



# Chief Administrative Officer's Report

May 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.



### **Employment Services Transformation (EST)**

The provincial government announced the launch of a new training program, Better Jobs Ontario. At the same time, information was also provided about the government's ongoing transformation of Employment Ontario services known as Employment Services Transformation (EST).

The EST work is creating an integrated and seamless employment services system to make it easier for people to restart their careers and support their families. The new system will combine employment programs from Social Assistance, such as Ontario Works Employment Assistance and Ontario Disability Support Program (ODSP) Employment Supports, into Employment Ontario (EO). This modernized approach will ensure clients have continued access to the services they rely on while helping them succeed in their search for long-term and sustainable employment.

After a competitive process, new Service System Managers for employment services were selected in York Region, Halton Region, and Stratford-Bruce Peninsula. One municipal government, the County of Bruce, was successful and will become the Service Manager for employment services in the Stratford-Bruce Peninsula area. The county leads a consortium that includes the County of Grey, the County of Huron, and the City of Stratford. The other successful proponents in the other areas are non-municipal organizations.

The remaining catchment areas including the District of Parry Sound are slated to roll out in two more phases with us being included in the Phase 3 which will be introduced later next year.

### **Committees**

Last year I was asked to co-chair with Andrea Roberts, CAO from Hands The Family Help Network a new planning table for children and youth. The Muskoka Nipissing and Parry Sound Child and Youth Planning Table brought together leaders who have been members of two child and youth system planning groups including the Nipissing Parry Sound Child and Family Planning Table and the Child and Youth Mental Health Planning Table (CYMHPT) for the Districts of Muskoka, Nipissing, and Parry Sound. Leaders from across the catchment area explored the development of one new planning structure, focused on the overall health and well-being of children, youth and families living in the Districts of Muskoka, Nipissing, and Parry Sound.

I am pleased to share that we have achieved this goal and have this table up and running with a Terms of Reference and structure that is working well. With this progression I've chosen to step down as co-chair to be able to provide the opportunity for leadership from another organization in the sector. I, along with our Manager of Directly Operated Child Care Programs, will continue to participate in this planning table as members.

As CAO, I continue to meet monthly with our two local OPP Detachment Commanders and the Executive Director of the Muskoka-Parry Sound Canadian Mental Health Association. With our district's limited housing options and our yearly increase in our temporary population we are actively discussing any supports we can activate to better assist our community for the busy summer months.

### **Recent Media Coverage**

- April 6, 2022 – [Canada and Ontario Provide Affordable Homes for Seniors in Powassan](#)
- April 11, 2022 – [25 new affordable homes for seniors in Powassan](#)
- April 13, 2022 – [Powassan older adult apartments now available at The Meadow View](#)

**Social Media**

Twitter Stats

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

<b>District of Parry Sound Social Services Administration Board – Twitter Page</b>	<b>Nov. 2021</b>	<b>Dec. 2021</b>	<b>Jan. 2022</b>	<b>Feb. 2022</b>	<b>Mar. 2022</b>	<b>Apr. 2022</b>
Total Tweets	8	1	6	10	2	3
Total Impressions	164	51	170	371	178	235
Total Profile Visits	275	123	68	324	54	37
Total Followers	8	10	10	15	15	15

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

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

<b>District of Parry Sound Social Services Administration Board – LinkedIn</b>	<b>Nov. 2021</b>	<b>Dec. 2021</b>	<b>Jan. 2022</b>	<b>Feb. 2022</b>	<b>Mar. 2022</b>	<b>Apr. 2022</b>
Total Followers	20	22	27	39	43	50
Search Appearances (in last 7 days)	-	-	224	317	336	215
Total Page Views	43	10	55	83	28	13
Post Impressions	-	-	109	557	170	160
Total Unique Visitors	10	5	22	33	6	10

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](#)

<b>District of Parry Sound Social Services Administration Board</b>	<b>Dec. 2021</b>	<b>Jan. 2022</b>	<b>Feb. 2022</b>	<b>Mar. 2022</b>	<b>Apr. 2022</b>
Total Page Followers	283	289	304	309	331
Post Reach this Period (# people who saw post)	511	4,487	3,589	1,154	5,194
Page Views this Period	48	122	87	61	60
Post Engagement this Period (# reactions, comments, shares)	24	566	445	62	412

<b>Esprit Place Family Resource Centre</b>	<b>Dec. 2021</b>	<b>Jan. 2022</b>	<b>Feb. 2022</b>	<b>Mar. 2022</b>	<b>Apr. 2022</b>
Total Page Followers	105	110	117	118	118
Post Reach this Period (# people who saw post)	104	46	1,029	461	54
Page Views this Period	28	14	26	7	7
Post Engagement this Period (# reactions, comments, shares)	22	1	82	12	2
<b>The Meadow View (NOAH)</b>	<b>Dec. 2021</b>	<b>Jan. 2022</b>	<b>Feb. 2022</b>	<b>Mar. 2022</b>	<b>Apr. 2022</b>
Total Page Followers	364	380	441	423	432
Post Reach this Period (# people who saw post)	4,460	9,098	13,328	3,192	1,098
Page Views this Period	374	379	488	117	250
Post Engagement this Period (# reactions, comments, shares)	1,776	2,139	2,455	399	133

**Licensed Child Care Programs**

<b>Total Children Utilizing Directly Operated Child Care in the District March 2022</b>						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18m)	3	2	3	4	16	28
Toddler (18m-30m)	13	7	10	20	18	68
Preschool (30m-4y)	21	20	19	35	42	137
School Age (4y-12y)	0	0	0	0	23	23
<b># of Active Children</b>	<b>37</b>	<b>29</b>	<b>32</b>	<b>59</b>	<b>99</b>	<b>256</b>

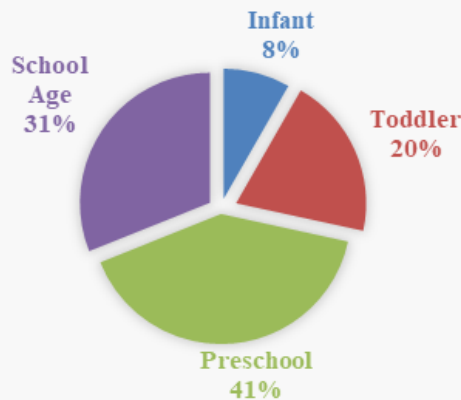
There has been a slight increase in the enrollments at the child care centres as staffing begins to be more consistent. Two of the centres have experienced enteric outbreaks in the past month and children continue to be absent with symptoms of COVID-19 and the variants. Highlands ELCCC (Emsdale) and Fairview ELCCC (Powassan) are now enrolled to their licensed capacity. First Steps ELCCC (South River) and Waubee ELCCC (Parry Sound) are at capacity for the current staffing level and can increase their enrollments when they are able to hire Registered ECE’s to fill current vacant positions.

**School Age Programs**

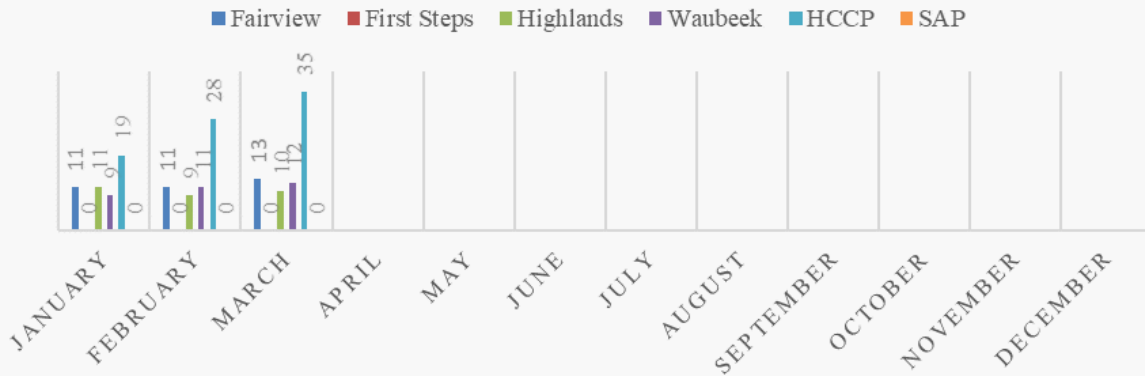
<b>March 2022</b>		
Location	Enrollment	Waitlist
Mapleridge After School	11	0
St. Gregory's After School	16	0
St. Gregory's Before School	12	0
Sundridge Centennial After School	13	0
Sundridge Centennial Before School	6	0
Magnetawan Central After School	17	0
Land of Lakes After School	7	0
<b># of Active Children</b>	<b>82</b>	<b>0</b>

Enrollment has remained consistent in all programs and families are starting to inquire about summer care. We are pleased to be able to announce that we have Ministry of Education approval to operate two licensed summer programs located at Powassan's Mapleridge Public School and Sundridge Centennial Public School. Staffing is currently being secured and parents will be contacted shortly to make arrangements for enrollment.

**Percentage of Children By Age Group**



## Directly Operated Child Care Waitlist By Program



Waitlist numbers are remaining consistent; however, we are seeing an increase in calls for the Home Child Care Program as families receive information on the Canada-Wide Early Learning and Child Care agreement between the province and the federal government. Fairview ELCCC in Powassan has also seen an increase in calls from families inquiring about space availability.

### 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		
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		

**Total Children by Funding Source for March 2022**

<b>Active</b>	<b># of Children</b>	<b># of Families</b>
After-school Program Fee Subsidy	25	24
Fee Subsidy	139	132
Full Fee	214	201
Ontario Works	4	4
<b>TOTALS</b>	<b>382</b>	<b>361</b>
<b>New</b>	<b># of Children</b>	<b># of Families</b>
After-school Program Fee Subsidy	3	3
Fee Subsidy	7	7
Full Fee	7	7
<b>TOTALS</b>	<b>17</b>	<b>17</b>
<b>Exits</b>	<b># of Children</b>	<b># of Families</b>
Fee Subsidy	1	1
<b>TOTALS</b>	<b>1</b>	<b>1</b>

**Inclusion Support Services**

<b>March 2022</b>							
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)	1	16	17	17	1	8	0
Preschool (30m-4 y)	4	24	28	40	1	4	2
School Age (4y+)	5	18	23	26	1	0	0
<b>Monthly TOTAL</b>	<b>10</b>	<b>58</b>	<b>68</b>	<b>-</b>	<b>3</b>	<b>12</b>	<b>2</b>
<b>Year-to-Date TOTAL</b>	<b>10</b>	<b>58</b>	<b>-</b>	<b>83</b>	<b>10</b>	<b>27</b>	<b>17</b>

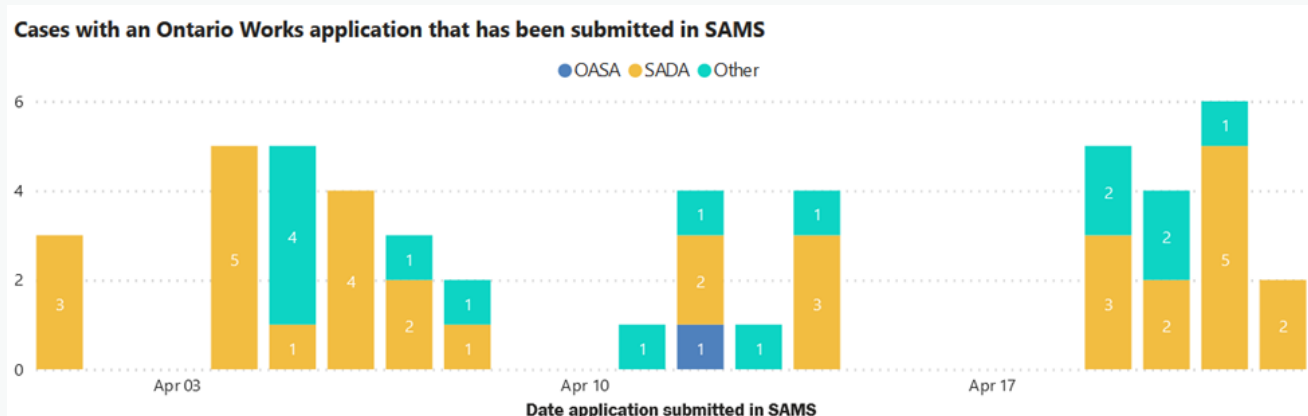
There has been an increase in referrals through the Home Child Care Program and EarlyON Child and Family Centres as they re-open to in-person programming.

**EarlyON Child and Family Programs**

March 2022		
Activity	March	Year-to-Date
Number of Children Attending	335	335
Number of New Children Attending	170	170
Number of Families Visiting	271	271
Number of New Families Visiting	139	139
Number of Virtual Programming Events	14	51
Number of Family Engagements with Virtual Events	738	2,150
Number of Social Media Posts	42	184
Number of Social Media Followers	20	965

It is wonderful news that we are now providing in-person programming not only at our three (3) main hubs (Parry Sound, South River, and Burk’s Falls) but we have added programming in all of our Near North District School locations. Families, with new infants born during COVID, have been accessing the EarlyON system, with excitement to finally be able to connect with others and our Program Facilitators. The Program Supervisor is working with municipalities and community partners to be able to re-open in-person programming at most of our pre-COVID locations with the goal of having at least weekly drop-in programs available across the district by May 1<sup>st</sup>.

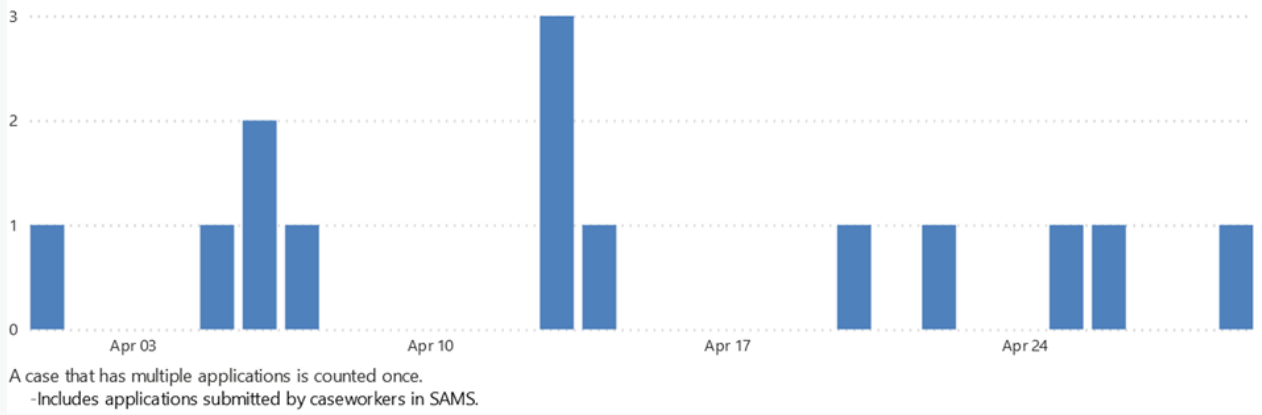
**Social Assistance Digital Application (SADA) & Centralized Intake - April 2022**



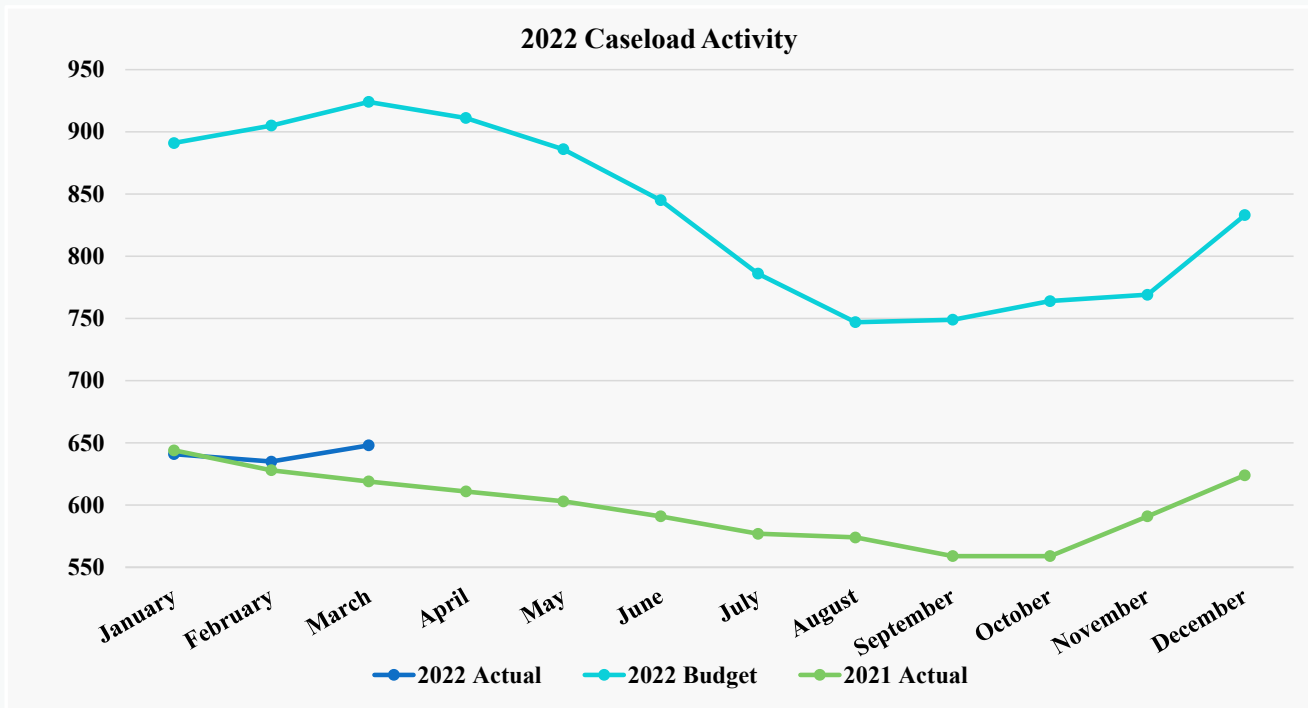
**\*\*Yellow bars represent applications received by Intake and Benefits Administration Unit. Some of these applications may still be completed by local staff. Green and blue bars represent applications completed solely by local staff. Data from the Tracking the Impacts of COVID-19 report and Centralized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



Cases with an Emergency Assistance application that has been received

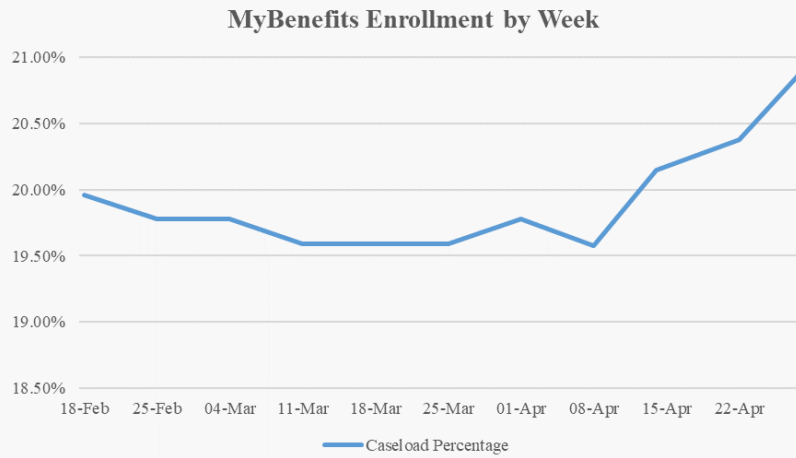


### Ontario Works Caseload

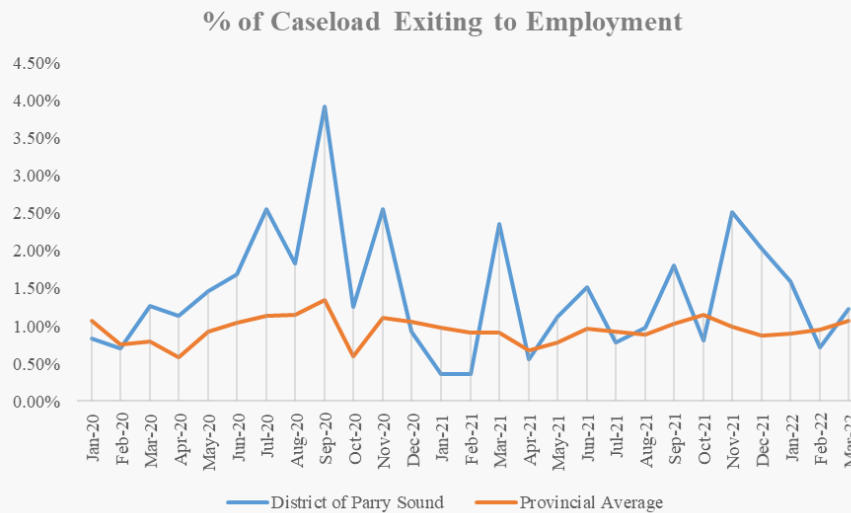
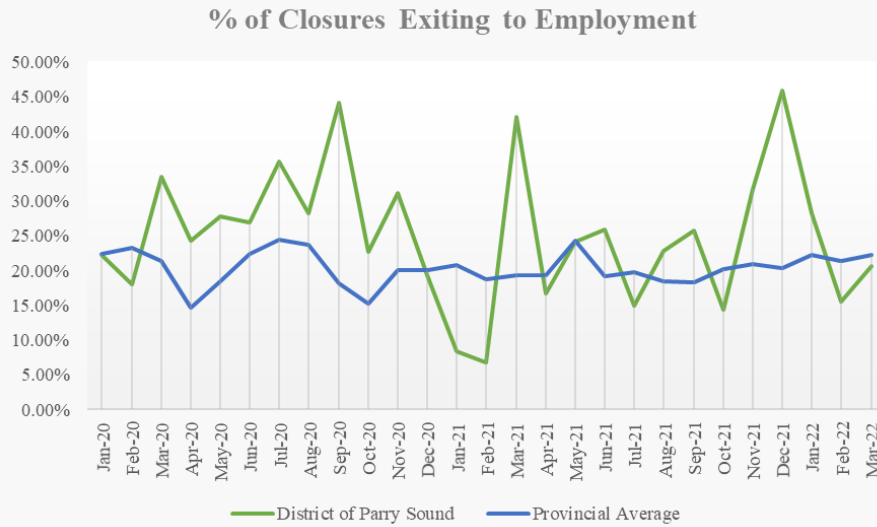


LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2022 Actual	641	635	648									
2022 Budget	891	905	924	911	886	845	786	747	749	764	769	833
2021 Actual	644	628	619	611	603	591	577	574	559	559	591	624

## MyBenefits Enrollment 2022



## Employment Assistance Performance Outcomes

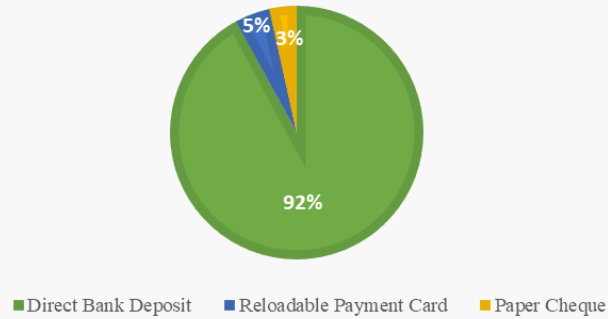


CMSM/DSSAB	Percentage of caseload with employment earnings	Average monthly employment earnings per case	Percentage of caseload exiting to employment	Percentage of terminations exiting to employment	Percentage of caseload terminated	Average number of business days from screening to financial eligibility decision
Parry Sound DSSAB	8.7%	\$691.86	1.2%	20.6%	5.9%	3
Province	8.8%	\$838.04	1.1%	22.2%	4.8%	4

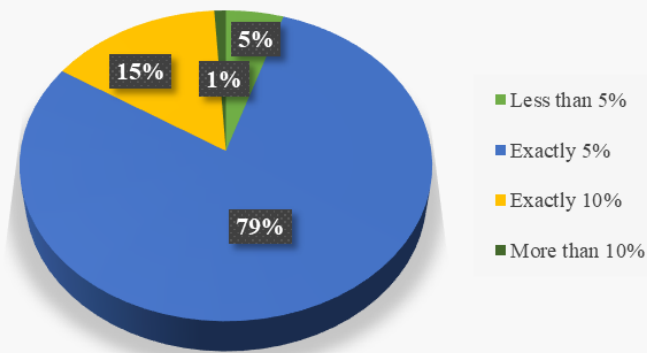
We exceeded or met the provincial average in most of our Performance Outcomes metrics.

### Direct Bank Deposit Enrollment

Payment Receipt Method-March 2022



### Overpayment Recovery Rate - March 2022



**Homelessness Prevention Program - Community Relations Workers**

For the month of March 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	25
Ontario Works	4	9
Low Income	7	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	12	6
ODSP	7	19
Ontario Works	5	4
Low Income	4	12

Contact/Referrals

	East	West	YTD
Homeless	3	5	18
At Risk	3	4	23
Esprit Outreach Homeless	0	0	3
Esprit Outreach at Risk	1	4	9
Esprit in Shelter	0		2
<b>Program Total</b>			<b>54</b>

Short Term Housing Allowance

Month	Active	YTD
March	9	11

Housing Stability: Household Income Sources and Issuance from CHPI

Income Source	Total	CHPI	Reason for Issue	Total
Senior	6	\$1,272.69	Rental Arrears	\$720.00
ODSP	13	\$4,019.12	Transportation	\$512.00
Ontario Works	1	\$50.00	Food/Household/Misc.	\$2,075.62
No Income	2	\$167.00	Emergency Housing	\$2,201.19
			<b>Total</b>	<b>\$5,508.81</b>

Ontario Works: Household Income Sources and Issuance from CHPI

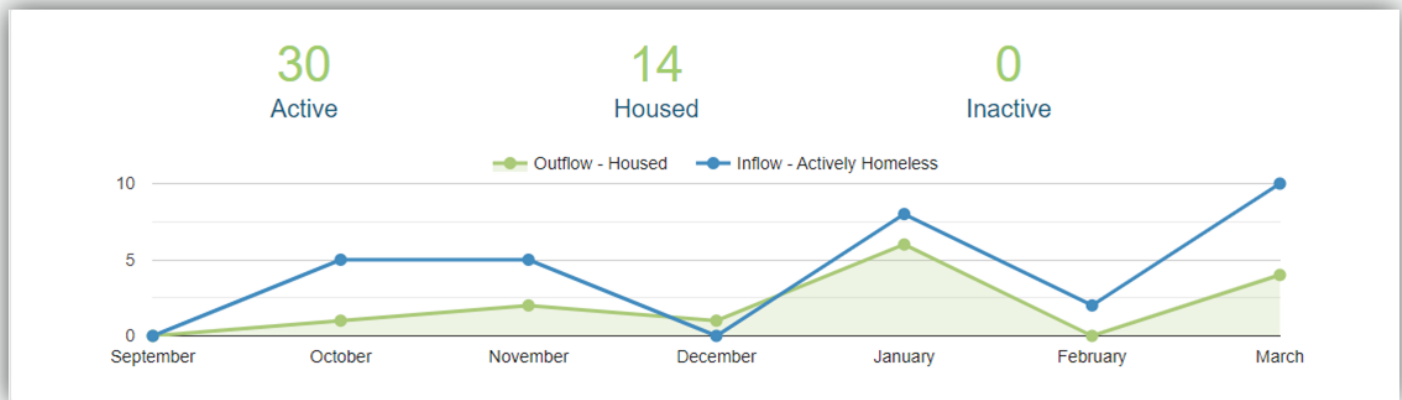
Income Source	Total	CHPI	Reason for Issue	Total
Senior	2	\$326.70	Rental Arrears	\$1,893.75
ODSP	12	\$5,624.11	Utilities/Firewood	\$1,616.36
Ontario Works	13	\$10,129.62	Transportation	\$87.12
No Income	1	\$97.74	Food/Household/Misc.	\$10,645.08
			Emergency Housing	\$1,935.86
			<b>Total</b>	<b>\$16,178.17</b>

Hotel Project

March 2022	Mid Town (Parry Sound)	Year-to-Date Total	Caswell (Sundridge)	Year-to-Date Total
Adults	19	19	9	9
Children	1	1	1	1
<b>Total</b>	<b>20</b>	<b>20</b>	<b>10</b>	<b>10</b>

This is the number of people who stayed in one of the hotel projects in the month of March who where active in our programming.

By-Name List Report - as of March 31, 2022



**Housing Programs Centralized Waitlist**

<b>Social Housing Centralized Waitlist Report - March 2022</b>			
	East Parry Sound	West Parry Sound	Total
Seniors	24	98	122
Families	151	421	572
Individuals	445	219	664
<b>Total</b>	<b>620</b>	<b>738</b>	<b>1,358</b>
<b>Total Waitlist Unduplicated</b>			<b>472</b>

**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					
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					
<b>Total</b>	<b>121</b>	<b>6</b>	<b>55</b>	<b>19</b>	<b>3</b>	<b>Total</b>	<b>26</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>1</b>

SPP = Special Priority Applicant

- There were 2 applicants housed from the centralized waitlist in the month of March. One of those housed was an SPP applicant.
- 7 applications were cancelled this month. We were informed that 2 applicants were deceased, two had assets in excess, 2 were housed, and one began receiving COHB.
- A total of 9 applications were reinstated due to refusing an offer of accommodation and requesting to be placed back on the centralized waitlist with a new application date, moving them to the bottom of their requested lists; they are not reflected in the # of new applications listed.

**Parry Sound District Housing Corporation**

Activity for Tenant and Maintenance Services March 2022

Action	Current	Year-To-Date
Move outs	1	6
Move ins	3	4
L1/L2 Forms	1	2
N4 – notice of eviction for non payment of rent	1	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

**Tenant Services for March 2022**

Wellness Check-ins	10	Regular well-being check-ins with our most vulnerable tenants
Paramedicine	7	Wellness checks @ 7 buildings
Tenant Home Visits	9	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	4	Tenant complaints, tenant vs. tenant conflict, referrals to outside agencies

Maintenance for March 2022		
Pest Control	8	8 buildings monitored monthly
Vacant Units	16	family (4); single (12) (not inclusive of The Meadow View)
After Hours Calls	2	types of calls: suspicious smell 5 staff participate in the weekly on call rotation
Work Orders	103	Work orders created for maintenance work and related materials
Fire Inspections	0	
Incident Reports	4	

### Capital Projects - March 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, as per our Procurement Policy, from contractors is presenting a challenge.



**Esprit Place Family Resource Centre**

<b>Emergency Shelter Services</b>	March 2022	Year-to-Date
Number of women who stayed in shelter this month (may be duplicated within the month or year)	6	14 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	6
Direct service hours to women (shelter & counselling)	86	199
Resident bed nights (women & children)	207	500
Occupancy rate	67%	45%
Days at capacity	0 (COVID capacity)	12
Days over-capacity	0	0
Phone interactions (crisis/support)	29	109

<b>Outreach Services</b>		
	March 2022	Year-to-Date
Number of women served this month	16	36
Number of women registered in the program	6	26

<b>Transitional Support</b>		
	March 2022	Year-to-Date
Number of women served this month	4	9
Number of NEW women registered in the program	3	11

<b>Child Witness Program</b>		
	March 2022	Year-to-Date
Number of children served this month	14	37
Number of children registered in the program	3	22
Number of public ed/groups offered	0	0