

**REPORT NO. 219** of the  
**SOCIAL DEVELOPMENT,**  
**HEALTH & CULTURE STANDING COMMITTEE**  
of its meeting held March 5, 2014

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**Present:**  
**Councillor Ed Sleiman, Chair**  
**Councillor Jo-Anne Gignac**  
**Councillor Alan Halberstadt**  
**Councillor Al Maghnieh**  
**Councillor Fulvio Valentinis**

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

Moved by Councillor Gignac, seconded by Councillor Valentinis,  
**THAT** the administrative report authored by the Executive Director of Housing & Children’s Services dated February 5, 2014 entitled “Requirement for the Delivery of French Languages Services in Employment and Social Services and Housing and Children’s Services” **BE RECEIVED** for information.  
Carried.

**Livelink 17017, SS2014**

Clerk’s Note: The report authored by the Executive Director of Housing & Children’s Services dated February 5, 2014 entitled “*Requirement for the Delivery of French Languages Services in Employment and Social Services and Housing and Children’s Services*” is **attached** as background information.

  
CHAIRPERSON

  
COUNCIL SECRETARIAT

NOTIFICATION :				
Name	Address	Email Address	Telephone	FAX

**THE CORPORATION OF THE CITY OF WINDSOR  
Social Development, Health and Culture Standing Committee –  
Administrative Report**



**MISSION STATEMENT:**

*"Our City is built on relationships – between citizens and their government, businesses and public institutions, city and region – all interconnected, mutually supportive, and focused on the brightest future we can create together."*

<b>LiveLink REPORT #: 17017 SS2014</b>	<b>Report Date: February 5, 2014</b>
<b>Author's Name: Debbie Cercone &amp; Winnie Lee</b>	<b>Date to Standing Committee: March 5, 2014</b>
<b>Author's Phone: 519 255-5200 ext. 6239 &amp; 5400</b>	<b>Classification #:</b>
<b>Author's E-mail: dcercone@city.windsor.on.ca; wlee@city.windsor.on.ca</b>	

**To: Social Development, Health and Culture Standing Committee**

**Subject: Requirement for the Delivery of French Languages Services in Employment and Social Services and Housing and Children's Services**

**1. RECOMMENDATION: City Wide:  Ward(s): \_\_\_\_\_**

**TO STANDING COMMITTEE FOR INFORMATION**

**EXECUTIVE SUMMARY:**

N/A

**2. BACKGROUND:**

The *French Language Services Act* (1986) (FLSA) guarantees an individual's right to receive services in French from Government of Ontario ministries and agencies in 25 designated areas. The City of Windsor and the County of Essex are designated areas under the FLSA.

Effective July 1, 2011 the provincial government adopted a new regulation on the delivery of services in French by third parties on behalf of government agencies. The City of Windsor is the Consolidated Municipal Services Manager (CMSM) for the City of Windsor and the County of Essex for the delivery of Ontario Works, Housing and Homelessness Services and Children's Services.

Provincial Ministries have not always consistently taken into account the requirements under the FLSA in the provision of Ministry funded services through third parties.

This inconsistency has led to the erosion of French Language Services in some areas and has resulted in service gaps for the Francophone community. Consequently, the French Language Services Commissioner recommended that a clear regulation be made by government to ensure that government services provided through third parties are delivered in accordance with the FLSA.

In order to meet Ministry obligations regarding the provision of services in French, specific schedules were developed by governing Ministries including the Ministry of Community and Social Services, Ministry of Education, Ministry of Children and Youth Services, the Ministry of Municipal Affairs and Housing and the Ministry of Training, Colleges and Universities that form part of the service agreements with each of these Ministries with the City of Windsor.

### **3. DISCUSSION:**

The Ministry defines compliance with French Language Services as sustaining an active offer of services in French. It includes measures such as signage, notices, and the initiation of communication with the public in French. Municipalities must come into compliance with the new regulation under the FLSA by July 2014.

The Ministries of Community and Social Services (MCSS), Children and Youth Services and Education have required, since 2010, the submission of a French Language Services Plan that identifies specific actions that will bring the City of Windsor in compliance with the requirements under the French Language Services Act.

In 2010, both Employment and Social Services and Housing and Children's Services conducted an environmental scan to determine capacity related to the delivery of services to our francophone population.

The environmental scan determined the following capacities:

- A contract with the Multicultural Council for interpreters and translation services
- The Language Line for brief contacts
- Ten (10) staff who are fluent in French to the point where they can converse and interpret with customers
- The Service Delivery Model Technology (SDMT) for Ontario Works has the capacity to produce client notices, letters and related documents in the French language
- The Ontario Works intake information script has a French translated version available for French speaking customers;

In addition to the above both departments have been strategically working with Human Resources to develop a plan to designate positions within both service areas to support the provision of French language services within the respective areas.

The Departments undertook a recruitment of bilingual staff for positions through an expression of interest and an informal interview, to determine proficiency, conducted by a panel of two management staff that are French speaking.

There is one senior manager, the Executive Director of Housing and Children's Services within the two departments who is fully bilingual and who has taken a lead role along with the Customer Service Manager in Employment and Social Services in the implementation of this initiative across the two departments.

An environmental scan that identified key positions that liaise with the public determined that a minimum of 13 positions were required to meet the service and back up requirements in the provision of bilingual services across the 2 service areas. The chart below indicates the number of positions filled and the number of positions *NOT* filled but in progress:

<b>Employment and Social Services</b>		
<i>Number of Filled Positions</i>	<i>Number of Positions Not Filled</i>	<i>Position Type</i>
1		Intake Receptionist
1		Intake Services Representative
2		Caseworker - Ontario Works
1		Supervisor -- Ontario Works
	1	Greeter
	2	Employment Caseworkers
	2	Clerical
5	5	Total

<b>Housing and Children's Services</b>		
<i>Number of Positions</i>	<i>Number of Positions Not Filled</i>	<i>Position Type</i>
1		Caseworker - Housing Support
1		Caseworker - Children's Services
1		Family Strengthening Clerk
3	0	Total

As a result of the bilingual designation of these positions there were no changes to the job rating for the position of a bilingual staff versus their counterparts who did not have a designation. A survey was completed of fifteen (15) municipalities to determine their business practices to establish the position designation of bilingual staff. It was confirmed their ratings for both positions were equivalent.

As other key positions become available through vacancies there will be consideration of future positions becoming designated as bilingual.

On December 28, 2012 a Memorandum of Agreement (MOA) was entered into with CUPE Local 543 for the designation of bilingual staff within each of the departments.

The Department is working with Information Technology to upgrade the telephone system to include a Telephone & Intake Queue System. The target date for the telephone system conversion is prior to July 1, 2014. The new telephone system will have the capacity to enable bilingual greeting and the enhancement of intake screening for bilingual intake. A report to Council is currently being developed to provide an overview of this project.

In addition, the Departments' information video, which provides information on Ontario Works, Housing and Children's Services, is being updated to be a bilingual video being played at the Ontario Works lobby. Bilingual signages are being ordered to display at both the Ontario Works Reception & Employment & Training Resource Centre. Communication materials and brochures are being translated into French language to be provided to clients on request.

In terms of other services that are external to the Corporation and governed by agreements, programs and services funded under the Community Homelessness Prevention Initiative these agreements include a clause that identifies a need for these agencies to offer services in French

and an annual report on compliance is submitted to the Ministry of Municipal Affairs and Housing specific to the delivery of French Language Services under this funding envelope. For Children's Services, we have an agreement with a non-profit child care provider, Franco Sol, for the delivery of Ontario Early Years (OEYC) and child care programs for the francophone population and our child care online application is available in French.

Training will be provided to staff in 2014 on the delivery of French language services to customers in both service areas.

#### **4. RISK ANALYSIS:**

Failure to comply with FLSA Regulation 284/11 by July 2014 will put the City of Windsor in breach of our service agreements with the Ministries for the delivery of Ontario Works, Child Care, and Housing and Homelessness Programs.

Failure to comply could result in a complaint to the province's French Language Services Commissioner.

#### **5. FINANCIAL MATTERS:**

The Ministries have not made any additional funding available for this initiative. Any additional expenditures related to translation services, will be funded from existing administrative budgets within each of these above noted programs. The Province cost shares at either 50% or 100% depending on the program. Any required municipal contribution is further cost shared with the County.

#### **6. CONSULTATIONS:**

See below.

**7. CONCLUSION:**

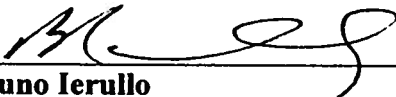
The requirement for the provision of French Language Services that ensures equal access to French Language government services within designated areas of the province has been expected since 1986. With the changes to the act in 2011 this requirement has now been extended to municipalities as a designated delivery agent for services on behalf of the government that includes Ontario Works, Employment, Child Care and Housing and Homelessness Services. Municipalities must come into compliance with this requirement by July 2014. The availability of staff and other accountability requirements is a necessary component to ensuring that the City of Windsor as the Consolidated Municipal Service Manager (CMSM) for Windsor and Essex County meets their obligation under the act and enhances our customer service to the people that we serve in these programs.



**Debbie Cercone  
Executive Director of Housing and  
Children's Services**




**Winnie Lee  
Customer Service Manager  
Employment and Social Services**



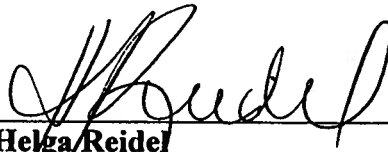
**Bruno Ierullo  
Executive Director of Employment and  
Social Services**



**Jelena Payne  
Community Development and Health  
Commissioner**



**Onorio Colucci  
Chief Financial Officer & City  
Treasurer/Corporate Leader Finance and  
Technology**



**Helga Reidel  
Chief Administrative Officer**

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**APPENDICES:**

**DEPARTMENTS/OTHERS CONSULTED:**

**Name: Vincenza Mihalo, Executive Director of Human Resources**

**Phone #: 519 255-6515 ext. 6259**

**Name: Nancy Jaekel, Financial Planning Administrator, Housing and Children's Services**

**Phone #: 519 255-5200 ext. 5171**

**Name: Melissa Cirelli-Ryan, Financial Planning Administrator, Social Services**

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**NOTIFICATION :**

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