



Chief Administrative Officer's Report

September 2022

Mission Statement

To foster healthier communities by economically providing caring human services that empower and enable the people we serve to improve their quality of life.



AMO 2022 Annual General Meeting and Conference

It was a privilege to attend one of the most important and influential public policy conferences in Canada. More than 2,300 municipal leaders, government officials, public servants, sponsors, exhibitors, and media gathered over three days of packed programming. It was a great reminder of the importance of in-person connections. It forded a great opportunity to connect with local municipal leaders along with the 28 Provincial Cabinet Ministers in attendance.

As a NOSDA member it was an opportunity to attend delegations with the Ministry of Health, Ministry of Education, Ministry of Long -Term Care, Ministry of Labour, Immigration, Training and Skills Development, Ministry of Infrastructure and Ministry of Children, Community and Social Services. A larger delegation was held that included FONOM, NOMA, NOSDA and multi-Ministries that was very collaborative.

Recent Media Coverage

- July 27, 2022 – [Parry Sound list helps support those experiencing homelessness](#)
- July 27, 2022 – [Special list helping Parry Sound DSSAB find shelter for the homeless](#)
- August 4, 2022 – [By-Name List seeing some success for homeless](#)
- August 5, 2022 – Radio Interview with Kathy on Moose 103.3FM regarding the Adult Bike Drive
- August 11, 2022 – [Adult bike drive supports those in need](#)

Social Media

Twitter Stats

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

District of Parry Sound Social Services Administration Board – Twitter Page	Mar. 2022	Apr. 2022	May 2022	June 2022	Aug. 2022
Total Tweets	2	3	6	6	9
Total Impressions	178	235	217	265	226
Total Profile Visits	54	37	230	200	20
Total Followers	15	15	16	18	25
Total Mentions	-	-	5	1	1

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

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

District of Parry Sound Social Services Administration Board – LinkedIn	Mar. 2022	Apr. 2022	May 2022	June 2022	Aug. 2022
Total Followers	43	50	53	98	179
Search Appearances (in last 7 days)	336	215	277	199	339
Total Page Views	28	13	21	33	61
Post Impressions	170	160	123	246	315
Total Unique Visitors	6	10	12	16	26

Facebook Stats

District of Parry Sound Social Services Administration Board	Mar. 2022	Apr. 2022	May 2022	June 2022	Aug. 2022
Total Page Followers	309	331	343	358	382
Post Reach this Period (# people who saw post)	1,154	5,194	8,396	8,955	10,269
Page Views this Period	61	60	104	127	183
Post Engagement this Period (# reactions, comments, shares)	62	412	854	692	945
Esprit Place Family Resource Centre	Mar. 2022	Apr. 2022	May 2022	June 2022	Aug. 2022
Total Page Followers	118	118	18	119	121
Post Reach this Period (# people who saw post)	461	54	48	208	17
Page Views this Period	7	7	8	18	10
Post Engagement this Period (# reactions, comments, shares)	12	2	2	11	4
The Meadow View (NOAH)	Mar. 2022	Apr. 2022	May 2022	June 2022	Aug. 2022
Total Page Followers	423	432	445	457	464
Post Reach this Period (# people who saw post)	3,192	1,098	7,320	8,636	461
Page Views this Period	117	250	522	263	143
Post Engagement this Period (# reactions, comments, shares)	399	133	877	448	36

Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District July 2022						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18m)	2	0	1	3	14	20
Toddler (18m-30m)	13	7	12	22	23	77
Preschool (30m-4y)	21	20	31	56	74	217
# of Active Children	36	20	31	56	74	217

Fees in the Directly Operated Early Learning and Child Care Centres and the Home Child Care Program have been reduced following the guidelines established by the Canada-Wide Early Learning and Child Care System and all eligible families have been issued rebates.

There continues to be a shortage of qualified staff for the child care centres while enrollment is returning to pre-pandemic compliments.

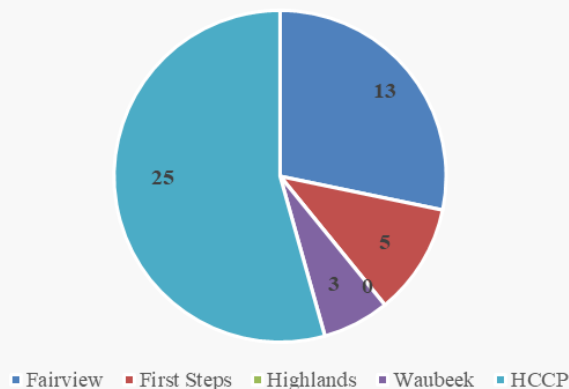
School Age Programs

July 2022		
Location	Enrollment	Waitlist
Mapleridge Summer Program	19	0
Sundridge Summer Program	22	0
Home Child Care	26	7
# of Active Children	67	7

Two school age summer programs are being offered with a total enrollment of 31 children. The programs are staffed with R.E.C.E.'s and summer students. Activities have included hikes at local conservation areas, picnics in the park, sports activities, visits to community events, and crafts.

There are currently 79 children pre-enrolled in the Before and After School programs ready to reopen September 6th.

Directly Operated Child Care Waitlist by Program



The waitlist continues to be stable with new families. Waubeek has seen a slight decline because spaces have reopened which allowed for families to enter care and come off the waitlist.

OLAF

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		
September	1	5	September		
October	1	3	October		
November	0	3	November		
December	1	4	December		

Total Children by Funding Source for July 2022

Active	# of Children	# of Families
After-School Program Fee Subsidy	33	31
Fee Subsidy	198	177
Full Fee	196	190
Ontario Works	12	9
TOTALS	441	409
New	# of Children	# of Families
After-School Fee Subsidy	18	17
Fee Subsidy	50	39
Full Fee	7	6
Ontario Works	7	4
TOTALS	84	68
Exits	# of Children	# of Families
Fee Subsidy	7	6
Ontario Works	2	2
TOTALS	9	8

Inclusion Support Services

July 2022							
Age Group	EarlyON	Licensed Early Learning & CCC's	Monthly TOTAL	Year-to-Date TOTAL	Waitlist	New Referrals	Discharges
Infants (0-18m)	0	0	0	0	0	0	0
Toddlers (18m-30m)	4	15	19	23	2	0	0
Preschool (30m-4 y)	7	32	39	53	4	0	1
School Age (4y+)	7	21	28	31	1	0	2
Monthly TOTAL	18	68	86	-	7	0	3
Year-to-Date TOTAL	19	70	-	118	21	33	21

With the re-opening of EarlyON at the main locations, there has been an increase in children referred to the Inclusion Support Services through that program. Resource Consultants are able to meet with children and their families at the EarlyON programs to ensure that they are getting all the necessary resources to enhance their participation. The significant variance in the number of toddlers participating in the program from May to now is accredited to children aging out of the Toddler range and now transitioning to the preschool playrooms in their child care programs. There will also be a significant number of children transitioning to kindergarten classes at their local schools this September.

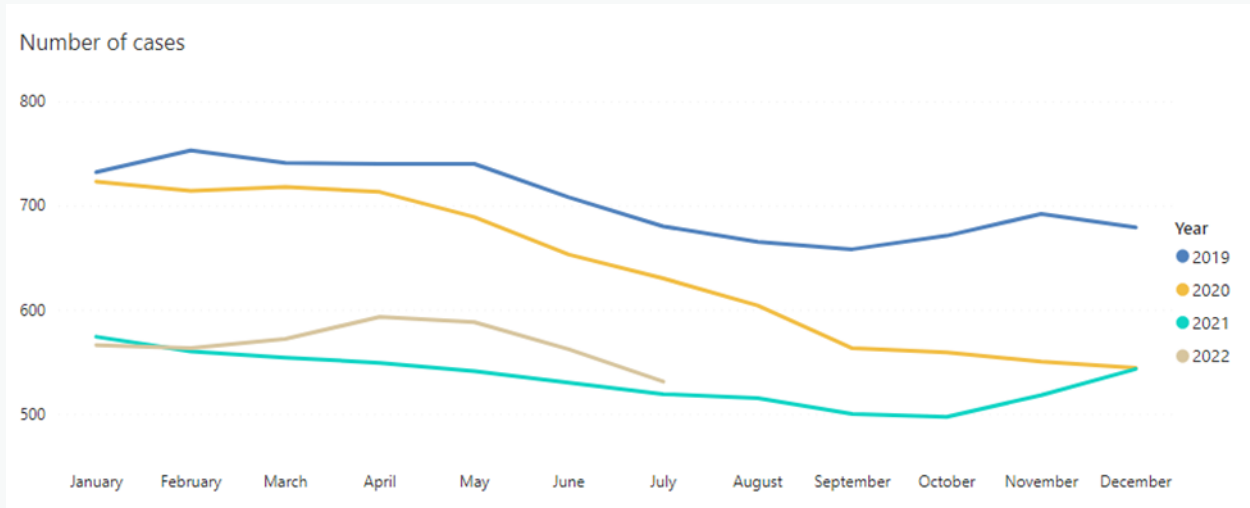
EarlyON Child and Family Programs

July 2022		
Activity	July	Year-to-Date
Number of Children Attending	404	2,384
Number of New Children Attending	32	353
Number of Families Visiting	330	1,779
Number of New Families Visiting	22	299
Number of Virtual Programming Events	0	75
Number of Family Engagements with Virtual Events	14	5,359

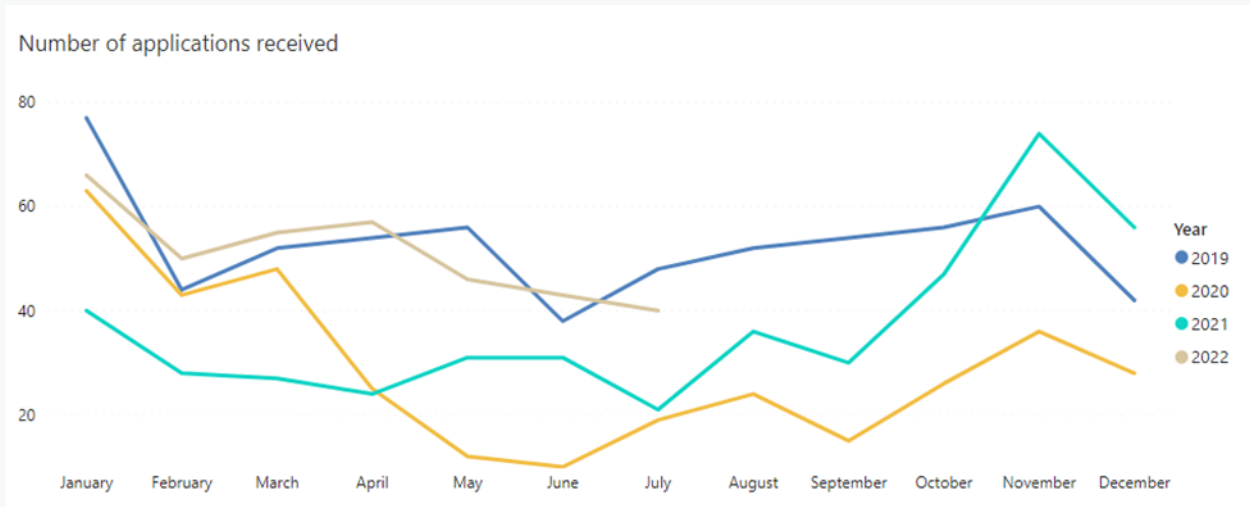
The summer months, typically see a reduction in attendance at the EarlyON in-person programs and with staff summer vacations, the program was unable to continue offering virtual programming through July. Families have continued to refer to the EarlyON Facebook page for information and resources, as well as speaking in-person with the Program Facilitators.

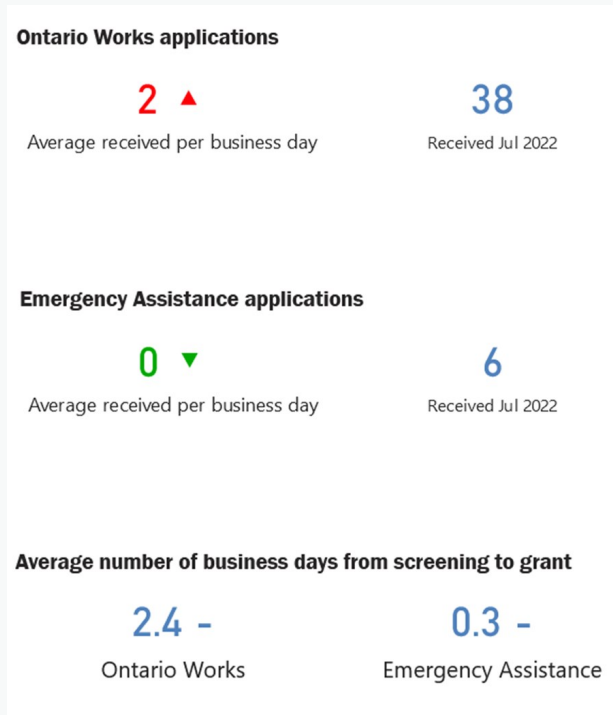
Preparations are continuing for re-opening some satellite locations by the end of September. A full schedule will be published once staffing and locations are confirmed.

Ontario Works Caseload



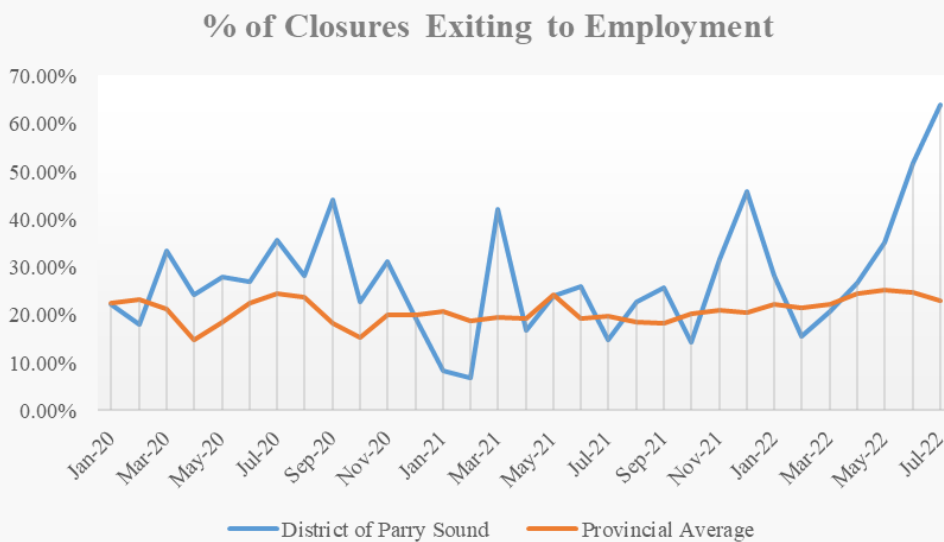
Ontario Works Intake - Social Assistance Digital Application & Centralized Intake - July 2022

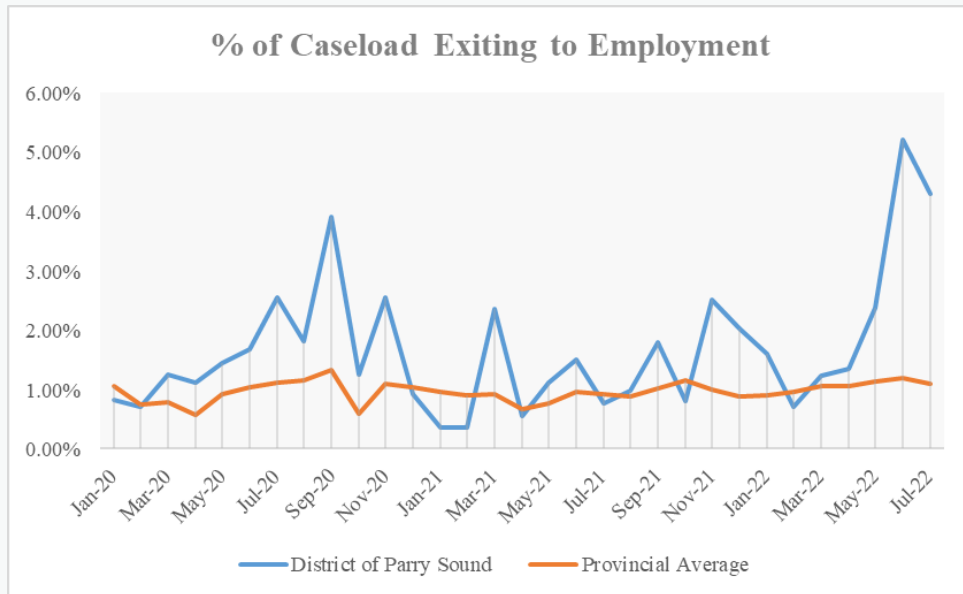




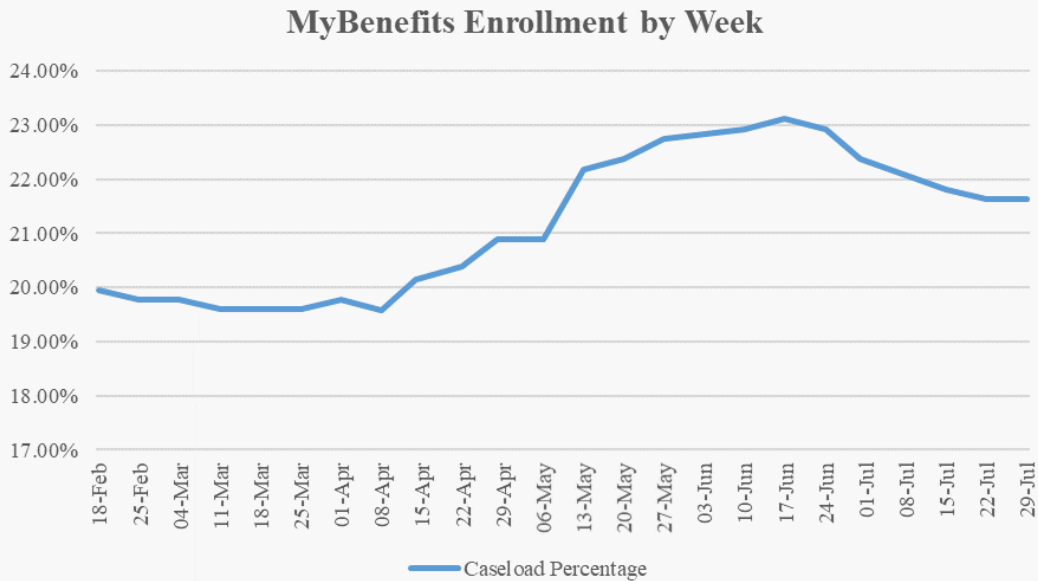
Employment Assistance Performance Outcomes

We have far exceeded our outcome targets and the provincial averages throughout the summer months. Staff have done a great job connecting participants to our Employment Ontario partners and other Community Service Providers that offer stability supports. We have also exceeded or are near 2019 levels.



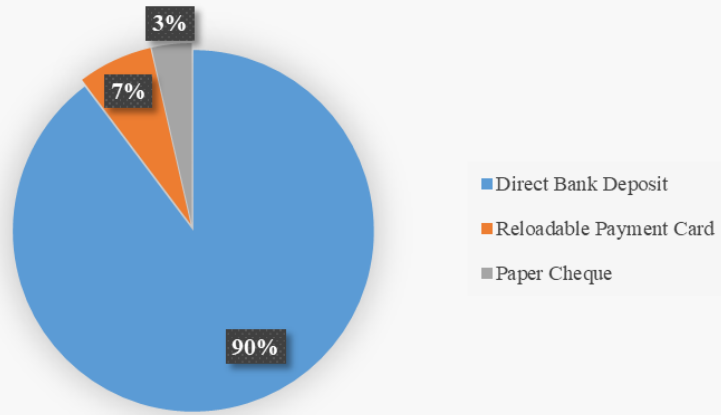


MyBenefits Enrollment 2022

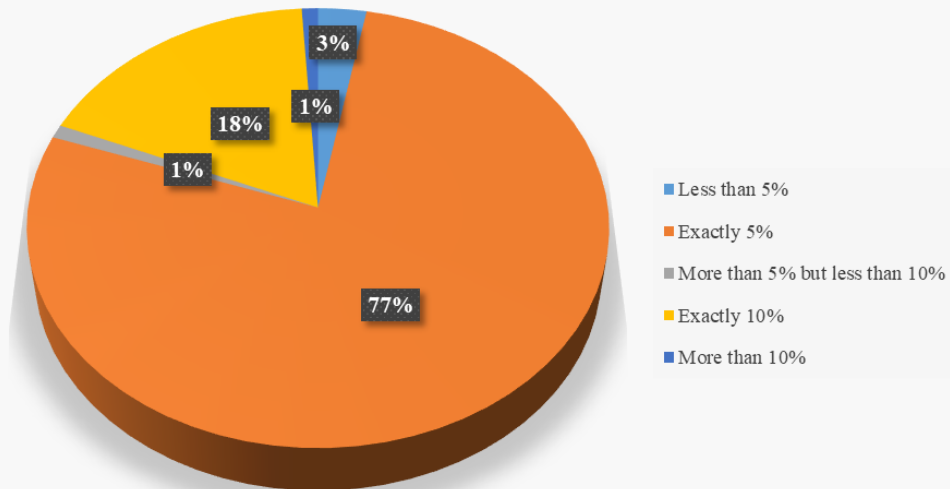


Direct Bank Deposit Enrollment

Payment Receipt Method - July 2022



Overpayment Recovery Rate - July 2022



Housing Stability Program - Community Relations Workers

For the month of July 2022

Support

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

Income Source	East	West
Senior	4	10
ODSP	9	27
Ontario Works	4	10
Low Income	12	20

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	9	12
ODSP	9	21
Ontario Works	4	8
Low Income	7	13

Contact/Referrals

	East	West	YTD
Homeless	7	4	51
At Risk	1	8	50
Esprit Outreach Homeless	0	1	4
Esprit Outreach at Risk	0	0	16
Esprit in Shelter	3		11
Program Total			132

Short Term Housing Allowance

Month	Active	YTD
July	9	65

Housing Stability: Household Income Sources and Issuance from HPP

Income Source	Total	CHPI
Senior	2	\$425.00
ODSP	12	\$3,059.72
Ontario Works	2	\$234.47
Low Income	4	\$942.91

Reason for Issue	Total
Utilities/Firewood	\$169.12
Transportation	\$1,131.91
Food/Household/Misc.	\$2,581.01
Emergency Housing	\$780.06
Total	\$4,662.10

Ontario Works: Household Income Sources and Issuance from HPP

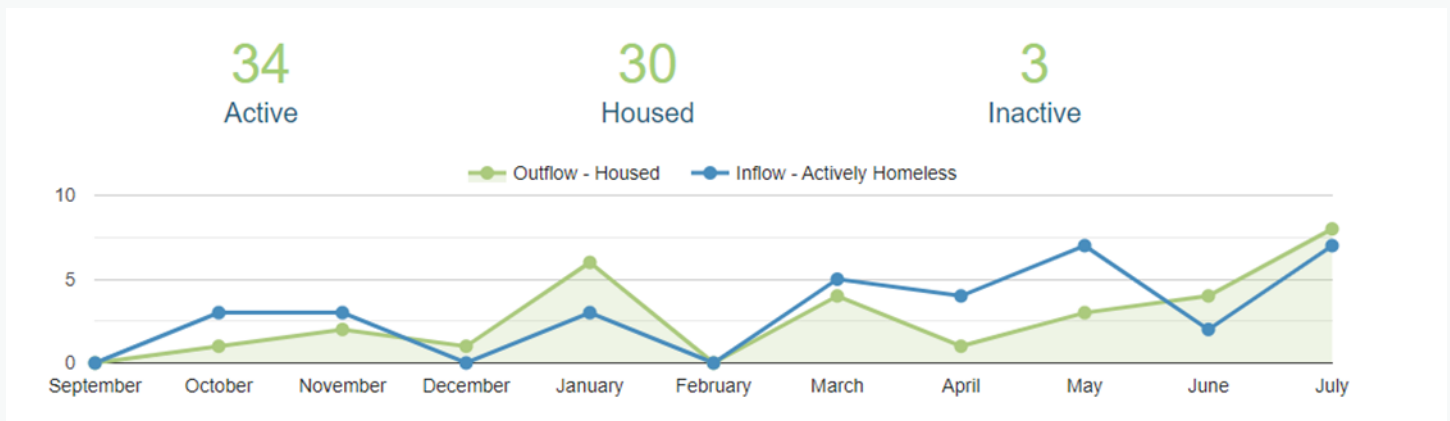
Income Source	Total	CHPI	Reason for Issue	Total
Senior	1	\$336.07	Rental Arrears	\$2,800.00
ODSP	14	\$9,266.00	Utilities/Firewood	\$3,208.50
Ontario Works	12	\$7,546.63	Transportation	\$402.26
Low Income	3	\$3,050.00	Food/Household/Misc.	\$13,115.59
			Emergency Housing	\$672.35
			Total	\$20,198.70

Hotel Project

July 2022	Mid Town (Parry Sound)	Year-to-Date Total	Caswell (Sundridge)	Year-to-Date Total
Adults	14	30	6	18
Children	0	1	1	1
Total	14	31	7	19

This chart represents the number of people who stayed in one of the hotel projects in the month of July

By-Name List Report - July 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.

Housing Programs Centralized Waitlist

Social Housing Centralized Waitlist Report - July 2022			
	East Parry Sound	West Parry Sound	Total
Seniors	32	109	141
Families	160	467	627
Individuals	507	224	731
Total	699	800	1,499
Total Waitlist Unduplicated			503

**Social Housing Centralized Waitlist (CWL) 2021 - 2022 Comparison
Applications and Households Housed from the CWL**

2021	New App	New SPP	Cancelled	Housed	SPP Housed	2022	New App	New SPP	Cancelled	Housed	SPP Housed
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					
Sept	22		5			Sept					
Oct	16	1	6	1		Oct					
Nov	9		16	2		Nov					
Dec	9		2	2		Dec					
Total	121	6	55	19	3	Total	77	5	21	9	1

SPP = Special Priority Applicant

- ◆ There were 13 new applications on the centralized waitlist in July, 2 of those being approved special priority applicants.
- ◆ 10 applications were cancelled in July – 9 were cancelled due to approval of COHB funding, and one was removed due to a refusal to an offer of accommodation. That applicant was also an SPP who found housing in another district and chose to remain off our waitlist.
- ◆ Housing Programs also received an additional 7 new applications in July that have yet to be approved due to missing documents, or arrears.
- ◆ One applicant was housed from the centralized waitlist in the month of July.

Parry Sound District Housing Corporation

Activity for Tenant and Maintenance Services July 2022

Action	Current	Year-To-Date
Move outs	0	14
Move ins	8	41
L1/L2 Forms	0	3
N4 – notice of eviction for non payment of rent	0	5
N5 – notice of eviction for disturbing the quiet enjoyment of the other occupants	2	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	3	23
No Trespass Order	1	1

Maintenance for July 2022		
Pest Control	8	8 buildings monitored monthly
Vacant Units	20	Multiple bedroom (5); single (15) (not inclusive of The Meadow View)
After Hours Calls	10	types of calls: air conditioning repair, alarm reset, washer/dryer repair, smoke detector maintenance 5 staff participate in the weekly on call rotation
Work Orders	74	Work orders created for maintenance work and related materials
Fire Inspections	0	
Incident Reports	0	

Capital Projects - July 2022

Local Housing Corporation and DSSAB Buildings

Capital projects are progressing with assistance from Housing Services Corporation on the following projects:

- Roselawn, South River - drainage
- Highlands, Emsdale - water/mechanical systems
- Burk’s Falls & South River - duplex renovations
- Esprit expansion

Current Challenge

Difficulty securing contractors/labourers as well as materials since they are often backordered. Obtaining quotes from contractors , as per our Procurement Policy, is presenting a challenge. We continue to complete capital projects, however, this is taking longer than typically expected.

Esprit Place Family Resource Centre

Emergency Shelter Services	July 2022	Year-to-Date
Number of women who stayed in shelter this month (may be duplicated within the month or year)	9	32 Number of women who stayed in the shelter this year who were unique to the shelter (unduplicated)
Number of children who stayed in the shelter	3	17
Direct service hours to women (shelter & counselling)	61	520
Resident bed nights (women & children)	225	1,205
Occupancy rate	73%	57%
Days at capacity	12 days at COVID capacity (7 rooms capacity)	12
Days over-capacity	0	0
Phone interactions (crisis/ support)	30	224

Outreach Services		
	July 2022	Year-to-Date
Number of women served this month	2	70
Number of women registered in the program	0	34

Transitional Support		
	July 2022	Year-to-Date
Number of women served this month	6	29
Number of NEW women registered in the program	3	17

Child Witness Program **		
	July 2022	Year-to-Date
Number of children served this month	0	52
Number of children registered in the program	0	25
Number of public ed/groups offered	0	1

**Recruitment underway in the Child Witness Program, 2 children were accommodated elsewhere for support