

Progress update- January 2022

Strategic Plan 2021-2026

Modernize Service System Planning

Improve digital and electronic access to programs and services

- Processes put in place during the previous remote work plan have proved successful in allowing for a quick return to a remote workforce this time around. We will continue to improve processes.
- New Internal Website is being developed to provide a centralized way for staff to access internal resources from anywhere.
- We've begun the transitional process to move users files to the cloud.
- Conducted an assessment and plan for cyber security
- Increased use of virtual technology solutions (i.e., OLAF- Online Fee Subsidy Application) to support online applications and payment options for child care.
- Nearly 30% of the OW caseload is registered for the MyBenefits self serve tool
- Integrated the By-Name List into our FIIT Case Management tool
- Implemented the Electronic Document Management System in the Ontario Works Program.
- Moved to a fully digital Board package.
- Centralized billing for child care fees streamlines the process for families with one point of contact for billing enquiries.

Strengthen Collaboration

Work with community health organizations to better integrate health supports into the services we offer

- We now have formal partnerships in place with West Parry Sound Health Centre, Nurse Practitioner Led Clinics, Community Paramedicine, and the OPP. We will continue to build on these relationships and engage with new partners to expand/improve service offerings.

Work together with partners to balance local priorities with operational and financial realities

- Enumeration was conducted on September 15, 2021 and the By-Name list was active on December 31, 2021. We will continue to further community partnership through the implementation of the homelessness enumeration and By-Name List. The By-Name List is a real time list of all people experiencing homelessness in our community who would like to receive assistance to access housing services and supports.

Holistic Approach to Human Services

Continue to promote integration between internal and external program & service areas and support the implementation of a single window access to integrated human services

- The Homelessness Prevention Program (HPP) will collaborate with Ontario Works (OW) in the Income Support Division under the direction of Jeff Degagne, to work towards single window access. With this transition, Child Care Service Management will fall under the direction of Pam Nelson.
- A member of the Esprit team joined the HPP CRW team. This collaboration of integrating the VAW lens into the HPP Assertive Case Management style will provide further wrap around services to the community.
- We are participating in the Centralized Intake prototype as part of the Social Assistance Recovery and Renewal Plan. The prototype is building on enhancements already underway to improve social assistance, make digital services easier to access, and help more people re-enter the workforce.

Effective Infrastructure Renewal

Assess all DSSAB assets; including housing, child care, and public sites

- We will be enhancing VAW shelter capacity by utilizing the SSRF 4 allocation to provide a 'retrofit/upgrade' to Esprit. The project is to include the addition of 5 bedrooms and 5 bathrooms.
- We have applied to the Town of Parry Sound for the rezoning of the property on Waubeek Street behind the Early Learning and Child Care Centre. Approval of this application would permit the creation of 80-90 units and the hope is that these lands would be rezoned and be in a "development ready" state to enable a project should funds become available.

Achieve Organizational Excellence

Continuous improvement in administrative, governance, planning, procedures, and policies to enable the DSSAB to achieve shared strategic goals

- On January 13th, the Board re-elected Rick Zanussi to the role of Chair, and Jerry Brandt to the role of Vice Chair, a role previously held by Barbara Marlow, who resigned on October 21st, 2021. We extend our profound appreciation to Barb, Deputy Mayor of the Township of Ryerson, for her 30 years of dedication, wisdom, guidance, and thoughtful contributions as a member of the Board.

Use program statistics and performance indicators to demonstrate programs and service outcomes and help decision-making

- Quantified the extent of homelessness in the District through the By-Name list, which went live December 31, 2021.
- Enumeration was conducted on September 15, 2021.

Modernize Service System Planning

Explore creative options to offer and support enhanced or expanded programs and services

- Improve use of technology and data for children's services planning and programming (HiMama)

Strengthen Collaboration

Incorporate Indigenous Truth and Reconciliation guiding principles and practices in the engagement, development and delivery of programs and services

- Free Indigenous training opportunities provided to staff virtually through Canadore College
- Leadership participated in Cultural Awareness Training hosted through the Parry Sound Friendship Centre
- We've initiated meetings with the PS Friendship Centre and are working closely with them on Biindigen, their new warming centre on James Street.
- We've also strengthened our partnership with PSFC in child care (Miigwansag) and partnered with them to offer Clan Teachings several times throughout the last few months

Holistic Approach to Human Services

Pursue opportunities to pilot innovative programs and services that support life stabilization of residents

- NEW Before/After school programming now offered
- Developed and implemented a recruitment plan for Home Child Care providers and successfully recruited 2 new providers. Efforts in recruitment and retention of RECE's in Home Child Care and other settings will continue through 2022-2023 as part of our Work Force Strategy.

Prevent and respond to homelessness and develop solutions to assist people to access housing across all levels of the housing continuum/spectrum

- Successfully negotiated a 2nd year (2022) for the two hotels within the district to serve as temporary transitional housing with community supports.
- Creation of two full time permanent positions within the HPP team.
- We will be enhancing VAW shelter capacity by utilizing the SSRF 4 allocation to provide a 'retrofit/upgrade' to Esprit. The project is to include the addition of 5 bedrooms and 5 bathrooms.

Effective Infrastructure Renewal

Develop a housing priority plan that outlines options to support core need households, including repurposing existing infrastructure and building new financially assisted housing

- Successfully negotiated the extension of operating agreements (phase 1) with our non-profit housing providers.
- Obtained occupancy on The Meadow View, the new seniors complex currently in the final phases of construction in Powassan. Applications are now being accepted and information is available online at www.themeadowview.ca

Achieve Organizational Excellence

Build a culture of employee engagement, training, and collaboration

- New Internal Website is being developed to provide a centralized way for staff to access internal resources from anywhere.
- By way of this document, we aim to establish all staff communications where the CAO provides an update of key achievements against the strategic plan.
- Job postings now aim to be more inclusive by including a statement encouraging people from all backgrounds to apply for our positions.

Improve communications with various stakeholders and local media

- New, mobile friendly, external website launched.
- Expand DSSAB social media presence to Twitter, LinkedIn, YouTube.
- Branding guidelines, including refresh branding, staff training, and toolbox for branding resources will be shared with staff shortly.