



**MINUTES OF PROCEEDINGS**

**REGULAR BOARD MEETING – TUESDAY, OCTOBER 18, 2016  
2:00PM – North Bay Council Chambers**

**MEMBERS PRESENT:**

Councillor Mark King (North Bay) Chair  
Representative George Jupp (Unincorporated) Vice-Chair  
Councillor George Marosis (North Bay)  
Councillor Chris Mayne (North Bay)  
Mayor Leo Jobin (East Nipissing)  
Councillor Carol Lowery (Temagami)  
Councillor Jeff Serran (North Bay)  
Deputy Mayor Sheldon Forgette (North Bay)  
Mayor Bill Vrebosch (East Ferris)  
Councillor Derek Shogren (North Bay)  
Mayor Jane Dumas (South Algonquin)

**REGRETS:**

Councillor Jamie Restoule (West Nipissing)

**STAFF ATTENDANCE:**

Joseph Bradbury, Chief Administrative Officer  
Sara Tonks, Director of Finance and Administration  
Michelle Glabb, Manager of Social Services (OW)  
Melanie Shaye, Director of Human Resources and Organizational Development  
Debbie Mills, Director Housing Services  
Pierre Guenette, Manager Housing Services  
Jean Guy Belzile, Manager of EMS  
David Plumstead, Research Analyst  
Saxon Yanta, Contract Specialist  
Stacey Cyopeck, Supervisor  
Aimie Caruso, Supervisor  
Bill Guilfoyle, Staff  
Kate Eveson, Staff  
Lise Filiatrault, Staff  
Rick Shaver, Summer Student

**CALL TO ORDER**

The Regular Board Meeting was called to order at 2:06PM by Chair, Mark King.

**DECLARATION OF CONFLICTS OF INTEREST**

Carol Lowery declared a conflict of interest in relation to any discussion pertaining to the Housing programs as she is a member of the Temagami Non-Profit Board.

**Adoption of the Roll Call**  
**Resolution No. 2016-71**

**Moved by: Councillor Jeff Serran**  
**Seconded by: Councillor George Maroosis**

**That the Board of Directors accept the Roll Call as read by the Secretary for the Regular Board meeting of October 18, 2016. Motion carried.**

**Adoption of the Agenda**  
**Resolution No. 2016-72**

**Moved by: Councillor George Maroosis**  
**Seconded by: Councillor Jeff Serran**

**That the Agenda for the Regular Board Meeting of Tuesday, October 18, 2016 be adopted as presented with the change of removing the in camera item. Motion carried.**

**CHAIR'S REMARKS**

The Chair noted the in-camera session added to the Agenda will be removed as it is not required today.

The EMS Symposium was held last week and was well attended by DNSSAB Board members. The Chair commended Jean-Guy Belzile for putting on a very successful event. The keynote speaker Tarmo Uukkivi, the current director of Emergency Health Services saw such value in the symposium that EHS is planning to have a representative attend from now on.

The Chair recognized certain people on staff who have devoted decades to their profession to DNSSAB and their community: It takes a special kind of person to provide the services offered by the DNSSAB. It takes people who are compassionate and who truly care about those in our community who appear to be struggling through rough patches in their lives. These people provide a level of support for these citizens day in and day out. The Chair thanked the following staff for their dedication:

**20 Years of Service**  
Lise Filiatrault – Ontario Works

Kathleen Eveson – Ontario Works

**25 Years of Service**

Joanne Chirico – Ontario Works

William Guilfoyle – Housing

Colette Landry – Ontario Works

The Chair also mentioned the upcoming ROMA (Rural Ontario Municipal Association) conference that will be happening January 29 and 31<sup>st</sup> and suggested it might be a good idea if one or two of this Board's members attend to carry concerns to the Province and to let Marianne know if they plan to attend. The deadline for registration is about a month away.

**B08-16 Report from the Chief Administration Officer Dated October 18, 2016  
Resolution No. 2016-73**

**Moved by: Councillor Jeff Serran**

**Seconded by: Councillor George Maroosis**

Joseph Bradbury presented his October 18, 2016 CAO report, B08-16 to the Board. He also recognized the long service milestones of several DNSSAB employees.

The DNSSAB is once again seeking nominees for the annual Community Enrichment Awards. Members of the community are encouraged to nominate people in the categories of Community Contribution, Leadership, and in some cases Lifetime Achievement, by January 6<sup>th</sup>, 2017. Nominations forms are available on the DNSSAB website. The awards will be handed out at the February Board meeting.

Joe congratulated two Nipissing District paramedics, Lori Butterfield of North Bay and Kim Jones of Temagami, who were awarded the Emergency Medical Services Exemplary Service Medals. He also congratulated the First Response Teams who were recognized at the very well-attended 15<sup>th</sup> Annual EMS Symposium for their volunteer contribution to patient care.

As the DNSSAB prepares next year's budget, Joe noted we've received a letter from the City of North Bay asking us to keep levy increase to under 2%. Joe also encouraged feedback from the Board during Budget preparations as to the desired direction of the Healthy Communities Fund.

Discussion followed about the role of YES Employment Services and according to a report to North Bay City Council, the number of referrals from DNSSAB to YES have decreased substantially and that there may be funding available to our clients through YES. Councillor Maroosis would like to have YES present to DNSSAB committee or Board to gather more information. Joe Bradbury pointed out there have been some decreases since some of the would-be referrals face several barriers and that Case

Managers are still referring over appropriate cases. Michelle Glabb noted our focus has changed from referrals to employment outcomes, as our funding is based more on results, and in some cases, we lose control when cases are referred out. There are two different ministries funding two different programs. She pointed out our referrals are more targeted now that we are an employment agency in and of ourselves. We try to bridge gaps that might exist and we have an ongoing relationship with all employment services in the District. Michelle suggested we revisit the employment services review. Derek Shogren suggested that the Chair and lead of YES set up an informal meeting. According to Joe Bradbury, NOSDA feels there needs to be employment service system management authority at the DSSAB level.

The NOSDA CAO group is gathering support for resolutions regarding the review of the DSSAB Act. The resolution recommends the province meet with DSSABs for issues related to boundaries, operations, governance and accountability matters and municipalities for funding and levy matters. The DSSAB Act is 15 years old and the Province is looking for ideas on how to enhance and update it. Joe suggests DNSSAB support AMO in its position regarding changes to the Housing Services Act, in that the current appeals process works well and there is no need to change it.

The Nipissing Poverty Reduction Education Pilot (NPREP) has been nominated by the Bell Business Awards for a community innovation award. Joe and Chair Mark King will attend the ceremony on October 20<sup>th</sup>. He praised the NPREP team for the nomination and exceeding the Provincial target, and noted the partnership with Canadore College is working well.

**That the Board accept the Report from the Chief Administrative Officer B08-16, dated October 18, 2016 as presented. Motion carried.**

## **PRESENTATIONS**

### **Rick Shaver – NDHC’s Summer LEAN Project**

Rick Shaver reported on LEAN Project that he completed at NDHC throughout the summer. His review found that roles at NDHC were person-centered and this created a risk for the organization if the person wasn’t available. Rick talked about the LEAN culture of value and productivity and how this approach was taken with a review of NDHC’s financial processes including training for pertinent staff at NDHC and DNSSAB, who all received a LEAN yellow belt as a result. The scientific approach to planning and doing trials and finding solutions showed quantitatively that improvements have been made. Trial runs conducted at NDHC showed improvements. The end result of the changes to processes was step reductions across most of the major processes. In the case of accounts receivable there was an average reduction of 36% in the four most active processes, which equalled a savings of about 670 hours annually and translated to about \$44,700 in resources, and an overall streamlined process. Overall, nearly 1600 hours across the organization were freed up. Financial information was handled in a

more timely fashion, web-based functions are being introduced, cheque scanning has reduced errors and takes less time. Soft benefits included a culture of continuous improvement, increased levels of improvement, reductions in associated travel such as walking to the copier, huddles were started and there was increased staff satisfaction. Sara Tonks commended the NDHC staff who eagerly participated in the LEAN project, many of whom came in on their vacation time in order not to miss any training sessions.

There was discussion about how the LEAN approach was used by the hospital. Sara Tonks told the Board the approach is still being used and is called *More Time to Care*. She can arrange for the Board to attend a 'report-out' at the hospital to see how the improvements are reported and how staff remain empowered to continue the work and make improvements on an ongoing basis. DNSSAB's Housing department will be the next group to take this training.

(Derek Shogren left at 3:08PM)

Mark King thanked Rick for the presentation and his efforts at NDHC.

#### **Joe Bradbury – DNSSAB Organizational Review Priorities**

Joe Bradbury presented on DNSSAB's priority planning taking into account the Organizational Assessment report. A LEAN approach was applied to looking at evaluating the report's recommendations as priorities which were ranked based on filters and a set of numeric values and weights that were consistent with each priority.

Consolidation of Corporate Functions;	4.32	ongoing
Integrated Analytics and Operational Planning	3.74	
Child Care Waitlist	4.12	ongoing
Centralized Intake and Improved Referral Processes;	3.92	ongoing
EMS Paramedicine Services	3.74	ongoing
Process Improvement Skills and Capacity	3.72	ongoing
Corporate and HR Internal Service Level Standards	3.68	

Vision for Integrated Service Delivery;	3.62	ongoing
Employment Services	3.32	ongoing
OW Optimal Pathways	3.32	
A Housing Portfolio Plan;	3.29	
Specialized Housing Administration Capacity Building	4.32	
Nipissing District Housing Registry (for all rental units: mkt, supportive, SHsg)	2.13	

Among the priorities, red is of the lowest priority while green is ranked highest.

This presentation and Rick's can be shared with the Board if desired.

**Adoption of Consent Agenda**  
**Resolution No. 2016-74**

**Moved by: Councillor George Maroosis**  
**Seconded by: Councillor Jeff Serran**

**That the Board of Directors approves the Consent Agenda of October 18, 2016 which includes the following:**

1. Minutes of Proceedings of the Regular Board Meeting of Sept 27, 2016
2. Executive Audit Committee Minutes – October 11, 2016
3. Social Services and Employment Committee Minutes – October 11, 2016
4. Housing and EMS Committee Minutes – October 11, 2016
5. Correspondence
  - 5.1 September 29, 2016 – Nugget article RE: LHINS Meeting
  - 5.2 October 4, 2016 – Nugget article RE CHPI Heating Grant
  - 5.3 October 4, 2016 – Letter from the Min. of Ed. RE OEYC Service Planning Investment for 2017 and attached appendix
  - 5.4 October 4, 2016 – Letter from Minister of Housing on future CHPI funding allocations

5.5 October 4, 2016 – Letter from ADM, Ministry of Housing on future CHPI funding allocations

5.6 September 28, 2016 – Letter from the City of North Bay RE: Its Operating Budget Process

**Motion carried.**

**Committee and Board Calendar for 2017 EX13-16  
Resolution No. 2016-75**

**Moved by: Councillor Jeff Serran  
Seconded by: Councillor George Maroosis**

**That the District of Nipissing Social Services Administration Board accepts the proposed calendar for Committee and Board meetings for 2017. Motion carried.  
Budget Outlook Report EX14-16  
Resolution No. 2016-76**

**Moved by: Councillor George Maroosis  
Seconded by: Councillor Jeff Serran**

**That the District of Nipissing Social Services Administration Board accepts the 2017 Budget Outlook report EX14-16 as presented. Motion Carried.**

**NDHC Update EX15-16  
Resolution No. 2016-77**

**Moved by: Councillor Jeff Serran  
Seconded by: Mayor Leo Jobin**

**That the District of Nipissing Social Services Administration Board accepts this update on the Nipissing District Housing Corporation as outlined in report EX15 - 16. Motion carried.**

**DSSAB Act Review EX16-16  
Resolution No. 2016-78**

**Moved by: Mayor Leo Jobin  
Seconded by: Councillor Jeff Serran**

**WHEREAS the Ministry of Community and Social Services is moving forward with a review of the District Social Services Administration Board Act; and**

**WHEREAS the Ministry has requested advice on engagement;**

**THEREFORE BE IT RESOLVED that the District of Nipissing Social Services Administration Board advises the Ministry of Community and Social Services to engage directly with municipalities regarding funding and levy matters and with the Northern Ontario Service Deliverer's Association and individual District Social Services Administration Boards on matters related to boundaries, operations, governance and accountability;**

**AND FURTHER that this resolution be shared with NOSDA, FONOM, AMO and member municipalities. Motion carried.**

**HEMS07-16 Support of AMO Position on HSA  
Resolution No. 2016-79**

**Moved by: Councillor Jeff Serran  
Seconded by: Mayor Leo Jobin**

**WHEREAS the Regional Municipality of York has endorsed the position of the Association of Municipalities of Ontario (AMO) regarding the change to the Housing Services Act which will allow housing providers to appeal service manager decisions;**

**NOW THEREFORE BE IT RESOLVED that DNSSAB supports the position put forward by the Region of York and the Association of Municipalities of Ontario (AMO) that the regulatory change allowing the appeal for service manager decisions should be struck down and not implemented as intended;**

**FURTHERMORE, that a copy of this resolution be shared with York Region, AMO, OMSSA, NOSDA and FONOM. Motion Carried.**

**HEMS08-16 Social Housing Electrical Efficiency Program Agreements  
Resolution No. 2016-80**

**Moved by: Mayor Leo Jobin  
Seconded by: Councillor Jeff Serran**

**That the District of Nipissing Social Services Administration Board authorize staff to enter into agreements with Nipissing District Housing Corporation and Native People of Nipissing for the purposes of expending funding under the SHEEP Program, up to a maximum of \$861,835. Motion carried.**

**HEMS09-16 Social Housing Improvement Program  
Resolution No. 2016-81**



**Moved by: Mayor Leo Jobin**

**Seconded by: Deputy Mayor Sheldon Forgette**

**That the District of Nipissing Social Services Administration Board authorize staff to enter into contribution agreements with eligible social housing providers for the purposes of expending funding under the Social Housing Improvement Program (SHIP), up to a maximum of \$1,709,240. Motion carried.**

**OTHER BUSINESS**

No other business.

**In-Camera**

Removed as noted in Resolution No. 2016-72 and in Chair's Remarks.

**Next Meeting Date**

Tuesday, November 15, 2016

**Adjournment**

**Resolution No. 2016-82**

**Moved by: Mayor Leo Jobin**

**Seconded by: Deputy Mayor Sheldon Forgette**

**That the Regular Board Meeting be adjourned at 3:19 PM. Motion carried.**

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MARK KING  
CHAIR OF THE BOARD

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JOSEPH BRADBURY  
SECRETARY OF THE BOARD

Minutes of Proceedings Recorder: Marianne Zadra, Communications and Executive

Coordinator