

District of Parry Sound



Social Services  
Administration Board

# **Chief Administrative Officer's Report**

*May 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.**

## Ending Homelessness Symposium

Homelessness throughout the province and the country in fact has reached disastrous proportions, with devastating impacts on people, communities and businesses across the province. The Association of Municipalities of Ontario (AMO) understands that action is required and held an Ending Homelessness Symposium that I was in attendance for.

This one and a half-day event which was held on May 3<sup>rd</sup> and 4<sup>th</sup>, saw close to 250 elected officials, municipal staff, those with lived experience, academics, not for profits, service providers and others coming together to examine solutions for ending homelessness in Ontario.

As stated by many in attendance, now is the time for action to achieve the goal of ending homelessness. AMO's Ending Homelessness Symposium offered perspectives on the root causes of homelessness – including income insecurity, insufficient supply of deeply affordable housing, insufficient responses to mental health and addictions challenges and the policy responses required. Governments, community and healthcare partners, and the private sector all have a role to play.

This was an important opportunity to understand experiences from across the province, share ideas with peers and build coordinated and strategically aligned solutions.

## Information Technology Update

The I.T. Department has continued to be busy this April with continued preparation for a major network shift that begins on May 3<sup>rd</sup>. This will bring a major security and network change to our main sites, along with setting the stage for our further upgrades across the district. Stage 1 is expected to be completed on May 3<sup>rd</sup> with further upgrades to be scheduled after the successful completion of the upgrade.

Mid-April, we completed the transition of our Women In Safe Housing (WISH) application to WebWISH for Esprit Place. This provides the Esprit staff with a more comprehensive, cloud based, management tool enabling more flexibility in how and where they can interact with the women they serve.

As always, we have maintained the daily support for the organization.

## Ticket Stats

### April 2023

Tickets created during period: 114

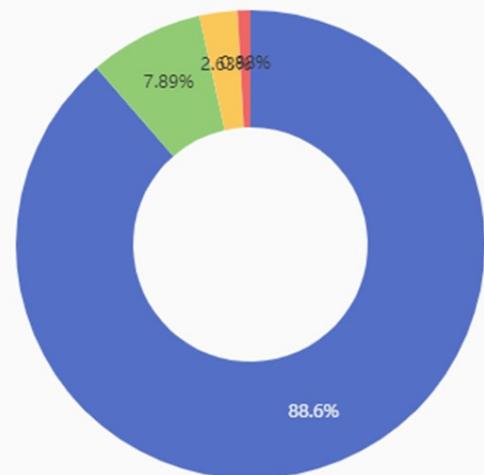
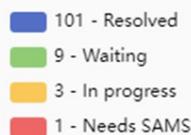
Of them closed: 101

Still open: 13

Tickets that were reopened: 0

Average response time: 0h 46m 43s

Average duration: 3 h 51m 15s



## 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

<b>District of Parry Sound Social Services Administration Board</b>	<b>NOV 2022</b>	<b>DEC 2022</b>	<b>JAN 2023</b>	<b>FEB 2023</b>	<b>MAR 2023</b>	<b>APR 2023</b>
Total Page Followers	409	410	428	446	462	471
Post Reach this Period (# of people who saw post)	6,431	4,180	8,907	4,645	7,891	4,460
Post Engagement this Period (# of reactions, comments, shares)	437	59	234	565	757	505

<b>Esprit Place Family Resource Centre</b>	<b>NOV 2022</b>	<b>DEC 2022</b>	<b>JAN 2023</b>	<b>FEB 2023</b>	<b>MAR 2023</b>	<b>APR 2023</b>
Total Page Followers	127	127	128	128	132	131
Post Reach this Period (# of people who saw post)	1,155	353	103	75	124	116
Post Engagement this Period (# of reactions, comments, shares)	46	36	1	3	7	71

### Twitter Stats

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

	<b>NOV 2022</b>	<b>DEC 2022</b>	<b>JAN 2023</b>	<b>FEB 2023</b>	<b>MAR 2023</b>	<b>APR 2023</b>
Total Tweets	8	1	3	7	13	8
Total Impressions	50	13	178	158	300	300
Total Profile Visits	18	24	66	57	217	130
Total Followers	25	26	27	28	28	27

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

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

	<b>NOV 2022</b>	<b>DEC 2022</b>	<b>JAN 2023</b>	<b>FEB 2023</b>	<b>MAR 2023</b>	<b>APR 2023</b>
<b>Total Followers</b>	377	377	382	395	399	410
<b>Search Appearances (in last 7 days)</b>	225	176	239	318	308	245
<b>Total Page Views</b>	73	45	46	31	31	30
<b>Post Impressions</b>	767	374	266	828	929	697
<b>Total Unique Visitors</b>	29	15	15	16	17	11

**Out and About in the Community**

On May 5<sup>th</sup>, I, along with JJ Blower (Communications Officer) were pleased to attend and be invited guest speakers at the District of Parry Sound Municipal Association meeting in Sprucedale. There were approximately 100 people in attendance, primarily elected officials, ministries, agencies and municipal staff from all municipalities in the District of Parry Sound. Our presentation included an overview of the DSSAB's programs and services, and how we can help members of their communities.

(Shown below: Ted Collins, DSSAB Board Member; Tammy MacKenzie, DSSAB CAO; Teri Brandt, DSSAB Board Member)



## Starbucks Donation to Esprit Place

We're proud to report that [Esprit Place Family Resource Centre](#) was selected by Starbucks partners (employees) to receive a \$1,350.00 grant from [#TheStarbucksFoundation](#).

During Starbucks Season of Cheer in December 2022, [#TheStarbucksFoundation](#) received over 20,000 nominations from Starbucks partners (employees) and alumni, and were able to recognize and support [Esprit Place Family Resource Centre](#) as one of 2,000 organizations across the U.S. & Canada through a [#neighbourhood-grant](#).

Thank you for the nomination and support!



## Licensed Child Care Programs

### Total Children Utilizing Directly Operated Child Care in the District March 2023

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18M)	0	0	3	2	8	15
Toddler (18-30M)	16	9	14	18	39	96
Preschool (30M-4Y)	20	17	19	41	47	144
# of Active Children	36	26	36	61	96	255

Some of the Directly Operated Child Care Programs welcomed ECE students back into our centres to complete their college program placements. Recruitment for vacant positions has been successful and we are encouraged by the increase in qualified applicants.

## School Age Programs

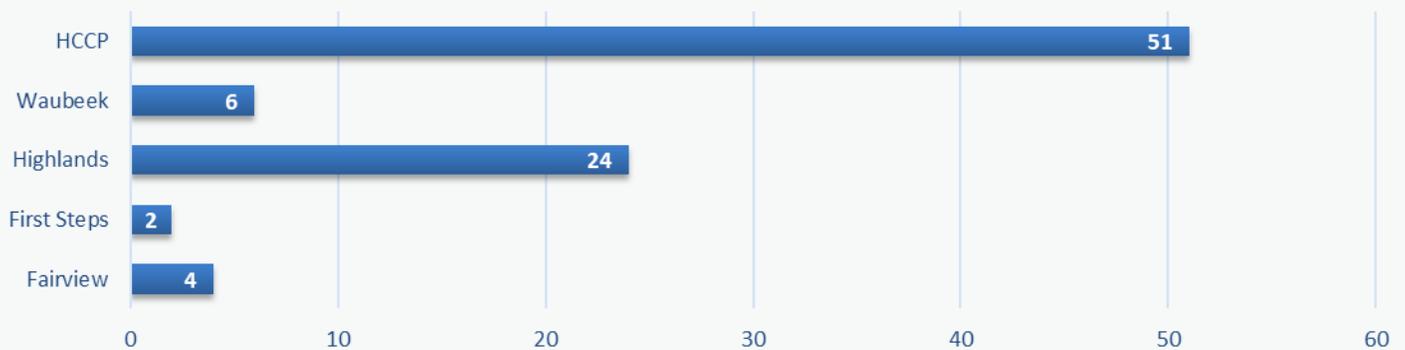
### March 2023

Location	Enrollment	Waitlist
Mapleridge After School	21	10
Mapleridge Before School	6	0
St. Gregory's After School	9	0
Sundridge Centennial After School	14	5
Land of Lakes After School	13	4
Home Child Care	39	15
<b># of Active Children</b>	<b>102</b>	<b>34</b>

The School Age Programs are seeing a slight decline in attendance as the weather warms and children are able to walk home or go home with an older sibling. We are monitoring the attendance rates and will be working with the school boards to assist with planning for September 2023.

## Directly Operated Child Care Waitlist by Program

### March 2023



Program Supervisors are reporting an increase in families looking for spaces for 2024 as maternity and paternity leaves expire.

## Inclusion Support Services

### March 2023

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	0	0	0	0
Toddler (18-30M)	1	3	4	6	2	5	0
Preschool (30M-4Y)	8	39	47	47	4	2	0
School Age (4Y+)	2	17	19	19	0	0	0
Monthly Total	11	59	70	-	6	7	0
YTD Total	11	59	-	87	17	16	1

There has been a slight increase in new referrals to the ISS program this past month.

## Funding Sources for District Wide Childcare Spaces

### March 2023

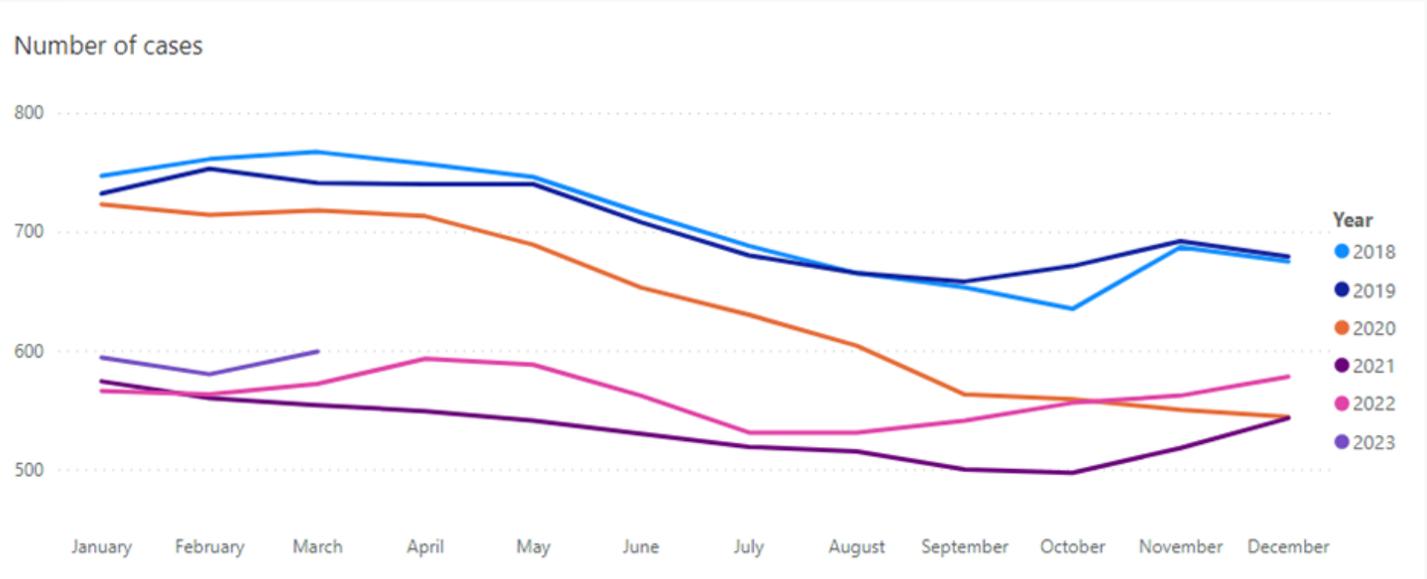
Active	# of Children	# of Families
CWELCC*	132	128
CWELCC Full Fee	200	197
Afterschool Fee Subsidy	4	4
Fee Subsidy	32	27
Full Fee	32	26
Ontario Works	7	6
<b>Total</b>	<b>407</b>	<b>388</b>

Funding Source - New	# of Children	# of Families
CWELCC	2	2
CWELCC Full Fee	6	6
Afterschool Fee Subsidy	5	3
<b>Total</b>	<b>1</b>	<b>11</b>

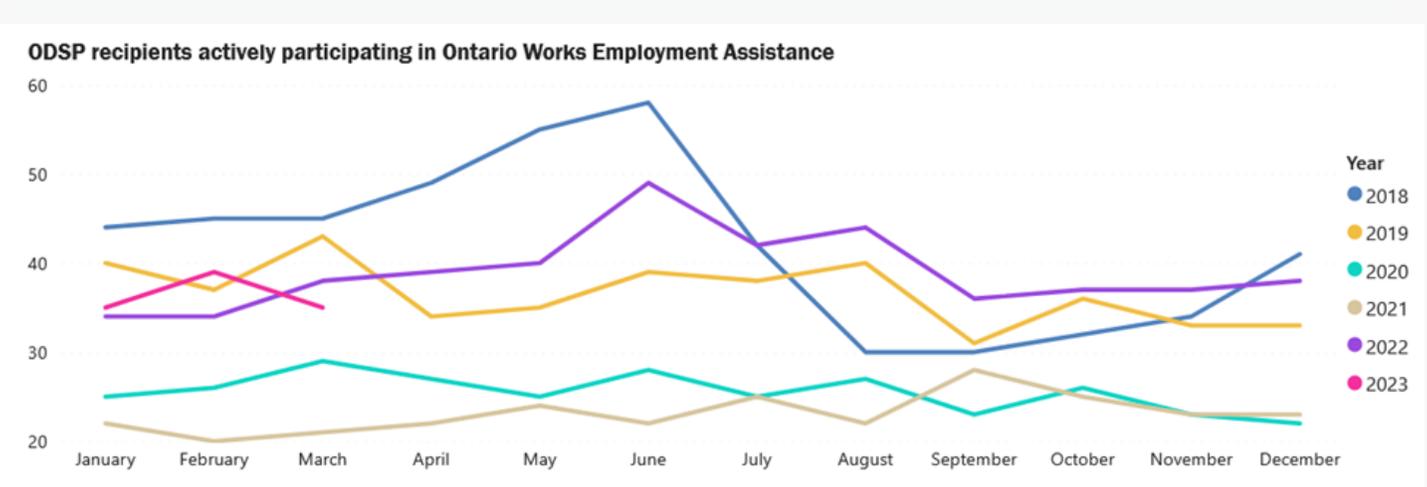
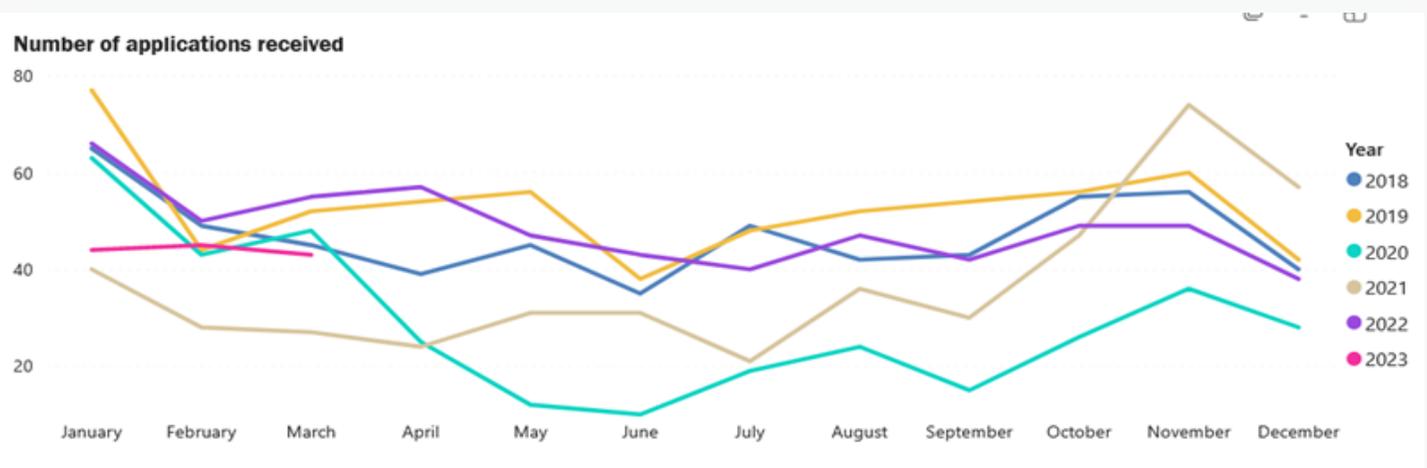
\* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6

Funding Source - Exits	# of Children	# of Families
CWELCC	1	1
Afterschool Fee Subsidy	3	2
<b>Total</b>	<b>4</b>	<b>3</b>

## Ontario Works Caseload March 2023



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



**Ontario Works applications**

2 ▼  
Average received per business day

43  
Received Mar 2023

**Emergency Assistance applications**

1 ▲  
Average received per business day

25  
Received Mar 2023

**Average number of business days from screening to grant**

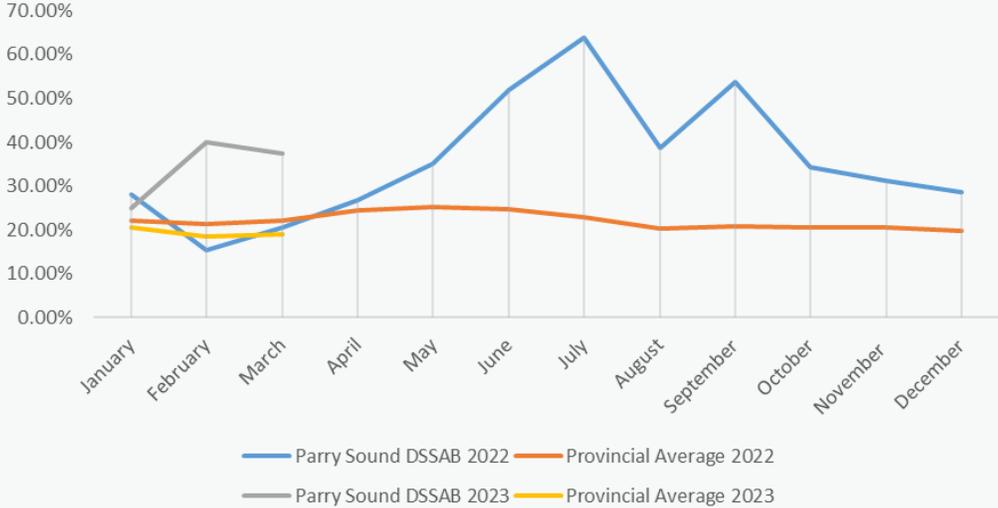
1.4 ▼  
Ontario Works

0.3 ▼  
Emergency Assistance

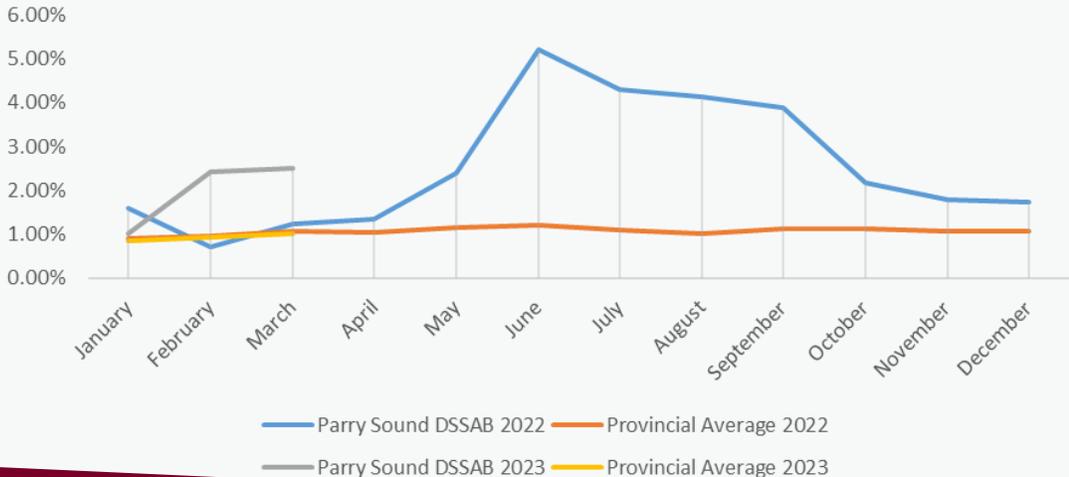
The OW Caseload for February was 599. We are supporting 35 ODSP participants in our Employment Assistance program. We also have 57 Temporary Care Assistance cases. Intake also remains steady. We had 43 Ontario Works Applications and 25 applications for Emergency Assistance which was close to where we were at in February.

**Employment Assistance & Performance Outcomes**

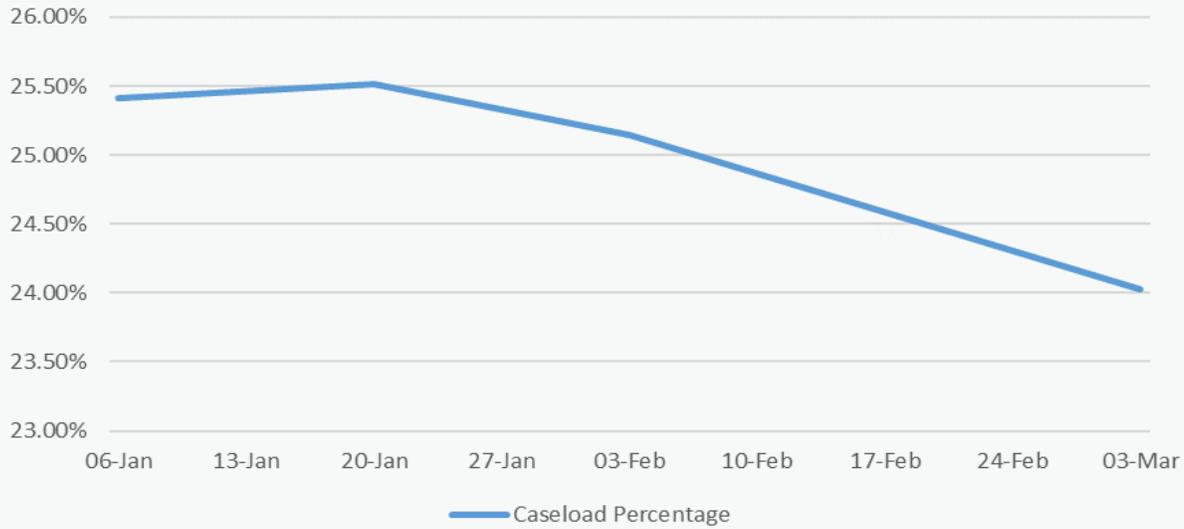
% of Closures Exiting to Employment



% of Caseload Exiting to Employment

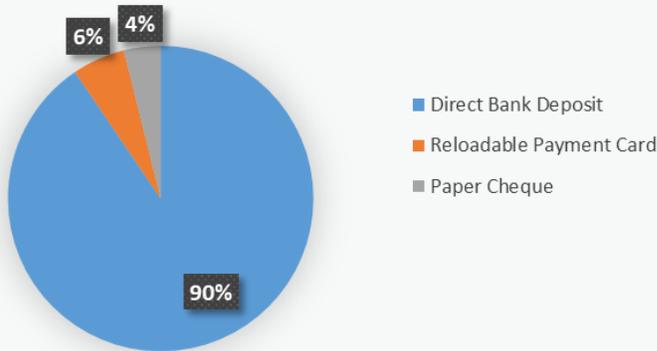


## MyBenefits Enrollment 2023



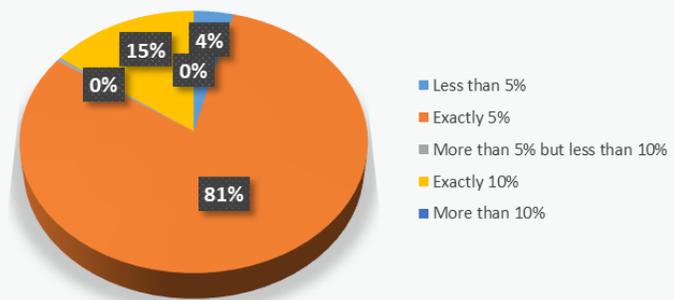
## DBD Enrollment

Payment Receipt Method  
March 2023



## Overpayment Recovery Rate

March 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.

March 2023 Income Source	East	West
Senior	6	16
ODSP	8	36
Ontario Works	4	12
Low Income	17	29

### 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.

March 2023 Income Source	East	West
Senior	13	22
ODSP	10	25
Ontario Works	9	15
Low Income	10	37

### Contact/Referrals

March 2023	East	West	YTD
Homeless	0	3	13
At Risk	0	7	21
Esprit Outreach Homeless	0	0	0
Esprit Outreach at Risk	0	0	5
Esprit in Shelter		1	4
Program Total			43

### Short Term Housing Allowance

	Active	YTD
March 2023	8	20

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

March 2023 Income Source	Total	CHPI
Senior	2	\$2,115.00
ODSP	8	\$4,206.63
Ontario Works	1	\$101.70
Low Income	8	\$3,634.00

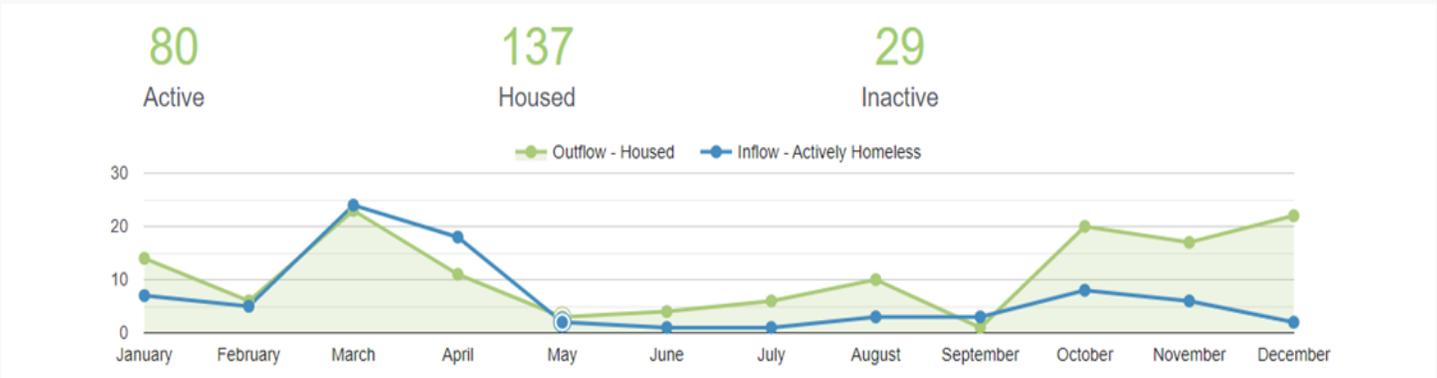
March 2023 Reason for Issue	Total
Rental Arrears	\$500.00
Utilities/Firewood	\$1,113.63
Transportation	\$72.00
Food/Household/Misc	\$8,270.00
Emergency Housing	\$101.70
Total	\$10,057.33

## Ontario Works: Household Income Sources and Issuance from HPP

March 2023 Income Source	Total	HPP
Senior	2	\$384.87
ODSP	9	\$2,717.44
Ontario Works	23	\$15,623.48
Low Income	9	\$3,202.26

March 2023	Total
Rental Arrears	\$3,289.09
Utilities/Firewood	\$7,976.73
Transportation	\$220.01
Food/Household/Misc.	\$10,442.22
Total	\$21,928.00

### By-Name List Report September 2021 - March 2023



### Housing Programs

#### Social Housing Centralized Waitlist Report March 2023

	East Parry Sound	West Parry Sound	Total
Seniors	38	108	146
Families	114	420	534
Individuals	460	190	650
Total	612	718	1,330
Total Waitlist Unduplicated			445

## 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	5	1	10		
Mar	12		5	2	1	Mar	6		35		
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					
<b>Total</b>	<b>125</b>	<b>6</b>	<b>68</b>	<b>26</b>	<b>3</b>	<b>Total</b>	<b>16</b>	<b>2</b>	<b>58</b>		

SPP = Special Priority Applicant

- Housing Programs received 6 new applications to the centralized waitlist in the month of March
- During the waitlist update, several applicants withdrew their status on the waitlist; of the cancelled applications, 8 were due to receipt of the Canada Ontario Housing Benefit (which indicates they have now secured affordable housing), 3 were deceased, 10 applicants requested that their files be cancelled, 13 were unable to be contacted after several attempts, and 1 failed to provide documentation necessary to determine eligibility

**Parry Sound District Housing Corporation**  
**March 2023**

Activity for Tenant and Maintenance Services

	<b>Current</b>	<b>YTD</b>
Move outs	3	6
Move in	1	8
L1/L2 forms	0	0
N4 - notice of eviction for non payment of rent	2	2
N5 - notice of eviction 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	1
Repayment agreements	1	22
Tenant Home Visits	16	48
Mediation/Negotiation/Referrals	7	15
Tenant Engagements/Education	3	18

## Property Maintenance and Capital Projects

### March 2023

Pest Control	8	8 buildings monitored monthly
Vacant Units	12	one-bedroom (8); multiple bedroom (4) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	8	one-bedroom market units (8)
After Hours Calls	6	Furnace not working, no hot water, smoke detector (battery) issue, heater making noise
Work Orders	136	Created for maintenance work, and related materials for the month of March
Fire Inspections		A total of 50 units were inspected for fire safety in the month of March

### Local Housing Corporation and DSSAB Buildings - April

- Installing/providing outdoor furniture
- Providing soil for personal tenant vegetable gardens
- RFQ went out for all custodial and landscaping contracts; internal hiring enabled the majority of landscaping and custodial work to be completed by DSSAB staff for 2023
- Hired a full-time custodian for 16 Toronto Ave. and East side work
- Fiber optic installed at 173 Main Street, Sundridge
- Starting the process of District wide unit inspections; deficiency lists to be created
- Fire remediation at 66 Church Street, Parry Sound is 50-60% complete
- In the process of tendering duplex renovation (East side)

#### *Ongoing Challenges:*

Prices of services and materials are inflated. Wait times on certain items remains a challenge.

## Esprit Place Family Resource Centre

March 2023

<b>Emergency Shelter Services</b>	<b>March 2023</b>	<b>YTD</b>
Number of women who stayed in shelter this month	8	25
Number of children who stayed in the shelter this month	5	21
Number of hours of direct service to women (shelter and counselling)	181	377
Number of days at capacity	20	56
Number of days over capacity	4	29
Overall capacity %	99%	93%
Resident bed nights (women & children)	307	833
Phone interactions (crisis/support)	26	60

<b>Transitional Support</b>	<b>March 2023</b>	<b>YTD</b>
Number of women served this month	10	25
Number of NEW women registered in the program	1	1
Number of public ed/groups offered	2	2

<b>Child Witness Program</b>	<b>March 2023</b>	<b>YTD</b>
Number of children/women served this month	8	18
Number of NEW clients (mothers and children) registered in the program	9	12
Number of public ed/groups offered	1	1