



SOCIAL SERVICES STATISTICAL REPORT

Highlights

Children and youth are the foundation of our future and the focus of this report. The

Social Services Division has many programs and services specifically designed to meet the needs of this important group, like specialized homelessness prevention programs, school supports and directly operated child care centres.

The province also places special emphasis on children and youth initiatives such as the poverty reduction plan and the new pedagogy for the early years. This resource was published for educators working in child care and child and family programs.

New and innovative approaches

are emerging in our homelessness programs as well. Abbott House (transitional housing for youth) and in-school support programs are two of these developments, the results of which are shared in this report. As always, the final page of the report describes the Ontario Works caseload and financials compared to budget and last year. The City caseload is very close to the anticipated budget, but the County caseload is approximately 6% above budgeted caseload. The additional cost associated with higher than anticipated caseload for the County has been offset by under spending in other areas. Children's Services spending is higher than budget as more fee subsidies have been provided

in the first 8 months of the year. Revenue is also higher due to timing of when the province flowed funds in 2014.

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Good News Story

Vanessa has always been a resilient woman. Diagnosed with anxiety and learning disabilities in her teens, she was used to working hard at her education. This wasn't easy. She found herself in and out of school, and eventually started using drugs and alcohol to cope. This led to a new set of problems and Vanessa made the choice to get clean. Now, she was ready to go after the things she wanted. She wanted to feel good about herself, meet new friends and find a job.

Vanessa knew she needed to complete her Grade 12 Diploma. This time she was not giving up. She tried Adult Education

Centres, studying for the General Equivalency Diploma and connecting to smaller literacy providers. When something wasn't a good fit, she moved on. Last stop: correspondence at Peterborough Alternative Continuing Education (PACE).

Vanessa started working with Ontario Works Student Earn & Learn staff on a regular basis, accessing encouragement, support, and financial support with her school costs. She switched jobs to accommodate her school work and asked for extra help with school work. In just a few months, Vanessa successfully completed

her Grade 12 Diploma. She proudly wore her graduation cap and gown in June 2014.

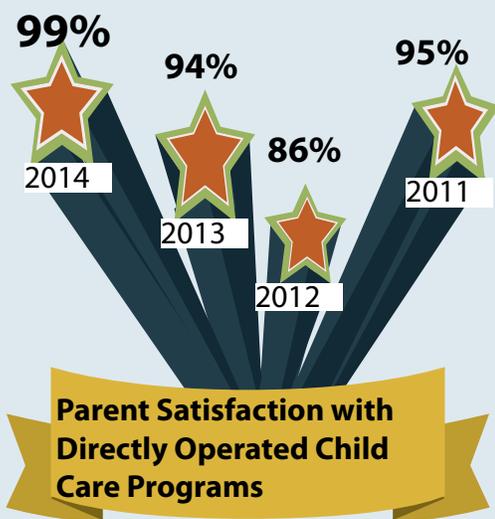
Vanessa was very quick to credit staff in helping her along the way:

"I would like to thank you for the continuous support and guidance. You have been a great impact in my life and I view my accomplishments as a reflection of the support and guidance I have received from you."

Vanessa recently started the Personal Support Worker Program and loves this next step in her journey!

The People We Serve

A year ago we reported on the results of the **Parent Satisfaction survey for the City of Peterborough Child Care programs**. This year marks the 4th consecutive year of collecting parent feedback about the municipal child care programs. Having year-over-year data allows staff to analyze our progress and to respond to parent feedback. A snapshot of findings related to all of the programs from 2011 to 2014 can be seen below. The satisfaction with our programs jumped significantly this year. Throughout the year staff have worked hard to improve services based on feedback received last year and the results have been extremely positive.



Parents are generally very satisfied with the majority of the program, but it is still important we ask ourselves “How can we do it better”? The following recommendations would help increase parent satisfaction:

- School-age site tours at the beginning of the year and/or at the time of enrolment and a more thorough overview of the program and policies.
- The provision of care until 6 p.m. at the full day programs and on PA Days and March Break for School-Age programs.
- Alternative payment options to make payments easier, especially at the School-Age programs. (This has been a recurring theme which prompted a thorough review of the billing process in the winter of 2014. Payment changes were implemented in September, 2014.)

Working Together

This year the Division has focused on increasing awareness and knowledge concerning literacy barriers and developing strategies to help support clients to succeed through education.

1

339 clients are enrolled in basic education programs

2

48 OW students participated in the Summer Jobs for Youth program through partnership with EPC

3

38 clients are actively participating in literacy and basic skills programs



Our clients are not only attending school, but succeeding at school!



57 OW students between the ages of 18 and 25 graduated from high school this year!

18 graduates or over 30% went on directly to post secondary



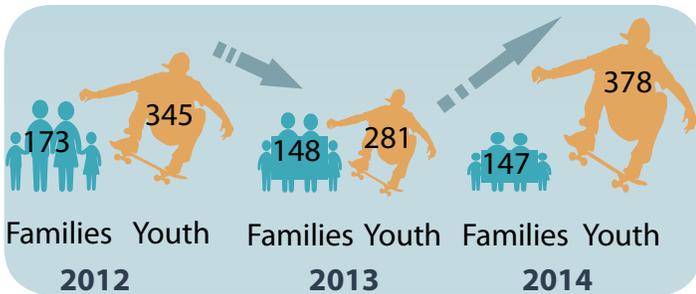
Staff continue to strengthen partnerships with schools, literacy providers, post secondary, training and upgrading programs. Outreach programs at community schools continue with specialized workshops being held several times throughout the year. Outreach in the school makes it possible for city staff to work directly with educators to meet the most important needs for our students to succeed.

It is not just about credits, but also access to food, clothing and the occasional school dance.

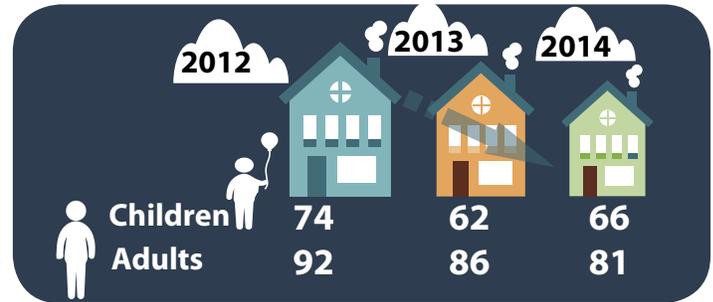
Community Partnerships

One of the Division's funded partners dedicated to strengthening children and youth in the community is the Youth Emergency Shelter (YES). The number of children and youth requiring emergency shelter has fluctuated over the past few years. The shelter for youth and families works collaboratively with community partners to provide more than just a roof for youth in our community and there have been some exciting new programs developed in this past year.

Youth Emergency Shelter



Total Number of YES Clients



Total Number of YES Clients in Family Shelter

YES provides Abbott House – a transitional housing facility where youth aged 16-24 live for up to one year with the support of a mentor. In 2014, a new rent supplement program of \$225/month was provided to YES for the Abbott House program. The rent supplement goes to YES for the first six months and is used to support mentorship

and housing maintenance. The second six months is held in trust until the youth leave the program, at which point youth can use it for their needs and future plans (furniture, driver's education, etc.).

Residents of Abbott House meet with the house mentor regularly who teaches life skills such as

cooking, budgeting, cleaning and health care. Abbott House has also connected with the Peterborough Drug Strategy and the Peterborough County City Health Unit to provide a smoking cessation program on-site. Youth participate in a weekly meal together with the mentor to talk about house issues and to develop solutions.

Technology

Technology, especially electronic communication, is often associated with youth. This is also true among our clients, and many other age groups turning to electronic communication as a preferred method of staying in touch with municipal services.

It is not only the clients that are excited about

A client survey was completed in the spring of 2014.



- 40% of respondents prefer to communicate via email



- 20% of clients would like to use texting to communicate



- Staff have identified emailing clients as the top priority at our Division planning day this summer

texting! Staff have been able to reduce the number of phone calls and the length of time on the phone significantly when texting is added as an option for clients. Email communication with the rest of our clients will begin later this year, and we anticipate that the results will be equally as impressive as the outcomes from the texting pilot.

The number of missed appointments has been reduced by about 50% since the implementation of texting

Number of client drop-ins has been reduced by over 10%

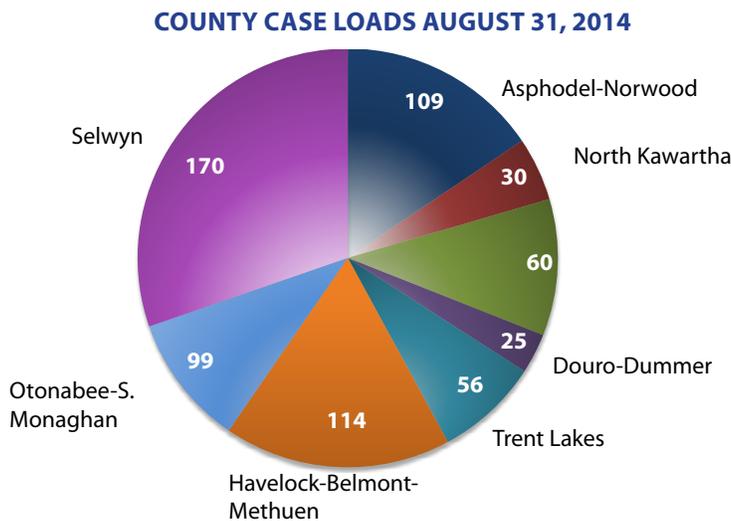
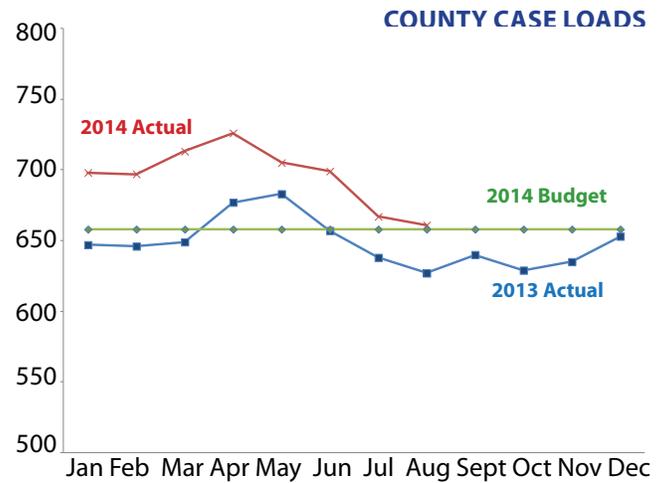
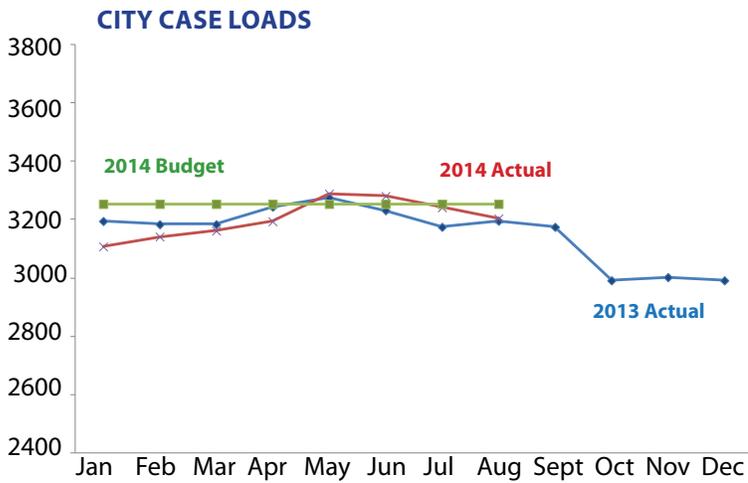
There has been a drop varying from 25% to 50% in the amount of time staff spend on the phone

The number of phone calls to staff have been reduced between 30 – 40%

Mandated Service and Good Governance

CHILDREN'S SERVICES AND COMMUNITY PARTNERSHIPS	2014 Budget Jan. - Aug.	2014 Actual Jan. - Aug	2014 % Bud vs Act	2014 \$ Bud vs Act	2013 Actual Jan. - Aug.	% Change 2014 vs 2013
Gross Expenditures Total	\$6,561,922	\$6,719,505	102.4%	(\$157,583)	\$6,202,227	8.3%
Revenue						
Subsidies	\$5,360,573	\$5,521,273	103.0%	(\$160,701)	\$5,080,416	8.7%
County Share	\$270,643	\$270,611	100.0%	(\$33)	\$264,836	2.2%
Total Revenue	\$5,631,216	\$2,791,884	102.9%	(\$160,668)	\$5,345,252	8.4%
Net Requirement (City Share)	\$930,706	\$927,621	99.7%	\$3,085	\$856,975	8.2%

SOCIAL ASSISTANCE						
Gross Expenditures Total	2014 Budget Jan. - Aug.	2014 Actual Jan. - Aug	2014 % Bud vs Act	2014 \$ Bud vs Act	2013 Actual Jan. - Aug.	% Change 2014 vs 2013
Gross Expenditures Total	\$31,312,507	\$30,954,947	98.9%	\$357,560	\$30,038,877	3.0%
Revenue						
Subsidies	\$25,220,631	\$25,302,531	100.3%	(81,900)	\$24,461,728	3.4%
County Share	\$1,135,168	\$1,030,971	90.8%	(104,197)	\$983,694	4.8%
Total Revenue	\$26,355,799	\$26,333,502	99.9%	(22,297)	\$25,445,422	3.5%
Net Requirement (City Share)	\$4,956,708	\$4,621,445	93.2%	\$335,263	\$4,593,456	0.6%



The Social Services Division of the City of Peterborough strives to ensure documents are accessible for all people. If you require an alternative format of this document please contact us.

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