

District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

January 2023

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.

Supportive Housing Roundtable

On November 9th I had the pleasure of traveling to Sudbury to participate in a roundtable on supportive housing with Associate Minister of Housing, Michael Parsa. The Associate Minister of Housing was hosting six (6) regional roundtables in November 2022 to hear how supportive housing is working in local communities, and how we can continue to collaborate to improve supportive housing in Ontario.

Participants included key supportive housing stakeholders such as Service Managers (including District Social Services Administration Boards), local supportive housing and service providers, Indigenous partners and other sector organizations.

These engagements built on the consultations that the Ministries of Municipal Affairs and Housing (MMAH), Health (MOH) and Children, Community and Social Services (MCCSS) undertook between October 2020 and February 2021.

OMSSA's 2022 Policy Conference

OMSSA hosted more than 270 human and public services leaders from across Ontario for their in-person 2022 Policy Conference held on December 7th and 8th in Toronto. Myself and our Director of Income Support & Stability were able to attend.

The 2022 Policy Conference focused on strategic conversations about the policy priorities into 2023 and beyond. This included key issues such as: economic recovery and public policy turmoil, mental health partnerships, affordable and supportive housing, decriminalization of illicit drugs, food insecurity, human services integration, child care workforce planning and data collection, anti-Indigenous racism, employment services transformation, encampment policies, and climate change and its impact on human services.

OMERS Update

In the last quarter of 2022, we experienced some big changes in Human Resources. As previously mentioned, we have been preparing for the change to OMERS eligibility for 2023. The OMERS Sponsors Corporation approved a change to the OMERS Primary Pension Plan that will allow immediate eligibility to join the Plan for all existing and newly hired non-full-time (NFT) employees who are not currently Plan members. The effective date of this Plan change is January 1, 2023. Previously, only continuous full-time employees were eligible to participate in the OMERS Pension Plan. NFT employees are referred to as “other than continuous full-time” (OTCFT) employees under the Plan. An OTCFT employee is any employee who is working for and paid directly by an OMERS employer on a less than continuous full-time (CFT) basis. This fall, we offered OMERS enrollment to thirty-nine NFT employees, and 19 employees elected to enroll. Our Pensions and Benefits Coordinator has been busy!

New Performance Management Process

We have created a new performance management process and all new performance evaluations. The new performance management process provides everyone in the organization with a framework for both individual and organizational success by aligning individual performance expectations and career planning objectives with the strategic direction of the organization. Throughout the process we strive to embed our core values in everything we do. Our core values (as defined within our Strategic Plan) are as follows: Kind, Inclusive, Collaborative, Respectful, Integrity, and Dependable. This new process is a collaborative approach with each employee working with their supervisor to identify goals for the upcoming year. At the performance review meeting the supervisor and employee will also discuss performance achievements and opportunities of the previous period. We are looking forward to using this new process to assist with identifying individual and group training needs as well as with succession planning. This new process became effective January 1, 2023 and has moved us to electronic forms and capabilities.

New Policy Management System

Our third major change this fall was the implementation of a new Policy Management System (DocTract), which gives employees easy on-line access to all policies and procedures. DocTract automates the entire Policy and Procedure process. Each key step from adding/revising documents, getting feedback, completing approvals to periodic reviews is fully integrated with built-in notifications. We can now quickly and easily obtain confirmation from employees that they have read Policies and Procedures with built-in Attestation capabilities.

Progress on the Become an ECE Campaign

Our third and final billboard has been installed, and is located on Joseph Street in Parry Sound, directly in front of Adventure Academy Inc (Licensed Child Care Centre). This will provide ideal visibility on this busy street to families entering the centre, traffic, and especially to high school students who walk past this sign regularly.



Canada-Wide Early Learning Child Care (CWELCC)

We are happy to announce that we are at 100% opt in for CWELCC and all agreements have been signed for the District of Parry Sound. The province remains at 92%. A significant amount of time, energy and formula building has gone into ensuring that parents received rebates and licensed providers received funding to support the implementation. We are now preparing for the next reduction to be implemented for January 2023. We have a total of 21 Licensed Child Care Providers:

- Home Child Care Program (1)
- Directly Operated Child Care Programs (4)
- Private, For-Profit Child Care Provider (1)
- Non-Profit Child Care Providers (15)

In late fall, the Child Care Service Management team began working closely with the Finance department to look at improving our current billing system. We have spent time learning and implementing additional features in the HiMama platform that will allow for seamless billing and payment options. This upgrade will make payment options convenient and easy for families.

Quality Assurance

Our Quality Assurance supervisor has over 70 child care sites to visit in the District of Parry Sound. Our QA provides pedagogical support to programs and staff to reach their potential for high quality child care. During November and December, our QA attended the following:

- 2 Home Child Cares
- 2 Licensed Child Cares
- 7 Afterschool Programs
- 8 EarlyON Centres

Recruitment and retention of Early Childhood Educators remains a priority for our district and echoed throughout the province. We continue to offer training and development opportunities to support staff. Our partnership with Agilec continues to be a great success. Agilec closed the second cohort of workshops on December 19th, from there the final 3rd cohort will begin starting January - March 2023. We have opened all courses to front line staff wanting to take additional leadership courses to help support succession planning. To date we have had 129 course registrations with 72 courses now completed. QA also organized a webinar with a registered dietician from the North Bay Parry Sound District Health Unit for a *Menu Planning Workshop* with all cooks and supervisors of licensed childcare centers on December 2nd.

Our QA has met with Indigenous partners at the Parry Sound Friendship Centre and the Parry Sound High School, Indigenous Curriculum Teacher, to discuss opportunities for introducing Indigenous teachings into our childcare programs. A series of resources have been recommended and purchased. We are hoping to introduce teachings in 2023.

Quality Assurance continues to support development of programs and was able to support the purchase of educational learning equipment (Tuff Trays & Play Trays) for all programs in the district to enhance and support *“How Does Learning Happen”* in each environment. These trays will assist staff in delivering high quality programming and will allow additional learning opportunities for the children in each setting.

With Workforce funding, we also purchased 124 Scholar's Choice One-year "Vault Memberships" for all RECE, and Non-ECE's working districtwide in our childcare programs. The memberships provide exclusive resources to help support the classroom, educators, in both childcare and home learning environments.

We are finally starting to see a return to normal from COVID. Our QA will be participating with The Comprehensive Approach to Positive Parenting committee (CAPP) - a group designed to plan, implement, and evaluate an integrated system of services to promote positive parenting of every child and family in the District of Parry Sound.

Out and About in the Community

This month, DSSAB & Esprit staff visited the Home Depot during the Orange Door Campaign which raised \$6,624.05 for Esprit Place between November 29th & December 18th. We are grateful for the support of the Home Depot Canada Foundation for selecting Esprit Place Family Resource Centre to be the charitable partner of our local Parry Sound Home Depot store during their Orange Door Project Campaign. Pictured below: Home Depot staff member, joined by JJ Blower, Communications Officer.



We'd also like to thank the Ontario Provincial Police Veterans Association (OPPVA) for their generous donation of \$250.00 which will help support the women and children residing at Esprit Place and served through outreach within the District of Parry Sound.

Pictured below: Ken Sexton presents a \$250 donation cheque on behalf of the OPPVA to Jennifer Bouwmeester, Director of Women's Services at [Esprit Place Family Resource Centre](#).



Facebook Pages



A friendly reminder to follow our Facebook pages!

- ◆ [District of Parry Sound Social Services Administration Board](#)
- ◆ [Esprit Place Family Resource Centre](#)
- ◆ [EarlyON Child and Family Centres in the District of Parry Sound](#)
- ◆ [The Meadow View](#)

Social Media

Facebook Stats

District of Parry Sound Social Services Administration Board	JUNE 2022	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022
Total Page Followers	358	382	393	400	409	410
Post Reach this Period (# of people who saw post)	8,955	10,269	3,847	3,827	6,431	4,180
Page Views this Period	127	183	166	424	450	171
Post Engagement this Period (# of reactions, comments, shares)	692	945	446	406	437	59

Esprit Place Family Resource Centre	JUNE 2022	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022
Total Page Followers	119	121	121	121	127	127
Post Reach this Period (# of people who saw post)	208	17	49	32	1,155	353
Page Views this Period	18	10	8	20	105	18
Post Engagement this Period (# of reactions, comments, shares)	11	4	6	1	46	36

The Meadow View	JUNE 2022	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022
Total Page Followers	457	464	409	479	487	488
Post Reach this Period (# of people who saw post)	8,636	461	3,041	260	8,588	750
Page Views this Period	263	143	96	68	220	60
Post Engagement this Period (# of reactions, comments, shares)	448	36	39	31	101	70

Twitter Stats

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

	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022
Total Tweets	9	5	3	8	1
Total Impressions	226	146	63	50	13
Total Profile Visits	20	16	11	18	24
Total Followers	25	23	23	25	26
Total Mentions	1	1	1	1	1

Linkedin Stats - used primarily for HR recruitment & RFP/Tender postings

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

	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022
Total Followers	179	274	297	377	377
Search Appearances (in last 7 days)	339	307	338	225	176
Total Page Views	61	132	150	73	45
Post Impressions	315	571	397	767	374
Total Unique Visitors	26	37	47	29	15

Licensed Child Care Programs

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

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18M)	3	0	3	4	14	24
Toddler (18-30M)	13	7	11	19	36	86
Preschool (30M-4Y)	20	15	19	36	38	128
# of Active Children	36	22	33	59	88	238

Some of the Directly Operated Child Care Centres have been offering the Seeds of Empathy program to the preschool children. This program uses a combination of baby visits, stories, and other means to teach young children empathy as they track a baby's growth over several months. The children embrace the visits and are eager to talk about all the new things the baby is able to do.

The Ministry of Education has created an updated on-line Parent Screening Tool and is reminding parents to screen their child daily and remain at home should their child be experiencing any respiratory or gastrointestinal symptoms of illness. Staff and Home Child Care Providers are completing a daily health check prior to children entering the programs in an attempt to keep everyone as healthy as possible.

For the first time in two years, Santa was able to attend our programs in-person. The children were super excited to meet the big guy and receive a special book to take home. Staff took photos of the big event and sent them to parents through HiMama.

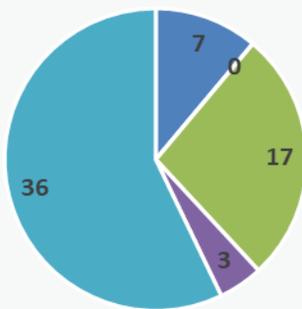
Starting this month, all centre-based families will be on HiMama Autopay where fees will be automatically charged to a credit card or automatically withdrawn. School Age Program families will be using the new payment system starting in February. Some logistics still need to be sorted before the Home Child Care Program families will be joining.

School Age Programs

November 2022		
Location	Enrollment	Waitlist
Mapleridge After School	19	7
Mapleridge Before School	8	
St. Gregory's After School	12	
St. Gregory's Before School	1	
Sundridge Centennial After School	19	
Sundridge Centennial Before School	4	
Magnetawan Central After School	5	
Land of Lakes After School	15	
Home Child Care	34	8
# of Active Children	117	15

Attendance continues to be consistent in the remaining After School Programs. We will be reviewing program viability this year and working with the Nipissing Parry Sound Catholic Board and the Near North District School Board to do projections for September 2023. The School Boards will be responsible for preparing and distributing the annual school age needs survey in March.

Directly Operated Child Care Waitlist by Program **November 2022**



■ Fairview ■ First Steps ■ Highlands ■ Waubeek ■ HCCP

Highlands has seen an increase in the need for preschool spaces and is at capacity to start the year.

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	1	3
November	0	3	November	0	0
December	1	4	December		

Total Children by Funding Source November 2022

Active	# of Children	# of Families
Afterschool Fee Subsidy	32	31
Fee Subsidy	143	136
Full Fee	233	225
Ontario Works	7	7
Total	415	399

Funding Source - Exits	# of Children	# of Families
Afterschool Fee Subsidy	2	2
Total	2	2

Funding Source - New	# of Children	# of Families
Afterschool Fee Subsidy	1	1
Fee Subsidy	5	5
Full Fee	1	1
Total	7	7

Inclusion Support Services

November 2022

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	0	1	1	0
Toddler (18-30M)	3	7	10	23	1	1	1
Preschool (30M-4Y)	7	39	46	62	1	3	6
School Age (4Y+)	8	20	28	32	0	0	10
Monthly Total	18	66	84	-	3	5	17
YTD Total	24	72	-	153	29	50	50

Inclusion Support Services staff have been assisting with the licensed child care centres and the School Age Programs to maintain their required staffing levels. Referrals continue to be made to the program from a number of sources including families, community agencies, EarlyON Child and Family Programs, and licensed child care programs. All transition to school plans have been completed and the Resource Consultants will be turning their focus to preparing eligible children for entry to school in September.

EarlyON Child and Family Programs

November 2022

Activity	November	YTD
Number of Children Attending	763	4,889
Number of New Children Attending	69	632
Number of Families Visiting	697	3,798
Number of New Families Visiting	59	546
Number of Virtual Programming Events	3	82
Number of Family Engagements with Virtual Events	161	7,185

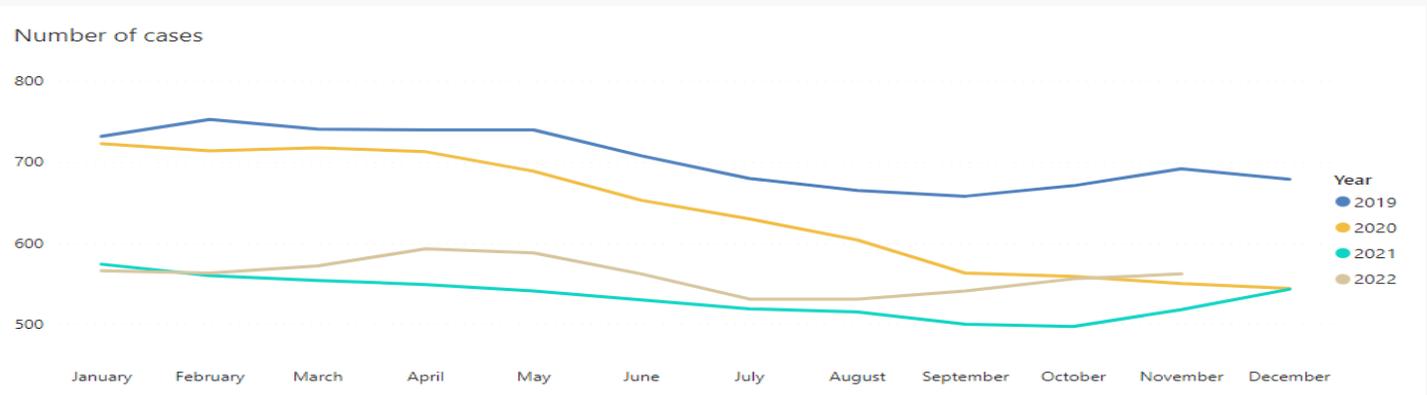
New and returning families are excited to have all programs open at least one morning a week. Programs are well-attended and supported by all the communities.

EarlyON staff are currently working with the Great Beginnings Program staff through Handsthefamilyhelpnetwork to re-open in-person programs in Burk's Falls and Parry Sound. The Great Beginnings Program offers new families post-natal care and the opportunity to meet together with multi-disciplinary support from the North Bay Parry Sound District Health Unit nursing and nutrition teams, Inclusion Support Services, Hands Infant Development Team, and EarlyON Program Facilitators.

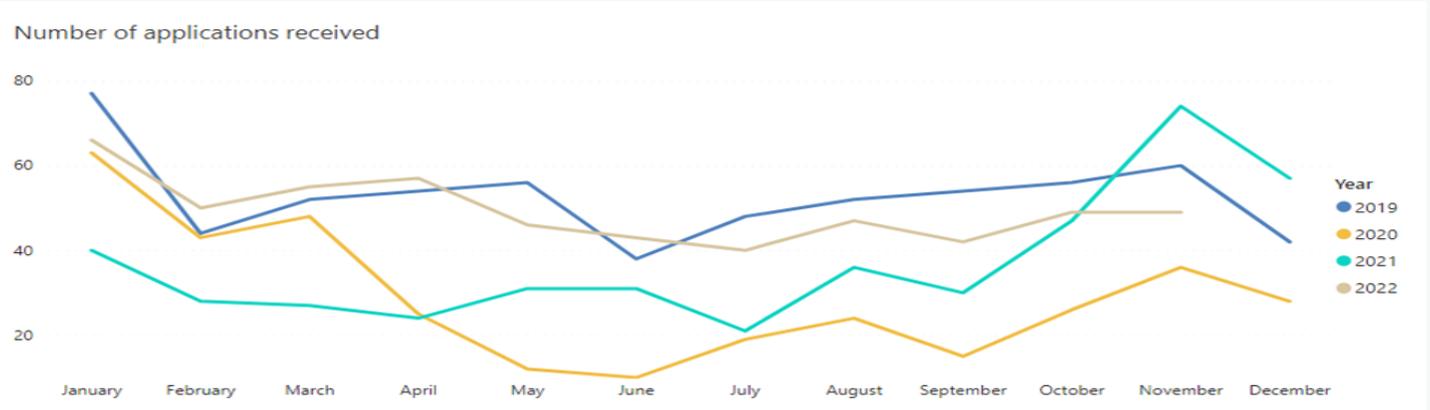
Income Support & Stability Update

- In November a joint program meeting was held with all of Income Support and Stability program staff (Ontario Works and Housing Stability) attending. The day was a great collaboration of ideas, things to come, and celebrating everyone's successes.
- Yubikeys have been provided to staff so that they are able to connect with FIIT while out in the community providing increased mobility and flexibility in our Outreach work. This allows for more flexibility when requiring to be out in the community and connected to the program.
- Trauma Informed Care training took place over a period of a week. Staff feedback from the training was positive and it provided an excellent foundation as to how trauma can affect so many aspects of someone's life and the best way to support through a trauma informed care lens. This tied in nicely with the Motivational Interviewing Training that was completed in early 2022. The training was completed virtually through OMSSA.
- The Director of Income Support and Stability attended the OMSSA Policy Conference. Plenaries of interest included a review of the implementation of Employment Services Transformation from pilot sites and integrating Social Services and Health Care.

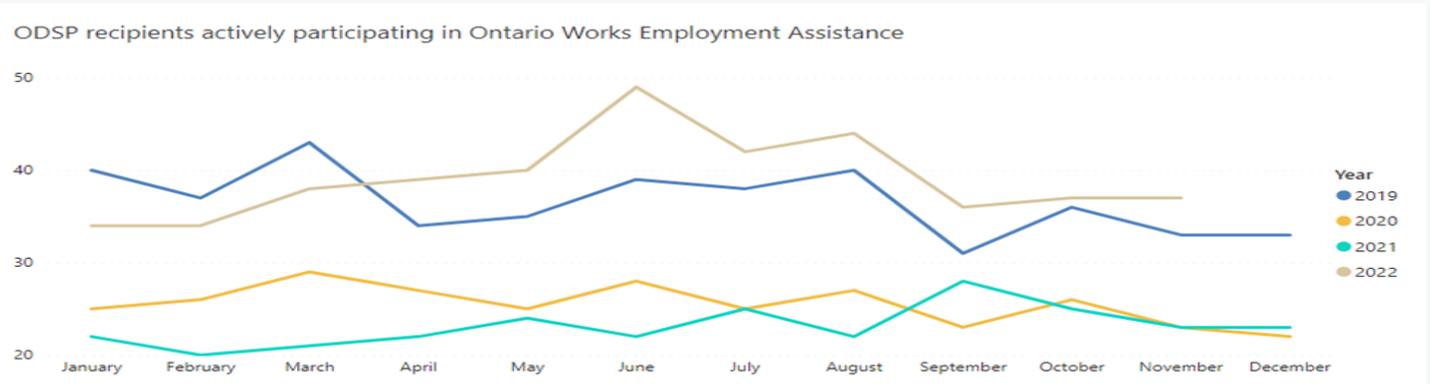
Ontario Works Caseload November 2022



Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office November 2022



ODSP Recipients Actively Participating in Ontario Works Employment Assistance November 2022



The Ontario Works Caseload is up slightly to **562** as we enter to the winter season. There are also **55** Temporary Care Assistance cases on caseload as well. There are **37** ODSP recipients participating in OW Employment Assistance.

Ontario Works applications

2 ▼
Average received per business day

49
Received Nov 2022

Emergency Assistance applications

1 ▲
Average received per business day

15
Received Nov 2022

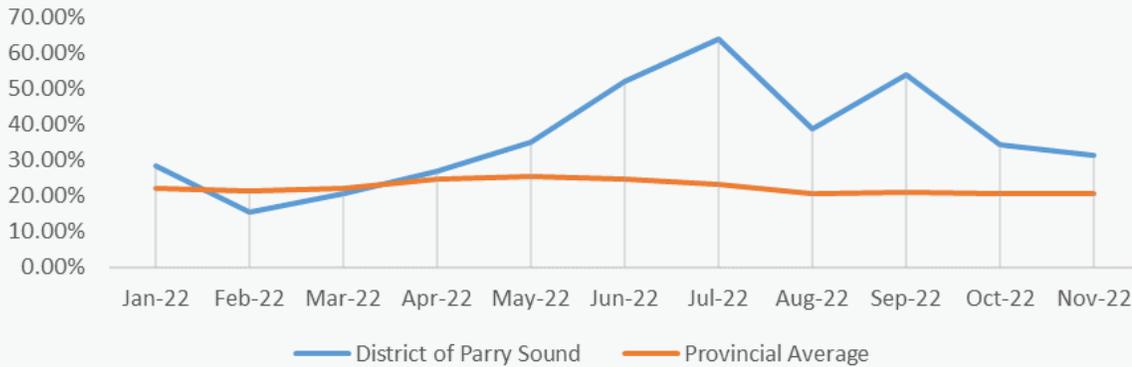
Average number of business days from screening to grant

1.5 -
Ontario Works

0.1 -
Emergency Assistance

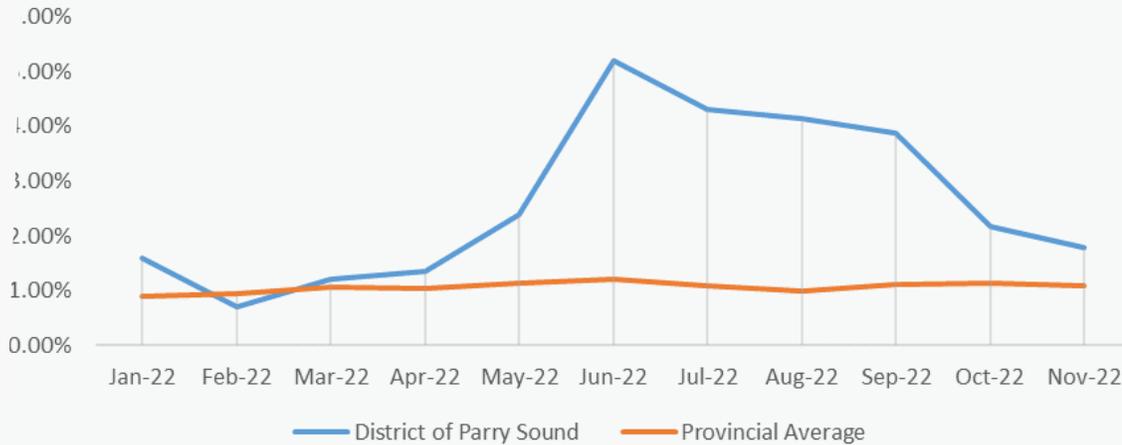
Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment



Target - 30.34%
 1Q Result - 27.85%
 2Q Result - 43.93%
 3Q Result - 51.25%
 November 2022 - 31.25%
 YTD - 38.95%

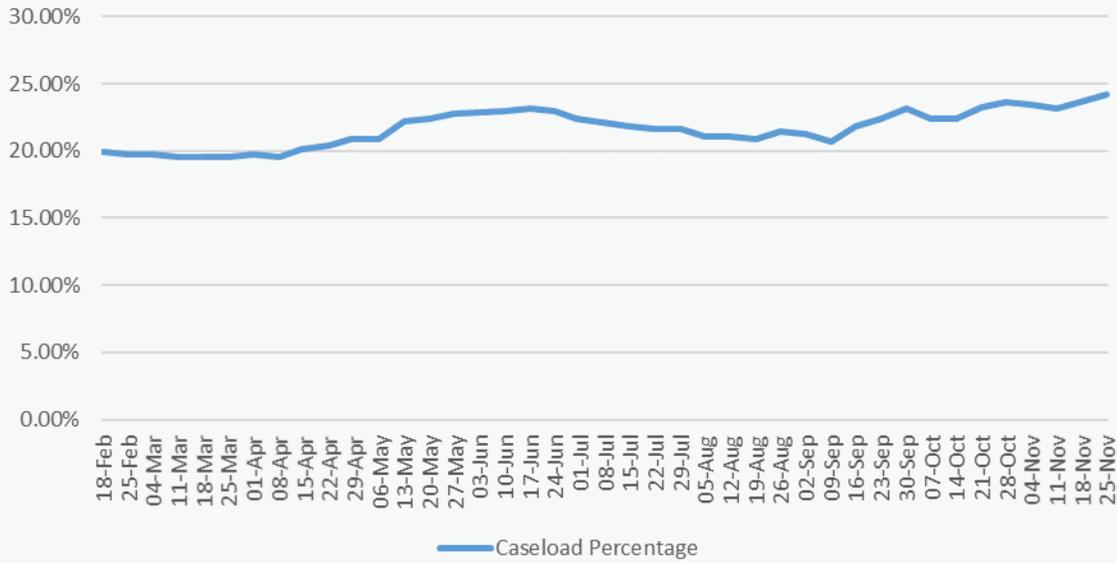
% of Caseload Exiting to Employment



Target - 2.47%
 1Q result - 1.53%
 2Q result - 3.3%
 3Q result - 4.12%
 November 2022 - 1.78%
 YTD - 2.73%

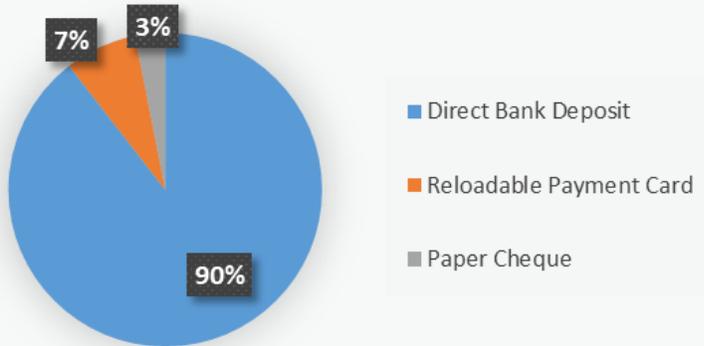
MyBenefits Enrollment 2022

MyBenefits Enrollment by Week



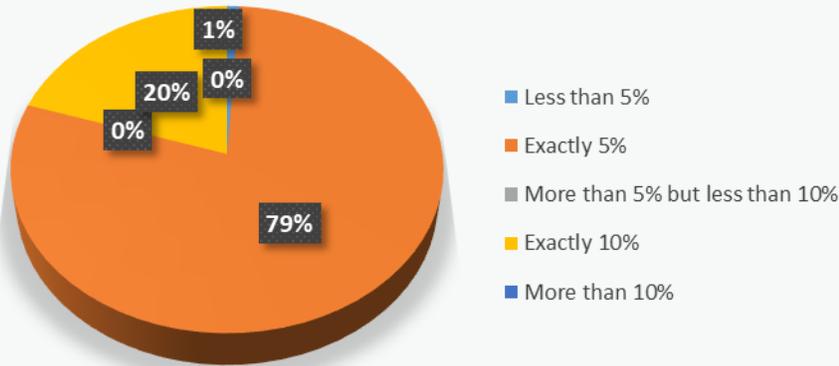
DBD Enrollment

Payment Receipt Method November 2022



Overpayment Recovery Rate

November 2022



Ontario Works Update

- The last few months have been busy ones in Ontario Works East. A van that was purchased was delivered and staff are taking every advantage they can to take it out into the community to meet their participants where they are at rather than having participants struggle to find rides to come into our office. This has been a big success considering the large area we serve, and that clients can be upwards of an hour away from our office. Having a van has also allowed for the transportation of clients when required, which continues to break down barriers and help move participants towards self-sufficiency.
- The Greener Pathways Bike Drive generated approximately 30 bikes for individuals across the district. A big thank you to our partners at Parry Sound Bikes and Canadian Tire in Parry Sound.
- Discussions have begun with Nipissing North Bay ODSP and Ontario Works to discuss joint protocols and create a healthy partnership between the offices. Meetings have been scheduled for this month. We continue to meet bi-monthly with the ODSP Manager from Bracebridge. ODSP staff continue to attend our offices on a regular basis.
- A partnership is being formed with the Almaguin Adult Learning Center to deliver training to participants labelled “Fresh Start”. The sessions in this training will provide such things as getting ready for change, preparing for employment, managing change, and starting and retaining your new job. These topics were prepared in collaboration with feedback from Case Workers who identified specific needs of the participants.
- In October, Ontario Works staff participated in First Aid/CPR training.
- Employment Services Transformation has begun for the North. The transfer of Social Assistance Employment Assistance to Employment Ontario through a Service System Manager model has been taking place since 2020 in various municipalities. The North and Toronto are the final catchment areas to go through this process and the Income Support and Stability Management Team have been participating in Market Sounding Engagement Sessions hosted by the Ministry of Labour, Immigration, Skills, Training and Development and with potential Service Managers. As the proposed Northeast catchment area is quite large, we have been communicating and advocating for the needs of the District and the people we serve.
- We continue to expand our Electronic Document Management system in Ontario Works. Our historic Overpayment files have been uploaded into SAMS through our vendor Nimble.

- In December, OW West had CAS attend their staff meeting.
- We are working with Accerta regarding Eligibility Verification (EV) for Dental Services. With a February 2023 implementation timeframe, the EV would utilize a Data Extract from SAMS that is uploaded to AccertaWorx and confirms eligibility for OW participants and ODSP Dependent Adults for Dentists without manual letters.
- We are also using this extract to upload SAMS information into FIIT to reduce duplication for Case Workers. We have also onboarded our Tenant Services Department onto FIIT to further improve and promote integration between departments.
- We entered into a Service Agreement with Employment North to provide the Employment Placement with Incentive program. The program provides incentives to employers to hire, train and retain OW participants at various milestones.
- E-signature continues to be enhanced in SAMS with the addition of the Form 1 added. This tool will support those that may have transportation barriers but still require assistance.
- 20 Laptops were purchased through RCT Technologies to support appropriate OW participants in their education, training, or employment goals.

**Housing Stability Program - Community Relations Workers
November 2022**

Support

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

Income Source	East	West
Senior	6	14
ODSP	12	35
Ontario Works	4	12
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	13	18
ODSP	12	25
Ontario Works	6	11
Low Income	10	31

Contact/Referrals

	East	West	YTD
Homeless	3	5	76
At Risk	2	8	77
Esprit Outreach Homeless	0	1	8
Esprit Outreach at Risk	0	0	17
Esprit in Shelter		3	17
Program Total			213

Short Term Housing Allowance

	Active	YTD
November	16	129

Housing Stability: Household Income Sources and Issuance from HPP:

Income Source	Total	HPP
Senior	2	\$125.00
ODSP	5	\$637.27
Ontario Works	2	\$150.00
Low Income	2	\$450.00
No Income	0	\$0

Reason for Issue	Total
Rental Arrears	\$0
Utilities/Firewood	\$0
Transportation	\$0
Food/Household/Misc.	\$1,110.00
Emergency Housing	\$252.27
Total	\$1,362.27

Ontario Works: Household Income Sources and Issuance from HPP

Income Source	Total	HPP
Senior	2	\$1,745.95
ODSP	25	\$17,078.56
Ontario Works	15	\$10,056.11
Low Income	8	\$4,969.96
No Income	0	\$0

Reason for Issue	Total
Rental Arrears	\$3,978.28
Utilities/Firewood	\$10,566.64
Transportation	\$0
Food/Household/Misc.	\$19,305.66
Emergency Housing	\$0
Total	\$33,850.58

Hotel Project

	MidTown Parry Sound	YTD Total	Caswells Sundridge	YTD Total
Adults	10	48	6	26
Children	0	1	0	1
Totals	10	49	6	27

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

By-Name List Report November 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 Stability Update

- Our Hotel Pilot Projects at the Midtown and Caswell's wrapped up on December 31, 2022. Staff have dedicated their time to working with the clients that were still living at the hotels to find alternative options that included filling out housing applications and rent supplements, searching for rental accommodations, transportation to other districts where they have family and friends for supports, or transportation to shelters with space available. CRW's have successfully transitioned everyone at the hotels into more stable housing and applying for COHB and Short-Term Housing Allowances (STHA) supplements to make rental situations more affordable. With these projects ending, lots of thought is being put into alternative options to pursue in the District and the focus will be on building relationships with local landlords to help transition people into affordable, safe and stable housing.
- The Supervisor of Housing Stability and Housing Stability staff continue to look for opportunities to increase our presence in the community and to build relationships with community partners and clients through outreach. HS Program has partnered up with Ontario Works to start connecting with municipal offices across the district on a monthly and semi-monthly basis to increase the knowledge of what our programs do and how we can help people living in their communities. We continue to work closely with the WPSHC and their Social Worker to manage clients being discharged from the hospital that are experiencing homelessness or at risk of homelessness as well as case conferencing our complex clients with system navigation needs. CRW's continue to connect with foodbanks, by-law, warming centres, Community Paramedicine and the CMHA Housing team.
- VAW Community Relations workers have continued to build relationships in the district and are working one day a week out of the Esprit Shelter. This day is dedicated to working with the women that are staying in the shelter on Transitional and Housing Support Needs.
- The By-Name List continues to grow as the community and staff become more aware of homelessness situations in our district. We have also worked with many people on the BNL to achieve stable housing, especially with the wind down of the hotel projects at Caswell's in Sundridge and The Midtown in Parry Sound. Staff continue to achieve great success with finding stable housing for those experiencing homelessness. 54% of those individuals on the By-Name List have been housed!
- The Canadian Alliance for Ending Homelessness hosted the annual conference this past November in Toronto. The Income Support and Stability management team attended this conference where many best practices and inspiring stories were shared.
- The Almaguin Highlands Community Partner meeting was held at our South River office on December 13th. Representatives from Outloud North Bay attended and provided great information on the program that supports LGBTQ2S youth in North Bay and the Northeast part of the district. We also shared information on the By-Name List with the various partners at the table.
- We had a "FIIT Blitz" ensure our information in FIIT was up-to-date and ensured our By-Name List is up-to-date.

Housing Programs

Social Housing Centralized Waitlist Report November 2022

	East Parry Sound	West Parry Sound	Total
Seniors	41	108	149
Families	126	430	556
Individuals	516	220	736
Total	683	758	1,441
Total Waitlist Unduplicated			491

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	14		12	6	
Nov	9		16	2		Nov	12	1	8	3	
Dec	9		2	2		Dec					
Total	121	6	55	19	3	Total	124	6	68	21	3

SPP = Special Priority Applicant

Housing Programs Update

Housing Programs has wrapped another busy year. We were able to complete a Centralized Waitlist update, in which we were able to capture information on our applicants current living situations and utilize that information to better serve our clients. November saw a total of 491 households on the waitlist.

Housing Programs also saw just over fifty new households begin receipt of Canada Ontario Housing Benefit - COHB funding for the 2022-2023 year, and we are currently waiting for another twenty to be approved by the ministry. This funding currently allows over eighty households to be affordably housed in the District of Parry Sound, and the hope is that we will be able to submit more applications in the early months of 2023.

Several amendments were made to the *Housing Services Act (HSA)* in 2022. The first amendment is regarding service agreements and had to be in effect by July 1, 2022. A Service Agreement is a contract negotiated between the housing provider and the Service Manager for the provision of community housing under Part VII.1 of the HSA that stipulates terms regarding operations, administration, and funding arrangements. Service Agreements will enable Service Managers and housing providers to negotiate more flexible funding approaches, incentivize housing providers to stay in the system once their current obligations expire and allow new housing providers to enter the system.

Another amendment made to the HSA was related to local income and asset limits. This amendment came into force on July 1, 2022, but Service Managers have a flexible one-year implementation period and must comply with the new requirements by July 1, 2023. Service Managers will be required to apply local income limits as part of determining initial eligibility for RGI assistance (i.e., new RGI applicants and applicants on waitlists) and apply local asset limits as part of determining both initial and continued eligibility for RGI assistance (i.e., new RGI applicants, applicants on waitlists, and households in receipt of RGI assistance). Our DSSAB has had income and asset limits in effect for several years.

Service Level requirements amendments also came into effect July 1, 2022. These amendments allow additional types of Service Manager funded housing assistance towards existing service level standards, rather than just rent-gear-to-income housing units. Service Managers can now include households receiving housing assistance in where they pay no more than 30% of the adjusted family net income on rent, such as a rent supplement, or a benefit that follows existing portable housing benefit calculation rules.

The last amendment requires Service Managers to have an access system for providing support related to housing in its service area. This assistance includes rent-gear-to-income housing, as well as any specified program approved by the ministry. The following information must be made publicly available through the access system: forms of assistance available under the access system, a description of how to apply, and eligibility rules and how households are prioritized and selected for each form of assistance administered by the Service Manager. This was required by January 1, 2023. Our DSSAB has utilized our social media platforms and website to provide access.

**Parry Sound District Housing Corporation
November 2022**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	5	24
Move in	7	59
L1/L2 Forms	0	3
N4 - notice of eviction for non payment of rent	2	7
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	1	6
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	2	33
Wellness Checks	1	92
Mediation/Negotiation/Referrals	9	133
No Trespass Order	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	9	no heat, smoke detector maintenance, loose toilet, toilet plugged, snow removal, septic tank pump out, front door intercom maintenance, fridge not working
Work Orders	35	3 staff participate in on call phone tree system
Fire Inspections	0	
Incident Reports	1	maintenance work and related materials for the month of September

Housing Operations Update

We have a new Supervisor of Tenant Services. She comes to us from her previous position as Supervisor of Esprit.

Funding was received from the Federal Government (COVID Relief) to refurbish the common rooms in each of the apartment buildings across the district. Each space now has wipeable surfaces, and furniture to encourage social distancing. This project was initiated early 2022 and was completed this fall.

Common rooms have been offered to all DSSAB programs requiring space to meet or host program events.

FIIT (Flexible, Integrative, Innovative Tool) software was introduced and implemented. This tool allows sharing of information with Ontario Works, and Housing Stability. Tenant Services Community Relations Workers can now enter tenant notes electronically.

Every year, the Province of Ontario sets the maximum amount that landlords can raise market rents for most Ontario renters without approval from the Landlord and Tenant Board. The rent increase guideline for 2023 is 2.5%. The guideline applies to rent increases between January 1, 2023 and December 31, 2023. The guideline is based on the Ontario Consumer Price Index, a measure of inflation calculated monthly by Statistics Canada that reflects economic conditions over a 12-month period (June to May). The guideline is capped at 2.5% to prevent significant rent increases. All tenants have been notified of this increase.

Holiday Cheer was shared in all buildings across the district. This event has not happened since the pandemic restrictions. Hot chocolate, light treats and great conversation was had.

Supervisors and Directors participated in Transformative Mentoring and Coaching training.

Capital Projects

November 2022

Local Housing Corporation and DSSAB Buildings

- Funding approved from the Canada Ontario Community Housing Initiative for window replacements, along with updated surveillance equipment. Installation of surveillance equipment was initiated in December. Windows have been ordered and an installation date is anticipated this month.
- Asbestos Management building assessment survey was completed.
- Carpets cleaned at the Beechwood office.
- Drainage issue being investigated at the Beechwood office.
- YARDI Housing software training on mobile maintenance.
- Capital projects are progressing with the assistance of the Housing Services Corporation on the following projects:
 - * Duplex Renovations: Burk's Falls, South River- Tender documents completed; will be going to tender this month
 - * Esprit expansion –Tender documents are being completed; anticipate going to tender this month

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 expected.

Esprit Place Family Resource Centre

Emergency Shelter Services	November 2022	YTD
Number of women who stayed in shelter this month	11	93
Number of children who stayed in the shelter this month	4	30
Number of hours of direct service to women (shelter and counselling)	98	873
Resident bed nights (women & children)	196	1,899
Phone interactions (crisis/support)	56	394

Outreach Services	November 2022	YTD
Number of women served this month	8	79
Number of NEW women registered in the program	1	36
Number of public ed/groups offered	0	1

Transitional Support	November 2022	YTD
Number of women served this month	2	37
Number of NEW women registered in the program	0	19
Number of public ed/groups offered	0	0

Child Witness Program	November 2022	YTD
Number of children/women served this month	18	78
Number of NEW clients (mothers and children) registered in the program	2	27
Number of public ed/groups offered	0	3

Esprit Place Update

October through December proved to be a very busy period for Esprit Place. Esprit Place has become part of the newly created Women's Service's Division under the leadership of it's new Director. As part of the transition, staff have been fully engaged in supporting the Director's orientation to the shelter, team building, and reviewing existing policies and processes.

Outreach and shelter client circumstances continue to be complex and challenging. This has been exacerbated by the ongoing housing crisis, increased rates of violence against women and worsening mental health as unintended consequences of the pandemic, and rising rates of substance use among the population. The lack of availability of timely and appropriate mental health and addictions services in our community puts strain on existing systems, including Esprit Place. This creates difficult and stressful situations for staff and requires significant advocacy and system navigation to ensure that our clients receive the support they need.

COVID-19 and other seasonal respiratory viruses continue to have an impact on shelter operations. Staff illness has created challenges with scheduling, and ongoing COVID protocols reduce our room capacity from 10 to 7. Staff, clients, and visitors continue to wear masks while in shelter and must complete routine Rapid Antigen Tests.

On a positive note, our community was very generous during the Christmas period. Parry Sound EMS selected Esprit Place as a recipient of its toy drive, many local citizens donated cash, toys, gift cards, and food, both the OPP Veteran's Association and the Parry Sound Fire Fighter's Association delivered cheques, and several other community groups dropped off gifts and goodies for the shelter residents. These donations were used to ensure the women and children staying at Esprit Place, as well as many other families across the district had the Christmas season they deserved.