

## **COMMITTEE OF THE WHOLE - MARCH 31, 2009**

### **SOCIAL SERVICES STUDY NEW VAUGHAN OFFICIAL PLAN FILE NO. 25.1.3**

#### **Recommendation**

The Commissioner of Planning, in consultation with the Director of Purchasing Services, recommends:

1. That the Terms of Reference for the Social Services Study be approved;
2. That the Study be incorporated into the work program of Urban Strategies Inc., the City's lead consultant for the Official Plan Core Consulting Team, on a sole source basis subject to 2009 Capital Budget approval; and
3. That York Region be requested to share the costs of the Study.

#### **Economic Impact**

The City's 2009 Capital Budget Request for Project #PL-9003-07 includes \$70,000 in funding for the cost of completing a Social Services Study (referred to in the approved Official Plan terms of reference as the Community Services Study). This projected expenditure is expected to be sufficient to cover the work described in the attached Study Terms of Reference.

#### **Communications Plan**

The process includes a public consultation program in association with the public engagement process for the Official Plan. Details of the public consultation process will be coordinated with other public engagement initiatives for the Official Plan process.

#### **Purpose**

To present an overview of the work to be undertaken to complete a Social Services Study in keeping with the City's commitment to introduce sustainable approaches and solutions to all of its functions, and satisfy the triple bottom line requirement of addressing the environmental, economic and social needs of Vaughan to 2031.

#### **Background - Analysis and Options**

On March 10, 2009, the Official Plan Review (OPR) Committee recommended:

- "1) That the report of the Commissioner of Planning, entitled "Social Services Study New Vaughan Official Plan File No. 25.1.3", dated March 10, 2009, be received and move forward to the Committee of the Whole meeting of March 31, 2009 for consideration; and*
- 2) That application be made to York Region to support the Social Services Study."*

This report reflects the recommendations of the March 31, 2009 meeting of the Official Plan Review Committee. The report and the attached Study Terms of Reference have also been modified to address the sole sourcing and other requirements of the Purchasing Department, and the need to partner with other social service providers, as discussed at the OPR Committee.

The Social Services Study is an important component of a sustainable approach to planning for the future needs of the Vaughan community. Sustainability incorporates the "triple bottom line" philosophy of addressing the community's economic, environmental and social needs. The application of sustainable community design principles is expected to result in communities

whose residents will enjoy improved quality of life and health on an individual and collective basis.

This Study addresses the social services required by Vaughan residents. Human services, in their broadest definition in the municipal context, refer to the full range of 'hard' and 'soft' services which a municipality provides to its resident, business and development communities. However, in Vaughan, 'hard services' are provided by the engineering and public works departments; 'soft services', such as the provision of recreation services and programming, are provided by the Recreation and Culture Department (addressed in the Active Together Master Plan, and through currently ongoing studies of built heritage, archaeological and cultural mapping, in association with the new Official Plan). However, social services are also considered 'soft services' and many are not provided by the municipality.

Currently, the Region of York is the principal provider of social services to residents throughout the Region. There are also a variety of other organizations and agencies involved in social service delivery.

This study will assess the needs of Vaughan's current communities in terms of the challenges some residents face and how well they will be met by the existing system. If the initial phase of the Study determines that there are gaps in the delivery of social services to Vaughan residents, then a second study phase will focus on developing a strategy to ensure provision of social services to better meet Vaughan citizens' needs.

### **Scope and Focus of the Study**

The scope of the Study entails examining the full range of social service needs of Vaughan citizens, now and in the future, and on determining how best to meet those needs in the future. The focus of the study is on identifying the gaps in the services currently available from York Region and other providers, and determining how such gaps can be addressed, including defining a possible role for the City in addressing them directly. Social services needs are affected by growth, intensification and demographic changes. Vaughan's 2031 population will be more than 50% greater than at present, and the city will evolve into a more complex urban society during this time. Increasing and changing social services needs can be anticipated to some extent, and must be addressed to sustain and enhance the quality of life of Vaughan residents.

The Study will require completion of the following tasks (as a minimum):

1. Development of a Community Profile describing the current situation in Vaughan respecting a) social service needs, and b) their delivery, including what and where services are being provided today, and what policies exist. The Profile will include relevant community economic, employment, health and demographic data, key issues and trends; this will entail research, data collection and analysis, to define the context for current social service needs, and will provide a starting point for anticipating future needs;
2. Preparation of a Citizen Bulletin providing basic information about the existing structure of social service provision in Vaughan, and the need for social services;
3. Projection of future conditions, based on current and anticipated trends and changes in the composition of the forecast population;
4. A community survey (telephone interviews) on social service needs and issues with Vaughan residents;
5. Development of a report/presentation summarizing key themes and identification of preliminary gaps and shortcomings in service delivery for the existing system;
6. Coordination of a roundtable of social service providers in Vaughan to comment on the

findings and provide recommendations for the Official Plan;

7. Development of a set of principles, goals, objectives and policies suitable for inclusion in the new Official Plan;
8. Preparation of draft and final reports on Phase 1 of Social Services Study: preliminary findings, forecasts and directions;

At the conclusion of the Study, its draft results will be presented to a Technical Advisory Committee, and to a public meeting with user groups and providers. The Study will establish the City's basic position respecting social services provision. If appropriate, a recommendation in the Study will address whether or not to proceed with a Phase II Study that identifies an approach to providing additional services, and a strategy for implementation. As in Phase I, Phase II would be expected to entail extensive consultation with York Region and other social service providers, as well as public consultation with target user groups.

### **Working Meetings and Public Consultation**

The attendance of the Consultant and/or subconsultants will be required at meetings of the OP working group, and the OP Technical Advisory Committee to discuss the progress of the Study and ensure the integration of the Study's work and recommendations within the framework of the new Official Plan.

The Study process shall reflect the following meeting requirements:

- Meetings with the OP working group/OP Technical Advisory Committee/Social Services Providers: Up to eight (8) meetings;
- Meetings with the City's Project Coordinator: As required;
- Meetings/presentations to Senior Management/Council/Official Plan Review Committee of Council: Up to (8) meetings;
- The Consultant may also be required to meet with individual members of Council;
- Public Meetings: Up to three (3) meetings (May/June and October). The Consultant shall be responsible for the logistical requirements of the public consultation process, including scheduling of meetings, preparation of agendas, presentation materials and meetings minutes. Prior to the scheduling of each meeting, the Consultant shall confer with the City's Project Coordinator;

### **Budget**

This contract has an upset limit of \$70,000 including GST and disbursements. This is expected to cover the scope of work described herein, and satisfy the requirements of the new Official Plan. If the Study recommends that a Phase II Study is required, a separate budget approval will be necessary.

### **Timing**

The Study is expected to require about six months to complete, and will coincide with other OP-related tasks so that the results and products of the Study may be integrated with the draft new Official Plan late in 2009. A Phase II Study, if necessary, would require a further 9 - 12 months to complete. In the event that the Phase II Study produced conclusions of relevance to the adopted new Official Plan, the City would request York Region to modify the Official Plan accordingly, prior to its final approval.

Prior to commencing work on the project, the consultant will submit a draft work plan to the City's Project Coordinator. The work plan will establish the detailed study schedule with key milestones, public meeting dates, etc. The workplan will be refined and finalized in consultation with the

Project Coordinator.

### **Consulting Requirements and Sole Source Justification**

Subject to the approval of the 2009 Capital Budget for the Official Plan, (PL-9003-07), the Study will be incorporated into the work program of Urban Strategies, the City's lead consultant for the Official Plan Core Consulting Team. Urban Strategies have previous experience in planning for community and social service facilities requirements and in developing social planning policies for official plans. The firm is well acquainted with the context, issues and requirements of the Official Plan process, and well-positioned to ensure the timely completion of the Social Services Study.

Staff will contact and discuss with other social service providers, including York Region (Human Services Planning Coalition), the United Way of York Region, and the Vaughan Community Health Centre, regarding opportunities to share data and information, and to partner on this exercise (and/or add a subconsultant for specific tasks if necessary e.g. telephone survey) in order to ensure appropriate outreach to social service agencies, and to draw on their experience and expertise on these issues.

### **Project Administration**

The Consultant will report to the OP Project Coordinator in the Policy Planning Department. The Study and its findings will be coordinated with other ongoing OP work, and integrated into the new Official Plan.

A Technical Advisory Committee will be established, with representation from York Region and other social service providers, to provide ongoing consultation and feedback for the duration of the Study.

### **Relationship to Vaughan Vision 2020/Strategic Plan**

The Social Services Study is an important component of the work required to complete the new Official Plan is consistent with Council's commitment to sustainability and the Vaughan Vision Statement, and in particular to Section 4 of the Vision, 'Planning and Managing Growth'.

### **Regional Implications**

The Social Services Study will define a set of principles for incorporation into the new Official Plan in keeping with the principles of sustainable community development, and will conform with Regional and Provincial policy requirements which are also committed to sustainable community planning solutions.

### **Conclusion**

The Social Services Study is an important component of the Official Plan project, and is consistent with Council's commitment to sustainability. The proposed inclusion of the Study's requirements in Urban Strategies work program for the Official Plan will address important social planning issues and concerns, and ensure timely completion of the Study. Should Council concur, the recommendation should be approved.

### **Attachments**

n/a

**Report prepared by:**

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Respectfully Submitted,

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