

District of Parry Sound



Social Services  
Administration Board

# **Chief Administrative Officer's Report**

**November 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.**

## **Thank you**

With municipal elections now over, I regret to say that it's time for us to wish farewell to 5 DSSAB Board Members, each of whom served the DSSAB with his/her own passion, diligence, and commitment:

- ◆ Linda Alkins (representing the Municipality of Powassan, Corporation of the Municipality of Callander, Township of Nipissing)
- ◆ Roger Burden (Representing the Town of Parry Sound)
- ◆ Steve Crookshank (Representing the Township of Carling, Municipality of Whitestone, Township of McDougall, Township of McKellar)
- ◆ Lyle Hall (Representing the Village of South River, Village of Sundridge, Township of Joly, Township of Machar, Township of Strong, Township of Magnetawan)
- ◆ Joseph Vella (Representing the Town of Kearney, Village of Burk's Falls, Township of Armour, Township of Perry, Township of Ryerson, Township of McMurrich/Monteith)

To those departing, Board service is a challenging and sometimes thankless role, and to do this in support of the most vulnerable individuals in our community speaks volumes about your character. As your time on the DSSAB Board draws to a close, I'd like to express my sincere gratitude for your years of service to our Board and to the community.

The pandemic has placed pressures on this Board that have made this term one of adversity. Yet, through these challenges our teams have relied on the support of our Board to ensure that our messaging reached each community and that we remained accountable to the residents of the District of Parry Sound.

We know we will be welcoming some new faces to the DSSAB Board over the coming months, and we look forward to the positive contributions and perspectives that these members will bring to the organization. This will be a learning curve for those new members, and I look to those remaining experienced members to provide them with support and guidance, as needed.

## **Job Title Changes**

Managers have received title changes to Directors to assist with recruitment and maintain parity with colleagues. There have been no increases in compensation as a result of these title changes.

## **Canadian Alliance to End Homelessness (CAEH) Conference**

Since its inception in 2013, the CAEH National Conference on Ending Homelessness has been equipping policymakers, funders, researchers, advocates, community leaders and front-line workers with the inspiration, information, tools and training they need to end homelessness in Canada. Last week we had the privilege of sending myself and several of our management team to collaborate, share, learn and be energized on the issue of homelessness with leaders and advocates across the country.

This year's program featured 85 sessions in 14 streams, delivered by hundreds of national and international subject matter experts for over 1,400 participants from across the country and around the globe. The ambitious program included Reconciliation and Indigenous homelessness, chronic, veteran and youth homelessness, lived experience, homelessness for women and 2SLGBTQ+, unsheltered homelessness, the right to housing, plus the latest in Canadian and international research and more.

## **Magnetawan After School Program**

After several unsuccessful attempts to recruit Registered Early Childhood Educators for the Magnetawan After School Program, it is with regret that this pilot program will come to an end on December 23<sup>rd</sup>, 2022. The Near North District School Board has been notified of the closure of this pilot program and parents are being notified this week.

## **OMSSA 47 Leadership Meeting**

On October 20<sup>th</sup> I attended an in person OMSSA 47 Leadership Table meeting. OMSSA's Executive Director presented an update on their Strategic Plan, and other activities within the organization.

The Employment Services Transformation Secretariat Executive Director Gloria Lee spoke about the purpose and role of the secretariat which was followed by a Q&A with the 47 Leads. An Employment Services Transformation update was provided on the prototypes with a discussion on their experiences to date regarding implementation of EST.

Gertie Mai, Executive Director of the Ontario Federation of Indigenous Friendship Centres facilitated a conversation with the 47 Leads about meaningful reconciliation between municipalities and Indigenous communities. The discussion helped to unpack some of the challenges the CMSMs/DSSABs face and provided approaches that work best and are supportive going forward.

## **Electronic Payments**

Families using Directly Operated DSSAB child care programs now have the ability to easily view their invoices and setup their payment automatically within the new Hi Mama billing app! Parents are able to setup their payment details by choosing either online banking or credit card payments and select autopay so payments are never missed! Parent fees are deposited directly into the DSSAB account from Worldline which is a global merchant leader in secure payments and trusted transactions. All of these new processes have resulted in giving parents a clear picture of their account, increased efficiencies and reduced administrative time within our organization.

## **Recent Media Coverage**

- \* October 7, 2022 – [Neighbours voice continued concern over high-density Parry Sound development](#)

## **Progress on the Become an ECE Campaign**

Over the next few weeks, all homes in the District of Parry Sound should receive a 'Become An Early Childhood Educator (ECE)' brochure in their mailbox through Canada Post. This direct mail campaign encourages readers to visit the [www.becomeanece.ca](http://www.becomeanece.ca) website where they can find more information on what an ECE does, how to become an ECE, and financial supports available. To view the brochure, click here <https://bit.ly/3NIMy6O>

## Social Media

### Facebook Stats

<b>District of Parry Sound Social Services Administration Board</b>	<b>APR 2022</b>	<b>MAY 2022</b>	<b>JUNE 2022</b>	<b>AUG 2022</b>	<b>SEPT 2022</b>	<b>OCT 2022</b>
Total Page Followers	331	343	358	382	393	400
Post Reach this Period (# of people who saw post)	5,194	8,396	8,955	10,269	3,847	3,827
Page Views this Period	60	104	127	183	166	424
Post Engagement this Period (# of reactions, comments, shares)	412	854	692	945	446	406

<b>Esprit Place Family Resource Centre</b>	<b>APR 2022</b>	<b>MAY 2022</b>	<b>JUNE 2022</b>	<b>AUG 2022</b>	<b>SEPT 2022</b>	<b>OCT 2022</b>
Total Page Followers	118	118	119	121	121	121
Post Reach this Period (# of people who saw post)	54	48	208	17	49	32
Page Views this Period	7	8	18	10	8	20
Post Engagement this Period (# of reactions, comments, shares)	2	2	11	4	6	1

<b>The Meadow View</b>	<b>APR 2022</b>	<b>MAY 2022</b>	<b>JUNE 2022</b>	<b>AUG 2022</b>	<b>SEPT 2022</b>	<b>OCT 2022</b>
Total Page Followers	432	445	457	464	409	479
Post Reach this Period (# of people who saw post)	1,098	7,320	8,636	461	3,041	260
Page Views this Period	250	522	263	143	96	68
Post Engagement this Period (# of reactions, comments, shares)	133	877	448	36	39	31

## Twitter Stats

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

	<b>APR 2022</b>	<b>MAY 2022</b>	<b>JUNE 2022</b>	<b>AUG 2022</b>	<b>SEPT 2022</b>	<b>OCT 2022</b>
<b>Total Tweets</b>	3	6	6	9	5	3
<b>Total Impressions</b>	235	217	265	226	146	63
<b>Total Profile Visits</b>	37	230	200	20	16	11
<b>Total Followers</b>	15	16	18	25	23	23
<b>Total Mentions</b>	-	5	1	1	1	1

## Linkedin Stats

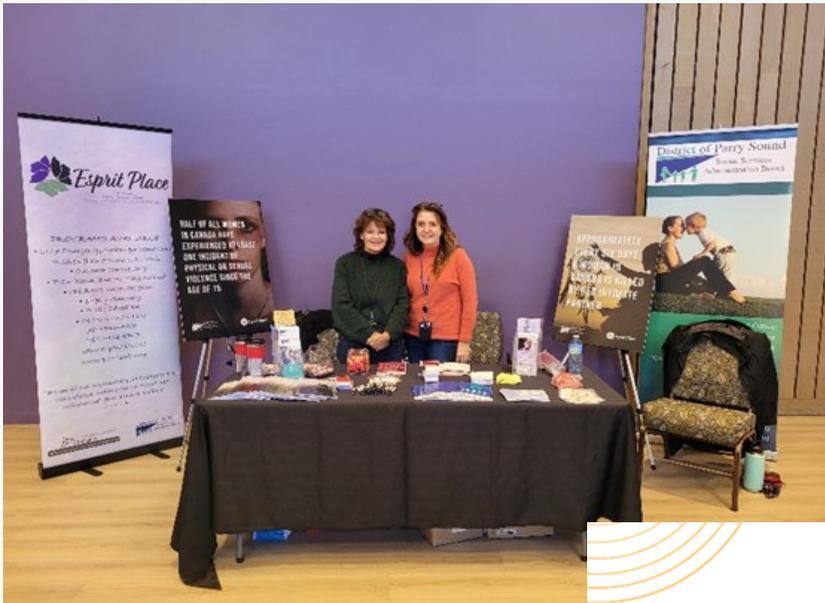
Link to DSSAB's LinkedIn page - <https://bit.ly/2YyFHIE>

	<b>APR 2022</b>	<b>MAY 2022</b>	<b>JUNE 2022</b>	<b>AUG 2022</b>	<b>SEPT 2022</b>	<b>OCT 2022</b>
<b>Total Followers</b>	50	53	98	179	274	297
<b>Search Appearances (in last 7 days)</b>	215	277	199	339	307	338
<b>Total Page Views</b>	13	21	33	61	132	150
<b>Post Impressions</b>	160	123	246	315	571	397
<b>Total Unique Visitors</b>	10	12	16	26	37	47

## **Out and About in the Community**

This month, DSSAB staff members attended the Health Fair at the Mary Street Centre in Parry Sound, hosted by the Aids Committee of North Bay & Area. Other exhibitors included the Parry Sound Friendship Centre, the North Bay Parry Sound District Health Unit, B'saanibamaadsiwin Indigenous Mental Health, and the Canadian Mental Health Association (CMHA).

Pictured below: Vicky Marshall, Community Relations Worker (Housing Stability) & Kathy Hughes, Program Lead (Housing Stability). Not shown in photo: JJ Blower, Communications Officer



COME LEARN ABOUT COMMUNITY SERVICES AND PROGRAMS AT THE PARRY SOUND

# Health Fair

October 21st, 2022  
11am-3pm  
Mary Street Centre  
Parry Sound

FOOD | PRIZES | GAMES | RESOURCES  
HEP C/HIV TESTING | NALOXONE

B'SAANIBAMAADSIWIN  
INDIGENOUS MENTAL HEALTH

District of Parry Sound  
Social Services  
Administration Board

Canadian Mental  
Health Association  
Muskoka - Parry Sound

Addictions and  
Mental Health Services

## Licensed Child Care Programs

### Total Children Utilizing Directly Operated Child Care in the District September 2022

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18M)	1	1	3	4	12	21
Toddler (18-30M)	13	8	12	21	36	90
Preschool (30M-4Y)	21	14	19	33	39	126
# of Active Children	35	23	34	58	87	237

Directly operated child care has been able to fill vacant spaces and enroll to near capacity in all programs as operations return to pre-pandemic levels. Ministry of Education licensing of the four child centres is now completed for 2022-2023.

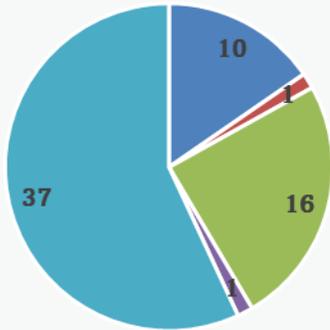
## School Age Programs

### September 2022

Location	Enrollment	Waitlist
Mapleridge After School	19	8
Mapleridge Before School	Opened in October	
St. Gregory's After School	12	
St. Gregory's Before School	9	
Sundridge Centennial After School	20	
Sundridge Centennial Before School	5	
Magnetawan Central After School	11	
Land of Lakes After School	12	
Home Child Care	25	8
# of Active Children	113	16

A second room at Mapleridge After School Program has been secured to accommodate children from the waitlist. As well, a Mapleridge Before School Program opened in October so children will not have to be bussed in the morning. This will create a more seamless day for the children and families.

## Directly Operated Child Care Waitlist by Program September 2022



All programs have drawn from their current waitlists to fill existing spaces. The programs will be reaching out to current wait listed families to determine their immediate needs.

■ 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	3	3
October	1	3	October		
November	0	3	November		
December	1	4	December		

**Total Children by Funding Source  
September 2022**

<b>Active</b>	<b># of Children</b>	<b># of Families</b>
Afterschool Fee Subsidy	37	35
Fee Subsidy	160	153
Full Fee	232	222
Ontario Works	10	9
<b>Total</b>	<b>439</b>	<b>419</b>

<b>Funding Source - New</b>	<b># of Children</b>	<b># of Families</b>
Afterschool Fee Subsidy	10	10
Fee Subsidy	38	37
Full Fee	51	48
Ontario Works	1	1
<b>Total</b>	<b>100</b>	<b>96</b>

<b>Funding Source - Exits</b>	<b># of Children</b>	<b># of Families</b>
Afterschool Fee Subsidy	6	5
Fee Subsidy	16	16
Full Fee	11	10
Ontario Works	5	4
<b>Total</b>	<b>38</b>	<b>35</b>

## Inclusion Support Services

### September 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	9	13	23	1	1	0
Preschool (30M-4Y)	5	35	40	56	1	3	2
School Age (4Y+)	8	21	27	31	0	0	2
Monthly Total	17	63	80	-	2	4	4
YTD Total	22	70	-	136	25	38	33

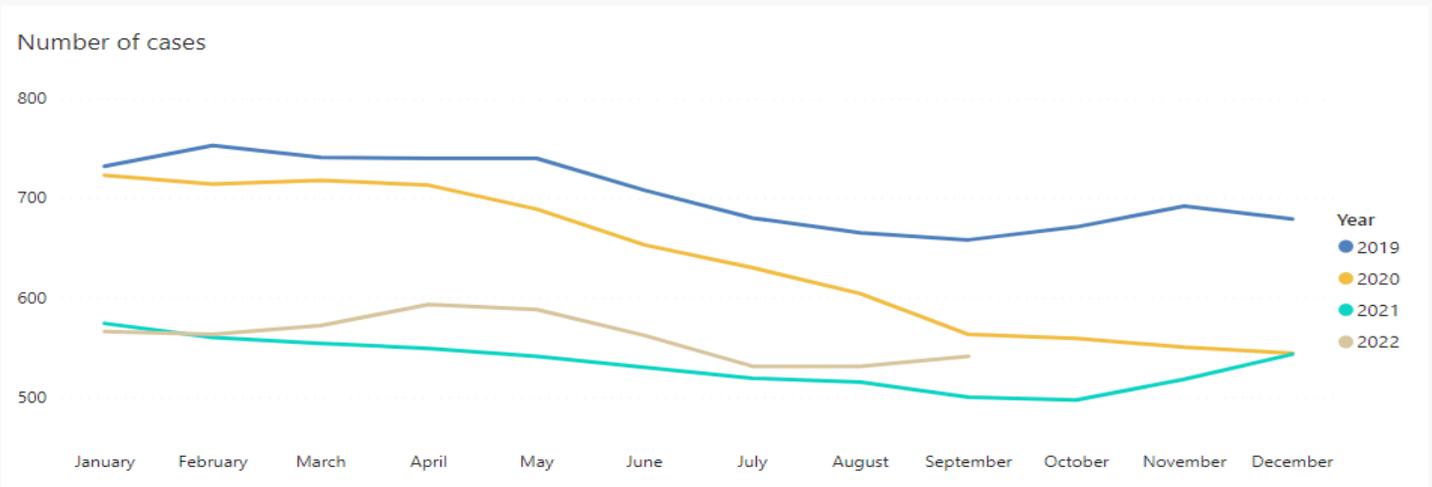
## EarlyON Child and Family Programs

### September 2022

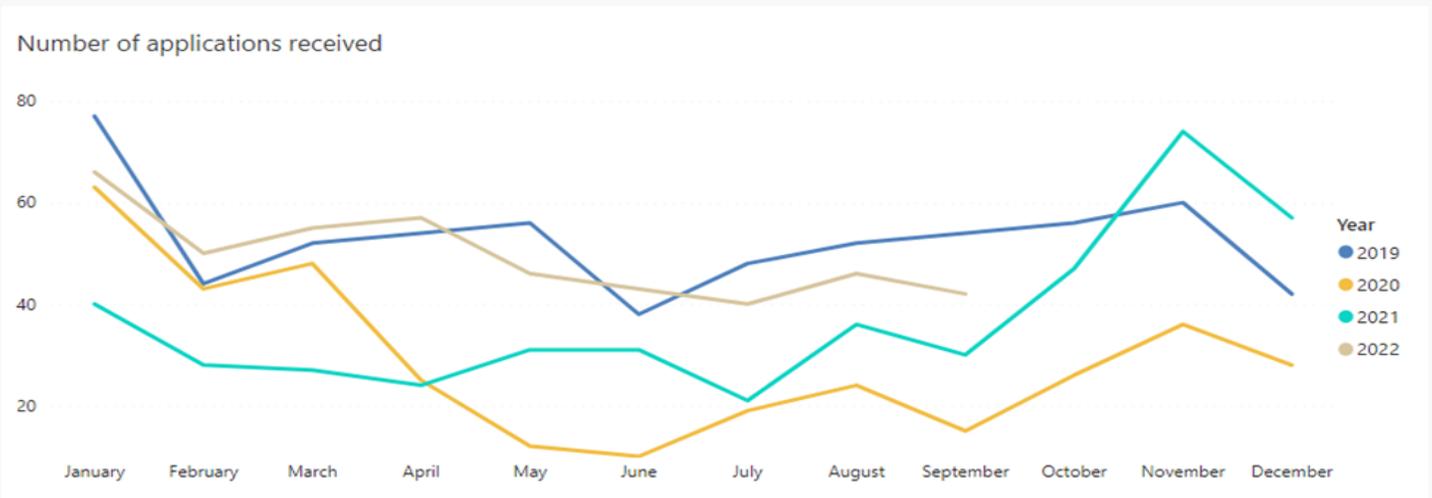
Activity	September	YTD
Number of Children Attending	479	3,386
Number of New Children Attending	47	424
Number of Families Visiting	448	2,631
Number of New Families Visiting	49	368
Number of Virtual Programming Events	0	79
Number of Family Engagements with Virtual Events	406	6,040

EarlyON has been planning the re-opening of satellite programs to better reach families that are in our more remote communities. Most satellites were fully operational by the end of October. The program will be starting a virtual Moms to Moms group through the Microsoft Teams App which will allow for mothers to connect who otherwise cannot access one of the in-person groups.

## Ontario Works Caseload September 2022



## Ontario Works Intake - Social Assistance Digital Application & Centralized Intake September 2022



**Ontario Works applications**

**2** ▲  
Average received per business day

**43**  
Received Sep 2022

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**Emergency Assistance applications**

**1** ▲  
Average received per business day

**20**  
Received Sep 2022

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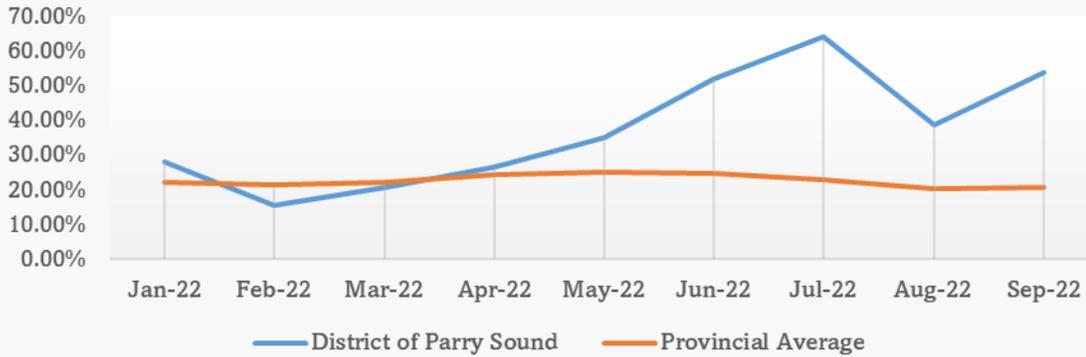
**Average number of business days from screening to grant**

**1.0** ▲  
Ontario Works

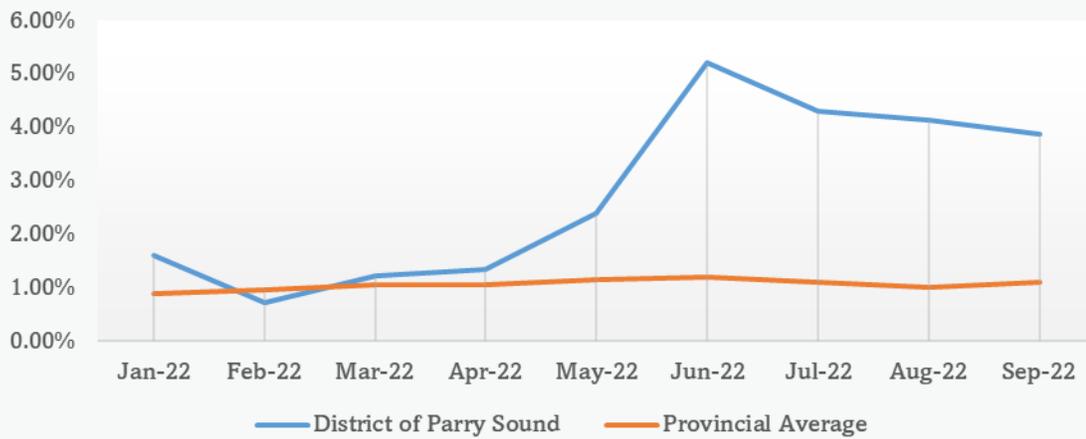
**0.7** -  
Emergency Assistance

## Employment Assistance & Performance Outcomes

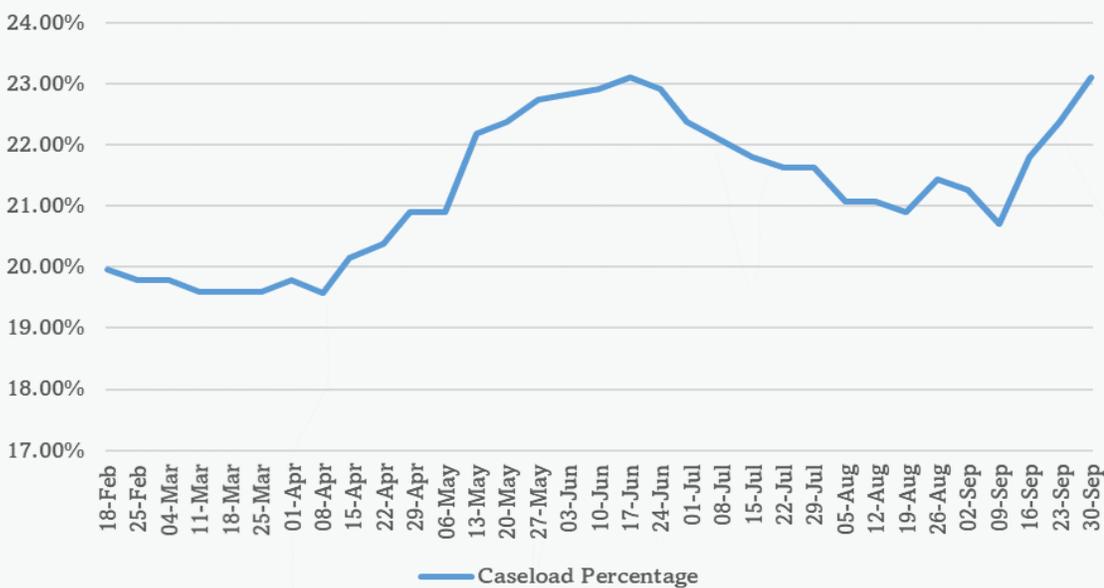
### % of Closures Exiting to Employment



### % of Caseload Exiting to Employment

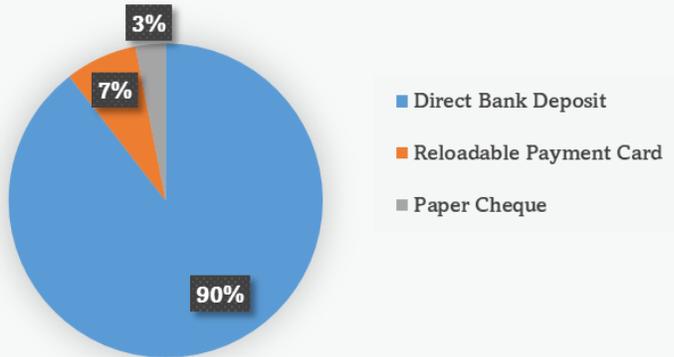


## MyBenefits Enrollment 2022



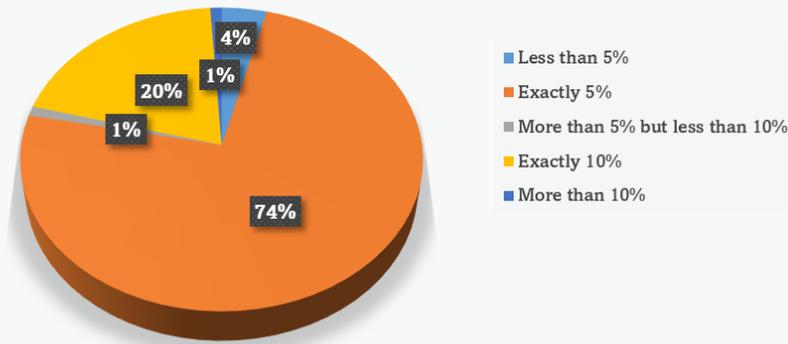
## DBD Enrollment

Payment Receipt Method  
September 2022



## Overpayment Recovery Rate

September 2022



## Housing Stability Program - Community Relations Workers September 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	11
ODSP	10	30
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	17
ODSP	10	24
Ontario Works	5	8
Low Income	7	21

### Contact/Referrals

	East	West	YTD
Homeless	5	3	68
At Risk	2	8	67
Esprit Outreach Homeless	1	1	7
Esprit Outreach at Risk	0	0	17
Esprit in Shelter		1	13
Program Total			165

### Short Term Housing Allowance

	Active	YTD
September	16	96

### Housing Stability: Household Income Sources and Issuance from HPP:

Income Source	Total	HPP
Senior	1	\$25.00
ODSP	3	\$679.00
Ontario Works	2	\$225.00
Low Income	6	\$534.80
No Income	0	\$0

Reason for Issue	Total
Rental Arrears	\$404.00
Utilities/Firewood	\$0
Transportation	\$184.80
Food/Household/Misc.	\$875.00
Emergency Housing	\$0
Total	\$1,463.80

## Ontario Works: Household Income Sources and Issuance from HPP

Income Source	Total	HPP
Senior	4	\$2,336.88
ODSP	15	\$10,590.51
Ontario Works	5	\$3,340.00
Low Income	1	\$944.41
No Income	0	\$0

Reason for Issue	Total
Rental Arrears	\$4,144.41
Utilities/Firewood	\$6,311.98
Transportation	\$75.00
Food/Household/Misc.	\$6,680.41
Emergency Housing	\$0
<b>Total</b>	<b>\$17,211.80</b>

### Hotel Project

	MidTown Parry Sound	YTD Total	Caswells Sundridge	YTD Total
<b>Adults</b>	15	41	6	23
<b>Children</b>	0	1	0	1
<b>Totals</b>	15	42	6	24

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

### By-Name List Report September 2022



A By-Name List is a real time list of all people experiencing homelessness in our community who would like to receive assistance to access housing services and supports. This is an ongoing process with people being added to the list as they connect or re-connect. The list will be created by conducting a Point-in Time Count which includes collecting demographic information about people experiencing homelessness using a set of 17 common questions that align with the enumeration approach used by the federal Reaching Home Program.

A people-centered approach to the By-Name List process will consider individual needs and promote safety, including cultural safety and cultural appropriate responses and practices. People and their experiences and stories are vital to conducting both enumeration (Point-in Time Count) and the By-Name Lists.

## Housing Programs

### Social Housing Centralized Waitlist Report September 2022

	East Parry Sound	West Parry Sound	Total
Seniors	34	102	136
Families	142	439	581
Individuals	503	217	720
<b>Total</b>	<b>679</b>	<b>758</b>	<b>1,437</b>
Total Waitlist Unduplicated			494

### 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	16		10	1	1
Oct	16	1	6	1		Oct					
Nov	9		16	2		Nov					
Dec	9		2	2		Dec					
<b>Total</b>	<b>121</b>	<b>6</b>	<b>55</b>	<b>19</b>	<b>3</b>	<b>Total</b>	<b>98</b>	<b>5</b>	<b>48</b>	<b>12</b>	<b>3</b>

SPP = Special Priority Applicant

- Housing Programs approved 16 new applicants in the month of September
- One applicant was housed from the centralized waitlist - also held special priority status.
- 10 cancelled applications in September:
  - ◊ 4 refused offers
  - ◊ 3 requested to be removed from the CWL – via update form
  - ◊ 1 online applicant requested to be removed
  - ◊ 1 was found to have assets in excess
  - ◊ 1 was deceased

**Parry Sound District Housing Corporation  
September 2022**

Activity for Tenant and Maintenance Services

	<b>Current</b>	<b>YTD</b>
<b>Move outs</b>	1	15
<b>Move in</b>	3	49
<b>L1/L2 Forms</b>	0	3
<b>N4 - notice of eviction for non payment of rent</b>	0	5
<b>N5 - notice of eviction disturbing the quiet enjoyment of the other occupants</b>	0	9
<b>N6 - notice of eviction for illegal acts or misrepresenting income for RGI housing</b>	0	0
<b>N7 - notice of eviction for willful damage to unit</b>	0	0
<b>Repayment Agreements</b>	7	30
<b>Wellness Checks</b>	5	92
<b>Mediation/Negotiation/Referrals</b>	19	124
<b>No Trespass Order</b>	0	1

## Maintenance

Pest Control	8	8 buildings monitored monthly
Vacant Units	15	one-bedroom (10); multiple bedroom (5) (not inclusive of The Meadow View)
After Hours Calls	5	Homeless individual, possible break in, disruptive tenant, no heat, lost keys 3 staff participate in on call phone tree system
Work Orders	40	maintenance work and related materials for the month of September
Fire Inspections	0	
Incident Reports	0	

## **Capital Projects September 2022**

### Local Housing Corporation and DSSAB Buildings

- \* Quotes requested for the replacement of 2 HVAC units, along with roof assessment underway for the Waubeek Childcare Centre
- \* Duplex Renovations: Burk's Falls, South River - **final drawings being prepared**
- \* Highlands Childcare Centre: Water/Mechanical Systems - **plan in place; equipment installed and monitoring**
- \* Esprit expansion – **structural review underway; awaiting tender documents**
- \* Other Work completed during this time:
  - √ Approved a quote for replacement of windows
  - √ 5 heaters were replaced
  - √ Furnace filters were replaced at The Meadow View
  - √ Window and door sealants were replaced at the townhomes
  - √ Yardi training was completed
  - √ Dump runs were completed for various tenants/units to be turned over
  - √ Minor work orders were completed throughout the district
  - √ Generator line at 118 Church Street was buried
  - √ Retained CDCD Engineering to assess the retaining wall
  - √ Unit inspections completed and toilets were replaced
  - √ Carpets cleaned at Beechwood building with quote to replace the carpets where flooding occurred in September; investigation underway
  - √ Interviews and onboarding have been completed for a replacement for a new part-time position

## Esprit Place Family Resource Centre

Emergency Shelter Services	September 2022	YTD
Number of women who stayed in shelter this month (may be duplicated within the month or year)	4	40 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	3	24
Direct service hours to women (shelter and counselling)	101	702
Resident bed nights (women and children)	169	1,571
Occupancy rate	56%	57%
Days at capacity	0 days at COVID capacity (7 rooms occupied)	21
Days over capacity	0	0
Phone interactions (crisis/support)	32	305

Outreach Services	September 2022	YTD
Number of women served this month	6	79
Number of NEW women registered in the program	1	36
Number of public ed/groups	0	1

Transitional Support	September 2022	YTD
Number of women served this month	6	35
Number of NEW women registered in the program	0	19
Number of public ed/groups offered	0	0

<b>Child Witness Program</b>	<b>September 2022</b>	<b>YTD</b>
Number of children/women served this month	6	60
Number of NEW clients (mothers and children) registered in the program	2	25
Number of public ed/groups offered	1	2