

# Progress update - April 2023

## Strategic Plan 2021-2026

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### Modernize Service System Planning

- **Improve digital and electronic access to programs and services**
- Developed an internal corporate electronic/digital policy solution.
- Training & staff orientation now available online
- Online training options available.
- Finance has improved efficiencies & implemented electronic accounts payable approvals
- 24% of the OW caseload is registered for the MyBenefits self serve tool. Registration is now by default for new clients.
- Staff are being trained to maximize the use of our current YARDI system (Housing)
- HPP has worked with finance department to digitize the application process internally to allow for greater efficiency and elimination of manual cheques.
- Introduced automatic child care payments through our HIMAMA platform.
- OCCMS (Ontario Child Care Management System) training plan in progress to provide greater efficiencies in Child Care Service Management.

### Strengthen Collaboration

- **Work with community health organizations to better integrate health supports into the services we offer**
- We continue to build and maintain coordination and communication networks with community partners: ie. Safe Justice Beds, HSSN, Mental Health and Addictions Table, Supervised Access Advisory Committee, Special Needs Strategy Network Advisory Committee, Child Care and Youth Planning Table, Aging in Place Collaboration, and Almaguin Highlands Community Partners.
- **Strengthen communications and information sharing with municipalities**
- All municipalities have been contacted with a request to update/add DSSAB information to their websites. Support has been provided. All municipalities have also been contacted with an offer to provide a presentation of DSSAB services at a future council meeting.
- Case Workers and Community Relations Workers have attended various municipal offices to share information with staff and meet with clients.

### 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**
- Pre-planning for the implementation of the Social Assistance Recovery and Renewal Plan (life stabilization framework). Service System Manager for Employment Services in Northeast Catchment area to be selected this year.
- **Pursue opportunities to pilot innovative programs and services that support life stabilization of residents**
- Implemented the DSSAB's Work Force Strategy for the recruitment and retention of ECE's throughout the district.
- Developed and implemented a recruitment plan for Home Child Care providers. Efforts will be revitalized and continued throughout 2023.
- **Enhance supports for employees**
- This is an ongoing employer commitment. For example, Digital Emotional Intelligence and Mental Health First Aid planned for 2023.

### Effective Infrastructure Renewal

- **Assess all DSSAB assets; including housing, child care, and public sites**
- Building Condition Assessments (BCA's) will be completed in 2023. This will help us to prepare a housing priority plan and will assist us with addressing address capital repair plans, regeneration and repurposing and use of surplus infrastructure.
- Window replacement completed at 66 Church Street housing building. Windows will be replaced at 21A Belvedere in 2023.
- Our application for the rezoning and the Official Plan Amendment for 66 Waubeek Street were passed by the Town of Parry Sound Council on February 21, 2023.

### Achieve Organizational Excellence

- **Continuous improvement in administrative, governance, planning, procedures, and policies to enable the DSSAB to achieve shared strategic goals**
- Awaiting RFQ for Employment SSM as part of Employment Services Transformation, attended various Engagement and Market Sounding sessions. Continuing to manage Centralized Intake.
- Implemented DocTract, a new Policy Management Framework for staff policy attestations.
- Procedural Rules have been updated
- Procurement policy is being reviewed to be updated.
- Board Orientation held virtually and documents shared electronically. .
- Successfully completed TWOMO election (2022)

 **Modernize Service System Planning**

**Improve digital and electronic access to programs and services**

- Developed initial Access Strategy for people we serve to improve digital and electronic access to programs and services.
- Implementation of a solution for on-site data collection and electronic funding application submissions.
- Remote access to FiiT.
- Implementation of CLOUD based version of WISH for on the spot, timely access to VAW documentation.
- Digital signature implementation is complete.
- In final stage of initial network infrastructure refresh.
- Implemented a Housing Ticket System for internal maintenance management.
- Cloud based applications for mobility in our workforce have been implemented.
- Developed an internal corporate electronic/digital policy solution.

 **Strengthen Collaboration**

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

- Mandatory all staff Indigenous training was organized for Fall 2022 (Foundations of Cultural Competency) with a second mandatory session taking place Spring 2023 (Building our Competencies).
- ISS supports Little Eagles with inclusionary practices.
- EarlyON supports Shawanaga, Magnetawan First Nations, and Henvey Inlet with Early Years programming and events.
- Working/supporting Miigwansag Child Care Centre with Quality Assurance Supervisor visits.
- Working together with the staff at Wasauksing First Nation to better support Ontario Works clients living off reserve.
- Provided financial supports to Georgian Bay Native Non Profit Housing for repairs of housing stock.

 **Holistic Approach to Human Services**

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

- Preplanning for the addition of 4 transitional units at Broadway in the fall/winter 2023, leading to improved outcomes based on our Housing & Homelessness Plan.
- Preplanning for the retrofitting of 3 family units to 6 units increases housing capacity (completion Dec 2023).
- Clients will continue to be offered COHB (Canada Ontario Housing Benefit) and after accepting, will be removed from the Centralized Wait List.
- Successfully wrapped up the 2nd and final year of the pilot Hotel Projects in December 2022. These projects served as temporary transitional housing with community supports during the pandemic.
- Working on a revitalization of the Home Ownership and Ontario Renovates Program to assist homeowners in remaining in their homes & supporting those entering the market.

 **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**

- Enhancing relationships with existing funding partners, exploring opportunities to apply for funding through United Way, WSC, and CMHC for enhanced VAW shelter capacity.
- Preplanning for the addition of 4 transitional units at Broadway in the fall/winter 2023.
- Preplanning for the retrofitting 3 family units to 6 units to increase availability
- Continue to offer COHB
- Working directly with the Town of Parry Sound on a pilot project for Secondary Suites. This program will be promoted in 2023 to other municipalities and the general public.
- Successfully completed and are now operating The Meadow View in Powassan.

 **Achieve Organizational Excellence**

**Build a culture of employee engagement, training, and collaboration**

- Updated performance appraisals, and conducted a staff survey to evaluate its success.
- The Leadership Team travelled to each workplace to host a BBQ for staff appreciation in June 2022.
- Conducted a staff Mental Wellness Survey.
- Continued with Calm Subscription for all employees.
- Hosted All Management meetings with Directors and all Supervisors.
- Training plan set for 2023.
- Job postings are being sent to all municipalities and job banks.
- Transformative Mentoring and Coaching training completed for management level staff.

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

- Modernization of electronic file storage is in progress, allowing for better data access and more control over who has access to relevant information.



### Modernize Service System Planning

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

For staff:

- 4 staff graduating from the George Brown Life Skills program in April 2023.
- Training for Motivational Interviewing & Trauma Informed Care was completed by staff in Ontario Works, Housing Stability, Housing Programs and Tenant Services

For clients:

- Employment Placement program has been developed for clients.
- Enhanced partnership with YMCA through their presence in our office bi-weekly.
- Working with a variety of community partners to offer a wide range of skills training and programming for clients including soft skills, food and finance, job readiness, job retention and life stabilization.
- Child Mental Health and Nutrition webinars through Parry Sound Family Health Team offered to clients.



### Strengthen Collaboration

Pursue partnerships and education with paramedical services as a entry point to DSSAB services

- MOU's with Paramedicine, OPP, Nurse Practitioner Led Clinic, WPSHC (Social Worker), CMHA, Home & Community Care, Community Support Services.
- Partnered with West Parry Sound Health Centre to support Safe Justice Bed funding.
- Developed pathway information (cheat sheet) for Social Assistance has been shared with partners for Ontario Works and Housing Stability Program.



### Holistic Approach to Human Services

Demonstrate progress in moving towards integrated human services planning & delivery

- Our teams continue to take an integrated and coordinated response in service delivery by working together in teams (ie. HPP & OW, Esprit & HPP, OW & Tenant Services, HPP & Housing Programs).
- Preparing for possible implementation of the provincial CAT (Common Assessment Tool). This relates to Ontario Works as part of Employment Services Transformation.
- Continuing to adapt our FiiT Tool to our workflow and processes
- A training plan for the FiiT tool has been completed.
- FiiT now implemented in Housing, working to implement further with programs/projects.



### Effective Infrastructure Renewal

Sustain and revitalize the community housing assets

- Fostering relationships with housing non-profits (community housing sector) by working with providers to identify opportunities to expand and maintain the current social and affordable housing stock. (ie. The Hub, Golden Sunshine, NOAH)
- COCHI/OPHI 3 & 4 - Obtained permission from funding sources to permit the use of these fund to assist with capital repairs to existing housing stock



### Achieve Organizational Excellence

Improve communications with various stakeholders and local media

- 3 year Corporate Communications Plan presented to and approved by the Board in September 2022.
- All municipalities have been contacted with a request to update/add DSSAB information to their websites. Support has been provided. All municipalities have also been contacted with an offer to provide a presentation of DSSAB services at a future council meeting.
- Branding guidelines, including refresh branding, staff training, and toolbox for branding resources will be shared with staff (April 2023) on the new Internal Website