

District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

October 2022

Mission Statement

To foster healthier communities by economically providing caring human services that empower and enable the people we serve to improve their quality of life.

Recruitment

We have had a successful few months in recruitment. We have hired the new Supervisor for Waubeek Early Learning & Child Care Centre, and the new Supervisor of Property Management and Capital Projects. Both supervisors come to us with a wealth of knowledge and experience in their field. We have also hired a Director of Women's Services. She comes to us from the Simcoe Muskoka District Health Unit, most recently holding the position of program manager- COVID-19 response. She has been with the PHU since 2006 where she held various front-line and leadership positions. She has a strong interest and expertise in school health, infant and maternal wellness, gender-based violence, trauma informed care, indigenous health, harm reduction, smoking cessation, health equity and community partnership development. She comes with a strong foundation in policy development and workplace wellness. She has also been the President of the Board of Directors for the Elisabeth Fry Society of Simcoe Muskoka supporting governance of the NFP organization while providing shelter services for women, youth justice programs, correctional programs and community programs for at risk women and their families. She is a Registered Nurse who holds a Masters of Clinical Science with a leadership focus.

Other positions currently posted include Financial Analyst, several Pre-school teachers, and a Facilities Maintenance Technician in Callandar. We continue to struggle in hiring for the School Age Programs across the East.

Training

All DSSAB staff have now completed the Foundations of Cultural Competency with Kelly Brownbill. The response to the training was overwhelmingly positive and we are looking forward to scheduling the next session in the series with Kelly in 2023.

Mileage

In labour relations, we have agreed with the union to set the mileage rate at \$0.55/km until March 2023. This rate is set in accordance with the CRA recommended rate and in consideration of the current gas prices.

Employee Pension Plan

OMERS has made a significant plan change for all employers that removes the current eligibility requirements. All eligible NFT (Non-full time) employees who work for an OMERS employer can now elect to join the OMERS pension plan. Previously, employees were required to be continuous full-time employees to be eligible. This will affect approximately 36 employees here at the DSSAB. OMERS employers match all employee contributions.

Guest Speaker

On September 22, 2022 myself along with Bill Bacon from Housing Services Cooperation and Tony Ban from the County of Bruce had the pleasure of being guest speakers for a webinar regarding "Getting Shovel Ready: Pre-Development Considerations When Planning a New Build". It was well received by the 150 municipal, DSSAB and Ministry staff who attended throughout the province.

Canada-Wide Early Learning Child Care (CWELCC)

The Government of Canada has identified child care as a national priority to enhance early learning and childhood development, support workforce participation and contribute to economic recovery. Through its 2021 Budget, the federal government committed to investing in a national child care system with all provinces and territories, as well as Indigenous organizations. As part of this agreement, Ontario will receive \$13.2 billion over six years beginning in 2021-22. Funding under the Canada-Wide Early Learning and Child Care Agreement (CWELCC) will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability, and inclusivity in early learning and child care, towards achieving the objectives of:

- a. Providing a 25% fee reduction retroactive to April 1, 2022, building to a 50% reduction in average parent costs (based on 2020 levels) for licensed early learning and child care by the end of calendar year 2022 and reaching an average fee of \$10 a day by 2025-26 for licensed child care spaces;
- b. Creating 86,000 new high-quality, affordable licensed child care spaces (relative to 2019 levels), predominantly through not-for-profit licensed child care;
- c. Addressing barriers to provide inclusive child care; and
- d. Valuing the early childhood workforce and providing them with training and development opportunities.

We have had a great response from licensed operators in the District of Parry Sound. Although there are still many questions and templates being created, we have had acknowledgement from operators that all intend to opt-in to the Canada-Wide Early Learning Child Care program. The Ministry has extended the application enrollment date to November 1, 2022.

Quality Assurance

Our Quality Assurance Program supervisor continues to develop the program and had the opportunity to attend training sessions with High 5. The High 5 training focuses on training staff about the importance of delivering high-quality programs and experiences that focus on supporting children's healthy development. High 5 sets standards for children's programs to help ensure children are being offered the best possible opportunities. Two courses were attended.

1. The Principles of Healthy Development (PHCD) - this course trains front line staff to identify the 5 important principles needed to ensure high quality.
 - a. Caring Leader
 - b. Play
 - c. Friends
 - d. Mastery
 - e. Participation
2. Quest 2 – this course teaches leaders how to identify and manage risks as well as improve program quality through using the Quest 2 evaluation tool. It allows a QA to assist the program in being proactive in managing risks and quality. It can also measure the strengths and weaknesses in programs. This tool can assist leaders in helping staff create an action plan and assist to measure overall program quality.

Wellness Gathering

We were honoured to be apart of B'Saanibamaadsiwin's Wellness Gathering on Wednesday, October 5, 2022 at the Wasauksing Cultural Grounds.

B'saanibamaadsiwin translated means "living a good life ", and this Aboriginal Mental Health Program is offered by the Canadian Mental Health Association (CMHA) of Parry Sound Muskoka, and is committed to practicing First Nation, Inuit, and Metis mental wellness care that is culturally safe. Together with other community partners, we were given the opportunity to provide valuable information to those in attendance on the programs and services offered by the DSSAB and Esprit Place Family Resource Centre.



HSC All Service Manager Meeting

On October 3rd we had the pleasure of attending our first in-person Housing Services Corporation (HSC) All Service Manager Meeting. It was great to connect with colleagues face to face as there have been a lot of changes in the past two years. We heard from the Ministry of Municipal Affairs and Housing (MMAH) who are advancing their agendas post-election which is great news. We also heard updates from Housing Services Corporation, Ontario Municipal Social Service Association and Association of Municipalities Ontario who are also busy developing and advocating in the housing sector. The afternoon was filled with discussion regarding housing priorities and where we want to go as a sector. A "takeaway" for us as a district in order to address our housing crisis is, we need to be "shovel ready".

Recent Media Coverage

- * September 12, 2022 - [Child care costs in Parry Sound District decreasing under new program](#)
- * September 12, 2022 - [\\$10 for daycare will impact Almaguin Residents' wallets greatly](#)

Social Media

Facebook Stats

District of Parry Sound Social Services Administration Board	MAR 2022	APR 2022	MAY 2022	JUNE 2022	AUG 2022	SEPT 2022
Total Page Followers	309	331	343	358	382	393
Post Reach this Period (# of people who saw post)	1,154	5,194	8,396	8,955	10,269	3,847
Page Views this Period	61	60	104	127	183	166
Post Engagement this Period (# of reactions, comments, shares)	62	412	854	692	945	446

Esprit Place Family Resource Centre	MAR 2022	APR 2022	MAY 2022	JUNE 2022	AUG 2022	SEPT 2022
Total Page Followers	118	118	118	119	121	121
Post Reach this Period (# of people who saw post)	461	54	48	208	17	49
Page Views this Period	7	7	8	18	10	8
Post Engagement this Period (# of reactions, comments, shares)	12	2	2	11	4	6

The Meadow View	MAR 2022	APR 2022	MAY 2022	JUNE 2022	AUG 2022	SEPT 2022
Total Page Followers	423	432	445	457	464	409
Post Reach this Period (# of people who saw post)	3,192	1,098	7,320	8,636	461	3,041
Page Views this Period	117	250	522	263	143	96
Post Engagement this Period (# of reactions, comments, shares)	399	133	877	448	36	39

Twitter Stats

Link to DSSAB's Twitter page - <https://twitter.com/psdssab>

	MAR 2022	APR 2022	MAY 2022	JUNE 2022	AUG 2022	SEPT 2022
Total Tweets	2	3	6	6	9	5
Total Impressions	178	235	217	265	226	146
Total Profile Visits	54	37	230	200	20	16
Total Followers	15	15	16	18	25	23
Total Mentions	-	-	5	1	1	1

Linkedin Stats

Link to DSSAB's LinkedIn page - <https://bit.ly/2YyFHIE>

	MAR 2022	APR 2022	MAY 2022	JUNE 2022	AUG 2022	SEPT 2022
Total Followers	43	50	53	98	179	274
Search Appearances (in last 7 days)	336	215	277	199	339	307
Total Page Views	28	13	21	33	61	132
Post Impressions	170	160	123	246	315	571
Total Unique Visitors	6	10	12	16	26	37

Progress on the Become an ECE Campaign!

While driving Highway 124 and Highway 11, keep an eye out for the billboards that have been placed in support of our Become An ECE campaign.

A brochure has also been designed, printed and we are in the process of mailing these out to the community. As indicated by our campaign communication plan, we intend to use this method to target the district in general, but specifically also the communities that have limited access to internet.

Highway 124



Highway 11



Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District August 2022

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	1	1	3	5	14	24
Toddler (18-30M)	13	8	10	23	23	77
Preschool (30M-4Y)	22	14	20	27	37	120
# of Active Children	36	23	33	55	74	221

There is a steady increase in enrollment at all the Directly Operated Child Care Programs as children transition to school and spaces become available for the younger age groups. We have had a couple of Ukrainian families move in to our district and have sought out child care for their youngest members.

Staff have taken advantage of the trainings being offered through Child Care Service Management utilizing the Workforce Strategy funding. Seven staff attended a week-long Forest and Nature School Practitioners Course which focuses on outdoor learning.

Many of the child care centres held graduation celebrations for the children that were leaving the programs to attend kindergarten. These events were well attended by families.

School Age Programs

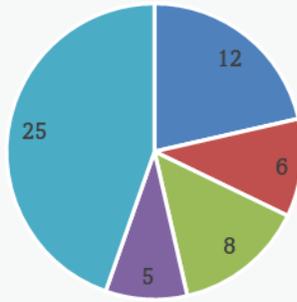
August 2022

Location	Enrollment	Waitlist
Mapleridge Summer Program	21	
Sundridge Summer Program	23	
Home Child Care	26	7
# of Active Children	70	

The two summer school age programs were very successful this year with a combined total of 44 children. The staff offered many exploratory activities that involved the children in active learning outdoors, as well as participating in community events.

Our before and after school programs are at capacity at most of our programs, but not all.

Directly Operated Child Care Waitlist by Program August 2022



Waitlists continue to increase with infant and toddler spaces being the most requested. As children are transitioning in to the next age grouping, spaces will become available to accommodate families from the waitlist.

■ Fairview ■ First Steps ■ Highlands ■ Waubeek ■ HCCP

Online Application Form - OLAF

Fee Subsidy Applications

2021	Eligible	Not Eligible	2022	Eligible	Not Eligible
January	1	7	January	2	4
February	0	5	February	2	6
March	1	6	March	0	5
April	0	6	April	0	3
May	0	3	May	0	3
June	4	11	June	0	2
July	0	3	July	2	2
August	1	7	August	2	4
September	1	5	September		
October	1	3	October		
November	0	3	November		
December	1	4	December		

**Total Children by Funding Source
August 2022**

Active	# of Children	# of Families
Afterschool Fee Subsidy	37	35
Fee Subsidy	193	172
Full Fee	177	171
Ontario Works	13	11
Total	420	389

Funding Source - New	# of Children	# of Families
Afterschool Fee Subsidy	1	1
Fee Subsidy	7	5
Full Fee	3	3
Ontario Works	4	4
Total	15	13

Funding Source - Exits	# of Children	# of Families
Afterschool Fee Subsidy	6	6
Fee Subsidy	22	19
Ontario Works	3	2
Total	31	27

Inclusion Support Services

August 2022

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	0	0	0	0
Toddler (18-30M)	4	15	19	23	2	0	0
Preschool (30M-4Y)	7	32	39	53	4	0	1
School Age (4Y+)	7	21	28	31	1	0	2
Monthly Total	18	68	86	-	7	0	3
YTD Total	19	70	-	118	21	33	21

Some children have aged up in to the next age category which is reflected in the current statistics. The Resource Consultants have started the discharge process for those children that will be leaving child care and attending their local school. There is still a significant number of new referrals for children experiencing language and social challenges and the staff were able to dedicate time to supporting the School Age Summer Programs.

EarlyON Child and Family Programs

August 2022

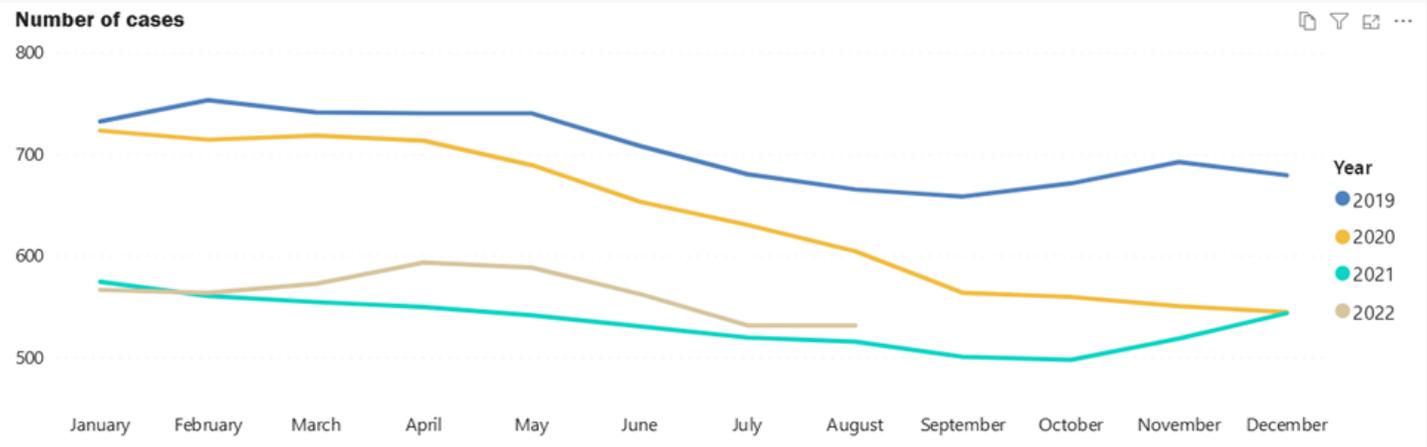
Activity	June/July/August	YTD
Number of Children Attending	1,545	2,907
Number of New Children Attending	76	377
Number of Families Visiting	1,053	2,183
Number of New Families Visiting	59	319
Number of Virtual Programming Events	8	79
Number of Family Engagements with Virtual Events	474	5,634

On June 16th, a Father's Day celebration was held at the Sound Community Hub. A total of 13 dads and 11 children attended. The event offered a pizza and veggies dinner along with a mini putt station, an obstacle course, a fishing station, and a wooden fish aquarium supplied by the Parry Sound Home Depot.

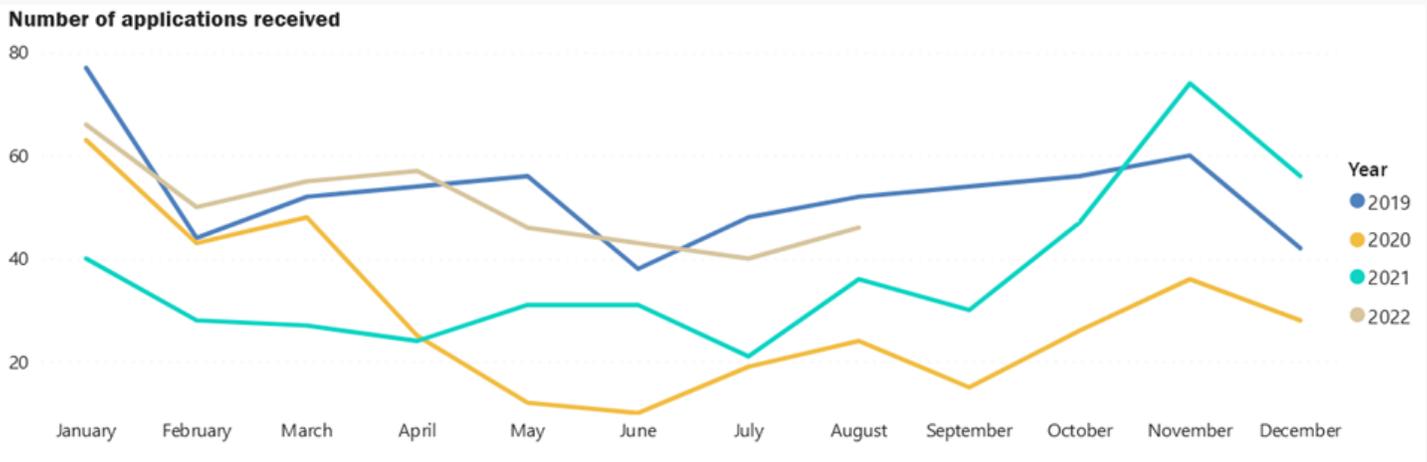
The EarlyON program is partnering with CMHA to better support and offer information on post partum as well as review the services they provide to the new moms in our district. There is a higher number of new moms experiencing many mental health challenges and CMHA will continue to visit the Moms to Moms program.

EarlyON will be reopening most of the community satellite programs by the end of October and will be offering some virtual programming through their Facebook page. The team is also working on having a virtual Moms to Moms group for new mom's in rural and remote areas that may not have access to an in-person program.

Ontario Works Caseload

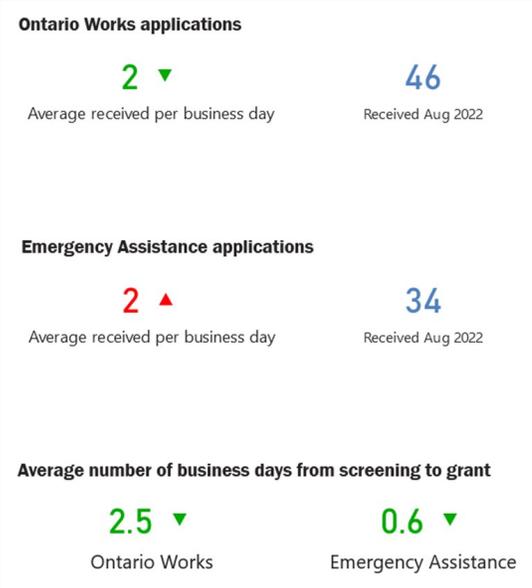


Ontario Works Intake - Social Assistance Digital Application & Centralized Intake August 2022



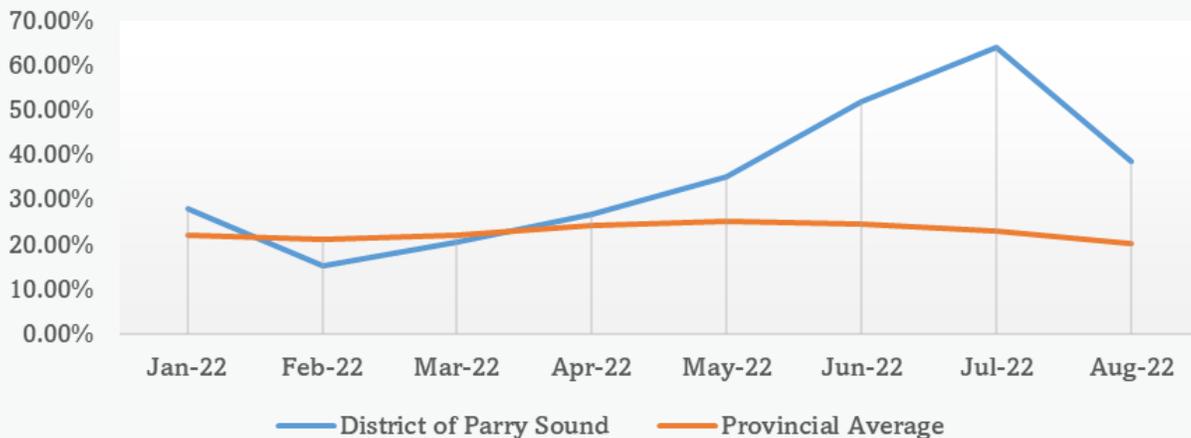
The OW Caseload remains static at 531 cases (same as July). Despite the high number of applications received, which is not typical for this time of year, it seems to be balanced by the number of exits from the program (nearly 11% of the caseload). We continue to prepare for an increase in the caseload to pre-pandemic levels especially as we enter the colder weather and seasonal employment ends. We await next steps and further onboarding of Centralized Intake to the rest of the province now that the election is over.

We are also seeing a high number of Emergency Assistance applications. Some of those are due to Ukrainian migrants arriving in the area. In September 2022, one of our Case Workers in Ontario Works West that has been primarily dealing with the Ukrainian people suggested a pamphlet be created that could be used by community partners as well as clients to inform them of resources available through our program and elsewhere. So far, pamphlets have been distributed to Community Partners such as YMCA and the Rotary Club as well as in our lobbies.



Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment

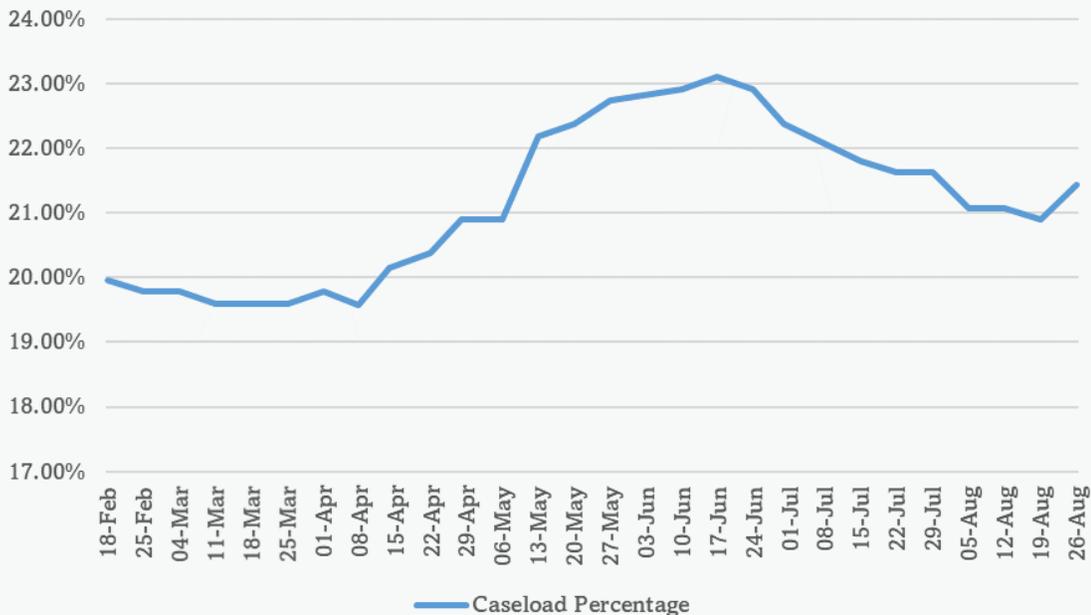


CMSM/DSSAB	Percentage of caseload with employment earnings	Average monthly employment earnings per case	Percentage of caseload exiting to employment	Percentage of terminations exiting to employment	Percentage of caseload terminated	Average number of business days from screening to financial eligibility decision
Parry Sound DSSAB	13.9%	\$917.93	4.1%	38.6%	10.7%	3
Province	9.4%	\$904.36	1.0%	20.4%	4.9%	4
Muskoka CMSM	17.3%	\$885.31	1.8%	25.0%	7.1%	5
Cochrane DSSAB	6.9%	\$876.48	1.1%	21.3%	5.1%	4
Timiskaming DSSAB	6.1%	\$860.38	1.3%	28.6%	4.4%	5
Greater Sudbury City	8.1%	\$855.57	1.1%	16.8%	6.3%	3
Manitoulin-Sudbury DSSAB	13.8%	\$829.88	3.4%	42.1%	8.1%	2
Nipissing DSSAB	10.8%	\$805.44	1.7%	27.2%	6.2%	3

Ontario Works continues to exceed our Employment Outcomes targets. We also far exceed the provincial average. In comparison to our Northeast DSSAB partners we finished 1st or 2nd in each outcome including Average Earnings and Percentage of the Caseload with Employment Earnings. This is historically the time when we do well in these areas due to the seasonal nature of employment in the district historically. We will see how the change in seasons impacts the labour market for OW participants.

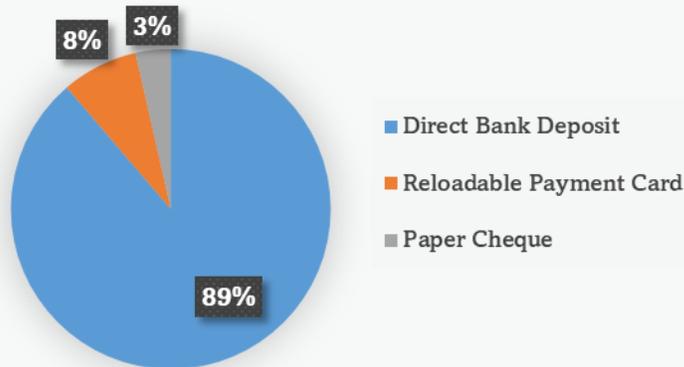
The August Jobs Report through Labour Market Group showed that job postings were up 31% over July and up over 11% from August 2021. Time will tell if this post COVID mandate wave will continue and if the impacts will be felt on the OW caseload. Either way, we will continue to work with our Job Ready participants in partnership with Employment Ontario to find employment.

MyBenefits Enrollment 2022



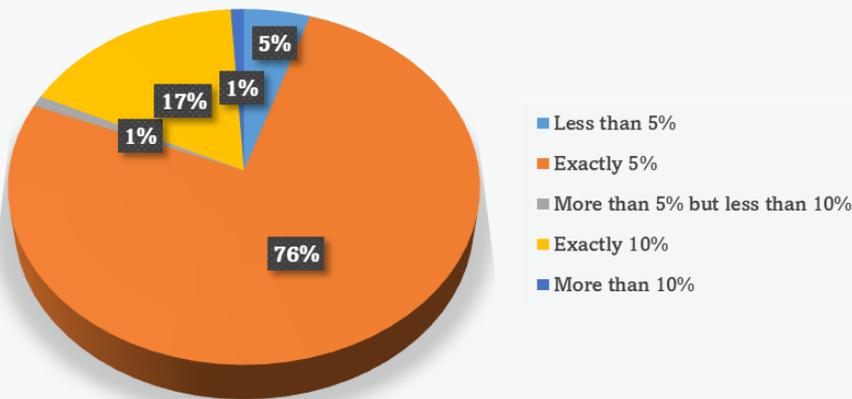
DBD Enrollment

Payment Receipt Method August 2022



Overpayment Recovery Rate

August 2022



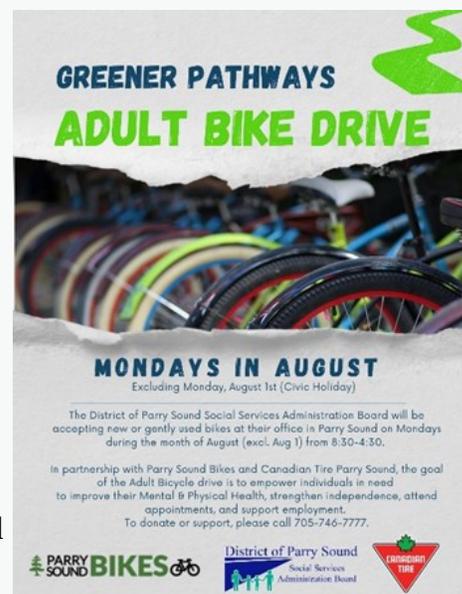
Ontario Works Update

Ontario Works East continues to engage with Community Partners through in services and staff meetings. Most recently Canadian Mental Health Association provided an overview of their addictions and mental health programming as well as the requirements for Road to Recovery and their peer support program. The Women's Own Resource Centre is scheduled to attend our staff meeting this month. Ontario Works is also excited to have our Clinical Social Worker from Community Counselling Centre Nipissing back in the office to meet with clients face to face rather than the virtual platform.

Partnerships continue to be enhanced with our local Employment Agencies. Agreements are being formalized to begin Employment Placement with Incentives with Employment North acting as the Service Broker. The Employment Placement program places participants into long term (six months or more) employment, providing incentives for certain milestones to employers to support training and other costs with the goal of the participant achieving full time employment. Strengthening the relationships with the Employment Agencies will allow for effective communication between programs and will help Case Workers support their clients to meet their goals.

Case Workers continue to find creative ways to find suitable housing for their clients residing in the hotel projects. At times, this has meant looking outside the district for housing options and making connections with landlords. One participant of the program was able to secure housing in Nova Scotia with a family member and Ontario Works made the arrangements for the client to arrive, navigating various obstacles and barriers such as no identification and transportation. We continue to see an increase in the intensity of other barriers our caseload face, such as mental health and addictions.

During the summer, one of our Ontario Works West Case Workers took the initiative to develop an idea for an Adult Bike Drive called Greener Pathways. They worked with our Communications Officer to develop bulletins, social media material and radio advertising on Moose FM. The drive began in August and continued into early September. There was a total of 25 bikes donated. The bikes will then be going to our partner; Parry Sound Bikes for a safety check and any necessary repairs being completed. We also worked with Canadian Tire in the Town of Parry Sound, who provided safety equipment at a reduced price. A survey was sent out to clients through our FIIT tool and there has been an overwhelming response. Some of the replies about receiving a bicycle were very meaningful in terms of removing barriers to get to employment or related activities, medical and mental health appointments and for exercise and general well-being. We hope this will become an annual event.



We continue to support service integration with our Housing Stability program. The teams meet bi-weekly to case conference mutual clients in our hotel projects. The teams also receive support from our Social Worker provided by the West Parry Sound Health Centre.

In September, all staff attended the Indigenous Cultural Competency training with Kelly Brownbill. Some Ontario Works staff also took part in First Aid/CPR training.

The Manager of Income Support and Stability attended the NOSDA OW Managers Group meeting on September 28th in Toronto. The group heard about next steps regarding centralized intake and learned more about Employment Services Transformation. The group also shared and discussed topics related to SA Renewal and their impact on the North. We await more information from the province on next steps in SA Renewal now that the provincial election is over.

Our South River office hosted the Almaguin Highlands Community Partners meeting on September 13th.

The OW Management teams attended the OMSSA Employment and Income Network call on September 15th.

Case Workers from ODSP continue to attend our offices in Parry Sound and South River. The Management Team continues to meet monthly with the ODSP Bracebridge Manager.

The Ontario Works and Housing Stability Supervisors continue to meet bi-weekly at the IMPACT Table with other Community Service Providers to discuss cases that may display acute elevated risk in a confidential and strategic way. The Manager of Income Support and Stability sits on the Steering Committee for this group which meets quarterly.

Housing Stability Program - Community Relations Workers

August 2022

Support

All services performed, provided, or arranged by the Homelessness Prevention Program staff to promote, improve, sustain, or restore appropriate housing for individuals active with the Homelessness Prevention Program, periodically within the month, not requiring intense case management.

Income Source	East	West
Senior	5	12
ODSP	9	27
Ontario Works	4	11
Low Income	11	22

Intense Case Management

Intense Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly supports, required by the individual to obtain, and sustain housing stability.

Income Source	East	West
Senior	11	14
ODSP	9	23
Ontario Works	4	8
Low Income	7	18

Contact/Referrals

	East	West	YTD
Homeless	3	6	60
At Risk	3	4	57
Esprit Outreach Homeless	0	1	5
Esprit Outreach at Risk	0	1	17
Esprit in Shelter		1	12
Program Total			151

Short Term Housing Allowance

	Active	YTD
August	15	80

Housing Stability: Household Income Sources and Issuance from HPP:

Income Source	Total	HPP
Senior	4	\$1,493.96
ODSP	8	\$1,479.27
Ontario Works	2	\$180.00
Low Income	7	\$3,693.42
No Income	0	\$0

Reason for Issue	Total
Rental Arrears	\$0
Utilities/Firewood	\$1,500.00
Transportation	\$719.00
Food/Household/Misc.	\$3,506.70
Emergency Housing	\$1,120.95
Total	\$6,846.65

Ontario Works: Household Income Sources and Issuance from HPP

Income Source	Total	HPP
Senior	2	\$496.52
ODSP	17	\$7,955.37
Ontario Works	9	\$3,791.75
Low Income	4	\$2,800.00
No Income	0	\$0

Reason for Issue	Total
Rental Arrears	\$1,709.00
Utilities/Firewood	\$5,185.49
Transportation	\$1,362.43
Food/Household/Misc.	\$6,786.72
Emergency Housing	\$0
Total	\$15,043.64

The Housing Stability program has connected with many (and some new) working groups and virtual tables within the district to be able to give updates on our programs and to discuss and identify our programs current pressures and increases in complex crisis situations. Specifically, the alarming increase in seniors experiencing homelessness in conjunction with their complex medical needs. Some recent meetings attended were Crisis Care Pathways, the Parry Sound Mental Health & Addictions Networking Group, IMPACT Table and the Almaguin Highlands Community Partners Meeting in South River. Housing Stability presented on the By-Name List at this meeting. The By-Name List is a big focus of education and collaboration with all of our partners.

Staff have been scheduled to continue outreach at The Warming Centre and it will continue till the end of December. Tent encampments have been investigated on the East and West side of the district to offer supports, and staff regularly connect with By-Law and food banks.

Hotel Project

	MidTown Parry Sound	YTD Total	Caswells Sundridge	YTD Total
Adults	17	37	10	22
Children	0	1	0	1
Totals	17	38	10	23

These numbers represent the number of people who stayed in one of the hotel projects in the month of August.

Caswell's & Midtown continue to be a great resource for temporary housing for the homelessness population and our team. We have had some success getting movement with clients that have been in the hotels for long periods of time with our assertive case management styles. Staff have done a great job at communicating the temporary nature of the Hotel Projects and the urgency of their collaboration to look for more permanent or appropriate housing options. Both hotels are currently full.

The partnership with the WPSHC and the Mental Health and Addictions Social Worker has continued to be successful and a great resource for staff. Clients have been able to connect with the RAAM clinic and the Safe Justice Bed Programs as well as being connected to a Nurse Practitioner for clients without a doctor. A confidential referral process and tracking spreadsheet has been created for these clients and regular meetings for follow up questions are being booked.

By-Name List Report August 2022



We have seen a significant increase in newly identified cases on the By-Name List (BNL), July had an increase of 7 and August had an increase of 10 people with 7 people being housed from the list since the end of June. We do see more transient people in the district during the warmer weather season. This trend only continues to go up at the time of this report being written. The intensity of the barriers these folks face, especially regarding mental health and addiction continues to increase.

We continue to receive regular support through our coach at the Canadian Alliance for Ending Homelessness. We have been deemed a 'Quality By-Name List' meaning that we have met their standards data collection and accuracy.

Housing Stability and Violence Against Women (VAW)

A VAW Community Relation Worker was hired in August for the east side of the district, through funding received through MCCSS. She has been working hard to shadow staff and connect with community partners in the District. East & West VAW CRW's have been actively engaging with partners such as Victim Services, Esprit and Muskoka Women's Shelter, OPP, and Women's Own Resource Centre. Connections have been made with the new Staff Sergeant at the Burk's Falls OPP, a meeting was had to provide clarity on what our staff can do to support the police when dealing with DV & VAW and homelessness. The new VAW CRW has made great connections while attending "Take Back the Night" in North Bay. It is a charitable organization and is the oldest worldwide movement to stand against sexual violence. She has also attended training on the Pandemic Effects on VAW & New Strategies and a Human Trafficking conference. Plans are to continue with these networking efforts as we head into the Fall.

Integration

The Housing Stability and Ontario Works programs under the Income Support and Stability Division continue their journey to service integration. The teams continue to meet bi-weekly during PSSR Joint Meetings (Parry Sound South River Joint Meetings) to collaborate on cases, share resources and work together to improve outcomes for the most vulnerable in the district.

Housing Programs

Social Housing Centralized Waitlist Report August 2022

	East Parry Sound	West Parry Sound	Total
Seniors	33	105	138
Families	143	432	575
Individuals	495	217	712
Total	671	754	1,425
Total Waitlist Unduplicated			489

Social Housing Centralized Waitlist (CWL) 2021 - 2022 Comparison Applications and Households Housing from the CWL

Month 2021	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2022	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	4		5	5	1	Jan	5			1	
Feb	12	3	3	2		Feb	9	1	2		
Mar	8		4	1	1	Mar	12		5	2	1
Apr	9		6	1		Apr	12	1	1		
May	8	1	3	1		May	11	1		3	
June	8	1	4	1	1	June	15		3	2	
July	7			1		July	13	2	10	1	
Aug	9		1	2		Aug	5		17	2	1
Sept	22		5			Sept					
Oct	16	1	6	1		Oct					
Nov	9		16	2		Nov					
Dec	9		2	2		Dec					
Total	121	6	55	19	3	Total	82	5	38	11	2

SPP = Special Priority Applicant

Housing Programs continued into the 3rd quarter of the year at a busy pace. Our team is in the process of completing a centralized waitlist update. Several of our updates are coming back stating that applicants are in “great need” of affordable housing, and many indicate they need housing immediately. This has led to some great interactions with our internal departments to connect these pending tenants with the right supports.

Our team continues to see several new applications for rent-geared-to-income housing, and affordable housing, which reflects the current housing crisis.

Housing Programs wrapped up the housing allowance program at the end of June and were successful in switching those households to COHB (Canada-Ontario Housing Benefit) funding. We have also utilized the funding to assist new households with maintaining their housing at an affordable rate. To date, we have assisted over 20 households in obtaining COHB, 12 of those being in the month of August.

Parry Sound District Housing Corporation
August 2022

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	3	17
Move in	5	46
L1/L2 Forms	0	3
N4 - notice of eviction for non payment of rent	0	5
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	3	9
N6 - notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0
N7 - notice of eviction for willful damage to unit	0	0
Repayment Agreements	7	30
Wellness Checks	3	87
Mediation/Negotiation/Referrals	12	105
No Trespass Order	0	1

Maintenance

Pest Control	8	8 buildings monitored monthly
Vacant Units	19	one-bedroom (15); multiple bedroom (4) (not inclusive of The Meadow View)
After Hours Calls	8	no water, fire panel alarm reset, smoke detector maintenance 3 staff participate in on call phone tree system
Work Orders	58	maintenance work and related materials for the month of August
Fire Inspections	0	
Incident Reports	0	

The third quarter was a busy time for the Tenant and Maintenance Services Department. We welcomed our new Supervisor of Maintenance and Capital Projects to the team.

The team reviewed and renewed the snow removal contracts. Two contracts are still required and will be pursued.

In partnership with various local fire departments, fire drill educationals have been scheduled for November 2022.

Updated heating unit replacements are underway for 3 buildings.

In partnership with the West Parry Sound Health Centre, a unit previously used as an office space has been refurbished to accommodate essential medical staff, as accommodations in Parry Sound were not readily available:



Cultural Competency training was provided to all staff, and staff who require their First Aid/CPR were certified.

Capital Projects

August 2022

Local Housing Corporation and DSSAB Buildings

Capital projects are progressing with the assistance of the Housing Services Corporation on the following projects:

- * Quotes requested for the replacement of 2 HVAC units at the Waubeek Childcare Centre
- * Roselawn Drainage, South River - **successfully completed**
- * Duplex Renovations: Burk's Falls, South River - **mechanical inspections completed**
- * Highlands Childcare Centre: Water/Mechanical Systems - **plan in place, currently awaiting equipment**
- * Esprit expansion – **structural review underway; awaiting tender documents**

Challenges

Difficulty securing contractors/labourers as well as materials are often backordered. Obtaining quotes, as per our Procurement Policy, from contractors is presenting a challenge.

We continue to complete capital projects, however, this is taking longer than typically expected.

Esprit Place Family Resource Centre

Emergency Shelter Services	August 2022	YTD
Number of women who stayed in shelter this month (may be duplicated within the month or year)	11	36 Number of women who stayed in the shelter this year who were unique to the shelter (unduplicated)
Number of children who stayed in the shelter	4	21
Direct service hours to women (shelter and counselling)	81	601
Resident bed nights (women and children)	197	1,402
Occupancy rate	63.5%	57%
Days at capacity	9 days at COVID capacity (7 rooms occupied)	21
Days over capacity	0	0
Phone interactions (crisis/support)	49	273

Outreach Services	August 2022	YTD
Number of women served this month	2	72
Number of women registered in the program	1	35

Transitional Support	August 2022	YTD
Number of women served this month	6	35
Number of NEW women registered in the program	2	19

Child Witness Program	August 2022	YTD
Number of children served this month	4	56
Number of children registered in the program	2	27
Number of public ed/groups offered	1	2

During the period of July through September, Esprit Place has been extremely busy with exceptionally challenging circumstances in the lives of our clients, and challenging dynamics within the shelter. Safe affordable housing remains difficult to find, however with COVID restrictions easing in general in the lives of individuals, the shelter had to find balance between the housing crisis and the need to open bed space to new women in need of support.

The shelter was at COVID capacity for several days, during the months of June, July, and August; meaning each of our bedrooms was occupied by a woman or family.

At one point during this quarter, the shelter was supporting 6 women, 3 children, and 3 dogs. The pet program continues to be of benefit to women needing safe space but unwilling to part with their animal, however with the tight space we currently have, we are looking for fostering alternatives as a supplement to the program.