




# **Chief Administrative Officer's Report**

**November 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.**



*With the tragic news coming out of Sault Ste. Marie last week, we find ourselves struggling to find a meaningful way to pay tribute to the women and children who were injured and lost their lives to Intimate Partner Violence (IPV) & Domestic Violence (DV). Finding the words to relay how we're feeling about something so close to home, and about a cause so close to our hearts is impossible. Our job every day is to prevent these situations from occurring, and it's at times like these when we feel defeat and frustrations.*

*We know more can be done - the conversation about Intimate Partner Violence must continue long after this story leaves the headlines.*

*We need to continue to educate women, children, and our communities to recognize abuse in its many forms, and to speak out and ask questions.*

*Survivors of domestic abuse may leave and return several times before permanently separating from their abusive partner. In fact, research shows that it can take approximately 7 attempts before a survivor permanently leaves an abusive partner. Abuse often lives in secrecy. Women who experience violence of any kind should be told that they are not alone and that they do not deserve to live in fear. They should be encouraged to reach out to a professional or someone they trust for support and guidance.*

*If you or someone you know is experiencing abuse by their partner, please call Esprit Place at 705-746-4800 or 1-800-461-1707 and speak with our frontline staff, who can provide you with the support you need 24/7.*



## Ontario Health Team

The West Parry Sound Ontario Health Team (in-development) continues to seek Ministry of Health support to begin building an approved OHT. The next application was due back to the Ministry at the end of October. The Ministry application required an updated West Parry Sound OHT membership list. As previously discussed, the DSSAB will be participating as a Collaborative Partner (please see Appendix A). The team indicated that they were thankful to have received past endorsement, at various levels (signatory, collaborative, and supportive), from many of their regional partners. At the WPSHC, they shared they are thankful for the DSSAB's ongoing contribution to supporting the health and resilience of the communities we are mutually privileged to serve.

## OMSSA 47 Leads - Leadership Table Meeting

On October 26<sup>th</sup>, I attended the OMSSA 47 Leads - Leadership table meeting in Toronto. It was a jam-packed agenda and here are a few highlights. We heard from RBC Economist Carrie Freestone who discussed trends in the economy, where things are heading related to employment and housing and the potential impacts to social service clients (please see Appendix B).

We heard from the Canadian Mental Health Association Ontario Division with a presentation and discussion lead by Camille Quenneville, CEO and Joe Kim, COO (please see Appendix C). It was a fulsome discussion regarding the challenges both sectors are having with supporting our current Mental Health and Addiction crisis.

Information was received regarding the "Knowing our Numbers" project (please see Appendix D) and discussion around the labour challenges in the Early Childhood sector took place.

We also had discussions regarding Housing and Homelessness and Special Needs Resourcing for our Children's Services sector.

## Facebook Pages

A friendly reminder to follow our Facebook pages!



- ◆ [District of Parry Sound Social Services Administration Board](#)
- ◆ [Esprit Place Family Resource Centre](#)
- ◆ [EarlyON Child and Family Centres in the District of Parry Sound](#)
- ◆ [The Meadow View](#)

## Social Media

### Facebook Stats

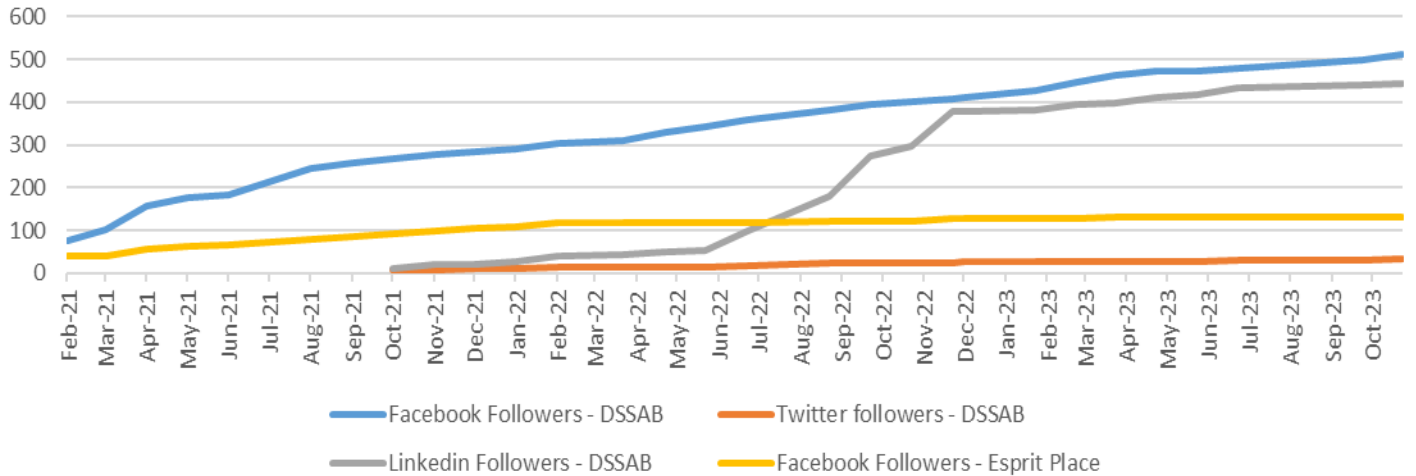
<b>District of Parry Sound Social Services Administration Board</b>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>	<b>OCT 2023</b>
Total Page Followers	471	474	478	490	500	513
Post Reach this Period (# of people who saw post)	4,460	3,789	4,010	2,249	4,112	2,667
Post Engagement this Period (# of reactions, comments, shares)	505	241	692	234	428	287

<b>Esprit Place Family Resource Centre</b>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>	<b>OCT 2023</b>
Total Page Followers	131	131	131	132	133	133
Post Reach this Period (# of people who saw post)	116	29	203	62	55	92
Post Engagement this Period (# of reactions, comments, shares)	71	1	2	1	2	16

<b>DSSAB Twitter Stats</b> <a href="https://twitter.com/psdssab">https://twitter.com/psdssab</a>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>	<b>OCT 2023</b>
Total Tweets	8	8	10	N/A	19	11
Total Impressions	300	291	301	56	229	206
Total Profile Visits	130	137	128	N/A	135	N/A
Total Followers	27	27	30	31	32	34

<b>DSSAB LinkedIn Stats</b> <a href="https://bit.ly/2YyFHIE">https://bit.ly/2YyFHIE</a>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>	<b>OCT 2023</b>
Total Followers	410	416	434	437	441	444
Search Appearances (in last 7 days)	245	228	281	185	115	49
Total Page Views	30	41	56	33	22	49
Post Impressions	697	546	786	182	558	1,036
Total Unique Visitors	11	19	25	19	14	22

## Social Media Follower - Trends



### Esprit Place

This month we've launched an Instagram Account for Esprit Place Family Resource Centre to try to reach a new demographic. Please follow us on Instagram at <https://www.instagram.com/espritplace/>. We will continue to monitor performance on each social media channel. Should the launch of Instagram prove to be successful for Esprit, we will look into expanding onto Instagram for the DSSAB as well.

### Municipal Presentations

This month, myself and our Communications Officer, continued our road trip to the Municipality of Powassan on October 3, 2023, where we outlined the DSSAB's programs and services and explaining to members of Council how we can help members of their community. Council expressed their appreciation for the work done by DSSAB staff. These presentations were part of a series of Municipal presentations taking place over the next year.



## Licensed Child Care Programs

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

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant	1	0	3	0	20	24
Toddler	10	7	9	17	25	68
Preschool	16	15	16	33	43	123
# of Active	27	22	28	50	88	215

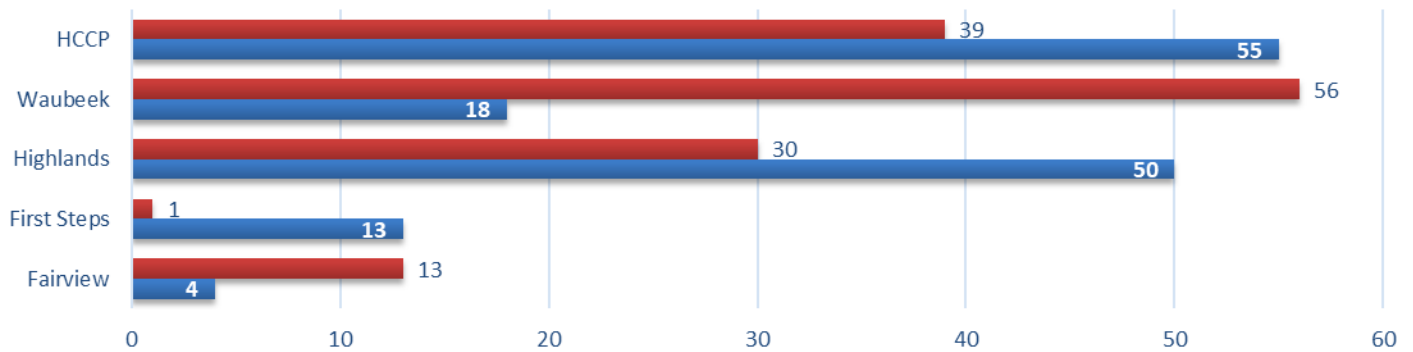
The early learning and child care centres experienced a number of preschool children transition to kindergarten and were able to move eligible toddlers up to the preschool groups and enroll new children in the programs.

## School Age Programs September 2023

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	26	5	0
Mapleridge Before School	10	0	0
Mapleridge Summer Program	N/A		
St. Gregory's After School	N/A		
Sundridge Centennial After School	13	4	0
Land of Lakes After School	N/A		
Home Child Care	46	19	1
# of Active Children	95	28	1

We were unable to reopen the Land of Lakes After School Program in Burk's Falls this month because of the staffing shortage. We amalgamated St. Gregory's School Age Program with Mapleridge's so we could offer Before and After School care to all the families in Powassan.

## Directly Operated Child Care Waitlist by Program September 2023



As shown in the above chart, the blue bar reflects families that are currently seeking care and space is unavailable while the red bar indicates families that have requested a space after December 31, 2023. Programs were able to enroll some children from the waitlists as preschoolers transitioned to school.

## Inclusion Support Services September 2023

Age Group	EarlyON	Licensed	Monthly	YTD Total	Waitlist	New	Discharges
Infant	0	0	0	0	0	0	0
Toddler (18-30M)	0	9	9	19	1	1	0
Preschool (30M-4Y)	6	31	37	56	0	3	2
School Age (4Y+)	6	31	37	56	0	3	2
Monthly Total	10	70	81	-	2	5	9
YTD Total	12	79	-	128	31	31	19

The Resource Consultants have been supporting the licensed child care and EarlyON programs with building staff capacity to continue offering high quality inclusive activities as new children transition into the child care sector.

## EarlyON Child and Family Programs September 2023

Activity	September	YTD
Number of Children Attending	733	8,387
Number of New Children Attending	61	480
Number of Adults Attending	461	5,144
Number of Virtual Programming Events	3	35
Number of Engagements through Social Media	471	6,314
Number of Views through Social Media	8,756	85,542

## Funding Sources for District Wide Childcare Spaces September 2023

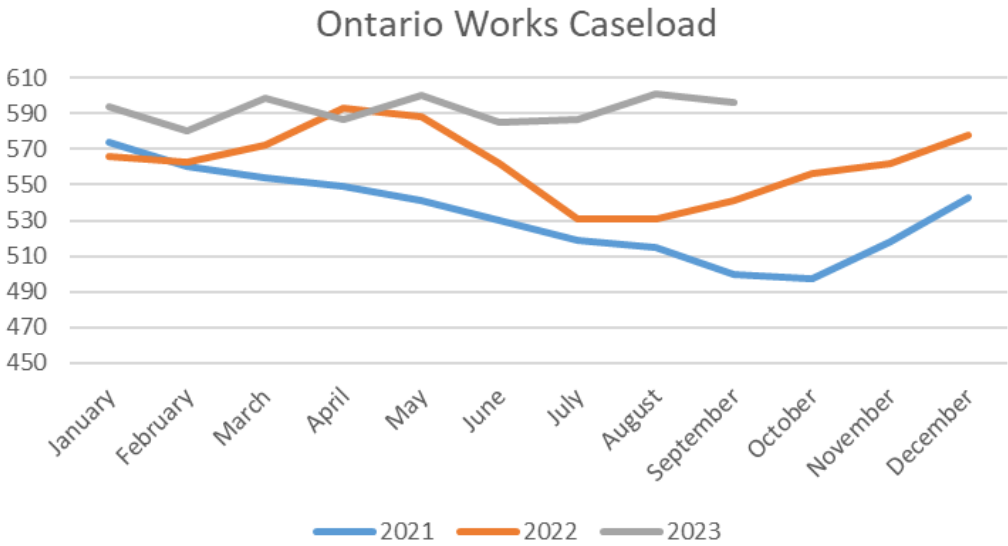
Active	# of Children	# of Families
CWELCC*	103	102
CWELCC Full Fee	228	226
Extended Day Fee Subsidy	1	1
Fee Subsidy	37	29
Full Fee	21	18
Ontario Works	15	12
<b>Total</b>	<b>405</b>	<b>388</b>

Funding Source - New	# of Children	# of Families
CWELCC	8	8
CWELCC Full Fee	51	49
Fee Subsidy	7	5
Full Fee	11	11
Ontario Works	7	6
<b>Total</b>	<b>84</b>	<b>79</b>

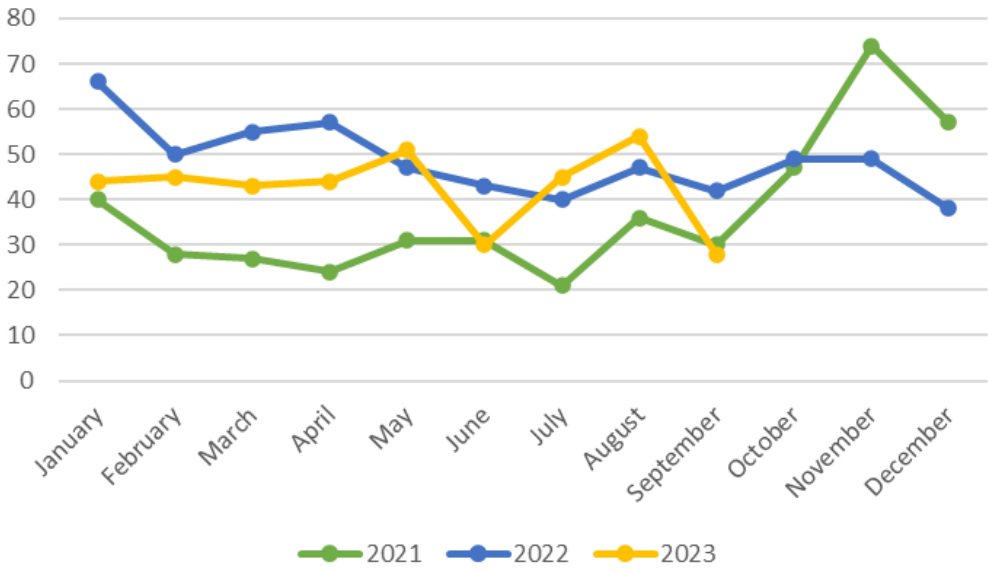
\* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6

Funding Source - Exits	# of Children	# of Families
CWELCC	4	4
Fee Subsidy	2	2
Full Fee	1	1
<b>Total</b>	<b>7</b>	<b>7</b>

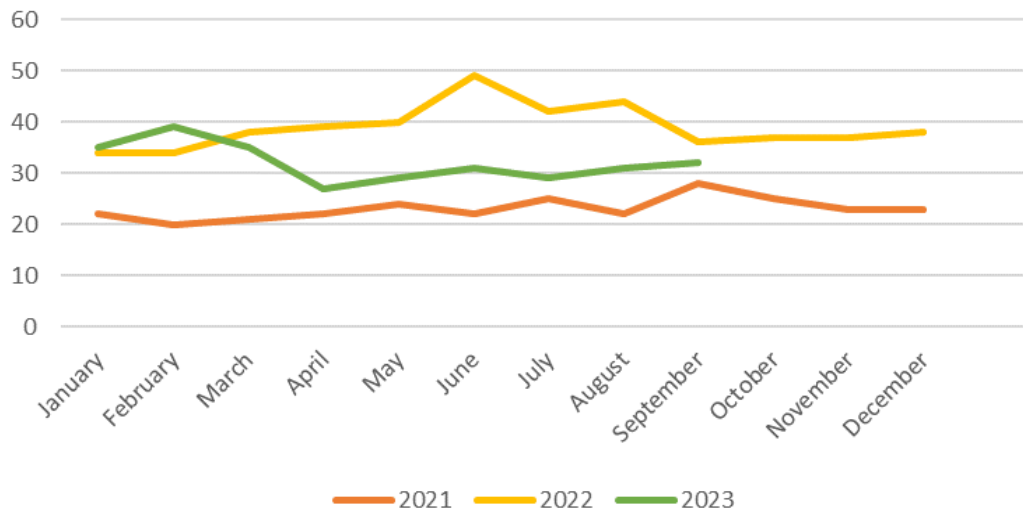




**Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office  
Ontario Works Applications Received**



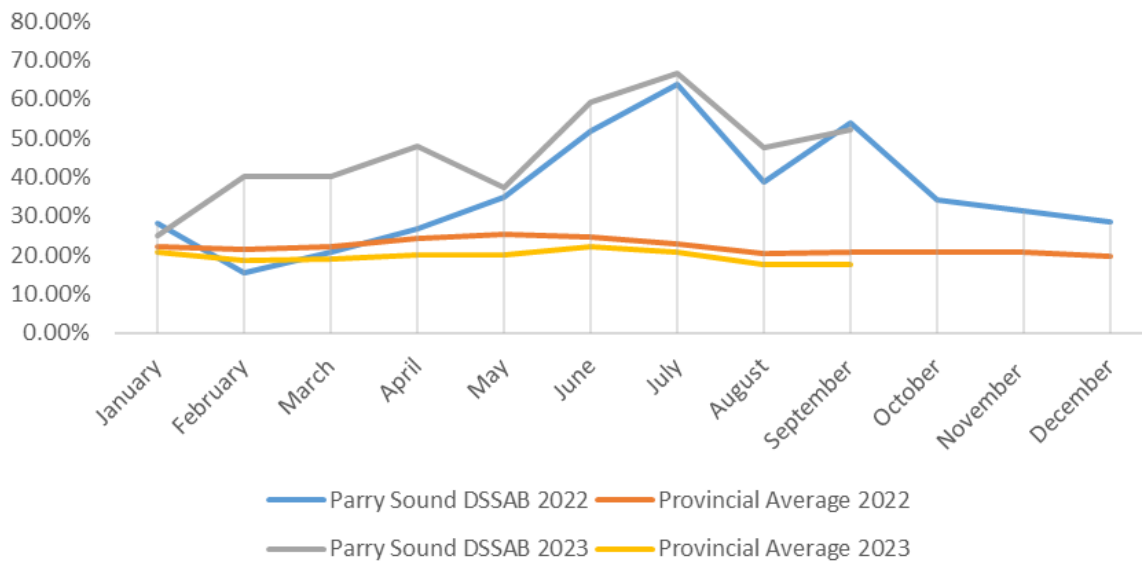
## ODSP Participants in Ontario Works Employment Assistance



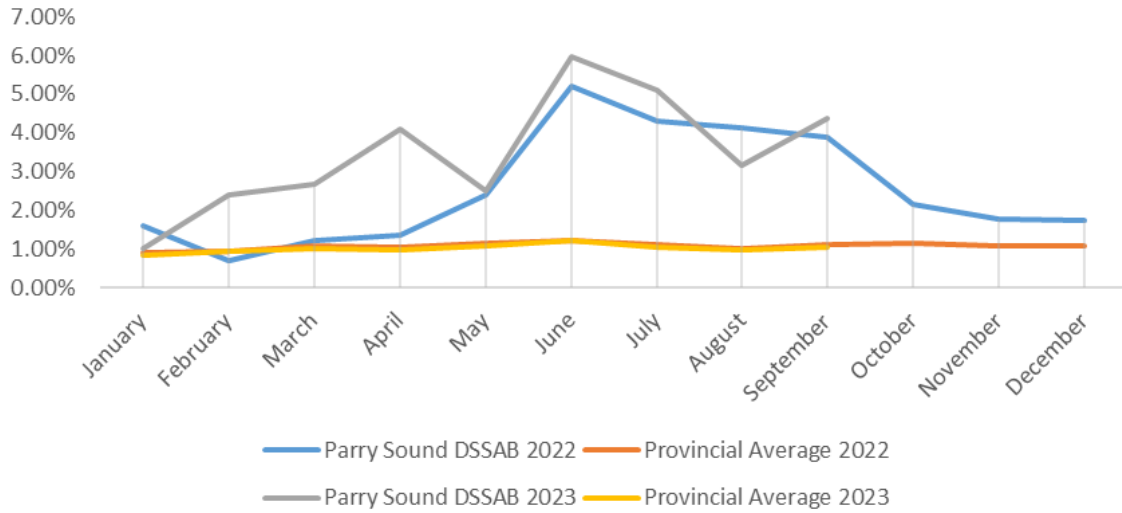
The OW Caseload as of the end of August has crept up to **596** (there are 955 beneficiaries in total). We are supporting **32** ODSP participants in our Employment Assistance program. We also have **58** Temporary Care Assistance cases. Intake also remains steady. We had **28** Ontario Works Applications and **29** applications for Emergency Assistance in August which is trending higher than historical norms.

## Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment

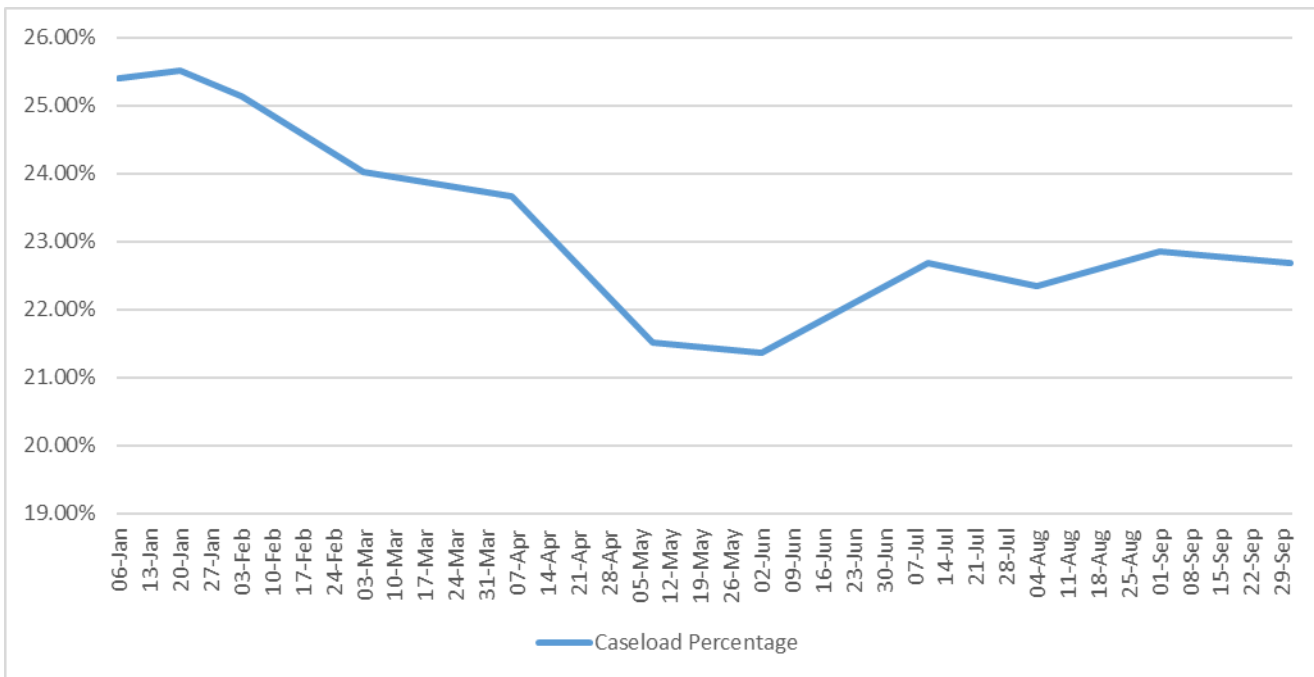


## % of Caseload Exiting to Employment



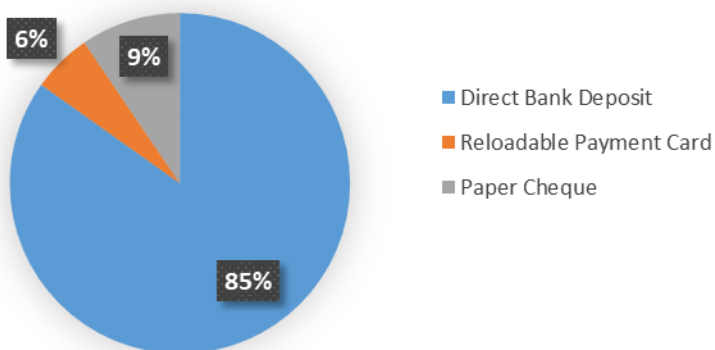
Our Employment Outcomes performance in September remains strong. We also exited 8.39% of the caseload for any reason in September. This is also very strong as we are into the fall season when we see many seasonal jobs ending.

## MyBenefits Enrollment 2023



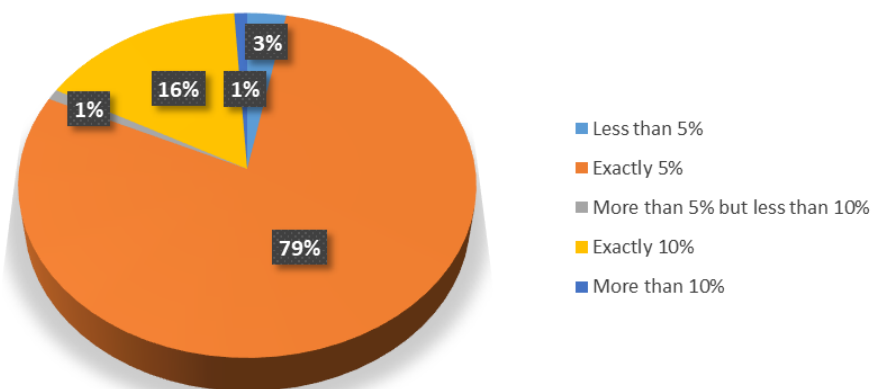
## DBD Enrollment

Payment Receipt Method  
September 2023



## Overpayment Recovery Rate

September 2023



## Housing Stability Program - Community Relations Workers

### Support

All services performed, provided, or arranged by the Homelessness Stability Program staff to promote, improve, sustain, or restore appropriate housing for individuals active with the Homelessness Stability Program, periodically within the month, not requiring intense case management.

September 2023 Income Source	East	West
Senior	6	16
ODSP	10	28
Ontario Works	4	17
Low Income	18	33

### 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.

September 2023 Income Source	East	West
Senior	13	22
ODSP	6	14
Ontario Works	8	15
Low Income	9	53

### Contact/Referrals

September 2023	East	West	YTD
Homeless	1	9	51
At Risk	0	6	70
Esprit Outreach Homeless	0	0	6
Esprit Outreach at Risk	0	0	10
Program Total			148
Esprit in Shelter clients calculated in Homelessness numbers			
Esprit in Shelter	7		18

### Short Term Housing Allowance

	Active	YTD
September 2023	7	39

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

September 2023 Income Source	Total	HPP
Senior	3	\$938.98
ODSP	6	\$5,036.71
Ontario Works	3	\$1,376.84
Low Income	2	\$750.99

September 2023 Reason for Issue	Total
Utilities/Firewood	\$1,709.99
Food/Household/Misc	\$1,565.54
Emergency Housing	\$4,830.99
Total	\$8,103.52

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

September 2023 Income Source	Total	HPP
Senior	1	\$271.84
ODSP	8	\$6,239.31
Ontario Works	8	\$8,001.89
Low Income	5	\$1,381.66

September 2023 Reason for Issue	Total
Rental Arrears	\$4,500.00
Utilities/Firewood	\$4,445.94
Transportation	\$308.83
Food/Household/Misc.	\$6,639.93
Total	\$15,894.70

## **By-Name List Data**

### **September 2021– September 2023**



## Housing Programs

### Social Housing Centralized Waitlist Report September 2023

	East Parry Sound	West Parry Sound	Total
Seniors	47	115	162
Families	129	420	549
Individuals	515	197	712
Total	691	732	1,423
Total Waitlist Unduplicated			458

### 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	13	2	9	2	
June	15		3	2		June	9	1	2	1	
July	13	2	10	1		July	5	1	5	1	
Aug	5		17	2	1	Aug	14	1	3	1	
Sept	16		10	1	1	Sept	12		4		
Oct	14		12	6		Oct					
Nov	12	1	8	3		Nov					
Dec	1			5		Dec					
Total	125	6	68	26	3	Total	80	7	98	11	0

- Housing Programs added 12 new eligible applications to the centralized waitlist in the month of September
- 2 of the new Rent-Geared-to-Income apps were re-instated applicants
- Of the 4 cancelled applications, one was due to being removed as they were eligible to receive the Canada Ontario Housing Benefit, one refused, one did not provide documentation and lost contact, and one had assets in excess

## Parry Sound District Housing Corporation

### September 2023

#### Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	0	26
Move in	0	22
L1/L2 forms	0	5
N4 - notice of eviction for non payment of rent	3	7
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	0	10
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	4	59
No Trespass Order	0	1
Tenant Home Visits	25	161
Mediation/Negotiation/Referrals	10	98
Tenant Engagements/Education	2	88



## Property Maintenance September 2023

Pest Control		2 buildings are currently being inspected monthly for bedbugs; 1 unit has been treated
Vacant Units	10	one-bedroom (7); multiple bedroom (3) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	6	one-bedroom market units available
After Hours Calls	12	Smoke detector beeping, water leaking from upstairs, fire panel “trouble” alarm, Esprit glass break alarm, Bell requiring access into building, OPP requiring access for wellness check, toilet leak, locksmith wishing to do repairs afterhours, loud noise coming from vacant unit, power outage 4 staff participate in the on-call phone tree system
Work Orders	162	Created for maintenance work, and related materials for the month of September
Fire Inspections		12 units inspected within the month of September **as per Fire Code, we will be moving to monthly inspections **

## Capital Projects September 2023

- Esprit Renovation project was initiated; quotes are in the process of being collected, along with scheduling Engineers to review ramp, and canopy
- The Duplex Project is well underway; Housing Services Corporation is involved with this project
- Finalizing the contract for roof replacement for daycare located in Parry Sound
- Asbestos removal within 4 homes
- Stair railing repairs/replacement within one of the buildings
- Eavestrough repairs/replacement throughout the district
- Initiated the investigation into a major water leak affecting one of the buildings

### Ongoing Challenges

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

# Esprit Place Family Resource Centre

## September 2023

Emergency Shelter Services	September 2023	YTD
Number of women who stayed in shelter this month	13	90
Number of children who stayed in the shelter this month	8	37
Number of hours of direct service to women (shelter and counselling)	250	1,397
Number of days at capacity	7	80
Number of days over capacity	22	58
Overall capacity %	114%	79%
Resident bed nights (women & children)	341	1,951
Phone interactions (crisis/support)	49	244

Transitional Support	September 2023	YTD
Number of women served this month	18	83
Number of NEW women registered in the program	7	20
Number of public ed/groups offered	0	3

Child Witness Program	September 2023	YTD
Number of children/women served this month	28	132
Number of NEW clients (mothers and children) registered in the program	9	40
Number of public ed/groups offered	1	7