

District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

February 2023

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.

OHT

On Friday, January 20th I was pleased to support the West Parry Sound Health Centre and its system partners by participating in an important community-based meeting with a delegation from the Ministry of Health. The MoH panel included: Allison Costello, Director, Ontario Health Teams Policy and Operations; Betty-Lou Kristy, Chair, Minister's Patient, Family, and Caregiver Advisory Council; and University of Toronto health researcher Gayathiri Embuldeniya. The virtual site visit to our community was a critical 'next step' toward ministerial approval for West Parry Sound health system partners to begin creation of an Ontario Health Team.

The 1.5-hour meeting included representatives from 32 health system partners, four senior health system planning representatives from Ontario Health North, and guest/observers from three other northeastern communities preparing for similar MoH visits.

My participation included a description of the many partnerships and collaborations we as a DSSAB have with West Parry Sound health system partners. Improving the delivery of mental health and addiction services is identified by West Parry Sound health system partners as one of four priority populations (others: avoid/reducing ALC and keeping seniors active, healthy, at home; planning for the future of long-term care; and building improved relationships with Indigenous communities).

Health centre officials anticipate that the MoH will move forward in February to ensure that OHT-based system transformation reaches equitably throughout the province. That will include giving OHT 'next step' status to West Parry Sound and its regional partners in the northeast: Sudbury/Manitoulin/Espanola, Temiskaming, and Cochrane. The majority of southern Ontario communities have been at work on OHT 'construction' for three to four years.

ROMA

The 2023 ROMA Annual General Meeting and Conference was back live and in-person for the first time in 2 years. I was very pleased to have gathered in downtown Toronto with over 1,000 municipal colleagues, provincial and federal elected officials, and senior staff for this much anticipated event. The 2023 Conference had all the critical rural municipal issues front and centre for us to engage, learn, network, and bring innovative solutions to our community.

Additionally, I was able to participate in seven delegation meetings with provincial ministers in support of the Northern Ontario Service Deliverers Association.

MPP Smith

On January 27th, myself, along with our Director of Housing & Child Care Service Management and Communications Officer met with The Hon. Graydon Smith, Minister of Natural Resources and Forestry, MPP for Parry Sound-Muskoka. We had a very productive conversation where we discussed our housing crisis along with our challenges in the maintenance and creation of childcare spaces. I have confidence that The Hon. Graydon Smith is working very hard to support our district with these issues.

Municipal Representatives and WPSHC Touchpoint Meeting

On January 30th I attended the WPSHC touchpoint meeting with local municipal representatives. The agenda included topics such as:

- √ The health of our community as it relates to the tracking of respiratory illnesses along with conditions and precautions in place at WPSHC, LTCs, and NPLCs
- √ The impact the present situation is having on the Emergency Department
- √ Update on the past closure of the WPSHC OB
- √ OHT update
- √ Long-term Care wait times in our community
- √ Successful infection, prevention, and control collaborations
- √ WPSHC community partners

Facebook Pages



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](#)

Social Media

Facebook Stats

District of Parry Sound Social Services Administration Board	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023
Total Page Followers	382	393	400	409	410	428
Post Reach this Period (# of people who saw post)	10,269	3,847	3,827	6,431	4,180	8,907
Page Views this Period	183	166	424	450	171	444
Post Engagement this Period (# of reactions, comments, shares)	945	446	406	437	59	234

Esprit Place Family Resource Centre	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023
Total Page Followers	121	121	121	127	127	128
Post Reach this Period (# of people who saw post)	17	49	32	1,155	353	103
Page Views this Period	10	8	20	105	18	30
Post Engagement this Period (# of reactions, comments, shares)	4	6	1	46	36	1

The Meadow View	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023
Total Page Followers	464	409	479	487	488	493
Post Reach this Period (# of people who saw post)	461	3,041	260	8,588	750	480
Page Views this Period	143	96	68	220	60	141
Post Engagement this Period (# of reactions, comments, shares)	36	39	31	101	70	4

Twitter Stats

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

	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023
Total Tweets	9	5	3	8	1	3
Total Impressions	226	146	63	50	13	178
Total Profile Visits	20	16	11	18	24	66
Total Followers	25	23	23	25	26	27

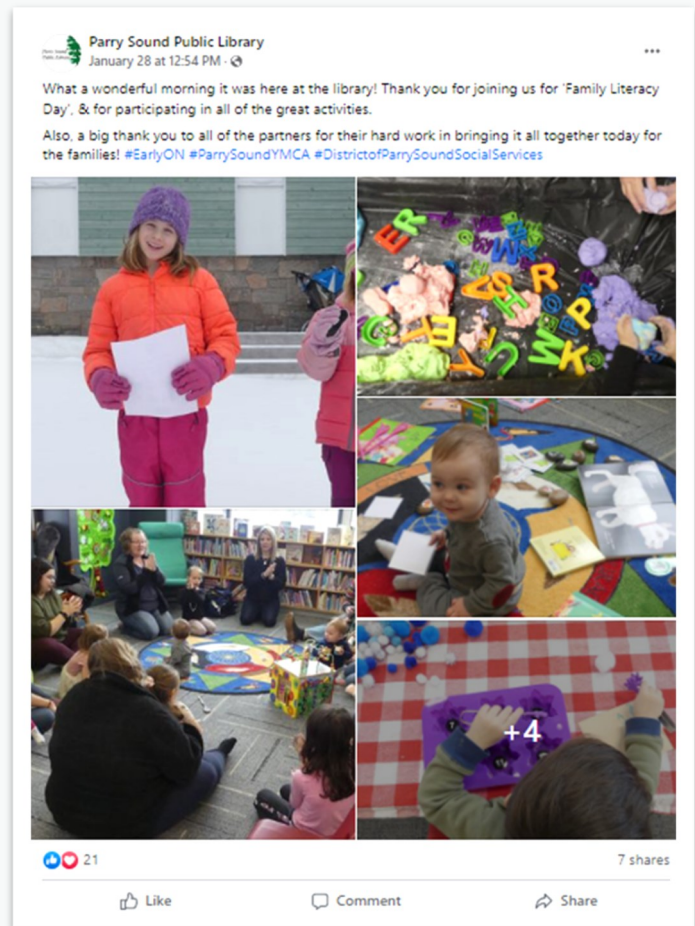
LinkedIn Stats - used primarily for HR recruitment & RFP/Tender postings

Link to DSSAB's LinkedIn page - <https://bit.ly/2YyFHIE>

	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023
Total Followers	179	274	297	377	377	382
Search Appearances (in last 7 days)	339	307	338	225	176	239
Total Page Views	61	132	150	73	45	46
Post Impressions	315	571	397	767	374	266
Total Unique Visitors	26	37	47	29	15	15

Out and About in the Community

On Saturday, January 28th, staff attended an event at the Parry Sound Public Library to celebrate Family Literacy Day. This event was hosted in partnership between the Parry Sound Public Library, the District of Parry Sound Social Services Administration Board & EarlyON, and the Parry Sound YMCA. This was a great opportunity to highlight our Become An ECE campaign.



Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District December 2022

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18M)	0	0	3	2	11	16
Toddler (18-30M)	16	7	13	20	34	90
Preschool (30M-4Y)	20	15	19	37	41	132
# of Active Children	36	22	35	59	86	238

The Directly Operated Licensed Child Care Programs are still experiencing staffing challenges as the provincial shortage of Registered Early Childhood Educators is directly effecting our programs. There has been a noticeable increase in parent inquiries as parent fees continue to be reduced to meet the requirements of the Canada-Wide Early Learning and Child Care Agreement. Parent fees for eligible children have now been reduced by 63% from March 28, 2022.

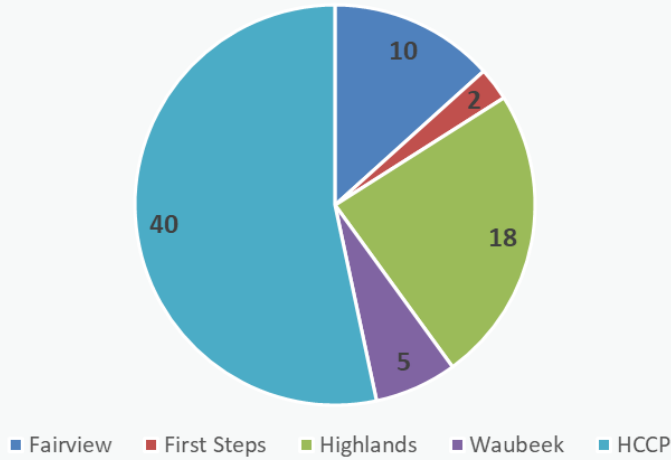
School Age Programs

December 2022

Location	Enrollment	Waitlist
Mapleridge After School	19	3
Mapleridge Before School	8	
St. Gregory's After School	13	
St. Gregory's Before School	2	
Sundridge Centennial After School	18	
Sundridge Centennial Before School	3	
Magnetawan Central After School	6	
Land of Lakes After School	15	
Home Child Care	35	7
# of Active Children	119	10

The difficult decision has been made to discontinue offering after school care at Magnetawan Central Public School effective December 23rd because of low attendance and program sustainability. The School Age Program will also be closing before school care at St. Gregory's Catholic School and Sundridge Centennial Public School effective February 3rd for the same reasons. The School Boards have been supportive of these closures.

**Directly Operated Child Care Waitlist by Program
December 2022**



The licensed programs are beginning to see an increase in volume of calls from families enquiring about current fees and asking to be placed on the waitlist.

Online Application Form - 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	2	4
September	1	5	September	3	3
October	1	3	October	1	3
November	0	3	November	0	0
December	1	4	December	0	1

**Total Children by Funding Source
December 2022**

Active	# of Children	# of Families
Afterschool Fee Subsidy	31	30
Fee Subsidy	138	132
Full Fee	242	233
Ontario Works	9	8
Total	420	403

Funding Source - Exits	# of Children	# of Families
Afterschool Fee Subsidy	2	2
Fee Subsidy	4	4
Full Fee	3	3
Total	9	9

Funding Source - New	# of Children	# of Families
Afterschool Fee Subsidy	2	2
Fee Subsidy	4	4
Full Fee	3	3
Total	11	10

Inclusion Support Services

December 2022							
Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	0	1	0	0
Toddler (18-30M)	3	5	8	23	2	1	0
Preschool (30M-4Y)	5	38	43	62	3	1	0
School Age (4Y+)	6	12	18	32	0	0	2
Monthly Total	14	55	69	-	6	2	2
YTD Total	24	72	-	155	35	52	52

There has been a 35% increase in the total number of children on the ISS caseload from December 2021. This can be attributed to the increase that child care programs are seeing in children experiencing challenges with socialization skills and delays in early speech development. The other significant pattern noted is the decrease in the EarlyON referrals but this can be attributed to the EarlyON program operating virtually for the majority of 2022. We are expecting to see an increase in referrals as families return to EarlyON in-person programming.

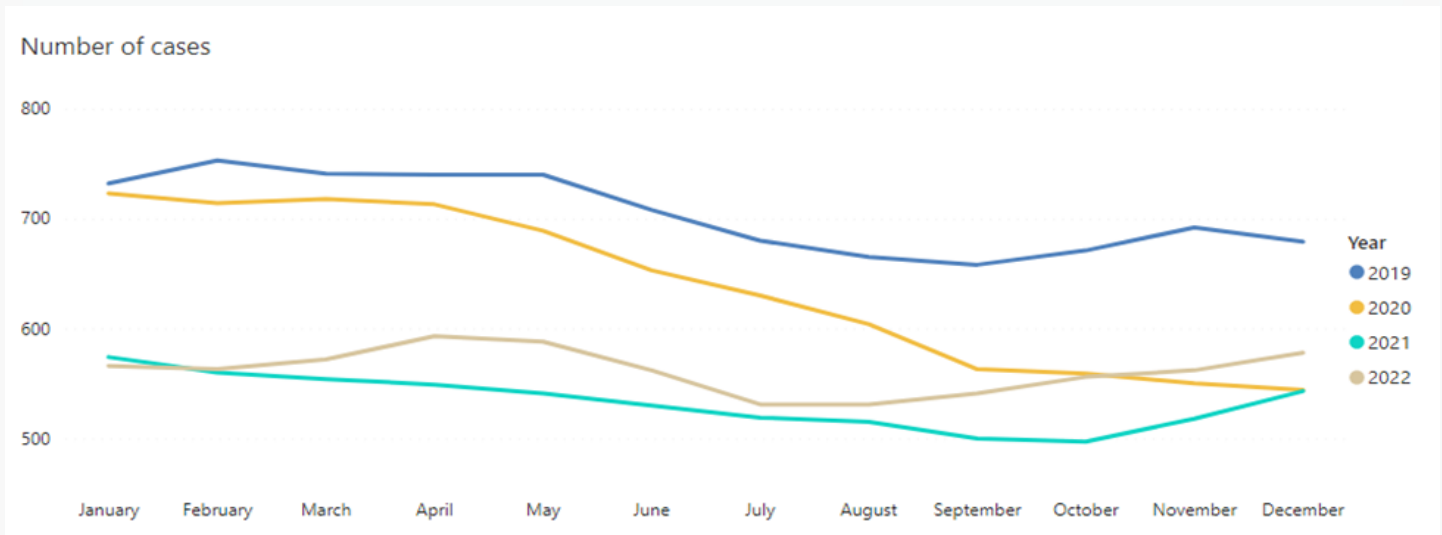
EarlyON Child and Family Programs

December 2022		
Activity	December	YTD
Number of Children Attending	261	5,150
Number of New Children Attending	24	656
Number of Families Visiting	451	4,249
Number of New Families Visiting	24	570
Number of Virtual Programming Events	5	87
Number of Family Engagements with Virtual Events	286	7,471

It is nice to see the number of families attending the in-person EarlyON programs returning to pre-COVID amounts now that all satellite programs have re-opened. Some programs continue to experience occasional closures due to bad weather and as staff support the licensed child care programs.

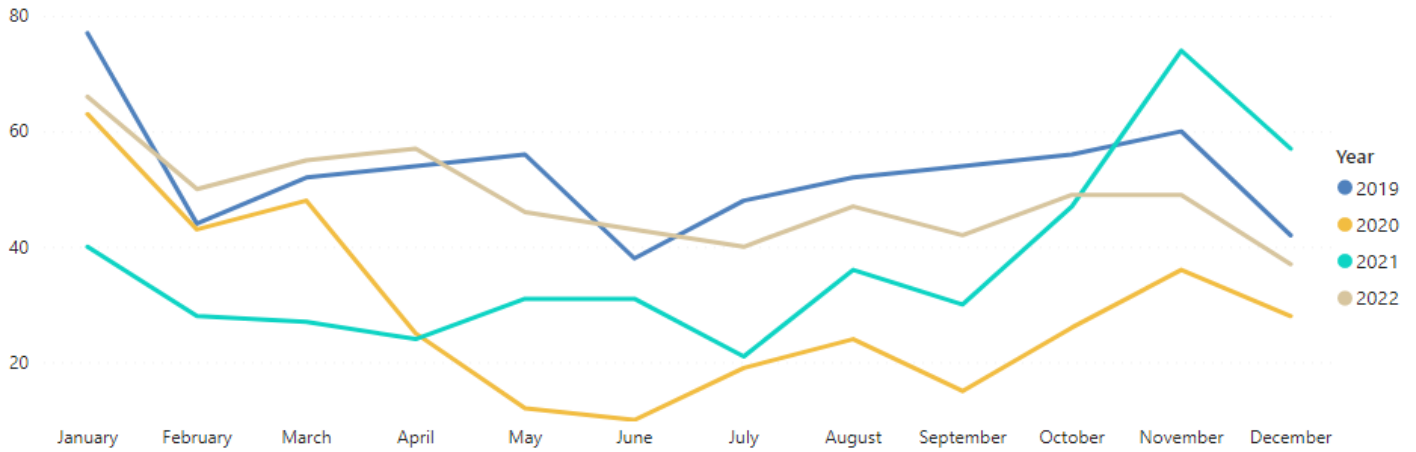
Ontario Works Caseload

December 2022

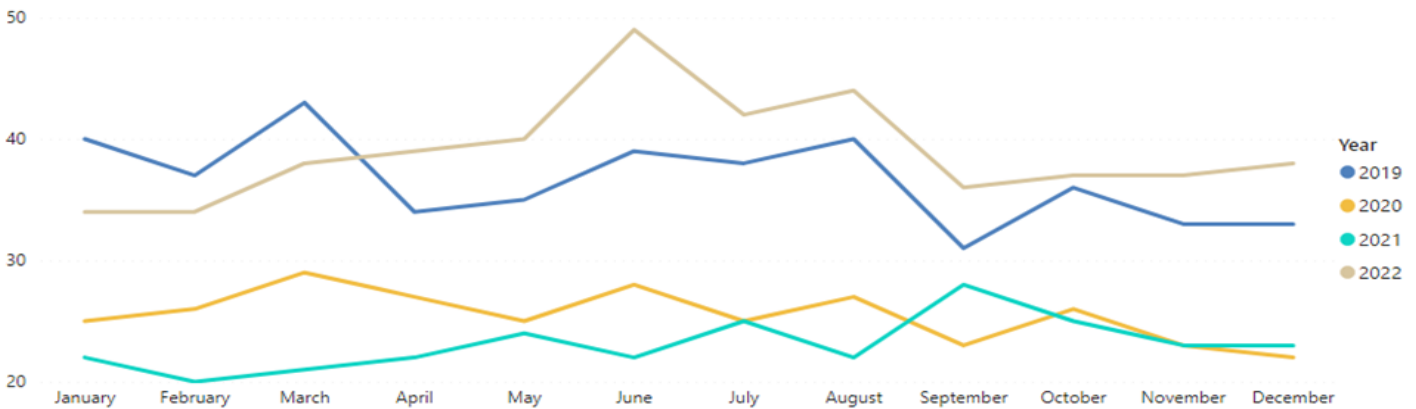


Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office December 2022

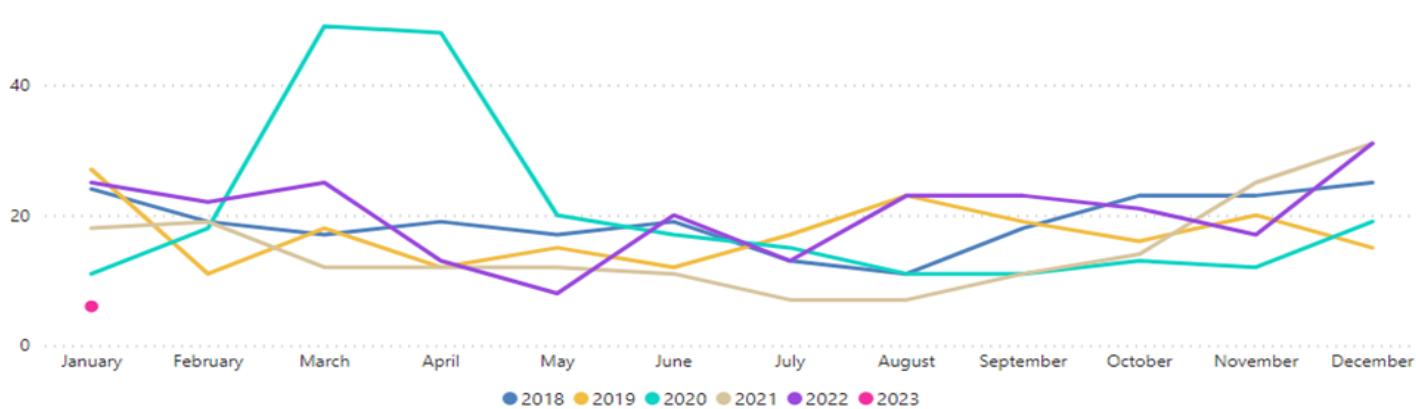
Number of applications received



ODSP recipients actively participating in Ontario Works Employment Assistance



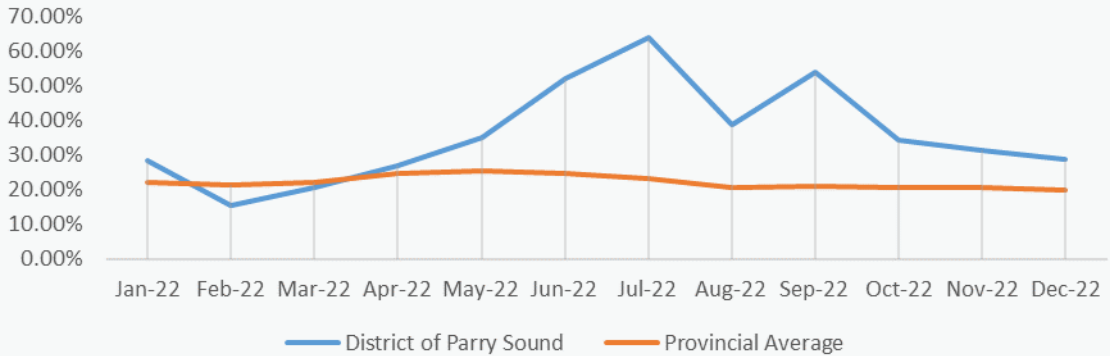
Emergency Assistance Caseload (benefit units) in Parry Sound DSSAB



The OW Caseload continues to edge up to **578**. We are supporting **38** ODSP participants in our Employment Assistance program. We also have **52** Temporary Care Assistance cases and had **31** applications for Emergency Assistance in December.

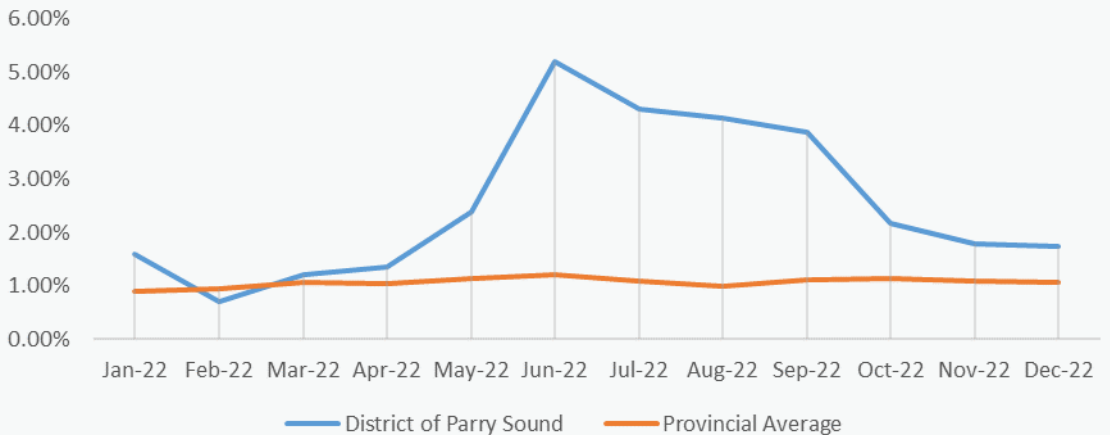
Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment



Target - 30.34%
 1Q Result - 27.85%
 2Q Result - 43.93%
 3Q Result - 52.11%
 4Q Result - 31.37%
 December 2022 - 28.57%
 YTD - 38.82%

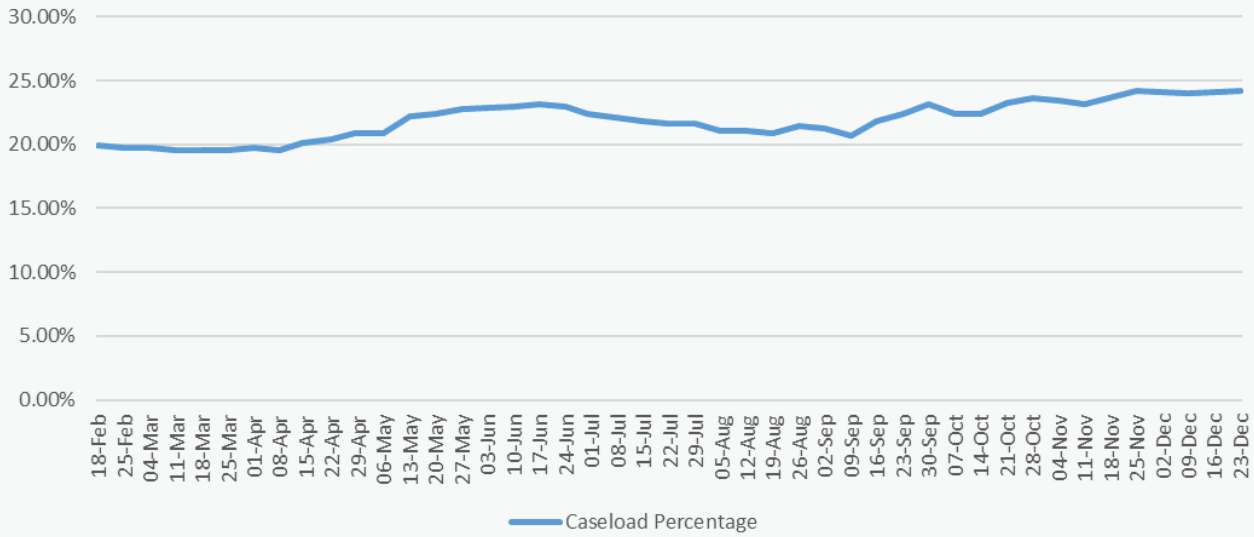
% of Caseload Exiting to Employment



Target - 2.47%
 1Q result - 1.53%
 2Q result - 3.3%
 3Q Result - 4.12%
 4Q Result - 1.89%
 December 2022 - 1.73%
 YTD - 2.71%

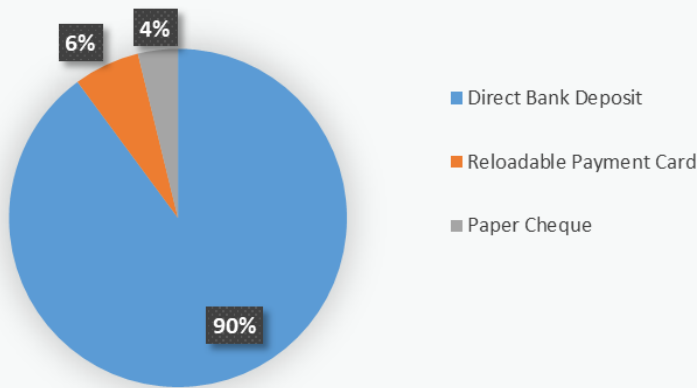
MyBenefits Enrollment 2022

MyBenefits Enrollment by Week



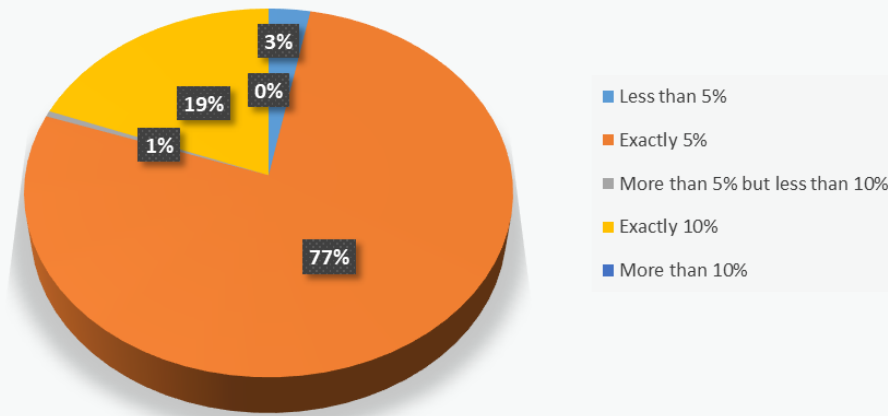
DBD Enrollment

Payment Receipt Method December 2022



Overpayment Recovery Rate

December 2022



Housing Stability Program - Community Relations Workers December 2022

Support

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

Income Source	East	West
Senior	6	16
ODSP	12	36
Ontario Works	4	12
Low Income	11	24

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	13	19
ODSP	12	25
Ontario Works	6	11
Low Income	10	32

Contact/Referrals

	East	West	YTD
Homeless	0	0	84
At Risk	1	5	93
Esprit Outreach Homeless	0	0	8
Esprit Outreach at Risk	1	2	20
Esprit in Shelter		3	18
Program Total			223

Short Term Housing Allowance

	Active	YTD
December	17	146

Housing Stability: Household Income Sources and Issuance from HPP:

Income Source	Total	HPP
Senior	4	\$1,257.59
ODSP	3	\$1,770.46
Ontario Works	2	\$175.00
Low Income	5	\$310.00
No Income	0	\$0

Reason for Issue	Total
Rental Arrears	\$0
Utilities/Firewood	\$496.29
Transportation	\$0
Food/Household/Misc.	\$3,017.34
Emergency Housing	\$0
Total	\$3,513.63

Ontario Works: Household Income Sources and Issuance from HPP

Income Source	Total	HPP
Senior	5	\$3,650.01
ODSP	11	\$7,217.43
Ontario Works	17	\$11,328.67
Low Income	11	\$2,955.88
No Income	0	\$0

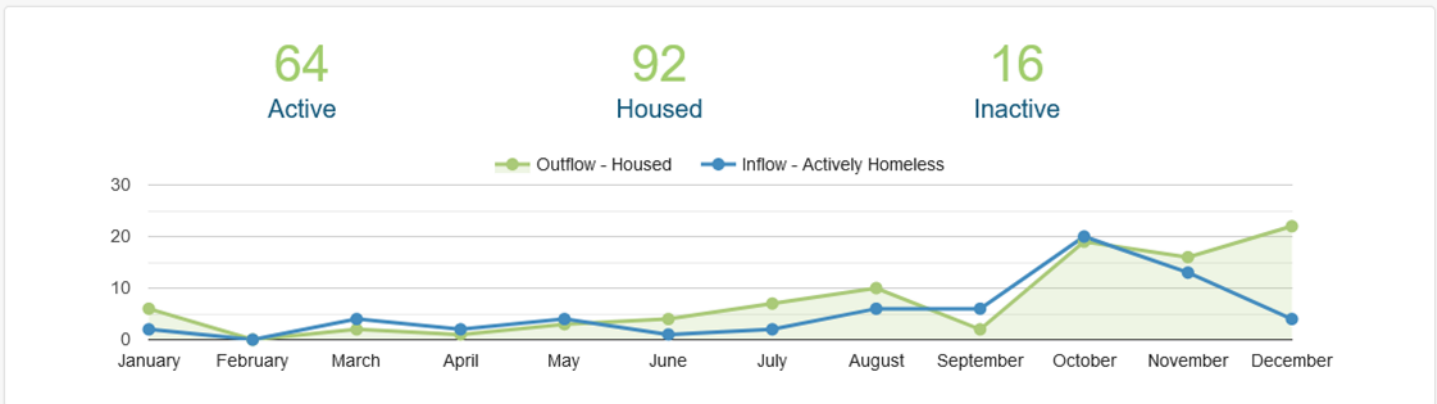
Reason for Issue	Total
Rental Arrears	\$3,538.26
Utilities/Firewood	\$8,257.18
Transportation	\$526.79
Food/Household/Misc.	\$12,467.96
Emergency Housing	\$361.80
Total	\$25,151.99

Hotel Project

	MidTown Parry Sound	YTD Total	Caswells Sundridge	YTD Total
Adults	9	52	5	28
Children	0	1	0	1
Totals	9	53	5	29

These numbers represent the number of people who stayed in one of the hotel projects in the month of December.

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 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. People and their experiences and stories are vital to conducting both enumeration (Point-in Time Count) and the By-Name Lists.

Housing Programs

Social Housing Centralized Waitlist Report December 2022

	East Parry Sound	West Parry Sound	Total
Seniors	40	103	143
Families	126	437	563
Individuals	512	220	732
Total	678	760	1,438
Total Waitlist Unduplicated			487

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

Month 2021	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2022	New App.	New SPP	Cancelled	Housed	SPP Housing
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	5		17	2	1
Sept	22		5			Sept	16		10	1	1
Oct	16	1	6	1		Oct	14		12	6	
Nov	9		16	2		Nov	12	1	8	3	
Dec	9		2	2		Dec	1			5	
Total	121	6	55	19	3	Total	125	6	68	26	3

SPP = Special Priority Applicant

- Housing Programs had one new application to the waitlist in December
- Five applicants were housed in the month of December

**Parry Sound District Housing Corporation
December 2022**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	4	28
Move in	3	62
L1/L2 Forms	0	3
N4 - notice of eviction for non payment of rent	0	7
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	2	8
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	20	53
Tenant Home Visits	24	222
Mediation/Negotiation/Referrals	7	140
No Trespass Order	0	1

Maintenance

Pest Control	8	8 buildings monitored monthly
Vacant Units	15	one-bedroom (10); multiple bedroom (5) (not inclusive of The Meadow View)
After Hours Calls	12	Smoke detector maintenance, snow removal, heater not working in common room, window seal broken, generator not kicking on, hot water tank leak, fire at 66 Church Street, oven not working, building not responding to monitoring station test, loud noise (generator running)
Work Orders	96	Created for maintenance work, and related materials for the month of December
Fire Inspections		Huronica conducted inspections on 2 buildings to include building and unit fire extinguishers; Vipond conducted maintenance, and inspection for sprinkler system for one building; they attend the last Wednesday of each month
Incident Reports	1	

Property Maintenance and Capital Projects

December 2022

Local Housing Corporation and DSSAB Buildings

Funding approved from the Canada-Ontario Community Housing Initiative for window replacements, along with updated surveillance equipment. Installation of surveillance equipment was initiated in December. Windows have been ordered and an installation date is anticipated January 2023.

December 2022 – Fire broke out in a unit located in an apartment building in Parry Sound. Cause of the fire was documented as “accidental”. Fire Safety systems worked to ensure safety of all tenants in the building. The fire was extinguished by a fire extinguisher located at the building, by the Parry Sound Fire Department. As a result the unit is “uninhabitable”, and remediation of asbestos must be done. The unit will require a complete rebuild. Tenant has been relocated to a vacant unit.

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

- Duplex Renovations: Burk’s Falls, South River- Tender documents completed; will be going to tender February 2023
- Esprit expansion –Tender documents are being completed; anticipate going to tender February 2023.

Esprit Place Family Resource Centre

Emergency Shelter Services	December 2022	YTD
Number of women who stayed in shelter this month	7	100
Number of children who stayed in the shelter this month	3	33
Number of hours of direct service to women (shelter and counselling)	103	976
Resident bed nights (women & children)	229	2,128
Phone interactions (crisis/support)	49	443

Outreach Services	December 2022	YTD
Number of women served this month	4	83
Number of NEW women registered in the program	1	37
Number of public ed/groups offered	0	1

Transitional Support	December 2022	YTD
Number of women served this month	6	39
Number of NEW women registered in the program	2	21
Number of public ed/groups offered	0	0

Child Witness Program	December 2022	YTD
Number of children/women served this month	7	85
Number of NEW clients (mothers and children) registered in the program	3	30
Number of public ed/groups offered	0	3