 **Modernize Service System Planning**

Improve digital and electronic access to programs and services

- Successful Implementation of the District of Parry Sound Child Care Application Portal (OneHSN) which provides an easier way to find & apply for childcare
- Implementation of software for the Housing Division which has created convenience and improved efficiency for staff and improve service
- Implemented software to allow tenants to pay rent, view ledgers, and submit maintenance requests online
- Virtual wellness checks are now being offered by the EarlyON program, upon request
- Child Care Operators have been provided access to an electronic resource lending library containing resources to assist educators
- Information Technology has centralized their device management
- Additional cyber security has been implemented
- Migration to M365 Licensing

 **Strengthen Collaboration**

Strengthen communications and information sharing with municipalities

- Income Support & Stability team members attend municipal locations for in-services on a regular basis

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

- Continued to pursue and administer successful funding opportunities with other levels of government
- Supported Clara's Place Preschool, a new CWELCC approved child care operator (26 new spaces)
- Expansion project underway with Adventure Academy (12 new spaces)
- Maintained CWELCC base-fees and utilized funding to support licensed child care programs with purchasing and staff training
- Continued building and strengthening relationships with various community partners such as CMHA, OPP, West Parry Sound Health Centre, Community Paramedicine, etc)

 **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

- Expanded our Mental Health program with Community Counselling Centre to address waitlist pressures


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

- Completed transitional housing duplex project. Renovation of 3 bedroom duplex to two 1-bedroom RGI units. This has led to improved outcomes based on our Housing & Homelessness Plan.
- Maximized the number of Home Child Care providers across the district.
- Expanded the EarlyON's Moms to Moms program to South River and Burk's Falls
- Offered tenant education sessions and lease workshops across the district, with a focus on improving communication
- To build engagement, the Housing team hosted two barbecue events geared to tenants living in DSSAB and non-profit housing.

 **Effective Infrastructure Renewal**


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

- Successful renovation of Waubeeck Early Learning Child Care Centre to allow for the rental of 66B Waubeeck to Clara's Place Preschool, resulting in additional child care spaces
- Installed updated technology at Esprit Place following the renovation
- Integration of new security controls for DSSAB buildings
- Provided representation of the DSSAB at the Association of Municipalities of Ontario (AMO) Knowledge Exchange on Community and Supporting Housing
- Through the sale of the vacant property in Sundridge, we recovered funds and eliminated future expenses.

 **Achieve Organizational Excellence**

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

- Successful Collective Bargaining - New contract expires Dec 31, 2027
- All directly operated child care programs were able to maintain operating capacities given staffing availability
- For efficiency, parent billing and account management for DSSAB operated child care programs is now the responsibility of the Directly Operated Child Care Division
- Reviewed and revised Home Child Care program operations based on risk factors and better aligned the provider contract and policies to reflect the status of an independent contractor

 **Modernize Service System Planning**

Improve digital and electronic access to programs and services

- Expanded use of an electronic platform for Directly Operated child care programs to enhance parent communication, record keeping, billing, and automatic fee collection
- Developed and implemented, within our internal documentation system, a process to track the homeless population in conjunction with our By Name List.

Transform business practices to support more responsive delivery based on outcomes

- Transfer of responsibility for maintaining tenant ledgers and processing payments to the new electronic software
- Conducted a Value-for Money Audit on the direct delivery of child care services as per the directive from the Ministry of Education.

 **Strengthen Collaboration**

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

- Building on the Foundations of Cultural Competency workshop completed in 2023, all DSSAB staff attended a mandatory one-day Allyship workshop in 2024.
- Inclusion Support Services expanded to include Indigenous-led child and family settings located in our First Nations communities.
- Tenant Education provided to urban native community housing (began 2024 - ongoing).
- EarlyON staff attended a language workshop at the Shawanaga First Nation Early Years Program.

 **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

- Provided staff with training on 'Bridges Out of Poverty' and Transformational Case Management to support upcoming changes with the implementation of Employment Services Transformation. This training was offered to various divisions of the agency and community partners, to enhance our effectiveness in serving marginalized communities.
- Training in Trauma Informed Care was provided to the Income Support and Stability team
- Continued to support residents with rental arrears

 **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

- Increased RGI portfolio through the renovation of 3 family units into 4 single units and two 1-bedroom units. A partnership was formed with Housing Stability for the creation of 4 supported transitional units
- Successful opening of the Transitional Program in East Parry Sound. All occupants worked intensely with their DSSAB team member to address their barriers and goals to move towards permanent housing and employment.

 **Achieve Organizational Excellence**

Build a culture of employee engagement, training, and collaboration

- Complete review and update of all Human Resources policies
- Implemented inclusive recruiting strategies
- Executed training for the Leadership Team
- Allyship training provided for all staff, as a continuation of ongoing indigenous training
- Transformational Coaching and Case Management training was conducted across the district
- Inclusion Support Services Resource Consultants completed 'Reaching In Reaching Out' train the trainer certification and were able to offer training to all district wide licensed child care staff to support inclusion
- Esprit Place and Income Support and Stability teams provided in-services for the Inclusion Support Services team in child care with the goal of sharing departmental resources and considering new ways of partnering to better support children and families

Progress update - April 2025

Strategic Plan 2021-2026

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THE 2024 UPDATE](#)



Modernize Service System Planning

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

- Successful operated one school age summer program and two after school programs that were well attended
- Directly Operated centre-based child care programs trained and facilitated the offering of the Seeds of Empathy program.
- Amalgamated Waubeek Early Learning Child Care Centre to one building, reducing administrative burden and increasing licensed capacity by 10 spaces
- Renewal of the Employment Placement Program, which is offered in collaboration with Employment North to offer incentives to employers to hire Ontario Works clients



Strengthen Collaboration

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

- Enhanced the work and coordination with community partners to provide wrap around supports
- Continued to support the West Parry Sound Ontario Health Teams (OHT) as a Collaborative Partner
- Engaged in partnership discussions with Ontario Health North
- Signed a new Memorandum of Understanding between the DSSAB and Parry Sound District Emergency Medical Services (EMS) to continue coordination and case support in 2024-2025.



Holistic Approach to Human Services

Demonstrate progress in moving towards integrated human services planning & delivery

- Integrated the Case Worker and Homelessness Community Relations Worker positions into an integrated position called Integrated System Navigators.
- Enhanced our internal case management system with further integration of other DSSAB programs to streamline current processes
- To support Ontario Works participants under age 18, we have renewed our service agreement with the Elizabeth Fry Society of Simcoe/Muskoka to provide trustee support
- Offered free Income Tax Clinics in collaboration with Sudbury Credit Counselling to support low-income individuals with their personal tax needs.
- To effectively address our client's transportation barriers in West Parry Sound, a van was purchased by the Income Support & Stability team.



Effective Infrastructure Renewal

Sustain and revitalize the community housing assets

- Completed renovation of Esprit Place
- Enhanced regular building and unit inspections improving preventative maintenance measures
- Completed the installation of new windows at Sunset Court (Belvedere)
- Completed exterior upgrades at 66 Church Street housing building
- Completed exterior upgrades at the Beechwood Admin Office including retaining wall, landscape, masonry and fencing repairs
- Continued ongoing asbestos abatement and mould remediation, as required



Achieve Organizational Excellence

Improve communications with various stakeholders and local media

- Enhanced charitable giving capacity for Esprit Place, including strengthened corporate partnerships and the development of third party fundraising event policies
- Development of a video to support overall agency wide recruitment
- Participated in delegations with Ministry representatives on behalf of the DSSAB and Northern Ontario at conferences held by the Association of Municipalities of Ontario (AMO), the Rural Ontario Municipalities Association (ROMA), and the Northern Ontario Service Deliverers Association (NOSDA).
- Continued active participation in policy and information exchange conferences held by the Ontario Municipal Social Services Association (OMSSA)
- Continued building and strengthening relationships with local MP and MPP