



Chief Administrative Officer's Report

July 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.



NOSDA AGM

On June 15th myself, DSSAB Chair Rick Zanussi and Vice-Chair Jerry Brandt attended the Northern Ontario Service Deliverers Association virtual AGM. A number of NOSDA resolutions were passed and will be discussed at our July Board meeting.

OMSSA

On June 23rd I had the pleasure of attending my first “in-person” event in Toronto as the CAO of DSSAB. OMSSA held their AGM along with a Leadership Table. It was a very productive day where we were able to hear information and discuss topics such as: AMO/OMSSA working relationship, professional development programs at OMSSA, update on the OMSSA Strategic Plan, policy issues effecting local government including Children’s Services, Housing, Homelessness and Ontario Works.

A bonus to the day was the ability to meet in-person for the first time with my NOSDA CAO peers. We were able to hold a NOSDA meeting later in the day and discuss topics that are directly relevant to service delivery in the North.

Recruitment

In Human Resources, we continue to navigate a challenging recruitment employment landscape and focus much of our attention on filling vacancies with quality applicants. We also continue to focus on the well-being and development of our staff.

Fundamentals of Transformative Mentoring and Coaching

Our Managers and Supervisors are participating in Fundamentals of Transformative Mentoring and Coaching. This 4-part program is designed to enable leaders to develop the interpersonal and transformative skills needed to successfully leverage the talents of staff. In addition, leaders will gain greater insights into what actions they can take to position their organization as an attractive employer, empower and motivate their teams, promote a learning culture, and build effective relationships with their employees.

Foundations of Cultural Competency

This fall, all DSSAB staff will participate in Foundations of Cultural Competency with Kelly Brownbill. Beginning prior to contact and moving into modern society, Kelly will take participants through an introduction to Indigenous culture that compares what was here, what was brought here, and how those very different world views collided as the country of Canada was formed. Participants will leave with a better understanding of Indigenous culture, a better awareness of the challenges faced by Indigenous people and communities, and an introduction to relationship building in order to address the history of assimilation and inequities. We are hoping to continue our learning with Kelly over the coming years.

Mileage Rate

In labour relations, we have agreed to increase the current mileage rate to \$0.57 (from \$0.52) to assist staff that are required to travel with gas costs. This increase is in effect until the end of September at which time we will re-evaluate the rate.

Canada-Wide Early Learning and Child Care (CWELCC) Agreement

We have launched the Canada-Wide Early Learning and Child Care Agreement enrollment application. Child care operators must submit applications by September 1, 2022 in order to receive funding to reduce base fees for eligible children. Our Child Care Service Management team will create new purchase of service agreements for interested operators.

Quality Assurance

The Quality Assurance Program has been busy getting to know the licensed childcare programs and staff throughout the District of Parry Sound. During the visits, we've had the opportunity to connect with staff and assist them in accessing training and reimbursement opportunities.

A quality assurance tool has been created to use while visiting the programs that will assist in providing pedagogical support to each program based on their individual needs. This tool will work for both documentation and reflection of each program and assist in providing the necessary resources and support to help each program reach their highest potential in quality.

Our Quality Assurance Supervisor is now connected with the NOSDA (Northern Ontario Service Deliverers Association) network, a group formulated to support our regional childcare and early years programs. The network is made up of individuals with similar job descriptions that are working together to support and build strong relationships amongst program teams. The group focuses on successes, and shares projects that are working, as well as discusses how to overcome barriers or challenges that we may encounter.

The workforce strategy is well underway with a few projects on the go. We are working in collaboration with One Kids Place of Sault St. Marie and Muskoka in delivering a 3 – part series “Autism and Challenging Behaviors” to all district childcare operators. The first two sessions were well attended:

- ◆ Introduction to Autism Spectrum Disorder – 22 attendees
- ◆ Introduction to Applied Behaviour Analysis – 24 attendees

This will be a great partnership that we can nurture and develop in the hopes of offering more training opportunities throughout the year.

Another workforce project that launched is with Agilec, their mission is to “help people and organizations develop their potential.” The DSSAB will be offering training opportunities delivered by Agilec to all district wide childcare staff starting the end of May until March of 2023. These training opportunities will provide staff and leaders with a wide range of courses to help support them as individuals, as well as part of a team.

Become an ECE Campaign

Please follow our campaign and share with members of your community!

Accounts were launched on **July 4th**, and statistics will be reported on the next report.

Facebook - <https://www.facebook.com/www.BecomeAnECE.ca>

Instagram - <https://www.instagram.com/becomeanece/>

Twitter – <https://twitter.com/becomeanece>

Website - www.BecomeAnECE.ca

Recent Media Coverage

- June 27, 2022 - [EarlyON programming in Almaguin offers space for parents and children to connect and grow](#)

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	Jan. 2022	Feb. 2022	Mar. 2022	Apr. 2022	May 2022	June 2022
Total Tweets	6	10	2	3	6	6
Total Impressions	170	371	178	235	217	265
Total Profile Visits	68	324	54	37	230	200
Total Followers	10	15	15	15	16	18
Total Mentions	-	-	-	-	5	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	Jan. 2022	Feb. 2022	Mar. 2022	Apr. 2022	May 2022	June 2022
Total Followers	27	39	43	50	53	98
Search Appearances (in last 7 days)	224	317	336	215	277	199
Total Page Views	55	83	28	13	21	33
Post Impressions	109	557	170	160	123	246
Total Unique Visitors	22	33	6	10	12	16

Facebook Stats

District of Parry Sound Social Services Administration Board	Feb. 2022	Mar. 2022	Apr. 2022	May 2022	June 2022
Total Page Followers	304	309	331	343	358
Post Reach this Period (# people who saw post)	3,589	1,154	5,194	8,396	8,955
Page Views this Period	87	61	60	104	127
Post Engagement this Period (# reactions, comments, shares)	445	62	412	854	692

Esprit Place Family Resource Centre	Feb. 2022	Mar. 2022	Apr. 2022	May 2022	June 2022
Total Page Followers	117	118	118	18	119
Post Reach this Period (# people who saw post)	1,029	461	54	48	208
Page Views this Period	26	7	7	8	18
Post Engagement this Period (# reactions, comments, shares)	82	12	2	2	11
The Meadow View (NOAH)	Feb. 2022	Mar. 2022	Apr. 2022	May 2022	June 2022
Total Page Followers	441	423	432	445	457
Post Reach this Period (# people who saw post)	13,328	3,192	1,098	7,320	8,636
Page Views this Period	488	117	250	522	263
Post Engagement this Period (# reactions, comments, shares)	2,455	399	133	877	448

Licensed Child Care Programs

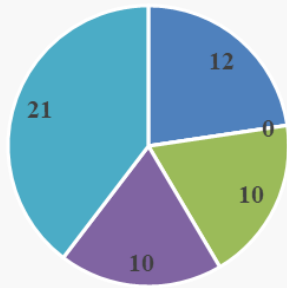
Total Children Utilizing Directly Operated Child Care in the District May 2022						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18m)	2	0	3	4	23	32
Toddler (18m-30m)	15	9	11	20	24	79
Preschool (30m-4y)	22	17	19	35	43	136
# of Active Children	39	26	33	59	90	247

The first 25% fee reduction for our Early Learning and Child Care Centre, as regulated by the Canada-Wide Early Learning and Child Care (CWELCC) Agreement, will be applied to the July billing cycle. Families will begin to see the fee reduction by the end of July and will receive a credit to their account or a rebate by August 1st as we work with the Children’s Services Management team to make this happen for all applicable Directly Operated Child Care Families. The Home Child Care Program will follow before the end of August.

We are fortunate to have 8 program-based RECE’s, 2 from each child care centre, attend a Forest School Practitioner Certification course the first week of July through the Workforce Strategy Plan. The certification process includes 5 days of in-person training and 12 months of practicum-based activities that will be completed at their work sites. The certification will equip the staff with the skills to provide high-quality outdoor programming year-round.

The Directly Operated Child Care Programs are anticipating a large number of children heading off to kindergarten in the fall and are preparing plans to increase enrollment to meet licensing capacities.

Directly Operated Child Care Waitlist By Program



■ Fairview ■ First Steps ■ Highlands ■ Waubeek ■ HCCP

There has been a slight increase in the waitlists for most programs as families are calling to enquire about the pending fee reductions and the roll out of the Canada-Wide Early Learning and Child Care Agreement.

School Age Programs

May 2022		
Location	Enrollment	Waitlist
Mapleridge After School	9	0
St. Gregory’s After School	14	0
St. Gregory’s Before School	11	0
Sundridge Centennial After School	12	0
Sundridge Centennial Before School	2	0
Magnetawan Central After School	11	0
Land of Lakes After School	7	0
Home Child Care	19	3
# of Active Children	85	3

Enrollment has slightly decreased as families begin summer and extracurricular activities. We have begun taking enrollments for the two summer programs and a few spaces still remain. All summer program staff have been hired and training will begin the last week of June.

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		
July	0	3	July		
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 May 2022

Active	# of Children	# of Families
After-School Program Fee Subsidy	22	21
Fee Subsidy	147	140
Full Fee	222	209
Ontario Works	11	11
TOTALS	402	381
New	# of Children	# of Families
Fee Subsidy	8	8
Full Fee	8	7
Ontario Works	8	7
TOTALS	17	16
Exits	# of Children	# of Families
Fee Subsidy	1	1
TOTALS	1	1

Inclusion Support Services

May 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)	3	19	22	23	0	1	0
Preschool (30m-4 y)	3	30	33	47	4	2	1
School Age (4y+)	6	18	24	27	1	1	0
Monthly TOTAL	12	67	79	-	5	4	1
Year-to-Date TOTAL	13	67	-	99	19	31	18

The ISS Program is continuing to see children with speech and language delays as well as difficulty in socialization and peer relationships. The recent focus with ISS has been working with the team in preparation to modernize service delivery. The team is exploring strategies to meet the inclusion or the diverse needs of every child enrolled in a licensed program within the District and begin to build capacity of the educators. The program is still awaiting direction from the Ministry of Education that will impact how statistical information is to be collected and reported.

EarlyON Child and Family Programs

May 2022		
Activity	May	Year-to-Date
Number of Children Attending	591	1,362
Number of New Children Attending	44	301
Number of Families Visiting	507	1,130
Number of New Families Visiting	46	260
Number of Virtual Programming Events	8	71
Number of Family Engagements with Virtual Events	2,676	5,160

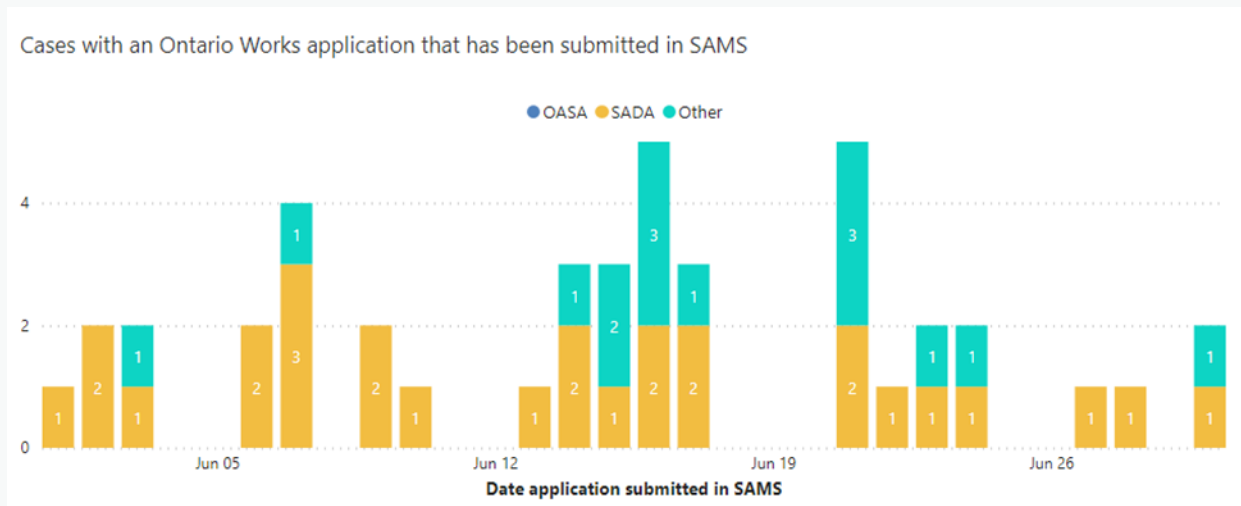
Since re-opening in April, EarlyON Child and Family Centres have been offering programming in South River, Parry Sound, Rosseau, Humphrey, Powassan, Callander, Burk’s Falls, and Magnetawan. There has been a return of many past families along with new families, some of which are new immigrants to Canada. To better support and engage with our families where English is not their first language, staff are becoming more familiar with apps that provide translation assistance. These families have been thankful for the support as well as the linkages to other community services that are needed.

The Moms-to-Moms program continues to grow as new moms are struggling with isolation due to the pandemic and other economic pressures being felt with re-opening the economy. Recently, staff were needed and able to provide additional support to mothers who are suffering from postpartum/mental health struggles. EarlyON has reached out to Community Mental Health to partner with the Moms-to-Moms program and they will be visiting in the near future to provide resources and continued support. In addition, the partnership will involve more training for the frontline EarlyON staff to better serve women experiencing mental health challenges.

EarlyON has recently joined the Almaguin Family Literacy Committee and is working to bring the Dolly Parton Imagination Library to 50 families in the East Parry Sound District. This will allow funding for these families to receive a free library of age-appropriate books for their child or children.

EarlyON staff are currently working with the Recreation Director of the Gardens in Parry Sound to incorporate their residents into the EarlyON program on a regular basis. This new initiative will be called “Garden Grand Friends” and will be a wonderful addition of seniors supporting parents of young children using an intergenerational model. The first Grand Friend visit is scheduled for this summer.

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



***Yellow bars represent applications received by Intake and Benefits Administration Unit. Some of these applications may still be completed by local staff. Green and blue bars represent applications completed solely by local staff. Data from the Tracking the Impacts of COVID-19 report and Centralized Intake Report. ***

Ontario Works applications

2 ▼

Average received per business day

43

Received Jun 2022

Emergency Assistance applications

1 ▲

Average received per business day

27

Received Jun 2022

Average number of business days from screening to grant

2.0 ▲

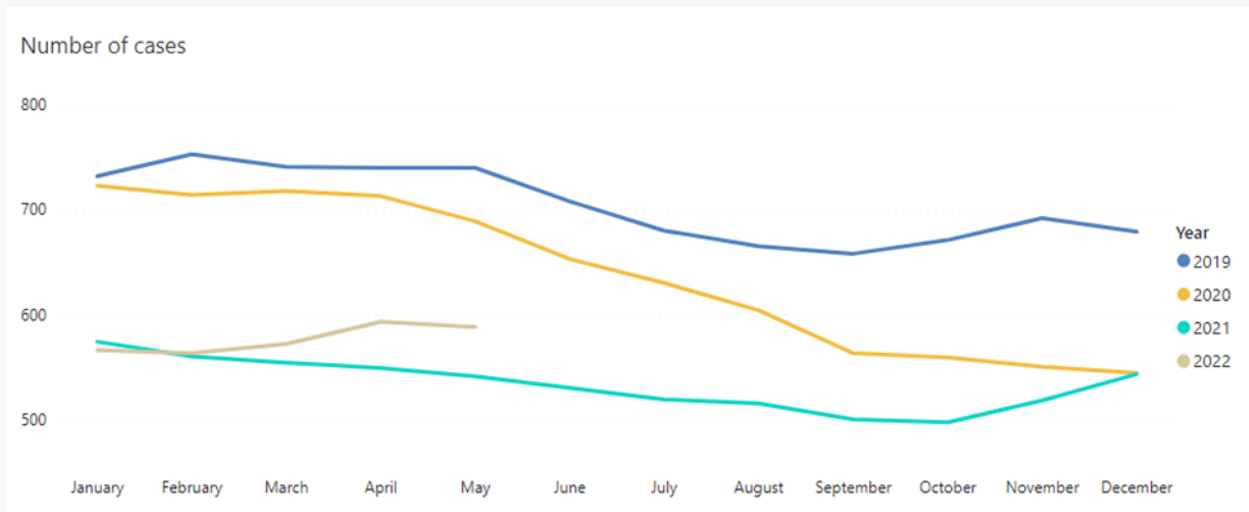
Ontario Works

0.3 ▼

Emergency Assistance

Although slightly down from May (47 to 43) we continue to receive a high number of Ontario Works applications than historically for this time of year. With more and more Ukrainian migrants arriving in the district with the support of the Rotary Club, many of these folks have been accessing Emergency Assistance through Ontario Works. MCCSS has indicated that we can support these folks with up to 48 days of financial support and other benefits including drug benefits. This support is a bridge or depending on individual circumstances can be used in conjunction with federal income support that was announced recently. This likely accounts for the continued above average amount of EA Applications we have received over typical years and 3x over the previous month.

Ontario Works Caseload

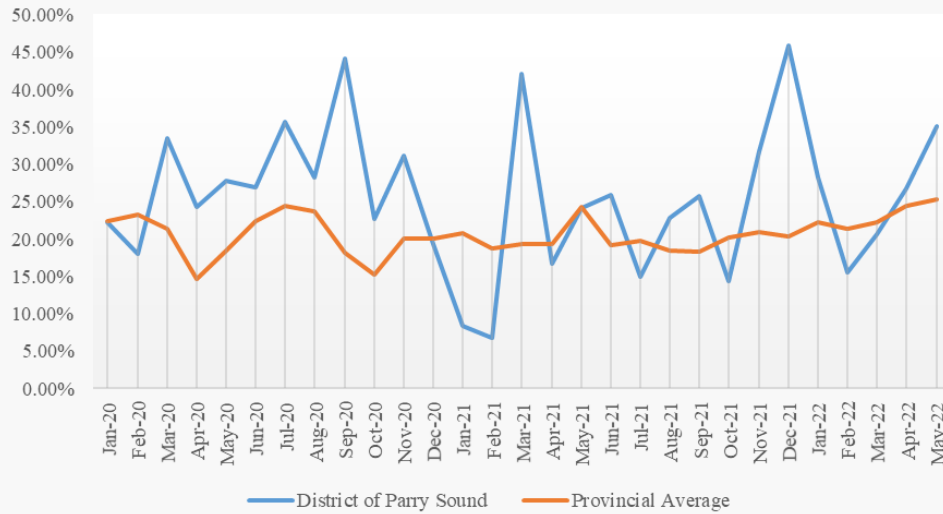


The OW Caseload remains above 2021 levels during the height of the pandemic. With the seasonal employment season heading into full swing, we may see a bit of decline that we have historically seen in past years.

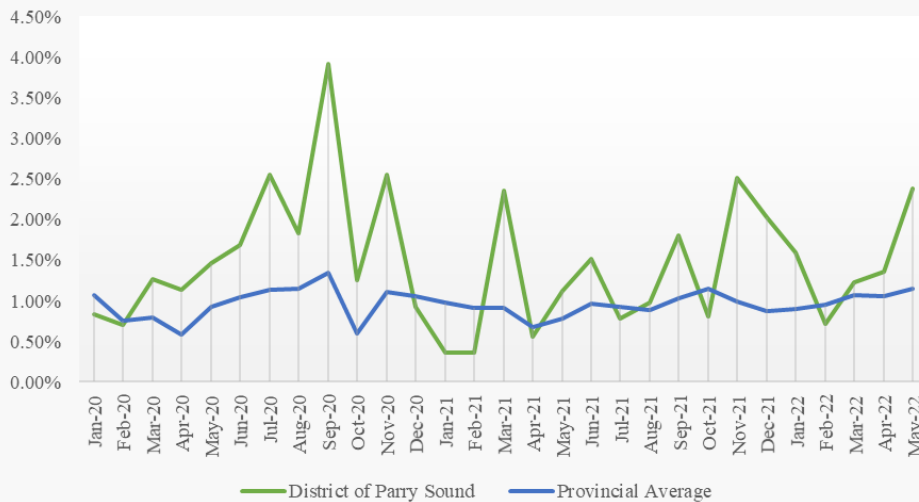
The Labour Market Group reported 191 job postings in the district, which is down 129 from April but up about 22% from the 5-year average.

Employment Assistance Performance Outcomes

% of Closures Exiting to Employment



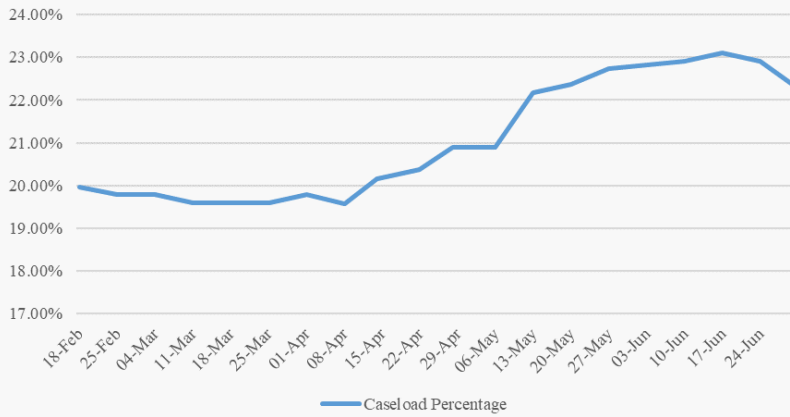
% of Caseload Exiting to Employment



CMSM/DSSAB	Percentage of caseload with employment earnings	Average monthly employment earnings per case	Percentage of caseload exiting to employment	Percentage of terminations exiting to employment	Percentage of caseload terminated	Average number of business days from screening to financial eligibility decision
Parry Sound DSSAB	7.5%	\$777.86	2.4%	35.0%	6.8%	3
Province	9.0%	\$890.43	1.1%	25.2%	4.5%	5

MyBenefits Enrollment 2022

MyBenefits Enrollment by Week



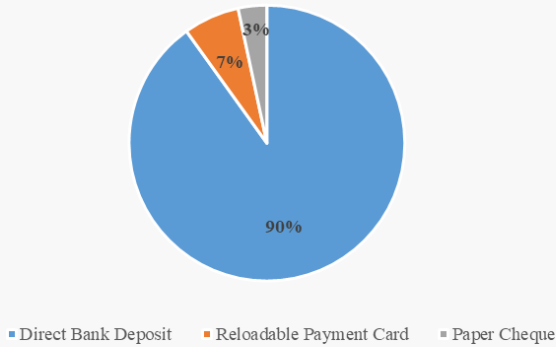
How many clients are using MyBenefits Messaging?

Total unique clients using MyBenefits Messaging from 1 Jan. 2022 to 20 Jun. 2022

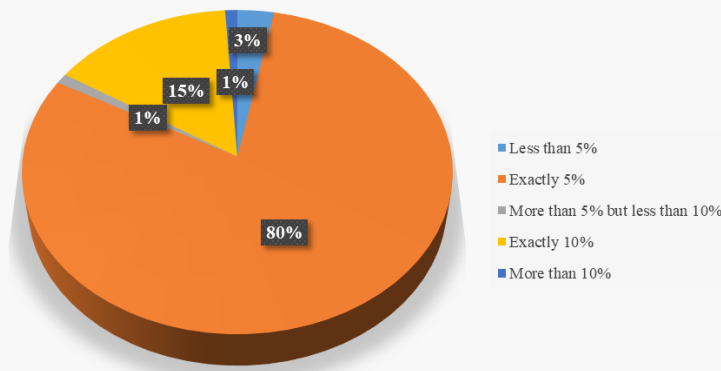
33

Direct Bank Deposit Enrollment

Payment Receipt Method-May 2022



Overpayment Recovery Rate - May 2022



Homelessness Prevention Program - Community Relations Workers

For the month of May 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	8
ODSP	7	23
Ontario Works	4	10
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	8	10
ODSP	7	19
Ontario Works	3	6
Low Income	4	12

Contact/Referrals

Short Term Housing Allowance

	East	West	YTD
Homeless	2	5	30
At Risk	2	3	28
Esprit Outreach Homeless	0	1	3
Esprit Outreach at Risk	0	0	12
Esprit in Shelter	2		6
Program Total			79

Month	Active	YTD
May	10	45

Housing Stability: Household Income Sources and Issuance from HPP

Income Source	Total	CHPI
Senior	7	\$1,792.81
ODSP	9	\$3,113.84
Ontario Works	5	\$1,246.86
Low Income	6	\$624.46

Reason for Issue	Total
Rental	\$382.00
Utilities/Firewood	\$154.34
Transportation	\$616.04
Food/Household/Misc.	\$4,479.57
Emergency Housing	\$1,146.02
Total	\$6,777.97

Ontario Works: Household Income Sources and Issuance from HPP

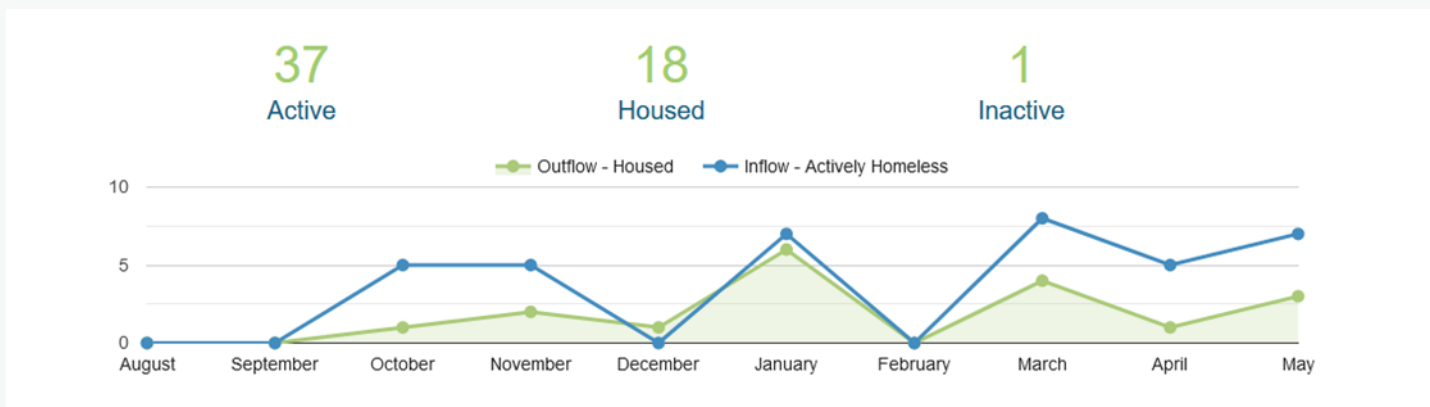
Income Source	Total	CHPI	Reason for Issue	Total
Senior	3	\$1,113.87	Rental Arrears	\$836.00
ODSP	25	\$12,734.81	Utilities/Firewood	\$13,900.15
Ontario Works	23	\$14,207.00	Transportation	\$113.11
Low Income	4	\$2,233.06	Food/Household/Misc.	\$14,005.62
			Emergency Housing	\$1,433.86
			Total	\$30,288.74

Hotel Project

May 2022	Mid Town (Parry Sound)	Year-to-Date Total	Caswell (Sundridge)	Year-to-Date Total
Adults	13	21	5	9
Children	0	1	1	1
Total	13	22	6	10

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

By-Name List Report - May 2022



As of the end of May, we currently have 37 active people on the By-Name List here in the district. 51% of those would be what is considered chronically homeless. Since the implementation of the BNL, we have housed about 33% of people that were added to the BNL. We are working on engaging community partners to educate them on the BNL and ensure we are reaching more and more of the homeless population in the district.

Income Support & Housing Stability Updates

- ◆ We continue to enhance our relationship with our ODSP partners in Bracebridge. The Income Support Supervisors and the Supervisor of Housing Stability attended the ODSP Bracebridge staff meeting on May 18th. The purpose was to discuss supports and services available and improve the lines of communication.
- ◆ We are also very pleased to welcome back ODSP staff to our Beechwood and South River Office. Staff from ODSP are at the Beechwood office on a bi-weekly basis and attend South River monthly.
- ◆ To enhance our relationships with Community Partners on the east side of the district, our Intake Case Worker, along with a Community Relations Worker from Housing Stability, have been completing in-services with our local partners. An in-service was completed with Employment North in early June and in-services with Community Mental Health Association, The Adult Learning Center, Agilec and Municipal By-law offices are all scheduled for the near future. The purpose of the in-services is to provide insight on the services that are offered to not just Social Assistance recipients, but services available for seniors and those experiencing an emergency as well. The in-services also allow for future collaboration on complicated cases ensuring that community members are connected to available resources while eliminating barriers.
- ◆ The Manager of Income Support and Stability attended the Almaguin Highlands Community Partners meeting in May. This was the first time this group has met since 2020. He also attended the Parry Sound Mental Health and Addiction Networking Group which takes place monthly as well as the Health & Social Services Network.
- ◆ The Manager of Income Support and Stability also attended “A Future of Work” webinar with Pedro Antunes. Hosted by the Labour Market Group, Pedro discussed the lasting impacts of the pandemic and how Canada would emerge post-pandemic and the impacts on households and employees from inflation, housing and global tensions.
- ◆ Staff in Ontario Works and Housing Stability attended the Trauma Learning Series virtually. These sessions were hosted by the Nipissing-Parry Sound Children’s Aid Society.
- ◆ The Supervisor of Housing Stability and her team presented to the Canadian Alliance to End Homelessness By-Name List Community of Practice on the great work the team has done on Community Outreach Mapping. The presentation was very thorough and was very well received.
- ◆ As we continue to improve and increase the functionality of our FIIT Case Management tool, the team attend a Tech Table on April 27th and 28th hosted by Clark Communications. The forum was attended by other DSSAB’s and CMSM’s utilizing the Clark tool and discussed the evolution of the tool as we move into a focus on Stability Supports with SA Renewal and local integration.
- ◆ A new Social Worker has been hired through the West Parry Sound Health Centre Nurse Practitioner-Led Clinic to support our Hotel Project as well Ontario Works, Esprit and our Community Housing programs. The Social Worker will assist with system navigation of mental health and addiction and health care supports. A referral process has been created and her caseload continues to grow. She has been a great resource and sounding board for Housing Stability and Ontario Works staff. Her knowledge of system navigation has been invaluable.

- ◆ Ontario Works is preparing for a soft launch of e-Signature in July. This modernization option is now available for clients with an electronic device and an email address. At this time, e-signature is only available for 3 of the required documents in the application but going forward it will be expanding into our SAMS technology by the end of the year. This tool will be very helpful for clients that may face transportation as a barrier and help to reduce some administrative burden and hopefully stream applications.
- ◆ In June, all staff received training in Non-Violent Crisis Intervention. This is especially helpful now that we are back in the offices and seeing clients face-to-face and continue to settle back into regular operations.
- ◆ We have extended our Memorandum of Understanding with Community Paramedicine to support clients in our Hotel Projects with the Housing Stability team and expanded it to include other DSSAB programs. OW East staff had an in-service from their team in June to learn about the program and the referral process. OW West will have an in-service from CP this fall.
- ◆ The CRW's have been busy connecting to community partners on the East and West side of the district to enhance our relationships with partners that have contact with the homelessness population. CRW's are connected to all by-law officers and foodbanks across the district as well as all the Nurse Practitioners. We have started our outreach program at the Warming Centre in Parry Sound and staff are scheduled to visit there every Tuesday. Staff have also started their weekly search for tent encampments on the West and will continue to look for new and previously frequented areas. HS Supervisor & Program Lead will start the "BNL Roadshow" the week of July 18th, starting with CMHA, Employment Ontario offices and Municipal offices. We will be talking about how the By-Name list works and handing out a postcard with contact information and a quick summary of our programs and the BNL.
- ◆ Caswell's & Midtown continue to be a great resource for temporary housing for the homelessness population and our team. Both hotels are currently full, however two clients from Caswell's will be moving into affordable units at The Meadow View in July.
- ◆ The Supervisor and VAW CRW have started outreach and a "VAW Roadshow" to connect with partners in the District of Parry Sound, as well as Muskoka and Nipissing. Connections have been made with Women's Own in South River, Victim Services in Parry Sound, OPP in Parry Sound & Burk's Falls Detachment as well as Chrysalis Women's Shelter in Huntsville. CRW has booked space at the Burk's Falls OPP detachment for every other Monday starting July 11th to help fill a gap for Victims Services as they have no staff on the East side of the district right now due to staffing shortages and funding. We continue to work closely with Esprit for direct referrals.

Housing Programs Centralized Waitlist

Social Housing Centralized Waitlist Report - May 2022			
	East Parry Sound	West Parry Sound	Total
Seniors	28	104	132
Families	163	444	607
Individuals	473	227	700
Total	664	775	1,439
Total Waitlist Unduplicated			491

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					
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	49	3	8	6	1

SPP = Special Priority Applicant

Housing Programs has been busy over the last few months! We welcomed a new staff member to the team who will be filling the role of Community Relations Worker – Community Development. We have also started to look at ways to modernize our program to enable better connections with our clients and have continued to engage in learning opportunities to better our practices. Some of our staff participated in non-violent crisis intervention training, which was a great refresher from what was taken previously. We have also continued to interact with ONPHA supports and learning opportunities to help us better understand new legislation and requirements that are being set in place for our programs.

We have seen a steady increase in rent-geared-to-income applications for our centralized waitlist. Most people are applying and in need of immediate housing as their current rentals have sold to families moving from out of our district and displacing current tenants. It speaks to the housing crisis we are seeing across our province and country.

Housing Programs has also worked closely with our housing allowance tenants to assist them with applications for other funding to keep them in an affordable rental, as the program is ending at the end of June. This program provided funding to 30 clients in our district to assist with housing needs. We have successfully moved almost all eligible tenants to COHB (Canada-Ontario Housing Benefit) and will continue to work with eligible tenants to obtain support.

Parry Sound District Housing Corporation

Activity for Tenant and Maintenance Services May 2022

Action	Current	Year-To-Date
Move outs	1	8
Move ins	1	12
L1/L2 Forms	3	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	3	4
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	0	11
No Trespass Order	0	0

Maintenance for May 2022		
Pest Control	8	8 buildings monitored monthly
Vacant Units	21	Multiple bedroom (6); 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	65	Work orders created for maintenance work and related materials
Fire Inspections	0	
Incident Reports	0	

Tenant and Maintenance Services Update

In May Housing Operations saw a Supervisor staffing change. We welcomed a new acting Supervisor for Tenant and Maintenance Services, until such time as the position is filled permanently.

We welcomed our new Facilities Maintenance Technician and a Community Relations Worker based out of the East side of the district. Our team is working toward a full complement and looking forward to expanding our representation in the East side.

The team has completed our annual inspections for all LHC units and addressing each situation as they come up. Over the next little while we will be refocusing our efforts on our tenant education and support services.

Electrical Safety Authority (ESA) Inspection took place and we are happy to say the reports came back in good standing.

Tenant Services and Housing Programs recently met to work our process to ensure our tenants are getting the best wrap around services possible in supporting them to keep their RGI status. The meeting was such a success it has been decided we will meet monthly.

Cross training is well underway in the program. Our Clerks are working closely together to share their knowledge of their respective positions and the CRWs are working in together to ensure we will support the tenants district wide.

Community Relations Workers have offers out for the completed vacant units, and the empty units needing to be cleaned and painted have contractors lined up and that process is underway.

Recruitment for our Supervisor of Maintenance and Capital Projects will be underway in the coming weeks. Once in place, Housing Operations will have two Supervisors to oversee both Tenant and Maintenance Services and Capital Projects.

Capital Projects - May 2022

Local Housing Corporation and DSSAB Buildings

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 then typically expected.

Esprit Place Family Resource Centre

Emergency Shelter Services	May 2022	Year-to-Date
Number of women who stayed in shelter this month (may be duplicated within the month or year)	12	26 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	2	10
Direct service hours to women (shelter & counselling)	113	386
Resident bed nights (women & children)	215	787
Occupancy rate	69%	51.8%
Days at capacity	0 (COVID capacity)	12
Days over-capacity	0	0
Phone interactions (crisis/ support)	68	175

Outreach Services		
	May 2022	Year-to-Date
Number of women served this month	12	59
Number of women registered in the program	3	32

Transitional Support		
	May 2022	Year-to-Date
Number of women served this month	8	19
Number of NEW women registered in the program	5	14

Child Witness Program		
	May 2022	Year-to-Date
Number of children served this month	2	52
Number of children registered in the program	2	25
Number of public ed/groups offered	0	1

Esprit Update

During the months of April, May, and June, we have observed an increase of women seeking shelter and support. As Ontario continues to re-open, women can access recreational services, along with in-person appointments more comfortably. Esprit continues to follow MCCSS’s mandates of regular antigen testing and the wearing of masks. We will continue to do so until further notice.

Did you know?

Twelve independent surveys have reported that between 18% and 48% of abused women have delayed their decision to leave their abuser or returned to their abuser out of fear for the welfare of their pets.

Between 71% and 85% of women entering domestic violence shelters reported that their partner had threatened, injured, or killed the family pet. (Ascione, Weber and Wood, 1997)

Research has shown that 62% to 76% of animal cruelty in the home occurs in front of children. (Faver & Strand, 2003)

Children often intervene to protect their mothers and pets from being abused. Some children may even allow themselves to be victimized to save their pets from being harmed or killed. (Edelson et al., 2003)



The last few months we have seen women presenting with pets, more so than any other time in the past few years. We recognized the connection between violence against women/gender-based violence and animal abuse. Esprit has responded to this by removing the barrier for women and their children leaving an abusive situation. Esprit has initiated a pilot pet program. All pets presenting with guests are screened and permitted within the shelter.

Since first opening the shelter's doors to women's pets, the program has grown, and the shelter has had many furry residents as well which has been very nice for their owners as well as staff and other residents! Esprit received a \$10,000 grant from the Fyfe Foundation toward the pet program which was very much appreciated and has allowed for pets to have vaccinations, check-ups, and grooming.

The shelter has been fortunate to receive Federal Covid grants this year and into next as well, through the Response and Recovery Fund filtered through Women's Shelters Canada. This has been very helpful in purchasing cleaning and sanitizing supplies and equipment, paying for transportation costs for women, as well as accommodation at alternate locations when needed.