

# service plan

## 2015-2019



## Interim Progress Update

June 2015 - June 2017

The Children's Services' Service Plan for 2015-2019 is a vital document that guides the division in the planning and delivery of services for children and families in Toronto. Over 3000 families, service providers and other community partners contributed to the development of this plan.

All 38 strategic actions are underway, with many already completed. This document highlights the important achievements and progress that have been made thus far and provides an at-a-glance status update on each of the strategic actions. Appendix A lists the actions in full.

We are here.



## Strategic Direction #1: Access to High Quality Child Care

Families have access to affordable, available, and high-quality early learning and child care services

### Status of Strategic Actions #1-8 (please refer to appendix A for list of strategic actions)

Implementing / Completed:

4

6

8

Underway & on track:

1

2

3

5

7

## Highlights of progress since 2015:

### Improving access to child care:

- **13% increase** in licensed child care spaces, with 8169 new spaces added to the system.
- Over **175** kindergarten and school-age programs created and/or expanded, creating over 3600 new spaces.
- **7 new child care centres** opened since 2015 adding 344 new spaces.
- **New 10 year capital plan** to expand child care in Toronto, including the creation of 20 new child care centres by 2025.
- **10 new after-school recreation care (ARC)** programs opened.
- More than **1200 additional fee subsidies** available for Toronto families.
- Council adopted Toronto's 10 year **Licensed Child Care Growth Strategy** to:
  - a) grow the child care system to serve 50% of children aged 0-4
  - b) increase fee subsidies to serve 40-50% of all spaces
  - c) reduce parent fees by 25-40%
  - d) support a thriving workforce.

### Improving quality of Toronto's licensed early learning and child care programs:

- Together with our partners, delivered over **200 professional development sessions and events** with a combined attendance of over 4500 from the child care community.
- Launched a new **Quality Standards Inventory for school age child care programs**, along with a Quality Support Guide and a Quality Assessment Tool for service providers.
- **Increased the # of licensed child care centres that are assessed annually** for quality; 739 centres assessed in 2016.
  - **20% increase** in the number of licensed child care centres assessed to be providing high quality programming (compared with results in 2014).

## Strategic Direction #2: Inclusive support for all families

Supports and services meet the unique needs of all Toronto families

### Status of Strategic Actions #9-15 (please refer to appendix A for list of strategic actions)

Implementing / Completed:

10

13

Underway & on track:

9

11

12

14

15

## Highlights of progress since 2015:

- **Reviewed and strengthened the Every Child Belongs model.**
    - Increased the number of Behavioural Therapists and French-language services.
    - Simplified the referral process
    - Introduced the use of iPad applications to advance inclusive learning for all children.
  - **Expanded community connections for Toronto families:**
    - Developed an Access for Indigenous Families caseworker team
    - Outreached with info-sharing at indigenous community events, Family Pride, events to support Syrian refugees, and Newcomer events in Toronto.
  - Working with Toronto's Indigenous partners and communities to develop proposals for **expanding Indigenous-led early years programs and services in Toronto**, for submission to the Ministry of Education in September 2017.
  - Entered into new fee subsidy agreements for **301 additional French language** child care spaces.
- 
- **Expanded professional learning opportunities to build capacity for serving Toronto's diverse families:**
    - Facilitated an Indigenous cultural competency forum called 'One Dish, One Spoon: Decolonizing our Practices' with the Aboriginal Advisory and Planning Committee; reached approximately 150 service providers, educators and policy makers from diverse service sectors in Toronto.
    - Partnered with Rainbow Health Ontario to develop LGBTQ2S competency training for TCS staff.
    - Coordinated workshops for service providers to improve understanding of and ability to meet the needs of trans and gender independent children.

## Strategic Direction #3: Engagement, Partnership, and Communication

**Strong partnerships, ongoing engagement, and communication result in planning processes that respond to the diverse needs of children, families, and service providers.**

### Status of Strategic Actions #16-21 (please refer to appendix A for list of strategic actions)

Implementing / Completed:

18

19

20

Underway & on track:

16

17

21

## Highlights of progress since 2015:

- Launched a **joint planning process with Toronto's school boards** to integrate child care planning and expand access to before and after school programs.
  - **Strengthened and restructured the Toronto Child and Family Network** to advance the ability of leaders across the Toronto's child and family system to plan in more integrated ways.
  - Provided and promoted **professional development opportunities for French-language child care**, in partnership with Toronto's French-language school boards, Humber College, Centre Francophone, l'AFESEO, Cercle de l'amitié, professionals.
  - Developed **new info booklets to help parents** understand child care fee subsidies and Toronto's licensed child care system.
  - Launched **new website with integrated information** about services and programs for Toronto's families.
  - Launched an **online Operators Portal** to improve and modernize communications and services for Operators.
  - Began development of an **online service delivery platform for families**.
- 
- **Consulted** over 9200 parents on proposed Child Care and Early Years Act regulations.
  - **Surveyed** 413 child care service providers on improving the District Child Care Advisories.
  - **Surveyed** 600 parents of children in TELCCS programs to understand how parents can be more involved in centers.

## Strategic Direction #4 Systems Change

The child and family system is modernized in a way that works best for Toronto

### Status of Strategic Actions #22-29 (please refer to appendix A for list of strategic actions)

Implementing / Completed:

22

28

29

Underway & on track:

23

24

25

26

27

### Highlights of progress since 2015:

- Launched a **new Toronto-specific child care Funding Model** that aims to support affordability and accessibility of child care programs and increase the stability and fairness of child care funding across Toronto.
- Completed a **review of the Home Child Care system** in Toronto and received Council approval to improve the funding model for Home Child Care Agencies with a new, more streamlined approach.
- Integrating and transforming the four Ministry of Education child and family programs into **Toronto Child and Family Centres**; implementation scheduled for 2018.

## Strategic Direction #5 Leadership

Championing the needs of children and families in Toronto and improving child and family outcomes together with all orders of government and community partners

### Status of Strategic Actions #30-38 (please refer to appendix A for list of strategic actions)

Implementing / Completed:

30

33

34

35

37

Underway & on track:

31

32

36

38

### Highlights of progress since 2015

- Working together with **provincial and federal governments** to transform access and affordability of child care in Toronto and secure investments required to implement Toronto's 10-year Licensed Child Care Growth Strategy.
- Together with the Toronto Child and Family Network, launched the **Raising the Village website**, which provides data, research and tools to improve outcomes for children & families in Toronto.
- Commissioned a groundbreaking **Demand and Affordability Study** of child care in Toronto that informed Toronto's growth strategy and how to grow the system in a way that meets the needs of Toronto's families.
- Launched a **long-term study** on the impacts of receiving a child care subsidy, in partnership with OISE.
- Together with the Aboriginal Advisory and Planning Committee, developed **Indigenous shared outcomes** for the wellbeing of indigenous children and families in Toronto.
- AQI expansion: Expanded use of the **Assessment for Quality Improvement tool** in Toronto and across Ontario, with three other municipalities adopting the tool (Muskoka, Durham, Thunder Bay).