



Chief Administrative Officer's Report

March 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.

Spring is just around the corner!

New CFO

We have been on a search for a Chief Financial Officer since last year when Mitzi Dinsmore indicated her intention to retire. As you all know there are some “big shoes” to fill with the impending departure of Mitzi.

I am pleased to share that we have found a replacement who is up for the challenge. Shannon Johnson CPS, CGA will be starting with us on March 28th. She comes to us with a wealth of both private and public sector experience with most recently holding the CFO position with the Township of Oro-Medonte. Shannon also held the Business and Human Services Integration Manager position with the County of Bruce and was the Director of Finance/Information Technology with the Township of Muskoka Lakes. Shannon is local to the north and has completed her formal education at Laurentian University. Welcome Shannon!

International Women’s Day- March 8th

Imagine a gender equal society free of discrimination, bias, and stereotypes. Globally, March 8th is International Women’s Day 2022, a day to honor women and girls worldwide and to recognize those who have led efforts for gender equality.

Locally, the District of Parry Sound Social Services Administration Board (DSSAB) recognizes the progress that’s been made, and the work still needed to #BreakTheBias. As the operator of Esprit Place Family Resource Centre, the local Violence Against Women (VAW) shelter and provider of domestic abuse support programs in the District of Parry Sound, the DSSAB works tirelessly to improve the well-being of women and their families, and advocate for gender equity.

In 2021, Esprit staff provided 1,267 hours of direct service to women through shelter and counselling services. During this time, 47 women and 18 children were served through unique stays in the shelter, 271 women and children were served through Esprit’s Outreach and Children’s Voices programs, and 83 women were supported through the Transitional and Housing Support Program. By providing safety, supportive counselling, housing, and life stabilization supports, Esprit Place Family Resource Centre is empowering women to transition from crisis to stability, rebuilding their lives after trauma and abuse.

Today, women fill 95% of all positions at the DSSAB, including strong representation on our Leadership Team.

OHT Development

West Parry Sound Ontario Health Team (in development) has recently received some very encouraging news from the senior health system planning partners at Ontario Health North. Their application to become a small, independent, rural Ontario Health Team will be included as a component of Ontario Health North’s consolidated application to provide complete OHT coverage for all citizens in northeastern Ontario.

They shared news that OH North was leading a process that would culminate in a packaged application for all northeastern OHTs seeking Ministry of Health approval. That work began earlier this year. Their tireless advocacy as Ontario’s “best-built and highest-functioning integrated health care system” appears to have paid off.

An ‘expression of interest’ (EOI) from the West Parry Sound OHT is being encouraged and will be accepted by OH North as part of its upcoming submission to the Ministry of Health.

They have received the province’s EOI document. They are confident that information from their earlier submissions (2019 and 2020) - with updated, at-hand statistics – will provide the information that is required.

Essentially, they will be requesting the Ministry’s approval to create the OHT partnership that the signatory members have already agreed, in-principle, to support.

They will be gathering virtually to review the EOI document, collect, and confirm the information that will be included. OH North has not yet established an official deadline for completion of the EOI, but they do know they are hoping to have the regional submission collected by the end of March.

The DSSAB presently is not a signatory partner for the West Parry Sound OHT but with new partnership categories being offered by Ontario Health North the DSSAB would be able to support our community as a “Collaborative Partner” which would support the vision of the OHT, engage in specific projects, sit on OHT sub-committees, and provide advice and input to inform decision-making.

OHT development is ongoing on the East side of our district, and we look forward to working with our East side Health partners.

COVID-19

With Ontario entering the Roadmap Exit Step under the *Reopening Ontario Act*, we continue to monitor our program staffing levels and strengthen our commitment to reducing COVID transmission at the workplace. We also await direction from our Ministries on testing and vaccination policy requirements. Thanks to the cooperation and positive response of all employees, we were able to smoothly transition those who were working at home, back to the office. We thank all employees, both those who worked at home and those who remained onsite, for their hard work and cooperation throughout the pandemic. We look forward to the collaborative benefits of having everyone back onsite.

Recent Media Coverage

- February 3, 2022 – [Homeless struggle with mental health issues](#)
- February 10, 2022 - [Parry Sound District Social Services Board strikes 2022 Budget](#)
- February 14, 2022 – [Almaguin daycares and parents continue adapting to COVID-19 rules](#)
- February 15, 2022 – [Local moms push for more child care services in Parry Sound](#)

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	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022	Feb. 2022
Total Tweets	21	8	1	6	10
Total Impressions	564	164	51	170	371
Total Profile Visits	667	275	123	68	324
Total Followers	7	8	10	10	15

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	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022	Feb. 2022
Total Followers	11	20	22	27	39
Search Appearances (in last 7 days)	-	-	-	224	317
Total Page Views	29	43	10	55	83
Post Impressions	-	-	-	109	557
Total Unique Visitors	12	10	5	22	33

Facebook Stats

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](#)

District of Parry Sound Social Services Administration Board	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022	Feb. 2022
Total Page Followers	268	279	283	289	304
Post Reach this Period (# people who saw post)	3,284	2,068	511	4,487	3,589
Page Views this Period	94	73	48	122	87
Post Engagement this Period (# reactions, comments, shares)	334	305	24	566	445
Esprit Place Family Resource Centre	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022	Feb. 2022
Total Page Followers	93	98	105	110	117
Post Reach this Period (# people who saw post)	67	222	104	46	1,029
Page Views this Period	11	4	28	14	26
Post Engagement this Period (# reactions, comments, shares)	3	18	22	1	82
The Meadow View (NOAH)	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022	Feb. 2022
Total Page Followers	325	349	364	380	441
Post Reach this Period (# people who saw post)	4,374	389	4,460	9,098	13,328
Page Views this Period	974	591	374	379	488
Post Engagement this Period (# reactions, comments, shares)	1,307	31	1,776	2,139	2,455

Licensed Child Care Programs

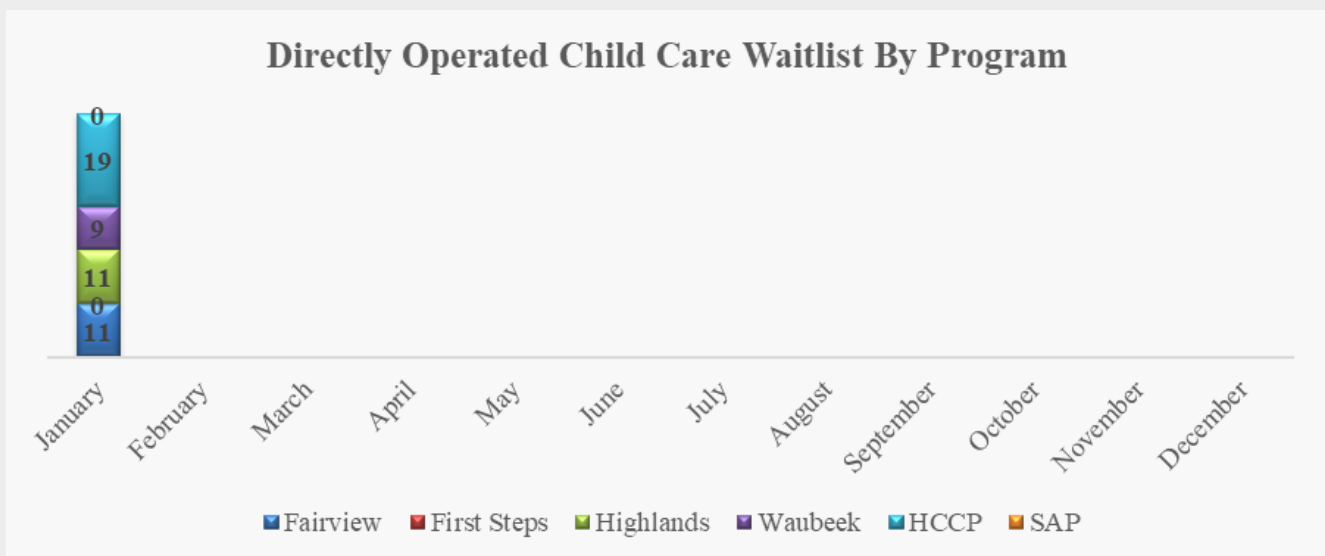
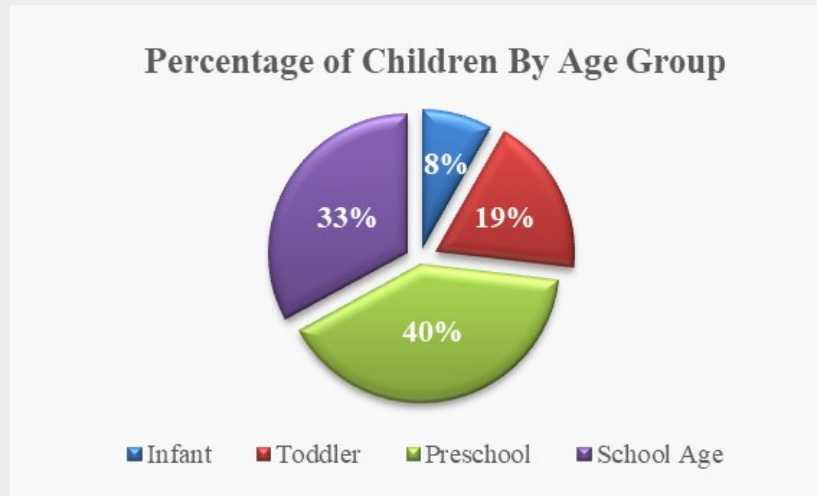
Total Children Utilizing Directly Operated Child Care in the District January 2022						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18m)	1	1	2	2	21	27
Toddler (18m-30m)	10	8	10	19	14	61
Preschool (30m-4y)	21	20	16	35	40	132
School Age (4y-12y)	N/A	N/A	N/A	N/A	22	22
# of Active Children	32	29	28	56	97	242

The centre-based child care programs are building their enrollments back up to capacity now that the Ministry of Education has removed all restrictions around cohorting. Licensed child care centres are permitted to enroll infants up to 20% of their toddler program capacity providing the staffing compliment can accommodate any additional needs an infant may have, for example, extended naps. The lower enrollment has allowed programs added flexibility when tackling staffing challenges due to the Ministry of Health’s new exclusion guidelines. Programs have transitioned eligible toddlers to the preschool programs to prepare for new enrollments in the coming months.

School Age Programs

January 2022		
Location	Enrollment	Waitlist
Mapleridge After School	11	0
St. Gregory’s After School	18	0
St. Gregory’s Before School	12	0
Sundridge Centennial After School	13	0
Sundridge Centennial Before School	5	0
Magnetawan Central After School	19	0
Land of Lakes After School	8	0
# of Active Children	86	0

Staffing continues to be a struggle with the school age programs and enrollment is steady. Families are pre-enrolling for September 2022, and we will be working with each school to ensure new families are receiving child care information packages.

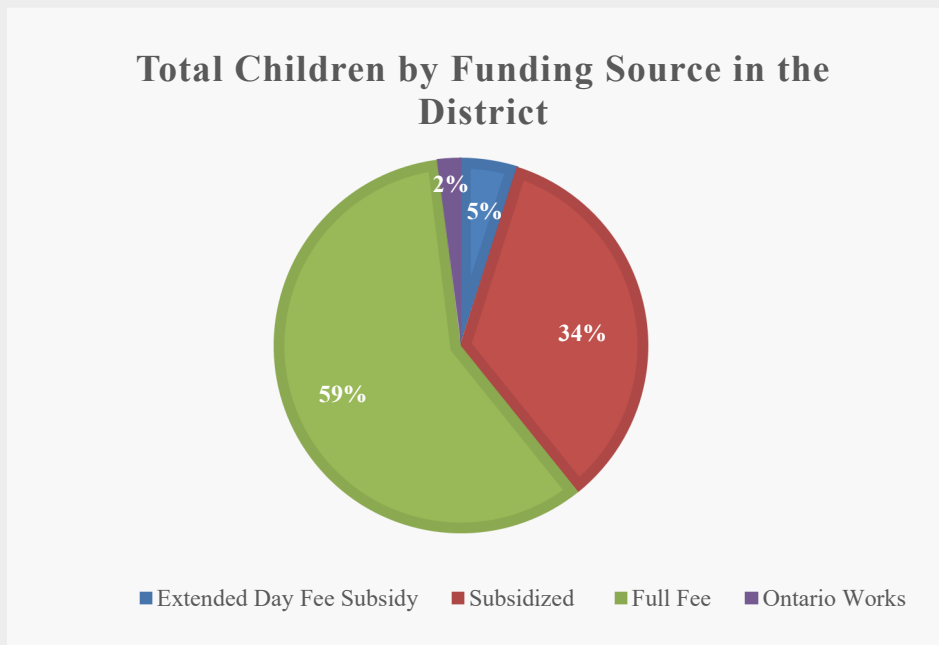


The Directly Operated Child Care programs are starting to experience an increase in enquiries for child care services with most families looking for care to start in the late spring as seasonal employment begins to reopen.

OLAF

OLAF Fee Subsidy Applications					
2021	Eligible	Not Eligible	2022	Eligible	Not Eligible
January	1	7	January	2	4
February	0	5	February		
March	1	6	March		
April	0	6	April		
May	0	3	May		
June	4	11	June		
July	0	3	July		
August	1	7	August		
September	1	5	September		
October	1	3	October		
November	0	3	November		
December	1	4	December		

Child Care Fee Subsidy Statistics for January 2022



A total of **323** families and **342** children accessed care in January

Inclusion Support Services

January 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	2	0
Toddlers (18m-30m)	1	8	9	9	1	2	0
Preschool (30m-4 y)	5	26	31	31	3	4	0
School Age (4y+)	4	13	17	17	0	0	9
Monthly TOTAL	10	47	57	-	4	8	9
Year-to-Date TOTAL	10	47	-	57	4	8	61

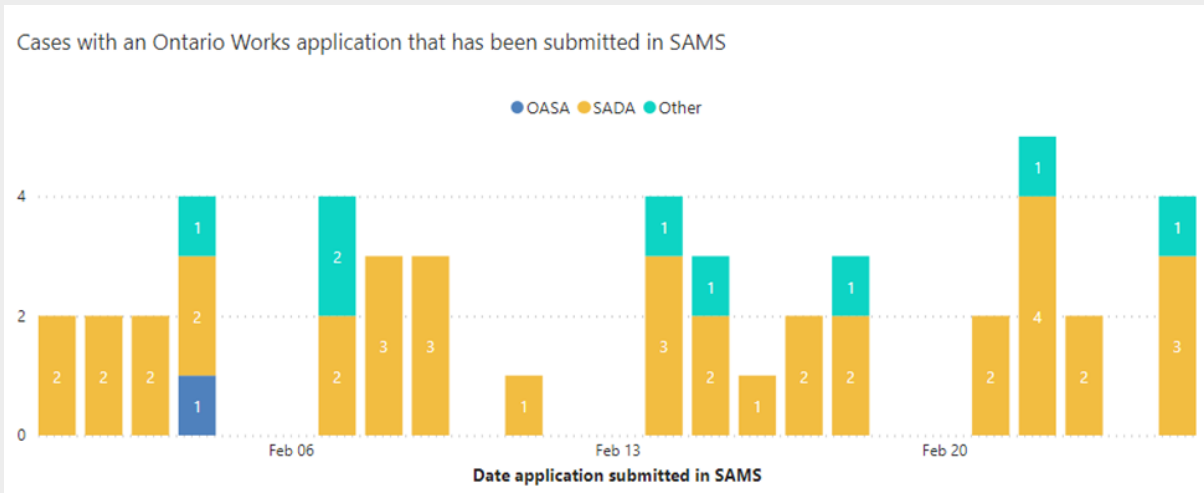
The wait time from point of referral to active service is approximately 4 weeks. Referrals are continuing to identify social emotional regulation as the main reason for referral with mastery of self-help skills to increase independence a close secondary concern. We are expecting to see an increase in referrals from our community partners as therapeutic services resume in-person treatment.

EarlyON Child and Family Programs

January 2022		
Activity	January	Year-to-Date
Number of Children Attending	N/A	N/A
Number of New Children Attending	N/A	N/A
Number of Families Visiting	N/A	N/A
Number of New Families Visiting	N/A	N/A
Number of Virtual Programming Events	33	33
Number of Family Engagements with Virtual Events	398	398
Number of Social Media Posts	78	78
Number of Social Media Followers	930	930

EarlyON Child and Family Centres continue to offer virtual programming and are working with local communities and school boards to establish a safe re-opening to in-person programming forecasted for the end of March at a number of locations starting with the 3 main hubs in Parry Sound, Burk's Falls, and South River. Staff are supporting the licensed child care centres when there are staffing shortages due to the COVID exclusion guidelines.

Social Assistance Digital Application (SADA) & Centralized Intake - February 2022



***Yellow bars represent applications completed by the Intake and Benefits Administration Unit. Blue and green bars represent applications completed by local staff. Data from Tracking the Impacts of COVID-19 report and Centralized Intake Report.*

Ontario Works applications

3 ▲
Average received per business day

51
Received Feb 2022

Emergency Assistance applications

1 ▲
Average received per business day

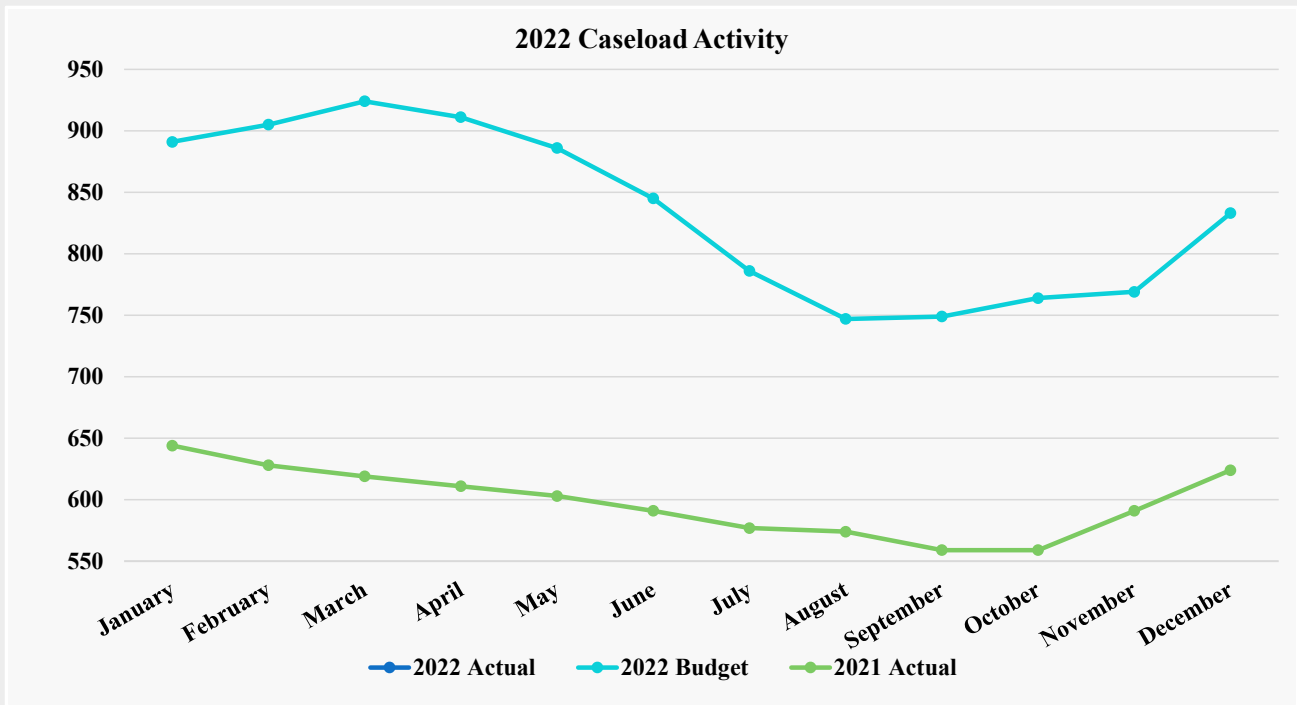
18
Received Feb 2022

Average number of business days from screening to grant

3.5 ▲
Ontario Works

3.0 ▼
Emergency Assistance

Ontario Works Caseload

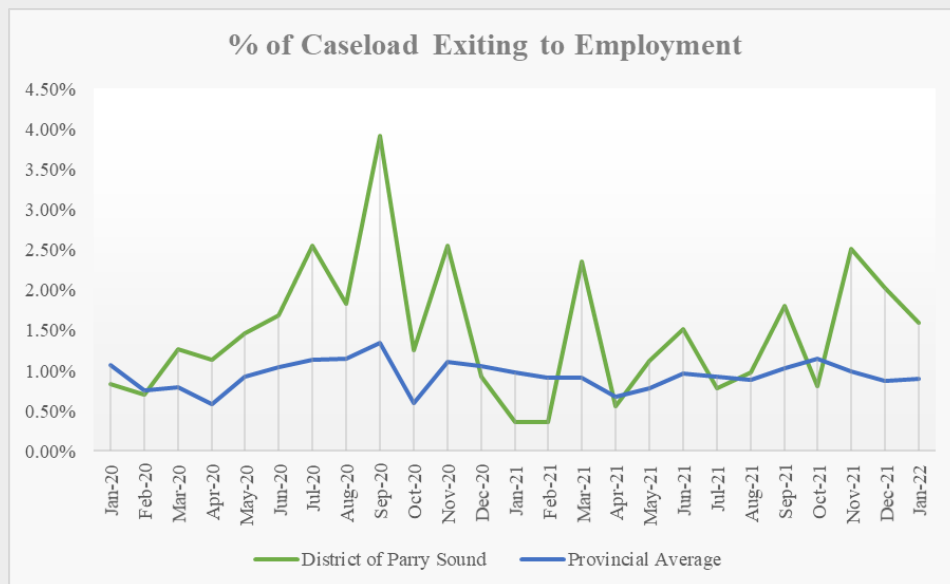
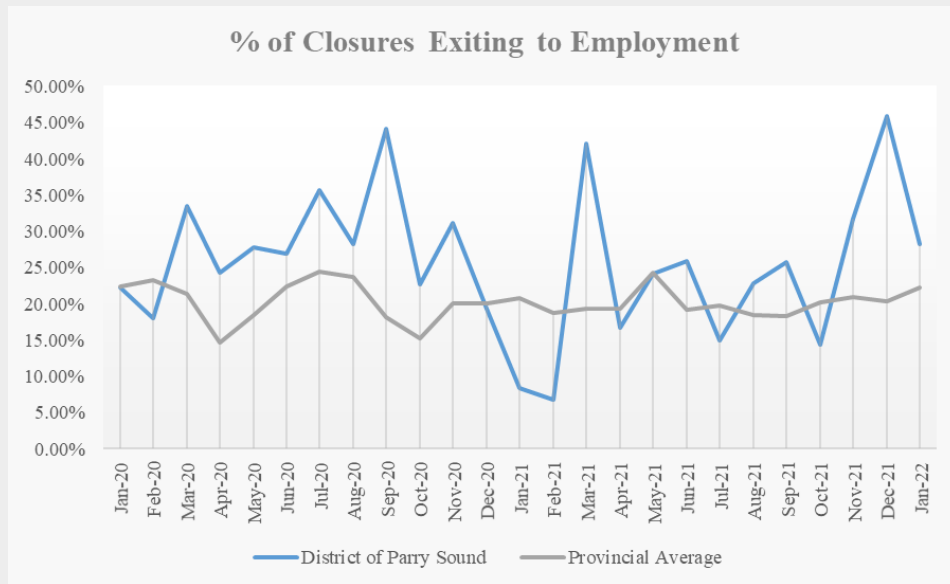


LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2022 Actual												
2022 Budget	891	905	924	911	886	845	786	747	749	764	769	833
2021 Actual	644	628	619	611	603	591	577	574	559	559	591	624

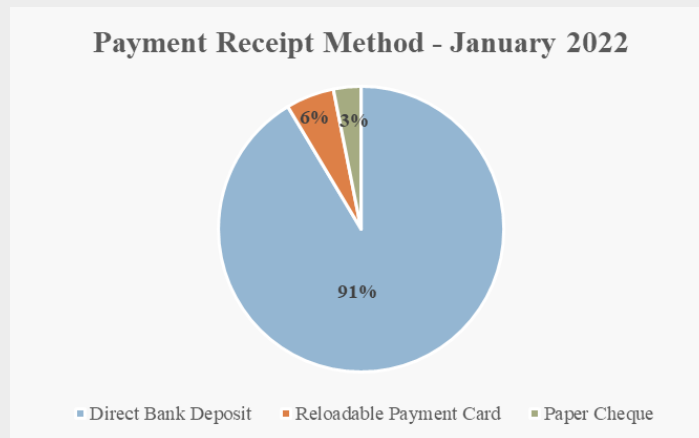
MyBenefits

We now have **30.87 %** of the caseload registered with the MyBenefits web service.

Employment Assistance Performance Outcomes



Direct Bank Deposit Enrollment



Homelessness Prevention Program - Community Relations Workers

For the month of January 2022

Support

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

Income Source	East	West
Senior	4	5
ODSP	7	22
Ontario Works	3	9
Low Income	8	16

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	10	5
ODSP	7	20
Ontario Works	3	6
Low Income	4	9

Contact/Referrals

January	East	West	YTD
Homeless	2	6	8
At Risk	0	9	9
Esprit Outreach	1	0	1
Program Total			18

Short Term Housing Allowance

Month	Active	YTD
January	6	6

Homelessness Prevention: Household Income Sources and Issuance from CHPI

Income Source	Total	CHPI
Senior	3	\$1,198.99
ODSP	13	\$9,612.90

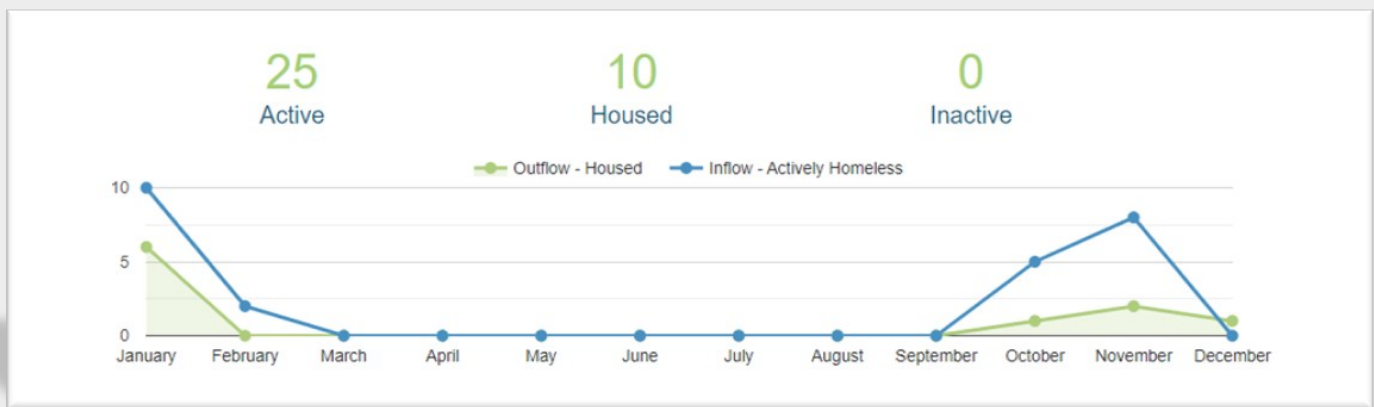
Reason for Issue	Total
Rental Arrears	\$1,000.00
Utilities/Firewood	\$6,614.94
Transportation	\$24.00
Food/Household/Misc.	\$7,392.82
Emergency Housing	\$451.96
Total	\$15,483.72

Hotel Project

January 2022	Mid Town (Parry Sound)	Year-to-Date Total	Caswell (Sundridge)	Year-to-Date Total
Adults	18	18	5	5
Children	1	1	0	0
Total	19	19	5	5

* This chart reflects the number of people who stayed in one of the hotel projects in the month of January

By-Name List Report



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 was created through our enumeration process that took place in the Fall of 2021.

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

Housing Programs Centralized Waitlist

Social Housing Centralized Waitlist Report - January 2022			
	East Parry Sound	West Parry Sound	Total
Seniors	22	98	120
Families	144	401	545
Individuals	407	218	625
Total	573	717	1,290
Total Waitlist Unduplicated			460

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					
Mar	8		4	1	1	Mar					
Apr	9		6	1		Apr					
May	8	1	3	1		May					
June	8	1	4	1	1	June					
July	7			1		July					
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	5			1	

SPP = Special Priority Applicant

- Five new applications added to the centralized waitlist to start the new year
- One applicant was housed in January

Parry Sound District Housing Corporation

Activity for Tenant and Maintenance Services January 2022

Action	Current	Year-To-Date
Move outs	3	3
Move ins	1	0
L1 Forms	0	0
N4 – notice of eviction for non payment of rent	1	1
N5 – notice of eviction for disturbing the quiet enjoyment of the other occupants	1	1
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	7	7
No Trespass Order	0	0

Tenant Services for January 2022

Wellness Check-ins	43	Regular well-being check-ins with our most vulnerable tenants
Paramedicine	7	Wellness checks @ 7 buildings
Tenant Home Visits	2	Tenants requiring assistance with annual review packages, wellness checks, filing income tax, health & safety, life skills, service coordination
Tenant Education & Engagement	0	
Mediation/Conflict Resolution/Referrals	30	Tenant complaints, tenant vs. tenant conflict, referrals to outside agencies

Maintenance for January 2022		
Pest Control	8	8 buildings monitored monthly
Vacant Units	10	family (6); single (4)
After Hours Calls	8	types of calls: alarm reset due to outage, leaking hot water tanks, heater repair, flooding, smoke detector battery replacement 5 staff participate in the weekly on call rotation
Fire Inspections	8	Monthly fire checks at 8 of 8 buildings and 1 fire drill
Incident Reports	0	

Capital Projects - January 2022

Local Housing Corporation:

- Awaiting completed breakdown of quote for the Roselawn drain repair from BL Rocheforts
- 22 B Mapleview deficiency walk through occurred January 28th; move in date of February 7th for CMHA Road to Recovery
- Preparation of specs for William St./Addie St. canopies and decking

DSSAB Buildings:

- Secured Housing Services Corporation for project management of the Esprit expansion
- Esprit expansion: preliminary drawing discussions and walk through with Marcus Wheeler from Bertrand Wheeler Architecture Inc.

Current Challenge

Difficulty securing contractors/labourers as well as materials since they 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 typically expected.

Esprit Place Family Resource Centre

Emergency Shelter Services	January 2022	Year-to-Date
Number of women who stayed in shelter this month (may be duplicated within the month or year)	7	7 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	1	1
Direct service hours to women (shelter & counselling)	58	58
Resident bed nights (women & children)	192	192
Occupancy rate	31%	31%
Days at capacity	0 (COVID capacity)	12
Days over-capacity	0	0
Phone interactions (crisis/support)	42	42

Outreach Services		
	January 2022	Year-to-Date
Number of women served this month	12	12
Number of women registered in the program	14	14

Transitional Support		
	January 2022	Year-to-Date
Number of women served this month	2	2
Number of new women registered in the program	2	2

Child Witness Program		
	January 2022	Year-to-Date
Number of children served this month	16	16
Number of children registered in the program	17	17
Number of public ed/groups offered	0	0