

District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

June 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.

OMSSA Exchange Conference

OMSSA hosted more than 330 people from the human services, health, child care, and public services for an in-person 2023 Exchange Conference held on May 9th and 10th in Ottawa.

This conference was attended by several staff from the DSSAB Leadership Team. It provided the opportunity to bring human services staff from across Ontario to learn, inspire, and think about the Ontario we all want.

Over two days, the Exchange Conference focused on several important professional development topics, enhancing skill sets, and the innovative work happening in each of our sectors to address the most pressing issues in our local communities.

Highlights for us were sessions regarding employment services transformation, early childhood educator recruitment and retention, CMHC National Housing Strategy update and other various conversations regarding housing.

Geriatric Pathway

On May 16th, the Director of Income Support & Stability attended the West Parry Sound Geriatric Pathway event at the Jolly Roger. The event was hosted and facilitated by Ontario Health, included a presentation on Leading Practices in ALC and facilitated discussions on the Community Pathway and Acute Care Pathway for seniors. The West Parry Sound area is receiving ALC initiative funding from Ontario Health and this day was an opportunity to identify gaps and determine opportunities to maximize existing services or how any new services can support older adults along the entire continuum of care.

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	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023
Total Page Followers	410	428	446	462	471	474
Post Reach this Period (# of people who saw post)	4,180	8,907	4,645	7,891	4,460	3,789
Post Engagement this Period (# of reactions, comments, shares)	59	234	565	757	505	241

Esprit Place Family Resource Centre	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023
Total Page Followers	127	128	128	132	131	131
Post Reach this Period (# of people who saw post)	353	103	75	124	116	29
Post Engagement this Period (# of reactions, comments, shares)	36	1	3	7	71	1

Twitter Stats

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

	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023
Total Tweets	1	3	7	13	8	8
Total Impressions	13	178	158	300	300	291
Total Profile Visits	24	66	57	217	130	137
Total Followers	26	27	28	28	27	27

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

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

	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023
Total Followers	377	382	395	399	410	416
Search Appearances (in last 7 days)	176	239	318	308	245	228
Total Page Views	45	46	31	31	30	41
Post Impressions	374	266	828	929	697	546
Total Unique Visitors	15	15	16	17	11	19

Esprit Donation

Esprit Place Family Resource Centre would like to thank the members of [Evolve Fitness Parry Sound](#), and owner Brenda Thomas, who hosted the 'Yoga Pant Drive' last month.

Together they collected bags and boxes of yoga pants and comfortable clothing, which are typically some of the most desirable donations for shelters. When a woman is leaving an abusive or unsafe situation, they often have little to no resources, including a change of clothes.

A huge thanks to Brenda, and the members of [Evolve Fitness Parry Sound](#) for their generosity!



Licensed Child Care Programs

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

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeeek ELCC	HCCP	Total
Infant (0-18M)	0	0	3	0	10	13
Toddler (18-30M)	16	9	14	17	39	95
Preschool (30M-4Y)	20	16	19	42	47	144
# of Active Children	36	25	36	59	96	252

Enrollment has remained consistent during the month of April in all licensed programs.

School Age Programs

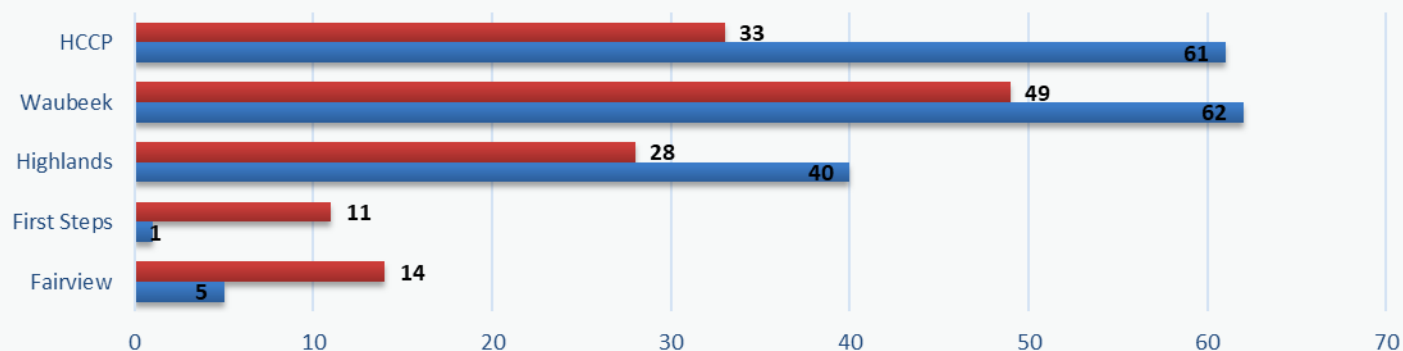
April 2023

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	21	8	5
Mapleridge Before School	6	0	2
Mapleridge Summer Program	N/A	20	N/A
St. Gregory's After School	9	0	0
Sundridge Centennial After School	14	7	4
Land of Lakes After School	13	5	10
Home Child Care	39	10	5
# of Active Children	102	50	26

The school age programs remain very busy, and families are starting to request September placements. The Mapleridge Summer Program is filling up quickly as shown on the Primary Waitlist. Parents will be contacted early this month to complete the enrollment process.

Directly Operated Child Care Waitlist by Program

April 2023



In the above chart, the blue graph shows the number of children in each program requiring care immediately that we are unable to accommodate within our licensed ratios. The red graph shows the number of children on the waitlists that will need care in the future months and some families currently on maternity leave that will require care next year. There has been significant increases across the District in families requesting to be added to our waitlists. The highest increase in requests have been noted in the Town of Parry Sound and the south-east corner of the District. It is noteworthy that families will appear on both the Home Child Care Program and centre-based programs, these are not unique numbers.

Inclusion Support Services

April 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	5	6	10	3	0	0
Preschool (30M-4Y)	8	39	47	51	3	2	1
School Age (4Y+)	2	19	21	21	1	0	4
Monthly Total	11	63	74	-	7	2	5
YTD Total	12	68	-	84	24	18	7

EarlyON Child and Family Programs

April 2023

Activity	April	YTD
Number of Children Attending	1,430	3,136
Number of New Children Attending	86	172
Number of Adults Attending	911	2,023
Number of Virtual Programming Events	9	17
Number of Engagements through Social Media	1,359	1,819
Number of Views through Social Media	24,247	35,104

The EarlyON program has been fine tuning the schedule and as a result has moved the Mom's to Mom's group to Tuesday mornings. This move has allowed many new moms to attend. The family workshops and resources have focused on an overview of licensed child care and fee subsidy. School-based programs have been invited to attend the local school's Journey to Learning entry to school events.

Funding Sources for District Wide Childcare Spaces

April 2023

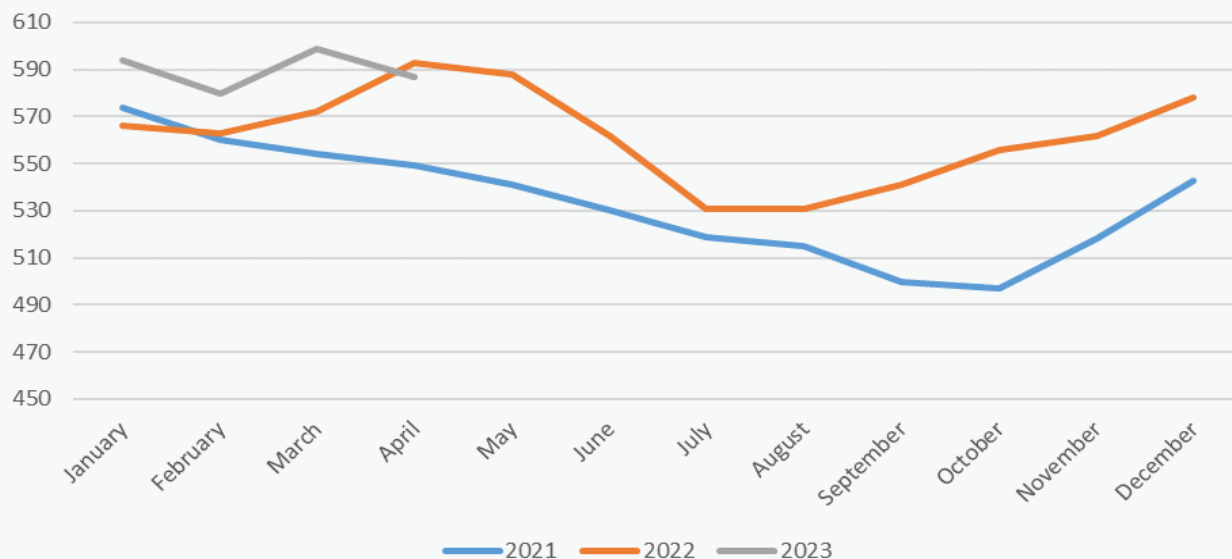
Active	# of Children	# of Families
CWELCC*	128	124
CWELCC Full Fee	201	197
Afterschool Fee Subsidy	5	5
Fee Subsidy	31	26
Full Fee	27	24
Ontario Works	8	7
Total	400	383

Funding Source - New	# of Children	# of Families
CWELCC	6	6
Ontario Works	1	1
Total	7	7

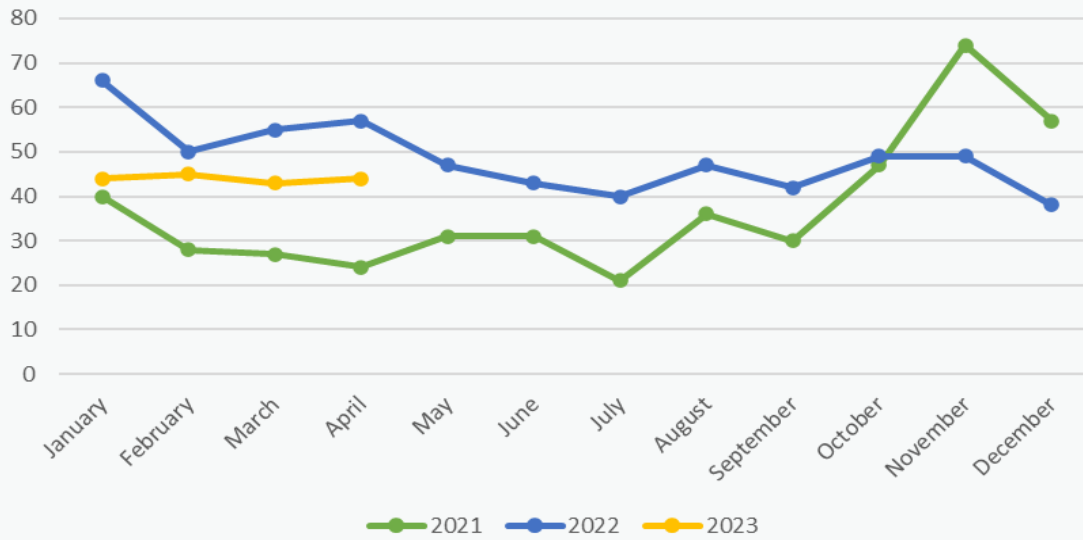
* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6

Funding Source - Exits	# of Children	# of Families
Afterschool Fee Subsidy	2	1
Total	2	1

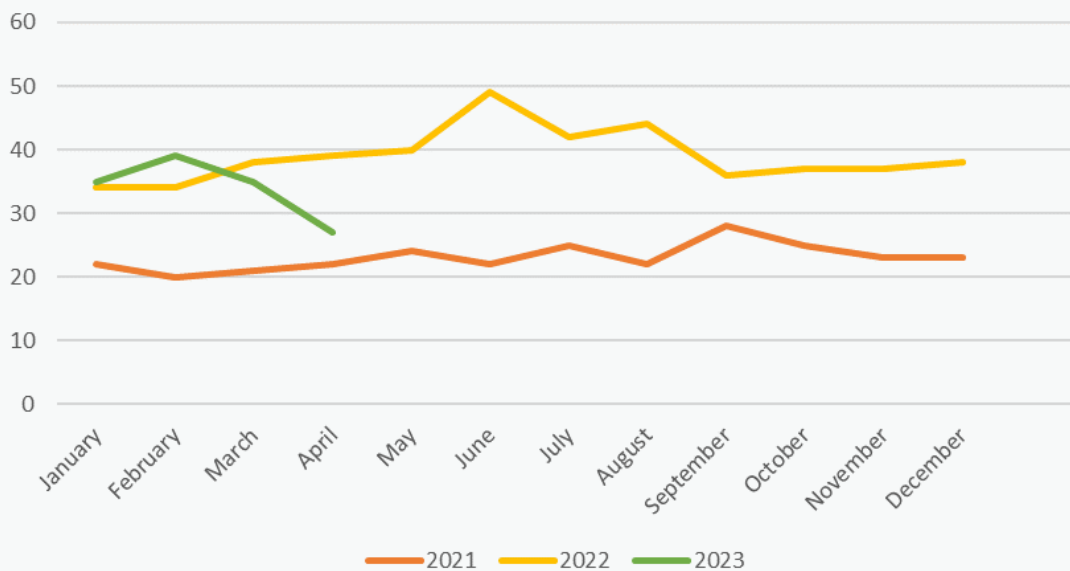
Ontario Works Caseload



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



ODSP Participants in Ontario Works Employment Assistance



Ontario Works applications

2 ▼

Average received per business day

44

Received Apr 2023

Emergency Assistance applications

1 ▲

Average received per business day

15

Received Apr 2023

Average number of business days from screening to grant

0.5 ▲

Ontario Works

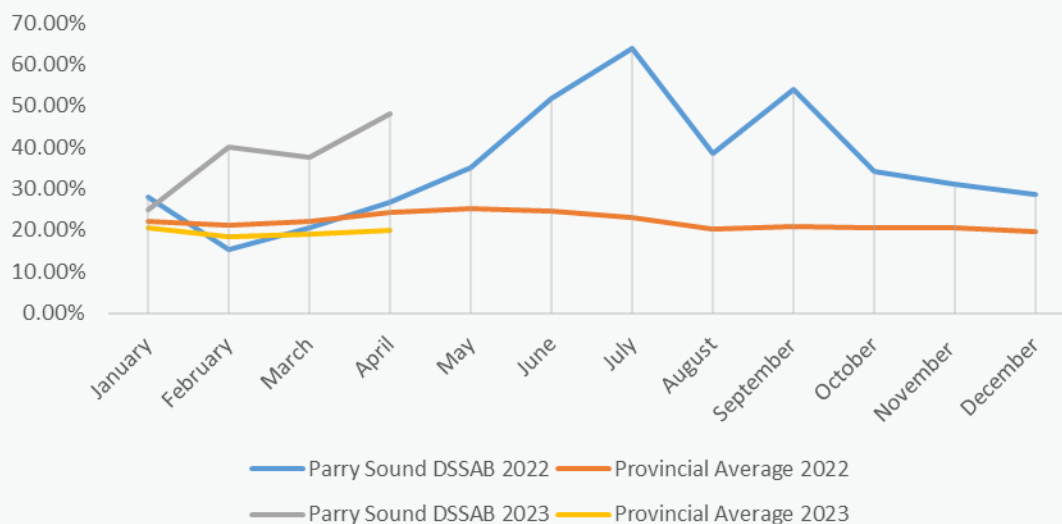
0.9 -

Emergency Assistance

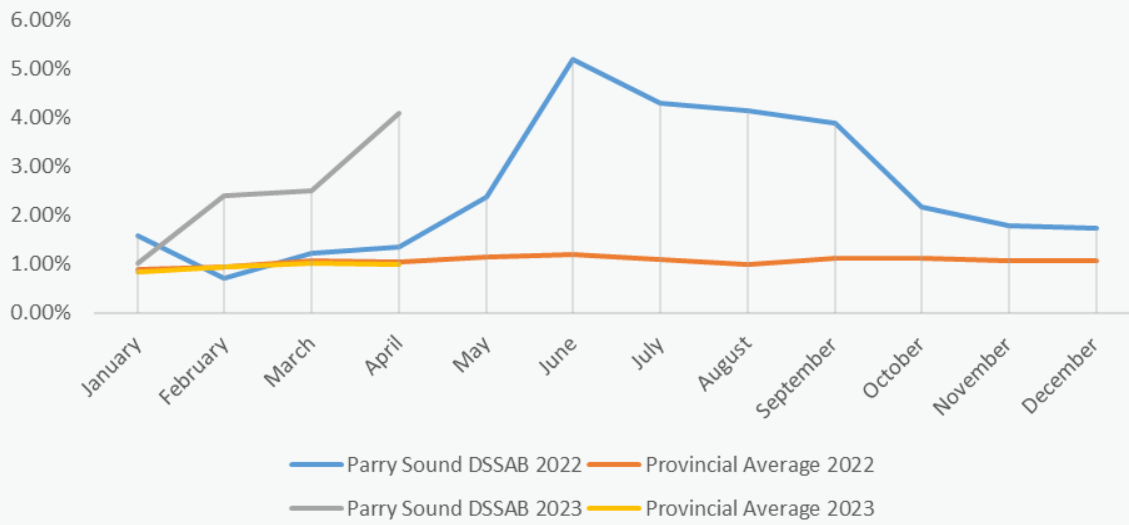
The OW Caseload for April was 587 (there 942 beneficiaries in total). We are supporting 27 ODSP participants in our Employment Assistance program. We also have 54 Temporary Care Assistance cases. Intake also remains steady. We had 44 Ontario Works Applications (up 1 from March) and 15 applications for Emergency Assistance in April.

Employment Assistance & Performance Outcomes

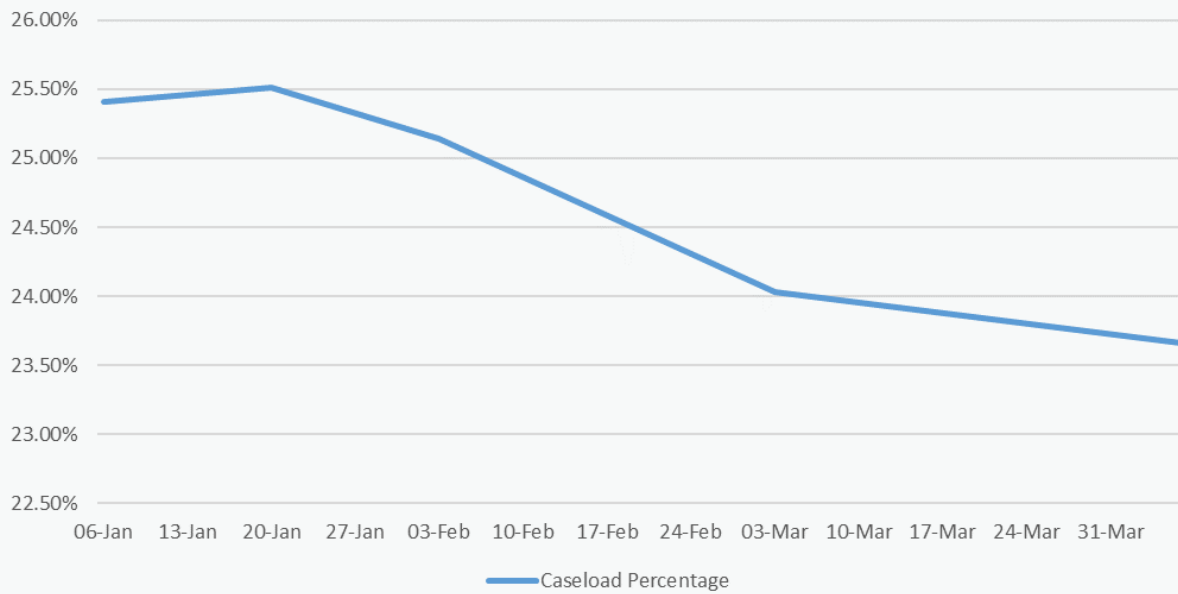
% of Closures Exiting to Employment



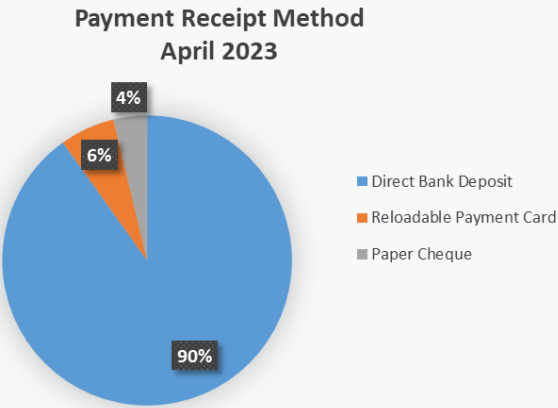
% of Caseload Exiting to Employment



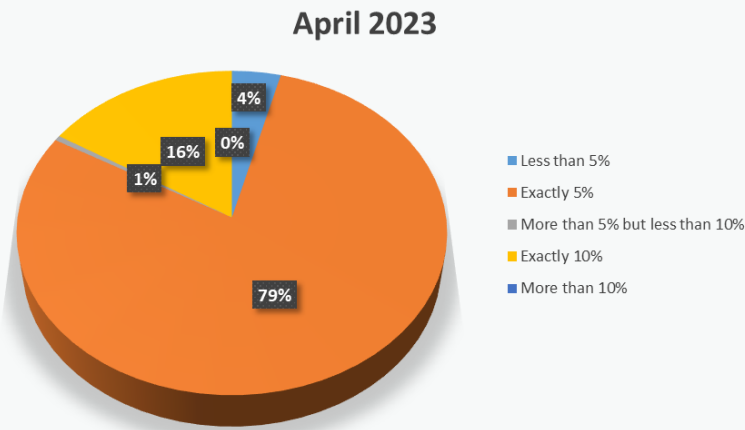
MyBenefits Enrollment 2023



DBD Enrollment



Overpayment Recovery Rate



48.5
Av. Age



32
Clients

177 Client Encounters

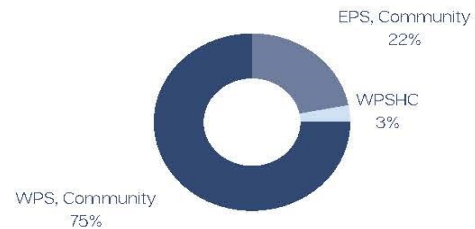
Referral Source



Client Gender



Location of Encounter



Referral Out

CMHA 6	PSFHT 3	OPP 3	RAAM 2	Min Attorney General 1	NNDSB 1
				Monarch 1	ODSP 1
			CAS 2	PSSAS 1	WPSHC 1
				DSO 1	Addiction Tx 1
	SJB 3	NPLC 3	HCCSS 2	GP 1	Detox 1

Encounter Data for 2022-2023 Q1 (Jan-Mar)

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.

April 2023

Income Source	East	West
Senior	6	16
ODSP	10	32
Ontario Works	4	12
Low Income	15	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.

April 2023

Income Source	East	West
Senior	13	20
ODSP	10	21
Ontario Works	6	15
Low Income	10	37

Contact/Referrals

April 2023	East	West	YTD
Homeless	1	2	16
At Risk	5	7	33
Esprit Outreach Homeless	2	0	2
Esprit Outreach at Risk	0	3	7
Esprit in Shelter		1	5
Program Total			63

Short Term Housing Allowance

	Active	YTD
April 2023	8	27

Housing Stability: Household Income Sources and Issuance from HPP:

April 2023	Total	HPP
Income Source		
Senior	4	\$2,604.95
ODSP	4	\$2,118.94
Low Income	3	\$1,038.14

April 2023	Total
Reason for Issue	
Utilities/Firewood	\$1,254.25
Food/Household/Misc	\$4,298.73
Emergency Housing	\$209.05
Total	\$5,762.03

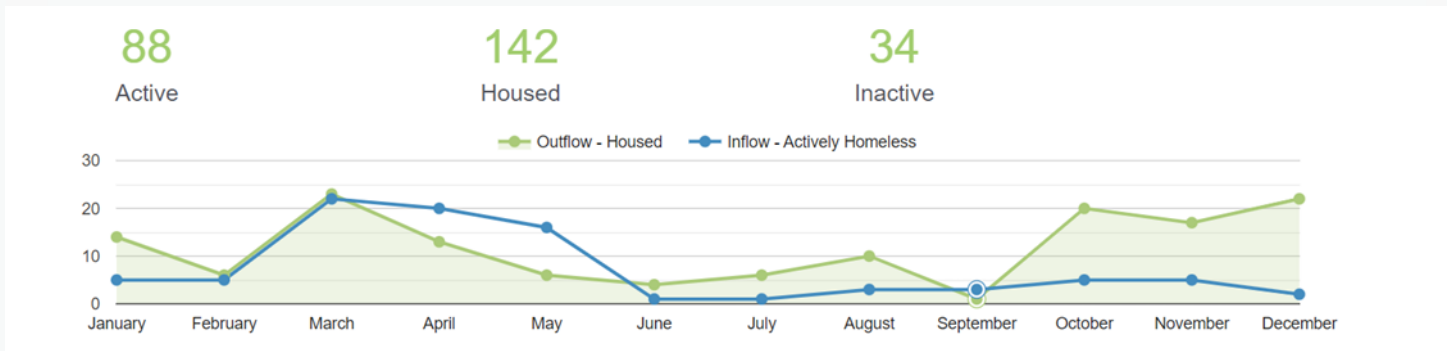
Ontario Works: Household Income Sources and Issuance from HPP

April 2023 Income Source	Total	HPP
Senior	1	\$600.00
ODSP	8	\$2,174.08
Ontario Works	7	\$1,980.83
Low Income	1	\$100.00

April 2023 Reason for Issue	Total
Rental Arrears	\$700.00
Utilities/Firewood	\$1,219.07
Food/Household/Misc.	\$2,727.84
Emergency Housing	\$208.00
Total	\$4,854.91

By-Name List Data

September 2021 - April 2023



Housing Programs

Social Housing Centralized Waitlist Report April 2023

	East Parry Sound	West Parry Sound	Total
Seniors	39	113	152
Families	123	419	542
Individuals	441	182	623
Total	603	714	1,317
Total Waitlist Unduplicated			433

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	11		17	6	
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	27	2	75	6	0

SPP = Special Priority Applicant

- Housing Programs approved 11 new applications in April
- 17 applications were cancelled; 9 of those cancellations were requests to be cancelled, and the remaining 8 were removed due to no contact/unable to be contacted due to annual updates
- 6 applicants were housed in April

Parry Sound District Housing Corporation
April 2023

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	5	6
Move in	5	13
L1/L2 forms	0	3 (missed L2's; 1 in Jan., 1 in Feb., & 1 in March)
N4 - notice of eviction for non payment of rent	0	2
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	1	5
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	3	25
Tenant Home Visits	18	66
Mediation/Negotiation/Referrals	23	42
Tenant Engagements/Education	17	51 (previous formulas were incorrect)

Property Maintenance and Capital Projects

April 2023

Pest Control	8	8 buildings monitored monthly
Vacant Units	14	one-bedroom (10); multiple bedroom (4) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	8	one-bedroom market units (8)
After Hours Calls	7	Toilet leaking, no hot water, elevator stuck on first floor, dust build-up due to construction in the building, tenant dispute issues
Work Orders	107	Created for maintenance work, and related materials for the month of April
Fire Inspections		A total of 0 units were inspected for fire safety in the month of April

Local Housing Corporation and DSSAB Buildings - April

- Fire remediation at 66 Church Street, Parry Sound is 50-60% complete
- Duplex project tender opening, and awarding
- Summer grounds/custodial contracts signed
- Move-out inspections complete, and work orders prepared
- Roof replacement investigation for childcare facility
- Internal ticket system launched
- As per consultants recommendation, in order to upgrade internal software system to create efficiency within the department, interviews with staff were done
- Following up with closing out winter snow removal contracts

Ongoing Challenges:

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

Esprit Place Family Resource Centre
April 2023

Emergency Shelter Services	April 2023	YTD
Number of women who stayed in shelter this month	8	33
Number of children who stayed in the shelter this month	6	27
Number of hours of direct service to women (shelter and counselling)	114	491
Number of days at capacity	17	73
Number of days over capacity	2	31
Overall capacity %	93%	93%
Resident bed nights (women & children)	278	1,111
Phone interactions (crisis/support)	37	97

Transitional Support	April 2023	YTD
Number of women served this month	10	35
Number of NEW women registered in the program	1	1
Number of public ed/groups offered	1	3

Child Witness Program	April 2023	YTD
Number of children/women served this month	22	40
Number of NEW clients (mothers and children) registered in the program	3	15
Number of public ed/groups offered	0	1