

**THE CITY OF TORONTO**

**City Clerk's Office**

**Minutes of the Community Services Committee**

**Meeting 10**

**Thursday, December 9, 2004**

The Community Services Committee met on Thursday, December 9, 2004, in Committee Room 1, 2nd Floor, City Hall, Toronto, commencing at 9:40 a.m.

Members Present:	9:40 a.m.-12:30 p.m.	2:15 p.m.-4:00 p.m.
Councillor Olivia Chow, Chair	x	x
Councillor Raymond Cho	x	x
Councillor Gay Cowbourne	x	x
Councillor Norm Kelly	x	x
Councillor Joe Mihevc	x	x
Councillor Denzil Minnan-Wong	x	x
Councillor David Shiner	x	x

**Regrets:**

Councillor Giorgio Mammoliti

**Also Present:**

Councillor Janet Davis  
Councillor Doug Holyday

Members were present for some or all of the time period indicated.

**Confirmation of Minutes**

On motion by Councillor Cho, the Minutes of the meeting of the Community Services Committee held on November 10, 2004, were confirmed.

## **10.1 2005-2014 Capital Programs - Community Services Committee**

The Community Services Committee had before it the Analyst Notes on the following 2005-2014 Capital Programs under the purview of the Community Services Committee.

### Works and Emergency Services:

- Emergency Management Plan;
- Emergency Medical Services; and
- Fire Services;

### Community and Neighbourhood Services:

- Children's Services;
- Homes for the Aged;
- Shelter, Housing and Support; and
- Social Services.

The following persons made presentations to the Community Services Committee with respect to the 2005-2014 Capital Programs under their purview:

### Works and Emergency Services:

- David Kaufman, Acting Commissioner of Works and Emergency Services, and provided an overview of the programs for review;
- William Crowther, Executive Director, WES Technical Services, and Warren Leonard, Manager, Office of Emergency Management, on the Emergency Management Plan;
- Bruce Farr, Chief and General Manager, Toronto Emergency Medical Services; and
- Bill Stewart, Fire Chief and General Manager, Toronto Fire Services.

### Community and Neighbourhood Services:

- Eric Gam, Commissioner of Community and Neighbourhood Services, and provided an

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overview of the programs for review.

The Community Services Committee:

- (1) received the staff presentations respecting the 2005-2014 Capital Programs under its purview;

**(Motion by Councillor Mihevc)**

Works and Emergency Services

Fire Services:

- (2) requested the Acting Commissioner of Works and Emergency Services and the Fire Chief and General Manager to report to the Community Services Committee for its meeting on January 11, 2005:
  - (a) identifying items funded through the Operating Budget that have a life span over 10 years, such as fire trucks, and therefore may qualify for funding under the Capital Budget; and
  - (b) submitting a revised Capital and Operating Budget proposal based on the above criteria;

**(Motion by Councillor Chow)**

Community and Neighbourhood Services

Shelter, Housing and Support:

- (3) requested the Commissioner of Community and Neighbourhood Services to report to the Community Services Committee:
  - (a) for its meeting on January 11, 2005, on the capital funding needed to support the target of building 1,000 units per year of truly affordable housing for those on the City's waiting lists;

**(Motion by Councillor Chow)**

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- (b) on the associated costs of getting a “Quick Start” affordable housing program developed, noting that the Provincial/Federal governments are expected to announce a program early in the new year;

**(Motion by Councillor Mihevc)**

- (c) on a pilot housing project, where a rental building is purchased:
- (i) to ease the strain on the shelter system;
  - (ii) to shift resources from shelters to housing; and
  - (iii) to take advantage of the current vacancy levels in the rental market.

**(Motion by Councillor Mihevc)**

(Acting Commissioner of Works and Emergency Services; Commissioner of Community and Neighbourhood Services; c. Fire Chief and General Manager; General Manager, Shelter, Housing and Support - December 9, 2004)

**Report 1, Clause 5(a)**

**10.2 2005 Operating Budgets - Community Services Committee**

The Community Services Committee had before it the Analyst Notes on the following 2005 Operating Budgets under the purview of the Community Services Committee:

Work and Emergency Services:

- Emergency Medical Services; and
- Fire Services;

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Community and Neighbourhood Services:

- Children's Services;
- Homes for the Aged;
- Shelter, Housing and Support;
- Social Development and Administration;
  
- Social Services;
- Community Partnership and Investment Programs under the purview of the Community Services Committee; and
- Association of Community Centres.

The following persons made presentations to the Community Services Committee with respect to the 2005 Operating Budgets under their purview:

Works and Emergency Services:

- David Kaufman, Acting Commissioner of Works and Emergency Services, and provided an overview of the programs for review;
- Bruce Farr, Chief and General Manager, Toronto Emergency Medical Services;
- Bill Stewart, Fire Chief and General Manager, Toronto Fire Services; and

Community and Neighbourhood Services:

- Eric Gam, Commissioner of Community and Neighbourhood Services, and provided an overview of the programs for review.

The Community Services Committee:

- (1) received the staff presentations respecting the 2005 Operating Budgets under its purview;

**(Motion by Councillor Mihevc)**

Works and Emergency Services

Fire Services:

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- (2) requested the Acting Commissioner of Works and Emergency Services and the Fire Chief and General Manager to report to the Community Services Committee for its meeting on January 11, 2005:
- (a) identifying items funded through the Operating Budget that have a life span over 10 years, such as fire trucks, and therefore may qualify for funding under the Capital Budget; and
  - (b) submitting a revised Capital and Operating Budget proposal based on the above criteria;

**(Motion by Councillor Chow)**

Community and Neighbourhood Services  
Community Partnership Investment Program:

- (3) requested the Commissioner of Community and Neighbourhood Services to report to the Community Services Committee for its meeting on January 11, 2005, on alternatives to the EMT recommendations for the Community Partnership and Investment Program which focus on:
- (a) minimally meeting economic factors in each program area; and
  - (b) phasing in enhancements and new services; and

**(Motion by Councillor Chow)**

General:

- (4) requested the Commissioner of Community and Neighbourhood Services to report to the Community Services Committee on the total value of Community and Neighbourhood Services' income redistributive programs, with a view to including in the request to the Province of Ontario a phase-out of the City of Toronto paying for these programs.

**(Motion by Councillor Chow)**

Councillor Janet Davis, Ward 31, Beaches-East York, appeared before the Community Services Committee and asked questions on the 2005 Budgets of the Community and Neighbourhood Services Department.

(Acting Commissioner of Works and Emergency Services; Commissioner of Community and Neighbourhood Services; c. Fire Chief and General Manager; Mr. Chris Brillinger, Director, Community Resources - December 9, 2004)

### **Report 1, Clause 5(b)**

#### **10.3 Toronto Fire Services Marketing, Fundraising and Sponsorship Programs**

The Community Services Committee considered a report (November 25, 2004) from the Acting Commissioner of Works and Emergency Services and the Fire Chief and General Manager seeking Council approval to convert a temporary marketing position within Toronto Fire Services to a permanent position.

#### Recommendations:

It is recommended that:

- (1) subject to the approval of the 2005 Operating Budget, the Fire Chief and General Manager be authorized to convert a temporary position of Marketing Co-ordinator to a permanent position, Manager, Marketing, Fundraising and Sponsorship Programs, to actively market the Toronto Firefighter Training Programs at the local, provincial, national and international level, as well as to develop and implement sponsorship programs for the purpose of raising funds, as needed, for the planned Fire Services Public Education Centre and for the enhancement of the Fire Prevention Risk Watch Program and for the purchase of Fire Prevention Public Education displays and materials in support of the Risk Watch Program;
- (2) revenues generated from the activities of this position first be directed to offset the expenses incurred by the position, including salary, resulting in a net zero cost to Toronto Fire Services;
- (3) net revenues from the position be allocated as recommended in previously approved Council reports, as follows:
  - net revenues generated from marketing TFS training programs be shared on a 50/50 percent basis between the Toronto Fire Service and the City's capital expenditure plan with 50 percent of net revenues allocated to the improvement of

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the TFS training program and 50 percent to be used to subsidize capital expenditures arising from improvement to TFS training facilities; and

- any funds raised for the planned Fire Services Public Education Centre, the enhancement of the Fire Prevention Risk Watch Program and the purchase of Fire Prevention and Public Education displays and materials be deposited into the Toronto Fire Services Public Education Reserve Fund; and

- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

On motion by Councillor Cowbourne, the Community Services Committee:

- (1) recommended that City Council adopt the staff recommendations in the Recommendations Section of the report (November 25, 2004) from the Acting Commissioner of Works and Emergency Services and the Fire Chief and General Manager; and
- (2) expressed its congratulations to Toronto Fire Services on the creation of a program that has generated surplus revenue for the City.

(Fire Chief and General Manager - December 9, 2004)

**Report 1, Clause 1**

**10.4 Towards an Action Plan for Social Assistance in the City of Toronto**

The Community Services Committee considered the following reports and communication:

- (November 22, 2004) from the Commissioner of Community and Neighbourhood Services describing the proposed framework for developing an Action Plan for social assistance in the City of Toronto.

Recommendations:

It is recommended that:



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- (1) this report be adopted as a basis for the development of an Action Plan for social assistance in keeping with the City of Toronto's overall social and economic policy directions and priorities; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

- (September 9, 2004) from the City Clerk advising that the Community Services Committee on September 9, 2004, in part, deferred consideration of the report (June 14, 2004) from the Commissioner of Community and Neighbourhood Services headed "Social Assistance & Social Exclusion: Findings from Toronto Social Services' 2003 Survey of Single Parents on Ontario Works", and tabled the following motion by Councillor Mammoliti:

"That the Chair of the Community Services Committee, Councillor Mammoliti, and appropriate staff be requested to meet with the Federal Minister of Citizenship and Immigration to present the findings of the report "Social Assistance & Social Exclusion: Findings from Toronto Social Services' 2003 Survey of Single Parents on Ontario Works" regarding the challenges faced by immigrants living in poverty, especially single parents, and explore ways in which the federal government can assist.

- (December 2, 2004) from the Commissioner of Community and Neighbourhood Services providing information on the recommendations of the report to the Minister of Community and Social Services by the Parliamentary Assistant to the Minister, titled "Review of Employment Assistance Programs in Ontario Works and Ontario Disability Support Program", which was released by the Province on December 1, 2004.

On motion by Councillor Shiner, the Community Services Committee recommended that:

- (1) City Council adopt the staff recommendations in the Recommendations Section of the report (November 22, 2004) from the Commissioner of Community and Neighbourhood Services; and

- (2) the Commissioner of Community and Neighbourhood Services, in consultation with the Chair of the Community Services Committee, be requested to solicit support and participation of at least one Member of Parliament and one Member of Provincial Parliament, preferably from ridings outside of Toronto, who would be willing to assist in the review and develop recommendations on an Action Plan for Social Assistance.

### **Report 1, Clause 2**

#### **10.5 Toronto Social Services' Purchase of Employment Services Framework**

The Community Services Committee considered a report (November 24, 2004) from the Commissioner of Community and Neighbourhood Services providing an outline of Toronto Social Services' Purchase of Employment Services Framework, including the changes needed for the Division to effectively deliver employment services to Toronto residents receiving social assistance through the Ontario Works program.

#### Recommendations:

It is recommended that:

- (1) Council endorse the Purchase of Employment Services Framework proposed in this report and outlined in Attachment 2;
- (2) the existing agreements between the City and various service providers for the provision of employment services under the Ontario Works Act, 1997, be amended by extending the term of each agreement to June 30, 2005, and by increasing the amount payable under the agreements by an amount which shall not exceed one half of the amount payable by the City under the existing agreements for the calendar year 2004;
- (3) the General Manager, Social Services be granted authority to execute the amending agreements referred to in the preceding recommendation on behalf of the City; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

On motion by Councillor Mihevc, the Community Services Committee recommended that City Council adopt the staff recommendations in the Recommendations Section of the report (November 24, 2004) from the Commissioner of Community and Neighbourhood Services.

### **Report 1, Clause 3**

#### **10.6 Community Services Grants Program - Funded Community Services to the Mandarin-Speaking Community**

The Community Services Committee considered a report (November 23, 2004) from the Commissioner of Community and Neighbourhood Services responding to the request of the Committee on November 10, 2004, to report on community agency services for the Mandarin-speaking community in Toronto funded through the Community Services Grants Program and on whether the current needs of the community are being met and what community capacity is needed to deliver such services.

#### Recommendation:

It is recommended that this report be received for information.

Councillor Chow appointed Councillor Mihevc Acting Chair and vacated the Chair.

On motion by Councillor Chow, the Community Services Committee:

- (1) received the report from the Commissioner of Community and Neighbourhood Services; and
- (2) requested that the appropriate Grants staff meet with members of the Chinese community to present the report and discuss options for delivery of services.

(Commissioner of Community and Neighbourhood Services; Mr. Chris Brillinger,  
Director, Community Resources - December 9, 2004)

**Report 1, Clause 5(c)**

Councillor Chow resumed the Chair.

**10.7 Reporting of Financial and Non-Financial Results of  
City Programs to Committees and Council**

The Community Services Committee considered a communication (November 1, 2004) from the City Clerk advising that the City Council at its meeting on October 26, 27 and 28, 2004, considered Clause 2 of Report 8 of the Policy and Finance Committee and directed that commencing with the 2005 report year, Commissioners provide a year-end report of non-financial information to their appropriate Standing Committee, in order to provide information on how programs progressed during the year in terms of performance and achievements; and requested that during the upcoming budget cycle the Standing Committees establish, by program area, bench marks which could be measured for service delivery.

On motion by Councillor Cowbourne, the Community Services Committee received the communication from the City Clerk.

**Report 1, Clause 5(d)**

**10.8 Approval of Delegated Authority to Execute and  
Administer the Purchase of Service Contracts for  
Shelter Services, Personal Needs Allowance, Habitat Services,**

### **Motels and the Toronto Hostels Training Centre**

The Community Services Committee considered a report (December 6, 2004) from the Commissioner of Community and Neighbourhood Services seeking authority for the Commissioner and/or the General Manager, Shelter, Housing and Support to sign agreements with various community agencies and motel operators for the purpose of providing shelter services and personal needs allowances; with Habitat Services for the provision of boarding home services for psychiatric consumer survivors; and with the Toronto Hostels Training Centre for training of shelter staff.

#### Recommendations:

It is recommended that:

- (1) the Commissioner of Community and Neighbourhood Services and/or the General Manager of Shelter, Housing and Support be authorized to enter into purchase of service agreements on behalf of the City for contracts greater than and/or less than \$500,000.00 with community agencies and motel operators for the provision of shelter services and the issuance of personal needs allowance at the 2005 rates and bed capacities as substantially outlined in Appendix A and Appendix B;
- (2) the Commissioner of Community and Neighbourhood Services and/or the General Manager of Shelter, Housing and Support be authorized to issue payments pursuant to the purchase of service agreements to the community agencies and motels listed in Appendix A and Appendix B, up to the maximum annual amount listed in Appendix A and Appendix B, provided the total payments are within the approved Operating budget;
- (3) the Commissioner of Community and Neighbourhood Services and/or the General Manager of Shelter, Housing and Support be authorized to contract with Mental Health Program Services of Metropolitan Toronto (Habitat Services) for the provision of housing and supports for psychiatric consumer survivors living in Habitat contracted boarding or rooming houses;
- (4) the Commissioner of Community and Neighbourhood Services and/or the General Manager of Shelter, Housing and Support be authorized to issue payments pursuant to the purchase of service agreement to Mental Health Program Services of Metropolitan Toronto (Habitat Services), up to a maximum annual amount of \$7,200,000.00;
- (5) the Commissioner of Community and Neighbourhood Services and/or the General Manager of Shelter, Housing and Support be authorized to make in-year adjustments to individual shelter provider's per diems and/or bed capacities so long as the adjustments do

not exceed the approved Operating budget, and to report out to Council at the earliest possible opportunity regarding the adjustments;

- (6) the Commissioner of Community and Neighbourhood Services and/or the General Manager of Shelter, Housing and Support be authorized to enter into an annual contract with the Toronto Hostels Training Centre for the provision of training for shelter staff up to a maximum amount of \$198,000.00; and
- (7) the appropriate officials be authorized and directed to take the necessary action to give effect thereto.

On motion by Councillor Shiner, the Community Services Committee:

- (i) recommended that City Council adopt the staff recommendations in the Recommendations Section of the report (December 6, 2004) from the Commissioner of Community and Neighbourhood Services;
- (ii) recommended to the Budget Advisory Committee that the 2005 per diem rates for purchase of service shelters and payments to the Toronto Hostels Training Centre be increased by the same percentage and as of the same date as those approved by Council for the City's Union Employees under the Collective Agreements; and
- (iii) requested the Commissioner of Community and Neighbourhood Services to report directly to Council, for consideration with the 2005 Operating Budgets, on the outcome of the Budget Advisory Committee's action with respect to the 2005 per diem rates.

(Budget Advisory Committee; c. Commissioner of Community and Neighbourhood Services - December 9, 2004)

#### **Report 1, Clause 4**

### **10.9 Appointment to the Councillor-Staff Working Group - Improved Service to the Public Through Introduction of "3-1-1" (All Wards)**

The Community Services Committee considered a communication (December 6, 2004) from the City Clerk advising that City Council during consideration of Clause 24 of Report 9 of the Administration Committee, headed "Improved Service to the Public Through Introduction of "3-1-1" (All Wards)", adopted the following:

"That a Councillor-Staff Working Group be struck with respect to 3-1-1, consisting of the Chair of the e-City Committee, one additional member of the e-City Committee and one member of each Standing Committee to be appointed by the Standing Committee."

On motion by Councillor Mihevc, the Community Services Committee appointed Councillor Denzil Minnan-Wong to the Councillor-Staff Working Group respecting the Introduction of "3-1-1".

(Chief Administrative Officer; c. Colleen Bell; Councillor Denzil Minnan-Wong - December 9, 2004)

### **Report 1, Clause 5(e)**

#### **10.10 Youth Employment Services**

Communication (December 7, 2004) from Councillor Olivia Chow, Children and Youth Advocate, and Chair of the Community Services Committee, respecting cuts to youth employment services funding by Human Resources Development Canada.

##### Recommendation:

It is recommended that the Commissioner of Community and Neighbourhood Services provide a report to the January meeting of the Community Services Committee detailing:

- which agencies are affected;
- the impact to youth services in Toronto;
- the impact to City's funding to these agencies;
- direction of future HRSDC funding; and
- processes and criteria HRSDC used to determine funding approval.

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The following persons appeared before the Community Services Committee:

- Ms. Bernadette Beaupre, Executive Director, Ontario Network of Employment Skills Training Projects (ONESTEP); and
- Ms. Heather McGregor, Executive Director, YWCA Toronto.

On motion by Councillor Shiner, the Community Services Committee:

- (1) referred the communication from Councillor Chow to the Commissioner of Community and Neighbourhood Services for a report to the Community Services Committee on January 11, 2005; and that the community-based sector be consulted in preparing the report; and
- (2) requested the Mayor to write to the Prime Minister and the Leaders of the Opposition Parties, and the Minister responsible for Human Resources and Skills Development Canada (HRSDC) expressing concern with respect to the RFP process to provide funding to community-based agencies and youth employment services, and asking that HRSDC:
  - (a) not proceed with the current RFP process until these issues are addressed, and, in the interim, continue to honour existing contracts with current service providers;
  - (b) provide transparency to its RFP process, and that experience in the field and successful outcome be considered as part of the criteria for funding; and
  - (c) work co-operatively with other funding partners, such as the City of Toronto and the United Way of Greater Toronto.

(Mayor David Miller; Councillor Olivia Chow, Chair, Community Services Committee; Commissioner of Community and Neighbourhood Services; Ms. Bernadette Beaupre, Executive Director, Ontario Network of Employment Skills Training Projects (ONESTEP); Ms. Heather McGregor, Executive Director, YWCA Toronto - December 9, 2004)

**Report 1, Clause 5(f)**



**10.11 Reports to be Written in “Plain English”**

On motion by Councillor Cowbourne, the Community Services Committee requested that:

- (a) to improve transparency and openness to the public, every report that is submitted to the Community Services Committee be written in “plain English”, lower than a Grade 9 level; and
- (b) the Commissioner of Community and Neighbourhood Services clearly relay this directive to all staff in the Community and Neighbourhood Services Department as soon as possible.

**Report 1, Clause 5(g)**

The Community Services Committee adjourned its meeting at 4:00 p.m.

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Chair.