
District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

March 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.

CAO UPDATE

As we move into March, I want to begin by recognizing the significant work taking place across the DSSAB and the dedication of the staff who continue to advance our mandate to support the well-being and stability of communities across the District of Parry Sound.

This continues to be an important period of progress for our organization. We are actively moving forward on key priorities, particularly within our housing portfolio where we are exploring new opportunities to increase supply and strengthen partnerships that will support the development of additional affordable housing in our district. At the same time, we continue to expand and stabilize our child care system as we implement the Canada-Wide Early Learning and Child Care framework, working closely with operators and partners to ensure families in our communities have access to quality, affordable spaces.

These initiatives reflect the core of the DSSAB's role in this region, bringing together programs, partnerships, and resources to respond to community needs and create lasting impact.

March is also a meaningful time of year as we recognize **International Women's Day**. As a female leader, this day holds particular significance for me. I am continually reminded of the responsibility and privilege that comes with leadership, and of the many women who have paved the way for others to lead in public service.

I am especially proud to work alongside the many strong, capable, and compassionate women who serve across our organization. From frontline staff to supervisors and directors, women make up a significant part of the DSSAB workforce. Every day they bring professionalism, expertise, and deep commitment to improving the lives of the people in our communities.

Their work which is often complex and sometimes unseen, is foundational to the progress we continue to make as an organization. The impact of their dedication can be seen across our housing programs, early years services, income supports, and women's services. They are not only delivering programs; they are strengthening communities.

As we continue our work in the months ahead, I want to acknowledge and thank all staff for the care and commitment they bring to this organization and the people we serve. The progress we are making is the direct result of that collective effort.

Tammy MacKenzie
Chief Administrative Officer

'Everyday Impact' – Helena Johnson

Outreach is a critical function that extends our organization's presence in the community beyond our immediate setting and ensures services are accessible to those who may otherwise remain unserved. Effective outreach fosters trust builds meaningful relationships within the community and increases awareness of available supports.

Recently, Helena Johnson, Integrated System Navigator with our Income Support and Stability Team, demonstrated the impact of effective outreach by attending our local YMCA to support a new member to our community.



The following is the feedback received from the YMCA:

"I just want to share an experience I had with a client and Helena. This client is new to Parry Sound, a young man from Nunavut. He is looking for employment but also some stabilization needs as he has no income and is hoping to get into stable housing. It was really great having Helena here and available to speak with the client. He gained all of the information he needed to apply for assistance and Helena made a great connection with him. He left the offices feeling confident that things were looking better for him."

Helena has consistently demonstrated a high level of creativity in her approach to client engagement and reporting. She exhibits a strong understanding of the critical role that thoughtful and accurate data collection plays in effectively articulating a client's journey and outcomes. By combining innovative thinking with a disciplined focus on evidence-based documentation, she ensures that client stories are not only compelling, but also grounded in meaningful, measurable impact. Her work strengthens our ability to communicate results with clarity, credibility, and strategic insight.

She is the one of the leading ISN's in building the Homemakers Program which is a new initiative that partners Income Support and Stability with Community Support Services in Parry Sound. Her insight and forward thinking with processes and logistics will help us reach members of our community with another resource tool.

Helena, congratulations on being nominated for the Everyday Impact Award!

Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District January 2026						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18m)	3	2	2	3	14	24
Toddler (18-30m)	8	7	11	17	27	70
Preschool (30M-4y)	16	15	17	35	51	134
# of Active Children	27	24	30	55	92	228

School Age Programs– Jan 2026

School Age Programs January 2026	
Location	Enrollment
Mapleridge After School	25
Mapleridge Before School	11
Home Child Care	14
# of Active Children	50



Inclusion Support Services – January 2026

Age Group	Early ON	Licensed ELCC	Monthly Total	Discharges	Referrals	Waitlist
Infant (0-18m)						
Toddler (18-30m)	3	18	21		2 (LELCC)	
Preschool (30-47m)	6	37	43		2(LELCC)	
JK/SK (48m-6yr)	2	5	7			
School age (6 yr+)		1	1	5		
Monthly Total	11	61	72	5	4	
Year to Date	11	61	72	5	4	0

Approximately 57% of cases are referred for speech and language, 20% for social emotional or self-regulation while the rest are for ASD and other delays. Usually there are multiple reasons for referrals.

EarlyON Child and Family Programs— Jan 2026

EarlyON Child and Family Centre Reporting Month: January 2026		
Activity	Monthly Total	Year to Date
Number of Child Visits	796	796
Number of Unique Children served this month	252	
Number of Adult Visits	592	592
Number of Unique Adults served this month	200	
Number of Professionals (New stat of July 1, 2025)	17	17
Number of Virtual Programming Events	2	2
Number of engagements Through social media	491	491
Number of views Through social media	26,994	26,994

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 January 2026

Number of Unique Children on the Application Portal

797

Children who Identify as Indigenous

85

Children Identifying Francophone Relatives

51

Prenatal Children

138

Unique Children - includes children waiting for care and those who are placed in care but have applied to other child care centres/programs. (ie: currently in an infant space and have also applied for JK/SK after school program) - Or - includes all children who have completed an application for child care

Unique Children Waiting for Care

450

Waiting for Care - 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.

Year, Month

Multiple selections

Month

January

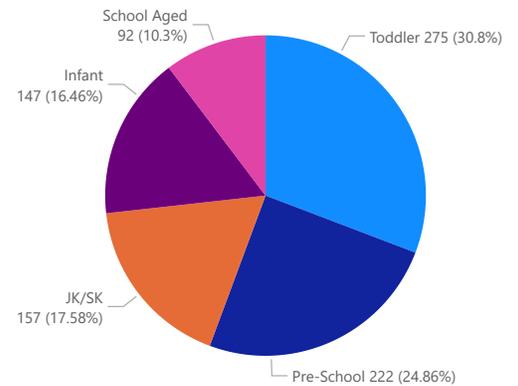
Additions to Application Portal

66

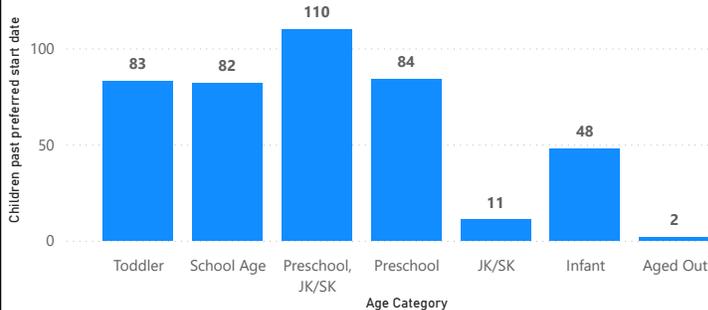
Total Number of Children past preferred start date (Unique)

427

Waitlist by Age Category

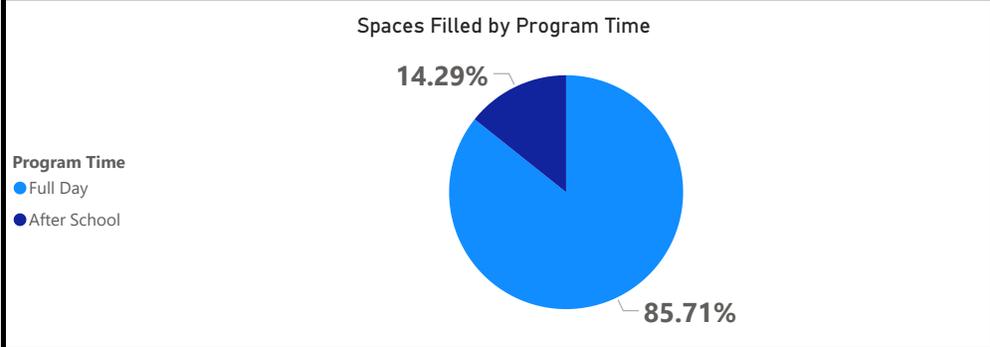
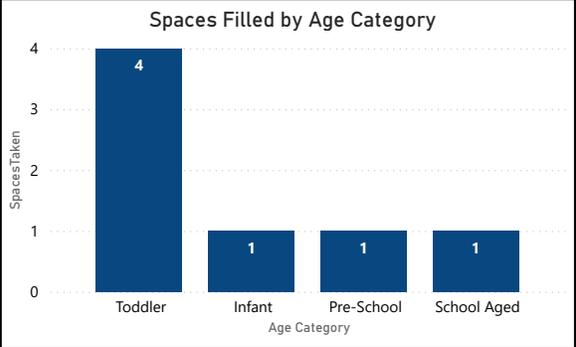


Number of Children past their preferred start date by age



Year
2026

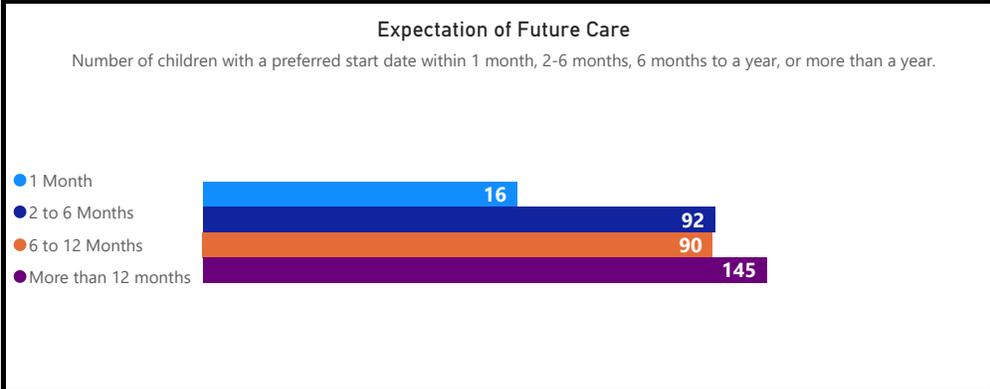
Month
January



Children Placed	Spaces Filled
7	7

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

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



Funding Sources for District Wide Childcare Spaces – Jan 2026

Child Care Service Management

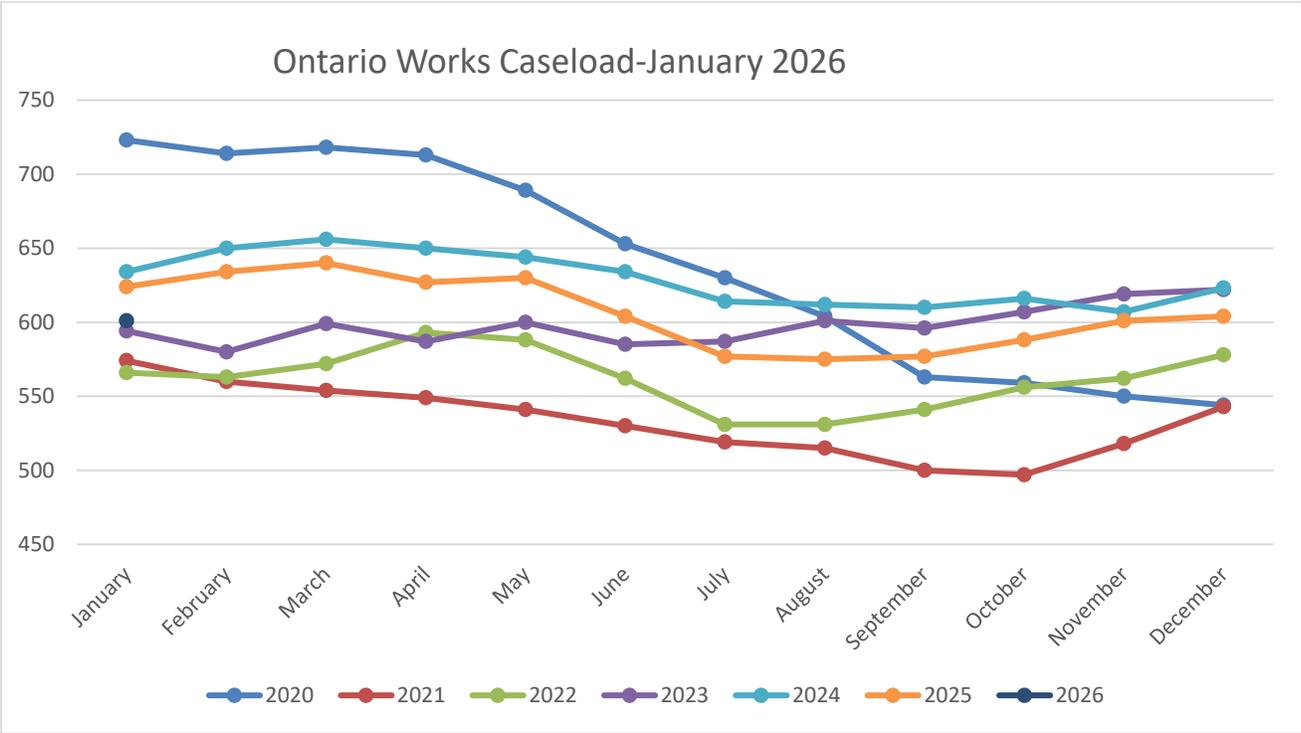
Total Children by Funding Source

January 2026

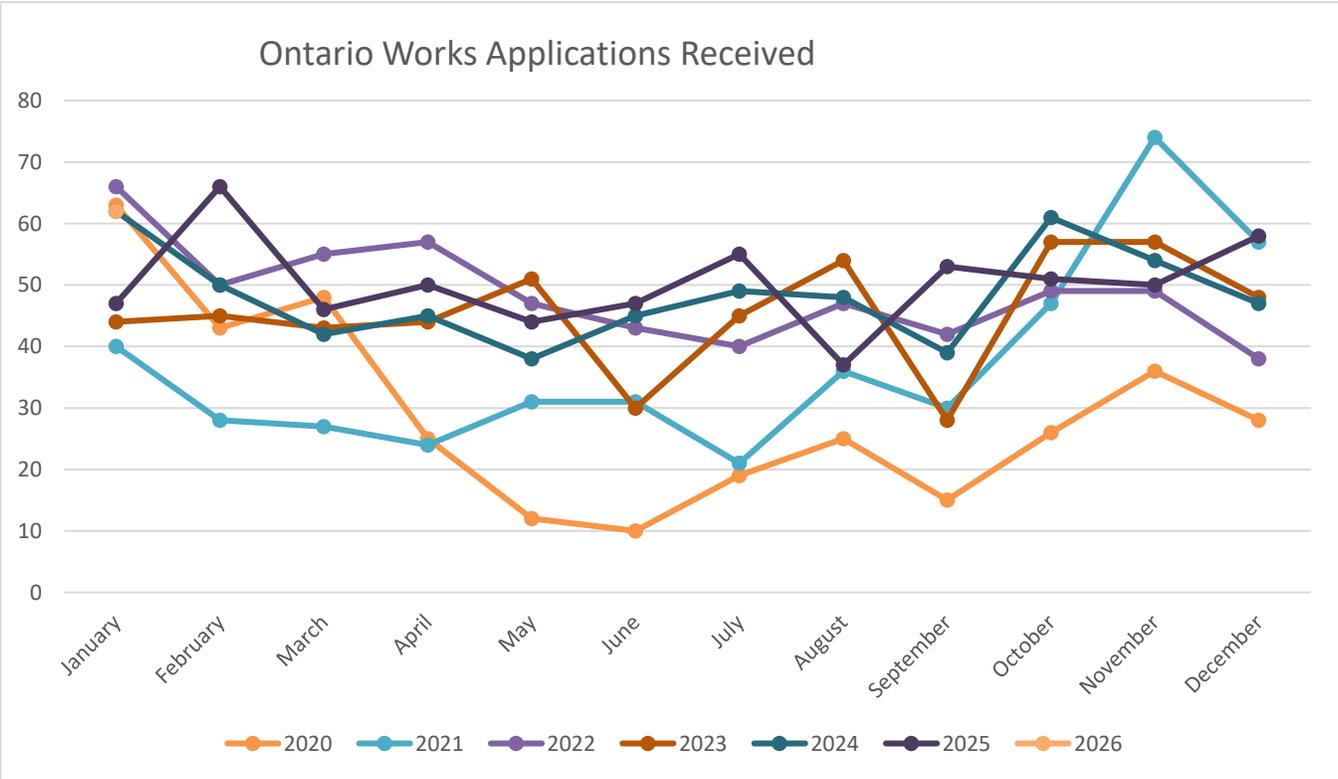
ACTIVE		
Funding Source	# of Children	# of Families
CWELCC	36	35
CWELCC Full Fee	228	224
Extended Day Fee Subsidy	1	1
Fee Subsidy	17	15
Full Fee	19	18
Ontario Works	4	4
Total Active:	305	297

NEW		
Funding Source	# of Children	# of Families
CWELCC	4	4
CWELCC Full Fee	6	6
Extended Day Fee Subsidy	0	0
Fee Subsidy	1	1
Full Fee	0	0
Ontario Works	2	2
Total New:	13	13

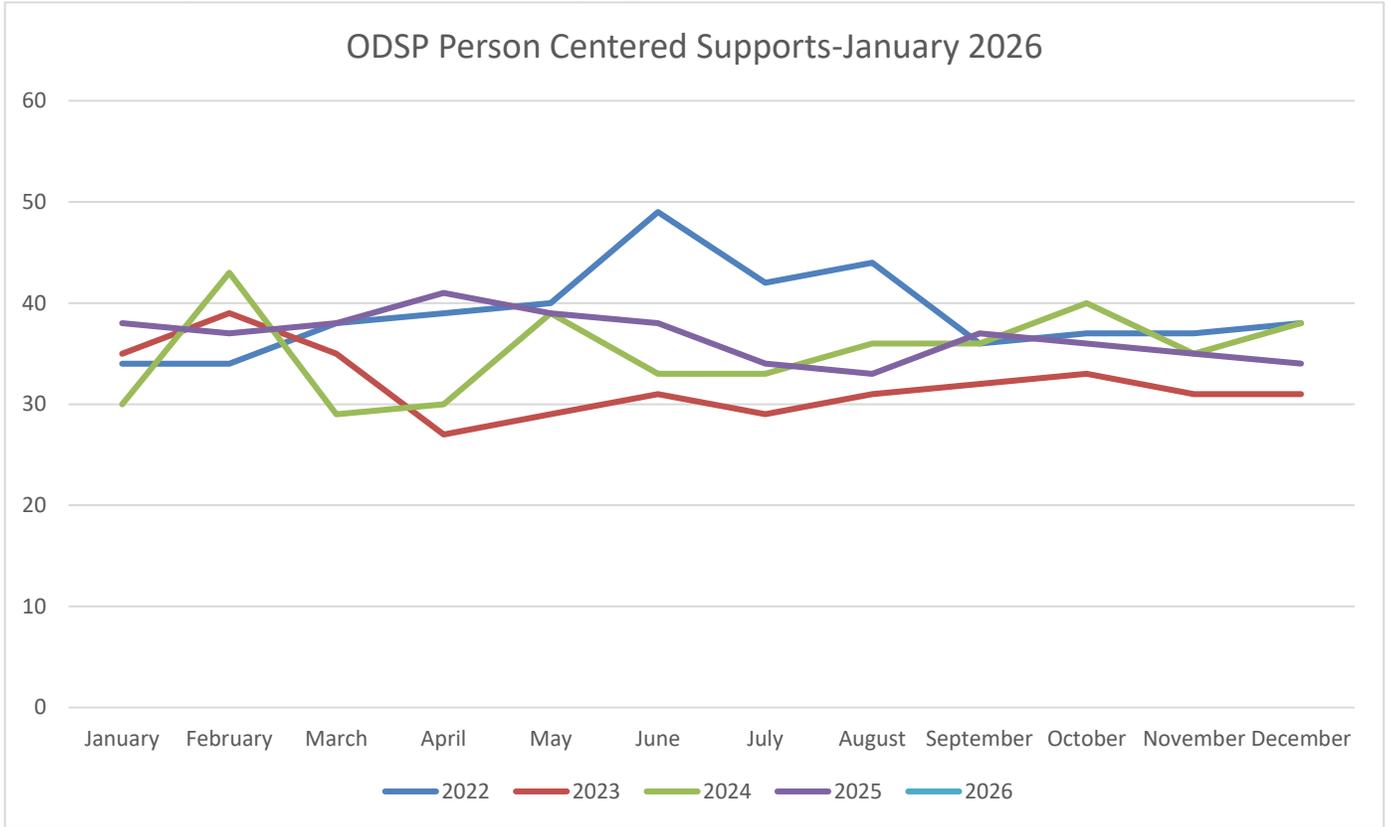
EXITS		
Funding Source	# of Children	# of Families
CWELCC	0	0
CWELCC Full Fee	0	0
Extended Day Fee Subsidy	0	0
Fee Subsidy	0	0
Full Fee	0	0
Ontario Works	0	0
Total Exits:	0	0



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



ODSP Participants in Ontario Works Employment Assistance



The OW Caseload continues to hold steady at **601** cases. We are providing **34** ODSP participants Person-Centred Supports. We also have **58** Temporary Care Assistance cases. **62** applications were received through the province’s Ontario Works Intake Unit (OWIU).

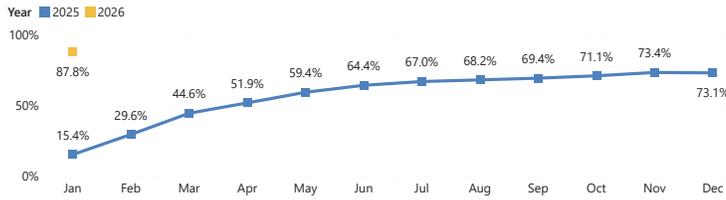
Ontario Works (OW) Performance Measures

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

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

*NDA-Non-Disabled Adult

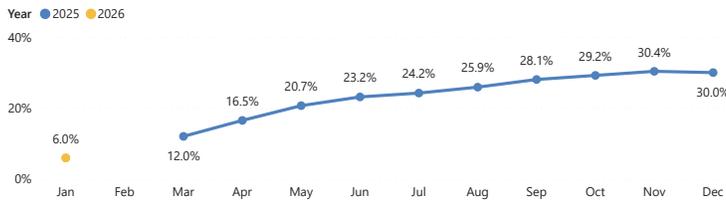
Percentage of OW + NDA Members with mandatory participation requirements that have created a Social Assistance Action Plan (Cumulative Year-to-Date)*



Provincial Value for Latest Month in Selected Range



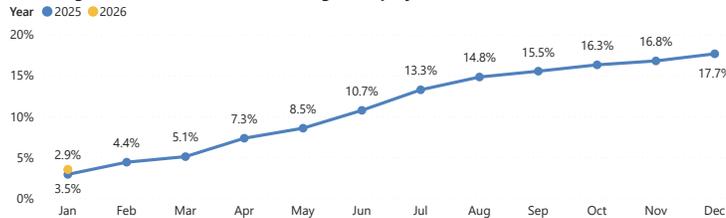
Percentage of OW + NDA Members with mandatory participation requirements that are referred to EO (Cumulative Year-to-Date)



Provincial Value for Latest Month in Selected Range



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



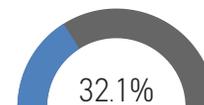
Provincial Value for Latest Month in Selected Range



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

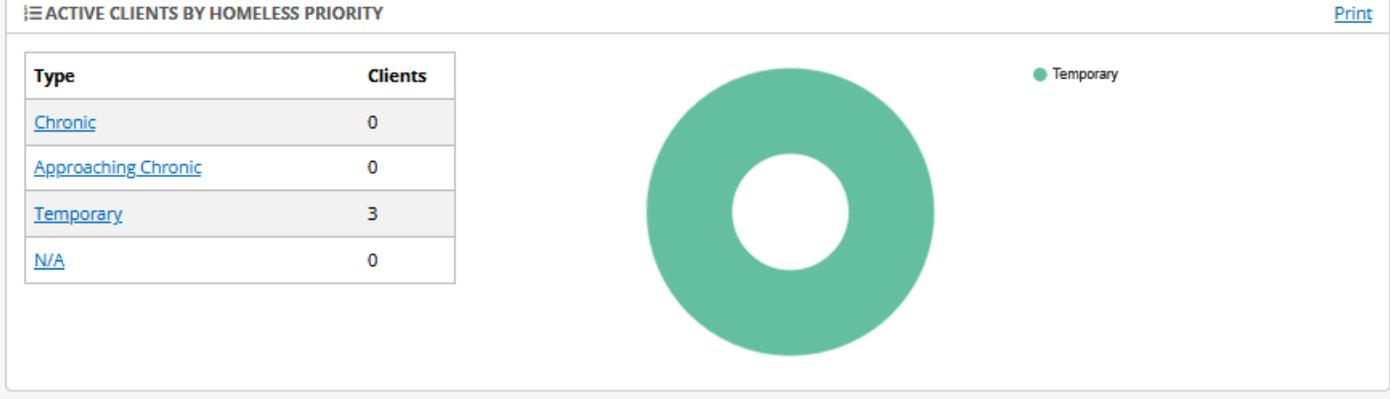
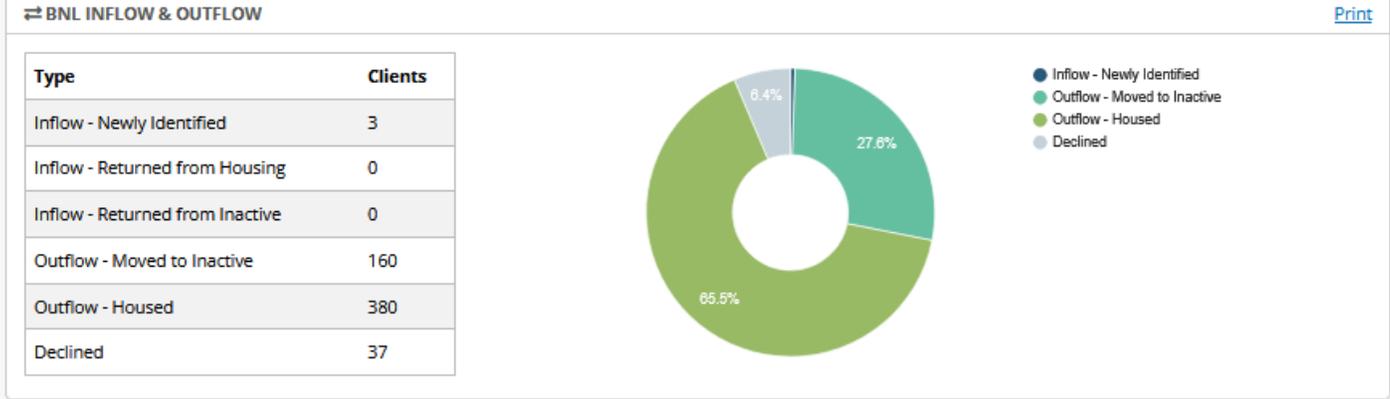
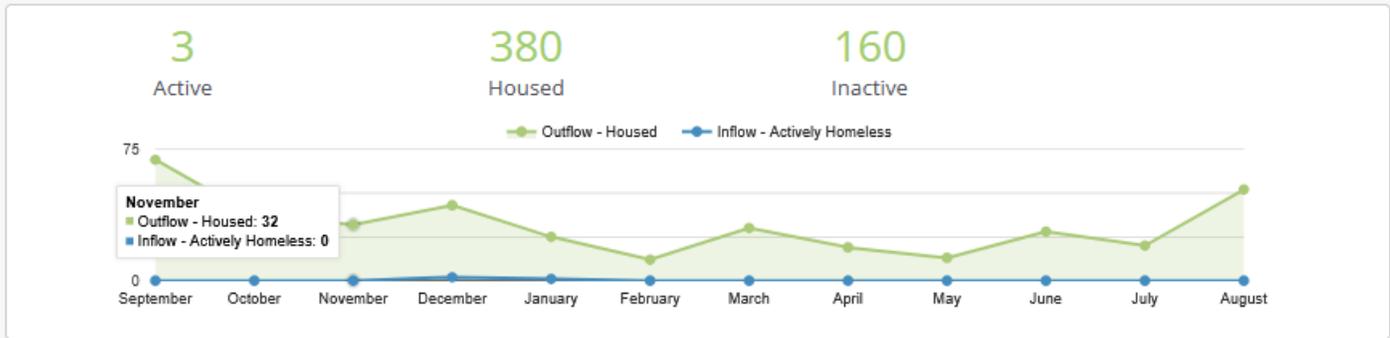


Provincial Value for Latest Month in Selected Range



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.

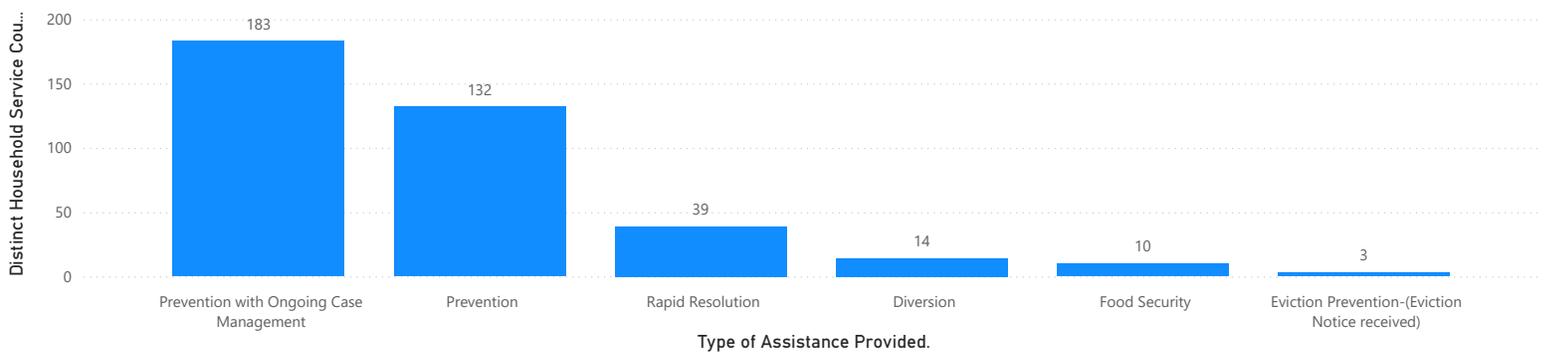


Month, Year

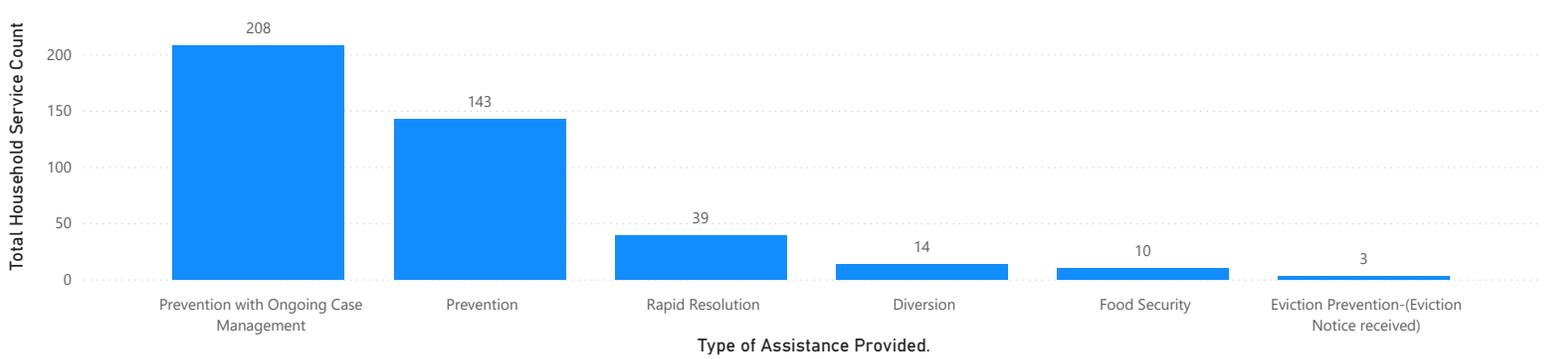
Multiple selections



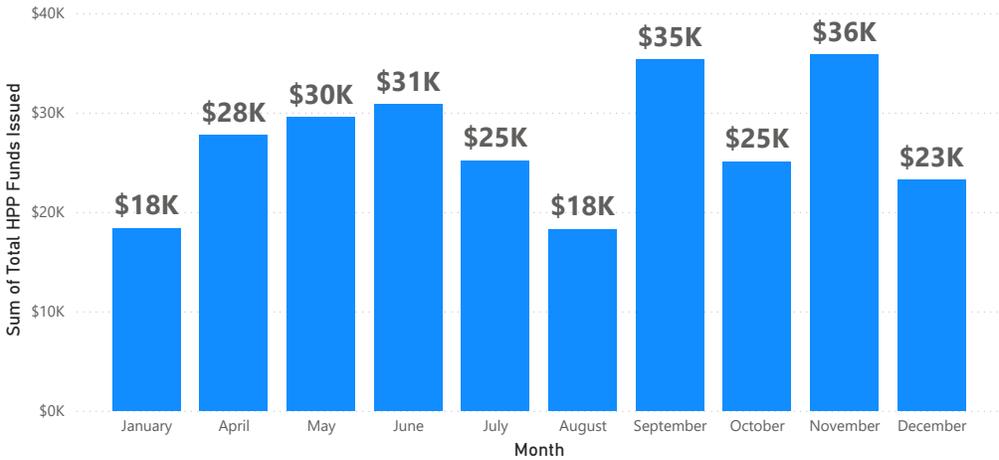
Distinct Household Service Count by Type of Assistance Provided.



Total Household Service Count by Type of Assistance Provided.



Total HPP Funds Issued by Month



Type of Assistance-HPP

All

Month, Year

Multiple selections

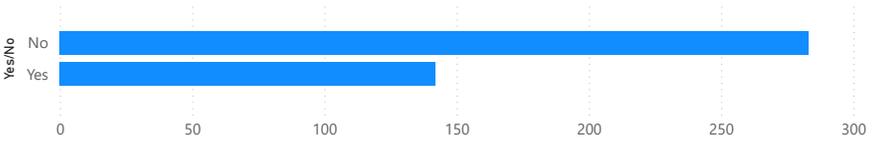
\$269,660.19
Sum of Total HPP Funds Issued

Provincial Priority Groups	Unique Households Served
Chronic Homelessness	20
Indigenous	10
Transitioning from Provincial Institution	2
Youth aged 16-25	20
Total	52

Income Source	Unique Households Served	Sum of Total HPP Funds Issued
OW	133	\$120,928.38
ODSP	108	\$94,182.79
Low Income Senior	51	\$33,802.76
Low Income	70	\$20,746.26
Total	347	\$269,660.19

Housing Status	Unique Households Served
At Risk of Homelessness	293
Experiencing Homelessness (and not currently on BNL)	43
On BNL	22
Total	347

Has the client been issued HPP in the past?



Type of Assistance Provided.	Low Income	Low Income Senior	ODSP	OW	Total
Prevention with Ongoing Case Management	16	14	52	121	201
Prevention	44	39	59	14	152
Rapid Resolution	13	5	7	17	42
Diversion	5	1	4	5	15
Food Security	1		1	8	10
Eviction Prevention-(Eviction Notice received)	1	1	1		3
Total	80	60	124	164	422

Month, Year

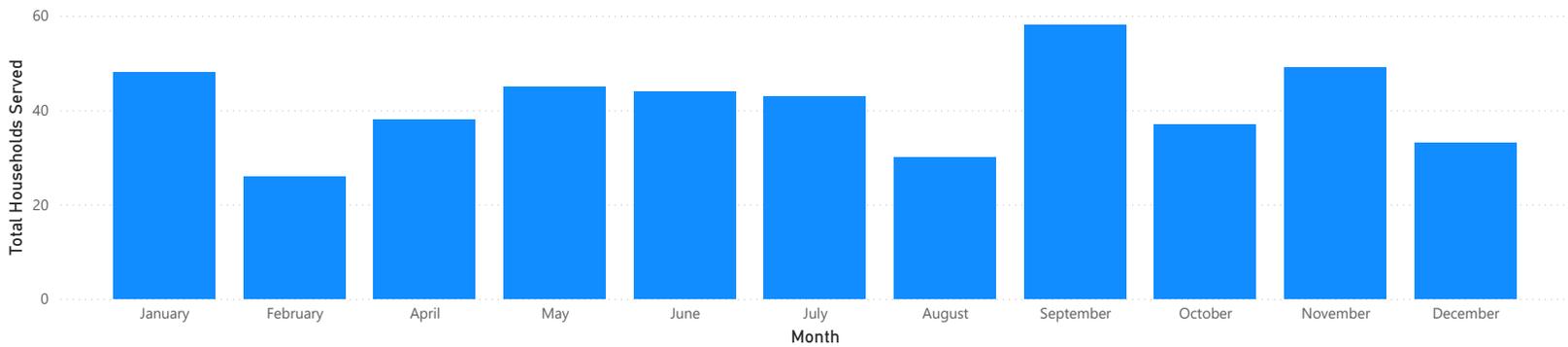
347

Unique Households Served

425

Total Households Served

Total Households Supported through HPP by Month-All



Housing Programs Update—January 2026

Social Housing Centralized Wait List Report			
	East	West	TOTAL
January 2026	Parry Sound	Parry Sound	
Seniors	53	136	189
Families	181	510	691
Individuals	570	175	745
TOTAL	804	821	1625
Total Wait List Unduplicated			445

Social Housing Centralized Wait List (CWL) 2025-2026 Comparison 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						
Mar	9	1	4	1		Mar						
Apr	6	1	10			Apr						
May	11		1	2		May						
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	6	0	9	0	0	
						SPP = Special Priority Placement						

- Housing Programs approved 6 new applications to the Centralized Waitlist in the month of January.
- There were 9 cancelled applications; 4 applicants requested, one applicant deceased, 3 were approved for the Canada-Ontario Housing Benefit, and one applicant had assets in excess.

HOUSING OPERATIONS AND SERVICE MANAGEMENT

January 2026 Statistical Information

Activity for Tenant Services

	CURRENT MONTH	YEAR TO DATE
Move-Outs	1	1
Move In (Centralized Waitlist along with Internal transfers)	1	1
L1/L2 Hearings	3	3
N4 Delivered to tenant or filed with the LTB– Notice of eviction for non-payment of rent	0	0
N5 Filed with the LTB– notice of eviction disturbing the quiet enjoyment of the other occupants	2	2
N6 Filed with the LTB –notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0
N7 Filed with the LTB – notice of eviction for willful damage to unit	0	0
Repayment Agreements (new) (Formal & informal)	0	0
No Trespass Order	0	0
Mediation/Negotiation/Referrals	34	34
Tenant Home Visits/Wellness checks	39	39
Tenant Engagements/Education	0	0

Activity for Property Maintenance

Pest Control		Monthly pest control inspections were completed at 8 buildings. 32 units were inspected. Of the 32 units, 2 units required treatment.
Vacant units	6	5 one-bedroom, 1- multiple bedrooms (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant units: TMV	0	NO VACANCY
After Hours Calls	12	monitoring station offline, lock out, frozen exterior door lock, heater not turning on, EMS requiring access (did not have access code with them)
Work Orders	126	Work orders are created for our staff to complete routine maintenance repairs for all DSSAB/LHC Buildings
Purchase Orders	176	Purchase Orders are for services, and materials required outside of the Housing Operations Department scope of work for the LHC/DSSAB properties
Fire Inspections	3	3 Fire inspections completed on properties in January with Huronia Alarms/FPO's. Monthly inspections continue at every building.
Annual Inspections	0	Annual inspections will be planned for early spring.
Inspections (Other)	0	Housing keeping, Fire Prevention Officer follow up, and preconstruction/postconstruction
Incident Reports	1	Slip and fall. No reported injuries.

Capital Projects Monthly Report—January 2026

This monthly report provides an overview of capital project activities undertaken during January 2026. January was a busy month focused on receiving approved budgets, organizing the capital work plan for the year, and beginning the first stages of tendering and procurement for the 2026 construction season.

Hazardous Material Remediation and Water Damage Repairs

Remediations continued as normal throughout January, with several remediation projects underway or completed during the month. Work progressed through clearance, reinstatement, and closeout sequencing as required, with completed scopes continuing to follow required inspection and environmental clearance protocols.

Plumbing, HVAC, and Duct Maintenance

Winter HVAC maintenance and inspections continued as normal during January. Duct insulation installation is underway at an office building, and mechanical systems continue to be monitored closely to support reliable winter operations.

Doors, Siding, Painting, and Cosmetic Upgrades

No new door work, siding projects, painting, or cosmetic upgrades occurred during January. These scopes remain subject to prioritization within the broader 2026 capital work plan as seasonal conditions and procurement timelines advance.

Generator and Electrical Work

No major new generator-related activity occurred during January. Investigation and planning for electrical panel replacements in townhomes has begun, with scope development and sequencing underway to support future procurement and delivery.

Roofing and Eavestrough Projects

No major new changes occurred under active roof or eavestrough projects during January. However, ice damming events resulted in localized interior damage requiring response and repairs. Identifying and implementing measures to reduce recurring ice damming risk will be a key focus within the 2026 work program.

Structural Repairs, Infrastructure and Foundation Assessments

Structural repairs in Callander remain underway under active management. Inspections are scheduled for an office building to inform next steps, and a damaged roof canopy serving a residential building was inspected with repairs now underway.

Security Enhancements

No new security enhancements were undertaken during January. Existing measures remain in place and operational, with ongoing monitoring to support building safety and access control.

Consulting and Engineering Contracts

Consultant and engineering activity remained active in support of the 2026 capital program. One tender mandatory site visit occurred in January, with tender close scheduled for February. Two additional projects, siding replacement and septic replacements, are currently in the investigation phase to support scope definition, cost planning, and future sequencing.

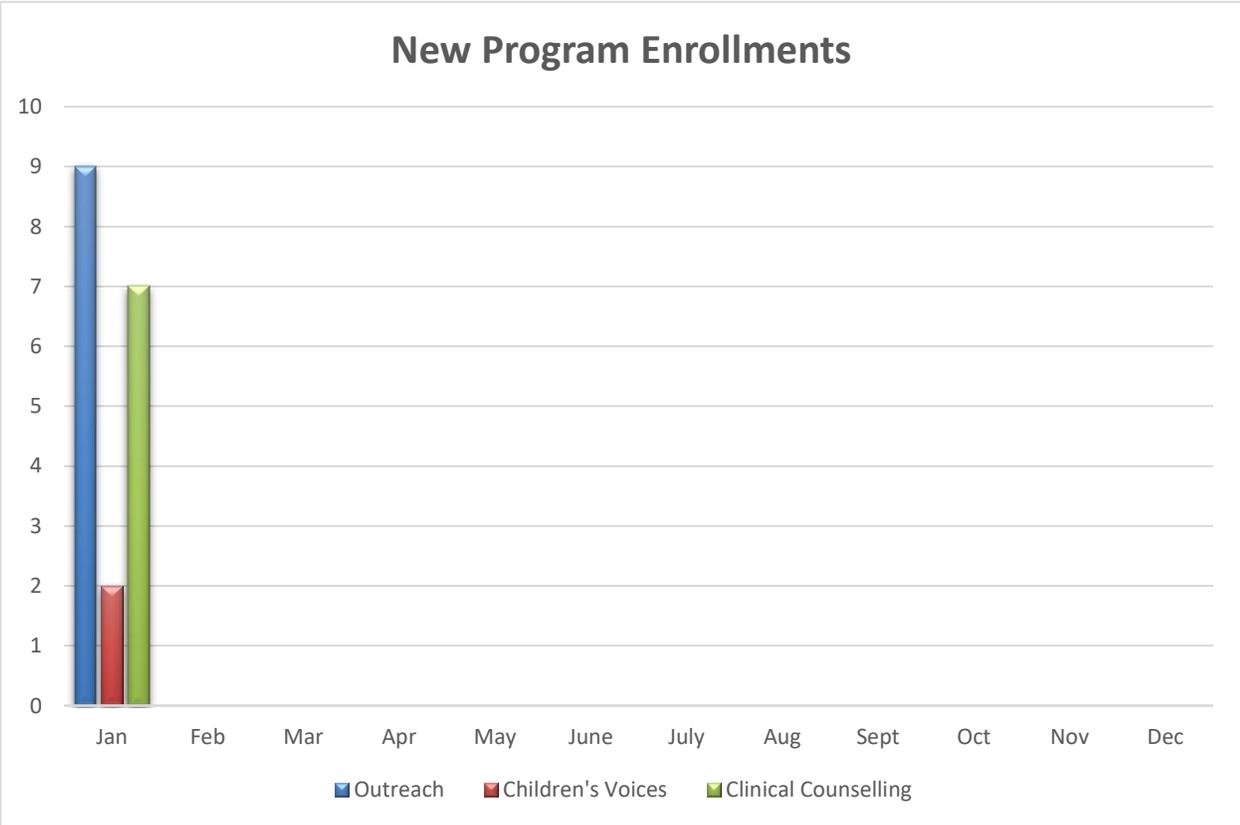
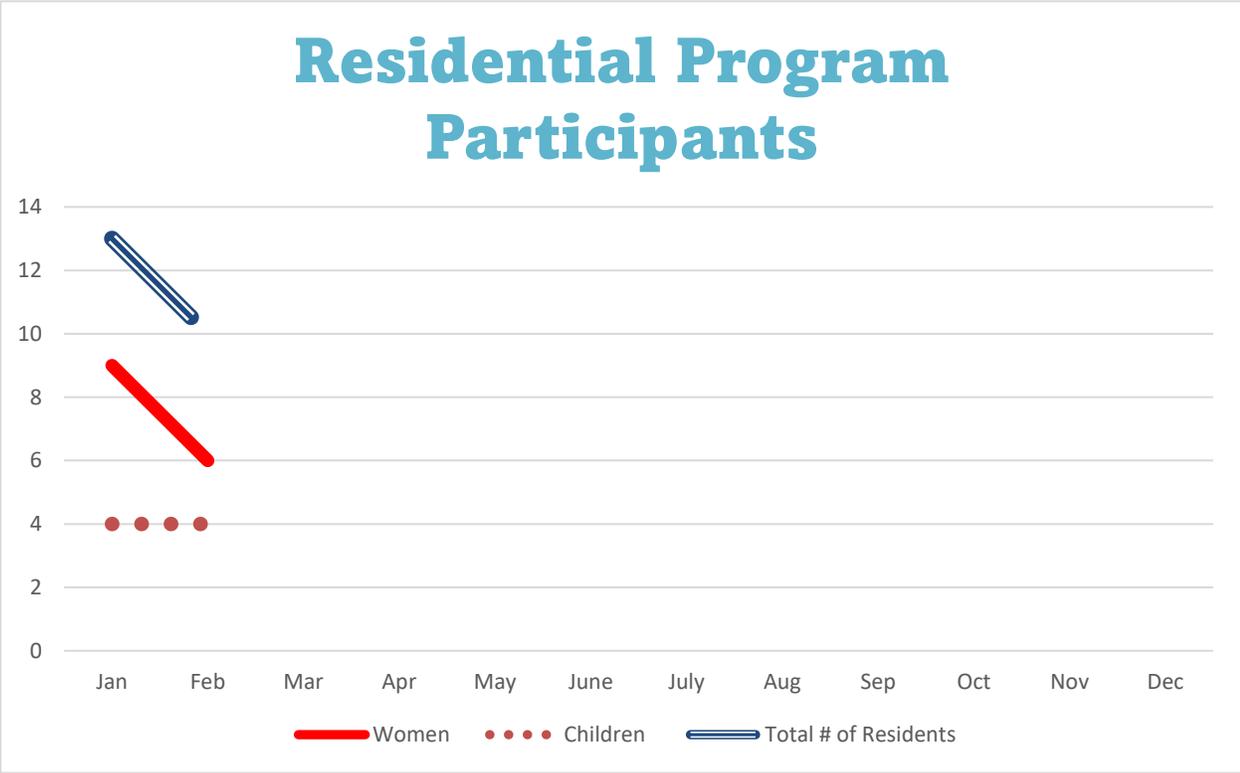
Childcare Capital Acceleration

No childcare capital acceleration work occurred during January. Childcare-related capital activity will continue to be reviewed alongside the broader 2026 program as priorities and funding opportunities arise.

Completion Highlights (January 2026)

January marked the transition from budget approval into active implementation of the 2026 capital work program. The month focused on organizing approved budgets into deliverable work plans, maintaining active winter operations/projects, advancing investigations, and initiating early tendering and procurement activities. The next reporting period will focus on tender closings, project mobilization, and continued progression of 2026 capital priorities as scopes move from planning into execution.

Esprit Place Family Resource Centre Update – January 2026



Social Media Stats

Facebook –District of Parry Sound Social Services Administration	SEPT 2025	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026
Total Page Followers	780	786	791	797	819	837
Post Reach this Period (# of people who saw post)	33,114	18,590	23,572	5332	26,803	56,115
Post Engagement this Period (# of reactions, comments, shares)	211	138	178	132	913	1,760

Facebook -Esprit Place Family Resource Centre	SEPT 2025	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026
Total Page Followers	229	229	248	249	250	251
Post Reach this Period (# of people who saw post)	424	313	17,684	2136	884	308
Post Engagement this Period (# of reactions, comments, shares)	2	3	189	34	10	3

DSSAB LinkedIN Stats https://bit.ly/2YyFHIE	SEPT 2025	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026
Total Followers	561	561	579	585	594	598
Search Appearances (in last 7 days)	122	113	170	147	154	80
Total Page Views	26	27	77	23	44	50
Post Impressions	235	1092	2,953	1124	1521	1735
Total Unique Visitors	14	15	29	16	21	20

Instagram - Esprit Place Family Resource Centre https://www.instagram.com/espritplace/	SEPT 2025	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026
Total Followers	109	112	115	115	117	120
# of accumulated posts	67	69	81	81	81	81