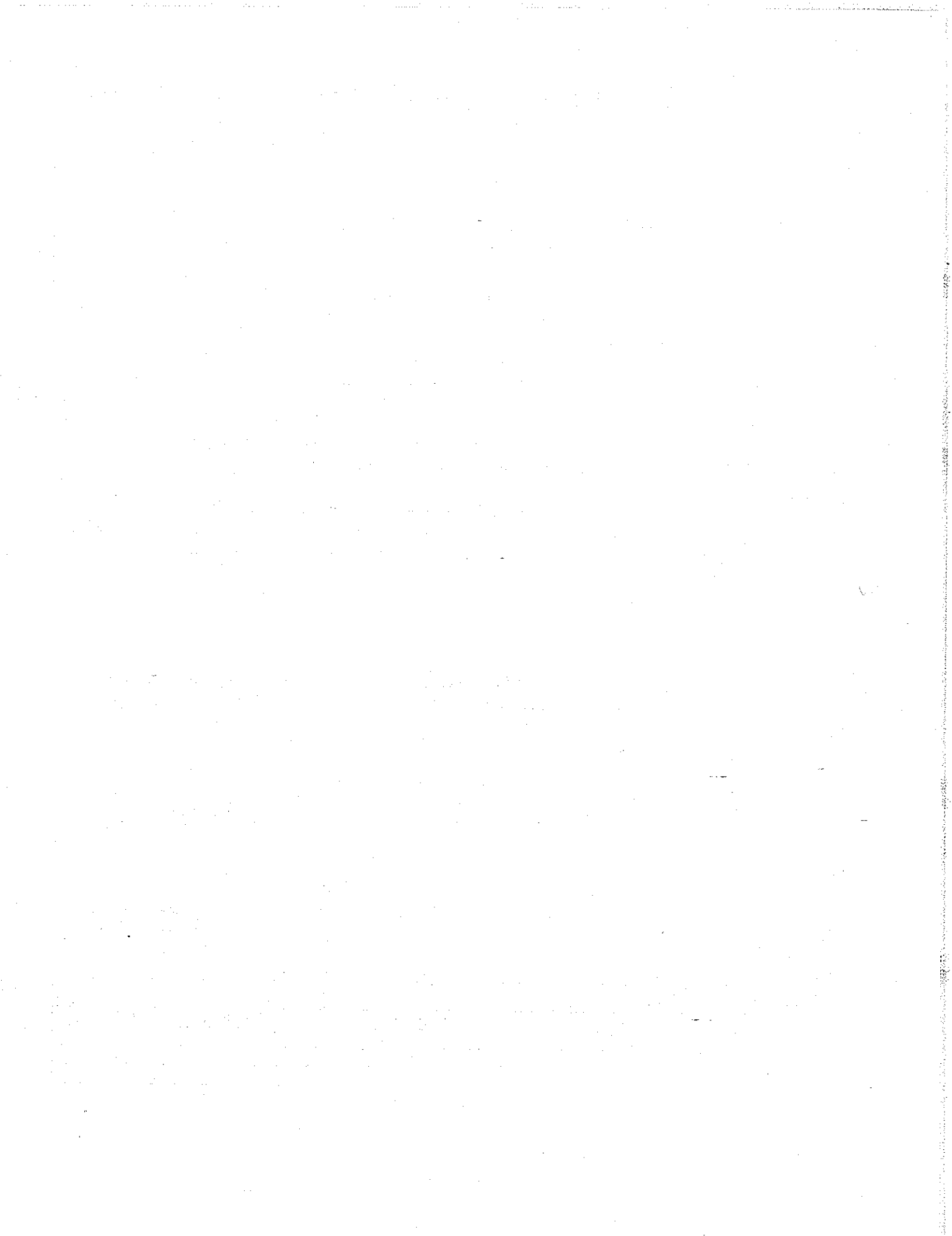


CHAIRPERSON



DEPUTY CLERK

NOTIFICATION :				
Name	Address	Email Address	Telephone	FAX



**Social Development, Health & Culture
Standing Committee**

The Role of Service Managers

February 4th, 2015

What is a CMSM or Service Manager?

- CMSM is a Consolidated Municipal Service Manager
- Service Managers are responsible for the planning, managing, funding and delivery of human services which include:
 - early learning and child care,
 - employment and income supports, and
 - affordable housing and homelessness prevention programs.
- Have a lead role in developing solutions to local circumstances.

Key Functions of a Service System Manager

Service system management encompasses a number of key functions:

1. Implementing requirements as determined by a level of government
2. Funding
3. Local Service System Planning
4. Resource Allocation & Management
5. Delivery
6. Capacity Building
7. Quality Assurance
8. Accountability

The Benefits of Local Service System Management

No matter the size and location of a community the basic benefits include the ability to:

1. Establish local priorities and outcomes in relation to local needs
2. Streamlining service provision
3. Allocating Resources
4. Building a client-centered system
5. Assuring quality
6. Governing the service delivery organization

History of City of Windsor as a Service Manager

- City of Windsor was designated as a CMSM/Service Manager in 1998
- City of Windsor is 1 of 47 CMSMs designated by the Provincial Government
- Service System Management began with social assistance and evolved over 10 years to include:
 - Homelessness Prevention
 - Housing
 - Child Care

Community Development & Health Services (CDHS) Overview

The CDHS portfolio brings together five areas that provide a diverse range of human services to our residents of Windsor and Essex County:

- Employment & Social Services
 - Housing & Children's Services
 - Recreation & Culture
 - Huron Lodge
 - Social Policy and Planning/
- Operates as Service System Manager for Windsor-Essex

Windsor Essex Local Immigration Partnership



Examples of Governing Legislation (As of 2014)

- 1990 – Day Nurseries Act
- 1990 - Ministry of Community and Social Services Act
- 1997 - Ontario Works Act
- 2007 - Long Term Care Homes Act
- 2008 - Provincial Municipal Fiscal and Service Delivery Agreement
- 2011 - Housing Services Act
- 2014 - Child Care Modernization Act

Ministry of Community and Social Services

Ministry of Education

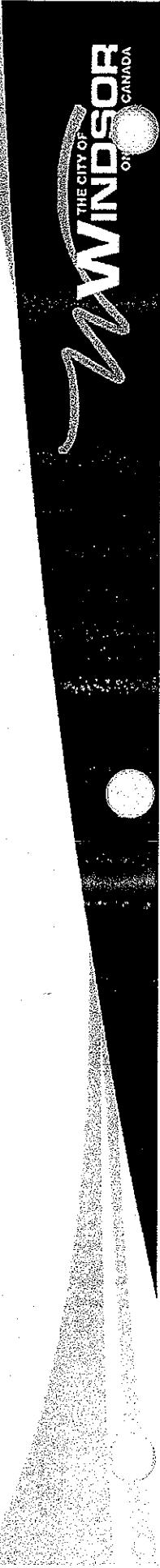
Ministry of Municipal Affairs & Housing

City of Windsor: Service Manager for Windsor-Essex

Ontario Works

1. Child Care Services
2. OEYC
3. Community Child Care Operators

1. Social Housing
2. Housing with Supports
3. Homelessness Prevention
4. Interim Housing



Roles & Responsibilities:

Ontario Works

Provincial Government

- Provide policies and guidelines for CMSM including: Eligibility Criteria, Service Level Targets
- Set cost-sharing ratio between the province and CMSMs
- Negotiate service level targets with CMSMs
- Develop tools and technology to support service delivery (e.g. SAMS)
- Monitor/enforce standards compliance
- Develop information sharing agreements with other jurisdictions

Service Manager

- Set Local Policies (e.g. discretionary benefits)
- Co-ordinate employment support system planning with community partners
- Directly deliver OW financial benefits
 - 9420 Cases/month (Avg. As of Oct 2014)
- Implement and report on performance measures and ensures that service levels are achieved.
- Directly, or through third parties, delivers employment supports

Roles & Responsibilities: Affordable Housing

Provincial Government

- Provide policy and guidelines for CMSMs to work within including levels of services, eligibility criteria and benefit levels, etc.
- Fund some units/activities related to supportive housing
- Allocates resources to service managers pursuant to Federal-Provincial agreement
- Monitor compliance with standards
- Conduct program reviews
- Monitors and reports on compliance with service level expectations

Service Manager

- Set local policies and local housing rules
- Administration and funding of housing programs in Windsor and Essex County; assess current and future housing needs within the service area
- Develop housing and homelessness plans, in consultation with community partners and public
- Ensure services are delivered in accordance with legislation
- Responsible for 8750 social housing program units in partnership with over 39 social housing providers in Windsor and Essex County

Roles & Responsibilities:

Child Care

Provincial Government

Service Manager

- Provide policies and guidelines for CMSMs to work including eligibility criteria, levels of services, allowable services, and benefits levels.
- Set Local Policies
- Determine local approaches to governance, administration and service delivery
- Set minimum health and safety standards and license child care agencies.
- Monitor service provider compliance with provincial standards and expectations (program evaluation)
- Develop Local Child Care Plans
- Set cost-sharing ratio between the province and CMSM
- Determine budget and local funding formula
- Develop service planning tools
- Negotiate and develop service contracts with local Service Providers
- Monitor compliance with provincial policies and standards
- Determine budget and local funding formula
- Negotiate and develop service contracts with local Service Providers
- Approve allocations and flows funds to CMSMs



- OMSSA was established in 1950 and membership includes all CMSMs. It promotes policy and program delivery solutions to strengthen local service system management and human services integration through:
 - Policy and Advocacy
 - Education (E.g. conferences, webinars, forums, workshops)
 - Communications
- Examples of OMSSA committees with Municipal Representation are:
 - 47 Leaders Table
 - Service Manager Housing Network
 - OMMSA Zone 1 (South West Region)



- The mandate of the Association of Municipalities Ontario (AMO) is to support and enhance strong and effective municipal government in Ontario. AMO currently has 444 members.
- AMO provides municipal officials with the following tools and programs to succeed:
 - Policy development,
 - Cost-saving programs,
 - Conferences, and
 - Training opportunities.
- Examples of AMO committees with Municipal Representation are:
 - AMO Review of Social Assistance Committee
 - Municipal Immigration Committee

Our Partners

Local:

- Community Agencies ex. United Way, Family Services Windsor Essex
- Organizations ex. Windsor Essex Economic Development Corporation, Windsor Essex Community Foundation, Workforce Windsor Essex
- Essex County & member municipalities
- Employers

Provincial:

- Ministry of Municipal Affairs & Housing (MMAH)
- Ministry of Children & Youth Services (MCYS)
- Ministry of Community & Social Services (MCSS)
- Ministry of Education (EDU)
- Ministry of Health (MOHLTC)
- Ministry of Training, Colleges & Universities (MTCU)

Federal:

- Employment and Social Development Canada (ESDC)
- Citizenship & Immigration Canada (CIC)
- Canada Mortgage & Housing Corporation (CMHC)
- Canadian Heritage

References

1. Integrated Human Service System Management: Connecting Need and Resources at the Local Level; OMSSA Paper; May 2014
2. Enabling the Service System Management Role in Affordable Housing and Homelessness Prevention, OMSSA Paper; August 2014
3. City of Windsor Website, Ontario Works Statistics
4. City of Windsor Council Report: Update regarding Consolidated Municipal Service Manager for Ontario Works and Child Care; Sep 28, 1998
5. An Overview of Service System Management & Employment Assistance: A NOSDA Position Paper; 2013
6. Ministry of Municipal Affairs and Housing Website

