

District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

March 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.

2023 Budget

We were very pleased to have our proposed budget passed in our February Board meeting. Over the past month we have been working diligently to implement the budget and its directions.

66 Waubeek Street, Parry Sound

We are pleased to share that we were successful in obtaining an Official Plan Amendment No.5 as well as a Zoning Amendment for this piece of property. The DSSAB has been working on this for several years and are satisfied with the outcome. This certainly was an endeavor that required effort from various staff, consultants, and our Board Chair. Thank you to all involved and we look forward to further discussion about the future of this property.

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	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023
Total Page Followers	393	400	409	410	428	446
Post Reach this Period (# of people who saw post)	3,847	3,827	6,431	4,180	8,907	4,645
Post Engagement this Period (# of reactions, comments, shares)	446	406	437	59	234	565

Esprit Place Family Resource Centre	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023
Total Page Followers	121	121	127	127	128	128
Post Reach this Period (# of people who saw post)	49	32	1,155	353	103	75
Post Engagement this Period (# of reactions, comments, shares)	6	1	46	36	1	3

The Meadow View	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023
Total Page Followers	409	479	487	488	493	496
Post Reach this Period (# of people who saw post)	3,041	260	8,588	750	480	251
Post Engagement this Period (# of reactions, comments, shares)	39	31	101	70	4	36

Twitter Stats

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

	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023
Total Tweets	5	3	8	1	3	7
Total Impressions	146	63	50	13	178	158
Total Profile Visits	16	11	18	24	66	57
Total Followers	23	23	25	26	27	28

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

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

	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023
Total Followers	274	297	377	377	382	395
Search Appearances (in last 7 days)	307	338	225	176	239	318
Total Page Views	132	150	73	45	46	31
Post Impressions	571	397	767	374	266	828
Total Unique Visitors	37	47	29	15	15	16

Out and About in the Community

On March 2, 2023 we attended the YMCA Job Fair at the Bobby Orr Community Centre to promote the DSSAB as an employer of choice, and to promote the Become An ECE Campaign. This event was attended by our Quality Assurance Supervisor and members of our Human Resources team.



Pointe au Baril
Community Centre,
Sat., March 4th 2023, 9am-4pm

Free event

Learn what supports & services are available

Experience a mini-treatment

Seed swap

All are welcome!

HEALTH FAIR

Morning: learn about **sleep, harvesting, health & healing** from our Nurse-Practitioner, First Nation healers & many providers

Enjoy a healthy lunch by the **Parry Sound High School**

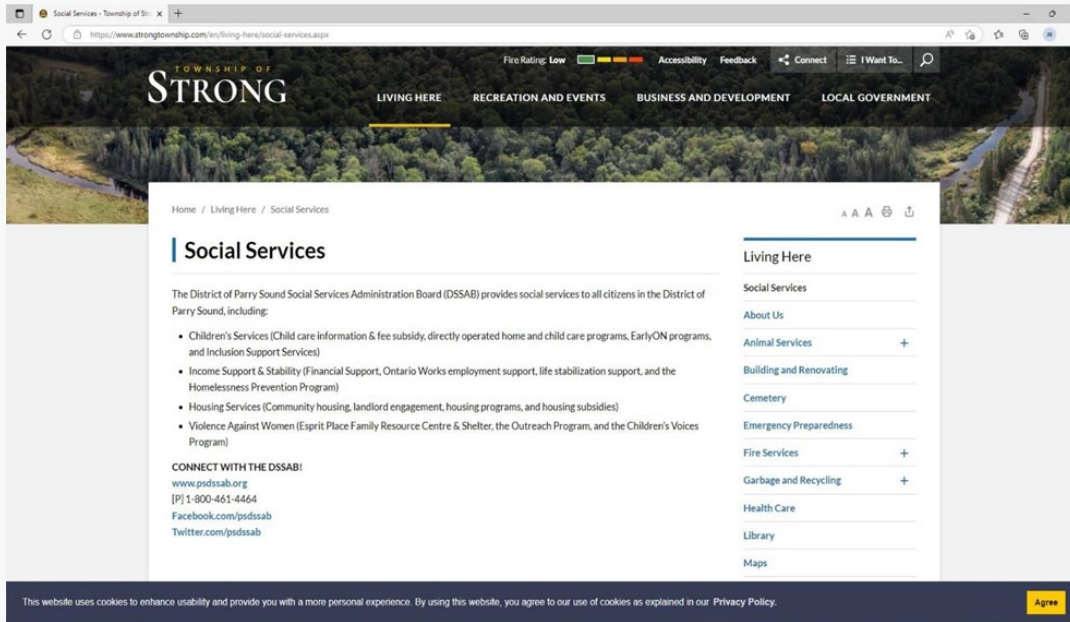
Afternoon: talk to providers & try a treatment: **acupuncture, massage osteopathic, or foot care** (mini sessions by appointment)

Hosted by the Pointe au Baril Nurse Practitioner-lead Clinic, In the Township of the Archipelago's ethical space

On March 4, 2023 we attended the Pointe au Baril Health Fair at the Community Centre. This event was attended by our Supervisor of Housing Stability.

Municipal Outreach

We have reached out to all Municipalities with requests to add DSSAB info to their websites. All were provided with verbiage to make this a simple task, and were provided with appropriate links to direct viewers back to the DSSAB website. We have also reached out to all municipalities with an offer to provide a presentation of DSSAB services at a future council meeting, upon request.



Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District January 2023

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	0	0	3	1	12	16
Toddler (18-30M)	16	9	13	18	37	93
Preschool (30M-4Y)	20	15	19	41	44	139
# of Active Children	36	24	35	60	93	248

Most child care programs are nearing or are at their enrollment capacity.

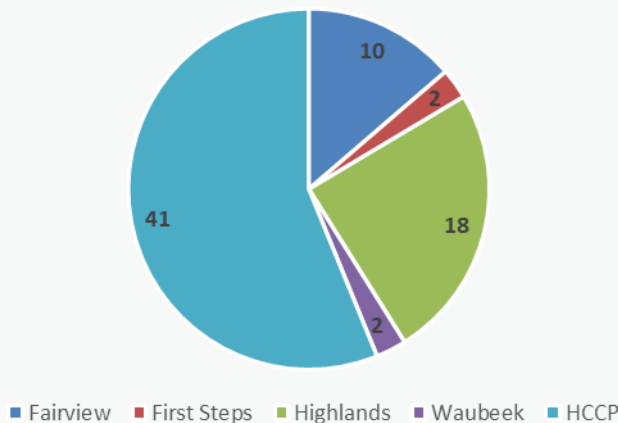
School Age Programs

January 2023

Location	Enrollment	Waitlist
Mapleridge After School	21	5
Mapleridge Before School	6	
St. Gregory's After School	13	1
St. Gregory's Before School	2	
Sundridge Centennial After School	16	4
Sundridge Centennial Before School	2	
Land of Lakes After School	15	4
Home Child Care	34	5
# of Active Children	109	19

Magnetawan Central After School Program has now closed. St. Gregory's Before School Program has been moved to Mapleridge to ensure family's needs can be met. Sundridge Centennial Before School Program has closed. All After School Programs are at operating capacity and the School Age Program is attempting to secure a second staff member for the Mapleridge After School Program to accommodate the increase in enrollment and waitlist.

Directly Operated Child Care Waitlist by Program January 2023



There has not been a significant increase in program waitlists this past month. The Ministry of Education has requested that licensed child care programs collect and report waitlist data as those children in need of immediate care that cannot be accommodated in program. Licensed programs now house a secondary waitlist of children that may need care in the coming months as parents are scheduling to return to work or attend school.

Total Children by Funding Source January 2023

Active	# of Children	# of Families
CWELCC*	132	128
CWELCC Full Fee	188	186
Afterschool Fee Subsidy	6	6
Fee Subsidy	34	30
Full Fee	27	22
Ontario Works	8	8
Total	395	380

Funding Source - New	# of Children	# of Families
CWELCC	6	6
CWELCC Full Fee	3	3
Afterschool Full Subsidy	2	2
Fee Subsidy	4	4
Full Fee	3	3
Total	11	10

Funding Source - Exits	# of Children	# of Families
Full Fee	2	2
Total	2	2

* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6

Inclusion Support Services

January 2023							
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)	2	4	6	6	3	0	0
Preschool (30M-4Y)	5	39	44	44	2	2	0
School Age (4Y+)	2	12	14	14	0	0	1
Monthly Total	9	55	64	-	6	2	1
YTD Total	9	55	-	69	6	2	1

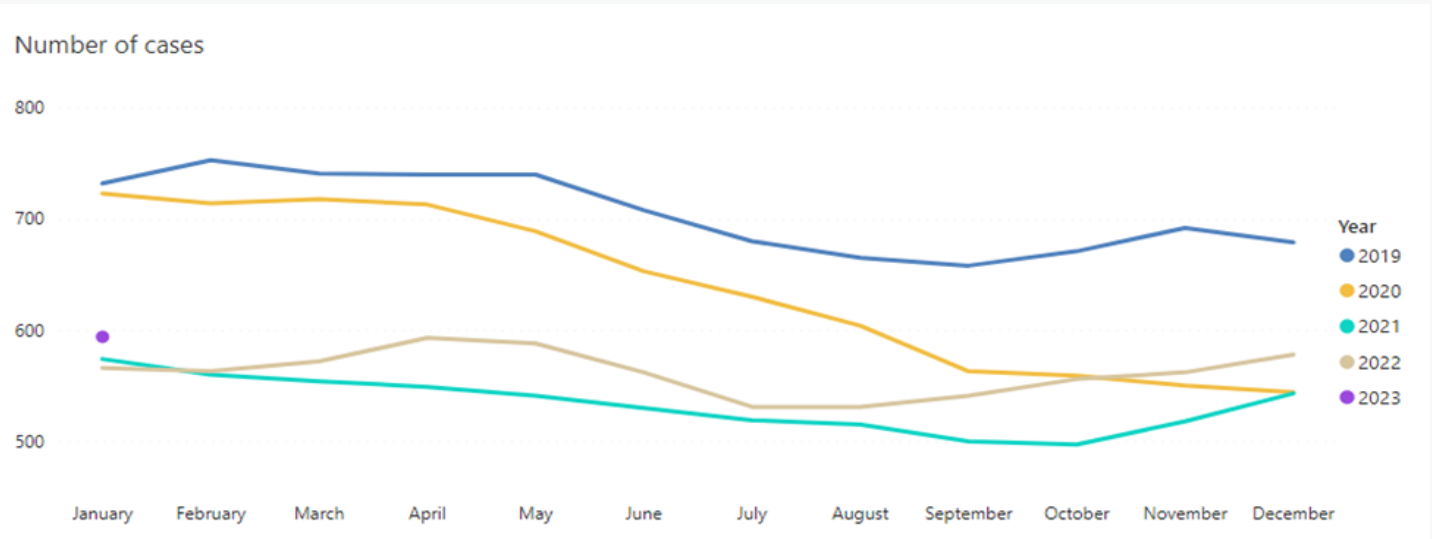
Preschool children continue to make up the majority of the Resource Consultants caseloads, specifically children in licensed child care programs. Social/Emotional development remains the consistent reason for referrals with speech and language development a close second.

EarlyON Child and Family Programs

January 2023		
Activity	January	YTD
Number of Children Attending	890	890
Number of New Children Attending	42	42
Number of Families Visiting	809	809
Number of New Families Visiting	42	42
Number of Virtual Programming Events	4	4
Number of Family Engagements with Virtual Events	74	74

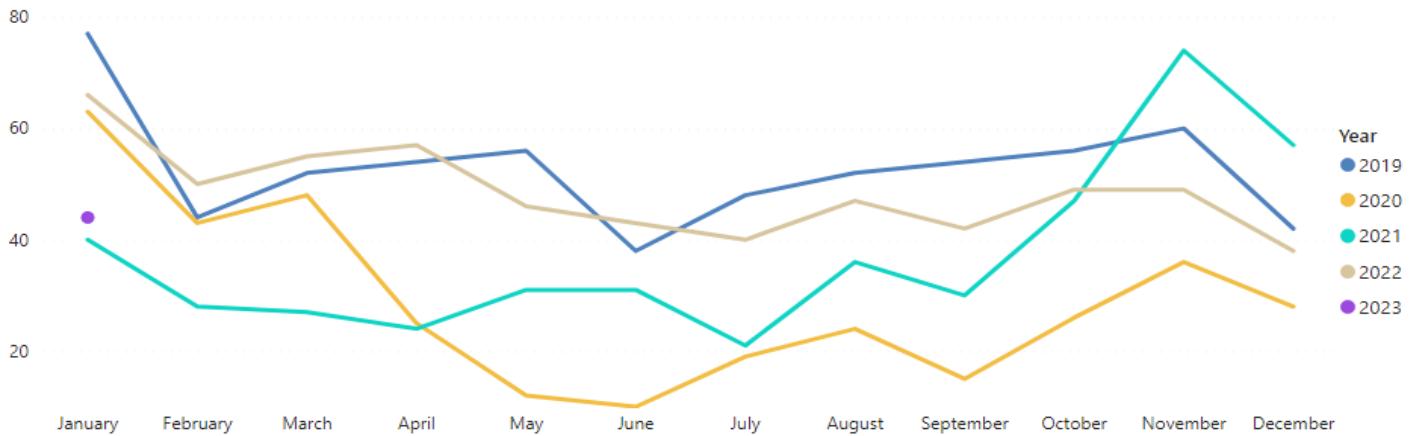
There were a lot of new families attending the EarlyON programs in January and numbers are returning to pre-pandemic levels.

Ontario Works Caseload January 2023

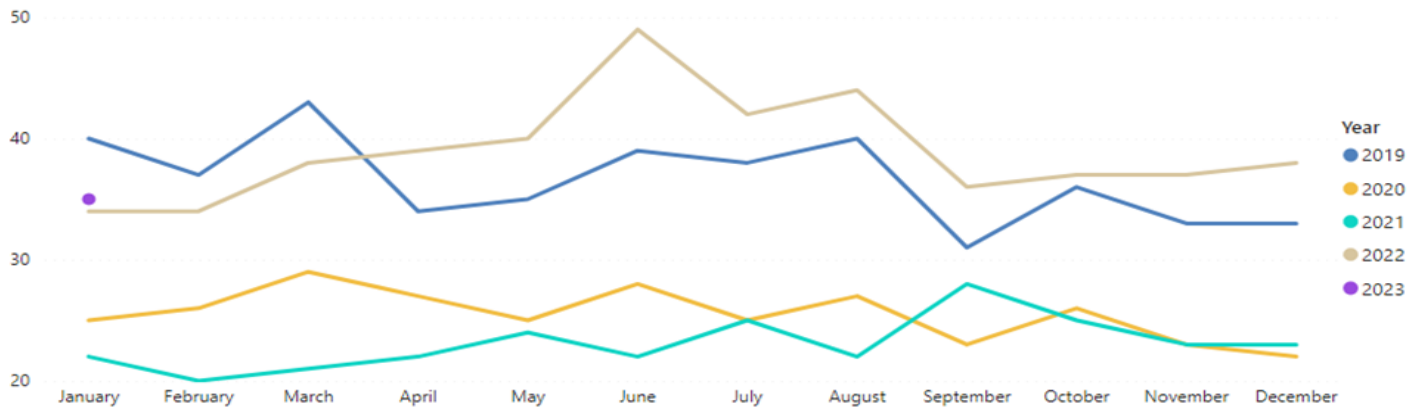


Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office January 2023

Number of applications received



ODSP recipients actively participating in Ontario Works Employment Assistance



Ontario Works applications

2 ▲

Average received per business day

45

Received Jan 2023

Emergency Assistance applications

1 ▼

Average received per business day

23

Received Jan 2023

Average number of business days from screening to grant

1.6 ▼

Ontario Works

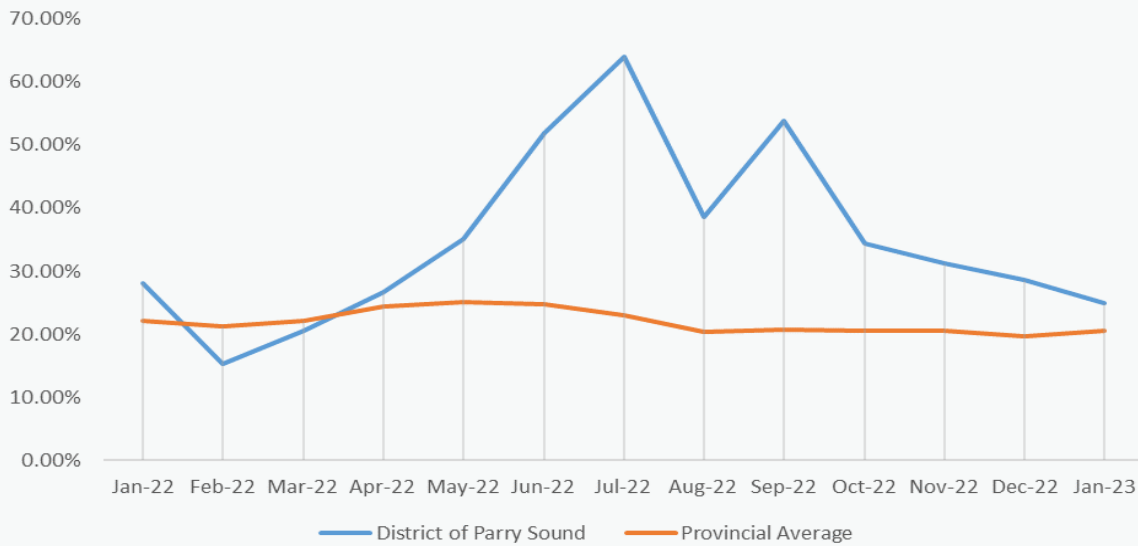
0.8 ▼

Emergency Assistance

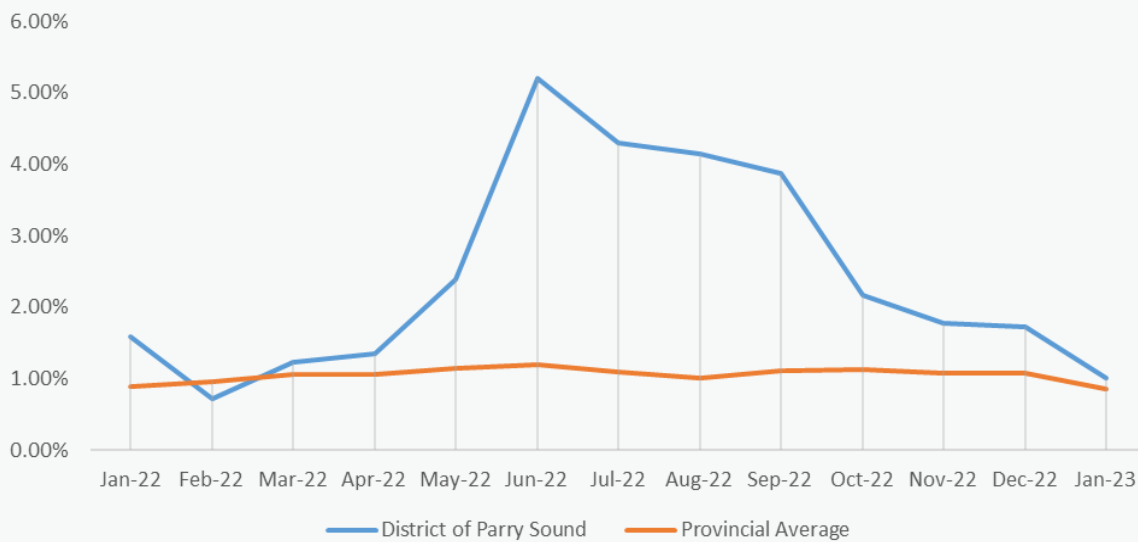
The OW Caseload continues to edge up to **594** (up from 578). This is the highest the caseload has been since the beginning of the pandemic in Spring 2020. We are supporting 35 ODSP participants in our Employment Assistance program. We also have 52 Temporary Care Assistance cases. We also had 45 Ontario Works Applications and 23 applications for Emergency Assistance in January.

Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment

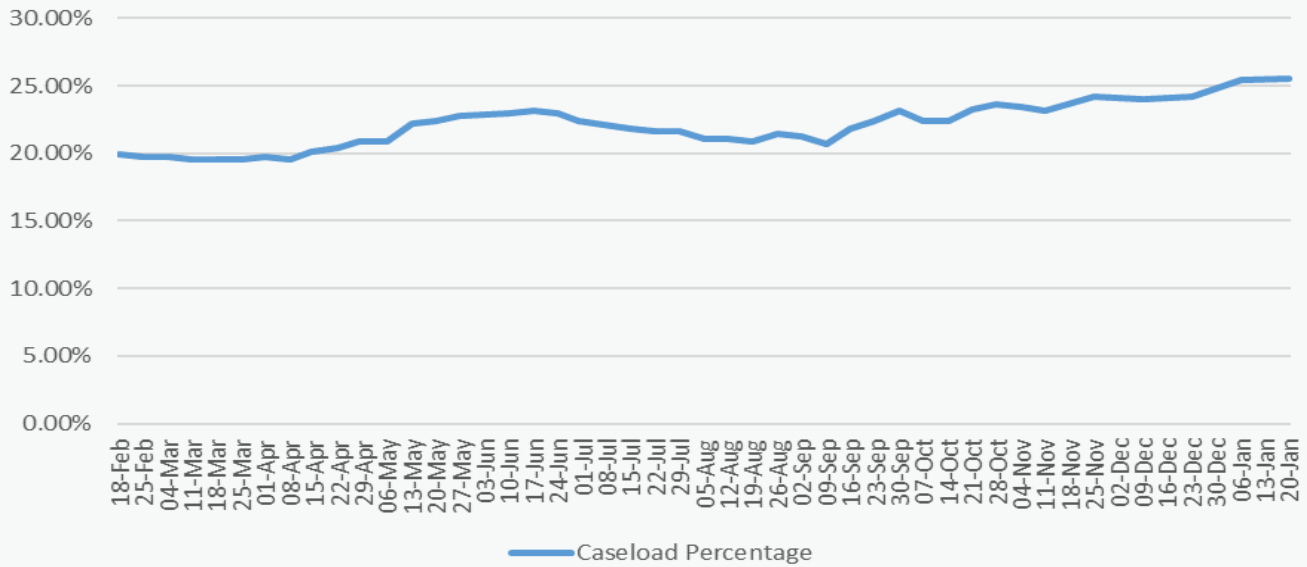


% of Caseload Exiting to Employment



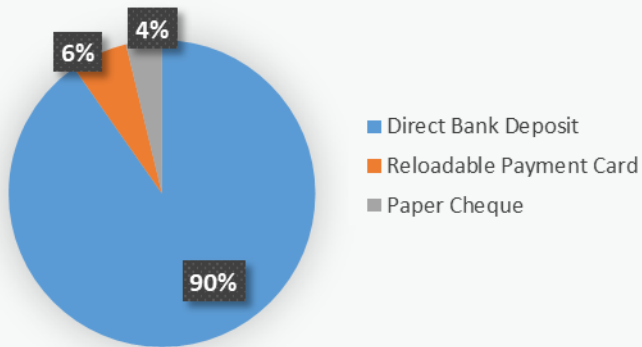
MyBenefits Enrollment 2022/2023

MyBenefits Enrollment by Week



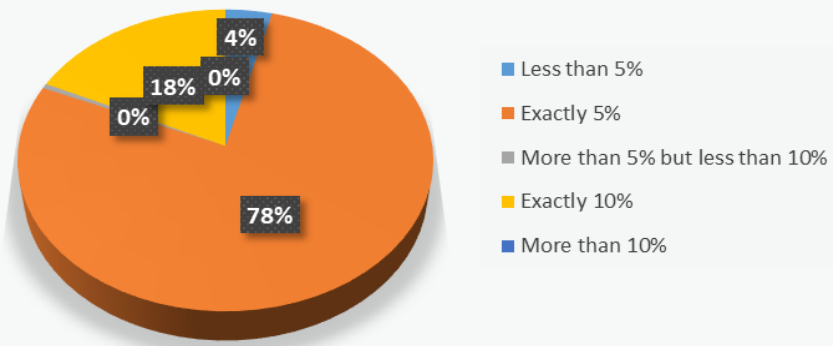
DBD Enrollment

Payment Receipt Method January 2023



Overpayment Recovery Rate

January 2023



Housing Stability Program - Community Relations Workers

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.

January 2022 Income Source	East	West
Senior	4	5
ODSP	7	22
Ontario Works	3	9
Low Income	8	16

January 2023 Income Source	East	West
Senior	6	16
ODSP	13	36
Ontario Works	4	12
Low Income	17	22

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.

January 2022 Income Source	East	West
Senior	10	5
ODSP	7	20
Ontario Works	3	6
Low Income	4	9

January 2023 Income Source	East	West
Senior	13	19
ODSP	11	25
Ontario Works	9	14
Low Income	10	37

Contact/Referrals

January 2022	East	West	YTD
Homeless	2	6	8
At Risk	0	9	9
Esprit Outreach	1	0	1
Program Total			18

Short Term Housing Allowance

	Active	YTD
January 2022	6	6

	Active	YTD
January 2023	15	15

January 2023	East	West	YTD
Homeless	5	4	9
At Risk	5	7	12
Esprit Outreach Homeless	-	-	-
Esprit Outreach at Risk	3	-	3
Esprit in Shelter		2	2
Program Total			26

Housing Stability: Household Income Sources and Issuance from HPP & CHPI:

January 2022 Income Source	Total	CHPI
Senior	3	\$1,198.99
ODSP	13	\$9,612.90

January 2022 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

January 2023 Income Source	Total	HPP
Senior	3	\$1,900
ODSP	6	\$3,611.19
Ontario Works	4	\$336.16
Low Income	11	\$5,256.65
No Income	0	\$0

January 2023 Reason for Issue	Total
Rental Arrears	\$4,676.88
Utilities/Firewood	\$688.01
Transportation	\$148.80
Food/Household/Misc.	\$4,559.80
Emergency Housing	\$1,030.51
Total	\$11,104.00

Ontario Works: Household Income Sources and Issuance from HPP

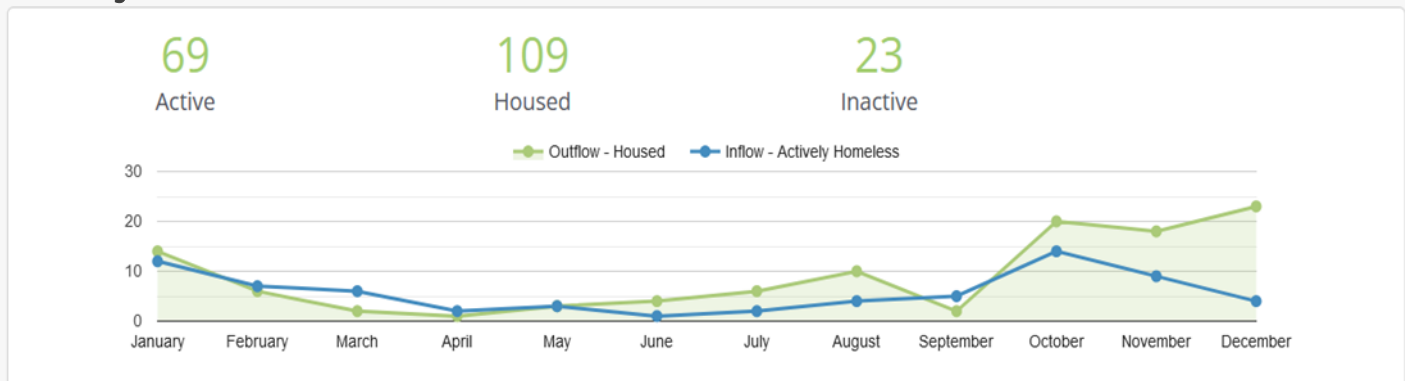
January 2023 Income Source	Total	HPP
Senior	1	\$1,050.00
ODSP	10	\$5,643.73
Ontario Works	13	\$8,143.70
Low Income	8	\$2,872.23
No Income	0	\$0

January 2023 Reason for Issue	Total
Rental Arrears	\$3,581.00
Utilities/Firewood	\$4,822.46
Transportation	\$50.17
Food/Household/Misc.	\$8,439.20
Emergency Housing	\$816.23
Total	\$17,709.06

By-Name List January 2022



January 2023



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.

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 January 2023

	East Parry Sound	West Parry Sound	Total
Seniors	39	108	147
Families	127	439	566
Individuals	492	214	706
Total	658	761	1,419
Total Waitlist Unduplicated			439

Social Housing Centralized Waitlist (CWL) 2022 - 2023 Comparison Applications and Households Housing from the CWL

Month 2022	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2023	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	5			1		Jan	5	1	13		
Feb	9	1	2			Feb					
Mar	12		5	2	1	Mar					
Apr	12	1	1			Apr					
May	11	1		3		May					
June	15		3	2		June					
July	13	2	10	1		July					
Aug	5		17	2	1	Aug					
Sept	16		10	1	1	Sept					
Oct	14		12	6		Oct					
Nov	12	1	8	3		Nov					
Dec	1			5		Dec					
Total	125	6	68	26	3	Total	5	1	13		

SPP = Special Priority Applicant

- Housing Programs had 5 new applications in the month of January, one was approved Special Priority Program
- There were 13 applicants removed from the CWL in January – 12 were eligible for Canada Ontario Housing Benefit, and 1 was deceased

Parry Sound District Housing Corporation
January 2022

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	3	3
Move in	1	0
L1/L2 forms	0	0
N4 - notice of eviction for non payment of rent	1	1
N5 - notice of eviction 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

Parry Sound District Housing Corporation
January 2023

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	2	2
Move in	3	3
L1/L2 forms	0	0
N4 - notice of eviction for non payment of rent	0	0
N5 - notice of eviction 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	2	20 (18 carried from 2022)
Tenant home visits	19	19
Mediation/negotiation/referrals	8	8
No trespass order	0	0
Tenant engagement/education	9	9

Maintenance for January 2022

Pest Control	8	8 buildings monitored monthly
Vacant Units	10	family (6); single (4)
After Hours Calls	8	Alarm reset due to outage, leaking hot water tanks, heater repair, flooding, smoke detector battery replacement
Fire Inspections	8	Monthly fire checks at 8 of 8 buildings and 1 fire drill
Incident Reports	0	

Maintenance for January 2023

Pest Control	8	8 buildings monitored monthly
Vacant Units	15	one-bedroom (10); multiple bedroom (5) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	7	one-bedroom market units (7)
After Hours Calls	17	Smoke detector maintenance, leak from window, gas leak, no heat, odd smell from refrigerator, no hot water, toilet overflowing, sink leaking sink plugged, Bell tech needed access, carbon monoxide poisoning, well-being check, fire panel reset
Work Orders	163	Created for maintenance work, and related materials for the month of January
Fire Inspections		A total of 24 units were inspected for fire safety in the month of January
Incident Reports	3	

Property Maintenance and Capital Projects

February 2023

Local Housing Corporation and DSSAB Buildings

- Belvedere retaining wall - waiting on a phase 2 quote from CDCD Engineering (creation of the spec and management bid process, oversight of the contractor)
- Belvedere windows - in the process of organizing a specification and the tendering process
- Beechwood plumbing repair - received a quote from Bernard Rochefort that is above our tendering threshold; in the process of contacting another plumber; potential need to have Suppa engineering manage the tendering process, repair work
- Waubeek HVAC replacement - received 2 quotes and waiting on a third
- BCA's for all buildings - in the process of receiving 3 quotes
- Broadway/Queen renovations - ready for tender; tendering process to begin next month
- Esprit Renovation - waiting on town approval; applying for permit next month
- Investigation report has been completed on a town home; currently in the process of hiring a consultant to manage the remediation process for mould
- 66 Church Street - repair work for fire damage remediation has been awarded

Challenges:

Difficulty securing contractors/labourers as well as materials are often backordered. Obtaining quotes, as per our Procurement Policy, from contractors is presenting a challenge.

**Esprit Place Family Resource Centre
January 2022**

Emergency Shelter Services	January 2022	YTD
Number of women who stayed in shelter this month	7	7
Number of children who stayed in the shelter this month	1	1
Number of hours of direct service to women (shelter and 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	YTD
Number of women served this month	12	12
Number of women registered in the program	14	14

Transitional Support	January 2022	YTD
Number of women served this month	2	2
Number of women registered in the program	2	2

Child Witness Program	January 2022	YTD
Number of children/women served this month	16	16
Number of children registered in the program	17	17
Number of public ed/groups offered	0	0


Esprit Place Family Resource Centre

January 2023

Emergency Shelter Services	January 2023	YTD
Number of women who stayed in shelter this month	9	9
Number of children who stayed in the shelter this month	10	10
Number of hours of direct service to women (shelter and counselling)	107	107
Number of days at capacity	10	10
Number of days over capacity	7	7
Overall capacity %	75%	75%
Resident bed nights (women & children)	231	231
Phone interactions (crisis/support)	34	34

Outreach Services	January 2023	YTD
Number of women served this month	5	5
Number of NEW women registered in the program	0	0
Number of public ed/groups offered	0	0

Transitional Support	January 2023	YTD
Number of women served this month	6	6
Number of NEW women registered in the program	0	0
Number of public ed/groups offered	0	0



Child Witness Program	January 2023	YTD
Number of children/women served this month	14	14
Number of NEW clients (mothers and children) registered in the program	1	1
Number of public ed/groups offered	0	0