



Chief Administrative Officer's Report

July 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.

NOSDA AGM

On June 20th to 22nd, in Thunder Bay the Northern Ontario Service Deliverers Association (NOSDA) held their 2023 Annual General Meeting: “Stronger & Better Together”. Our Board Chair and Vice-Chair attended along with myself and a few DSSAB staff.

It was a very informative two days where we heard from speakers that crossed all our service areas. The opening Keynote was delivered by Dr. Chris Mushquash who provided insight into some of the challenges faced by our service users. We also heard from various other speakers including Dr. Sarita Verma from NOSM University; Cordelia Clarke Julien, Assistant Deputy Minister with the Ministry of Children, Community and Social Services; Stephan Corriveau from Community House Transformation Centre; Holly Moran, Assistant Deputy Minister with the Ministry of Education and Holly Parsons from the Northern Policy Institute, just to name a few. There were also panel discussions regarding Social Assistance Modernization, Housing and Homelessness, Priorities of AMO, NOMA, FONOM and NOSDA, Community Paramedicine and Ontario Health North, which I had the pleasure of moderating.

Housing Services Corporation Share Event - Supporting & Strengthening Communities: Innovations in Supportive Housing

Some Directors and I had the pleasure of attending this event where HSC was pleased to partner with the District of Thunder Bay, Rainy River and Kenora Social Services Administration Boards to deliver a SHARE Innovation Forum focused on Supportive Housing.

They explored different delivery program models for non-traditional supports into housing. The speakers shared their unique approaches, examining the way they’ve successfully structured partnerships and engaged community agencies to support their residents.

There was an exciting lineup of speakers from across Northern Ontario with sessions focused on:

- Improving outcomes for people with mental health and addiction challenges
- Forging successful partnerships between housing and health care
- Supports for people at risk of homelessness as they navigate the criminal justice system
- Looking forward and supporting life stabilization programs in a changing environment

OMSSA AGM and 47 Leads Meeting

On June 14th I attended the OMSSA Annual General Meeting and the 47 Leads meeting. As always, these meetings are full of information that is very timely in the work of our DSSAB.

Staff BBQ’s

During the month of June, the Leadership Team hosted BBQ’s at our offices in Parry Sound & South River, as an appreciation for staff. These events were well attended and a great opportunity for our Leadership Team to connect with staff from all programs.

All Management Meeting

In the month of June we were able to gather for the day in Magnetawan as a Management Team to discuss the operations of the DSSAB. It was great to have the team together for an in-person discussion on topics that are timely such as privacy policies and cyber security to name a few.

Human Resources Update

The Human Resources department continues to be busy with recruitment and we are having some success in hiring in this difficult employment landscape. Throughout the last quarter we were able to fill 21 positions with 14 external applicants and 7 internal staff.

In staff training this summer, we are focusing on workplace civility, empathy, and digital emotional intelligence. All employees are participating in Digital Emotional Intelligence seminars. These sessions recognize and build on the idea that the future success of an organization lies in their employee's ability to effectively communicate digitally, especially when working in a remote or hybrid environment. While emotional intelligence has long been recognized for positive effects on organizations, employees with strong digital emotional intelligence understand how human emotion changes across channels and they can use this information to guide their actions, decision-making, and behaviour, thus empowering them to do their work more confidently and effectively. Learning will cover self-awareness, self-regulation, motivation, empathy, and social skills, all from a digital context.

We have completed training with the Supervisor team on Collective Bargaining and are working on our research and plans for bargaining this fall/winter. Being mindful that this is a very volatile time in labour relations across the entire country, we will bring more information to the Board in the early fall.

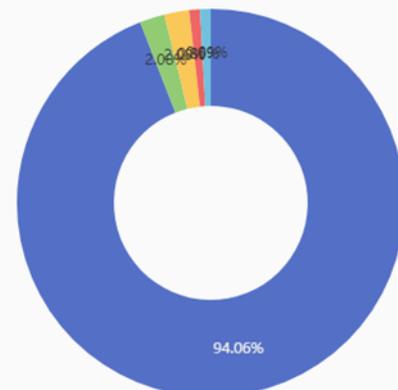
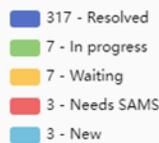
Information Technology Update

The IT department is celebrating the completion of our network equipment refresh. This has been a longer than anticipated project. With the initial replacement completed, we can now move on to the planned expanded coverage for wireless access.

Regularly scheduled hardware replacements are now the priority project. This will happen over the summer months.

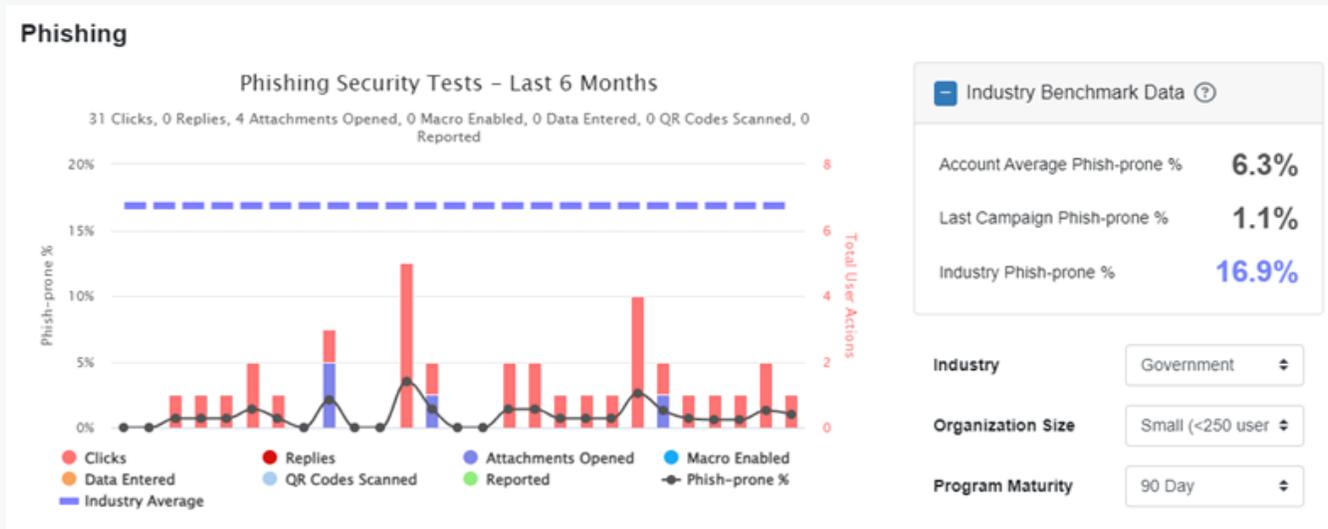
Tickets continue to flow from staff and programs – the following is the period of May 1st to June 30th:

Tickets created during period: **343**
Of them closed: **319**
Still open: **24**
Tickets that were reopened: **1**



We have been finalizing the results from the cyber security anti-phishing campaign and training. All applicable staff have completed the required training as of July 6th. This has led to some improved numbers on our overall security scores.

The Phish-prone score is a representation of how at risk we are for a staff member to open or click on something malicious. This score is then compared to an Industry score that is the average of organizations of similar size across similar industries. This also helps to identify where we may need to focus some more training or users who may need some additional assistance.



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	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023
Total Page Followers	428	446	462	471	474	478
Post Reach this Period (# of people who saw post)	8,907	4,645	7,891	4,460	3,789	4,010
Post Engagement this Period (# of reactions, comments, shares)	234	565	757	505	241	692

Esprit Place Family Resource Centre	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023
Total Page Followers	128	128	132	131	131	131
Post Reach this Period (# of people who saw post)	103	75	124	116	29	203
Post Engagement this Period (# of reactions, comments, shares)	1	3	7	71	1	2

Twitter Stats

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

	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023
Total Tweets	3	7	13	8	8	10
Total Impressions	178	158	300	300	291	301
Total Profile Visits	66	57	217	130	137	128
Total Followers	27	28	28	27	27	30

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

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

	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023
Total Followers	382	395	399	410	416	434
Search Appearances (in last 7 days)	239	318	308	245	228	281
Total Page Views	46	31	31	30	41	56
Post Impressions	266	828	929	697	546	786
Total Unique Visitors	15	16	17	11	19	25

DSSAB in the Community

On June 8th, we attended the Aging with Confidence Symposium at the YMCA in North Bay. This event was hosted by the North Bay Parry Sound District Health Unit, and was attended by the Communications Officer, as well as members of the Income Support & Housing Stability team from the east side of the district.

Join us to celebrate Seniors' Month!

AGING WITH CONFIDENCE SYMPOSIUM

YMCA North Bay, 186 Chippewa St. W

Thursday, June 8, 2023
9:30 a.m. to 1:30 p.m.

Resources
Learn about programs and services that support aging-in-place.

Trial Classes
Try out a free class at the YMCA!

Refreshments & Prizes

Call for transportation support.
705-474-7600 ext. 7989

Logos: Health Unit, PATHWAYS, The VILLAGE, Canada, Helpline



On June 15th, we attended the Aging with Confidence Symposium in Parry Sound at the Charles W. Stockey Centre. Again, this event was hosted by the North Bay Parry Sound District Health Unit, and was attended by the Communications Officer, as well as members of the Income Support & Housing Stability team from the west side of the district.



Join us to celebrate Seniors' Month!

AGING WITH CONFIDENCE SYMPOSIUM

The Stockey Centre, 2 Bay St., Parry Sound

Thursday, June 15, 2023
9:30 a.m. to 1:30 p.m.

Resources
Learn about programs and services that support aging-in-place.

Presentation
Join discussions with Parry Sound District Paramedic Services and the Gardens of Parry Sound.

Refreshments & Prizes

Call for transportation support.
705-474-7600 ext. 7989

Logos: Health Unit, The VILLAGE, Canada, Helpline

Municipal Presentation

On June 16th, myself and our Communications Officer were pleased to provide the Council of the Township of the Archipelago with a presentation about the DSSAB. This presentation included an overview of the DSSAB's programs and services, and how we can help members of their community. This was the first of a series of municipal presentations taking place over the next year.

Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District May 2023

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	0	0	3	0	10	13
Toddler (18-30M)	16	10	14	15	39	94
Preschool (30M-4Y)	20	17	19	44	47	147
# of Active Children	36	27	36	59	96	254

Enrollment continues to be consistent in all the Licensed Child Care Programs. Recruitment in the Home Child Care Program has resulted in 2 additional homes being approved to open by the end of July and 2 more potential homes opening by the end of August. Program supervisors and Registered Early Childhood Educators completed a four-part workshop series on Documentation of Children's Learning Through Play offered through the Workforce Strategy Fund.

School Age Programs

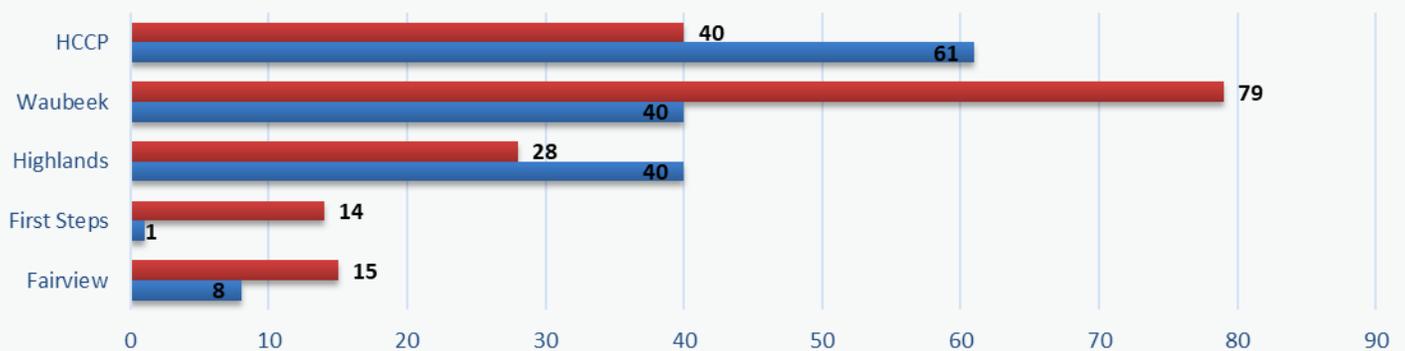
May 2023

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	21	8	7
Mapleridge Before School	6	0	2
Mapleridge Summer Program	N/A	20	N/A
St. Gregory's After School	9	0	0
Sundridge Centennial After School	14	8	5
Land of Lakes After School	13	5	10
Home Child Care	39	10	5
# of Active Children	102	51	29

The School Age Programs began to wind down with the end of the school year. Many families are looking for care to continue in September and enrollment packages will be sent out over the summer months. The Mapleridge Summer Program is now full and planning has begun to ensure that the children have an active fun summer of exploring the environment and building school readiness skills.

Directly Operated Child Care Waitlist by Program

May 2023



In the above chart, the blue graph shows the number of children in each program requiring care immediately that we are unable to accommodate within our licensed ratios. The red graph shows the number of children on the waitlists that will need care in future months and some families currently on maternity leave that will require care next year. The largest increase in the waitlist demands are within the infant age group. We currently have 75 infants on the waitlist in need of care by December 2024.

Inclusion Support Services

May 2023

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)	1	8	9	13	0	2	0
Preschool (30M-4Y)	8	40	48	52	2	1	0
School Age (4Y+)	2	18	20	24	0	0	0
Monthly Total	11	66	77	-	2	3	0
YTD Total	12	74	-	97	26	21	7

There were 8 new intakes completed in the month of May and 3 new referrals accepted. The Resource Consultants have been busy attending many school entry case conferences to help with the transition from child care to the school setting. In May, four Resource Consultants had the opportunity to attend the first post-pandemic Early Childhood Resource Consultant Network of Ontario Annual Conference in Niagara. The focus of the three days was on Leading Change; Embracing Diversity and Inclusion. In addition to the various workshops attended, the Resource Consultants also engaged in valuable networking opportunities with their colleagues from across the province.

EarlyON Child and Family Programs

May 2023

Activity	May	YTD
Number of Children Attending	917	4,054
Number of New Children Attending	46	218
Number of Adults Attending	538	2,562
Number of Virtual Programming Events	7	27
Number of Engagements through Social Media	574	2,393
Number of Views through Social Media	13,762	48,866

In May, we had 46 new children, and 51 new adults attend one of our EarlyON locations. The EarlyON Facilitators have been attending training with the Licensed Child Care Program staff and have supported the child care staff with documenting children’s learning. Many of the satellite locations will be closing for the summer months to allow the Facilitators to provide more outdoor programming to the communities across the district. Families are invited to join the programs at the South River, Burk’s Falls, and Parry Sound locations during the summer months.

**Funding Sources for District Wide Childcare Spaces
May 2023**

Active	# of Children	# of Families
CWELCC*	131	126
CWELCC Full Fee	209	205
Afterschool Fee Subsidy	5	5
Fee Subsidy	30	26
Full Fee	27	24
Ontario Works	10	7
Total	412	393

Funding Source - New	# of Children	# of Families
CWELCC	8	8
CWELCC Full Fee	3	3
Fee Subsidy	1	1
Fee Subsidy	1	1
Total	15	15

* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6

Funding Source - Exits	# of Children	# of Families
Totals	0	0

Directed Growth

As announced in December 2022, beginning in 2023 the Ministry of Education has shifted child care expansion from open enrolment to a targeted plan to create new child care spaces. A targeted growth approach will ensure funding is available to support new spaces in communities most in need of access to high-quality, affordable child care. The DSSAB has developed a five-year growth plan that aligns with Provincial directives and space targets while meeting the needs of communities across the region. The DSSAB conducted a survey with licensed child care providers that included a review of current waitlist data. The Ministry of Education has provided municipalities with space targets for CWELCC-funded growth. The District of Parry Sound received the mandate to expand the CWELCC system by 131 spaces in schools and community-based locations between 2022-2026.

In the District of Parry Sound, the focus for 2023 ensures a targeted expansion of key age groups by leveraging existing child care centres to expand in place and promote growth in licensed home child care.

Quality Assurance Update

In April 2023, a workshop was held in both the East and West sides of the District for all licensed childcare staff. A total of 59 RECE's/Non-ECE's attended the full day training sessions. The Lego Serious Play training was hosted by Lois Mahon and Noreen McChesney through L & F Mahon Consulting Services. The group was very fortunate to meet Lois Mahon, who was the original president for the College of ECE's. Both hosts brought a wealth of knowledge and expertise to the session. The session focused on having participants explore their passion as an early childhood educator as well as the importance and value of self-care. During the workshop participants also explored the four foundations of How Does Learning Happen and how it relates to them and their practice. The goal was to re-ignite passion in the professional field of early childhood education and to use How Does Learning Happen to build pedagogy and develop positive relationships. Staff received "storytelling aprons" to use with children in the childcare programs.



East and West group celebrating their program/storytelling aprons.

We know as early childhood educators that observations of children are key in knowing how best to support children's growing developmental needs and interests. Observations are a way educators can connect with children to learn how best to plan and implement age-appropriate activities as well as gain insight into how a child thinks and sees the world around them. Through observations, Early Childhood Educators provide an environment that stimulates curiosity and invites children to explore and discover. A 4-part Observation and Documentation Series through ECCDC was offered to all childcare staff to help support and educate staff about the importance and value of observing and documenting children's development and learning experiences. A total of 143 Early Childhood Educators took part in the 4-part series over the month of May and June 2023. How Does Learning Happen, Ontario's Pedagogy for the Early Years supports families as experts on their children and sees them as the most powerful influence on children's development, health, and well-being. It recognizes that families bring diverse social, cultural, and linguistic perspectives and believe parents should feel like they belong in meaningful ways.

In recognition of our Indigenous culture and the importance of diversity and inclusion in our centers, the Workforce Development Strategy was able to provide each childcare center in the district with beautiful Indigenous carpets. Programs are encouraged to be continually reflective of cultural backgrounds and support the web of family and community and the importance it has on children's early development.



Income Support & Stability Update

As we enter the summer months, things remain busy for staff in both Ontario Works and Housing Stability.

Staff represented the DSSAB at the Aging with Confidence Symposiums in North Bay on June 8th and in Parry Sound June 15th. The event, organized by Canadore College, was geared towards seniors to promote services and supports in the community to enable them to stay and maintain their homes. The Director of Income Support and Stability also sits on the Navigating Healthy Aging Group in West Parry Sound that meets monthly.

On June 5th, the Income Support and Stability Management Team, along with the Housing Operations Management Team visited the Almaguin Highlands OPP Detachment and met with several of their staff. The goal was to continue to foster and promote communication between our teams with mutual people we serve as well as educate the Officers on our programs and answer any questions.

The South River office hosted the Almaguin Highlands Community Partners meeting on June 6th. Many staff from both programs attended the meeting.

We promoted and supported attendance for individuals to attend the Rural Community Kitchen sessions hosted and organized by Women's Own Resource Centre. The Community Kitchens were hosted June 13th through 15th in Powassan, South River and Burk's Falls.

We are so happy to have our lobby computers in both offices back. These are great tools for people to complete various applications or download any required information they may require.

On May 30th, the Director of Income Support and Stability attended a session hosted by Accreditation Canada in support of the West Parry Sound Health Centre.

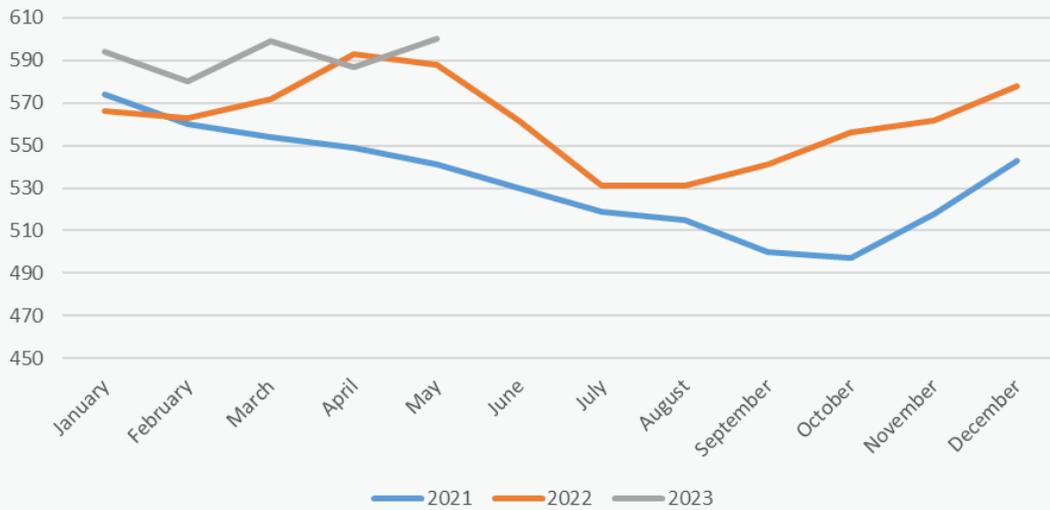
We are so pleased to have renewed our Memorandum of Understanding with Community Paramedicine for 2023/2024. The Director of Income Support and Stability, Director of Housing Operations and the Director of Women's Services met with the CP team on April 21st to discuss the partnership. The MOU also includes Housing Operations and Esprit.

The Income Support & Stability Management Team attended the OMSSA Exchange in Ottawa, May 8th to 10th. There were many great presentations on the integration of human services. The Director of Income Support and Stability was invited by OMSSA to speak at the Employment and Income Network meeting about our own integration of OW and Housing Stability and our successful partnerships with Community Partners like the West Parry Sound Health Centre and the Mental Health and Addiction Worker. Overall, the 3 days showed that we are on the leading edge in Human Services in many ways.

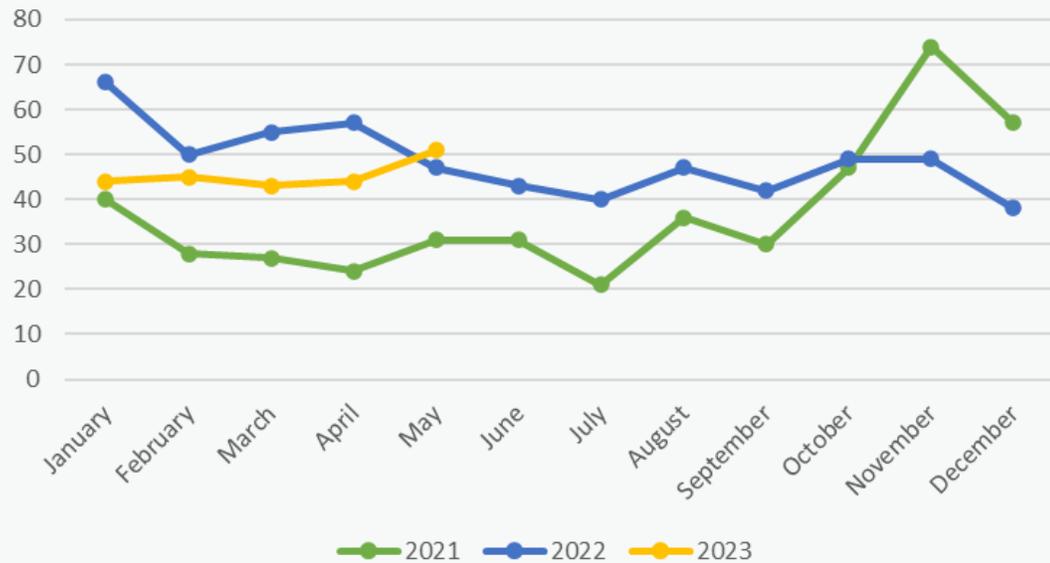
The Income Support and Stability Management Team also did an in-service with the Home and Community Care team to discuss the various supports and services we offer.

The Nurse Practitioner Led Clinics through WPSHC, have scheduled a series of Orphan Clinics for DSSAB clients throughout the Spring and Summer months. These clinics support those that do not have access to Primary Care and fill a significant gap and address many physical health barriers for our clients.

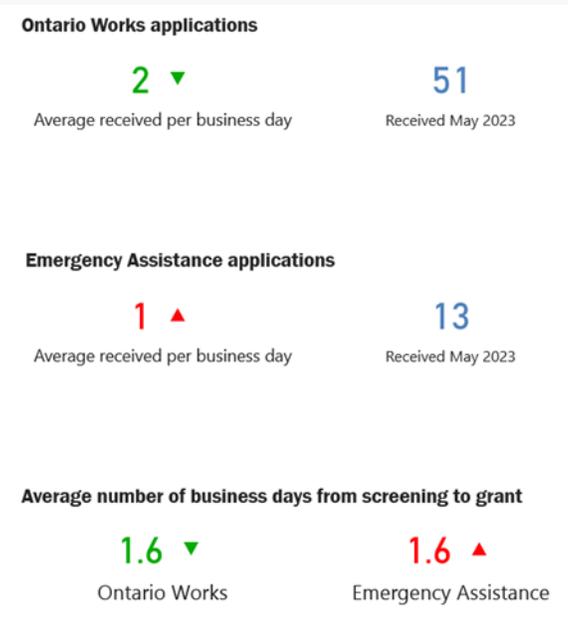
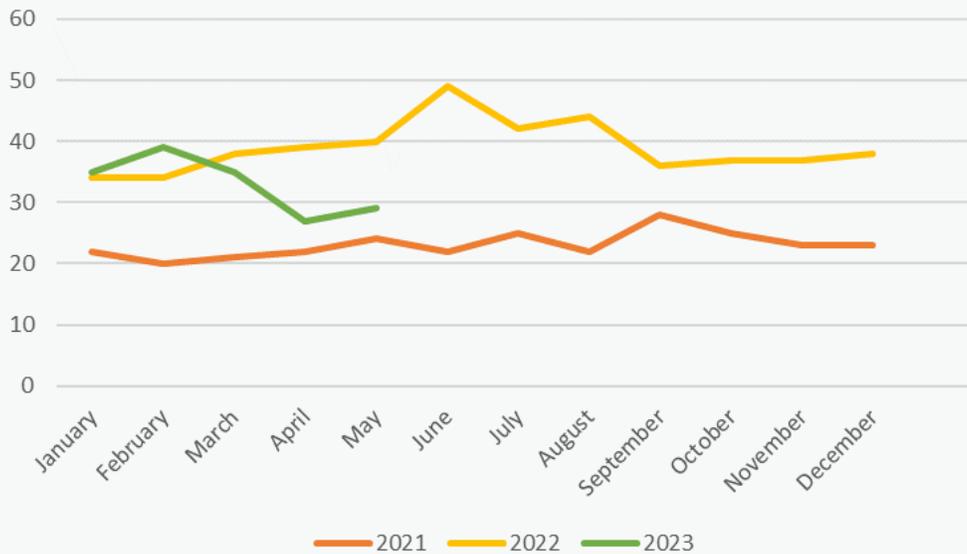
Ontario Works Caseload



Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office Ontario Works Applications Received



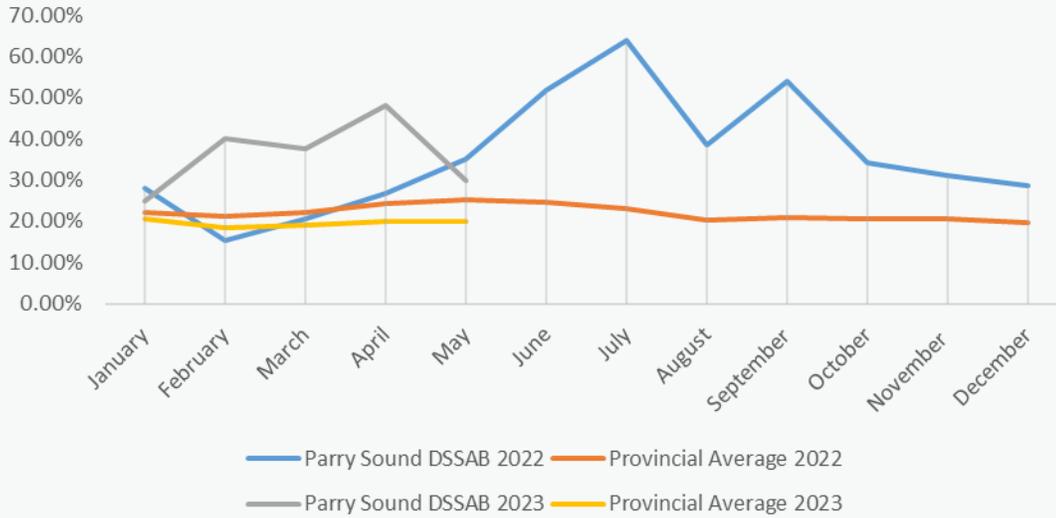
ODSP Participants in Ontario Works Employment Assistance



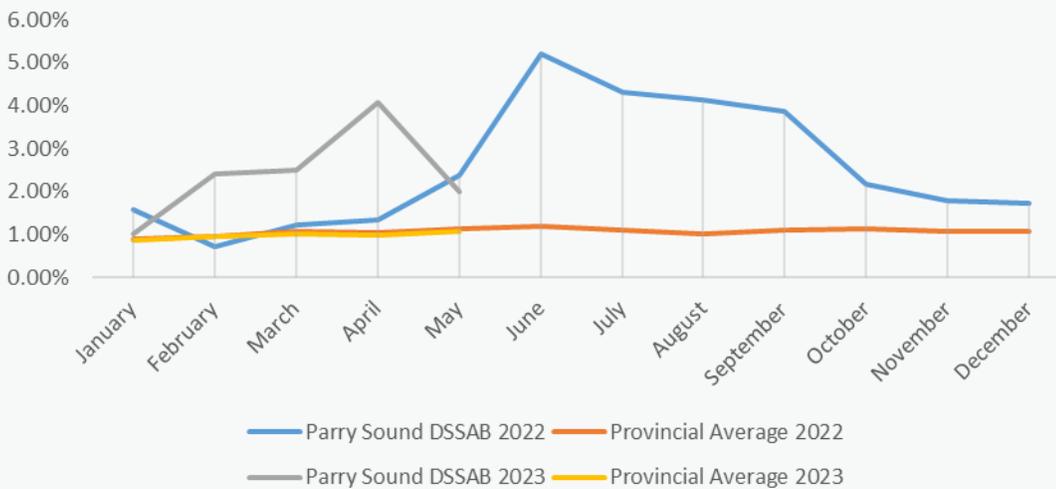
The OW Caseload for May was 600 (there 976 beneficiaries in total). We are supporting 29 ODSP participants in our Employment Assistance program. We also have 56 Temporary Care Assistance cases. Intake also remains steady. We had 51 Ontario Works Applications and 13 applications for Emergency Assistance in April.

Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment

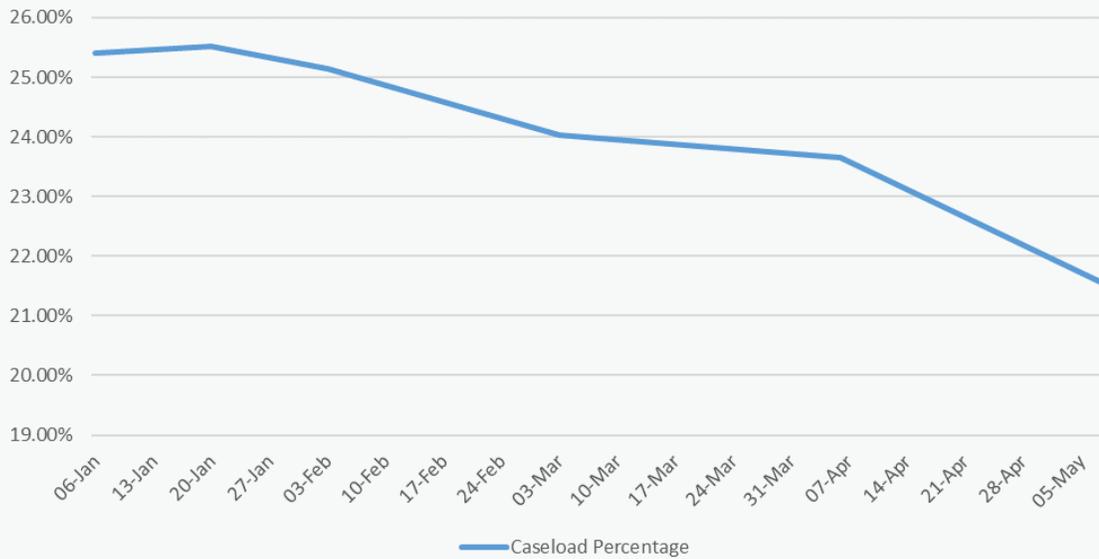


% of Caseload Exiting to Employment



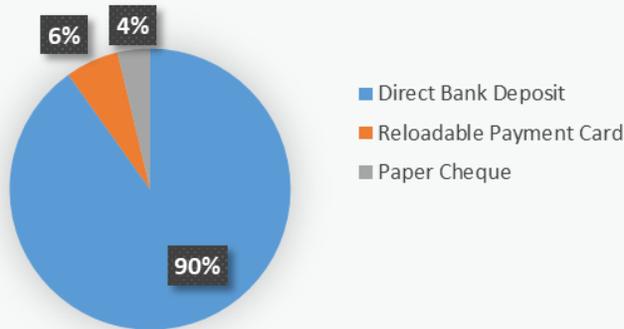
Despite a decline in our Employment Outcome Performance in May, we did finish in the top 3 in the North-east and had 6.7% of the caseload exit the program for any reason in May. This was number 1 in the region. One reason for the decline could be due to the significant reduction in job postings in April (-47.5% from March and -36.7% in April 2022), which is not typical for the seasonal type of employment in our area and bucks against the historical trend for the program.

MyBenefits Enrollment 2023



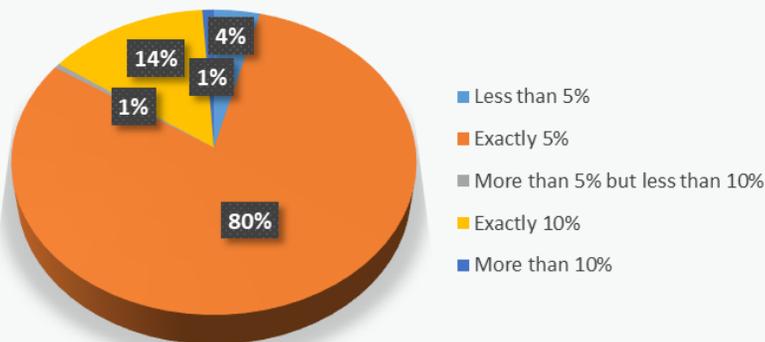
DBD Enrollment

Payment Receipt Method
May 2023



Overpayment Recovery Rate

May 2023



Ontario Works Update

As we continue to anticipate and prepare for Employment Services Transformation in the district, the RFQ process for the Service System Manager for Employment Services closed June 2nd for the Northeast catchment area (along with Toronto and the Northwest). We await the call for proposals, at which the SSM will be selected. The Income Support Supervisors attended a Sector Review hosted by College Boreal on April 19th to review key findings from their consultation with stakeholders last fall in anticipation of this process.

The Director of Income Support and Stability was selected to sit on the OW Service Planning Working Group with MCCSS. The group convened with an in-person meeting in Toronto in April and met regularly until mid-June to review and provide feedback on the new OW Service Planning model to be implemented in 2024 for EST sites (we will see these changes in 2025). Currently, the service planning cycle is 2 years, the new cycle will be 4 years and will include Risk Management tools on privacy and outcome achievement.

After a lengthy absence, MCCSS has resumed consultation with DSSAB's/CMSM's regarding Centralized Intake. A virtual Town Hall was held May 11th to provide updates and gather feedback for the process going forward. The new Centralized Intake Collaborative and Strategic Table will now be held monthly and by region. The first one took place June 29th. The Supervisor of Income Support East and our two Program Lead staff will be participating and representing us in this group.

This month, there will be a 6.5% increase in ODSP rates. Earlier this year, the government announced that ODSP rate increases would be tied to the inflation rate going forward. There are no such increases for Ontario Works recipients.

We have entered into a Service Agreement with the Elizabeth Fry Society of Simcoe/Muskoka to provide Trustee support for Under 18 applicants of Ontario Works. The youth are connected to a Trustee Worker that provides support to obtain financial and employment readiness skills, referrals to other services and enrollment in the Safe Independence Program.

The OW NOSDA Group met in person at the AGM in Thunder Bay. During this meeting, MCCSS Directors met with the group to discuss upcoming changes and identify gaps in the proposed changes in SA Renewal and EST and their impacts on Northern DSSAB's and CMSM's.

Staff from Ontario Works East attended the CMHA conference on "Let's Talk Loneliness" on Friday, June 23rd in Huntsville. The conference had a keynote speaker, Dr Christine Wickens, who spoke about the mental and physical impacts of loneliness and isolation. It included a lot of research and data collected over the course of the pandemic. There were two concurrent workshops. One was from lived experience around clinical loneliness and understanding the behaviors and effects of this condition. The other one was on Social Prescribing. A Social Worker from Community Health Caring - Kitchener Waterloo, came to talk about what they are doing to combat loneliness and isolation in their area, by connecting people to healthcare and recreational activities. Social Prescribing is about supporting the health and well-being of people by using community-based activities and support. Like a medication prescription, your doctor is recommending a treatment – social connection! Social prescribing bridges the gap between the social and medical models of health and wellness. There were great connections made with CMHA staff and good new information that is relevant to the work we do.

Housing Stability Program - Community Relations Workers

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.

May 2023		
Income Source	East	West
Senior	6	16
ODSP	10	28
Ontario Works	4	12
Low Income	15	29

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.

May 2023		
Income Source	East	West
Senior	13	20
ODSP	11	18
Ontario Works	6	15
Low Income	9	37

Contact/Referrals

May 2023	East	West	YTD
Homeless	1	3	20
At Risk	2	3	38
Esprit Outreach Homeless	1	0	3
Esprit Outreach at Risk	0	3	10
Esprit in Shelter		1	6
Program Total			74

Short Term Housing Allowance

	Active	YTD
May 2023	4	27

Housing Stability: Household Income Sources and Issuance from HPP:

May 2023 Income Source	Total	HPP
Senior	5	\$5,353.00
ODSP	3	\$2,395.43
Low Income	8	\$5,960.47

May 2023 Reason for Issue	Total
Rental Arrears	\$3,000.00
Utilities/Firewood	\$2,683.32
Transportation	\$40.28
Food/Household/Misc	\$7,705.60
Emergency Housing	\$79.70
Total	\$13,708.90

Ontario Works: Household Income Sources and Issuance from HPP

May 2023 Income Source	Total	HPP
Senior	1	\$471.70
ODSP	4	\$305.47
Ontario Works	11	\$8,061.39
Low Income	3	\$1,236.83

May 2023 Reason for Issue	Total
Rental Arrears	\$2,022.00
Utilities/Firewood	\$3,280.39
Transportation	\$50.17
Food/Household/Misc.	\$4,722.38
Total	\$10,075.39

By-Name List Data

September 2021 - May 2023



Housing Stability Update

We hosted Income Tax Clinics with Sudbury Credit Counselling in our Parry Sound and South River offices on April 4th and 5th. These are affordable ways for individuals to get their income taxes done and ensure they are receiving all of the benefits they are entitled to.

The provincial government announced in May that they have renewed their partnership with the Canadian Alliance for Ending Homelessness. What this means is that we will continue to have support from our advisor on our By-Name List and Coordinated Access process. A kickoff call took place on June 23rd, attended by the Supervisor of Housing Stability and Program Lead. Coaching calls with our advisor have also resumed.

We have been asked by Researchers at Trent University to participate in a study in the use of hotels to combat homelessness in rural areas. Participants of our Hotel Projects and staff will be interviewed as part of this process.

In conjunction with the Finance and Income Support teams, we have digitized our application for Homelessness Prevention Program funding. As of April, paper applications and manual cheques were traded for a Digital Application and payment issuance through SAMS. This new process has saved us significant time and has shown a significant reduction in manual cheques that need to be created.

Community Relations Workers continue to work in partnership with our Community Partners with their current referrals. They have been creative in their style of operations to meet our clients where they are at. May that be adding more home visits, meeting at a location the client feels comfortable or utilizing technology.

The HSP Program staff have been engaged in various trainings over the past few months to enhance our knowledge in topics such as Leadership/Emotional Intelligence, and Violence Against Women Training provided by OAITH.

CRW's now make weekly visits to the NPLC's in the area on a rotational basis. This has been a great way to enhance our partnership with them and get vulnerable people connected to supports and services quickly.

We continue to enhance our By-Name List with Community Educations and adapting our in-house processes to ensure people are being added to the list during their first point of contact with the Income Support and Stability Intake Team.

Housing Programs

Social Housing Centralized Waitlist Report May 2023			
	East Parry Sound	West Parry Sound	Total
Seniors	41	109	150
Families	122	401	523
Individuals	471	186	657
Total	634	696	1,330
Total Waitlist Unduplicated			435

Social Housing Centralized Waitlist (CWL) 2022 - 2023 Comparison Applications and Households Housing from the CWL

Month 2022	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2023	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	5			1		Jan	5	1	13		
Feb	9	1	2			Feb	5	1	10		
Mar	12		5	2	1	Mar	6		35		
Apr	12	1	1			Apr	11		17	6	
May	11	1		3		May	13	2	9	2	
June	15		3	2		June					
July	13	2	10	1		July					
Aug	5		17	2	1	Aug					
Sept	16		10	1	1	Sept					
Oct	14		12	6		Oct					
Nov	12	1	8	3		Nov					
Dec	1			5		Dec					
Total	125	6	68	26	3	Total	40	4	84	8	0

SPP = Special Priority Applicant

In the month of May we approved 13 new applications to the waitlist. We have seen a steady increase in applications as we move through 2023. We also saw 2 new special priority applicants come onto the waitlist and were able to see 2 households housed. Of the 9 cancelled applications, 5 requested removal and 4 were unable to be contacted for an update or offer.

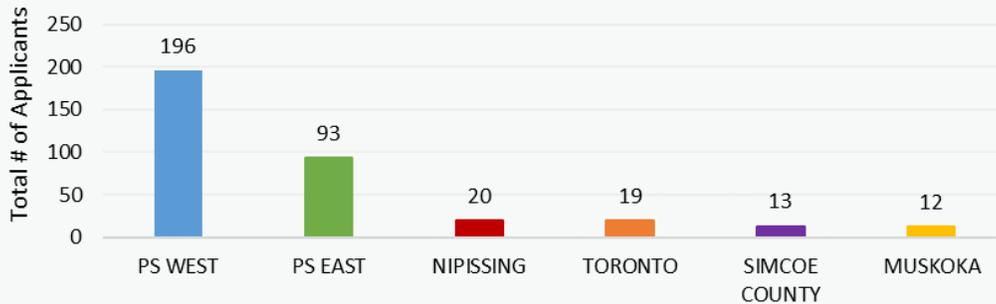
Housing Programs staff were able to attend SHCANO (Social Housing Coordinated Access Network Ontario) training, in-person, for the first time since the pandemic began. Staff spent two days in Toronto in May and were able to participate in some great learning sessions and had the opportunity to network with other peers from across the province. The knowledge will be applied to daily operations, management of the centralized waitlist, and special priority applications.

Housing Programs said goodbye to a longtime DSSAB employee in May. One of our Housing Programs Support Workers retired on May 31st and had been with our agency for 19 years. We wish her all the best in her next adventure!

We have broken down Centralized Waitlist statistics to highlight the demand for housing in Parry Sound, determined by household type and location. The numbers are unduplicated and based on the building selections of each applicant.

Household Type	Desired Location		
	West	East	East & West
Senior - single	55	40	14
Senior - family	3	3	2
Adult - single	102	56	53
Adult - couple	6	0	6
Adult - 1 parent family	46	13	16
Adult - 2 parent family	10	4	6

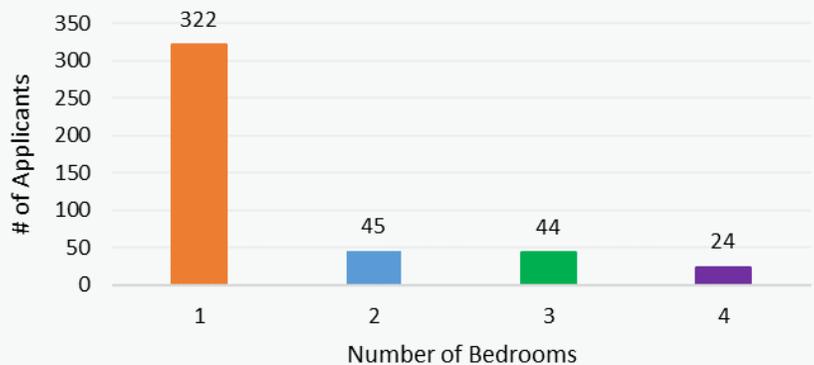
Current Location of Applicants



We identified where applicants are currently residing. Just over 50% are in West Parry Sound.

We identified the number of applicants on the waitlist by the unit size the household selected. Almost 75% of applicants on the centralized waitlist have requested one-bedroom units.

Number of Applicants by Unit Size



Parry Sound District Housing Corporation
May 2023

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	4	15
Move in	3	16
L1/L2 forms	2	5
N4 - notice of eviction for non payment of rent	2	4
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	1
Repayment agreements	10	35
Tenant Home Visits	12	78
Mediation/Negotiation/Referrals	6	48
Tenant Engagements/Education	10	61

Tenant Services Update

This spring Tenant Services has been very busy with tenant moves – transfers, move-ins, unit vacancies, as well as visiting the buildings to provide educational engagements with tenants and developing a new lease to roll out this summer.

The team has completed some training including digital emotional intelligence, email security, and safety, first aid/CPR, along with ladder safety training. Tenant Services have been collaborating with other programs to wrap services around our tenants when needed.

We have been involved in filing applications with the Landlord Tenant Board for evictions regarding non-payment of rent. Tenant Services has been working with the Maintenance Team to further explore the situation when damage is seen within the unit. This can be an indication of someone struggling with mental health, addictions, physical or cognitive disabilities, etc. The hope is when doing so, a smoother resolution can be attained and support can be put in place to assist with a successful tenancy going forward.

We purchased and filled flower boxes for the entrance at one of the buildings, as well as planted individual herbs and flower boxes with tenants at the other buildings. One of the Tenant's Education Sessions included doing some grounding meditation and a nutritious smoothie-making activity.



Property Maintenance and Capital Projects May 2023

Pest Control	8	8 buildings monitored monthly
Vacant Units	16	one-bedroom (12); multiple bedroom (4) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	8	one-bedroom market units (8)
After Hours Calls	6	Broken toilet handle, no hot water, fire panel trouble, Bell required access to the mechanical room, backed up sewage in a basement, broken door due to EMS response
Work Orders	161	Created for maintenance work, and related materials for the month of May
Fire Inspections		A total of 56 units were inspected for fire safety in the month of May

Local Housing Corporation and DSSAB Buildings - May

- Our Maintenance Team has been very busy this quarter, implementing new procedures and hiring new staff members; as a result, our workflow has increased, allowing us to streamline the repair process
- We're pleased to report that we're 90% complete with the Waubeek ELCCC furnace replacements
- We had to urgently replace most of the furnaces serving our family homes
- In the process of acquiring a design consultant to provide us with working drawings for the replacement of the Belvedere windows
- 66A Waubeek roof replacement is in the tendering process
- We've received the design documents for the repair of the upper retaining wall at Belvedere, but due to the higher-than-expected cost, we've retained CDCD to provide alternative options to provide a better cost/benefit analysis
- The construction process for the duplex conversion is well underway
- Currently receiving quotes for the replacement of the roof system at 16 Toronto Ave

Ongoing Challenges:

Prices of services and materials are inflated. Wait times on certain items remains a challenge.

Esprit Place Family Resource Centre

May 2023

Emergency Shelter Services	April 2023	YTD
Number of women who stayed in shelter this month	10	43
Number of children who stayed in the shelter this month	1	22
Number of hours of direct service to women (shelter and counselling)	80	571
Number of days at capacity	0	73
Number of days over capacity	0	31
Overall capacity %	39%	82%
Resident bed nights (women & children)	121	1,232
Phone interactions (crisis/support)	54	151

Transitional Support	May 2023	YTD
Number of women served this month	10	35
Number of NEW women registered in the program	1	1
Number of public ed/groups offered	1	3

Child Witness Program	May 2023	YTD
Number of children/women served this month	22	62
Number of NEW clients (mothers and children) registered in the program	2	17
Number of public ed/groups offered	1	2

Esprit Place Family Resource Centre Update

Esprit Place continues to operate near capacity. In cases where we are unable to admit clients to the shelter, we work to support women in accessing other accommodations or resources to ensure their immediate safety. The complexity of client needs continues to be an issue. To address this, Esprit has been working diligently to establish connections with key community partners in order to ensure that our clients have timely access to required services. We now have an Addictions Counsellor from CMHA providing service at Esprit Place weekly for half a day, offer space for Children's Aid to meet with their clients residing in the shelter, and support Indigenous Health Representatives to visit with and provide care to their client's currently residing in shelter.

The Children's Voices program is also focused on strengthening partnerships in order to deliver group prevention programming as well as one-on-one counselling opportunities for children registered in our programs. This has included our ongoing formal relationship with NNDSB, as well as new formal agreements to provide program delivery at both the Wasauksing School and The Drop in Parry Sound.

Staff and residents have been thrilled to introduce the new COVID Guidance, including the elimination of routine rapid antigen testing and masking, changes which have been improving moral and supporting forward momentum. However, COVID continues to have an impact as our capacity continues to be reduced by 3 beds as a result of continued physical distancing requirements mandated by the Ministry of Health.