



Chief Administrative Officer's Report

June 2025

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.

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District of Parry Sound Municipal Association Meeting—Callander



On May 23rd, I attended the District of Parry Sound Municipal Association meeting in Callander. There were approximately 100 people in attendance, primarily elected officials, ministries, agencies and municipal staff from all municipalities in the District of Parry Sound. I was pleased to see several members of our board in attendance.

(Shown here: Tom Lundy, Teri Brandt, Tammy MacKenzie, Janice Bray, Sharon Smith) Absent from photo but in attendance: Jerry Brandt.

‘Everyday Impact’

This month, we introduced a new internal campaign called *Everyday Impact*, designed to recognize and celebrate the meaningful contributions of our staff. Shared across the organization, this feature highlights the efforts and successes of team members who make a difference in our daily work and positively influence those around them. New stories will be shared once or twice each month.

In a recent letter from one of the families we support:

“I am one of the parents who access Early On in the Parry Sound district. I wanted to reach out and mention my recent experience at the Carling location. I brought my children there for the first time, and I was thoroughly impressed by the set up Miss Rachel had created for the kids. The program at Carling is very well maintained, thought out with various learning activities, and the interactions Miss Rachel has with the kids are vibrant and joyful.

Miss Rachel has a deep caring for the kids, a playful energy, and is always two steps ahead to help out the parents as well. Managing two children under 3 on my own can be challenging but Miss Rachel has helped me with managing them, teaching them, as well as enriching all of our lives. Attending Early On has significantly improved my mental health, along with my families well being. I am overjoyed in my interactions with Miss Rachel and the program at Carling. I will be returning regularly.” (Submitted by J. Smith)



NOSDA Annual General Meeting

The Northern Ontario Service Deliverers Association (NOSDA) held their AGM in Sault Ste. Marie from June 3-5, 2025. Several members of the Management Team, and the DSSAB Chair and Vice-Chair attended this meeting co-hosted by the Sault Ste. Marie and Algoma District Social Services Administration Boards.

With the theme “Human Services: Made in the North,” the event welcomed over 180 delegates representing all 11 Northern Ontario Service Managers who are responsible for delivering essential social and human services such as Ontario Works, Early Years programs, Housing and Homelessness, and Paramedic Services. NOSDA was formed to strengthen collaboration among Northern municipalities, providing a unified political voice on policies and program delivery from a Northern perspective. This year’s event aims to build on that mandate to foster local solutions to province-wide challenges.

Launched at this conference was the new Strategic Plan for NOSDA. The District of Parry Sound Social Services Administration Board (DSSAB) was proud to support the launch of this new five-year plan to improve health and human services across Northern Ontario.

The *Stronger Together: Leading Change for Health and Human Services in Northern Ontario* Strategic Plan offers a bold and unified vision for the next five years. It champions coordinated, innovative, and sustainable service delivery, so NOSDA can better serve people in our Northern communities.

It lays out six key priorities to address regional demographic, geographic, and economic challenges through coordinated advocacy, innovation, and partnerships. These include:

Championing health and human services – Promoting fair, sustainable funding and policies that reflect the North’s unique realities

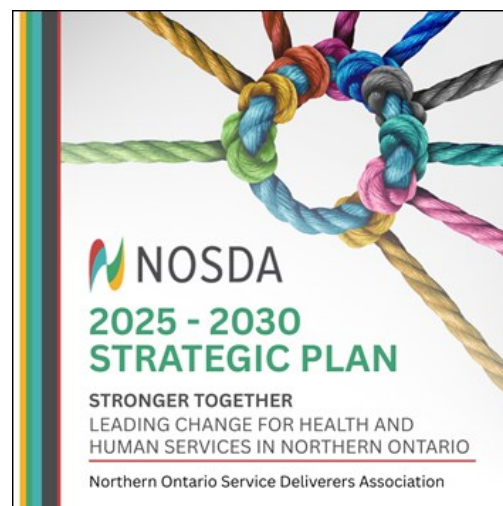
Addressing regional service delivery challenges – Developing practical, district driven solutions to address service access and quality across the North

Building strategic partnerships – Working with Indigenous communities, governments, and sector partners to drive action together

Raising NOSDA’s visibility and influence – Raising awareness of Northern issues and building support through strategic communications and outreach

Strengthening governance and member capacity – Equipping member boards and leaders with tools and support to deliver effective and accountable services

Informing Northern policy development – Leveraging evidence to inform our decisions, track the impact, and advocate better for Northern priorities



2025 Provincial Budget

Key Highlights Relevant to DSSABs/CMSMs

On May 15, 2025, the Hon. Peter Bethlenfalvy, Ontario's Minister of Finance, presented the government's 2025 budget: A Plan to Protect Ontario.

The 2025 Ontario Budget includes several investments and initiatives that may impact DSSABs and CMSMs, particularly in the areas of employment services, training, housing, and child care.



Employment & Skills Training:

- \$50M added to *Better Jobs Ontario* to support job seekers with tuition, transportation, and child care costs.
- \$1B increase to the *Skills Development Fund* over three years (totaling \$2.5B) for program delivery and building/upgrading training centres.
- \$20M for new training and support centres (formerly action centres) to assist laid-off workers, including those affected by U.S. tariffs.

Housing & Infrastructure:

- \$400M in additional funding for the *Municipal Housing Infrastructure Program* and *Housing-Enabling Water Systems Fund* to support growth-ready local infrastructure.

Investment Attraction & Economic Development:

- Proposed \$5B for the *Building Ontario Fund* to support major infrastructure and growth projects.
- \$600M added to the *Invest Ontario Fund* to enhance job creation and investment attraction.

Education & Child Care:

- Over \$30B committed over 10 years, including \$23B for capital grants, to support the development and modernization of schools and child care facilities.
- Nearly \$2B allocated for school maintenance and repair in the 2025–26 school year.

The province states these measures aim to improve access to training, support economic growth, address housing infrastructure needs, and enhance child care and education facilities.

Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District April 2025

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeeek ELCC	HCCP	Total
Infant (0-18M)	1	1	0	1	7	10
Toddler (18-30M)	12	7	5	17	30	71
Preschool (30M-4Y)	16	14	26	39	48	143
# of Active Children	29	22	31	57	85	224

The focus of the Directly Operated Child Care Programs is to continue filling available spaces. The child care programs are partnering with the local school boards and participating in the Welcome to Kindergarten or Journey to Learning events being offered across the district which introduce families to school settings.

School Age Programs

Location	Enrollment
Mapleridge After School	26
Mapleridge Before School	10
Mapleridge Summer Program	N/A
Sundridge Centennial After School	11
Home Child Care	31
# of Active Children	78



Families have begun contacting the Mapleridge Summer Program and there are currently 13 children on the enrollment list, which is at the operating capacity.

The District of Parry Sound Child Care Application Portal was launched on July 24, 2024. Since implementation, operators and child care service management staff have been working to "clean" the Application Portal by removing duplicates, training staff and assisting families with updating their profiles.

Data for April 2025

Number of Unique Children on the Application Portal		
546		
Children who Identify as Indigenous	Children Identifying Francophone Relatives	Prenatal Children
46	40	57
Unique Children - includes children waiting for care and those who are placed in care but have applied to other child care centres/programs. (ie: currently in an infant space and have also applied for JK/SK after school program) - Or - includes all children who have completed an application for child care		

Unique Children Waiting for Care
503
Waiting for Care - This number represents the unique children who are currently applied for care. This includes children who may already be placed in a program and have applied to another. This also includes the number of children pre-registered for future care.

Year, Month

Multiple selections

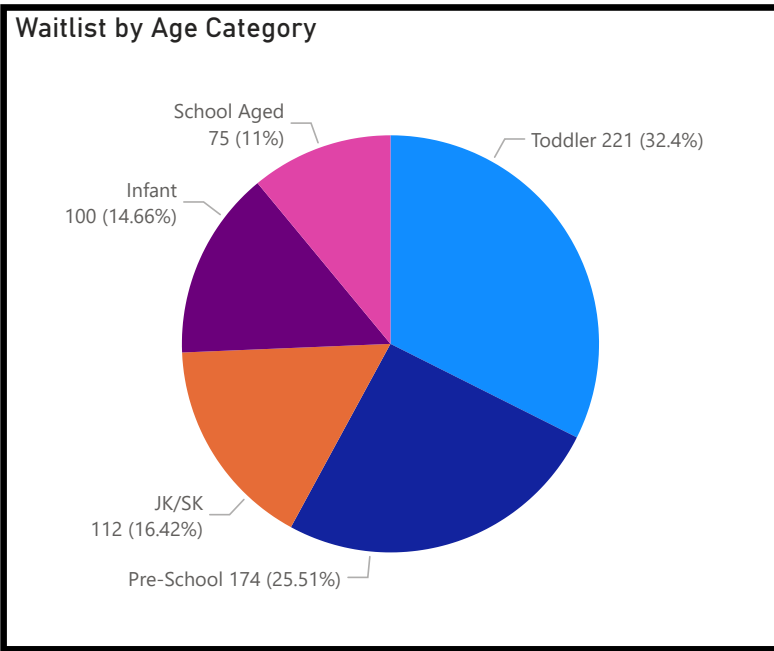
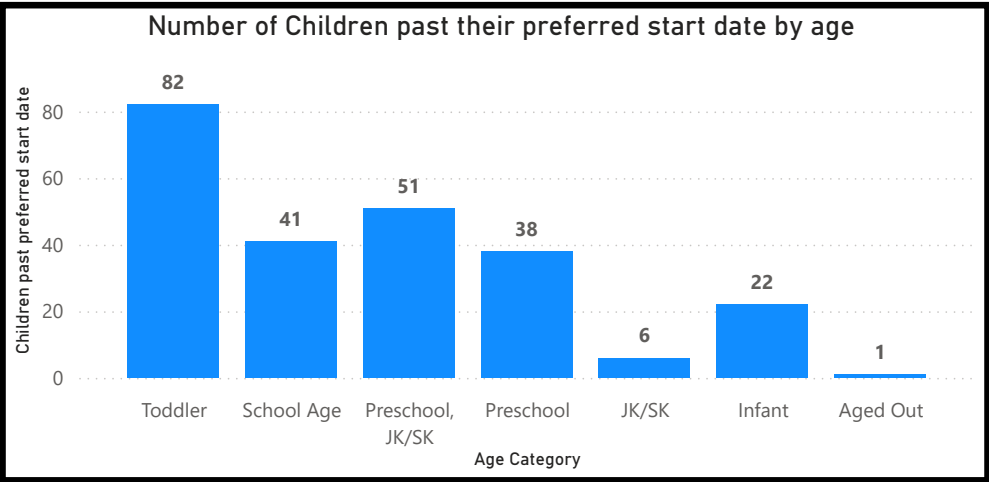
Month

April

Additions to Application Portal

36

Total Number of Children past preferred start date (Unique)
241



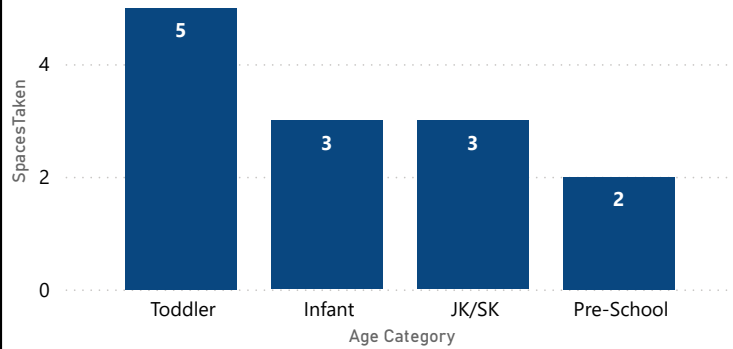
Year

2025

Month

April

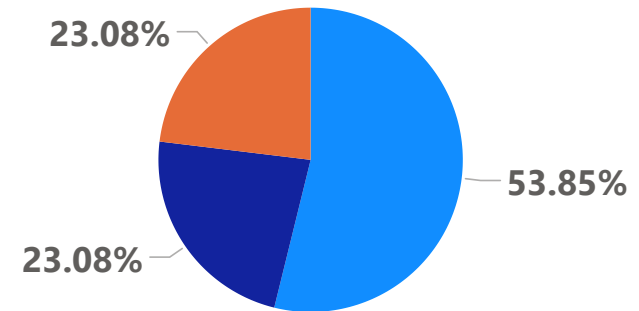
Spaces Filled by Age Category



Spaces Filled by Program Time

Program Time

- Full Day
- After School
- Any Time



Children Placed

13

Spaces Filled

13

Children Placed - The number of unique children placed in a program.

Spaces Filled - The number of spaces filled by a child. A child may be placed in more than one space, ie: before school space and after school space.

Expectation of Future Care

Number of children with a preferred start date within 1 month, 2-6 months, 6 months to a year, or more than a year.



Inclusion Support Services April 2025

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	1	1	3	0	0	0
Toddler (18-30M)	7	11	18	23	1	0	0
Preschool (30M-4Y)	8	39	47	48	3	1	0
School Age (4Y+)	0	16	16	21	0	0	2
Monthly Total	15	67	82		4	1	2
YTD Total	20	75		95	18	25	12

The ISS program has seen a slight decline in referrals which is a regular occurrence this time of year. Under the 2024/2025 funding mandates from the Ministry of Education, the ISS team is no longer able to offer free screening clinics to the broader community where children are preparing to enter school for the first time. Screenings can only be offered to regular attendees of a licensed child care program or EarlyON Child and Family Centre. Resource Consultants are working closely with the EarlyON program to encourage families to attend regularly and take advantage of the free child development screenings through that venue.

EarlyON Child and Family Programs—April 2025

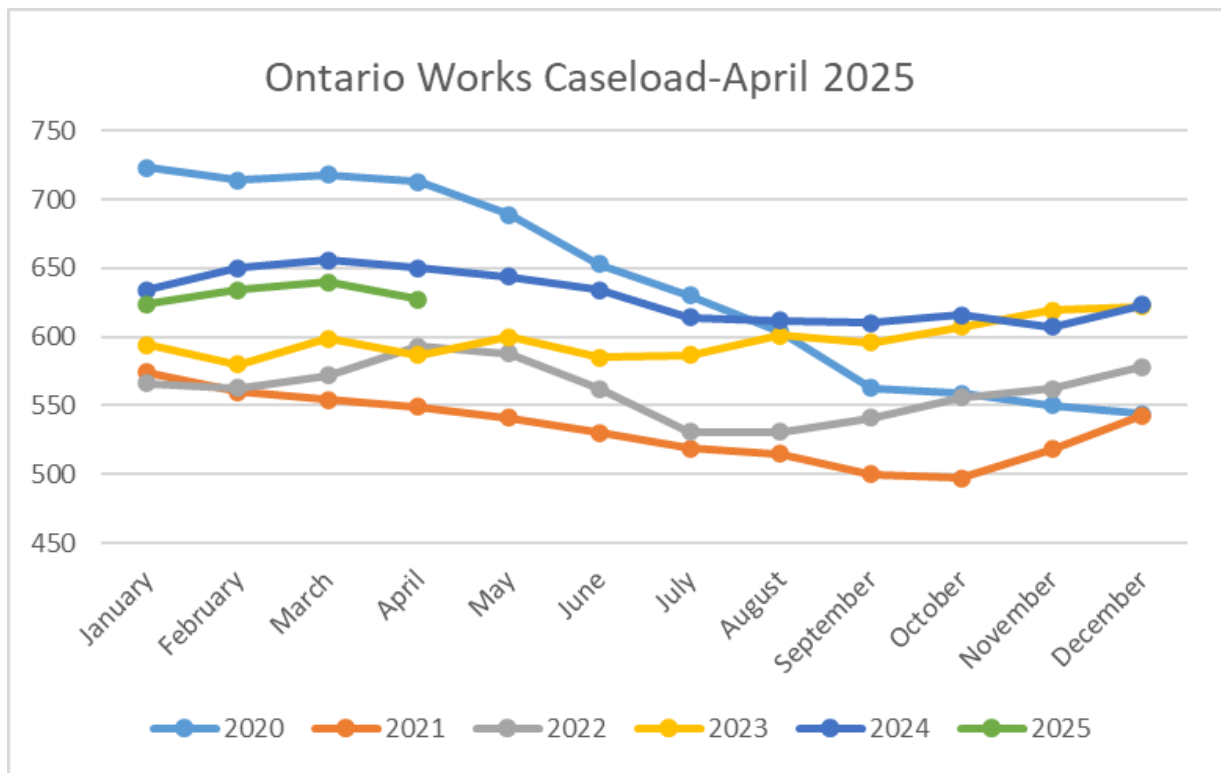
Activity	Jan 2025	Feb 2025	Mar 2025	Apr 2025	YTD
Number of Child Visits	852	755	855	961	3423
Number of New Children Attending	243	64	48	59	414
Number of Unique Children Attending			598 YTD		
Number of Adult Visits	661	605	704	752	2722
Number of Unique Adults Attending			281 YTD		
Number of Virtual Programming Events	7	7	8	8	30
Number of Engagements through Social Media	215	98	91	68	472
Number of Views through Social Media	33,693	17,975	21,519	8,175	81,362

Funding Sources for District Wide Childcare Spaces - April 2025

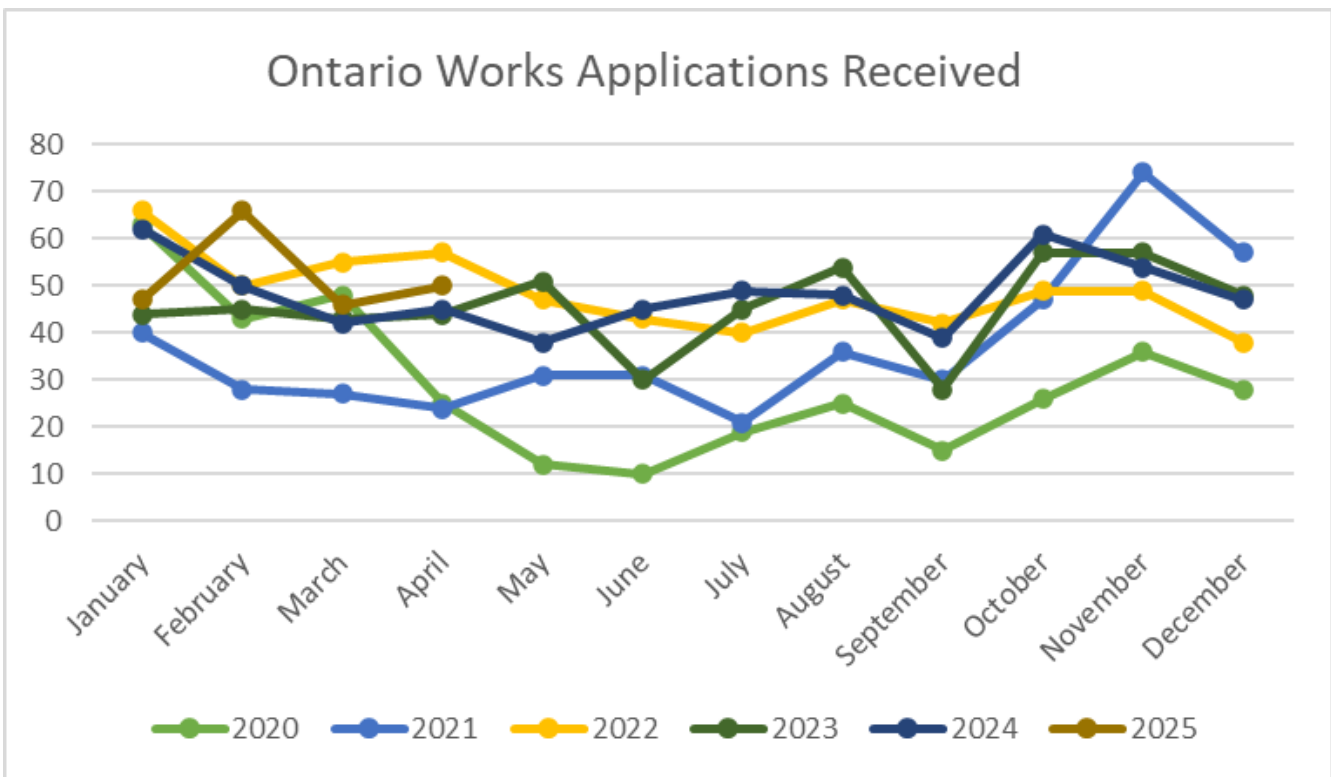
Funding Source - Active	# of Children	# of Families
CWELCC*	49	47
CWELCC Full Fee	218	214
Extended Day Fee Subsidy	3	3
Fee Subsidy	23	18
Full Fee	25	23
Ontario Works	2	2
Total	320	307

Funding Source - New	# of Children	# of Families
CWELCC*	2	2
CWELCC Full Fee	3	3
Extended Day Fee Subsidy		
Fee Subsidy		
Full Fee		
Ontario Works		
Total	5	5

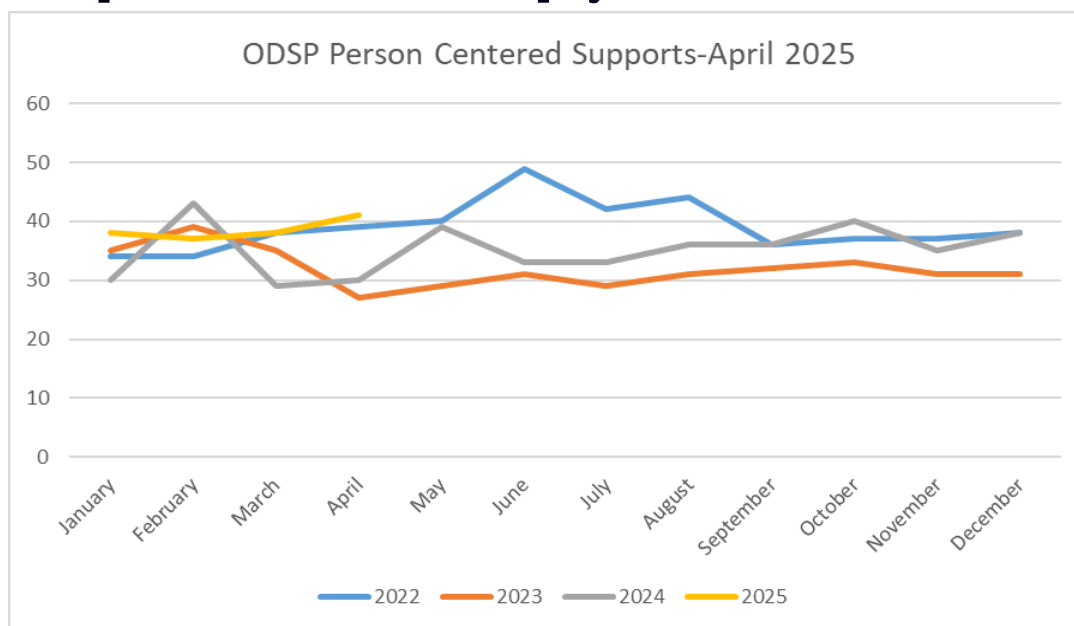
Exits	# of Children	# of Families
Fee Subsidy		
CWELCC Full Fee		
Extended Day Fee Subsidy		
Fee Subsidy	1	1
Full Fee		
Ontario Works		
Total	1	1



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



ODSP Participants in Ontario Works Employment Assistance



The OW Caseload is up slightly to **627** cases. We are providing **41** ODSP participants Person-Centred Supports. We also have **58** Temporary Care Assistance cases. **50** applications were received through the province's Ontario Works Intake Unit (OWIU).

Employment Services Transformation & Performance Outcomes

On March 1st, 2025, as part of the province's Employment Services Transformation, we officially entered Integrated Employment Services model (IES) along with our Northeast DSSAB partners with our new Service System Manager College Boreal. This means that employment assistance for Social Assistance recipients now moves under the Employment Ontario umbrella. We are responsible for providing Person Centered Supports to SA Recipients in 4 key areas;

- Crisis & Safety-homelessness, personal safety
- Health-medical, mental health counselling, addiction treatment
- Life Skills-Literacy and Basic Skills such as budgeting, time management
- Community Supports-Housing, transportation and legal support

With this change, we have new Performance Outcomes that will be reported on monthly going forward.

% with an Action Plan created

Percentage of OW + NDA Members with mandatory participation requirements...



Provincial Average— 62.9%
Target-100%
**NDA refers to ODSP participants

Referrals to Employment Ontario

Percentage of OW + NDA Members with mandatory participation requirements...



Provincial Average 12.9%
Target 32%
**NDA refers to ODSP participants

% Exiting to Employment

Percentage of Ontario Works cases exiting to employment (Cumulative Year-to-...

Year ■ 2023 ■ 2024 ■ 2025



Provincial Average 4%

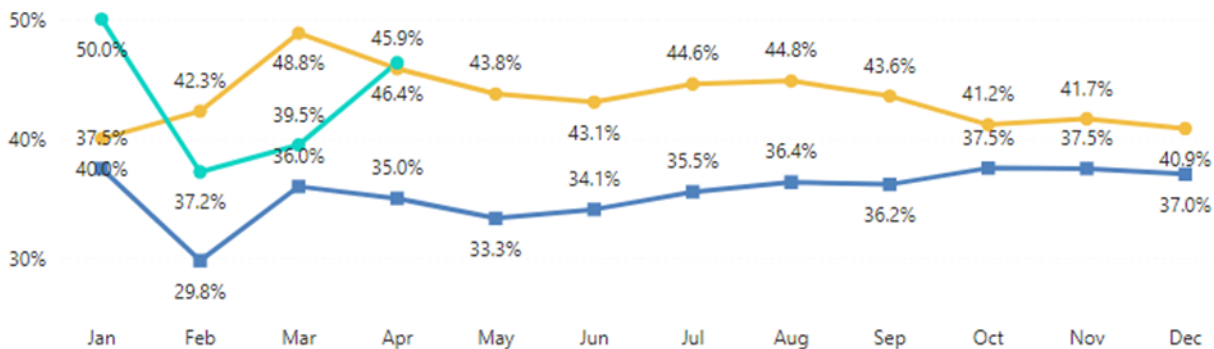
Target 22%

**NDA refers to ODSP participants

% of OW Cases Exit the Program and Return within One Year

Percentage of Ontario Works cases who exit the program and return within one...

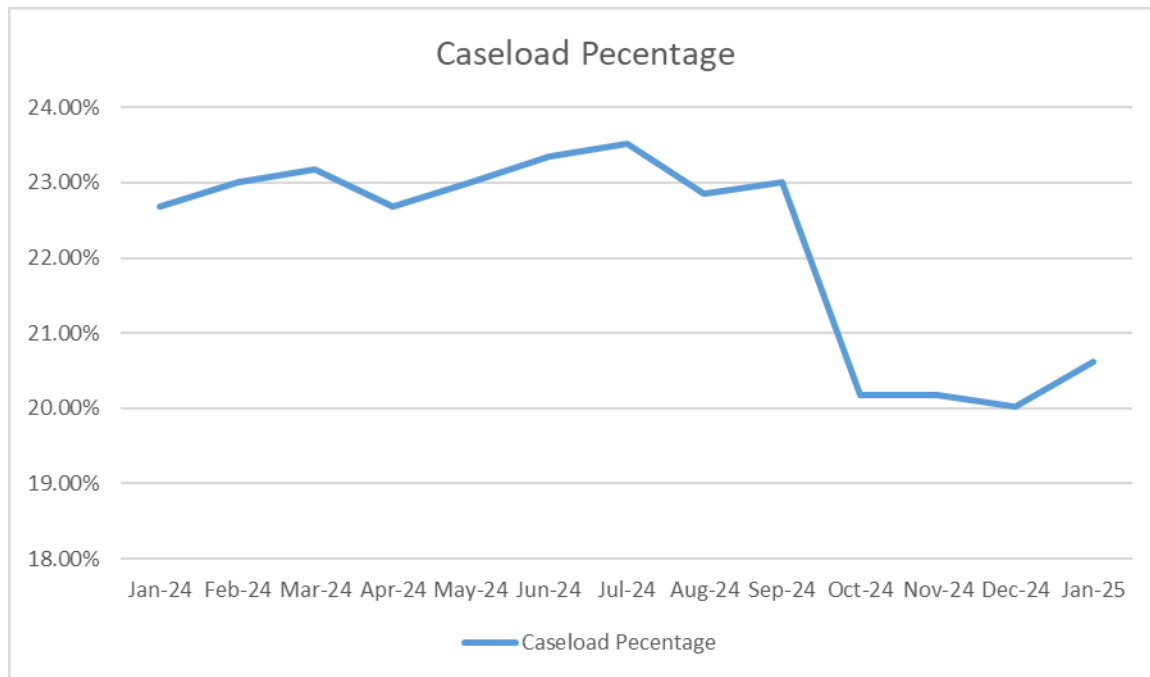
Year ■ 2023 ■ 2024 ■ 2025



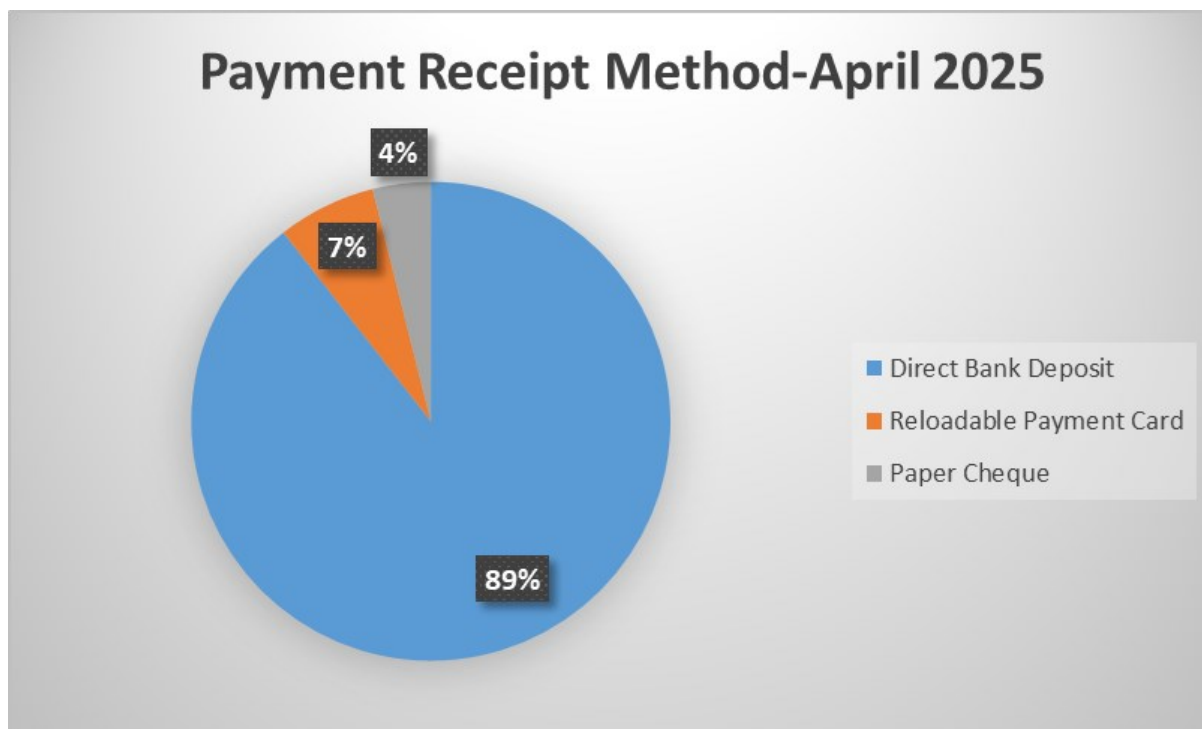
Provincial Average: 33.3%

Target: 35%

MyBenefits Enrollment 2025



DBD Enrollment

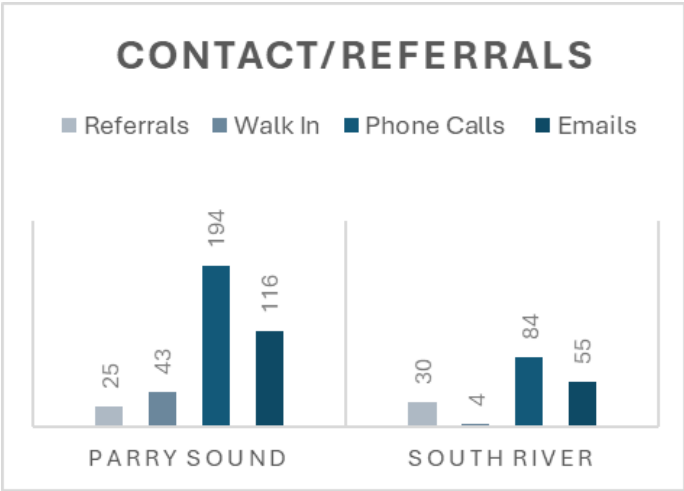


Income Support & Stability Update

Income Support and Stability Program Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly or bi-weekly supports, required by the individual to succeed in achieving and maintain life stabilization goals.

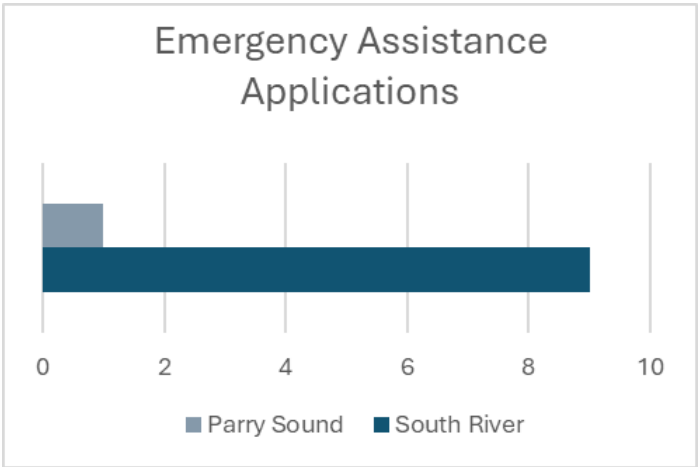
Contact / Referrals – April 2025

The data collected is initial contact made with a client to determine eligibility for on going support. This includes ongoing Housing Stability and Ontario Works cases.



Emergency Assistance Applications
April 2025

An application can be created when the applicant is not currently in receipt of social assistance, or not serving a period of ineligibility. Administrator also must be satisfied the applicant to the best of their ability made a reasonable effort to access other resources.



Client Referrals

Clients who identify as experiencing homelessness, or at immediate risk of homelessness

April 2025	East	West	YTD
Homeless	4	5	21
At Risk	11	12	59
Program Total (Esprit In Shelter Clients calculated in Homelessness Numbers)			
Esprit Outreach Homeless			
Esprit Outreach at Risk			
Esprit in Shelter			

Short Term Housing Allowance

Max of \$400 for 6 months

	Active	YTD
April	5	16

Household Income Sources and Issuance from Homelessness Prevention Programs Funding (HPP)

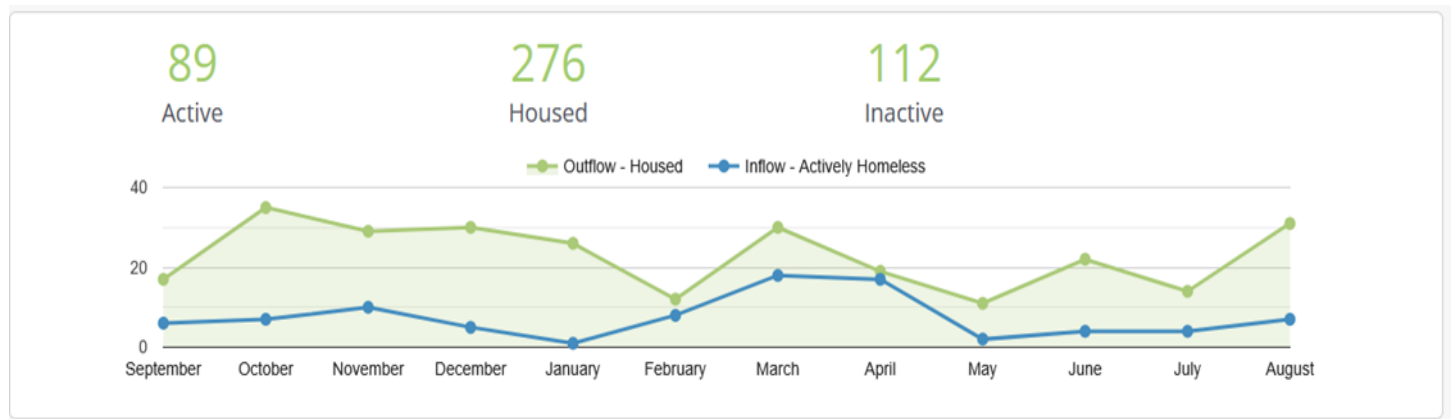
April 2025 Income Source	Total	HPP
Senior	9	\$5,856.00
ODSP	5	\$4,964.00
Ontario Works	18	\$15,271.00
Low Income		
Total		

April 2025 Reason for Issue	Total
Rental Arrears	\$19,907.00
Utilities/Firewood	\$148.00
Transportation	\$500.00
Food/Household/Misc.	\$4,167.00
Emergency Housing	\$1,369.00
Total	\$26,091.00

By-Name List Data

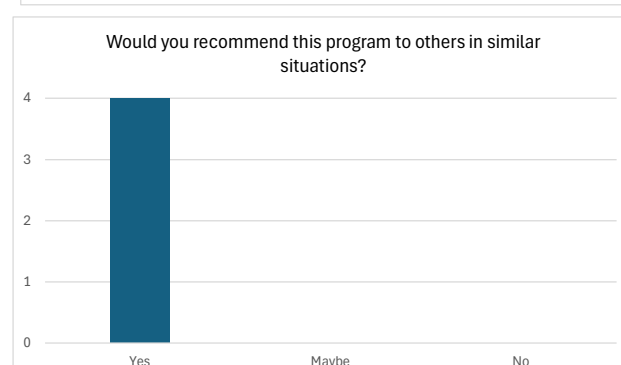
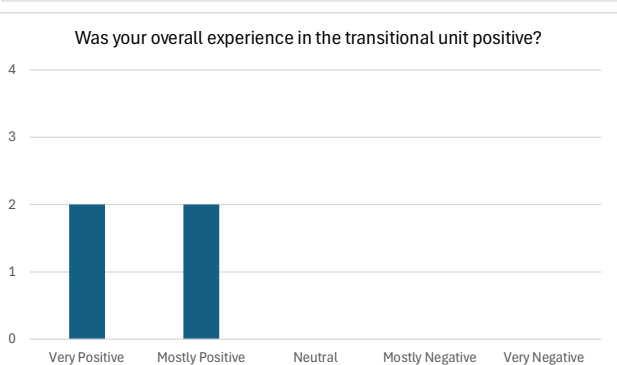
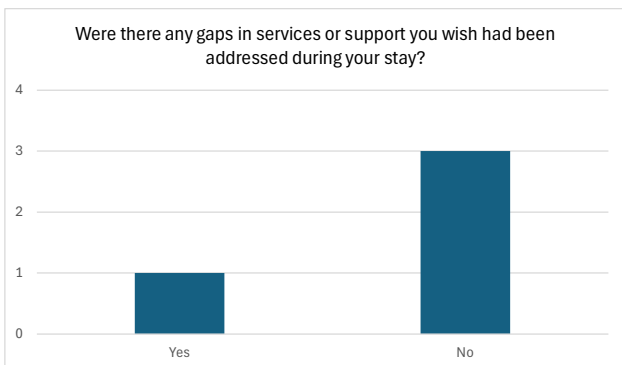
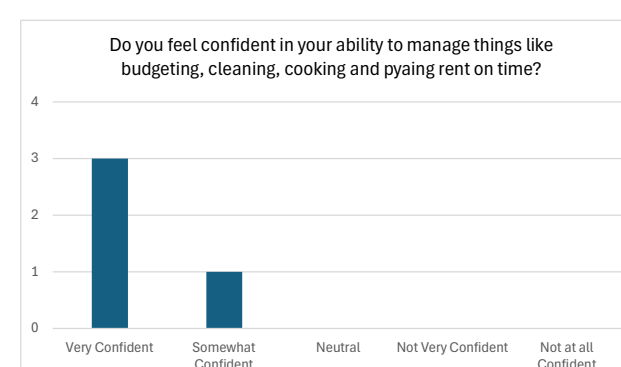
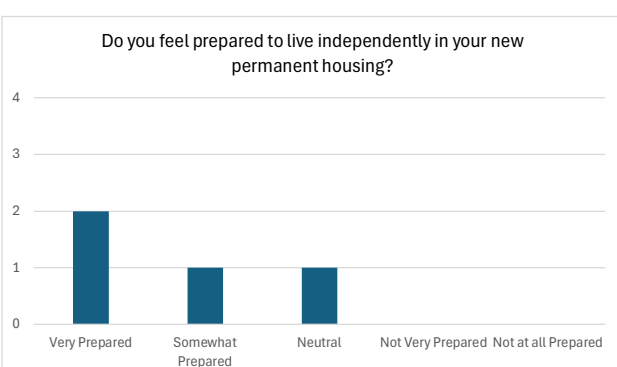
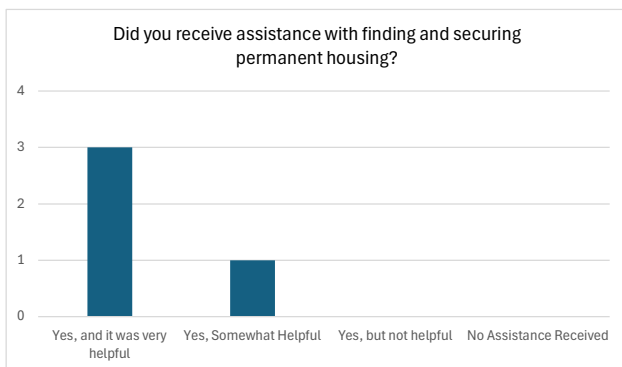
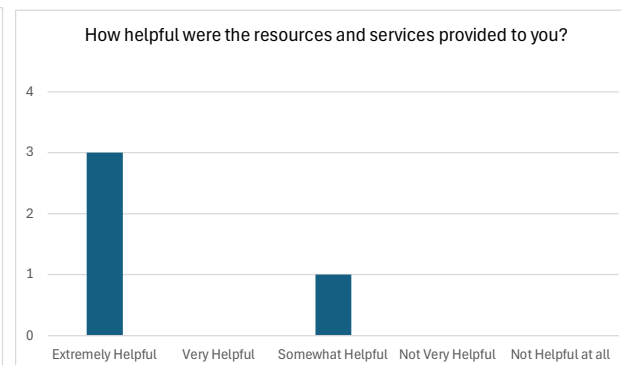
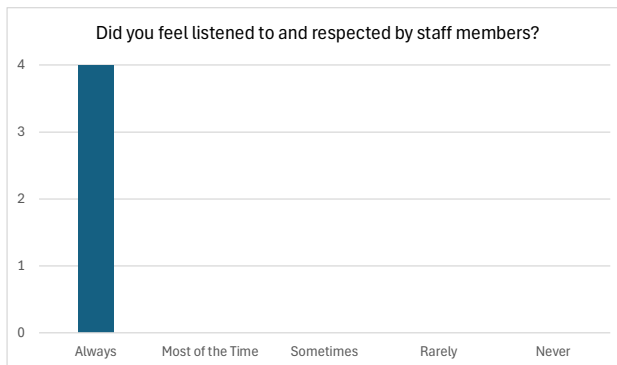
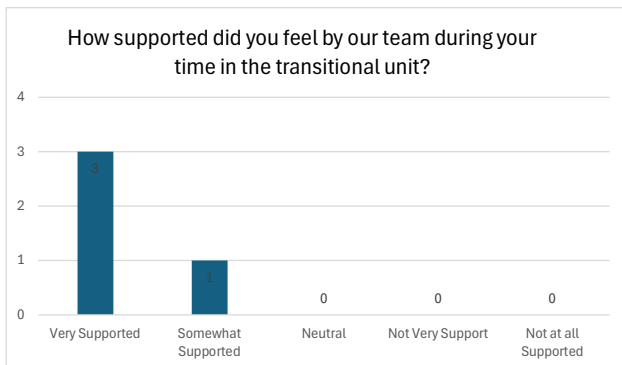
September 1, 2021– March 31, 2025

The By Name List is real-time list of all known people who are experiencing homelessness in our community that are willing to participate in being on the list and connecting with our agency for ongoing support to maintain affordable and sustainable housing. The individuals who are connected to this program are provided Intense Case Management supports with the foundations from Coordinated Access.



As of the end of April, we have 89 active people on the BNL. We housed 4 people, 2 of which were experiencing chronic homelessness. We had zero people return to homelessness from housing. Since the inception of the BNL in September 2021, we have housed 276 people or 58% of those referred.

Exit Survey for Transitional Unit Participants



Housing Programs

Social Housing Centralized Waitlist Report April 2025

	East Parry Sound	West Parry Sound	Total
Seniors	48	131	179
Families	155	479	634
Individuals	478	156	634
Total	681	766	1447
Total Waitlist Unduplicated			404



SPP = Special Priority Applicant

Social Housing Centralized Waitlist (CWL) 2024 - 2025 Comparison Applications and Households Housing from the CWL

Month 2024	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2025	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	3		2	1		Jan	9	0	0	2	
Feb	5		11	1		Feb	8	0	2	3	
Mar	7		3	3		Mar	9	1	4	1	
Apr	10	1	7			Apr	6	1	10		
May	4	1	5	1		May					
June	1		15	3		June					
July	9	1	19			July					
Aug	9	1	21			Aug					
Sept	6		16	2		Sept					
Oct	6		9	4		Oct					
Nov	10	1	17	3		Nov					
Dec	11		6	3	2	Dec					
Total	81	5	131	21	2	Total	32	2	16	6	0

- Housing Programs had six approved new applications added to the centralized waitlist in April
- One new application was an approved applicant for special priority placement on the waitlist
- Ten applications were cancelled/removed from the waitlist in April. All ten were removed as they are now in receipt of COHB (Canda Ontario Housing Benefit)

Parry Sound District Housing Corporation

April 2025

Activity for Tenant Services

	Current	YTD
Move outs	1	6
Move in (centralized waitlist along with internal transfers)	0	7
L1/L2 hearings	0	2
N4 Delivered to tenant or filed with the LTB– Notice of eviction for non-payment of rent	1	5
N5 Filed with the LTB– notice of eviction disturbing the quiet enjoyment of the other occupants	1	5
N6 Filed with the LTB –notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0
N7 Filed with the LTB – notice of eviction for willful damage to unit	0	0
Repayment agreements (formal & informal)	1	8
No Trespass Order	0	0
Tenant Home Visits	16	101
Mediation/Negotiation/Referrals	19	69
Tenant Engagements/Education	8	14

Property Maintenance

April 2025

Pest Control		3 Buildings are currently being monitored monthly for bedbugs. There are 7 active units.
Vacant Units	9	8 one-bedroom, 1- multiple bedrooms (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	6	5 market, 1 affordable units available
After Hours Calls	11	Fire panel offline, Monitoring station offline, tenant behaviour, partial power loss, building power loss, toilet plugged, washing machine not working, warning sensor on water system needs to be reset
Work Orders	100	Work orders are created for our staff to complete routine maintenance repairs for all DSSAB/LHC Buildings
Purchase Orders	195	Purchase Orders are for services, and materials required outside of the Housing Operations Department
Fire Inspections	0	**Scheduled to attend the annual inspections in May**
Annual Inspections	0	**SCHEDULED FOR MAY 2025**
Incident Reports		

Capital Projects

April 2025

During the month of April, the Capital Program was busy with the following:

Hazardous Material Remediation: Asbestos-containing pipe wrap successfully removed from a daycare facility. Backflow preventers installation preparations completed, with installation scheduled for June.

HVAC and Duct Maintenance: Duct cleaning scheduled district-wide starting in May.

Exterior Doors and Flooring Projects: New exterior door installation scheduled for May, completion by end of June.

Flooring replacements and unit turnovers in progress across multiple properties. All flooring work scheduled for completion between late May and early July.

Water Damage Repairs: Repairs to water-damaged units are underway with anticipated completion dates through May and June.

Generator and Electrical Work: Generator repairs completed with outstanding deficiencies addressed, except one location requiring a new exhaust component.

Electrical panel replacement awarded with work scheduled for completion in May.

Roofing and Eavestrough Projects: Eavestrough replacements awarded for multiple properties, with completion scheduled for May.

Partial roof replacements specifications prepared; tendering process to begin in May with mandatory site visits.

Infrastructure and Foundation Assessments: Asphalt replacement quotes being gathered district wide. Foundation and structural damage investigations completed; updated repair quotes expected by June.

Project Management Contracts Awarded: Window replacements and siding projects have contracts awarded for project management and consultancy phases beginning in May and June.

Security Enhancements: New security doors and access control systems installed at childcare facilities. Lock changes scheduled for June at select locations.

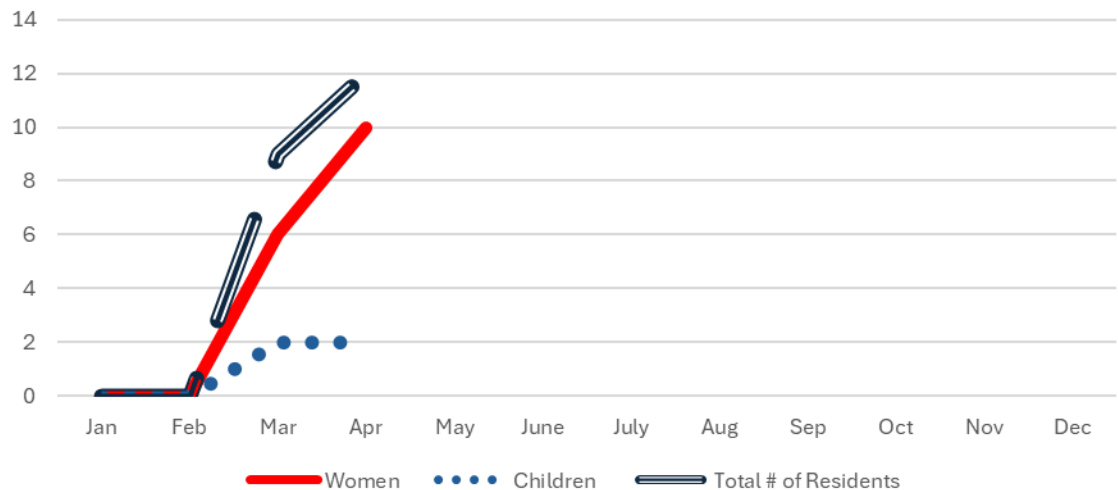
Structural Repairs and Remediation: Ice damming damage remediated at specific locations. Structural repair at one location awaiting retention of specialized general contractor.

Consulting and Engineering Contracts: Retaining wall project contracts awarded; updated specifications and engineering drawings expected in June.

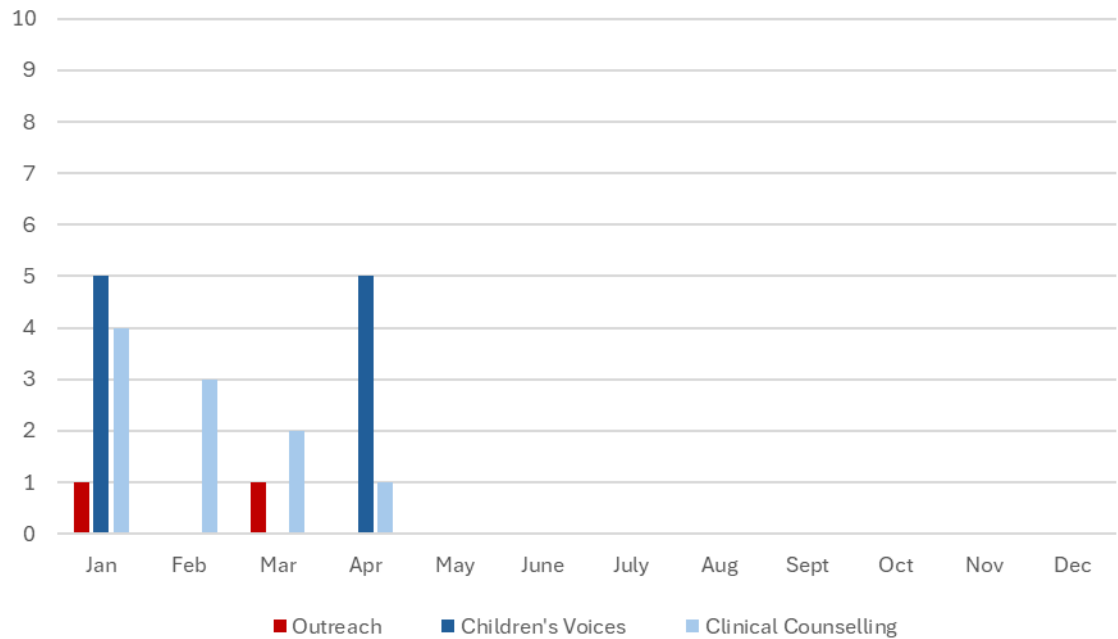
Engineering inspections requested for damaged structural elements.



Residential Program Participants

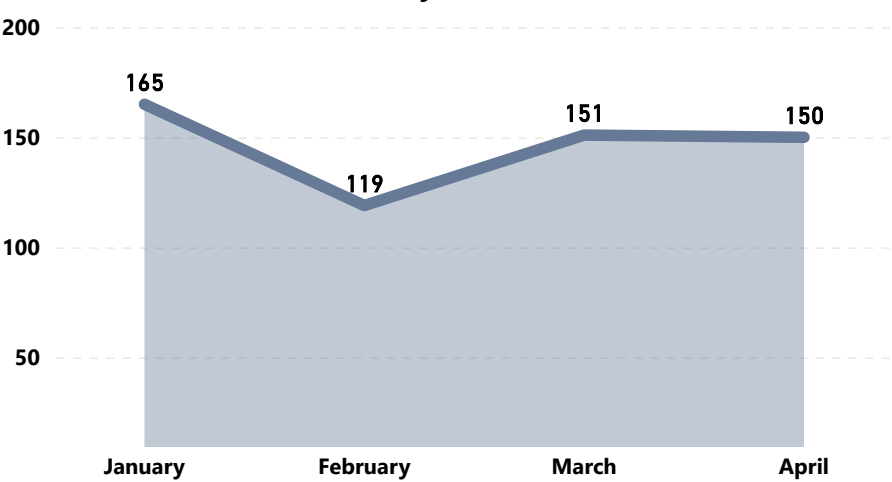


New Program Enrollments

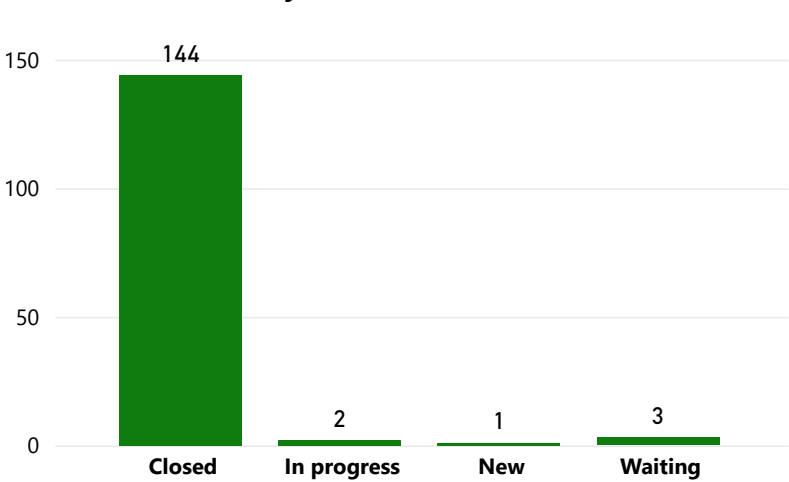


PSDSSAB IT ticket statistics - April 2025

Year to Date - Monthly Ticket Count



Ticket Count by Status



Tickets Submitted

150

Tickets Resolved

144

Tickets Unresolved

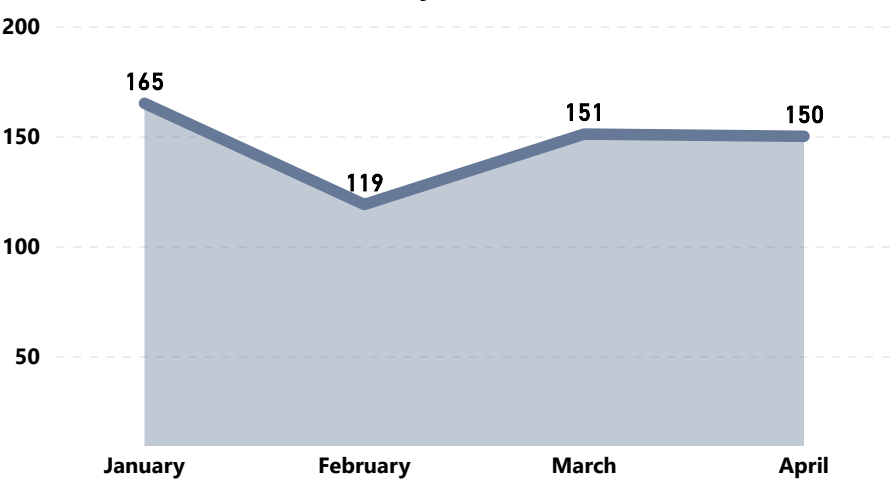
6

Top 10 Ticket Categories



PSDSSAB IT ticket statistics - YTD 2025

Year to Date - Monthly Ticket Count



Month

Year

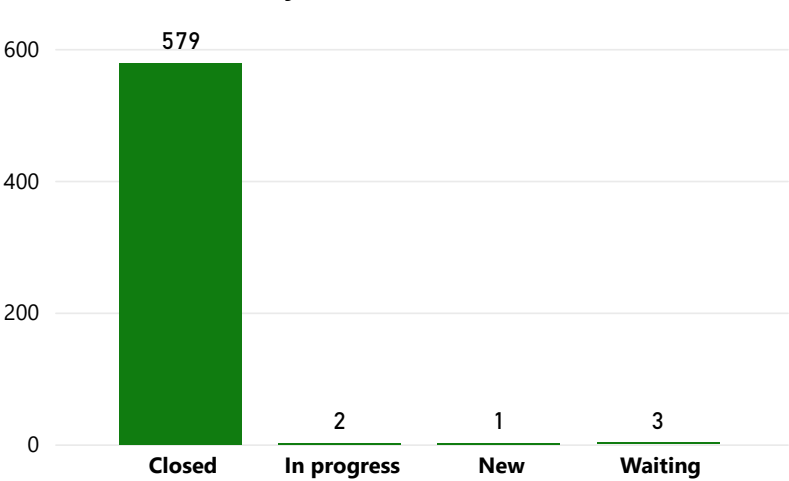
Technician

Multiple selecti... ▾

2025 ▾

All ▾

Ticket Count by Status



Tickets Submitted

585

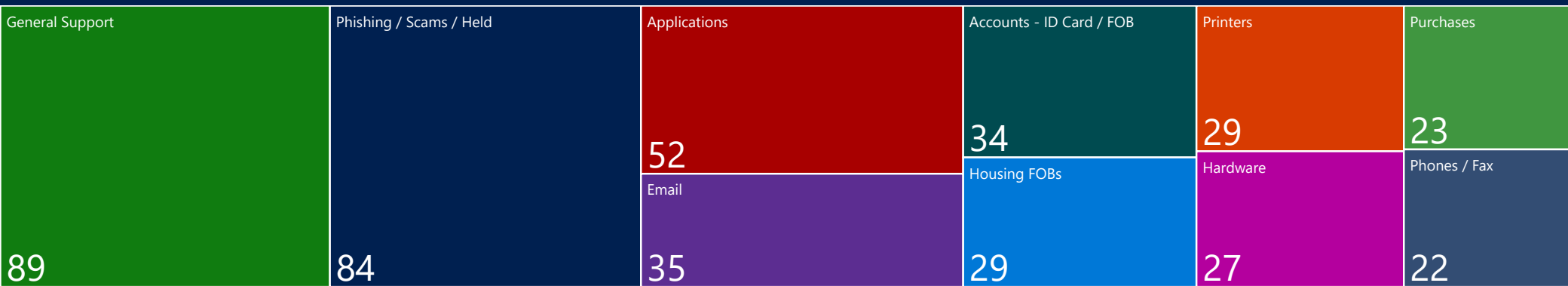
Tickets Resolved

579

Tickets Unresolved

6

Top 10 Ticket Categories



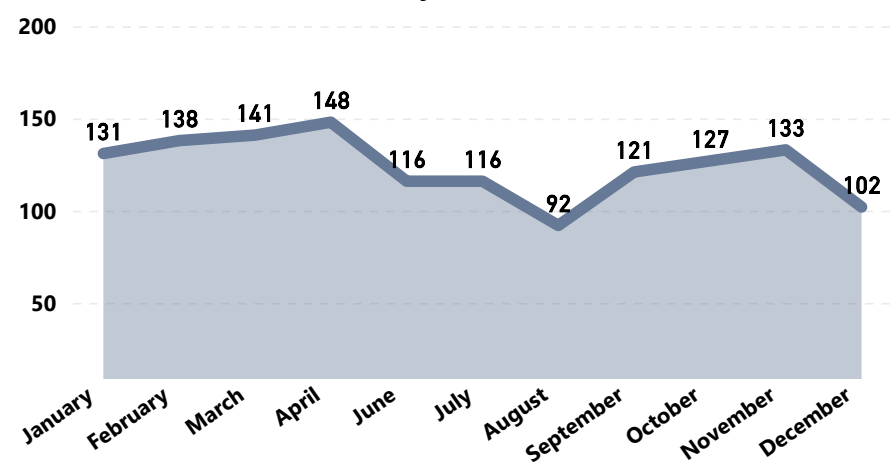
PSDSSAB IT ticket statistics - Totals 2024

Month
All

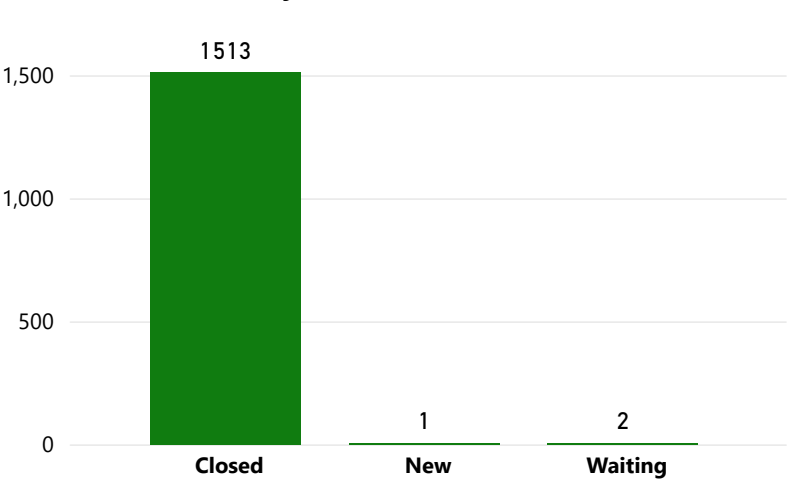
Year
2024

Technician
All

Year to Date - Monthly Ticket Count



Ticket Count by Status

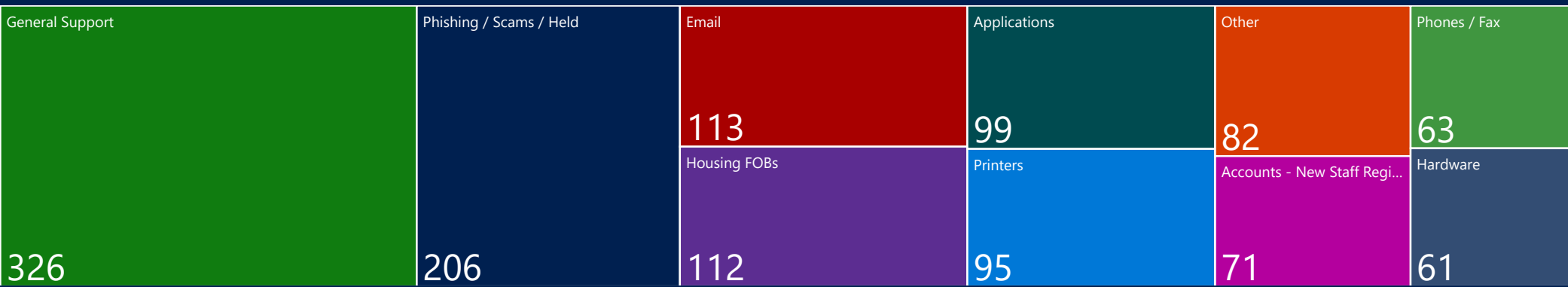


Tickets Submitted
1516

Tickets Resolved
1513

Tickets Unresolved
3

Top 10 Ticket Categories



Social Media Stats

Facebook –District of Parry Sound Social Services Administration Board	DEC 2024	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025
Total Page Followers	682	698	713	721	731	738
Post Reach this Period (# of people who saw post)	2421	5003	4923	7739	3660	3159
Post Engagement this Period (# of reactions, comments, shares)	59	666	697	788	40	501

Facebook -Esprit Place Family Resource Centre	DEC 2024	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025
Total Page Followers	209	214	214	217	220	225
Post Reach this Period (# of people who saw post)	3103	3304	608	998	1214	100
Post Engagement this Period (# of reactions, comments, shares)	151	119	12	65	94	22

DSSAB LinkedIn Stats https://bit.ly/2YyFHIE	DEC 2024	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025
Total Followers	503	515	519	525	537	548
Search Appearances (in last 7 days)	52	40	72	131	187	371
Total Page Views	50	32	46	34	37	52
Post Impressions	1416	2342	1030	632	843	650
Total Unique Visitors	14	18	22	19	21	29

Instagram - Esprit Place Family Resource Centre https://www.instagram.com/espritplace/	DEC 2024	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025
Total Followers	97	99	101	103	104	104
# of accumulated posts	59	61	63	64	65	65