

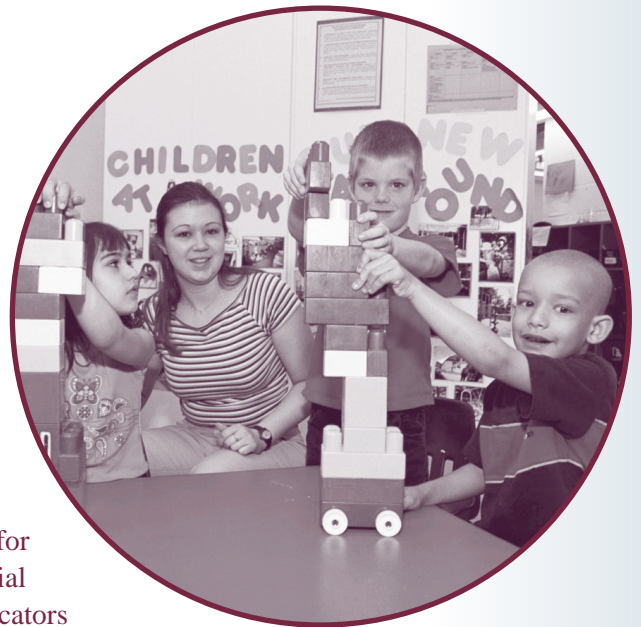
Social Services

Children's Services

Peel Children's Services provides leadership to the community in the effective planning, management, development and delivery of a range of high-quality child care services.

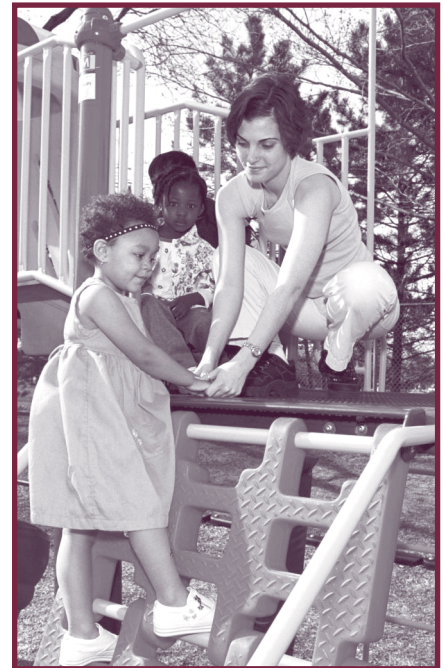
Recognized Leader

Children's Services staff received the Mary Neville Award from the Peel Children's Centre for contributions to children and families with special needs. The Association of Early Childhood Educators Ontario (AECEO), Peel Branch honoured a Children's Services staff member as the recipient of the Week of the Child award for distinguished service in the child care field.



Transfer of Child Care Responsibilities

In January 2001, Children's Services completed the final phase of the realignment of provincial and municipal services for child care. The Region of Peel is now responsible for managing the delivery of child care services in Peel, including: management of wage subsidy, resource centres, special needs resourcing and all fee subsidy programs. The transfer of close to 1,100 fee subsidy files from Family Day Care Services completed the amalgamation process.



Innovation

Children's Services staff won the Together We're Better Award for Innovation for the implementation of the High/Scope curriculum in Regionally operated centres. High/Scope is a new curriculum adopted for use by Regional centres. It is based on research, which shows that children learn best through active learning, involvement, planning and personal decision-making.

A resource room supporting the High/Scope curriculum has been developed at Brampton West Child Care Centre and will provide curriculum kits and other resource materials to child care programs in the community.



Transhelp

In 2001, Transhelp conducted a customer satisfaction survey, which showed a satisfaction rate of 95 per cent in the areas of safety, courtesy and helpfulness. Transhelp provided 204,000 trips to its customers and partnered with Caledon Community Services to provide services to rural Caledon. Transhelp also implemented a new Interactive Voice Response system to automate routine cancellations, confirmations, and fare balances at any hour.

Ontario Works in Peel (OWIP)

Ontario Works provides a range of services to approximately 8,000 Peel families each month. These services include financial assistance, help in preparing for and finding employment, programs to residents of emergency shelters and youth hostels, and outreach services for those who are homeless or at risk of becoming homeless.

In addition, Peel's Intake Screening Unit provides centralized telephone application and financial screening services for social assistance for residents of Dufferin, Halton, Waterloo, Wellington and Peel. Monthly calls handled in 2001 averaged 4,500, with 72 per cent answered within 60 seconds.

Ontario Works participants are supported in their employment efforts with job opportunities, resumé and job search preparation, resource centres and matching services for both unpaid work experience and paid employment. Sole support parents are also assisted in their efforts to obtain child and family support.

In 2001, Peel reduced the number of families on Ontario Works by 16 per cent. This reduction was the result of innovative programming and client supports, active case management and eligibility review, in combination with a healthy economic environment in Peel.

In 2001, 2,400 Ontario Works participants were placed in paid and unpaid work environments to support their efforts towards increased independence. This move reflects the Ontario Works mandate to assist residents of Peel in "attaining as independent and stable a role in the community as possible."