




# **Chief Administrative Officer's Report**

**March / April 2025**

## **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.**



## HOUSING REGENERATION FORUM 2025

On February 27-28, 2025, I attended the Regeneration Forum conference, hosted by Housing Services Corporation (HSC) in Toronto. This annual Regeneration Forum aims to inspire and inform the Canadian community housing sector. This year's forum addressed the critical need to expand housing stock while accommodating diverse local needs. In addition to the main conference plenaries and workshop sessions, this year's Forum offered attendees the option to participate in a game designed to emulate the early stages of housing development. I was also pleased to be invited to Moderate a session titled 'Pushing Boundaries to Achieve Meaningful Change', introducing speakers whose passion, expertise and determination to 'get it done' are shaping the future of social and affordable housing in their communities. Forum attendees had the opportunity to:

- Learn how to navigate the roadmap to development for new builds or project renewals, with a focus on the physical asset, finance, partnerships and community.
- Explore ideas and approaches to rethink affordable housing development in your communities, including new innovations in design and planning.
- Find best strategies and tools you need to plan for, maintain and grow your organization's assets.
- Network with peers and develop mutually beneficial partnerships across the housing sector.

REGENERATION FORUM 2025

**LEVELLING  
UP**

New Approaches to  
Transform Housing

The Westin Harbour Castle, Toronto  
February 27 & 28, 2025

**REGISTER NOW**

## HR Update—April 2025

The Workplace Safety & Insurance Board (WSIB) recently announced surplus rebates for businesses in Ontario. The WSIB released the following information regarding the rebates:

*"We're distributing \$2 billion to eligible Schedule 1 businesses because our insurance fund had a surplus greater than our necessary reserve due to strong operational, financial and investment management.*

*These surplus rebates recognize the important role Ontario businesses play in funding our no-fault work-related injury and illness insurance system, while continuing to protect our ability to help people who have experienced a work-related injury or illness with a safe, timely and lasting recovery and return to work today and into the future."*

The DSSAB is receiving a rebate in the amount of \$62,661.79, in addition to a credit of \$2,210.37 for a total cheque amount of \$64,872.19.

The non-union compensation review has been completed, and we are now looking for consultants to complete the required Pay Equity maintenance for all unionized positions.

T4's for 2024 have been issued to all employees and Board members and are accessible through the Payworks portal.

Recruitment efforts continue in 2025, with 17 new hires this quarter. Our current postings include casual supply teachers and a contract position for the Home Child Care and Inclusion Support Services Supervisor.

## Licensed Child Care Programs—January 2025

### Total Children Utilizing Directly Operated Child Care in the District January 2025

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeeek ELCC	HCCP	Total
Infant (0-18M)	2	2	1	3	7	16
Toddler (18-30M)	9	6	8	19	38	79
Preschool (30M-4Y)	16	13	22	34	53	138
# of Active Children	27	21	31	56	98	233

Highlands ELCCC has several toddlers that have aged up to the preschool age group but will remain in the toddler room until space becomes available. There are a total of 233 children ages 0 to 4 years occupying child care spaces in the Directly Operated Child Care licensed programs. The Home Child Care Program accounts for 42% of the total enrollment.

## Licensed Child Care Programs—February 2025

### Total Children Utilizing Directly Operated Child Care in the District February 2025

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeeek ELCC	HCCP	Total
Infant (0-18M)	2	1	0	2	8	13
Toddler (18-30M)	10	7	6	14	36	73
Preschool (30M-4Y)	16	12	25	41	51	146
# of Active Children	28	20	31	57	95	231

Many infants have aged into the toddler age group and toddlers are aging into the preschool age group faster than preschool spaces are becoming available, so the educators are working on providing developmental and age-appropriate activities. We should see this level out in September when a majority of preschool children will graduate from our child care programs and space becomes available to move children from the toddler rooms to the preschool rooms.

All the Early Learning and Child Care Centres have been participating in the Seeds of Empathy program for the past two months where preschool children are learning about infant development and building language and social skills to reflect empathy.

The Directly Operated Admin and Highlands program supervisor was invited by Mary Gordon, founder of Roots of Empathy, to an event in Hamilton on February 1<sup>st</sup> where she was able to build relationships with the SOE team and Mary Gordon. The DOCC programs has been implementing the SOE program for over 12 years now and is recognized for its ongoing support and continued commitment to the program.

There are currently 19 approved Home Child Care Program premises and at this time under the funding provided through CWELCC, we have the capacity for one additional home in the district.

## School Age Programs January 2025

Location	Enrollment
Mapleridge After School	26
Mapleridge Before School	10
Mapleridge Summer Program	N/A
Sundridge Centennial After School	13
Home Child Care	19
# of Active Children	65



## School Age Programs February 2025

Location	Enrollment
Mapleridge After School	26
Mapleridge Before School	10
Mapleridge Summer Program	N/A (13 children on the 2025 waiting list)
Sundridge Centennial After School	12
Home Child Care	19
# of Active Children	65

The Sundridge After School Program has secured a staff member to support the program until the end of June. Both school age programs are close to capacity and families have begun to request a space in the Mapleridge Summer Program.

## Inclusion Support Services January 2025

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	1	1	2	2	0	1	0
Toddler (18-30M)	5	6	11	11	3	2	0
Preschool (30M-4Y)	4	36	40	40	2	2	0
School Age (4Y+)	5	14	19	19	0	1	3
Monthly Total	15	57	72	-	5	6	3
YTD Total	15	57	-	72	5	6	3

## Inclusion Support Services February 2025

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	1	1	2	2	0	0	0
Toddler (18-30M)	3	11	14	14	2	6	1
Preschool (30M-4Y)	6	37	43	44	2	4	0
School Age (4Y+)	3	15	18	19	0	1	4
Monthly Total	13	64	77	-	4	11	5
YTD Total	15	64	-	79	9	7	8

Connections are being made between the ISS program staff and the Residential Program Worker and the Clinical Counsellor at Esprit Place where team members have been given the opportunity to share their roles and focus of service with each other, as well as explore future partnership opportunities and identify the community programs that service mutual clients and the various supports being provided to young families.



## EarlyON Child and Family Programs

### January / February 2025

Activity	Jan 2025	Feb 2025	YTD
Number of Children Attending	852	755	1607
Number of New Children Attending	243	64	307
Number of Unique Children Attending	-	YTD	181
Number of Adults Attending	661	605	4,996
Number of Unique Adults Attending	-	YDT	230
Number of Virtual Programming Events	7	7	61
Number of Engagements through Social Media	215	98	3,119
Number of Views through Social Media	33,693	17,975	51,668

On Jan 25, the EarlyON team along with community partners attended the EarlyON program to provide families with information regarding literacy and how to support literacy at home. In total, 16 adults and 23 children attended.

The Districts of North Bay and Parry Sound have been collaborating to bring in a new parenting initiative. This initiative, called The Basics, is evidence-based and grounded on the Harvard University Center on the Child's scientific key concepts: brain architecture and early relational health. The EarlyON supervisor sits on this committee and will be providing training to the team upon roll out of this strategy.

**The Basics Vision-** A world where infants, toddler, and preschoolers of all racial/ethnic and socioeconomic backgrounds are on track to achieve their full potential- having benefitted from early experiences that foster health brain development, learning, joy and resilience.

**The Basics Strategy** – A packaged comprehensive parenting strategy designed to engage community organizations with a commitment to improving children's life trajectories. Resources are diverse, convenient and easy to access for parents and that parents have access to science-based strategies.

To learn more about the basics you can visit [Community Toolkit](#).

The EarlyON team has been creating developmental kits that will be used to support the families who do not attend the program. The kits will have resources regarding services including childcare and childcare fee subsidy along with developmental checklists and EarlyON information. We are hopeful that these can be accessible for those families who may be at Esprit, receiving support from Ontario Works, housing support and others throughout the District, and will potentially help with establishing a relationship with the EarlyON team.

# **Funding Sources for District Wide Childcare Spaces**

**January 2025**

**February 2025**

<b>Active</b>	<b># of Children</b>	<b># of Families</b>
CWELCC*	53	51
CWELCC Full Fee	208	206
Extended Day Fee Subsidy	2	2
Fee Subsidy	32	25
Full Fee	24	22
Ontario Works	1	1
<b>Total</b>	<b>320</b>	<b>307</b>

<b>Funding Source - New</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	4	4
CWELCC Full Fee	8	8
Extended Day Fee Subsidy	0	0
Fee Subsidy	0	0
Full Fee	0	0
Ontario Works	0	0
<b>Total</b>	<b>12</b>	<b>12</b>

<b>Exits</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	1	1
CWELCC Full Fee	0	0
Extended Day Fee Subsidy	0	0
Fee Subsidy	0	0
Full Fee	0	0
Ontario Works	0	0
<b>Total</b>	<b>1</b>	<b>1</b>

<b>Active</b>	<b># of Children</b>	<b># of Families</b>
CWELCC*	48	46
CWELCC Full Fee	219	216
Extended Day Fee Subsidy	3	3
Fee Subsidy	29	23
Full Fee	26	24
Ontario Works	1	1
<b>Total</b>	<b>326</b>	<b>313</b>

<b>Funding Source - New</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	1	1
CWELCC Full Fee	4	3
Extended Day Fee Subsidy	0	0
Fee Subsidy	0	0
Full Fee	0	0
Ontario Works	0	0
<b>Total</b>	<b>5</b>	<b>4</b>

<b>Exits</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	0	0
CWELCC Full Fee	2	2
Extended Day Fee Subsidy	0	0
Fee Subsidy	0	0
Full Fee	0	0
Ontario Works	0	0
<b>Total</b>	<b>2</b>	<b>2</b>

## Child Care Service Management

The Child Care and Early Years Act, 2014 requires service system managers to establish a child care and early years programs and service system plan for their service area.

The District of Parry Sound Social Services Administration Board (DSSAB) as the designated Service System Manager (CCSM) is responsible for identifying community needs for licensed child care and EarlyON programming, allocating funding to address child care and early years requirements, and for developing a service plan to identify local child care and early years system priorities.

This service plan outlines the DSSAB's vision for early years programs and services throughout the district for children 0-12 years of age. The service plan is reflective of the needs as identified by families and community stakeholders through consultation.

Service system plans should include the following key elements:

- Environmental scan results that assess current and future child care and early years service gaps and opportunities;
- A description of the community planning processes that was used to inform the development of the plan and a commitment to consult, at regular or relevant intervals, through the life of the plan;
- Strategic priorities and intended outcomes that are responsive to community needs and align with Ontario's vision for child care and early years and provincial interest;
- A measurable and action-oriented implementation plan that describes how strategic priorities and outcomes will be met; and

Accountability methods including the public posting of plans and reporting in accordance with the *Child Care and Early Years Act, 2014*.

In addition to the key areas identified, service system managers should also identify any other programs, needs, opportunities and/or challenges that may exist in their communities in their service system plan to support the ongoing reporting and planning process

The Child Care Service Management team (CCSM) began working with the Sault Ste Marie Innovation Centre to review/update the environmental scan, complete the analysis of the Early Development Instrument (EDI) – cycle 6 and lay the foundation for the 5 year service plan. We have been utilizing surveys to engage operators, community partners and families/caregivers. Along with reaching out to community partners and programs to acquire access to relevant data. We are aiming to have the plan finalized by June 2025.



## Quality Assurance—Child Care Service Management

Quality in the care and services provided to children and families is something we value and strive to achieve. With the implementation of ongoing support through professional development, early learning resources and quality assurance visits we hope we can help assist the early childhood educators and leaders in the district in achieving the quality needed to promote healthy growth and foster strong relationships with children, families, peers and partners in our community.

To support and assist educators with sharing resources and highlighting ongoing program successes a new Educator Blog has been created. This resource blog/padlet will be used by Educators to share unique learning opportunities and activities they are implementing with families and children in their programs. We are hopeful the tool will connect educators and show value in the hard work they are doing for families and children in the community. In addition, new resources have been added to the padlets to include books, virtual training and webinars, early learning kits, as well as lots of documentation around the importance of quality early learning in terms of strategies and tools to effectively improve and enhance the early learning environment.

We are currently working on offering a variety of professional learning webinars for the early childhood educators in our district. The workshops will be offered throughout 2025 and will be focussed on topics that educators have highlighted as areas of need through the recent surveys distributed to educators. In addition, plans have been initiated for a full day training opportunity this fall in Parry Sound. The session will be an in-person training, one in which networking and sharing will be a major focus. We are hopeful this time to learn together again will help to support the ongoing struggles with burnout and retention in the field of early childhood education.

Summer is fast approaching and service agreements with camps and recreation programs has commenced. We will continue to show value in supporting all families in our community and will work to provide resources, funding and/or guidance to assist partners and families in creating quality and accessible care for the summer of 2025.

### District of Parry Sound Application Portal

The new OneHSN-Child Care Application Portal was launched in July 2024 and has shown great success in helping families find and apply for child care in the district of Parry Sound. Continual support and guidance have been provided to families and operators as they navigate the new portal. How it works:

Parents:

- Parents create a secure login,
- Only one application is required to apply to multiple providers,
- Parents manage their child applications as changes occur in real time,
- Parents have easy access to community resources

Providers:

- Providers manage their own profile page which allows parents to see all the program options in one platform + add photos of the program,
- Easy work flow solutions for the provider to manage their wait list,
- Access to data and reports to support service planning,
- Providers have the capability to generate custom welcome letters for families,
- Providers can communicate with “broadcast” messages to all families



The District of Parry Sound Child Care Application Portal was launched on July 24, 2024. Since implementation, operators and child care service management staff have been working to "clean" the waitlist by removing duplicates, training staff and assisting families with updating their profiles.

Data for February 2025

Number of Unique Children on the Registry		
474		
Children who Identify as Indigenous	Children Identifying Francophone Relatives	Prenatal Children
42	33	38
<b>Unique Children</b> - includes children waiting for care and those who are placed in care but have applied to other child care centres/programs. (ie: currently in an infant space and have also applied for JK/SK after school program) - Or - includes all children who have completed an application for child care		

Unique Children Waiting for Care
433
<b>Waiting for Care</b> - children who remain on the application portal for care. Once placed in program, and not waiting for additional or other programs, children are removed from the registry.

Year, Month

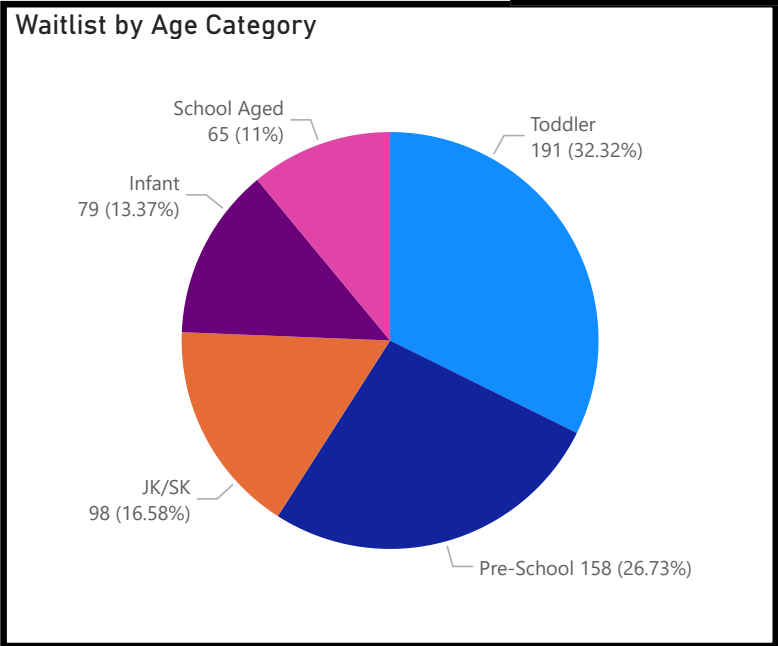
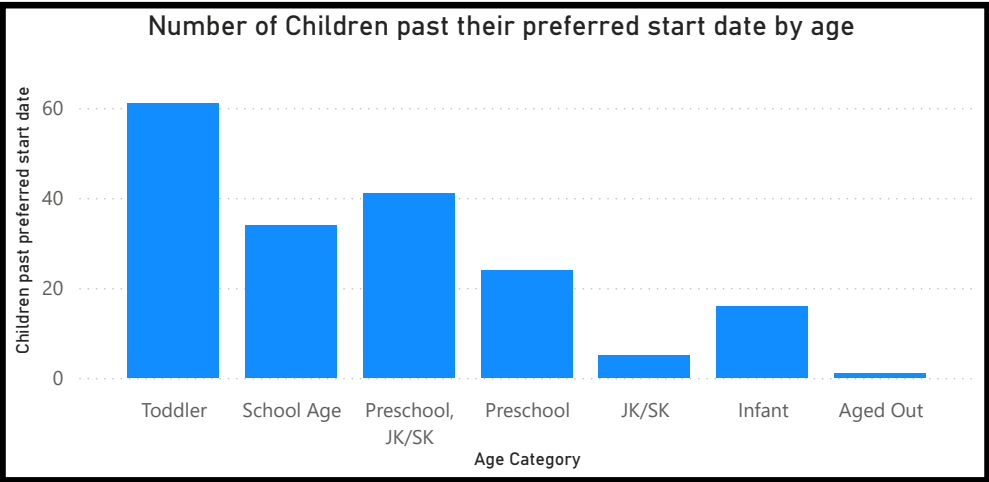
Multiple selections

Month

February

Waitlist Additions

43



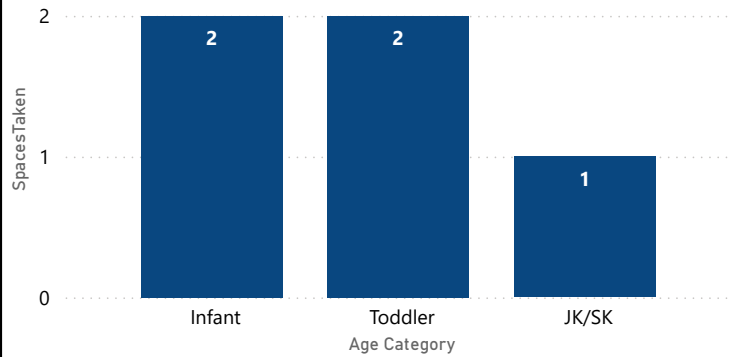
Year

2025

Month

February

Spaces Filled by Age Category

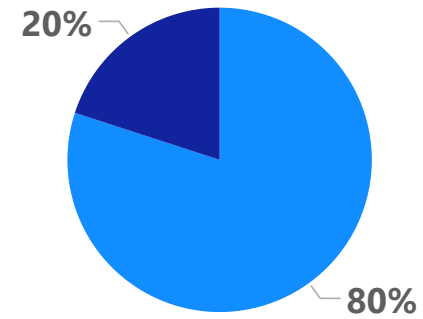


Spaces Filled by Program Time

Program Time

● Full Day

● After School



Children Placed

5

Spaces Filled

5

**Children Placed** - The number of unique children placed in a program.

**Spaces Filled** - The number of spaces filled by a child. A child may be placed in more than one space, ie: before school space and after school space.

Expectation of Future Care

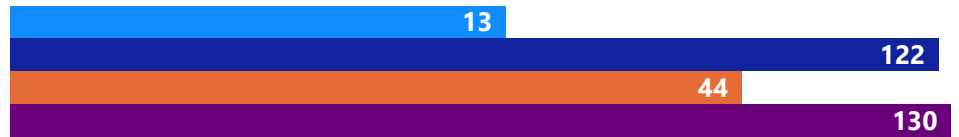
Number of children with a preferred start date within 1 month, 2-6 months, 6 months to a year, or more than a year.

● 1 Month

● 2 to 6 Months

● 6 to 12 Months

● More than 12 months



The District of Parry Sound Child Care Application Portal was launched on July 24, 2024. Since implementation, operators and child care service management staff have been working to "clean" the waitlist by removing duplicates, training staff and assisting families with updating their profiles.

Data for January 2025

Number of Unique Children on the Registry		
445		
Children who Identify as Indigenous	Children Identifying Francophone Relatives	Prenatal Children
40	33	32
<b>Unique Children</b> - includes children waiting for care and those who are placed in care but have applied to other child care centres/programs. (ie: currently in an infant space and have also applied for JK/SK after school program) - Or - includes all children who have completed an application for child care		

Unique Children Waiting for Care
404
<b>Waiting for Care</b> - children who remain on the application portal for care. Once placed in program, and not waiting for additional or other programs, children are removed from the registry.

Year, Month

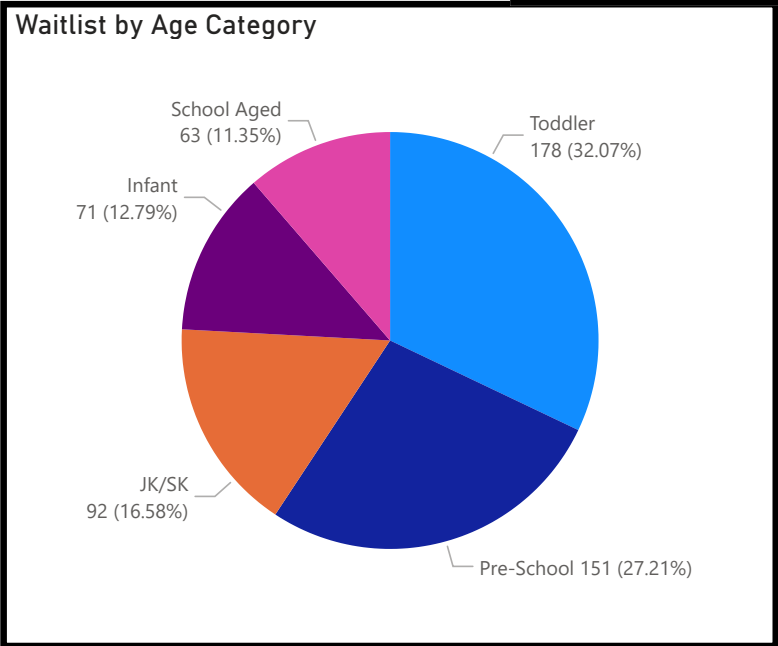
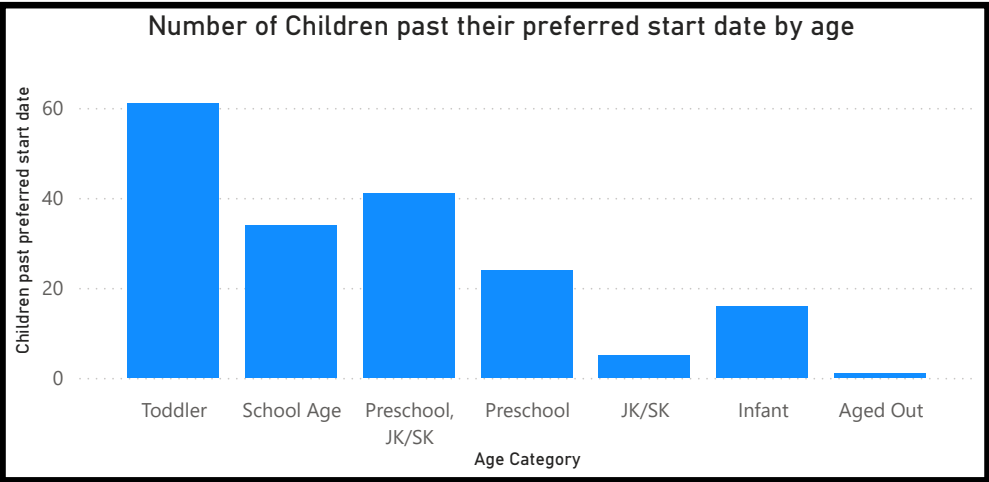
Multiple selections

Month

January

Waitlist Additions

65



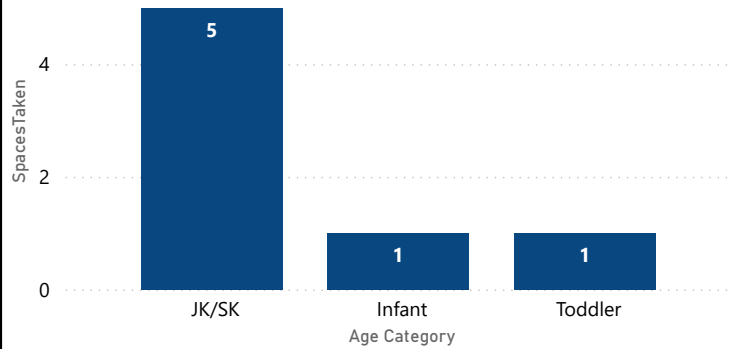
Year

2025

Month

January

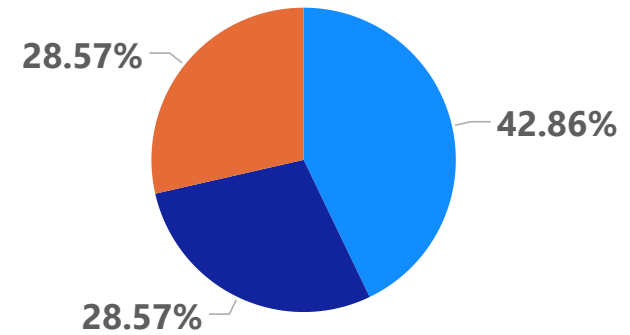
Spaces Filled by Age Category



Spaces Filled by Program Time

**Program Time**

- After School
- Before School
- Full Day



Children Placed

6

Spaces Filled

7

**Children Placed** - The number of unique children placed in a program.

**Spaces Filled** - The number of spaces filled by a child. A child may be placed in more than one space, ie: before school space and after school space.

Expectation of Future Care

Number of children with a preferred start date within 1 month, 2-6 months, 6 months to a year, or more than a year.



## Income Support & Stability Divisional Update

**Transitional Unit Success Story** – We are beginning to see our first graduations from our transitional housing program where participants are obtaining safe and stable housing. Below is a blurb from one of the Integrated System Navigators:

*“Seeking a quieter, simpler life, EL moved to the district as a file transfer through Ontario Works, leaving behind the hustle and bustle of the big city. His move was initiated by the pandemic, bringing him to a remote area of Almaguin, where he took on the role of caretaker for a friend’s property during its construction. In return, he lived rent-free, overseeing the site as they built their dream home. His living space was a tiny setup on the front porch of the unfinished house, which he shared with his cat, Squeaks. Without a car, he relied on a four-wheeler to get around.*

*When EL arrived, he was without a family doctor and navigating a recent mental health diagnosis that required ongoing medication.*

*His Navigator helped him connect with the Family Health team in Powassan, who reviewed his history and developed a care plan. EL and his ISN also worked together to gather the necessary paperwork for his Ontario Disability Support Program (ODSP) application, aiming to provide him with more financial stability. Ed’s ODSP was approved within a few months. (Something that is not typical) With his file transferred and his Ontario Works (OW) case closed, his ISN wished him well as he took the next steps toward independence.*

*Two years later, EL’s medical team reached out—this time to the Housing Stability Program (HSP). His health and housing situation had deteriorated, and two serious new diagnoses left him unable to drive, stranding him in his remote location without a 911 address for emergencies. The Program Lead, noticing he had been on with OW, contacted EL’s former ISN to review his background. The team worked together to find solutions in getting EL housed in the area where he would have access to the necessary supports required.*

*Together, they worked to connect EL with local resources, submit housing applications across Ontario, and secure financial assistance for housing. Eventually, he moved into a transitional housing unit, where he actively engaged in programs designed to help him regain life and housing stability and enhance the skills needed to maintain safe and stable housing. Thanks to his resilience, EL made significant progress in securing permanent housing and rebuilding his life.”*

**Transitional Program Expansion** – Since January 1<sup>st</sup>, in partnership with our LHC, we have expanded our transitional housing programming from 4 to 6 units throughout the district to support We have also added 2 more transitional units into the program, one in Parry Sound and the other in Powassan in this reporting period.



## **Income Support & Stability Divisional Update...cont'd**

**Employment Services Transformation** - As of March 1<sup>st</sup>, we are officially live with EST and the Integrated Employment Supports model (IES). Employment Assistance for Social Assistance recipients is now the responsibility of Employment Ontario, overseen by our Service System Manager for the Northeast, College Boreal. The focus of our work is on life stabilization and providing Person-Centered supports in the areas of:

- Crisis & Safety-homelessness, personal safety
- Health-medical, mental health counselling, addiction treatment
- Life Skills-Literacy and Basic Skills such as budgeting, time management
- Community Supports-Housing, transportation and legal support

We have been working closely with Boreal and our EO partners in the district to mitigate impacts on clients, through a revised Participation Benefits pamphlet (formerly Employment Related Expenses) and other processes. We were also busy training staff on the Common Assessment and Action Plan as now referral ready individuals are referred through SAMS to EO.

Integrated System Navigators have been having a presence on a weekly scheduled basis at our local EO offices to meet with clients, case conference with EO and support local needs.

We have also updated our info video for new clients to OW. The video highlights the range of Person-Centered Supports that are offered to participants in our program.

Communication of these changes was sent out to all DSSAB staff and our community partners.

**Centralized Intake Expansion –Ontario Works Intake Unit (OWIU)** – Our busy period in Ontario Works continued as we officially went live with Centralized Intake Expansion on January 27<sup>th</sup>. All new OW applications will be processed and granted by the province's Ontario Works Intake Unit. Local offices are able to support clients to complete applications online or over the phone, and able to issue emergency assistance, should there be urgency. We continue to work with MCCSS and OWIU to address challenges staff and clients face while we adapt to the new processes. Communication of these changes was sent out to all DSSAB staff and our community partners.

**Clark Tech Table** - The Program Lead in the Parry Sound office attended and presented at Clark Communications Virtual Tech Table to discuss the innovative work we are doing with our FIIT tool with the By Name List and Encampment Tracking tool. The tools garnered much interest from our other DSSAB/CMSM partners that use the Clark tool that attended the table.

**Court Support Training** - In partnership with Esprit, several ISN staff participated in Court Support Training on March 4<sup>th</sup> and 5<sup>th</sup>. Our ISN's provide transitional housing support to Esprit residents.

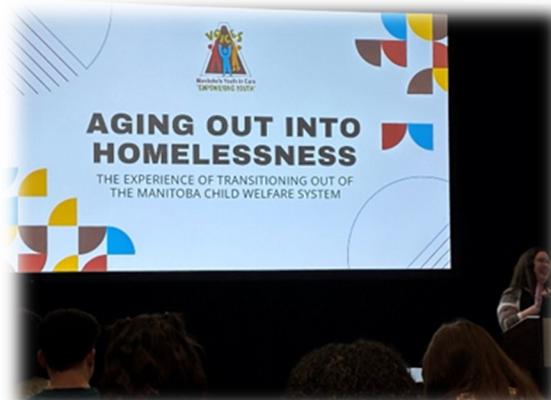
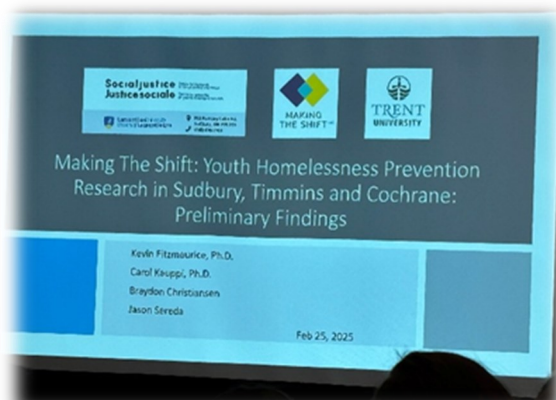
**OMSSA Sector Leads** - The Director of Income Support & Stability has attended the OMSSA Sector Leads meetings for Social Assistance and Homelessness.

**Job Fair** - The YMCA of Simcoe-Muskoka hosted a Job Fair on March 6<sup>th</sup>. Staff attended to support mutual clients and our partners at the Y.

## Income Support & Stability Divisional Update –Cont’d...

### **Making the Shift-International Conference on Youth Homelessness Prevention**

From February 24<sup>th</sup> to the 26<sup>th</sup>, the Director of Income Support & Stability attended the International Conference on Youth Homelessness Prevention in Toronto. The conference had great plenaries on the transitions from the Child Welfare system and youth homelessness (especially for indigenous youth), and inspiring stories of survival and other best practices from all around the world.



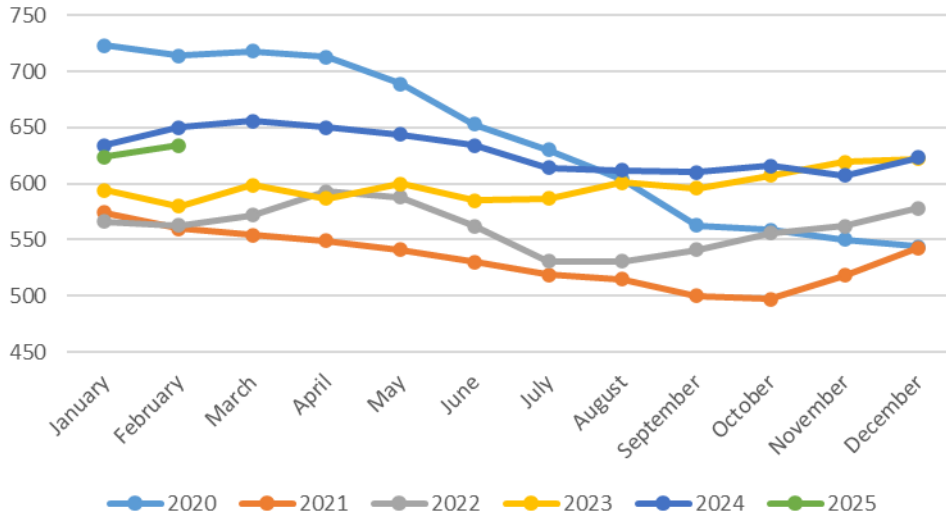
**Tax Clinics** -On March 20<sup>th</sup> at our Beechwood Office and March 21<sup>st</sup> at Employment North in South River, we hosted the Sudbury Community Service Centre for Income Tax Clinics. Both clinics were well attended, and staff reported the lobby was busy all day with people in and out.

**DART (Domestic Abuse Review Team)**-Members of the Income Support & Stability team attended the DART conference on March 20<sup>th</sup> and 21<sup>st</sup> put on by the Muskoka DART with support of the Parry Sound Violence Against Women Coordinating Committee (VAWCC).

**Mental Health Program** -With the retirement of our Registered Social Worker (RSW) in the Parry Sound office, we have extended our service agreement with the Community Counselling Centre of Nipissing to provide mental health supports and referrals for psychological assessments to cover the entire district. The program has had great success in supporting individuals move towards ODSP and increase the supports available.

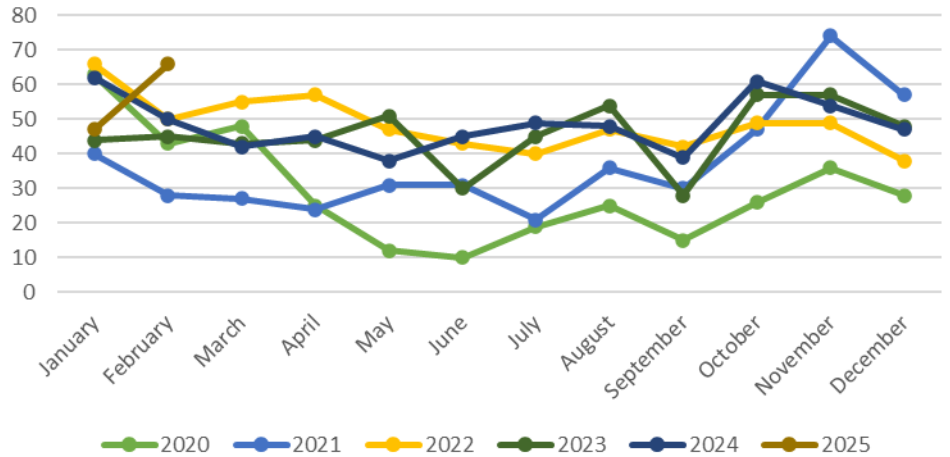


Ontario Works Caseload-February 2025



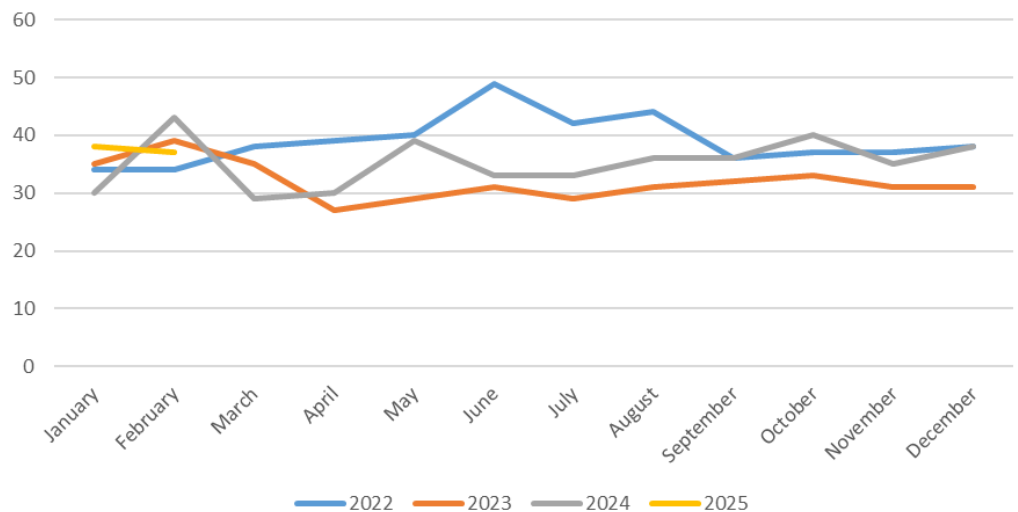
**Ontario Works Intake -  
Social Assistance Digital  
Application (SADA) &  
Local Office  
Ontario Works  
Applications Received**

Ontario Works Applications Received



**ODSP Participants in  
Ontario Works  
Employment  
Assistance**

ODSP Person Centered Supports-February 2025



The OW Caseload rose only slightly at **634** cases. We are providing **37** ODSP participants Person-Centred Supports. We also have **58** Temporary Care Assistance cases. **66** applications were received through the province's Ontario Works Intake Unit (OWIU).

## Employment Services Transformation & Performance Outcomes

On March 1<sup>st</sup>, 2025, as part of the province's Employment Services Transformation, we officially entered Integrated Employment Services model (IES) along with our Northeast DSSAB partners with our new Service System Manager College Boreal. This means that employment assistance for Social Assistance recipients now moves under the Employment Ontario umbrella. We are now responsible for providing Person Centered Supports to SA Recipients in 4 key areas;

- Crisis & Safety-homelessness, personal safety
- Health-medical, mental health counselling, addiction treatment
- Life Skills-Literacy and Basic Skills such as budgeting, time management
- Community Supports-Housing, transportation and legal support

With this change, we have new Performance Outcomes that will be reported on monthly going forward.

\*\*\*Please note that some data will be blank until it is officially captured after March 1<sup>st</sup>, 2025

### % with an Action Plan created

Percentage of OW + NDA Members with mandatory participation requirements...



Target 100%

NDA = Non Disabled Adult

Referrals to EO

Percentage of OW + NDA Members with mandatory participation requirements...

Target 32%  
The ability to refer to Employment Ontario in SAMS was not available to our staff until March 1, 2025

% Exiting to Employment

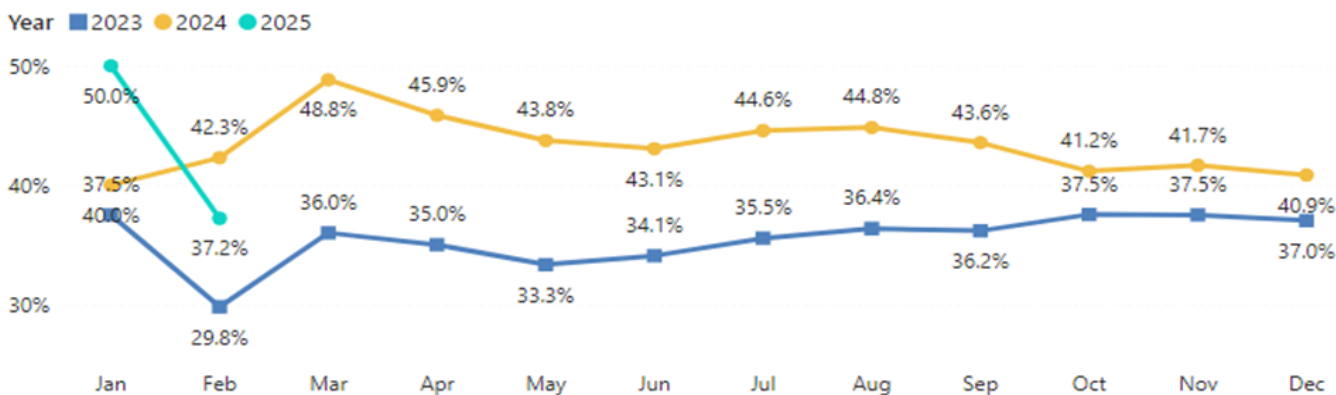
Percentage of Ontario Works cases exiting to employment (Cumulative Year-to-...



Target 22%  
The ability to refer to Employment Ontario in SAMS was not available to our staff until March 1, 2025

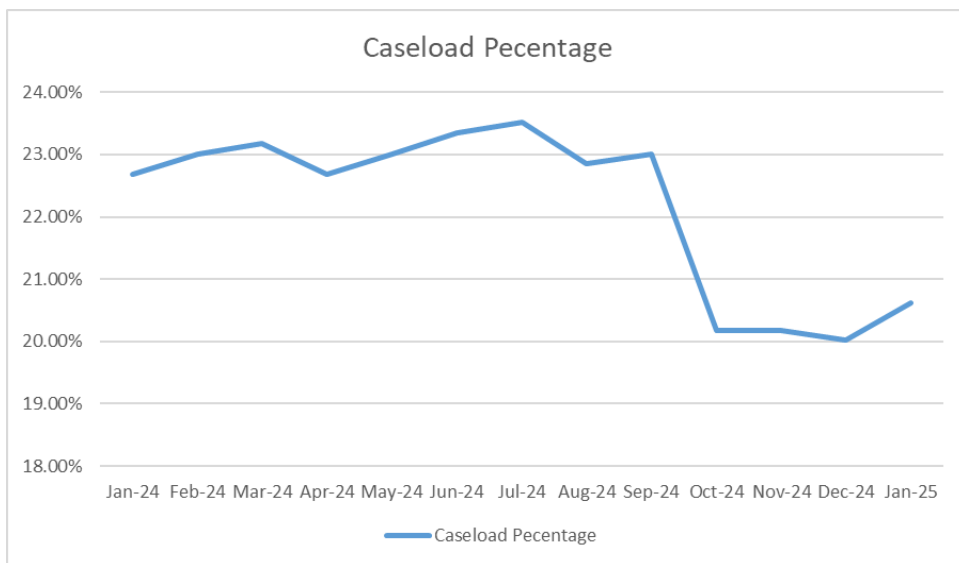
## % of OW Cases Exit the Program and Return within One Year

Percentage of Ontario Works cases who exit the program and return within one...

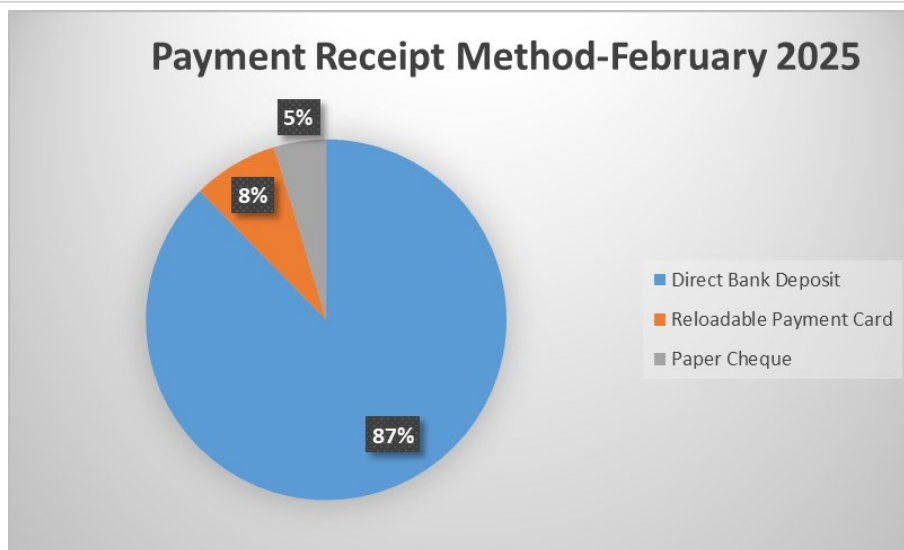


Target 35%

## My Benefits Enrollment 2025



## DBD Enrollment

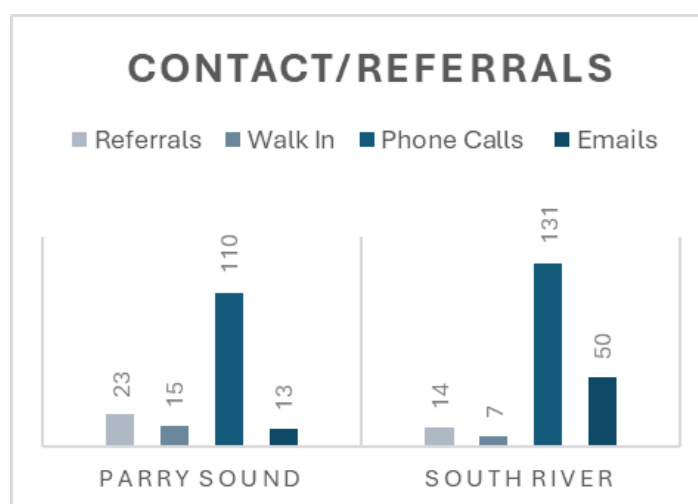


## Income Support & Stability Update

Income Support and Stability Program Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly or bi-weekly supports, required by the individual to succeed in achieving and maintain life stabilization goals.

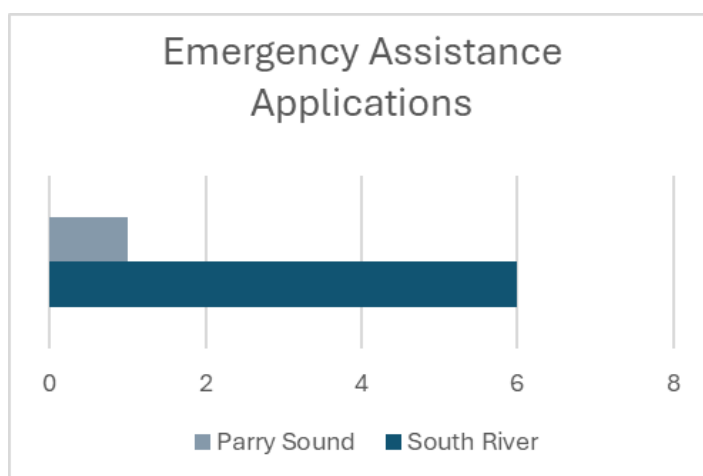
### Contact / Referrals – January

The data collected is initial contact made with a client to determine eligibility for on going support. This includes ongoing Housing Stability and Ontario Works cases.



### Emergency Assistance Applications January 2025

An application can be created when the applicant is not currently in receipt of social assistance, or not serving a period of ineligibility. Administrator also must be satisfied the applicant to the best of their ability made a reasonable effort to access other resources.



### Client Referrals

Clients who identify as experiencing homelessness, or at immediate risk of homelessness

January 2025	East	West	YTD
Homeless	0	4	4
At Risk	1	3	4
<b>Program Total</b> (Esprit In Shelter Clients calculated in Homelessness Numbers)			
Esprit Outreach Homeless			
Esprit Outreach at Risk			
Esprit in Shelter			

### Short Term Housing Allowance

Max of \$400 for 6 months

	Active	YTD
January	12	12

## Household Income Sources and Issuance from Homelessness Prevention Programs Funding (HPP)

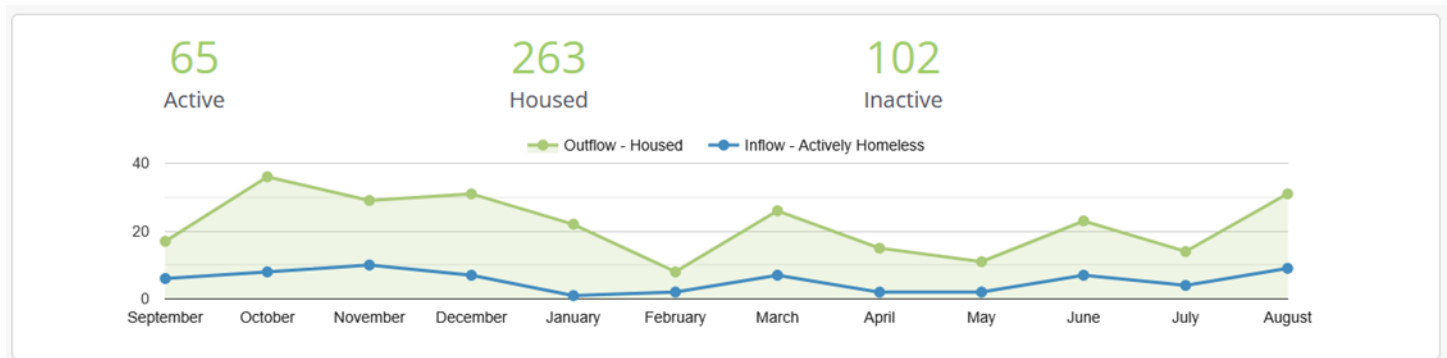
January 2025 Income Source	Total	HPP
Senior	1	\$136.98
ODSP	17	\$14,987.17
Ontario Works	12	\$9,882.60
Low Income	1	\$1,474.65
Total		\$26,481.40

January 2025 Reason for Issue	Total
Rental Arrears	\$8,051.90
Utilities/Firewood	\$4,402.40
Transportation	\$350.00
Food/Household/Misc.	\$13,229.62
Emergency Housing	\$447.48
Total	\$26,481.40

### By-Name List Data

**September 1, 2021– January 31, 2025**

The By Name List is real-time list of all known people who are experiencing homelessness in our community that are willing to participate in being on the list and connecting with our agency for ongoing support to maintain affordable and sustainable housing. The individuals who are on the list are provided Intense Case Management supports with the foundations from Coordinated Access based on the Housing First model.



We currently have 67 active individuals on our By Name List as of February 28<sup>th</sup>, 2025.

We have housed nearly 61% of all individuals on the BNL.

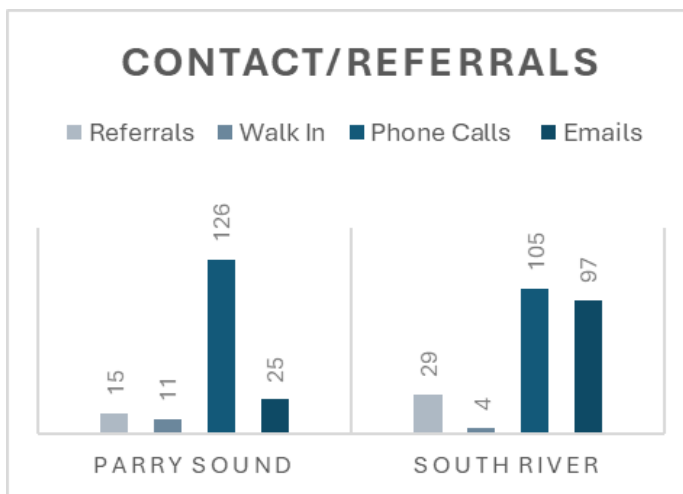


## Income Support & Stability Update

Income Support and Stability Program Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly or bi-weekly supports, required by the individual to succeed in achieving and maintain life stabilization goals.

### Contact / Referrals – February

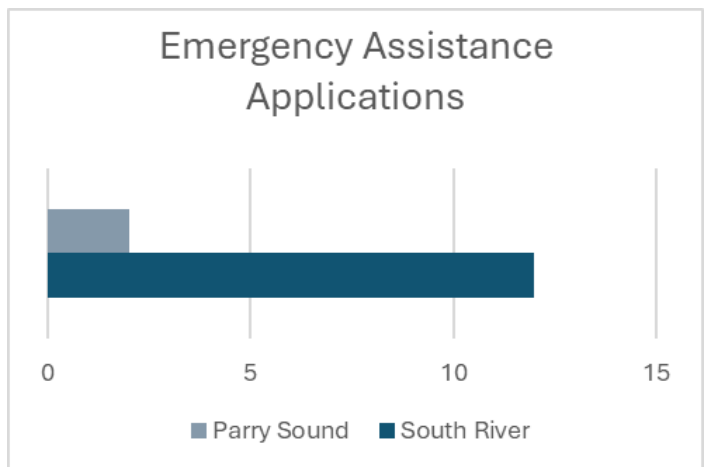
The data collected is initial contact made with a client to determine eligibility for on going support. This includes ongoing Housing Stability and Ontario Works cases.



### Emergency Assistance Applications

#### February 2025

An application can be created when the applicant is not currently in receipt of social assistance, or not serving a period of ineligibility. Administrator also must be satisfied the applicant to the best of their ability made a reasonable effort to access other resources.



### Client Referrals

Clients who identify as experiencing homelessness, or at immediate risk of homelessness

February 2025	East	West	YTD
Homeless	2	1	7
At Risk	0	13	17
<b>Program Total</b> (Esprit In Shelter Clients calculated in Homelessness Numbers)			
Esprit Outreach Homeless			
Esprit Outreach at Risk			
Esprit in Shelter			

### Short Term Housing Allowance

Max of \$400 for 6 months

	Active	YTD
February	13	16

## Household Income Sources and Issuance from Homelessness Prevention Programs Funding (HPP)

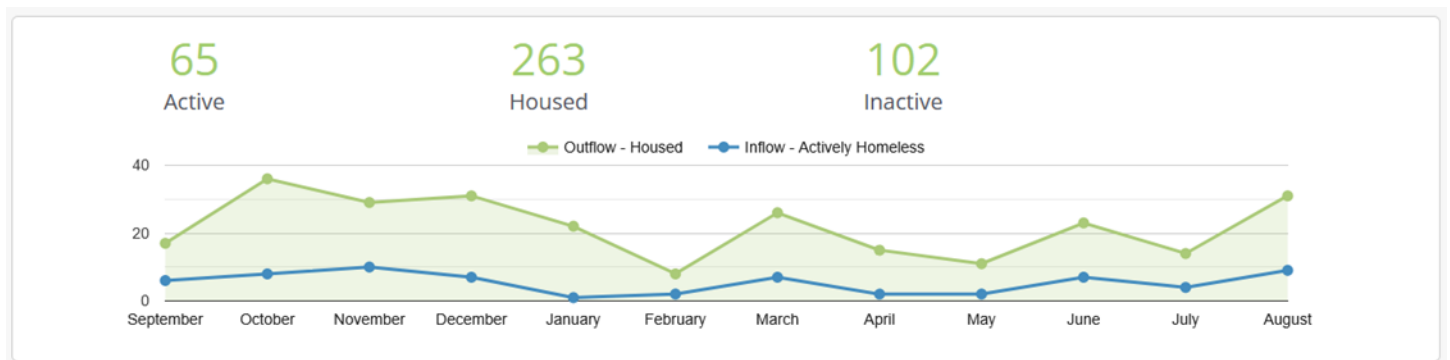
February 2025 Income Source	Total	HPP
Senior	1	\$1,000.00
ODSP	7	\$5,081.93
Ontario Works	15	\$14,014.92
Low Income	4	\$3,939.80
Total		\$24,036.65

February 2025 Reason for Issue	Total
Rental Arrears	\$18,823.00
Utilities/Firewood	\$2,085.07
Transportation	
Food/Household/Misc.	\$3,128.58
Emergency Housing	
Total	\$24,036.65

### **By-Name List Data**

**September 1, 2021– February 28, 2025**

The By Name List is real-time list of all known people who are experiencing homelessness in our community that are willing to participate in being on the list and connecting with our agency for ongoing support to maintain affordable and sustainable housing. The individuals who are on the list are provided Intense Case Management supports with the foundations from Coordinated Access based on the Housing First model.





## Housing Programs

### Social Housing Centralized Waitlist Report January 2025

	East Parry Sound	West Parry Sound	Total
Seniors	49	139	188
Families	139	463	602
Individuals	489	155	644
Total	677	757	1434
Total Waitlist Unduplicated			404



### Social Housing Centralized Waitlist (CWL) 2024 - 2025 Comparison Applications and Households Housing from the CWL

Month 2024	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2025	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	3		2	1		Jan	9	0	0	2	
Feb	5		11	1		Feb	8		2	3	
Mar	7		3	3		Mar					
Apr	10	1	7			Apr					
May	4	1	5	1		May					
June	1		15	3		June					
July	9	1	19			July					
Aug	9	1	21			Aug					
Sept	6		16	2		Sept					
Oct	6		9	4		Oct					
Nov	10	1	17	3		Nov					
Dec	11		6	3	2	Dec					
Total	81	5	131	21	2	Total	17	0	2	5	0

SPP = Special Priority Applicant

## Housing Programs Update

Housing Programs submitted the last of the COHB (Canada Ontario Housing Benefit) applications this quarter; therefore, all allocated funding for our district has been utilized. The Housing Program's team was able to assist 26 households in obtaining this funding, which helps pay a portion of rental costs each month. We are hoping for another round funding to open soon, as we have inquiries daily for this benefit.

We were pleased to enter into a new service agreement with Golden Sunshine Municipal Non-Profit Housing Corporation this quarter. This agreement will provide support to Golden Sunshine for 10 years and allow them to continue providing Rent Geared to Income units in our district. This is the first agreement in our service area under the new framework that the Ministry of Municipal Affairs and Housing has recently put in place.

Some of our team completed a course through Housing Service Corporation about end of mortgages and operating agreements. This course provided knowledge on navigating conversations with housing providers about the end of their mortgages and existing agreements and entering into negotiations for new service agreements.

We will be starting the footwork for the Housing and Homelessness Plan update that is required by the ministry each year. This update is based on our previous 10 and 5 year plans, and will include information from our housing related departments, as well as from partners that we assist in our communities.

Two members of the team were able to attend a virtual Special Priority Program (SPP) Information session held by the Ministry of Municipal Affairs and Housing (MMAH) in January. This session was a follow up to the SPP guide that was released in 2024 and allowed for questions and answers from service areas across the province, as well as training on human trafficking, as we are all seeing a rise in these numbers. We hope to have an opportunity for more conversation about the SPP guide at the upcoming SHCANO (Social Housing Coordinated Access Network of Ontario) training.

We continue to work on discharging Ontario Renovates loan that have fulfilled their terms. This program assisted eligible homeowners to complete much needed repairs; providing them with a 10-year loan and allowed them to remain in their homes. We saw 10 loans fulfill their 10-year term in 2024, bringing us to a total of 27 completed loans.

In the month of February, we saw eight new approved applications to the centralized waitlist. There were two applications cancelled; one applicant was deceased, and the other was removed as they have found other affordable housing. We saw three applicants housed from the waitlist.



## Parry Sound District Housing Corporation

### January/February 2025

#### Activity for Tenant and Maintenance Services

	January	February	YTD
<b>Move outs</b>	1	2	3
<b>Move in</b> (Centralized Waitlist along with Internal transfers)	2	3	5
<b>L1/L2 hearings</b>	0	2	2
<b>N4</b> - Delivered to tenant or filed with the LTB– Notice of eviction for non-payment of rent	3	0	3
<b>N5</b> - Filed with the LTB– notice of eviction disturbing the quiet enjoyment of the other occupants	4	0	4
<b>N6</b> - Filed with the LTB –notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0	0
<b>N7</b> - Filed with the LTB – notice of eviction for willful damage to unit	0	0	0
<b>Repayment agreements</b> (new) (Formal & informal)	4	6	7
<b>No Trespass Order</b>	0	0	0
<b>Tenant Home Visits</b>	31	27	58
<b>Mediation/Negotiation/Referrals</b>	14	20	34
<b>Tenant Engagements/Education</b>	0	2	2

## Update from Tenant Services

The start of the year has brought on some planning for the Tenant Services team. We have been busy organizing our year with regard to tenant educational opportunities, providing support to tenants during maintenance inspections, as well as cleanliness inspections on a regular basis with some of our family homes in need of support.

So far, we are doing a series of chair yoga at our Belvedere building, spring seed planting at all buildings, a summer BBQ and fire safety educational for all buildings as well as family units, and then our fall/winter crafts and wellness series of educational sessions. This will be approximately 21 educational events for tenants throughout the district this year.

Tenant Services have planned out and distributed the 1<sup>st</sup> quarter newsletter for tenants. Through this newsletter information is shared with tenants about proper garbage disposal, raised garden bed care, proper cat litter disposal, animal pee pad use, “Be Bear Wise and Prevent Bear Encounters” information (provided by the Ontario Government), and upcoming events.



## Update from Capital & Maintenance

In January the Housing Operations Department welcomed a new Supervisor of Maintenance to the team. This position will over see the day-to-day maintenance of all Parry Sound District Housing stock, The Meadowview- NOAH, as well as the DSSAB owned facilities. Also, in January we filled a vacant Community Relations Worker position in Maintenance. This position is situation out of the South River Office.

There were two families displaced from their home during this quarter, as extensive repairs were required: specifically, the abatement of asbestos, along with mould remediation. Both families are on track in returning to their newly renovated home April 1<sup>st</sup>, 2025. This winter has been relentless with the amount of snow and ice build up. The Maintenance and Capital teams have been watchful, and responsive to several ice-damming situations with the potential for leakage.

In the Capital program, staff have been busy finishing up some major projects. Esprit Place renovation wrapped up in March. Also in March, the completion of the 6-story window replacement project wrapped up successfully. The Capital program, with the support of Housing Services Corporation, continues to seek out the best possible option for a deteriorating load-barring retaining wall that is failing. An engineer is currently pulling together specs for a tender package. Funding was secured with the Canada-Ontario Community Housing Initiative for a portion of the expense. This will be a large capital project as the retaining wall is tied into the entrance stairs, walkways, and has 5 parking spots on top. This project requires a completion date of December 2025.

Priorities for the 2025 capital plan will be determined by April.

## Property Maintenance

### January 2025

Pest Control		3 Buildings are currently being monitored monthly for bedbugs. There is one active unit currently.
Vacant Units	11	9 one-bedroom, 2- multiple bedrooms (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	5	1 Affordable/4 Market Units available
After Hours Calls	12	Leak, heater not working, fire panel off line, OPP access request, interior mechanical room not secured, power out in certain areas of unit, snow build up at main entrance, no hot water
Work Orders	92	Work orders are created for our staff to complete routine maintenance repairs
Purchase Orders	88	Purchase orders are for services, and materials, required outside of the Housing Operations Department
Fire Inspections	0	
Annual Inspections	0	
Incident reports	0	

## Property Maintenance

### February 2025

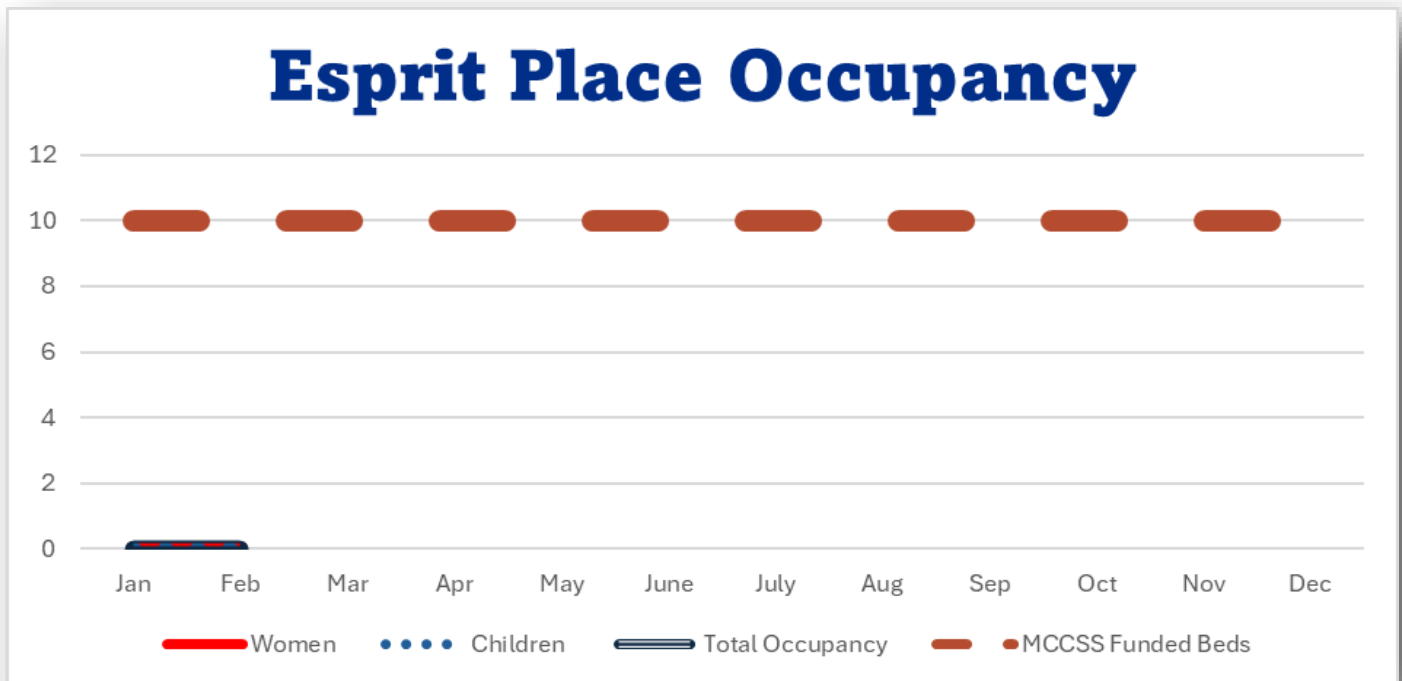
Pest Control		3 Buildings are currently being monitored monthly for bedbugs. There is one active unit currently.
Vacant Units	11	9 one-bedroom, 2- multiple bedrooms (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	6	1 Affordable/4 Market Units available
After Hours Calls	13	Leak, heater not working, fire panel off line, OPP access request, interior mechanical room not secured, power out in certain areas of unit, snow build up at main entrance, no hot water
Work Orders	63	Work orders are created for our staff to complete routine maintenance repairs
Purchase Orders	335	Purchase orders are for services, and materials, required outside of the Housing Operations Department
Fire Inspections	0	
Annual Inspections	0	**Scheduled for April 2025**
Incident reports	0	

## Esprit Place Family Resource Centre Update



On March 8<sup>th</sup>, 2025, Esprit Place reopened its doors to serve women and children fleeing gender-based violence. We are thrilled to be able to share our newly renovated space with families who so desperately need the services and support that we offer. All of our programs, including our residential program, outreach program, Children's Voices program, and transitional housing program are now operating fully. We have a full staffing compliment and are supported by IS&S staff to deliver transitional housing supports.

As we enter a new period in Esprit Place history, we will be changing the way we report activities to more accurately reflect the services we provide. Our new stats will include a clearer representation of the occupancy of the shelter, including the number of women and dependents who stay, and how often we exceed our funded occupancy of 10 beds. The chart below is an example of the data we will providing moving forward. You will note that we had zero occupancy January and February as we did not reopen until March. We provided residential support to 7 women and 2 children during the month of March which you will see reflected in the next reporting period, along with stats for our Children's Voices Program.



## Social Media

### Facebook Stats

<b>District of Parry Sound Social Services Administration Board</b>	<b>OCT 2024</b>	<b>NOV 2024</b>	<b>DEC 2024</b>	<b>JAN 2025</b>	<b>FEB 2025</b>	<b>MAR 2025</b>
Total Page Followers	671	677	682	698	713	721
Post Reach this Period (# of people who saw post)	2332	3032	2421	5003	4923	7739
Post Engagement this Period (# of reactions, comments, shares)	365	257	59	666	697	788

<b>Esprit Place Family Resource Centre</b>	<b>OCT 2024</b>	<b>NOV 2024</b>	<b>DEC 2024</b>	<b>JAN 2025</b>	<b>FEB 2025</b>	<b>MAR 2025</b>
Total Page Followers	199	209	214	214	217	220
Post Reach this Period (# of people who saw post)	124	3103	3304	608	998	1214
Post Engagement this Period (# of reactions, comments, shares)	11	151	119	12	65	94

<b>DSSAB LinkedIN Stats</b> <a href="https://bit.ly/2YyFHIE">https://bit.ly/2YyFHIE</a>	<b>OCT 2024</b>	<b>NOV 2024</b>	<b>DEC 2024</b>	<b>JAN 2025</b>	<b>FEB 2025</b>	<b>MAR 2025</b>
Total Followers	492	501	503	515	519	525
Search Appearances (in last 7 days)	64	10	52	40	72	131
Total Page Views	69	55	50	32	46	34
Post Impressions	154	1800	1416	2342	1030	632
Total Unique Visitors	38	23	14	18	22	19

<b>Instagram - Esprit Place Family Resource Centre</b> <a href="https://www.instagram.com/espritplace/">https://www.instagram.com/espritplace/</a>	<b>OCT 2024</b>	<b>NOV 2024</b>	<b>DEC 2024</b>	<b>JAN 2025</b>	<b>FEB 2025</b>	<b>MAR 2025</b>
Total Followers	93	97	97	99	101	103
# of accumulated posts	37	53	59	61	63	64