



# **Chief Administrative Officer's Report**

*July 2026*

## 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.



## Northern Ontario Service Deliverers Association (NOSDA) AGM & Conference (June 9-11, North Bay)

Several members of the Parry Sound DSSAB management team, along with Board Vice-Chair Brandt, attended the Northern Ontario Service Deliverers Association (NOSDA) Annual General Meeting and Conference, held in North Bay from June 9-11, 2026. The Parry Sound DSSAB was pleased to co-host this year's event in partnership with the District of Nipissing Social Services Administration Board.

The conference brought together municipal leaders, service system managers, ministry representatives, elected officials, and community partners from across Northern Ontario to discuss current and emerging issues affecting housing, homelessness, child care, employment services, and social assistance.

Highlights included an engaging keynote presentation by Walter Cecchini, who shared insights on leadership, community-building, and creating resilient organizations. Delegates also participated in discussions on the future of Employment Services transformation, provincial policy and funding priorities, and innovative approaches to addressing the housing crisis. A session by EllisDon Community Builders explored opportunities for strategic housing portfolio development and partnerships to accelerate the delivery of affordable housing in Northern Ontario.

The conference provided valuable opportunities to strengthen relationships with colleagues and provincial partners, exchange best practices, and advocate for the unique needs and priorities of Northern Ontario communities. Feedback from attendees was overwhelmingly positive, reflecting the success of the event and the strong collaboration between the two host DSSABs.



### 'Everyday Impact'

While Jamie and Courtney were on their lunch break, they observed an elderly man riding a bicycle unsteadily along the roadway. He appeared very wobbly and suddenly lost control, veering off the road and into the ditch. Concerned for him, they quickly rushed over to check on him. The man stated he was alright. Jamie and Courtney carefully worked together to lift his bike out of the ditch. John was also near by and came over to assist him out of the ditch.

The man explained he had bought the bicycle 30 minutes earlier and was still getting used to riding it. He stated that the blackflies had become overwhelming and, while trying to keep away from them, he lost his balance and went into the ditch. They confirmed with the man that he was ok and he then continued on.

This demonstrated empathy, compassion, teamwork and a quick response in assisting a community member in need. They acted calmly to the situation and prioritized the man's safety and well being.



Human Resources Quarterly Update

The Human Resources Department remained actively engaged throughout the quarter in supporting employees as the organization transitioned into the summer months. Key efforts focused on promoting employee wellness, providing heat-stress training, and ensuring staff had access to the resources and supports needed to carry out their important work effectively and safely.

Recruitment & Staffing

2026 Job Postings (Apr 1 – June 30)

- non-union: 0
- union: 10

All job postings to date are for positions within the currently approved budget staffing complement. Most positions requested are for full-time roles (74%), with permanent status preferred (57%) over contract (43%). Posting requests have been spread across the district, with the West (48%) and East (45%), and Waubeek (23%) is the most common initial physical location.

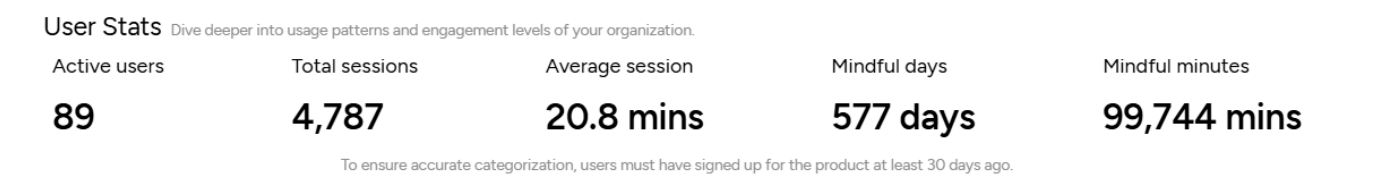
Recruitment of Early Childhood Educators continues to present a significant challenge, reflecting broader labour market pressures across the sector. Demand for qualified ECE professionals remains high, while the available pool of candidates is limited, creating increased competition among employers and extending recruitment timelines. As a result, attracting and retaining qualified ECE staff remains an ongoing priority and requires continued focus on recruitment strategies, workplace supports, and retention initiatives.

Current staffing complement: 169 employees

Employee Wellness

The DSSAB continues to provide employees with access to the Calm app as part of its commitment to supporting employee wellness and mental health. Calm is a digital wellness platform that offers guided meditation, sleep support, stress-management tools, relaxation exercises, and mindfulness resources designed to help individuals manage the demands of work and daily life. Providing access to this type of support is important in promoting resilience, reducing stress, and encouraging employees to take a proactive approach to their overall well-being. Employee uptake has been strong, with 61% of employees accessing the app, demonstrating clear interest in and value placed on accessible mental health and wellness supports.

Usage statistics for the Calm App:



## **Training and Development**

From April through June, several staff training and development activities were completed across the organization. On April 1, Working from Heights training was completed for all the Facilities Maintenance Technicians. First Aid and CPR recertification was also provided in Parry Sound and South River throughout April.

On May 21, Supervisors and directors participated in Conflict Competence Training, which focused on strengthening leadership and culture through conflict competence and enhancing skills for having difficult conversations. In June, Heat and Cold Stress training was completed for the Facilities Maintenance Technicians.

In addition, Food Safety training was arranged for three staff members. Other training sessions assigned throughout this period included A Humanistic Approach to Civility in the Workplace, The Foundations of Collaboration, and Complete Guide to Conflict Management in the Workplace. Additionally, four Supervisor Health and Safety training sessions were scheduled.

## **HR News**

A notable human resources and workplace safety issue in Ontario continues to be the increased focus on workplace violence prevention and employer due diligence in service-based environments. Provincial health and safety compliance activity has emphasized the need for employers to maintain effective violence prevention policies, risk assessments, reporting procedures, worker training, and follow-up processes. For organizations such as DSSABs, this is relevant not only from a legislative compliance perspective, but also as a workforce stability issue, as employee perceptions of safety can directly affect morale, attendance, retention, and recruitment.

This trend reinforces the importance of continuing to strengthen workplace safety practices as part of the organization's broader people strategy. DSSAB remains committed to workplace violence prevention and to exercising due diligence in protecting employees through clear policies, ongoing training, appropriate reporting and response mechanisms, and continuous review of workplace risks and safeguards

## Licensed Child Care Programs

| Total Children Utilizing Directly Operated Child Care in the District<br>May 2026 |                  |                     |                   |                  |      |       |
|-----------------------------------------------------------------------------------|------------------|---------------------|-------------------|------------------|------|-------|
| Age Group                                                                         | Fairview<br>ELCC | First Steps<br>ELCC | Highlands<br>ELCC | Waubeeek<br>ELCC | HCCP | Total |
| Infant<br>(0-18m)                                                                 | 2                | 1                   | 0                 | 1                | 9    | 113   |
| Toddler<br>(18-30m)                                                               | 8                | 7                   | 7                 | 15               | 23   | 68    |
| Preschool<br>(30M-4y)                                                             | 20               | 18                  | 24                | 40               | 56   | 151   |
| # of Active<br>Children                                                           | 30               | 26                  | 31                | 56               | 88   | 232   |

## School Age Programs

| School Age Programs<br>May 2026 |            |
|---------------------------------|------------|
| Location                        | Enrollment |
| Mapleridge After School         | 26         |
| Mapleridge Before School        | 11         |
| Home Child Care                 | 24         |
| # of Active Children            | 61         |



Directly operated childcare programs have increased overall enrollment by 10 children over this same reporting period in 2025. We continue to focus on increasing enrollment at First Steps Early Learning and Childcare Centre in South River, as well as recruiting Home Childcare Providers across West Parry Sound. We are anticipating the opening of a new home this summer.

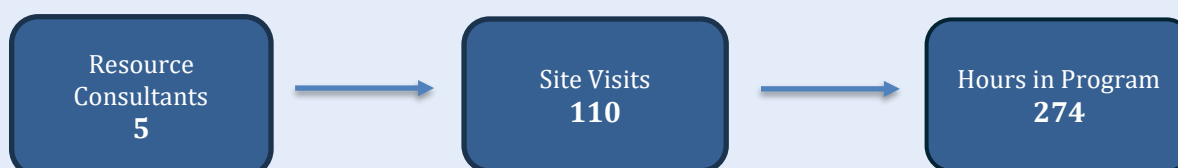
We are preparing for Mapleridge Summer Recreational program and have reached capacity for enrollment. Start date is Monday, June 29 and runs 9 weeks, ending Friday, August 28.

# Inclusion Support Services – May 2026

| Age Group                 | EarlyON   | Licensed ELCC | Monthly Total | Discharges | Referrals | Waitlist |
|---------------------------|-----------|---------------|---------------|------------|-----------|----------|
| Infant (0–18 months)      | 0         | 1             | 1             | 0          | 0         | 0        |
| Toddler (18–30 months)    | 2         | 5             | 7             | 0          | 1         | 0        |
| Preschool (30–47 months)  | 8         | 43            | 51            | 0          | 3         | 0        |
| JK/SK (48 months–6 years) | 1         | 22            | 23            | 0          | 0         | 0        |
| School Age (6 years+)     | 1         | 1             | 2             | 0          | 0         | 0        |
| Monthly Total             | 12        | 72            | 84            | 0          | 4         | 0        |
| <b>Year to Date</b>       | <b>15</b> | <b>77</b>     | <b>94</b>     | <b>6</b>   | <b>25</b> | <b>0</b> |

## Active Caseload: 84 Children

Referrals: 4 – 2 Speech and Language Delays, 2 Social Emotional/Self Regulation



## Inclusion Support Services Update

A significant highlight this quarter was the participation of all Resource Consultants, the Program Supervisor, and the CCSM Director at the Early Childhood Resource Consultant Network of Ontario (ECRCNO) Conference in May. The annual provincial conference provides specialized professional learning opportunities for Resource Consultants working in early childhood settings across Ontario. The 2026 conference focused on evidence-informed practices, practical application, and reconnecting with the core values of early childhood resource consulting. Through engaging workshops, hands-on learning experiences, and networking opportunities, team members strengthened their knowledge and skills to further support inclusive practices throughout our service area.

In June, the ISS Supervisor facilitated a full day presentation and Resource Consultants led table discussions during a DOCC Communities of Practice Training Day. The session, "Living into the Four Foundations of "How Does Learning Happen?" Through Documentation," provided educators with opportunities to engage in reflective practice and collaborative learning. Through their leadership and facilitation, Resource Consultants demonstrated and strengthened the SNR Service Delivery Model principles of **Capacity Building** and **Foundational Conditions**, supporting educators in deepening their understanding of pedagogical documentation and responsive practice.

The principle of **Integrated Supports** was also evident throughout the quarter. Children and families benefit when educators and service providers collaborate intentionally and make timely referrals and connections to appropriate supports. Resource Consultants participated in numerous school transition meetings for children currently receiving support who will be entering Kindergarten in September. Through ongoing collaboration with families, educators, school board personnel, and community partners, Resource Consultants helped coordinate transition planning and promote continuity of support, helping children and families feel confident and prepared as they move into the school system.

Finally, the West Team collaborated with EarlyON staff to support the annual Earth Day community event in Parry Sound in April. Participation in this community initiative provided opportunities to connect with families, promote awareness of available services, and strengthen relationships with community partners while supporting a shared commitment to environmental stewardship and community engagement.

| EarlyON Child and Family Centre<br>Reporting Month: May 2026 |               |              |
|--------------------------------------------------------------|---------------|--------------|
| Activity                                                     | Monthly Total | Year to Date |
| Number of Child Visits                                       | 889           | 4168         |
| Number of Unique Children - monthly                          | 286           |              |
| Number of Adult Visits                                       | 644           | 3100         |
| Number of Unique Adults - monthly                            | 233           |              |
| Number of Professionals                                      | 33            | 141          |
| Number of Virtual Programming Events                         | 7             | 18           |
| Number of engagements - social media                         | 520           | 1825         |
| Number of views - social media                               | 25,550        | 106,472      |

## EarlyON Update

May was a busy month attending the Journey into Learning and Carnival events. The EarlyON team participated in events at Quatre-Vents, Parry Sound Public, St. Peter's, McDougall, Evergreen, Magnetawan and Argyle.

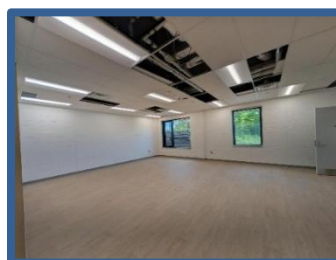
Transition to kindergarten is a key "bridge" period where EarlyON can help children and families feel connected, confident, and ready for the move into the school environment.

- It supports continuity of learning through consistent pedagogy and play-based experiences.
- It reduces the "stress" of transition by building relationships and familiarity with schools.
- It helps families navigate services and supports before school entry.

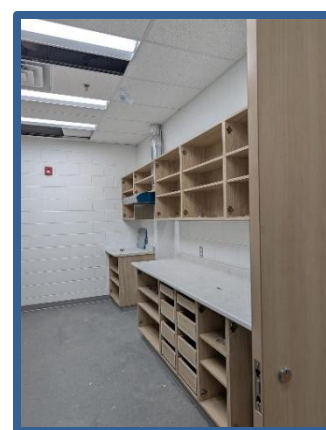
To support the school transition a kindergarten preparation program was held in Burk's Falls June 8, 9, 10, in Parry Sound June 3, 10 and in South River June 17, 18, 19. All programs were well attended and the team received positive feedback from the families. Parents were required to attend with their child and receive information on what they could be working on at home to better prepare their child as well as participate in the activities with the children. On June 4<sup>th</sup>, the Director, Supervisor and Resource Facilitator from EarlyON along with the Director of IT and IT Support Technician from the DSSAB, had the opportunity to tour the new EarlyON site that is collocated in the new school in Parry Sound. The anticipated occupancy date is scheduled for late August, early September. The new space will give us the opportunity to expand programming within the town of Parry Sound.



Entry from hallway/office



Main space



Kitchen space

**Child Care Service Management**  
**Total Children by Funding Source**

| <b>ACTIVE</b>            |                      |                      |
|--------------------------|----------------------|----------------------|
| <b>Funding Source</b>    | <b># of Children</b> | <b># of Families</b> |
| CWELCC                   | 47                   | 45                   |
| CWELCC Full Fee          | 228                  | 225                  |
| Extended Day Fee Subsidy | 2                    | 2                    |
| Fee Subsidy              | 19                   | 17                   |
| Full Fee                 | 18                   | 16                   |
| Ontario Works            | 3                    | 3                    |
| <b>Total Active:</b>     | <b>317</b>           | <b>308</b>           |

| <b>NEW</b>               |                      |                      |
|--------------------------|----------------------|----------------------|
| <b>Funding Source</b>    | <b># of Children</b> | <b># of Families</b> |
| CWELCC                   | 2                    | 2                    |
| CWELCC Full Fee          | 2                    | 2                    |
| Extended Day Fee Subsidy | 0                    | 0                    |
| Fee Subsidy              | 2                    | 2                    |
| Full Fee                 | 0                    | 0                    |
| Ontario Works            | 0                    | 0                    |
| <b>Total New:</b>        | <b>6</b>             | <b>6</b>             |

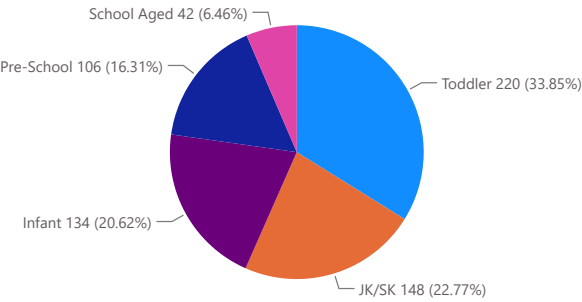
| <b>EXITS</b>             |                      |                      |
|--------------------------|----------------------|----------------------|
| <b>Funding Source</b>    | <b># of Children</b> | <b># of Families</b> |
| CWELCC                   | 0                    | 0                    |
| CWELCC Full Fee          | 0                    | 0                    |
| Extended Day Fee Subsidy | 0                    | 0                    |
| Fee Subsidy              | 1                    | 1                    |
| Full Fee                 | 0                    | 0                    |
| Ontario Works            | 0                    | 0                    |
| <b>Total Exits:</b>      | <b>1</b>             | <b>1</b>             |

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 Application Portal by removing duplicates, training staff and assisting families with updating their profiles.

Data for May2026

| Children Waiting for Primary Care                                                                                                                                                                                                                                             | Additions to Application Portal |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| 145                                                                                                                                                                                                                                                                           | 43                              |
| Unique Children Waiting for Care                                                                                                                                                                                                                                              |                                 |
| 476                                                                                                                                                                                                                                                                           |                                 |
| <b>Waiting for Care</b> - This number represents the unique children who are currently applied for care. This includes children who may already be placed in a program and have applied to another. This also includes the number of children pre-registered for future care. |                                 |
| Children Waiting for Future Care                                                                                                                                                                                                                                              |                                 |
| 325                                                                                                                                                                                                                                                                           |                                 |
| Total Number of Children past preferred start date (Unique)                                                                                                                                                                                                                   |                                 |
| 148                                                                                                                                                                                                                                                                           |                                 |

Waitlist by Age Category



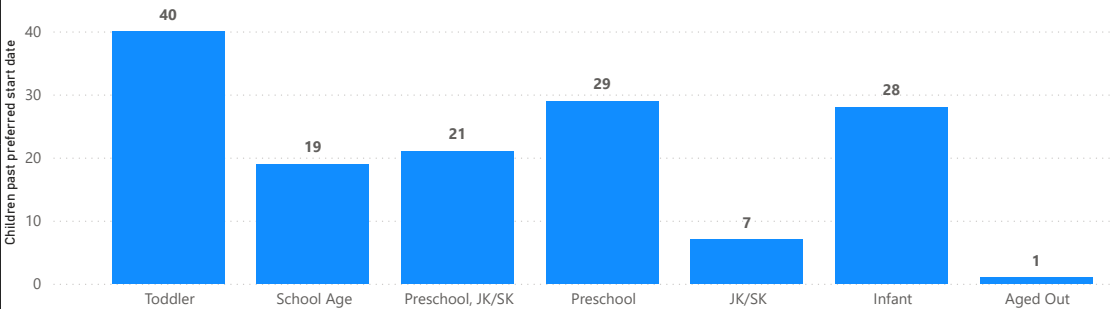
Year, Month

Multiple selections

Month

May

Number of Children past their preferred start date by age



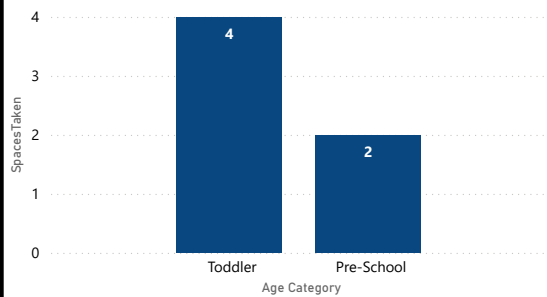
Year

2026

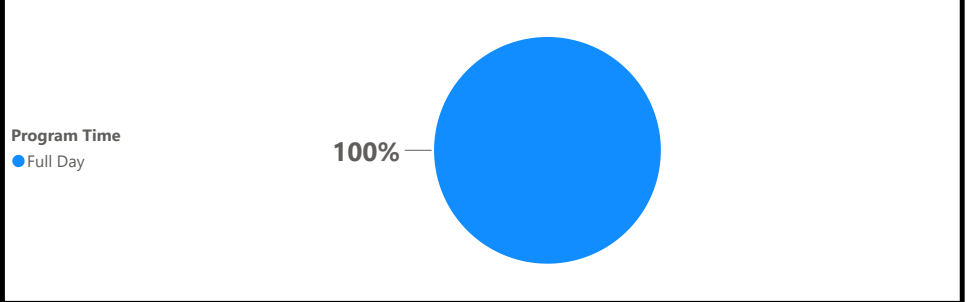
Month

May

Spaces Filled by Age Category



Spaces Filled by Program Time



Children Placed

6

Spaces Filled

6

**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.



## Child Care Service Management Quarterly Update

Ontario's CWELCC cost-based funding model includes annual accountability steps that Child Care Service System Managers complete to support transparent stewardship of public funding and to ensure reported costs align with provincial eligibility rules. A key requirement is the year-end Standardized Financial Report (SFR) process, where each CWELCC-enrolled operator submits standardized operational/financial information (January to December) and an annual attestation for each eligible centre or home child care agency, and the DSSAB reviews the submissions for accuracy and compliance and completes year-end reconciliation activities. The Ministry uses the data collected and developed through this process to monitor trends and refine funding approaches over time, and DSSABs were required to submit their SFR-related data to the Ministry by June 1, 2026.

In addition to standardized reporting, Ontario required targeted Cost Reviews to support cost control within the cost-based funding model by focusing on a small subset of legacy/existing centres and agencies with disproportionately high top-up allocations. The results have been submitted to the Ministry.

Ontario also includes an independent compliance assurance step through Direct Engagement work that is tied to year-end reporting and reconciliation activities. From a local implementation perspective, the DSSAB complemented these province-wide requirements by conducting individual financial meetings with all child care operators across the district to discuss 2025 year-end reconciliation expectations, the Cost Review process, and SFR requirements. These conversations also initiated early planning for upcoming mid-year reconciliation activities, including anticipated mid-July/early-August submission timelines and related expectations, and the one-on-one engagement approach was well received by operators.

### Quality Assurance

As we approach the summer of 2026, preparations are underway for the Pedagogical Lead to conduct visits across all summer recreation programs. These visits will focus on assessing the overall quality of programming for children throughout the summer months. A standardized assessment tool will be used to evaluate key areas, including:

- Leader-child interactions
- Supervision and safety practices
- Child-to-child interactions
- Leader behaviour and professionalism
- Program characteristics and available supports

This process will support continuous quality improvement and ensure that all programs are providing safe, engaging, and developmentally appropriate experiences for children.

### Supporting Family Access to Affordable Care

With the start of summer vacation, the Fee Subsidy Program has intensified efforts to assist families in accessing affordable child care through summer recreation programs across the district.

Recognizing the ongoing impact of rising living costs and increasing recreation fees, the subsidy team is proactively working to connect with families in need.

Key strategies include:

- Distribution of social media outreach and informational flyers
- Strengthening partnerships with community agencies
- Targeted efforts to reach underserved or unaware families

Through these initiatives, the program aims to expand access and ensure more children can benefit from safe and enriching summer experiences.

## Workforce Support and Quality Assurance

As the province continues to face challenges related to Early Childhood Educator (ECE) recruitment and retention, there remains a strong focus on supporting educators across all early years and child care settings, including:

- Licensed child care
- School-age care programs
- Recreation programs
- EarlyON centres
- Home child care providers

Ongoing Quality Assurance (QA) visits play a critical role in this effort. These visits allow for:

- Identification of individual program strengths and needs
- Direct support tailored to each program
- District-level insights to guide system-wide improvements

As of June 2026, the Pedagogical Lead has completed 68 visits across the district, supporting programs in delivering high-quality early learning experiences aligned with *How Does Learning Happen?*, Ontario's pedagogical framework. Insights gathered through observations and conversations during these visits have been instrumental in informing program-specific goals and continuous improvement strategies.

## Professional Learning and Educator Well-Being

To further support educators, four Professional Development (PD) days have been offered to all operators, enabling:

- Access to meaningful professional learning opportunities
- Team building and collaboration within programs
- Time for reflection and skill development

Feedback from participants has been overwhelmingly positive, with educators indicating that these opportunities contribute significantly to feeling valued and supported within the sector. Looking ahead to Fall 2026, two full-day, district-wide training sessions are planned:

### 1. School-Age Educator Training, Focus Areas:

- Streamlining and simplifying program planning
- Strategies for effectively navigating and responding to challenging behaviours

### 2. District-Wide Educator Training, Focus Areas:

- The importance of outdoor play in children's development
- Environmental awareness and experiential learning
- Real-world examples and storytelling to enhance educator practice

This training will emphasize the significant benefits of outdoor environments and support educators in creating enriching, nature-based learning experiences for children.

Through coordinated efforts in program quality assessment, family access to subsidy, workforce support, and professional development, the district continues to strengthen its commitment to high-quality, inclusive, and sustainable child care and recreation services. These initiatives are essential in supporting both children's development and educator well-being across the system.

## Income Support & Stability Quarterly Update

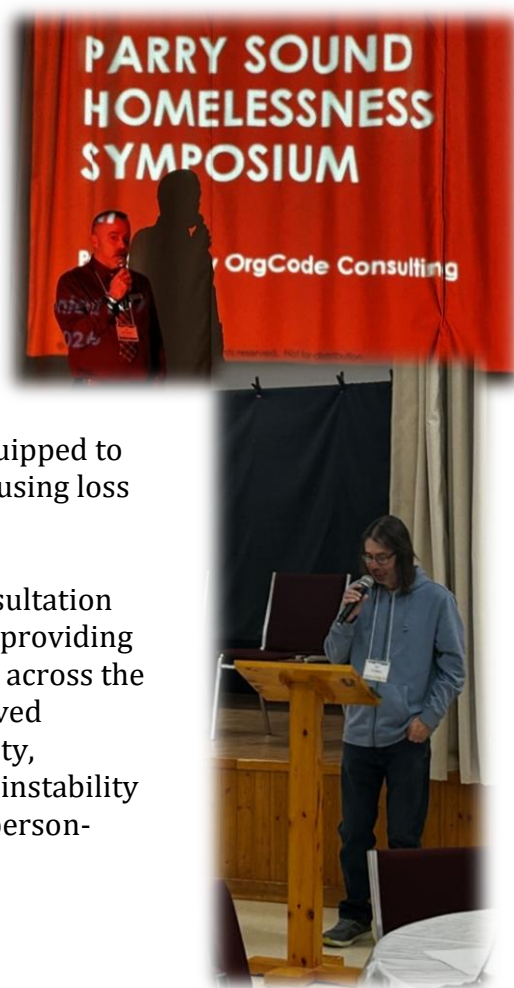
On April 1, 2026, staff were informed that our program had been accepted as a Built for Zero community, through the Canadian Alliance For Ending Homelessness. This achievement aligns closely with the work already underway to strengthen our Homelessness Prevention and Response System through the implementation of the Housing Loss Prevention Strategy and our commitment to making chronic homelessness rare, brief, and non-recurring.

Since then, Program Supervisors and Team Leads have been working closely with our Built for Zero Coach to collect data and complete the required scorecards. Once these scorecards are accepted by Built for Zero, we will receive a Quality By-Name List designation. We will also be eligible to apply for additional Homelessness Reduction Innovation Funding specifically aimed at supporting efforts to end homelessness across our District.

This is a significant undertaking for the program, but it also presents exciting opportunities. Throughout the remainder of 2026, we anticipate access to new resources, learning opportunities, and potential funding that will further strengthen our work and help us advance our goal of ending chronic homelessness.

On April 23rd 2026, our Income Support & Stability District Team hosted an event on our Housing Loss Strategy. This event brought together representatives from across the District of Parry Sound, including municipal leaders, by-law officers, community agencies, and other key partners to learn about our Housing Loss Prevention Strategy and the vital work of our Integrated Service Navigators (ISNs). The session provided an opportunity to strengthen collaboration, increase awareness of available supports, and highlight the proactive, community-based approaches being used to prevent homelessness. By fostering a shared understanding of housing challenges and the resources available, participants left better equipped to work together in supporting individuals and families at risk of housing loss throughout the District.

Nicole from OrgCode joined us to share the findings from the consultation process that helped shape our Housing Loss Prevention Strategy, providing valuable insight into the needs, gaps, and opportunities identified across the Parry Sound District. Attendees also heard from a speaker with lived expertise, who graciously shared his personal journey with honesty, resilience, and humour. His story brought the realities of housing instability to life, reminding everyone of the importance of compassionate, person-centered approaches to preventing homelessness



Outreach continues to build momentum through strong partnerships with community agencies and service providers across the district. Active collaboration is strengthening coordinated supports for individuals and families while enhancing the overall response to community needs. The program remains committed to building relationships that promote seamless service delivery, improve access to supports, and foster greater coordination among community partners.



Staff also continue to support local organizations by attending community events throughout the district. These events provide valuable opportunities to build relationships, increase awareness of available services, and connect with individuals where they are, helping to reduce barriers to engagement.



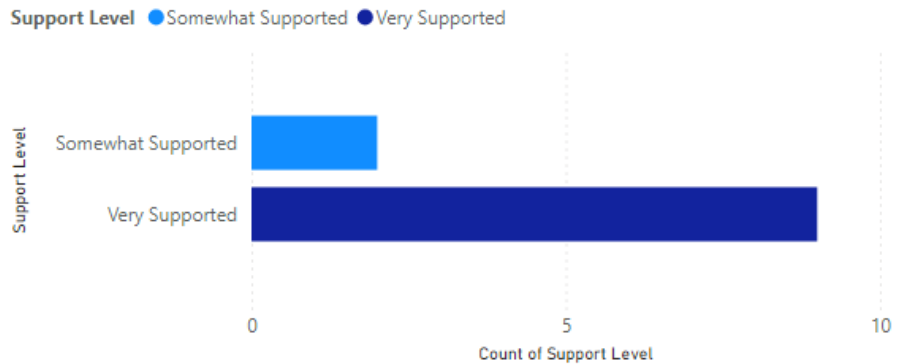
Community Connection Clinics were hosted in municipalities across the district to improve access to essential programs, services, and benefits. The clinics offered one-on-one assistance with services including income tax filing, the Canada Dental Care Plan (CDCP), the Ontario Electricity Support Program (OESP), Health Care Connect, and referrals to other community resources. By bringing these supports directly into local communities, the clinics reduced barriers to access, increased awareness of available programs, and helped ensure residents received the benefits and services for which they were eligible.

Over the past three months, Integrated System Navigators (ISNs) have been testing several enhancements to the FIIT program. These improvements were developed through ongoing collaboration with frontline staff, whose daily experience and expertise are critical to ensuring the system effectively supports both clients and case management practices. By actively seeking staff feedback and incorporating their recommendations, we are building a system that reflects the realities of frontline work and better aligns with program workflows. This collaborative approach not only strengthens staff engagement and ownership but also ensures that enhancements are practical, meaningful, and responsive to client needs. The changes being implemented will support the collection of additional data, improve the integration of information across services, and create a more organized and efficient system that aligns with the case management process. Ultimately, these enhancements are designed to provide staff with the tools they need to deliver coordinated, client-centered supports and improve outcomes for the people we serve.

## Transitional Housing Update

This quarter, two individuals successfully transitioned from transitional housing units into permanent housing, marking an important milestone in their housing journey. Their move not only provided them with greater stability and independence but also created space for two individuals experiencing homelessness from our By-Name List to access transitional housing. This ongoing movement through the housing continuum demonstrates the impact of coordinated support and helps ensure that limited housing resources continue to serve those with the greatest need.

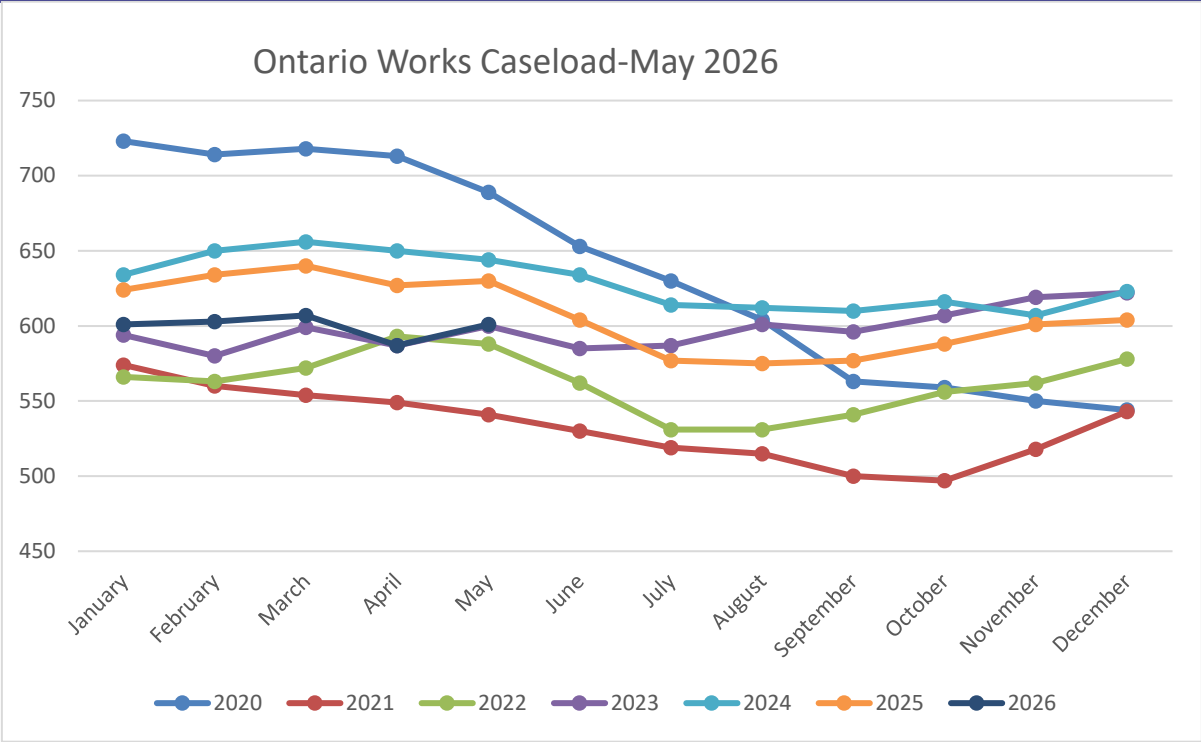
Support Level-Transitional Housing Program



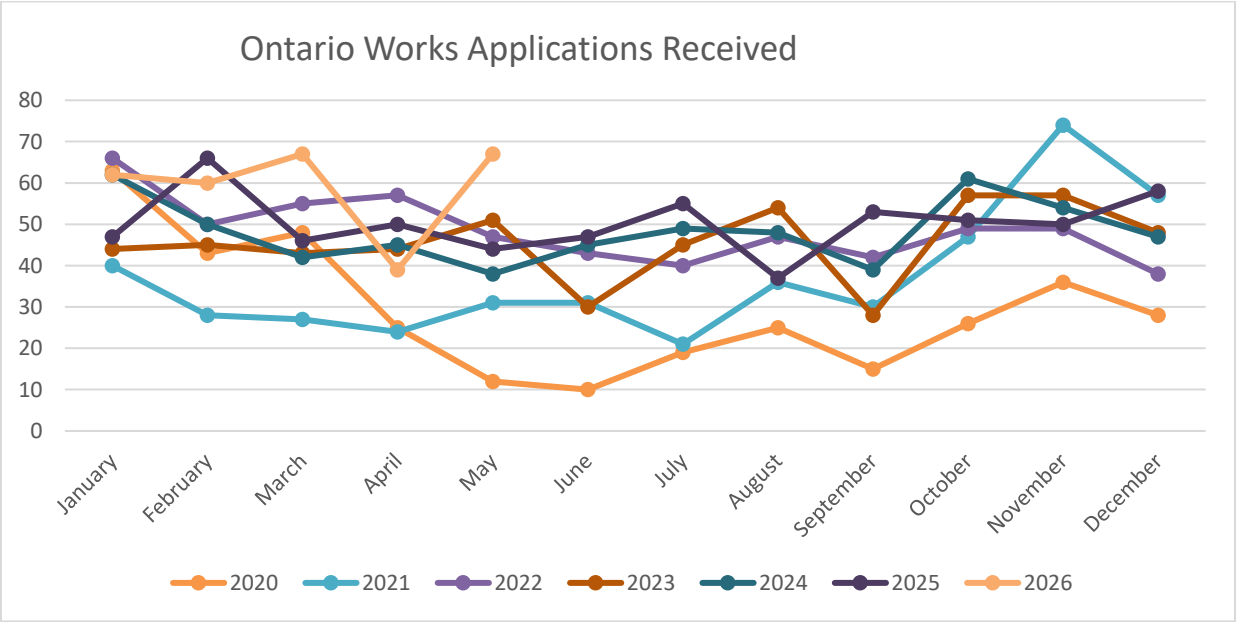
## Anti-Stigma Homelessness Campaign



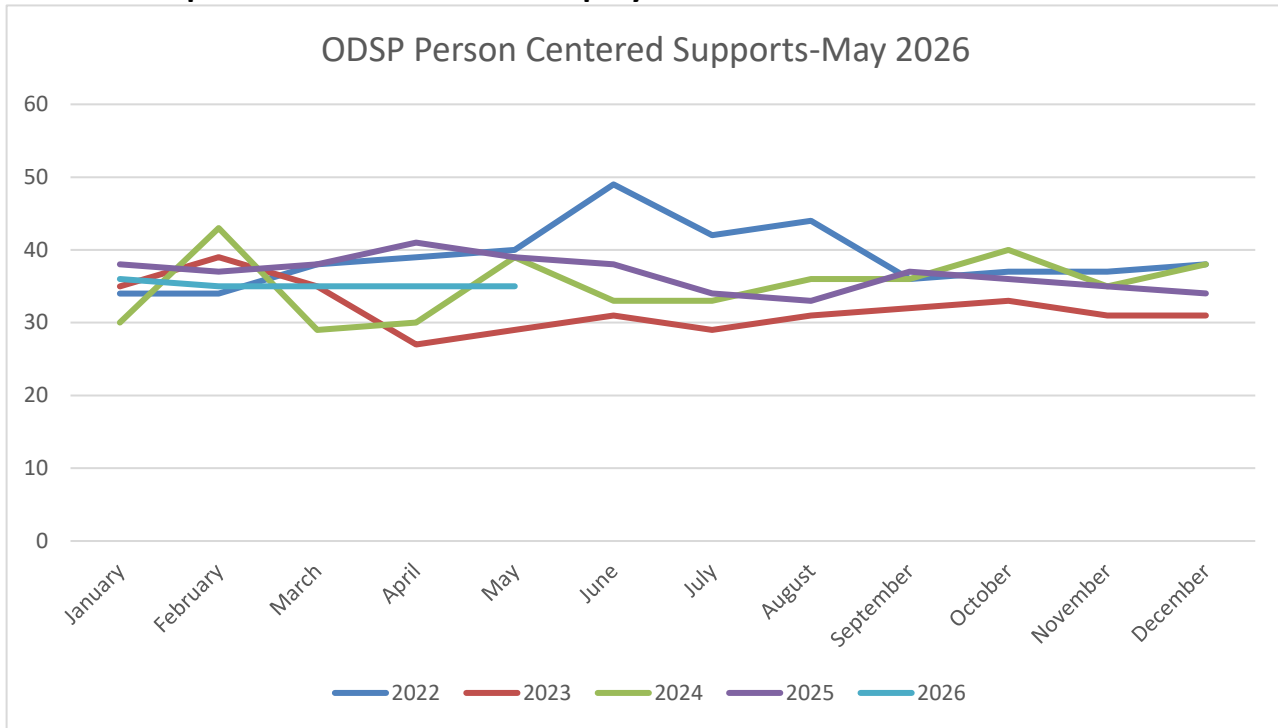
In June, Income Support and Stability began production on an educational video featuring individuals with lived expertise and Integrated System Navigators sharing how they support people in preventing homelessness and building life stabilization skills. It was a great day and a true team effort. Staff worked together to ensure everything ran smoothly, making the production a success from start to finish. Once the video is completed it will be featured on the DSSAB's social media accounts and website. The video will provide information on how to access help if you or someone you know are at risk of, or experiencing, homelessness. This project builds off the success of the Path Forward Event held in April of 2026.



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

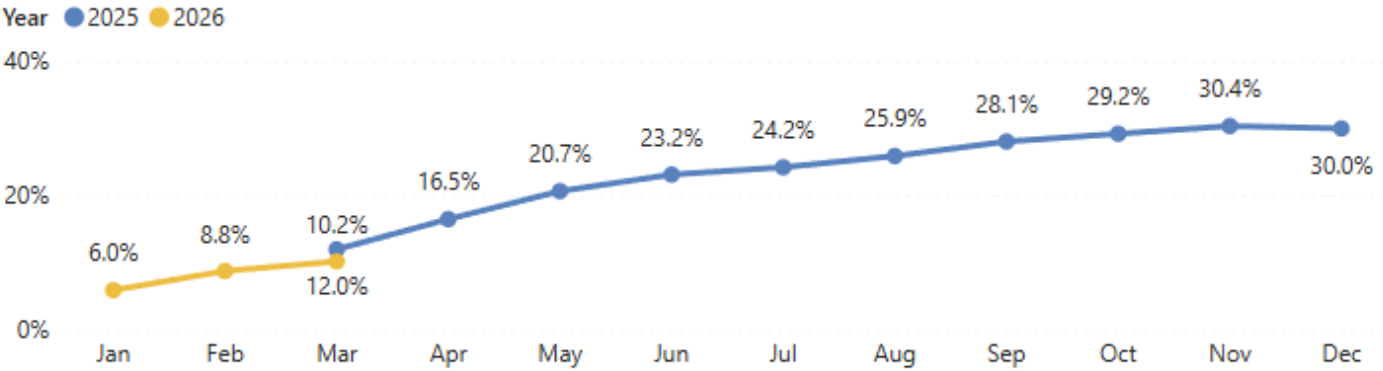


## ODSP Participants in Ontario Works Employment Assistance



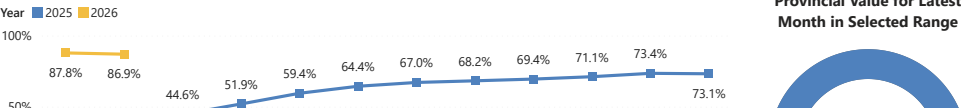
The OW Caseload continue to hold steady at **601** cases. We are providing **35** ODSP participants Person-Centred Supports. We also have **55** Temporary Care Assistance cases. **67** applications were received through the province's Ontario Works Intake Unit (OWIU).

Percentage of OW + NDA Members with mandatory participation requirements that have referred to EO (Cumulative Year-to-Date)

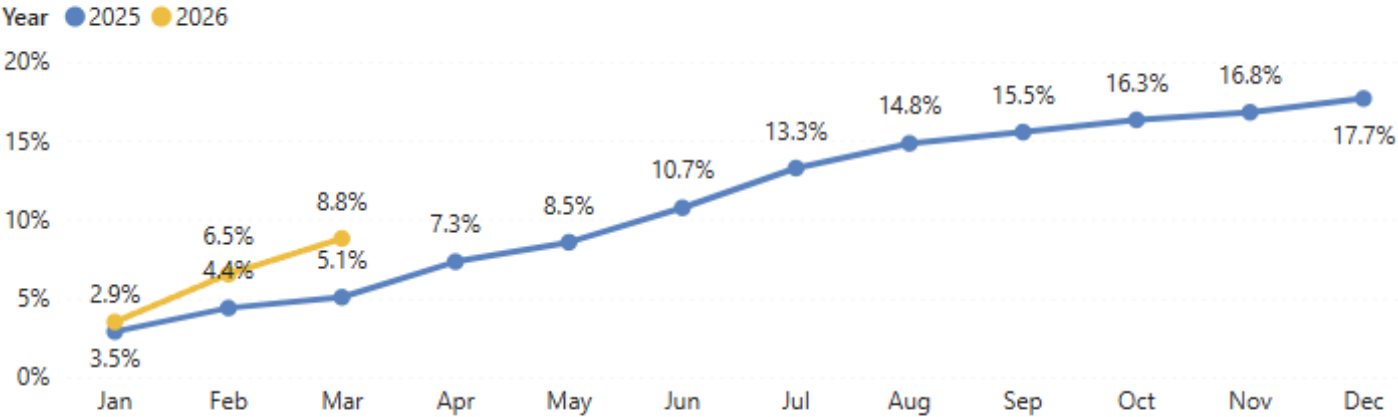


\*NDA-Non-Disabled Adult

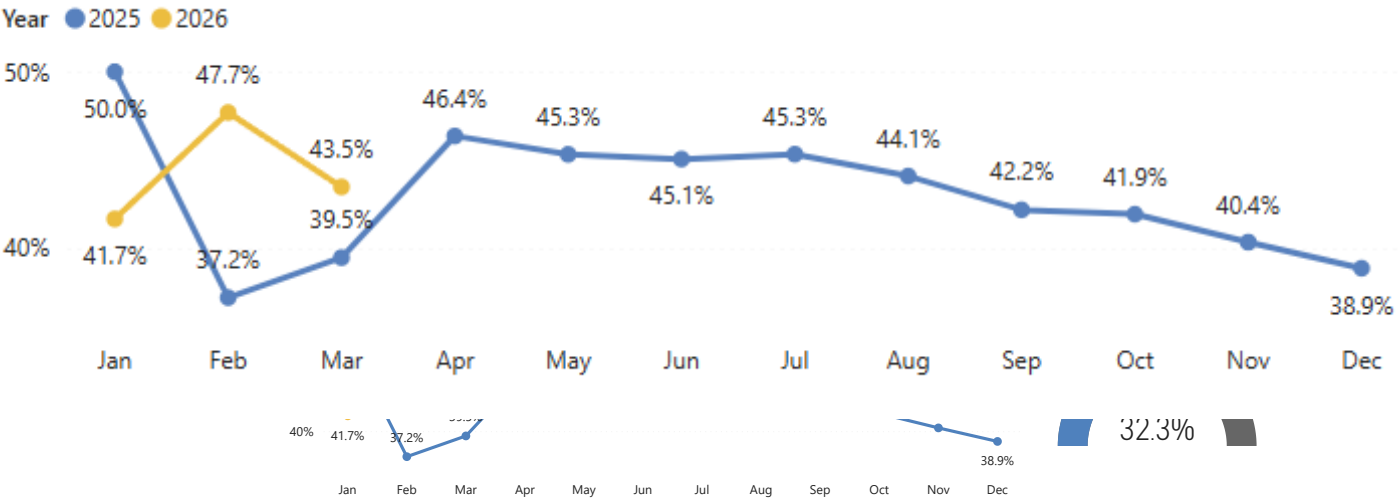
Percentage of OW + NDA Members with mandatory participation requirements that have created a Social Assistance Action Plan (Cumulative Year-to-Date)\*



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

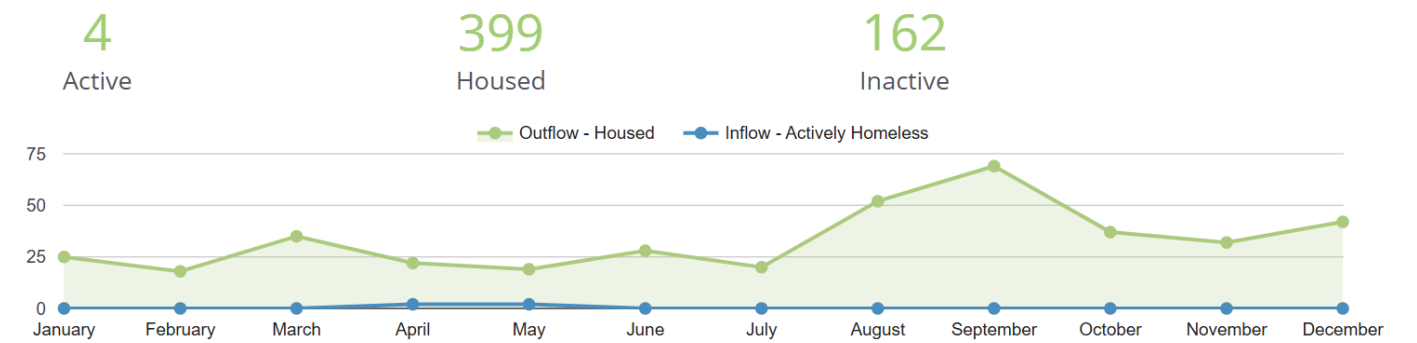


Percentage of Ontario Works cases who exit the program and return within one year (Cumulative Year-to-Date)



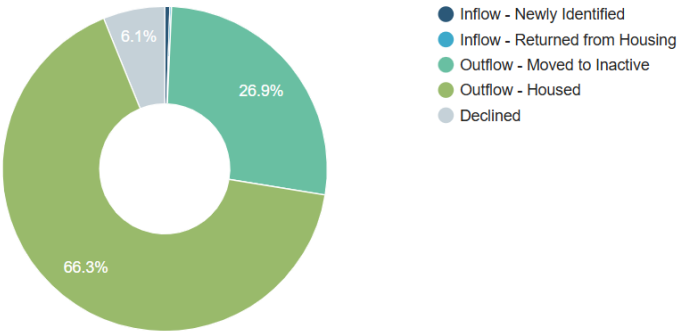
By Name List

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 obtain affordable and sustainable housing. The individuals who are connected to this program are provided Intense Case Management supports with the foundations from Coordinated Access towards housing focused solutions.



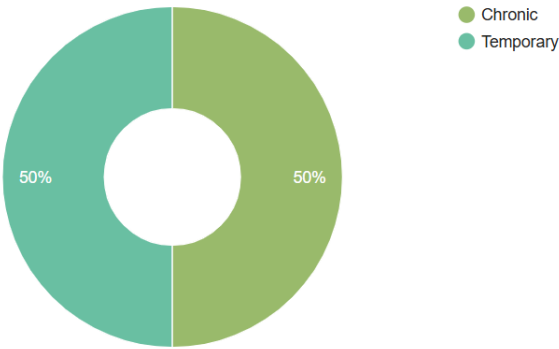
BNL INFLOW & OUTFLOW

| Type                            | Clients |
|---------------------------------|---------|
| Inflow - Newly Identified       | 3       |
| Inflow - Returned from Housing  | 1       |
| Inflow - Returned from Inactive | 0       |
| Outflow - Moved to Inactive     | 162     |
| Outflow - Housed                | 399     |
| Declined                        | 37      |

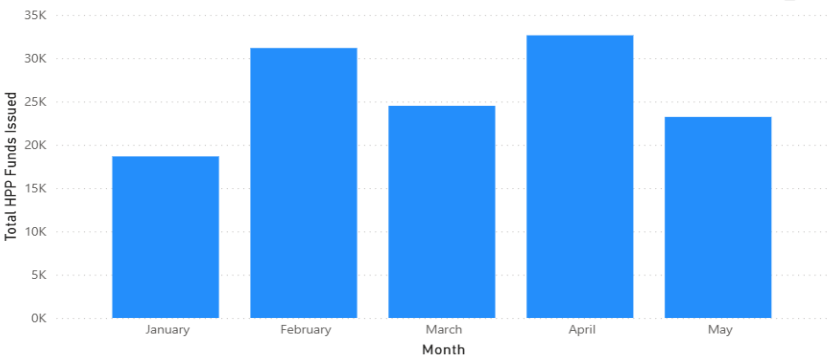


ACTIVE CLIENTS BY HOMELESS PRIORITY

| Type                                | Clients |
|-------------------------------------|---------|
| <a href="#">Chronic</a>             | 2       |
| <a href="#">Approaching Chronic</a> | 0       |
| <a href="#">Temporary</a>           | 2       |
| <a href="#">N/A</a>                 | 0       |



Total HPP Funds Issued by Month



Type of Assistance-HPP

All

Year, Month

Multiple selections

130,201.54

Total HPP Funds Issued

| Provincial Priority Groups                | Unique Households Served |
|-------------------------------------------|--------------------------|
| Chronic Homelessness                      | 9                        |
| Indigenous                                | 8                        |
| Transitioning from Provincial Institution | 3                        |
| Youth aged 16-25                          | 12                       |
| Total                                     | 31                       |

| Income Source         | Unique Households Served | Total HPP Funds Issued |
|-----------------------|--------------------------|------------------------|
| OW                    | 81                       | 64,597.61              |
| ODSP                  | 52                       | 47,017.31              |
| Low Income Non Senior | 43                       | 6,953.94               |
| Low Income Senior     | 32                       | 11,632.68              |
| Total                 | 203                      | 130,201.54             |

| Housing Status                                       | Unique Households Served |
|------------------------------------------------------|--------------------------|
| At Risk of Homelessness                              | 181                      |
| Experiencing Homelessness (and not currently on BNL) | 21                       |
| On BNL                                               | 10                       |
| Total                                                | 203                      |

Has the client been issued HPP in the past?



| Type of Assistance Provided             | Low Income Non Senior | Low Income Senior | ODSP | OW  | Total |
|-----------------------------------------|-----------------------|-------------------|------|-----|-------|
| Diversion                               | 7                     | 4                 | 6    | 9   | 26    |
| Eviction Prevention                     | 1                     | 1                 | 2    | 1   | 5     |
| Food Security                           | 1                     |                   | 3    | 12  | 16    |
| Prevention                              | 72                    | 56                | 87   | 23  | 232   |
| Prevention with ongoing Case Management | 23                    | 18                | 62   | 174 | 271   |
| Rapid Resolution                        | 16                    | 4                 | 12   | 13  | 45    |
| Total                                   | 120                   | 83                | 172  | 230 | 593   |

Year, Month

All

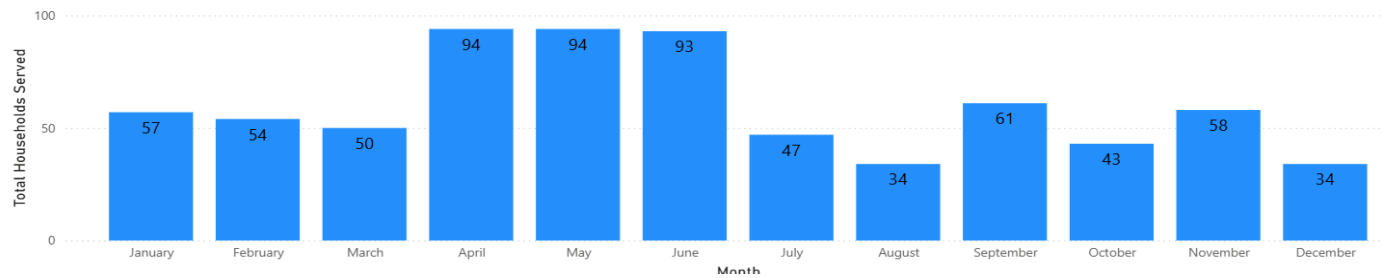
523

Unique Households Served

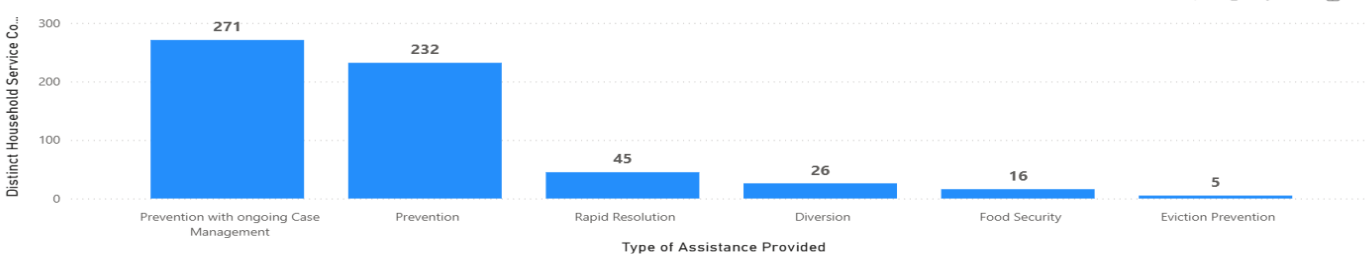
719

Total Households Served

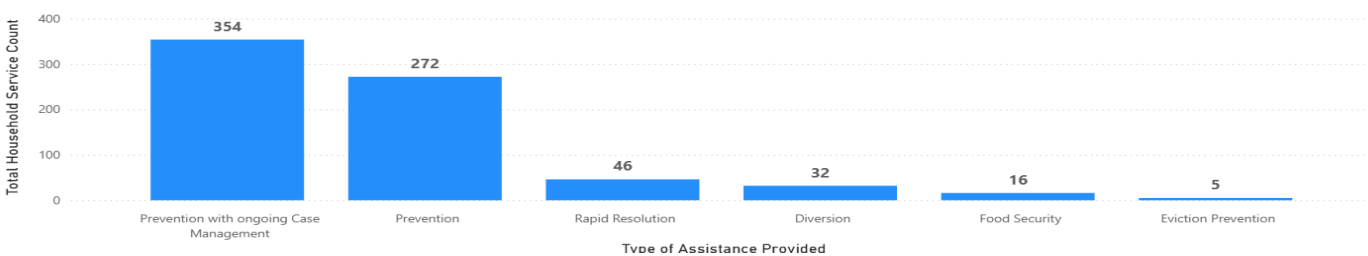
Total Households Supported through HPP by Month-All



Distinct Household Service Count by Type of Assistance Provided



Total Household Service Count by Type of Assistance Provided



## Housing Programs Update—May 2026

| Social Housing Centralized Wait List Report |             |             |       |
|---------------------------------------------|-------------|-------------|-------|
|                                             | East        | West        | TOTAL |
|                                             | Parry Sound | Parry Sound |       |
| April 2026                                  |             |             |       |
| Seniors                                     | 55          | 149         | 204   |
| Families                                    | 190         | 538         | 725   |
| Individuals                                 | 653         | 182         | 836   |
| TOTAL                                       | 898         | 870         | 1768  |
| Total Wait List Unduplicated                |             |             | 475   |

| Social Housing Centralized Wait List (CWL) 2025-2026 Comparison<br>Applications and Households Housed from the CWL |         |         |           |        |            |                                      |         |         |           |        |            |  |
|--------------------------------------------------------------------------------------------------------------------|---------|---------|-----------|--------|------------|--------------------------------------|---------|---------|-----------|--------|------------|--|
| Month 2025                                                                                                         | New APP | New SPP | Cancelled | Housed | SPP Housed | Month 2026                           | New App | New SPP | Cancelled | Housed | SPP Housed |  |
| Jan                                                                                                                | 9       |         |           | 2      |            | Jan                                  | 6       | 0       | 9         |        |            |  |
| Feb                                                                                                                | 8       |         | 2         | 3      |            | Feb                                  | 11      | 2       | 5         | 1      |            |  |
| Mar                                                                                                                | 9       | 1       | 4         | 1      |            | Mar                                  | 9       |         | 5         | 3      | 1          |  |
| Apr                                                                                                                | 6       | 1       | 10        |        |            | Apr                                  | 4       |         |           | 1      | 1          |  |
| May                                                                                                                | 11      |         | 1         | 2      |            | May                                  | 21      | 1       |           |        |            |  |
| June                                                                                                               | 12      | 2       | 1         | 2      |            | June                                 |         |         |           |        |            |  |
| Jul                                                                                                                | 14      |         |           | 2      | 1          | Jul                                  |         |         |           |        |            |  |
| Aug                                                                                                                | 9       | 1       | 1         | 2      | 1          | Aug                                  |         |         |           |        |            |  |
| Sept                                                                                                               | 7       | 4       | 1         | 2      | 2          | Sept                                 |         |         |           |        |            |  |
| Oct                                                                                                                | 8       |         | 1         | 1      |            | Oct                                  |         |         |           |        |            |  |
| Nov                                                                                                                | 1       | 1       | 1         |        |            | Nov                                  |         |         |           |        |            |  |
| Dec                                                                                                                | 7       |         | 5         | 2      | 1          | Dec                                  |         |         |           |        |            |  |
| Total                                                                                                              | 101     | 10      | 27        | 19     | 5          | Total                                | 51      | 3       | 19        | 4      | 1          |  |
|                                                                                                                    |         |         |           |        |            | **SPP = Special Priority Placement** |         |         |           |        |            |  |

## HOUSING PROGRAMS UPDATE

The second quarter of 2026 was another busy period for the Housing Programs team, with continued progress on the rent-geared-to-income waitlist update, application processing, and rent supplement supports.

The team continued working toward completion of the rent-geared-to-income waitlist update. Fewer than half of current waitlist applicants have completed their updates to date, which means additional follow-up will be required over the coming weeks to help remaining applicants maintain their place on the waitlist. Many applicants who completed and returned their updates have also been able to log in to the applicant portal to review their waitlist application information. The goal is to launch the applicant portal to the public this fall.

In May alone, the team processed more than 40 applications for the centralized waitlist and affordable housing in the District of Parry Sound. Applications varied in eligibility status, with some determined eligible and others ineligible, but each required a detailed review to confirm that all necessary eligibility information had been received.

Of the applications received in May, 21 were new eligible applicants added to the centralized waitlist, with one of those being a new SPP. Our waitlist for Rent-Geared-to-Income housing sits at the highest we have seen since 2022, which increased due to online applications that have since come off due to not wanting to be in this area of the province. Previous to that, we had not seen such high numbers since 2012.

The team continues to work with rent supplement clients to ensure appropriate supports are in place. During the quarter, we successfully entered into an agreement with a landlord for one new rent supplement in the area and are working toward securing one additional agreement with another landlord.

The team continues to see an increase in special priority applications. In the last month, ten applications were requested, with several additional applications received. These applications require careful review and a sensitive, applicant-centred approach. The team is currently reviewing two applications that will require significant follow-up to ensure all necessary information is received, the applications can be assessed appropriately, and care for the applicant remains central throughout the process.

Over the months of May and June, the team completed an update to the existing Housing and Homelessness Plan. The update included program highlights, achievements, and ongoing challenges across several service areas, including Esprit Place, Income Supports and Stability, Housing Programs, Tenant Services, Maintenance, and Capital. Overall, the update demonstrated continued progress in prevention, housing stability, and asset preservation. It also reflected the ongoing pressures experienced by teams and clients across the district.

## HOUSING OPERATIONS AND SERVICE MANAGEMENT

### April 2026 Statistical Information

#### Activity for Tenant Services

|                                                                                                      | CURRENT MONTH | YEAR TO DATE |
|------------------------------------------------------------------------------------------------------|---------------|--------------|
| Move-Outs                                                                                            | 4             | 14           |
| Move In (Centralized Waitlist along with Internal transfers)                                         | 1             | 8            |
| L1/L2 Hearings                                                                                       | 0             | 4            |
| N4 Delivered to tenant or filed with the LTB– Notice of eviction for non-payment of rent             | 2             | 4            |
| N5 Filed with the LTB– notice of eviction disturbing the quiet enjoyment of the other occupants      | 1             | 11           |
| N6 Filed with the LTB –notice of eviction for illegal acts or misrepresenting income for RGI housing | 0             | 1            |
| N7 Filed with the LTB – notice of eviction for willful damage to unit                                | 0             | 0            |
| Repayment Agreements (new)<br>(Formal & informal)                                                    | 1             | 3            |
| No Trespass Order                                                                                    | 0             | 0            |
| Mediation/Negotiation/Referrals                                                                      | 25            | 176          |
| Tenant Home Visits/Wellness checks                                                                   | 32            | 194          |
| Tenant Engagements/Education                                                                         | 7             | 43           |

## TENANT SERVICES UPDATE

Spring kicked off for Tenant Services with our seed planting educational at each building, and then we began our rounds of inspections with the Maintenance Department. Tenant Services joins maintenance for these in order to discuss any issues they find pressing in units, such as cleanliness, wellness concerns, potential referrals, and any lease violations they encounter such as smoking in non-smoking units, hoarding, or unauthorized occupants.

These inspections will continue into summertime in order to get into each and every unit across the District. This summer we will be going live with a new module in our Yardi database called Case Manager. This module will allow us to enter situations as “cases” to have a formalized work flow to follow and keep everyone on track with, as well as keeping record of these situations in order to use for LTB proceedings where needed, or for reporting purposes, training, etc. Case types that we have developed include:

- Unit Transfer requests
- Accommodation requests (ex. Grab bars installed or bathtub modifications for mobility)
- Tenant complaints
- Eviction action – N4 (arrearages)
- Eviction action – N5 (lease violations)
- Rent calculation appeal request
- Pest Control
- Capital Asbestos Management

Staff training will begin mid-July with a go live date at the end of July. We hope that it rolls out smoothly and staff find it helpful for tracking processes!

We will be hosting 2 BBQs for tenants again this summer, featuring face painting, craft activities, and the local fire department with a fire truck sprinkler for the children.

Tenant Services have prepared the Summer Newsletter for tenants, included in this agenda package as Board Correspondence item 11.1.



## Activity for Property Maintenance

|                     |     |                                                                                                                                                  |
|---------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Pest Control        |     | Monthly pest control inspections were completed at 9 buildings. 35 units were inspected. Of the 35 units, 3 units required treatment.            |
| Vacant LHC units    | 9   | Vacancy includes units requiring capital repairs                                                                                                 |
| Vacant units: TMV   | 1   |                                                                                                                                                  |
| After Hours Calls   | 10  | monitoring station offline, leak, power outage, OPP requesting information, elevator out of service                                              |
| Work Orders         | 198 | Work orders are created for our staff to complete routine maintenance repairs for all DSSAB/LHC Buildings                                        |
| Purchase Orders     | 230 | Purchase Orders are for services, and materials required outside of the Housing Operations Department scope of work for the LHC/DSSAB properties |
| Fire Inspections    | 5   | 9 Fire inspections completed on properties in May with Huronia Alarms/FPO's. Monthly inspections continue at every building.                     |
| Annual Inspections  | 10  | Annual inspections initiated in May.                                                                                                             |
| Inspections (Other) | 26  | Housing keeping, Fire Prevention Officer follow up, pests, and preconstruction/postconstruction                                                  |
| Incident Reports    | 0   |                                                                                                                                                  |

## PROPERTY MAINTENANCE UPDATE

Over the past several months, the Maintenance Department has focused on preparing the properties and grounds for the summer season. This has included coordinating and completing spring clean-up, addressing winter-related damage, and carrying out any necessary repairs to ensure the properties remain safe, well-maintained, and presentable.

Unit turnovers in both the apartment buildings and family housing units have continued to be a significant priority due to ongoing tenant movement. Staff have remained focused on completing unit flips efficiently, cost-effectively, and within appropriate timelines to minimize vacancy periods and ensure new and existing tenants can be housed as quickly as possible.

The Maintenance department has also begun the annual inspection program for all housing units, which will continue throughout the year. In addition, inspections involving local Fire Prevention Officers (FPOs), pest control contractors, and other required regulatory or preventative inspections have continued to be completed on an ongoing basis to maintain compliance and support the overall condition of the housing portfolio.

## **CAPITAL PROJECTS UPDATE**

This quarterly report provides an overview of capital project activities undertaken between April and June 2026. The quarter focused on continued advancement of the approved 2026 capital program through active procurement, consultant coordination, contractor scheduling, quotation review, tender close-out, and completion of several priority repair and renewal scopes. Work progressed across building envelope renewal, remediation, plumbing and mechanical repairs, electrical and generator follow-up, paving, driveway work, masonry, structural repairs, and broader capital planning. The quarter also marked a shift from early-year planning into more active implementation, with several scopes moving from preparation, quotation, and tendering into commencement, completion, manufacturing approval, or next-phase coordination.

### **Hazardous Material Remediation and Water Damage Repairs**

Remediation and water-damage-related activity continued throughout the quarter, with work progressing through investigation, abatement planning, quotation review, repair coordination, completion, and follow-up. Several remediation scopes remained active where ceiling, flooring, attic, kitchen, roofing, and exterior repair components required further coordination before full close-out could be achieved. During the quarter, one remediation and repair scope was completed, while other locations remained under review for repair following prior investigation or removal work. Attic-related remediation continued to require roofing review, including confirmation of decking and re-shingling requirements before the remaining associated repair path could proceed. Additional remediation-related work remained subject to quotation, scope confirmation, budget review, and final direction before implementation.

### **Plumbing, HVAC, and Duct Maintenance**

Plumbing and mechanical work advanced through completion, award-stage coordination, quotation, and future planning during the quarter. One backflow preventor installation was completed, while additional backflow preventor scopes remained pending quotation or further coordination. Domestic hot water heater replacements also progressed, with one unit replaced earlier in the quarter and another completed by quarter end following award-stage coordination. Additional domestic hot water heater work advanced through quotation and purchase-order coordination. Duct insulation replacement was carried through close-out activity, and a district-wide heat-loss investigation was scheduled to support future building-performance review, mechanical efficiency analysis, and capital planning across the portfolio. No major new district-wide HVAC replacement program was otherwise mobilized during the reporting period.

## **Doors, Siding, Painting, and Cosmetic Upgrades**

Exterior finish-related scopes continued to advance through quotation, tendering, consultant procurement, approval, scheduling, and construction start-up. Consultant tenders were posted during the quarter for major exterior renewal work, including siding and combined siding, window, and eavestrough scopes. By quarter end, these consultant tenders had closed, supporting the next phase of review and procurement sequencing. One siding scope advanced from quotation and approval into construction start-up, while another siding scope moved through quote recommendation approval and remained scheduled for later implementation. Exterior door quotation activity continued at one site, while several exterior wall repair, sealant, beam-refinishing, and kitchen replacement items remained pending quotation, budget direction, or final scope confirmation. These items continue to form part of the broader exterior and interior repair program and will require coordinated pricing, funding confirmation, and procurement sequencing before implementation.

## **Generator and Electrical Work**

Generator and electrical activity progressed through completion, inspection follow-up, deficiency tracking, and continued quotation review during the quarter. One electrical panel replacement was completed earlier in the quarter. Generator-related work also advanced, with one repair passing inspection and a minor exhaust extension remaining outstanding before final close-out. One childcare facility generator backup connection became operational, with final electrical inspection still pending at quarter end. Lighting and ceiling-related scopes remained active across the portfolio, with some work previously completed, some work partially completed, and other items requiring quotation review or final direction. Electrical and generator scopes will continue to be tracked through inspection, deficiency correction, quotation, approval, scheduling, and final close-out as required.

## **Roofing and Eavestrough Projects**

Roofing and eavestrough activity remained active through coordination, quotation, re-quotation, and connection to broader remediation and exterior renewal requirements. No major roof replacement project was completed during the quarter; however, roofing review remained important where attic remediation required confirmation of decking and re-shingling requirements before associated repairs could proceed. Additional roofing and smaller abatement follow-up also remained outstanding. Shed shingling work remained pending quotation. Eavestrough work continued through updated pricing and re-quotation after prior pricing required refresh or exceeded available budget. One additional eavestrough item advanced through emergency quote request during the quarter. These scopes remain connected to broader building envelope planning, particularly where exterior renewal, remediation, drainage, and budget pressure intersect.

## **Structural Repairs, Infrastructure and Foundation Assessments**

Structural and site infrastructure work advanced significantly during the quarter through preparation, quotation, scheduling, commencement, completion, and project close-out. Larger paving work progressed from preparation and coordination into completion by quarter end. Driveway, asphalt, and concrete work continued to be reviewed across the portfolio, with quotes received for several locations and other locations remaining pending quotation or further review. One larger driveway project commenced during the quarter, while additional driveway and concrete items continued to be tracked through district-wide review. Structural repair activity advanced from preparation into close-out, representing a significant completion milestone for the quarter. Masonry activity also progressed, with one larger masonry scope completed and additional masonry work commencing following award coordination. Remaining infrastructure priorities, including sealants, beams, exterior wall repairs, concrete-related work, and other paving locations, continued to require quotation, review, or final direction.

## **Security Enhancements**

No new security enhancement projects were undertaken during the quarter. Existing measures remained in place and operational, with ongoing monitoring continuing to support building safety and access control across the portfolio. Any future security-related work will continue to be coordinated through the approved capital plan and reported as procurement, scheduling, or implementation milestones occur.

## **Consulting and Engineering Contracts**

Consultant and engineering coordination remained a significant component of the capital program throughout the quarter. Consultant activity supported remediation, siding, windows, paving, driveways, roofing, eavestroughs, masonry, structural repairs, exterior renewal, and broader capital planning. Major exterior renewal consultant tenders were posted during the quarter and closed by quarter end, supporting progression of larger scopes into the next phase of procurement and technical review. A major window replacement project also advanced from construction kick-off and start-up coordination into approval to manufacture, moving the project from design and coordination into manufacturing readiness. The new build progressed into the next phase of planning, representing continued movement through the broader development process. The district-wide heat-loss investigation was also scheduled, supporting future technical review of building performance and long-term capital planning requirements.

## **Childcare Capital Acceleration**

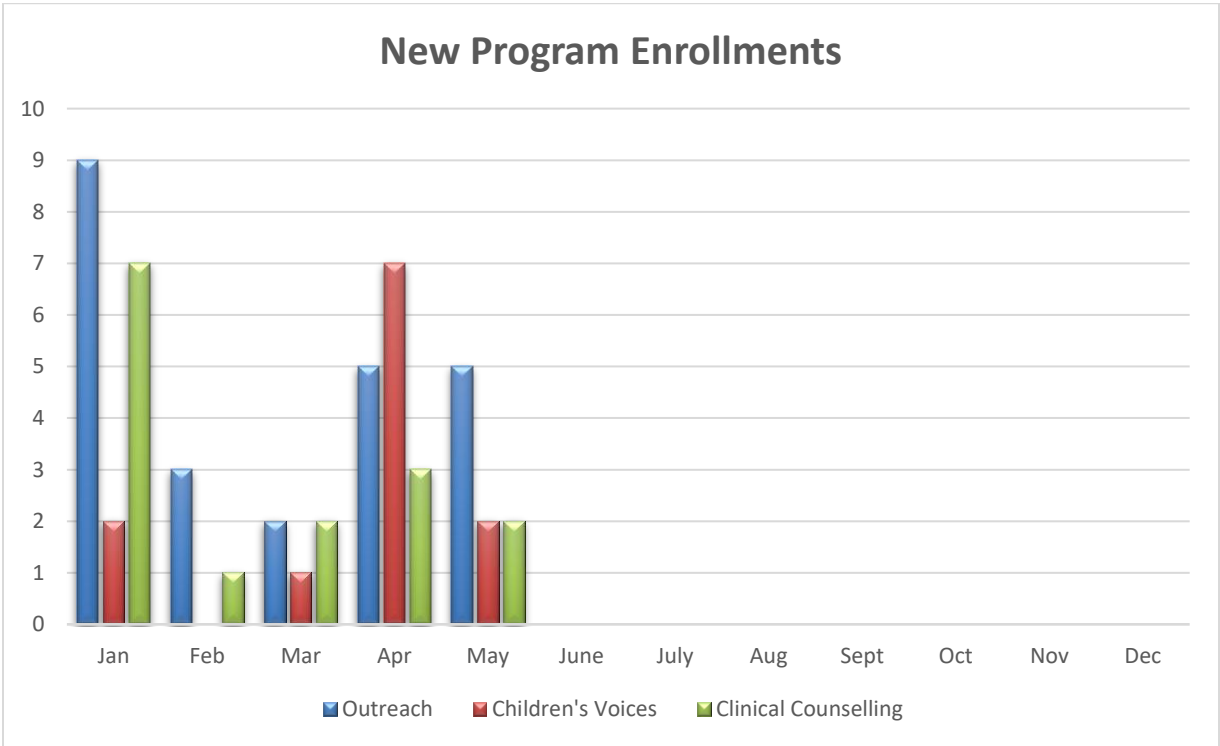
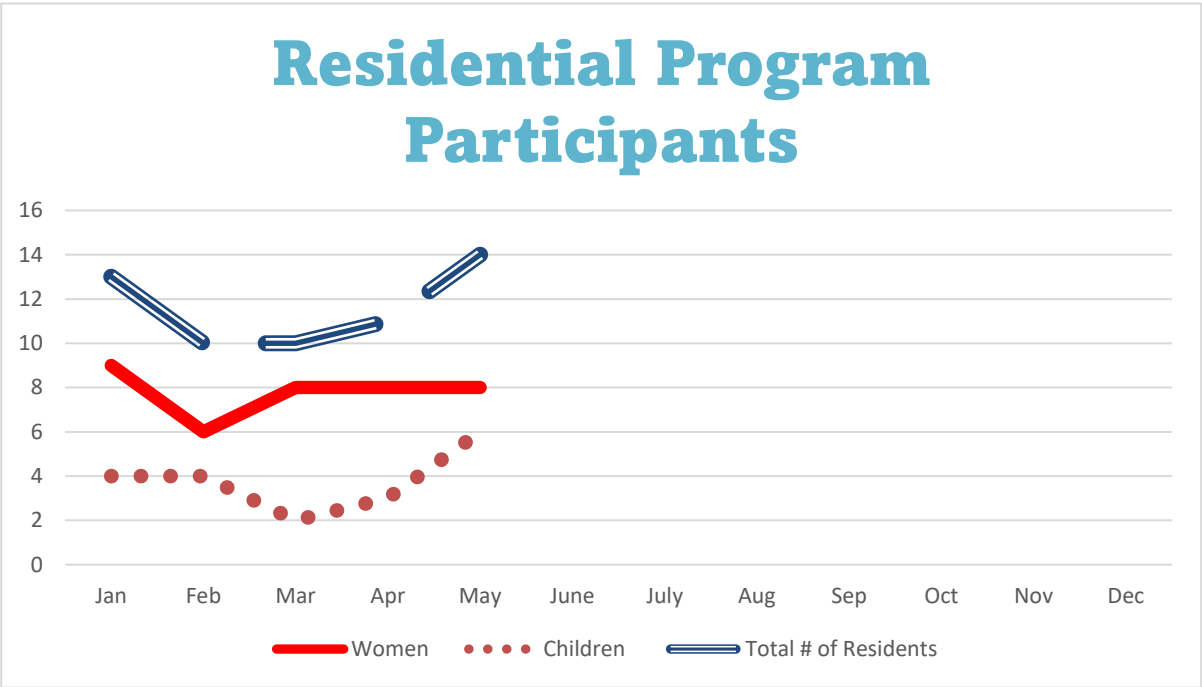
Childcare-related capital activity remained selective during the quarter. Priority window replacement work advanced materially, moving from kick-off and start-up coordination into approval to manufacture windows. This work will continue to be monitored where it intersects with childcare operations, building access, scheduling, communication, and building envelope coordination. One childcare facility generator backup connection also became operational, with final electrical inspection still pending before full close-out. Other childcare-related capital priorities remained subject to the approved capital plan and will continue to be reported as procurement, scheduling, inspection, or implementation milestones occur.

## **Completion Highlights (April-June 2026)**

The second quarter of 2026 was defined by continued movement of the approved capital program from planning and procurement into active implementation, completion, tender close-out, manufacturing approval, and next-phase coordination. Key accomplishments included completion of larger paving work, completion of one structural repair project, completion of one remediation and repair scope, completion of one electrical panel replacement, completion of plumbing and mechanical repair items, completion of one backflow preventor installation, completion and coordination of domestic hot water heater replacements, completion of one larger masonry scope, commencement of additional masonry work, commencement of a larger driveway project, start-up of one siding scope, posting and closing of consultant tenders for major exterior renewal work, approval to manufacture windows for a major window replacement project, progression of the new build into the next phase, generator inspection follow-up, and scheduling of the district-wide heat-loss investigation. At the same time, the quarter clarified several items requiring continued quotation, re-quotation, repair coordination, inspection, budget review, or final direction, including roofing and abatement follow-up, attic remediation, eavestroughs, shed shingling, exterior wall repairs, sealants, beams, lighting and ceiling work, kitchen replacement, and remaining district-wide asphalt and concrete locations.

In summary, the quarter demonstrated meaningful progress across the approved 2026 capital program. Several larger scopes advanced from preparation into completion, commencement, tender close-out, manufacturing approval, or next-phase planning. Procurement, consultant coordination, contractor scheduling, quotation review, and technical investigation continued to support responsible sequencing of capital work across the portfolio. The upcoming reporting period will focus on follow-up from closed consultant tenders, continued coordination of the window replacement manufacturing process, ongoing driveway work, remaining paving and concrete quotation review, generator inspection close-out, heat-loss investigation coordination, remediation and roofing follow-up, updated eavestrough pricing, and continued implementation of exterior, mechanical, electrical, structural, and infrastructure priorities.

Esprit Place Family Resource Centre Update – May 2026



## Social Media Stats

| Facebook –District of Parry Sound Social Services Administration | DEC 2025 | JAN 2026 | FEB 2026 | MAR 2026 | APR 2026 | MAY 2026 |
|------------------------------------------------------------------|----------|----------|----------|----------|----------|----------|
| Total Page Followers                                             | 797      | 819      | 837      | 841      | 849      | 859      |
| Views this Period                                                | 5332     | 26,803   | 56,115   | 16,807   | 9473     | 16,669   |
| Post Engagement this Period (# of reactions, comments, shares)   | 132      | 913      | 1,760    | 847      | 261      | 86       |

| Facebook -Esprit Place Family Resource Centre | DEC 2025 | JAN 2026 | FEB 2026 | MAR 2026 | APR 2026 | MAY 2026 |
|-----------------------------------------------|----------|----------|----------|----------|----------|----------|
| Total Page Followers                          | 249      | 250      | 251      | 251      | 251      | 252      |
| Post Views this period                        | 2136     | 884      | 308      | 1972     | 275      | 201      |

| DSSAB LinkedIN Stats<br><a href="https://bit.ly/2YyFHIE">https://bit.ly/2YyFHIE</a> | DEC 2025 | JAN 2026 | FEB 2026 | MAR 2026 | APR 2026 | MAY 2026 |
|-------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|----------|
| Total Followers                                                                     | 585      | 594      | 598      | 601      | 604      | 607      |
| Search Appearances (in last 7 days)                                                 | 147      | 154      | 80       | 60       | 35       | 45       |
| Total Page Views                                                                    | 23       | 44       | 50       | 33       | 9        | 32       |
| Post Impressions                                                                    | 1124     | 1521     | 1735     | 1465     | 666      | 1282     |
| Total Unique Visitors                                                               | 16       | 21       | 20       | 16       | 7        | 12       |

| Instagram - Esprit Place Family Resource Centre<br><a href="https://www.instagram.com/espritplace/">https://www.instagram.com/espritplace/</a> | DEC 2025 | JAN 2026 | FEB 2026 | MAR 2026 | APR 2026 | MAY 2026 |
|------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|----------|
| Total Followers                                                                                                                                | 115      | 117      | 120      | 122      | 122      | 123      |
| # of accumulated posts                                                                                                                         | 81       | 81       | 81       | 82       | 82       | 82       |