



Chief Administrative Officer's Report

January 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.

Happy New Year!

Welcome to 2022 after what a year 2021 was with continuous change and ending with uncertainty. I am looking forward to this new year and the opportunity to implement our Strategic Plan. It is all very exciting!

COVID-19

With COVID-19 now taking a new “turn” we as an organization, now more than ever, are focusing on the safety and sustainability of our staffing teams and the community we serve. We will continue to adapt our Pandemic Plan and COVID Safety Policies to reflect the ever-changing landscape and ministry directions.

As COVID-19 continues to dominate our operations, we have been busy adjusting to the ever-changing rules and regulations. In December, we pivoted once again to have all staff whose job is conducive to working from home, to do so. As an employer, reducing the transmission risk at the workplace is a high priority. We continue with rapid antigen testing and reporting of our unvaccinated staff, and hope that access to rapid antigen tests will continue.

Our current concern is maintaining staffing levels in our programs. With the new guidelines on testing and isolation, we are preparing for the probability that large numbers of employees may be unable to attend work. Continuity plans are in place, and we are hopeful that all our programs will remain open.

We are in the process of arranging clinics at our worksites for 3rd dose booster shoots for our staff. Our partners at community paramedicine are facilitating this for us, and we are very grateful!

Recruitment

We continue with recruitment for several vacancies and are hopeful that the new year will bring more candidates our way.

Recent Media Coverage

- Jan. 3, 2022 - [Housing group looking to resurrect seniors complex in Sundridge](#)
- Dec. 28, 2021 - [Sundridge Council considers heritage designation plan for building](#)
- Dec. 22, 2021 - [Leaking sewage pipe forces closure of popular Sundridge ‘castle’ restaurant](#)
- Dec. 20, 2021 - [A huge loss: Sundridge’s Steirerhut restaurant closes](#)

Social Media

Twitter Stats

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

District of Parry Sound Social Services Administration Board – Twitter Page	Oct. 5th - Nov. 2nd, 2021	Nov. 3rd - Nov. 30th, 2021	Dec. 8th, 2021 - Jan. 4th, 2022
Total Tweets	21	8	1
Total Impressions	564	164	51
Total Profile Visits	667	275	123
Total Followers	7	8	10

LinkedIn Stats – used primarily for HR recruitment & RFP/Tender Postings

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

District of Parry Sound Social Services Administration Board – LinkedIn	Oct. 3rd - Nov. 2nd, 2021	Nov. 1st - Nov. 30th, 2021	Dec. 5th, 2021 - Jan. 4th, 2022
Total Followers	11	20	22
Total Page Views	29	43	10
Total Unique Visitors	12	10	5

District of Parry Sound Social Services Administration Board	Sept. 7th - Oct. 4th, 2021	Oct. 6th - Nov. 2nd, 2021	Nov. 4th - Dec. 1st, 2021	Dec. 8th, 2021 - Jan. 4th, 2022
Total Page Followers	259	268	279	283
Post Reach this Period (# people who saw post)	4,935	3,284	2,068	511
Page Views this Period	80	94	73	48
Post Engagement this Period (# reactions, comments, shares)	451	334	305	24
Esprit Place Family Resource Centre	Sept. 7th - Oct. 4th, 2021	Oct. 6th - Nov. 2nd, 2021	Nov. 4th - Dec. 1st, 2021	Dec. 8th, 2021 - Jan. 4th, 2022
Total Page Followers	87	93	98	105
Post Reach this Period (# people who saw post)	211	67	222	104
Page Views this Period	23	11	4	28
Post Engagement this Period (# reactions, comments, shares)	15	3	18	22
The Meadow View (NOAH)	Sept. 7th - Oct. 4th, 2021	Oct. 6th - Nov. 2nd, 2021	Nov. 4th - Dec. 1st, 2021	Dec. 8th, 2021 - Jan. 4th, 2022
Total Page Followers	294	325	349	364
Post Reach this Period (# people who saw post)	72	4,374	389	4,460
Page Views this Period	536	974	591	374
Post Engagement this Period (# reactions, comments, shares)	51	1,307	31	1,776

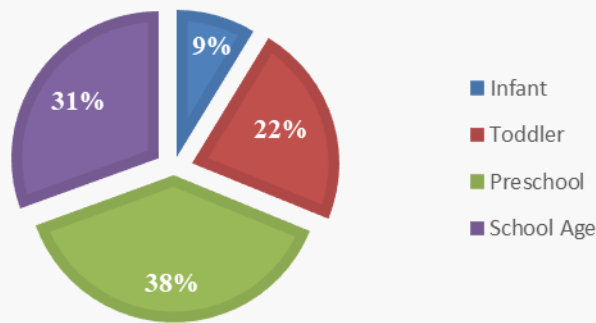
Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District November 2021						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeeek ELCC	HCCP	Total
Infant (0-18m)	0	0	2	4	21	27
Toddler (18m-30m)	13	10	12	19	16	70
Preschool (30m-4y)	19	15	18	31	36	119
School Age (4y-12y)	0	0	0	0	18	18
# of Active Children	32	25	32	54	91	234

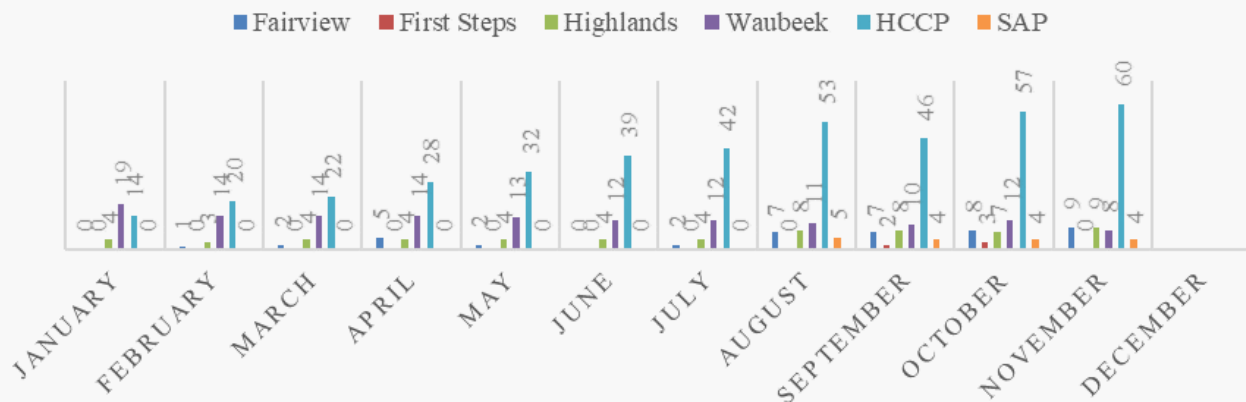
School Age Programs

November 2021		
Location	Enrollment	Waitlist
Mapleridge After School	12	4
St. Gregory's After School	16	0
St. Gregory's Before School	9	0
Sundridge Centennial After School	10	0
Sundridge Centennial Before School	3	0
Magnetawan Central After School	15	0
Land of Lakes After School	12	0
# of Active Children	77	4

PERCENTAGE OF CHILDREN BY AGE GROUP



DIRECTLY OPERATED CHILD CARE WAITLIST BY PROGRAM



School Age Emergency Child Care

With the news that schools would close for in-person learning as of January 5th as part of the move to Modified Step 2 announced by the Government to combat the Omicron wave of COVID-19, Emergency Child Care for School Aged children was announced by the Ministry of Education to support eligible Essential Workers during this time, similar to programming that was offered in 2021. Priority is being given to frontline health care workers. We have moved quickly to mobilize our Directly Operated Child Care Centres and engage our external Child Care Operators to determine their capacity to offer services and submit our plan for Ministry of Education approval. As of January 10th, 4 programs are currently offering Emergency Child Care during the closure period in the District of Parry Sound :

- Our Directly Operated School Age programs in Powassan and Sundridge
- Our Home Child Care Program
- The YMCA of Northeastern Ontario at St. Theresa School in Callander
- The YMCA of Simcoe/Muskoka at Parry Sound Public School in the Town of Parry Sound

Directly Operated Child Care Programs Update

The Directly Operated Child Care Programs are starting to see an increase in calls from families that are interested in enrolling their children. Provincially, the child care sector is still experiencing a shortage of qualified staff remaining and entering the profession which is having a direct impact on our programs securing individuals willing to do casual supply positions across the district.

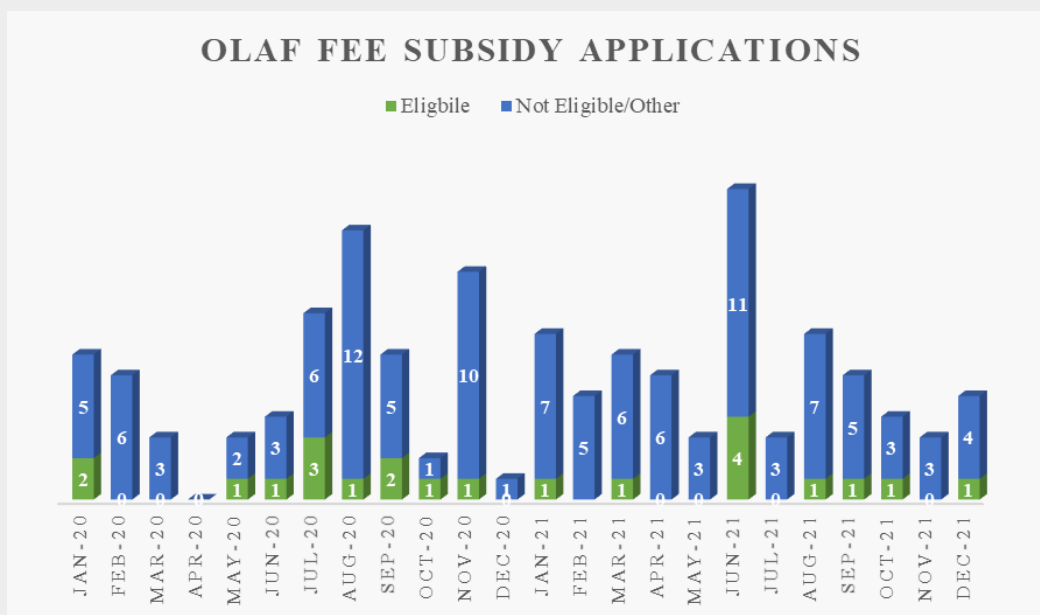
Child attendance at our programs remains impacted by COVID as families exercise caution and keep their children home if they are displaying any symptoms. Many programs had scheduled window visits from Santa during the month of December in preparation for their second COVID Christmas season.

Waubee ELCCC has now re-opened the last of their playrooms that was previously closed due to COVID restrictions. This will permit the program to expand 5 more spaces and a return to pre-pandemic capacity.

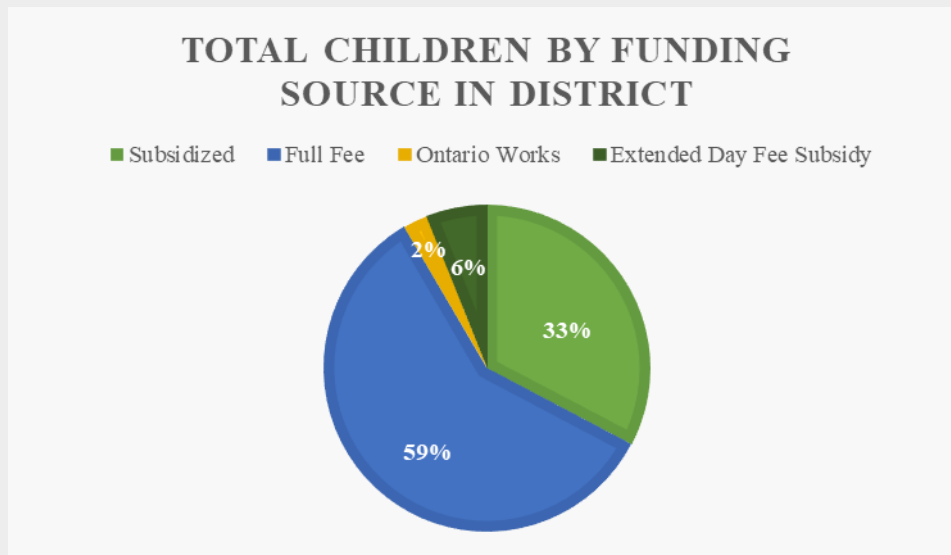
The Home Child Care Program continues to focus on Provider recruitment and have two new homes ready to open in the new year, one in Magnetawan and one in Dunchurch. The Child Care Service Management team has successfully partnered with the Early Childhood Community Development Centre (ECCDC) to offer online professional education at no cost to the providers.

School Age Programs continue to increase their enrollment and have expanded to offer full-day care for School Board Professional Development Days in Powassan and Sundridge. All staff will be attending High-Five certification courses in the new year where they will receive practical training on the principals of working with school age children. The program has struggled to secure dedicated staff, but with the support of Fairview ELCCC and the EarlyON Child and Family Centre staff they are able to maintain operations at all 5 locations.

OLAF



Child Care Fee Subsidy Statistics for November 2021



A total of **345** families and **366** children accessed care in November

Child Care Service Management News and Notes

- Starting in December, we began offering Webinars to the sector, in partnership with Nipissing DSSAB, through the Early Childhood Community Development Centre (ECCDC). These webinars focus on a variety of topics relevant to Licensed Child Care, School Age Programs and Home Child Care. In 2022, we will be offering nearly 60 hours of content as part of our Workforce Development Strategy. Our first session took place on December 4th, that was geared to Home Child Care providers. Another session was held on December 13th, called “Canada By the Seasons” and another on December 16th called “Taking Care of Me to Take Care of You” that focused on Wellness.
- On November 29th, we hosted a Clan Teaching session put on by the Parry Sound Friendship Centre
- On October 22nd, we met with the Parry Sound Friendship Centre to discuss their Indigenous Led program, Miigwansag
- For ECE Appreciation Day on October 21st, an evening with Dr. Jean Clinton was offered to the sector, in partnership with Nipissing DSSAB
- Parents with children that entered Kindergarten this fall were sent a Pre-Kindergarten Experiences Survey in November. The data collected assists community organizations and School Boards to better tailor community programs and services and reduce barriers to access.

Inclusion Support Services

November 2021							
Age Group	EarlyON	Licensed Early Learning & CCC's	Monthly TOTAL	Year-to-Date TOTAL	Waitlist	New Referrals	Discharges
Infants (0-18m)	0	0	0	2	0	0	0
Toddlers (18m-30m)	1	7	8	10	3	1	0
Preschool (30m-4 y)	3	28	31	56	5	3	0
School Age (4y+)	10	11	21	44	0	0	2
Monthly TOTAL	14	46	60	-	8	4	2
Year-to-Date TOTAL	36	71	-	112	42	59	52

The Inclusions Support Services team is receiving referrals for children demonstrating delays in speech and language development and an increased need for social and emotional support as children are returning to child care programs and experiencing a separation from their families where they have been isolating for the past 20 months. For some toddlers, this is their first time being away from their families since the beginning of the pandemic.

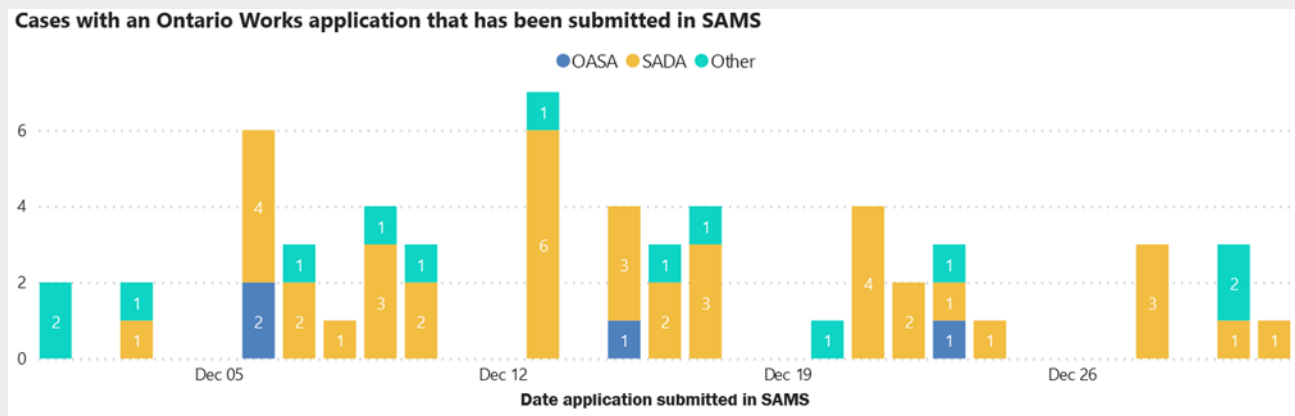
The program is preparing for referrals to increase in the coming months as businesses continue to re-open and families slowly return to their daily activities outside of the home.

EarlyON Child and Family Programs

November 2021		
Activity	November	Year-to-Date
Number of Children Attending	111	933
Number of New Children Attending	14	166
Number of Families Visiting	76	633
Number of New Families Visiting	10	125
Number of Virtual Programming Events	34	71

Although on a reduced schedule, EarlyON has been able to re-open satellite locations for limited in-person programming in Trout Creek, Sundridge, Rosseau, Orrville, Foley, and Humphrey. Families must pre-register for these locations as well as the three main sites in South River, Burk's Falls, and Parry Sound. In addition, the facilitators are continuing with the Franco Fun, Cookie Rookie, Let's Get Physical, and Inspiring Little Minds virtual programs.

Social Assistance Digital Application (SADA) & Centralized Intake - December 2021

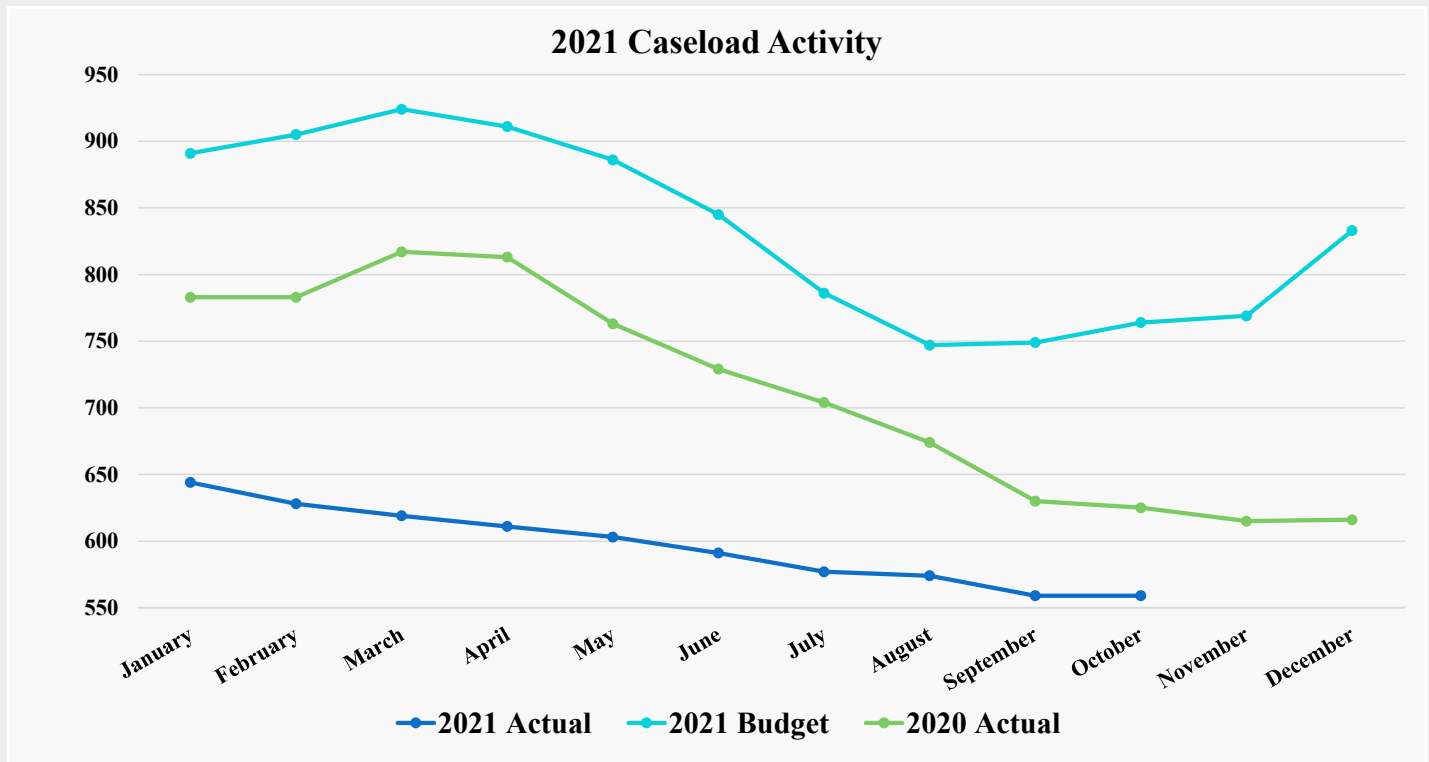


****Yellow bars represent applications completed by Intake and Benefits Administration Unit. Green bars represent applications completed by local staff. Data from the Tracking the Impacts of COVID-19 report and Centralized Intake Report.**



The surge in applications continues in Ontario Works. Since the end of federal benefits, earlier this fall, we have seen a sharp increase in applications received locally or through IBAU. The IBAU continues to try and allocate resources to deal with this surge, but currently continue to seek assistance from local offices to deal with the backlog. 54 OW applications in December 2021 is significantly more than we received during the same period in 2019 and 2020. We also had 34 Emergency Assistance applications received which is up over the same period in 2019 and 2020 as well.

Ontario Works Caseload

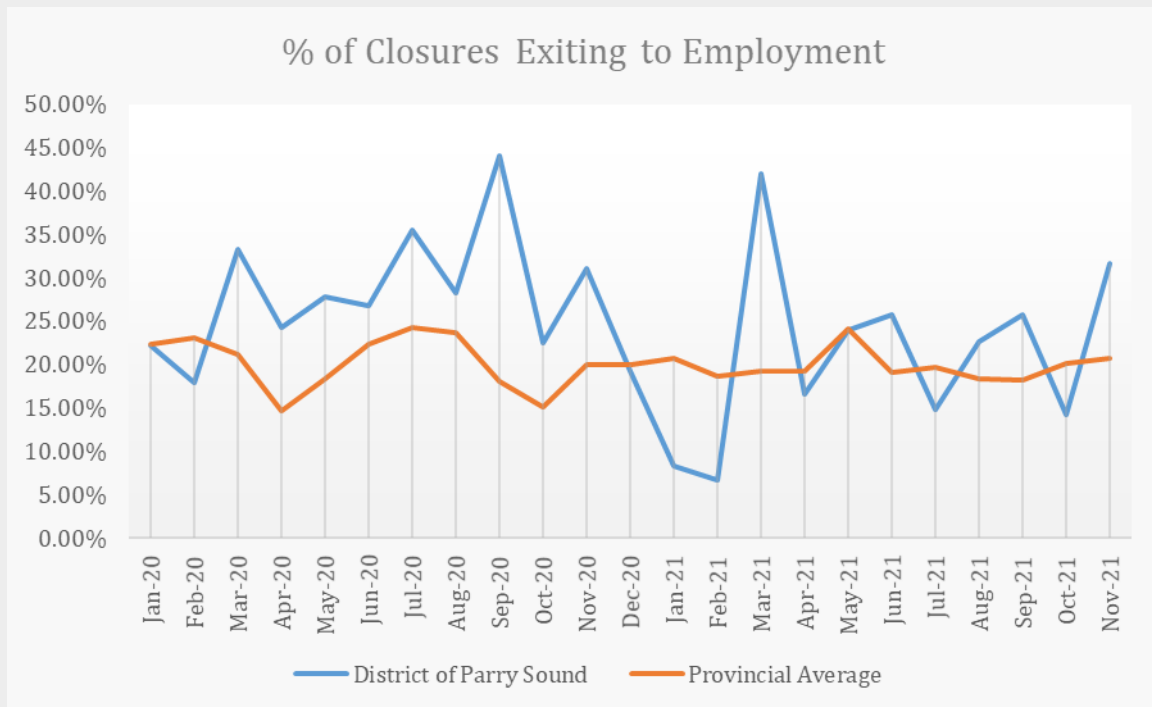


LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2021 Actual	644	628	619	611	603	591	577	574	559	559		
2021 Budget	891	905	924	911	886	845	786	747	749	764	769	833
2020 Actual	783	783	817	813	763	729	704	674	630	625	615	616

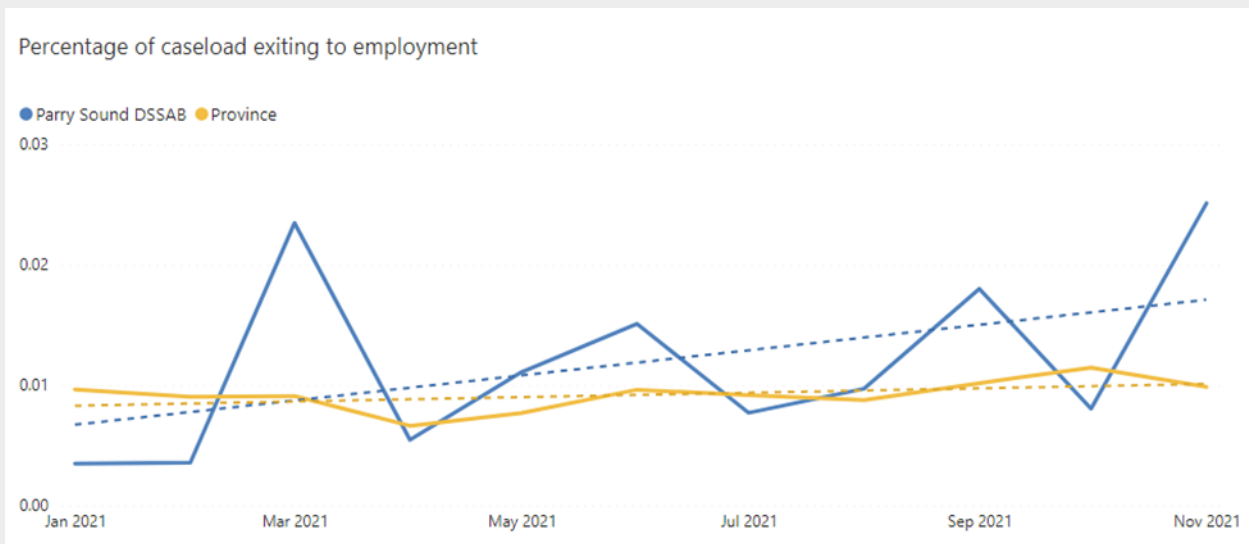
MyBenefits

We now have **28.28 %** of the caseload registered with the MyBenefits web service.

Employment



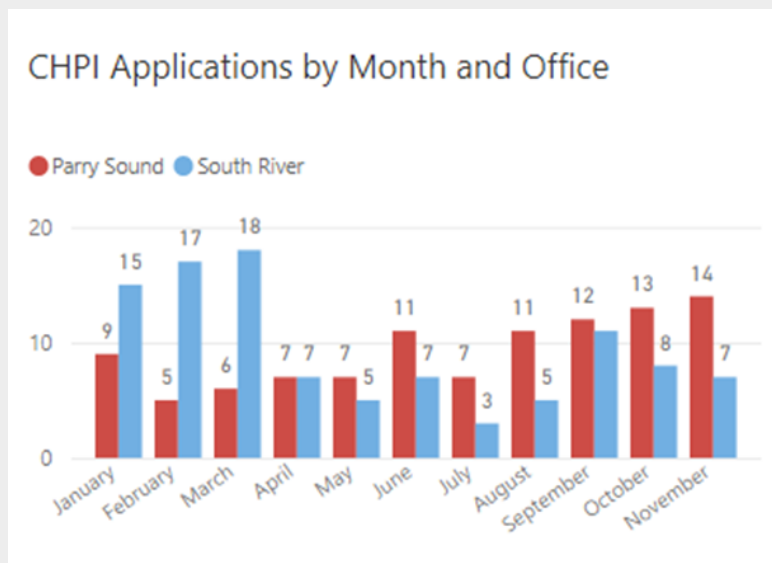
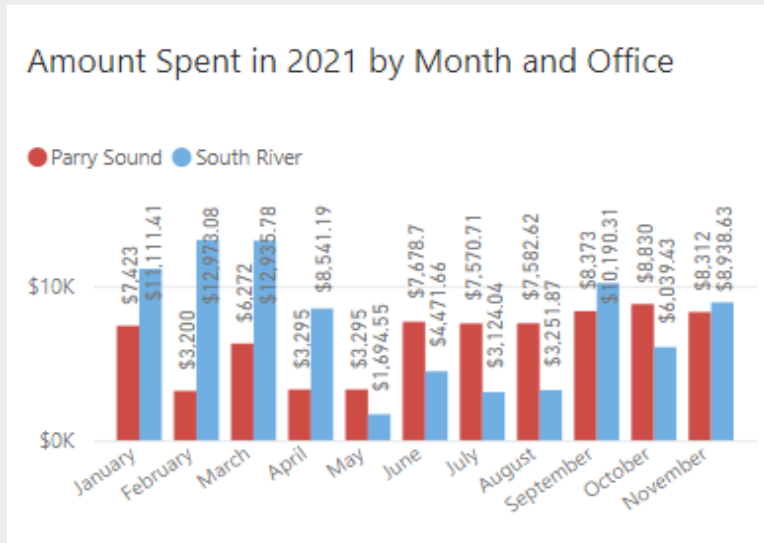
Social Assistance Interactive Performance Report - Ontario Works



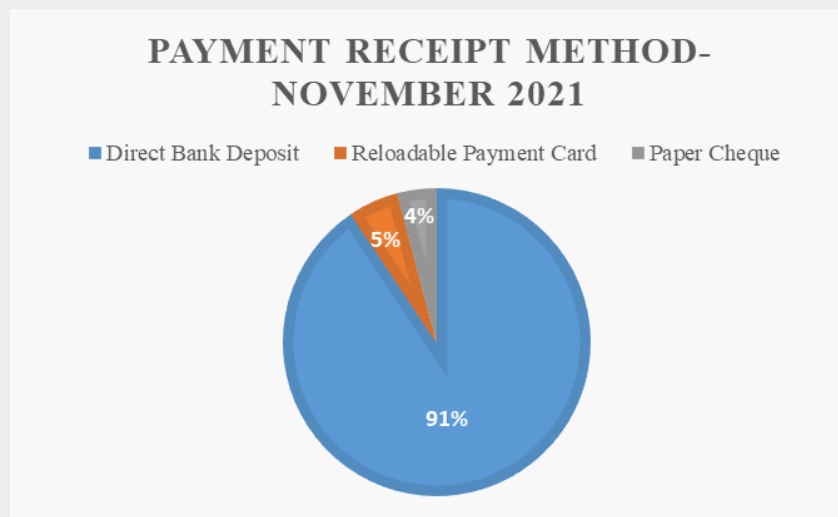
Performance Outcomes - Various Metrics November 2021

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	10.4%	\$844.88	2.5%	31.7%	7.9%	3
Province	9.3%	\$921.14	1.0%	20.8%	4.7%	4

Community Homelessness Prevention Initiative (CHPI) Spending - Social Assistance



Direct Bank Deposit Enrollment



Ontario Works/Employment North Initiative

Throughout the month of December, there were 5 Ontario Works participants attending workshops at Employment North five days a week. Attendance has been great and all of them are highly engaged in the workshops and have made great connections with each other and the Project Coordinator. The Job Placement Coordinator has been meeting with the clients about job placements and/or assess if more training is needed for the jobs they are interested in. Two of the clients are also working with the coordinators on getting an apprenticeship set up for electrician and culinary arts.

Ontario Works and Employment North staff met during the week of December 13th, where we were given a detailed update of how it was going for each client. Case Workers then had the opportunity to ask questions and offer additional supports.

The clients will complete an exit survey with the coordinator and then will have a one-on-one reflection of how they feel the workshops went and to gather feedback from them about what we can improve on for next the time.

Starting in January, participants will connect with the Project Coordinator to work on their job placements. Regular touch points will continue between Employment North and the clients throughout the placements, along with when they are employed to support success. Ontario Works & Employment North will continue to collaborate throughout the month of January.

Ontario Works News & Notes

- We continue to meet bi-weekly with the Ministry's Joint Project team to discuss the ongoing implementation of Centralized Intake. We are also a Peer Support Mentor and had our first meeting with our partners at Nipissing DSSAB on November 3rd.
- On October 20th and 21st, we hosted Engagement Sessions with Community Partners, in partnership with ODSP Bracebridge, regarding Social Assistance Recovery and Renewal. These sessions were attended by over 20 partners on both sides of the district. Participants were very enthusiastic about the shift towards a Human Services model and provided great feedback. Sessions had representation from our various Employment Ontario partners, the West Parry Sound Health Centre, the North Bay Parry Sound District Health Unit, Almaguin OPP, Food Bank partners and Community Living, just to name a few.
- The Supervisor of Income Support in Parry Sound will be our lead for the launch of E-signatures which is taking place in either May or June in our district. The goal is to expediate service delivery timelines, provide greater access to services, and reduce the need for in-person visits.
- YMCA Employment Services set up Pop-Up Services in our lobby at Beechwood on a bi-weekly basis. The goal was to educate clients entering our office on the many great services that the YMCA team has to offer
- The Supervisor of Income Support in South River participated in an Employer Support Panel hosted by Employment North in Sundridge. The panel was made up of a variety of service providers discussing the various supports that are available to employers and employees to support recruitment and retention.
- The Ministry is moving ahead with the implementation of the Common Assessment tool to non-Employment Services Transformation sites. The Common Assessment is completed in SAMS by staff to determine employment readiness prior to a referral to Employment Ontario. Our Program Lead staff will be leading the implementation of this tool locally and are sitting on the Provincial Working Group.

- The province reinstated Participation Requirements for OW recipients in November. The requirements were lifted due to the pandemic in March 2020. Clients are now required to participate in activities that assist in moving towards employment, life stabilization and self-sustainability. We hosted an All Staff meeting with our HPP partners on December 8th to review Participation in the OW context as well as other case management related topics.
- We had 6 OW participants participate in Life Skills training through Women's Own Resource Centre in South River. 5 participants completed the program. We provided support to the program by providing gift card incentives for those that completed the program.
- The OW staff attended a By-Name List Overview session with our Homelessness Prevention Program on December 3rd. The session was hosted by HPP's Canadian Alliance to End Homelessness Coach Kat Riley. The objectives of the session were to ensure staff had an understanding of what the BNL is and why the ministry is asking us to implement one, understand the benefits of a By-Name List to the client, service provider and our in-house case management tools and understand how we will be using the BNL in our community.
- The By-Name List has been integrated into our FIIT Case Management Tool for use by OW and HPP staff
- WE ARE PAPERLESS! On November 29th, the OW offices went live with an Electronic Document Management system. Going forward, all documents that are required to be kept in a client's file are scanned, digitized, and uploaded to SAMS. Our current active master files will be digitized by the Ministry's vendor, Nimble.



Our Digital Day One Scanner in the South River Office

Homelessness Prevention Program - Community Relations Workers

For the month of November 2021

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	4	5
ODSP	7	20
Ontario Works	4	9
Low Income	8	15

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	10	5
ODSP	8	22
Ontario Works	1	6
Low Income	5	10

Contact/Referrals

November	East	West	YTD
Homeless	0	8	79
At Risk	1	0	43

Short Term Housing Allowance

Month	Active	YTD
November	5	24

Household Income Sources and Issuance from CHPI

Income Source	Total	CHPI
ODSP	3	\$1,284.00
Low Income	5	\$554.20

Reason for Issue	Total
Food/Household/Misc.	\$1,838.20

Hotel Project

	MidTown YTD	Caswell YTD
Adults	66	24
Children	17	4
Housed	40	19

Thanksgiving was celebrated at the Midtown. A community partner provided 20 cooked dinners for clients. Community Relations Workers picked up the meals and delivered to each client wishing to participate. Our team continues to pick up dinners and lunches from Harvest Share and other community partners to help with food security at the hotel projects.

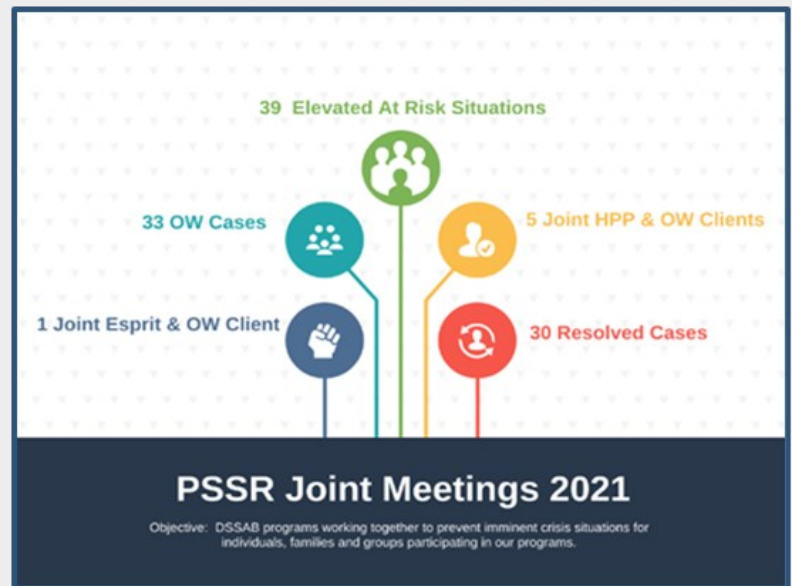


The Homelessness Prevention Team attended the Canadian Alliance to End Homelessness Virtual Conference November 3rd & 4th. The conference provided insight on a wide variety of topics around the diverse work with people who experience homelessness. Highlighted sessions were How to Grow Community-Based Strategy for Collaboration in Ending Homelessness and Encampments.

Throughout 2021, Homelessness Prevention Community Relations Workers and Ontario Works case workers met on a bi-weekly basis to bring forward clients who were in an immediate crisis.

The teams would collaborate and strategize to support the client with life stabilization using an assertive case management lens.

This was a pilot project in 2021 however the results prove that this is worth continuing in 2022.



Enumeration

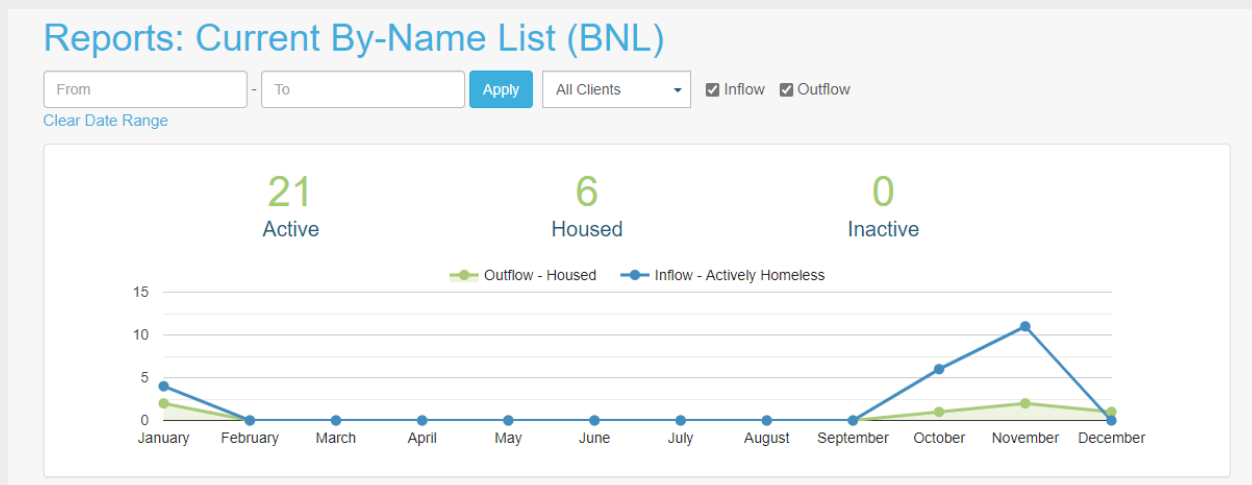
The homelessness enumeration was conducted in the District of Parry Sound on September 15th, 2021 which included those surveyed as absolute homeless and visually observed as homeless. There were some significant differences between the enumeration in 2018 and 2021 and how the information was gathered. For the enumeration in 2021, Service Managers were required to complete a “Point in Time” count, were required to make efforts to enumerate the entire district and navigate the enumeration during a pandemic. In 2018, Service Manager’s had flexibility to choose their enumeration methodology (3 methods available) and we only had to survey a percentage of the district.

We were very fortunate to have the support of all DSSAB programs and external community partners. Preparation for enumeration began in the spring of 2021. At that time, we had hoped that we would have the ability to host in-person events but unfortunately, COVID was beginning to peak as we were getting ready to survey. Community Relations Workers utilized community partners, food security programs and social media to share information and encourage surveys be completed. Please view Appendix A for the results of our homelessness enumeration.

By-Name List

A By-Name List is an ongoing real-time list of people experiencing homelessness in a community. A By-Name List can be used to connect people to a range of housing options and supports. In early 2021, the Ministry of Municipal Affairs and Housing released that all Service Managers must have an active By-Name List in their SM area by December 15, 2021. Our team was able to work with Clark Communications, who developed the employment tool for Ontario Works, and create a tab within the database to capture information needed to build the By-Name List.

Below is a “live” snapshot of our BNL – indicating that we have 21 Active Homeless and 6 Housed since we began inputting. We have the capability to filter data specific to a person’s demographics, housing, education, and employment.



Referrals are made by community partners and from within DSSAB programs (Ontario Works and Esprit Place). The Homelessness Prevention Program will review referrals, input, and monitor the BNL. To be added to the list, people must sign consent to share information with community partners. Our HPP staff will lead the BNL and ensure that information is updated within a specified time frame. The BNL will be reviewed regularly by internal/external partners so that appropriate supports are put in place to move someone through the housing continuum. The data will be used to highlight the areas of need in our district and further identify priority populations.

Housing Programs Centralized Waitlist

Social Housing Centralized Waitlist Report - November 2021			
	East Parry Sound	West Parry Sound	Total
Seniors	22	102	124
Families	140	391	531
Individuals	394	212	606
Total	556	705	1,261
Total Waitlist Unduplicated			451

Community Housing Centralized Waitlist (CWL) 2020 - 2021 Comparison

Applications and Households Housed from the CWL

Month 2020	New App	New SPP	Cancelled	Housed	SPP Housed	Month 2021	New App	New SPP	Cancelled	Housed	SPP Housed
Jan	6	1	6	5		Jan	4		5	5	1
Feb	15		11	3		Feb	12	3	3	2	
Mar	10					Mar	8		4	1	1
Apr	3		5	4		Apr	9		6	1	
May	1		8	2		May	8	1	3	1	
June	1		3			June	8	1	4	1	1
July	5		13	2		July	7			1	
Aug	10		6	2		Aug	9		1	2	
Sept	4	2	6	3	1	Sept	22		5		
Oct	7	1	11	3		Oct	16	1	6	1	
Nov	4	1	1	2		Nov	9		16	2	
Dec	6	1	2	1		Dec					
Total	72	6	72	27	1	Total	112	6	53	17	3

SPP = Special Priority Applicant

Housing Programs Update

It's hard to believe that 2021 is ending and we are entering into 2022! Our team navigated many changes over the year in addition to navigating the pandemic. We have gone through one full year of completing rent-geared-to-income calculations under the new RGI legislation and are seeing the benefits of these changes.

Housing Programs is looking forward to many things in 2022. We hope to see more RGI training through the Ontario Non-Profit Housing Association (ONPHA), as well as an opportunity to attend a virtual SHCANO training session for frontline staff.

Our team spent the last quarter preparing for the rent freeze to be lifted on January 1, 2022. This meant completing January calculations and communicating with tenants, as well as our housing providers. Tenants and providers were made aware of the increase at the time of their review, and we communicated a reminder of the increase late in the year.

We were able to assist several clients in obtaining the Canada-Ontario Housing Benefit (COHB) in the last few months of the year. There are currently two funding programs scheduled to end – one in 2022, the other in 2023, so our focus was to help these clients find an alternate source of funding to continue to provide affordable housing for them. We were able to assist 15 households with COHB funding who were previously receiving a housing allowance or rent supplement. In total, as of December 2021, we have been able to assist roughly 50 households with COHB funding.

Operating Agreements with Housing Providers

Many community housing providers (private and municipal non-profits and cooperatives) are reaching the end of their original program obligations and/or mortgage. The end of operating agreement / end of mortgage issue has different implications for projects and units depending on what funding program they were originally developed under.

Projects that were entirely funded by the federal government have an operating agreement with a set end date. The agreement ends when the project's mortgage matures, at which point the housing provider no longer receives any guaranteed government funding and the housing provider's obligations to provide subsidized housing concludes.

The *Housing Services Act, 2011* does not specify an end date for the obligations of projects that were either partially or entirely funded by the province (called "provincial reform" projects). This means that provincial reform projects must continue to provide affordable housing – including rent-geared-to-income housing – after their original mortgage matures, until they are actively removed from the *Housing Services Act* (at the Minister's discretion). In exchange, they continue to receive a subsidy from their Service Manager, calculated with the funding formula set out in the *Act*.

There are some housing projects that may not be financially viable without an operating subsidy due to the need for capital repairs to keep their stock healthy or will not be able to continue to provide subsidy for rent-geared-to-income or affordable units. The province has already seen a significant loss to community housing of approximately 6,500 units.

In order to maintain community housing stock, Service Managers have the flexibility to enter into new agreements upon expiration.

The DSSAB had the opportunity to navigate discussions with our non - profit housing providers. We attended Board meetings to talk about the process, the formula and work through questions related to operating subsidies. The following providers – phases, entered into further agreements:

- Georgian Bay Native Non-Profit Housing – Phase I (11 units), has entered into a 15-year agreement
- Parry Sound Non-Profit Housing – Phase I (20 RGI units) has entered into a 15-year agreement
- Golden Sunshine (9 RGI units) has entered into a 3-year agreement

Parry Sound District Housing Corporation

Activity for Tenant and Maintenance Services November 2021

Action	Current	Year-To-Date
Move outs	2	16
Move ins	1	16
L1 Forms	0	0
N4 – notice of eviction for non payment of rent	0	8
N5 – notice of eviction for disturbing the quiet enjoyment of the other occupants	0	2
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	4	52
No Trespass Order	0	1

Tenant Services for November 2021

Wellness Check-ins	54	Regular well-being check-ins with our most vulnerable tenants
Paramedicine	7	Wellness checks @ 7 buildings
Tenant Home Visits	17	Tenants requiring assistance with annual review packages, wellness checks, filing income tax, health & safety, life skills, service coordination
Tenant Education & Engagement	0	
Mediation/Conflict Resolution/Referrals	30	Tenant complaints, tenant vs. tenant conflict, referrals to outside agencies

Maintenance for November 2021		
Pest Control	8	8 buildings monitored monthly
Vacant Units	9	family (4); single (5)
Work Orders	142	work orders created for maintenance work and related materials
After Hours Calls	6	types of calls: smoke detector, leak, pilot light out in furnace, no heat 5 staff participate in the weekly on call rotation
Fire Inspections	2	Follow-up inspections with local Fire Prevention Officer and 1 fire drill
Incident Reports	0	

Tenant Services and Maintenance

During the month of December, our team delivered good cheer to our multi-unit buildings and family homes. Individually wrapped hot chocolate and treats were delivered to be enjoyed by our tenants.

Tenants were also encouraged to submit photos of their own Christmas Cheer – inside or out. Each household who submitted an entry was given a ballot to be entered into a draw for grocery gift cards. In total we had over 25 entrants.



Tenant Services

Tenant Services continues to work along side Maintenance to get some of our harder to serve tenants back on track with fire safety issues, garbage, property standards, as well as education and service co-ordination.

The team continues to work with some harder to serve tenants with service coordination to get home care, basic needs, and occasionally meals covered to assist the tenants with independent living.

A frequent part of service coordination is working along side the hospital discharge planners and occupational therapists for return to home for tenants who have recently been in hospital. In the month of December, we had been notified of four tenants who cannot return to their units; two of whom require a move to a first floor unit as their buildings do not have an elevator, and one who, due to medical complications, will be transferring to a long-term care facility in the new year. The fourth tenant is our last remaining security tenant. It's with a heavy heart that she has had to retire as she secured space at a long-term care facility. We wish her well.

Maintenance

We have had many vacant units to update and make ready for incoming tenants. Our maintenance team works hard to have quick turn-overs while updating the units; it is sometimes difficult to find contractors, especially for kitchen updates or roofing. We are very proud of the work that has been done and are pleased to present the homes to new tenants.

Here are examples of two units that we have recently updated. The single unit had a kitchen and vanity overhaul along with heaters, plugs and switches. Our custodian makes the floors shine! The family unit was a shared project with Capital as it needed a full asbestos abatement. Everything in this unit was re-done including some custom work to comply with the current Ontario Building Code and inspections.

Single unit



Family unit



Capital Projects - November 2021

Local Housing Corporation:

- Toilets ordered for 118 and 66 Church Street
- Make up air maintenance on all buildings
- Plumbing drained and water shut off at 15 Broadway
- Maplevue moving along well, however the poor craftsmanship of the prior contractor has led to uncovering significant issues to be resolved. As a result, the completion date has been moved to January 15th. Move in for the Road to Recovery Program will be February 1st, 2022.
- Received a quote on the complete rebuild of 15 Broadway from GUS Restoration, North Bay. Will be seeking other options/quotes.

DSSAB Buildings:

- Beechwood custodial contract awarded
- Beechwood roof top HVAC units serviced
- Emsdale water testing underway to determine the eroding pipe issue, resulting in constant/spontaneous leaking throughout the building
- Toronto Ave. generator has failed and determined to be beyond repair. A new generator has been ordered; however, supplies have been difficult to secure within this current climate, therefore there is an approx. 6 month wait time. A rental generator has been secured to avoid disruption to services.
- Upgrading to LED lighting for Esprit Place

Current Challenge

Difficulty securing contractors/labourers as well as materials since they 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.

The Meadow View (NOAH) Update

Please see Appendix B for an update on The Meadow View.

Esprit Place Family Resource Centre

Emergency Shelter Services	November 2021	Year-to-Date (2021)
Number of women who stayed in shelter this month (may be duplicated within the month or year)	6	44 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	2	14
Direct service hours to women (shelter & counselling)	93	1,216
Resident bed nights (women & children)	181	1,762
Occupancy rate	60%	52.5%
Days at capacity	0 (COVID capacity)	12
Days over-capacity	0	0
Phone interactions (crisis/ support)	35	527

Outreach Services		
	November 2021	Year-to-Date 2021
Number of women served this month	15	123
Number of women registered in the program	5	60

Transitional Support		
	November 2021	Year-to-Date 2021
Number of women served this month	4	80
Number of women registered in the program	2	33

Child Witness Program		
	November 2021	Year-to-Date 2021
Number of children served this month	13	122
Number of children registered in the program	0	40
Number of public ed/groups offered	0	3

Esprit Place Family Resource Centre News

Esprit Place has continued to manage COVID safe practices and precautions with regard to staff and resident COVID screening, testing and isolation requirements, and cleaning protocols.

During this quarter the shelter continued to support women by handling crises situations in new ways as they arose. Support was provided to a number of residents with complex situations that required significant staffing resources .

Women present to shelter in all kinds of different and unusual circumstances. On a daily basis our staff are required to be creative in their interventions in order to provide optimal support to our residents.

The shelter saw an increase in the number of women and children utilizing services over the holidays and we were very grateful for the firefighter's association boot drive and also the EMS toy drive to help provide Christmas gifts to the women and children we work with. With this help, along with religious organizations and individual Christmas sponsorships, we were able to support 10 families outside the shelter, 3 families in the shelter, and 5 single women at Christmas time.

Right after Christmas a few women were successful in securing housing outside of the shelter and discharged. One found a room to rent in Parry Sound, one mother with her toddler secured Special Priority Placement with the help of the Transitional Support Program and relocated to Collingwood, and another secured her own house back safely after her abusive ex-partner moved to another Province.

Transitional and Housing Support Program

Ontario's 2021 Budget announced an additional investment in the Transitional and Housing Support Program (THSP) of \$18.5M over 3 years. This enhancement will enable more women who have experienced abuse, and survivors of human trafficking, to access the THSP and be connected with the necessary supports to find and maintain housing and transition to independence.

This is an opportunity to get survivors and their dependents into safe and affordable housing and increase their access to housing benefits and supports, leveraging current initiatives such as the Housing Supply Action Plan and the Canada-Ontario Housing Benefit.

We are pleased to share that we have been approved through this enhancement to receive \$81,000 to deliver additional Transitional Housing and Supports in the 2021-22 fiscal year. Our district was chosen as we were recognized as an area of need based on service area gaps (vastness and remoteness of our district), along with being apart of the 400 and Hwy 11 corridor where potential human trafficking exists.

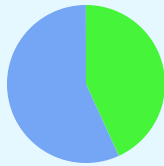
We have chosen to operationalize this funding though the hiring of an additional Community Relations Worker who will have a primary focus on supporting women on the east side of our district. We are very pleased to have received this additional funding and look forward to providing expanded supports.

Homelessness Enumeration 2021

87

The # of people in the District of Parry Sound experiencing homelessness on September 15, 2021.

 West Parry Sound
 East Parry Sound



*The results of this summary highlight the responses of the 44 people that consented to the enumeration survey.



9%

Experiencing homelessness with children

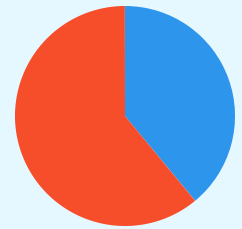


64%

Experiencing homelessness alone

20%

Identified as Indigenous



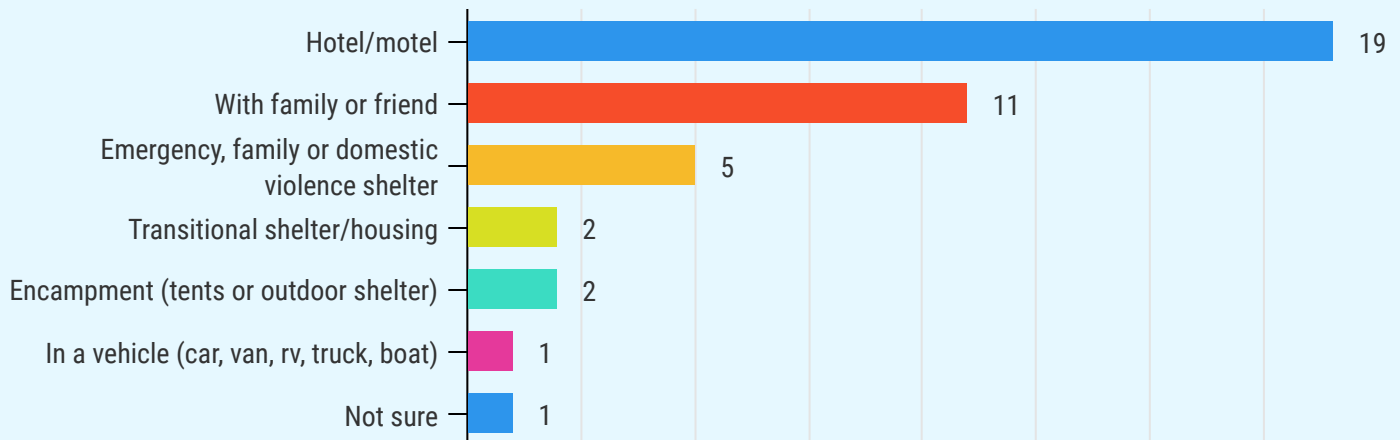
61%

Female

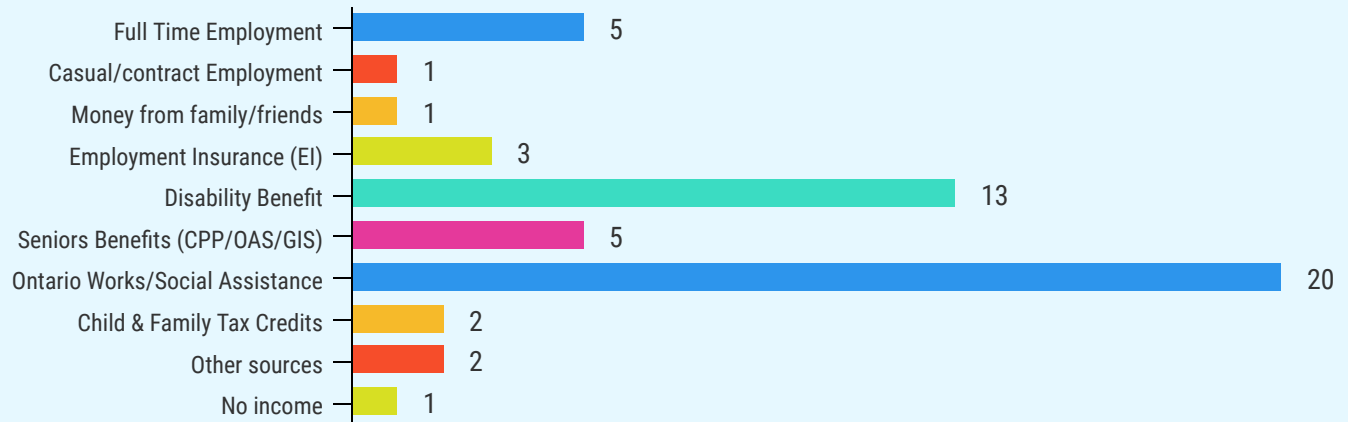
39%


Male


Where are you staying tonight?





What are your sources of income?




41% 
reported having an illness or
medical condition

44% 
reported having a learning or
cognitive limitation

24% 
reported having a
substance abuse issue

34% 
reported having a
physical limitation

54% 
reported having a mental
health issue

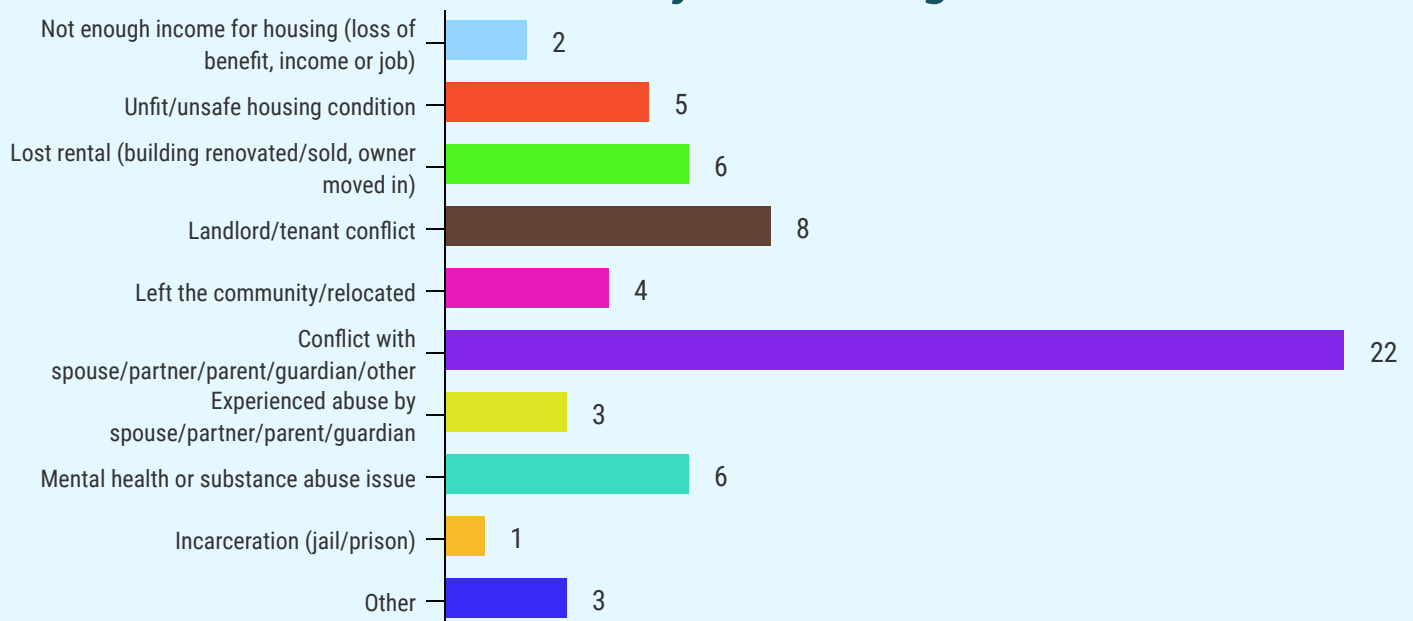
2% 
reported having past
military service

68% 
Have a family doctor

21%
reported having been in foster care or a
youth group home as a child.



What factors have led you to being under-housed?



Appendix B



Housing Services Corporation

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Site Visit Date: January 6th, 2022

Report Date: January 7th, 2022

Project: The Meadow View (NOAH New Build) Powassan ON

Prepared by: Bill Bacon, HSC

The below photos and details were gathered at the NOAH new build site in Powassan, Ontario during the month of December and up to the 6th of January, 2022

Throughout this period were approximately 20 workers on site consisting of the following trades:

- Drywall and painting crew (varies)
- Mechanical / electrical contractor (varies)
- Millwork installation crew (kitchen and bathroom cabinets 1)
- Siding installation crew (varies)
- General labourers cleaning up site
- Electricians 4 to 6 (varies)

Project progress:

- Exterior walls are erected, and complete.
- All exterior masonry completed,
- Siding installation complete on all exterior wall elevations including window and door trims, final caulking, exhaust vents and parapet are installed.
- PVC roof system is completed.
- All concrete sidewalks are installed including sod and seeding all areas.
- Front entry canopy and entry system is complete
- All asphalt paving and line painting is complete
- Parking lot lighting standards and conduit are installed and energized.
- The timber frame pavilion and landscape is complete
- Exterior parking, landscape, hydroseeding and grading complete, final landscape and deficiencies to be addressed in the spring
- All interior walls and ceilings are complete:
 - First floor suites are complete, electrically energized, terminal heating units energized and undergoing testing and troubleshooting, all fixtures installed, final caulking, spot painting, blind installation, and cleaning to be done.
 - Second floor suites finish paint applied, millwork installed, suites are electrically energized, 50% of suites terminal heaters, fixtures and energized undergoing testing and troubleshooting.
 - Third floor suites, all painting completed, millwork installed, suites have not yet been electrically energized.
 - Common room, public washroom, laundry room complete, laundry appliances to be installed
- Concrete patching and preparation on all floor slabs,
 - In suite flooring completed on all floors
 - Hallways and stairwells prepped for finished flooring installation
 - Flooring installed in common room, common bathroom, laundry room and elevator foyers (all floors)
 - Mechanical rooms and exit stairs have been cleaned and sealant applied
- Electrical, plumbing, sprinkler piping and other mechanical system



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- In suite smoke/fire alarms (horns and strobes) complete, testing and verification underway
- Installation of fixtures (plumbing and electrical) underway in first and second floor suites
- In suite electrical panels wired in at all suites
- Installation of domestic hot water tanks complete for all suites, commissioning underway on first (completed) and second floor (50% complete)
- Installation of in suite incremental heating and cooling units complete on all floors, commissioning started on 1st and 2nd floor suites
- Building heating boiler is installed and undergoing commissioning
- Fresh air make up unit installed and functioning, commissioning and air balancing underway
- Perimeter, common room and stairwell hydronic heating units installed, energized and undergoing commissioning

Comments:

- Work is proceeding according to plan in an organized way.
- Workmanship is very good and reviewed on a regular basis by the consultant of record and his sub consultants (inspection reports are available)
- Schedule continues to show slippage due to manpower issues related to the drywall and painting sub-contractor as well as poor performance of the elevator installation sub-contractor
- Target dates for project completion are:
 - Deficiency reviews initial week of December 20th deferred to January due to schedule slippage
 - Occupancy permit week of January 10th – deferred to week of January 17th
 - Substantial performance (completion) of the contract week of January 24th
 - Building move-in Beginning February 1st

Note: The above dates may be affected by the delays in the installation of the elevators

Site Photos



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Building sign installed on east wall





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Colour matched trim and vents installed

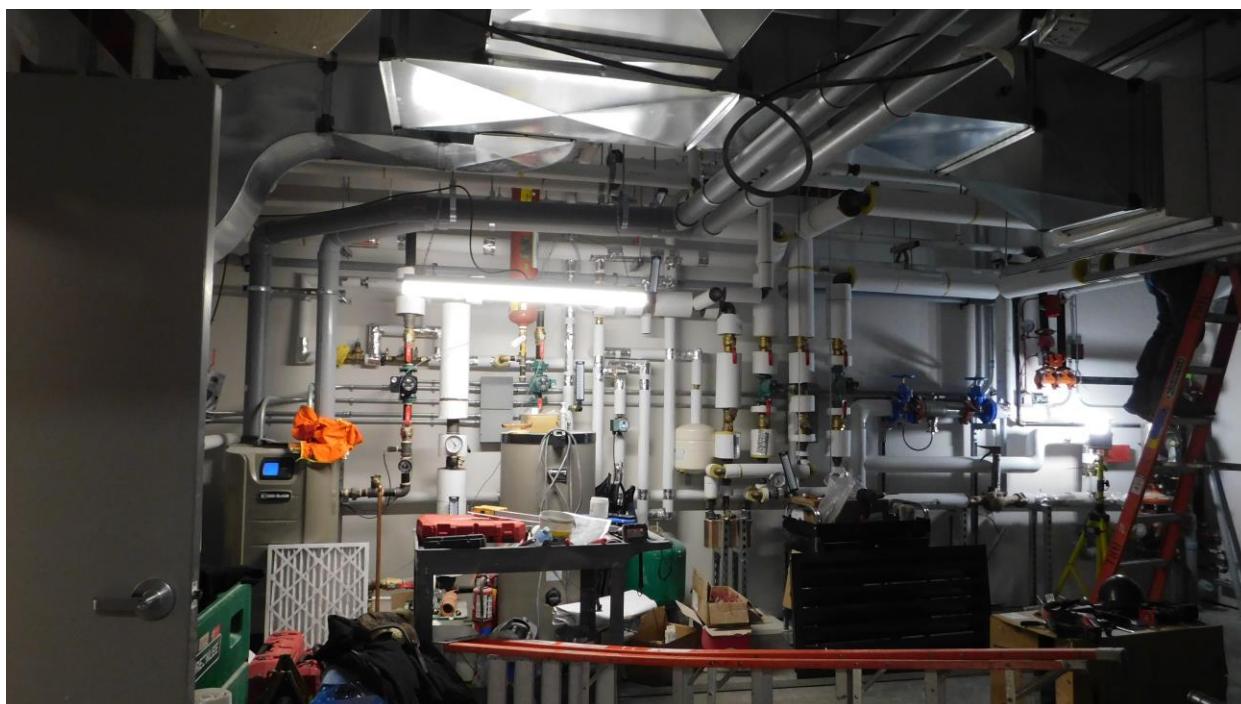


Parapet flashings are being installed



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Mechanical equipment (heating boilers and distribution piping) installed and undergoing commissioning



Make up air unit installed in the mechanical room, this will provide fresh air to hallways and common areas, tempering of the fresh air is provided by a heating coil connected to the heating boilers



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Individual meters installed for each suite, building is fully electrically energized



First floor, completed kitchen, note undercabinet (countertop) lighting



Bathroom vanity and accessories

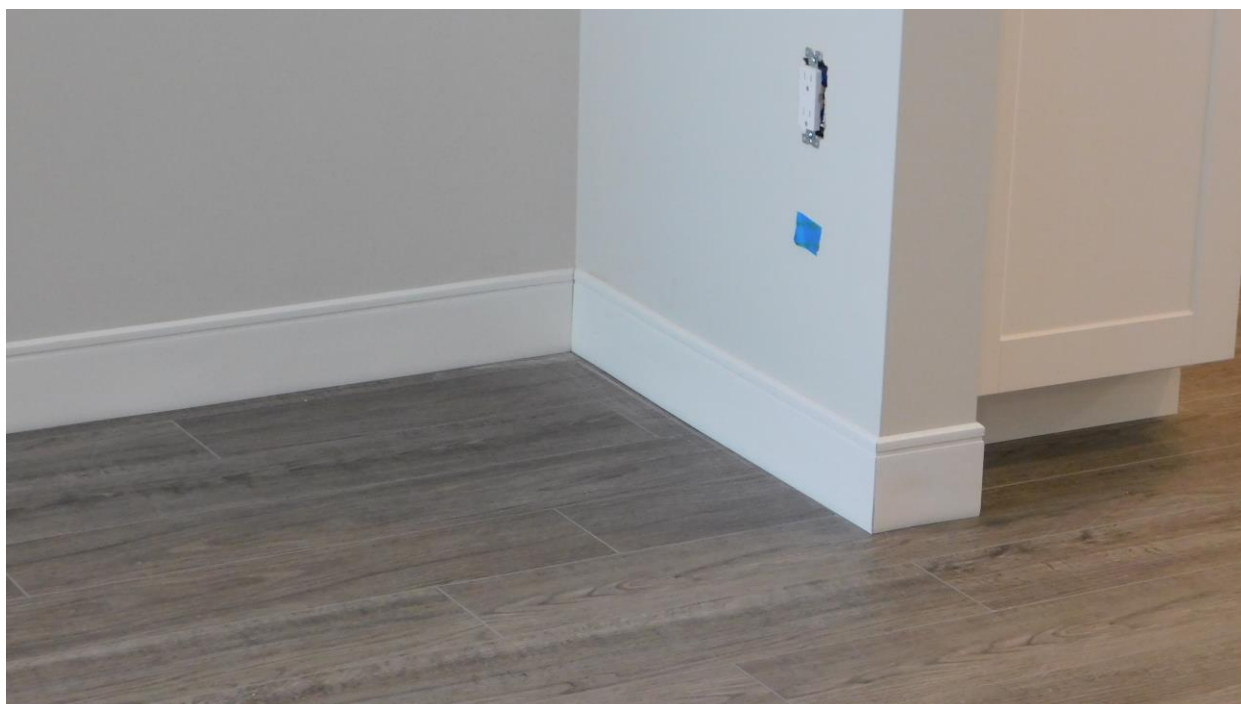


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Accessible roll in shower





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Typical baseboards, all suites



Typical in suite domestic water heater





Typical in suite incremental heating and cooling unit left photo, heat recovery ventilation unit right photo
Typical in suite thermostats provides individual control in each apartment



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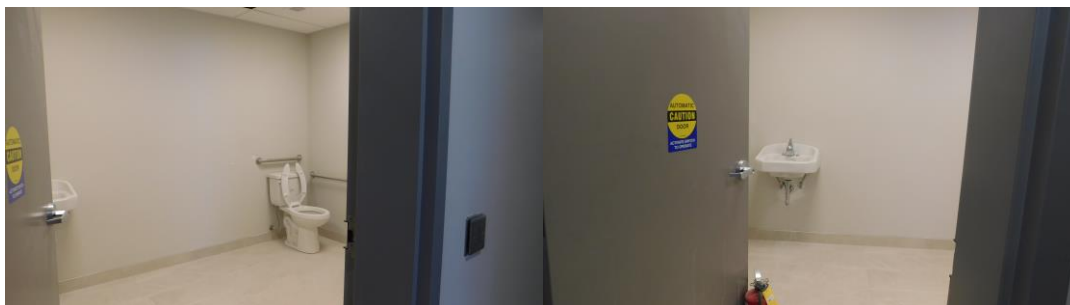
Main floor laundry room



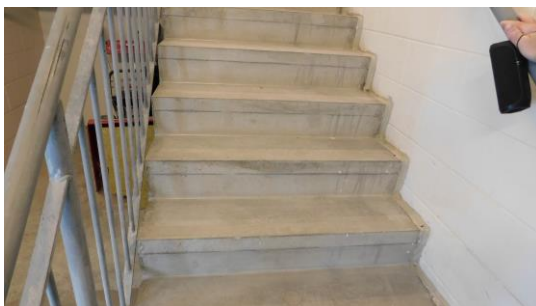
Main entry foyer



Common room



Public bathroom, 1st floor





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Exit stairs



Hallway ready for flooring