
District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

January 2025

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.

2024 OMSSA Policy Conference (December 4-5, 2024)

On December 4-5, 2024, I joined senior leaders from our organization and other human and public services from across Ontario at the Ontario Municipal Social Services Association (OMSSA) policy conference in Toronto. This conference provided the opportunity to bring human services leaders and policy experts, together with provincial leaders, stakeholder organizations, and other subject matter experts with the goal of discussing policy priorities into 2025 and beyond.

Over two days, the 2024 Policy Conference focused on strategic conversations about key issues such as: social services provision, supporting human services delivery, Indigenous women's safety, changing the narrative on homelessness, aging in place, building capacity in child care, employment service transformation, measuring the impact of municipal social services, person-centric systems, and much more.

Human Resources Update

The HR department had a busy last quarter of 2024 with recruitment, year-end reconciliations and finishing up our Indigenous allyship training with Kelly Brownbill. Employee response to the allyship training was exceptional, and we hope to continue this training journey moving forward.

We are also preparing for some employment legislation changes. Building on the previous five Working for Workers Acts, on November 27, the Ontario Government introduced Bill 229: Working for Workers Six Act, 2024, which proposes further changes to key employment legislation including, but not limited to, the ESA, OHSA, and WSIA.

This new legislation builds on previous efforts to enhance worker protections and promote a fair and inclusive work environment across the province. If passed, the Act will introduce the following amendments:

Employment Standards Act

- A 16-week parental leave for parents through adoption and surrogacy, which aligns with the upcoming federal changes to create employment insurance (EI) benefits for adoption, and
- A 27-week long-term illness leave for workers unable to work due to a serious medical illness as defined by a medical practitioner, such as Crohn's or cancer.

Occupational Health and Safety Improvements:

- New measures include stricter penalties for employers who violate health and safety regulations, with mandatory minimum fines of \$500,000 for corporations convicted of repeated offences within a two-year period.
- The Act also mandates properly fitting Personal Protective Equipment (PPE) for women in all sectors, aiming to bring more women into the trades.

Workplace Safety and Insurance Act:

- The Government aims to allocate \$400 million to enhance health and safety programs for employees and employers developed by the Workplace Safety and Insurance Board (WSIB), prioritizing mental health, preventative and chronic injury care and recovery.

Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District November 2024

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	3	2	1	4	17	27
Toddler (18-30M)	7	5	14	17	35	78
Preschool (30M-4Y)	16	14	16	32	47	125
# of Active Children	26	21	31	53	99	230

With the hiring of staff in the licensed programs, we have been able to enroll an additional 20 preschoolers. There will be a continuation of hiring staff into the new year with the intention of increasing enrollment to the operational capacity in the infant/toddler age groupings at the 4 licensed child care centres.

Staff have now been trained and certified in the Seeds of Empathy program and three centres have secured participants and begun the program with older preschool children, with the 4th centre beginning their program in January.

The HCCP offered a successful First Aid/CPR certification course to 17 existing home child care providers. There are currently 19 approved providers across the district.

All 5 child care programs have had successful annual Ministry of Education licensing inspections in October and November and have received clear licenses for 2025.

School Age Programs

November 2024

Location	Enrollment
Mapleridge After School	25
Mapleridge Before School	8
Mapleridge Summer Program	N/A
Sundridge Centennial After School	13
Home Child Care	19
# of Active Children	65

There is currently a school age staff position available at Sundridge Centennial that we are hoping to find a successful candidate in the new year.

**Inclusion Support Services
November 2024**

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	2	2	4	0	0	0
Toddler (18-30M)	6	4	10	21	4	0	0
Preschool (30M-4Y)	2	32	34	53	6	2	2
School Age (4Y+)	7	17	24	30	2	0	6
Monthly Total	15	55	70	-	12	2	8
YTD Total	21	87	-	108	43	42	52

Four Resource Consultants that are certified trainers for “Reaching In ... Reaching Out” facilitated four separate two-day training sessions for educators across the district in the months of October and November. This 12-hour training helps educators gain the skills needed to support their own well-being, resiliency and self-regulation while modelling and supporting the same behaviours with children under 8 years of age and their families.

The ISS team has benefited from in-services from the Income Stability and Support department, as well as Esprit Place Family Resource Centre with the goal of learning and sharing departmental resources while considering new ways of partnering to better support children and families.

**EarlyON Child and Family Programs
November 2024**

Activity	November 2024	YTD
Number of child visits	983	10,565
Number of adult visits	793	8,266
Number of Virtual Programming Events	8	100
Number of Engagements through Social Media	1,076	8,409
Number of Views through Social Media	14,475	154,960

EarlyON is thrilled to announce that they have expanded the Moms to Moms program to South River and Burk’s Falls. This program is offered weekly and supports new moms in connecting with others in their communities and works with community partners in providing support and resources on post partum recovery and other topics of special interest.

The Resource Facilitators attended three workshops offered by the Sound Youth Counselling Program; De-escalation: Supporting Community, Self, and Colleagues; Trauma: Supporting Children and Families; and Avoiding Burn-Out: Building a Practice of Self-Compassion.

EarlyON would like to extend a thank you to the Bethal Pentecostal Church in Sundridge for expanding the days of operation to allow us to move the EarlyON program from the South River hub while it undergoes remediation from the recent flood.



Child Care Service Management Update

Cost-Based Allocation – 2025 Funding Formula

The child care service management team has been working to prepare for the implementation of the new Cost-Based Allocation funding formula that takes effect on January 1, 2025.

Cost-based funding provides support for operating costs for licensees participating in CWELCC (Canada Wide Early Learning Child Care program) for the delivery of child care to children aged 0-5 years. Cost-based funding is guided by the following principles:

Transparent: Clear and consistent approach, both locally and across CMSMs/DSSABs so that licensees know what to expect from CMSMs/DSSABs.

Representative: Funding is responsive to how child care is delivered in Ontario and based on the true costs of providing child care to eligible children.

Simple: Easy to understand with minimal administrative burden.

Accountable: Cost control structures and safeguards ensure accountability for and equitable distribution of public funding.

To achieve balance towards realizing these principles, cost-based funding allocations to licensees will include benchmark-based allocations with adjustment factors to account for geographic variances, growth top-ups for new spaces or top-ups for existing licensees whose cost structures exceed their benchmark allocations and amounts in lieu of profit and surplus.

To ensure cost containment and the proper use of public funds, CMSMs/DSSABs will be required to reconcile funding allocated to licensees with their actual eligible costs at the end of the year, select licensees subject to Direct Engagements to Report on Compliance, and perform cost reviews of the most disproportionately high top-up allocations, among other measures.

Local Priorities

As part of the new child care funding approach, starting 2025, CMSMs/DSSABs will receive local priorities allocations to support child care programs as follows:

General operating grants (for ages 6-12);

Wage Enhancement Grant (WEG)/Home Child Care Enhancement Grant (HCCEG) and CWELCC wage enhancements, including those under the Workforce Strategy (for ages 6-12);

Workforce Strategy – Professional Learning (for ages 0-12);

Fee subsidies (for ages 0-12);

Special needs resourcing (for ages 0-12);

Capacity building (for ages 0-12); and

Claims-based funding: Small Water Works and Territory without Municipal Organization (for ages 0-12).

Effective January 1, 2025, along with implementation of the new, cost-based funding approach, base fees for child care in CWELCC-enrolled programs will be capped at a maximum of \$22 per day for eligible children.

Child Care Service Management Update

Cost-Based Allocation – 2025 Funding Formula...continued

The following rules will apply once the amended regulation is in effect:

CWELCC-enrolled programs charging more than \$22 per day for eligible children must reduce fees to \$22 per day;

CWELCC-enrolled programs charging \$22 per day or less for eligible children must maintain current fees (as of December 31, 2024); and

New programs enrolling in CWELCC in 2025 must set base fees in accordance with specific amounts set out in the regulation.

Please note that programs that are NOT enrolled in CWELCC may continue to set their own parent fees.

Funding Sources for District Wide Childcare Spaces—November 2024

Active	# of Children	# of Families
CWELCC*	54	52
CWELCC Full Fee	201	199
Extended Day Fee Subsidy	3	3
Fee Subsidy	35	27
Full Fee	28	26
Ontario Works	1	1
Total	322	308

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

Funding Source - New	# of Children	# of Families
CWELCC	1	1
CWELCC Full Fee	8	8
Fee Subsidy	2	1
Ontario Works	0	0
Total	11	10

Exits	# of Children	# of Families
CWELCC	0	0
Fee Subsidy	0	0
CWELCC Full Fee	0	0
Full Fee	0	0
Total	0	0

Child Care Service Management Update

Quality Assurance

With the ongoing constraints in the retention and recruitment of Early Childhood Educators we feel it is important to focus on the value and importance of educators who are currently working in the field of early childhood education. This year a strong focus has been directed at providing ongoing professional training opportunities and purchasing resources to support educators with the ongoing staffing crisis that has led to burnout and to support less experienced educators who are now working in the field.

This fall a total of four professional learning sessions were offered to all child care educators in both the east and west District of Parry Sound. There were two sessions held on each side of the district to meet the needs of educators travelling from various locations and to provide more opportunities for programs to send multiple staff. The PSDSSAB Inclusion Support Services team provided the RIRO-Reaching In, Reaching Out training. This 2-day program is designed to teach child care and early learning staff resiliency skills to help them respond instead of reacting to challenging situations. This evidence-based program helps to strengthen well-being and resilience in adults and children through role modelling and relationships. The training was a success servicing 46 educators from most of the child care programs in our district. In addition, self-regulation kits are being designed to continue to support both the educators and children in the importance of understanding and promoting ways to manage and cope with stress in the learning environment.

We continue to build the early learning Padlet of resources through purchasing resources to meet both the personal and professional needs of educators and leaders working in the child care programs in the District of Parry Sound. This lending library holds many resources to support child care teams from the early learning environment to team building and leadership as well as Indigenous programming and children's literacy. In addition, there are resources to support the importance of healthy eating, mental health, communication, partnerships and much more.

We are happy to announce that many programs have accessed the Play Based Materials and Equipment Funding to assist in enriching their indoor and outdoor learning environments with open-ended materials to promote opportunities for exploration and discovery. These new materials and equipment will greatly assist in providing a more stimulating environment and will help to increase the overall quality of play and learning.

As we move into 2025, we will continue to provide opportunities for professional growth as well as provide ongoing support to programs to ensure we are offering children and families in our community high quality child care.

Income Support & Stability Divisional Update

Employment Services Transformation

With March 1st and full implementation of the EST model right around the corner, there has been a flurry of activity in the lead up. On November 7th, we hosted a division wide meeting to present to staff the upcoming changes, our performance outcomes and give a high-level overview of the Common Assessment and Action Plan. We completed and submitted to MCCSS and our SSM, our Client Transition Plan. The Director of Income Support & Stability continues to meet monthly with the OW Working Group led by College Boreal. We have had 2 very productive meetings with our Employment Ontario Service Providers across the district to support the shift towards Integrated Employment Services (IES). These meetings will continue as we prepare for life post-implementation. We have initiated 2 Working Groups with staff to support implementation. One focuses on the shift from Employment Related Expenses to Participation Benefits and the other on the implementation of the Common Assessment. On December 2nd, we received access to the Common Assessment and Action Plan in SAMS. On December 9th, the Director of Income Support & Stability attended a Focus Group at YES Employment in North Bay along with Nipissing DSSAB. The focus group was led by College Boreal and focused on Employment Ontario Providers common knowledge of the new model.

Centralized Intake Expansion-Ontario Works Intake Unit (OWIU)

In December, the IBAU underwent a name change and is now known as the Ontario Works Intake Unit. This coincides with the further expansion of Centralized Intake. On December 16th, 10 more municipalities were added to the full expansion in December. 27 municipalities and DSSAB's (including our DSSAB, which will occur January 27th, 2025) remain to be implemented, which will occur throughout 2025. The ministry will engage all local offices in this process from the beginning of the onboarding process.

Broadway Transitional Unit

Our transitional housing program in East Parry Sound remains at capacity with participants selected and prioritized from our By Name List. ISN's are coordinating wraparound supports for participants with the goal of finding stable housing. We will be expanding the program in January, when the Income Support & Stability program takes over one of the transitional housing units Esprit was using during the renovation in West Parry Sound.

Income Support & Stability Divisional Update

Canadian Alliance for Ending Homelessness Conference in Ottawa

From October 29th to the 31st, members of the Income Support & Stability team attended the CAEH National Conference on Ending Homelessness in Ottawa. The 3 day event included inspiring stories from people with lived experience with homelessness, a keynote address from Olympic Gold Medalist Jennifer Botterill, updates from federal and provincial governments and from Iain De Jong, CEO and President of OrgCode Consulting about encampment response and service provider self care.



Case Notes and Professional Writing Training

In October, we partnered with Esprit to bring in Kirby Steinhoff, trainer through OMSSA, conduct a workshop on Case Notes and Professional Writing. The training was attended by all ISN's and Esprit staff and sparked many good discussions and things to take back. This training is very beneficial as we continue to enhance our level of coordination and referrals with our Community Partners, to provide person centered supports.

Income Support & Stability Divisional Update

Community Engagement

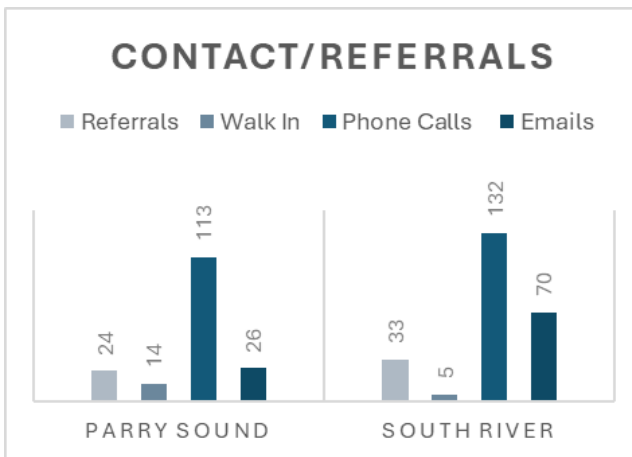
Income Support & Stability team members have been busy across the district attending various meetings and attending various locations:

- YMCA of Simcoe-Muskoka has started welcoming our ISN's every Thursday as we prepare for EST and Integrated Employment Services. Our South River team will be attending our partner sites at Employment North and Agilec beginning in January 2025
- The South River office hosted the Almaguin Highlands Community Partners meeting in October. Several staff attended this meeting.
- The Director of Income Support & Stability attended the AMO Knowledge Exchange on Community and Supportive Housing in Toronto in October
- The Director of Income Support & Stability has continued to meet monthly with the Age Friendly Community Group
- Our South River ISN's attended a Youth Seminar at Employment North in South River to discuss the supports and services our program offers.
- Our Program Lead in the Parry Sound Office attended the Interagency meeting hosted by the Parry Sound Public Library
- Throughout November, ISN's in Parry Sound attended lunch programs at various churches in town and continue visits to the NPLC's in the district.
- ISN's in in East Parry Sound attended the Community Kitchen run by Women's Own at various locations in East Parry Sound.

Income Support and Stability Program Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly or bi-weekly supports, required by the individual to succeed in achieving and maintain life stabilization goals.

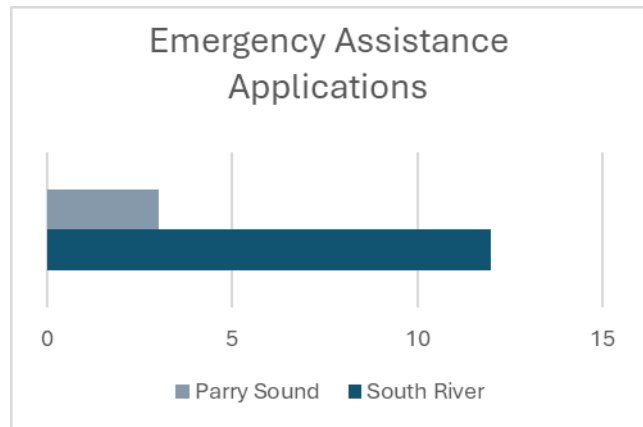
Contact / Referrals – August 2024

The data collected is initial contact made with a client to determine eligibility for on going support. This includes ongoing Housing Stability and Ontario Works cases.



Emergency Assistance Applications – August 2024

An application can be created when the applicant is not currently in receipt of social assistance, or not serving a period of ineligibility. Administrator also must be satisfied the applicant to the best of their ability made a reasonable effort to access other resources.



Income Support & Stability Divisional Update

Client Referrals

Clients who identify as experiencing homelessness, or at immediate risk of homelessness.

November 2024	East	West	YTD
Homeless	0	3	40
At Risk	1	2	83
Program Total			123
Esprit In Shelter Clients calculated in			
Esprit In Shelter		1	3
Esprit Outreach Homelessness	0	0	0
Esprit Outreach At Risk	0	0	0

Short Term Housing Allowance

Max of \$400 for 6 months

	Active	YTD
November 2024	13	16

Household Income Sources and Issuance from Housing Prevention Programs Funding (HPP):

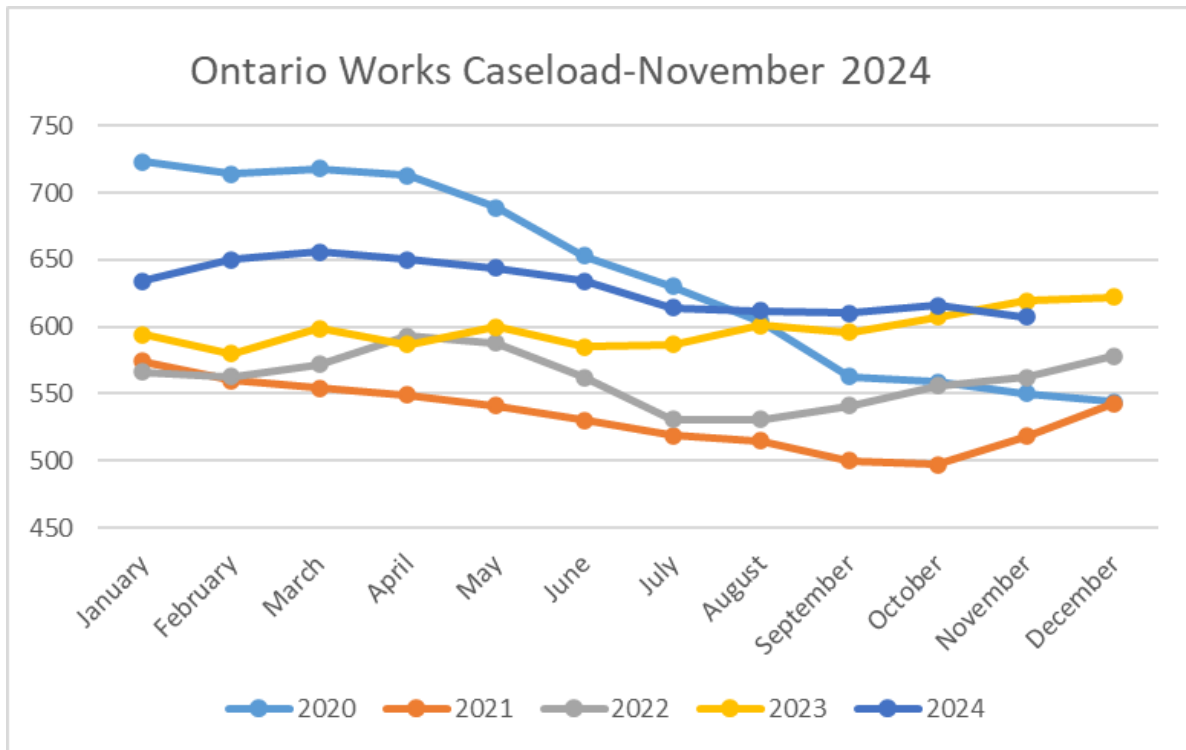
November 2024 Income Source	Total	HPP
Senior	4	\$7,256.30
ODSP	15	\$9,686.32
Ontario Works	15	\$9,405.10
Low Income	2	\$7,005.65

November 2024 Reason for Issue	Total
Rental Arrears	\$4,333.15
Utilities/Firewood	\$7,256.30
Food/Household/Misc	\$21,763.92
Total	\$33,353.37

Income Support & Stability Divisional Update

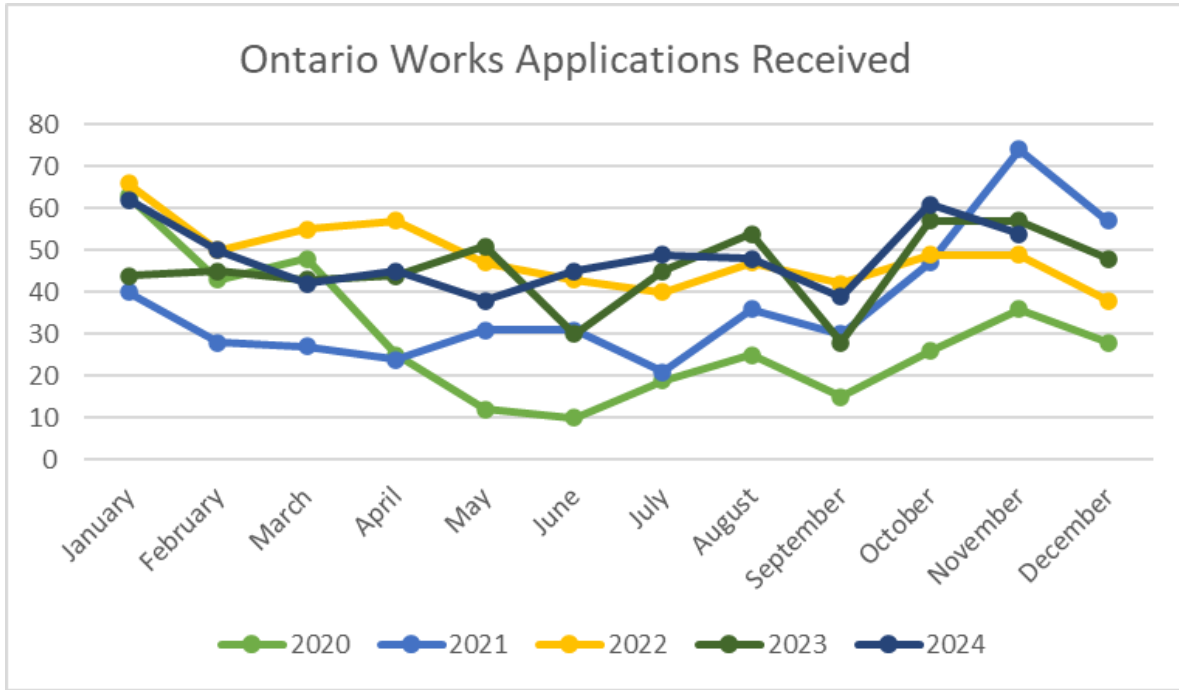
By-Name List Data November 30, 2024

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 maintain affordable and sustainable housing. The individuals who are connected to this program are provided Intense Case Management supports with the foundations from Coordinated Access. We have 60% of all those that have been active on our By Name List.

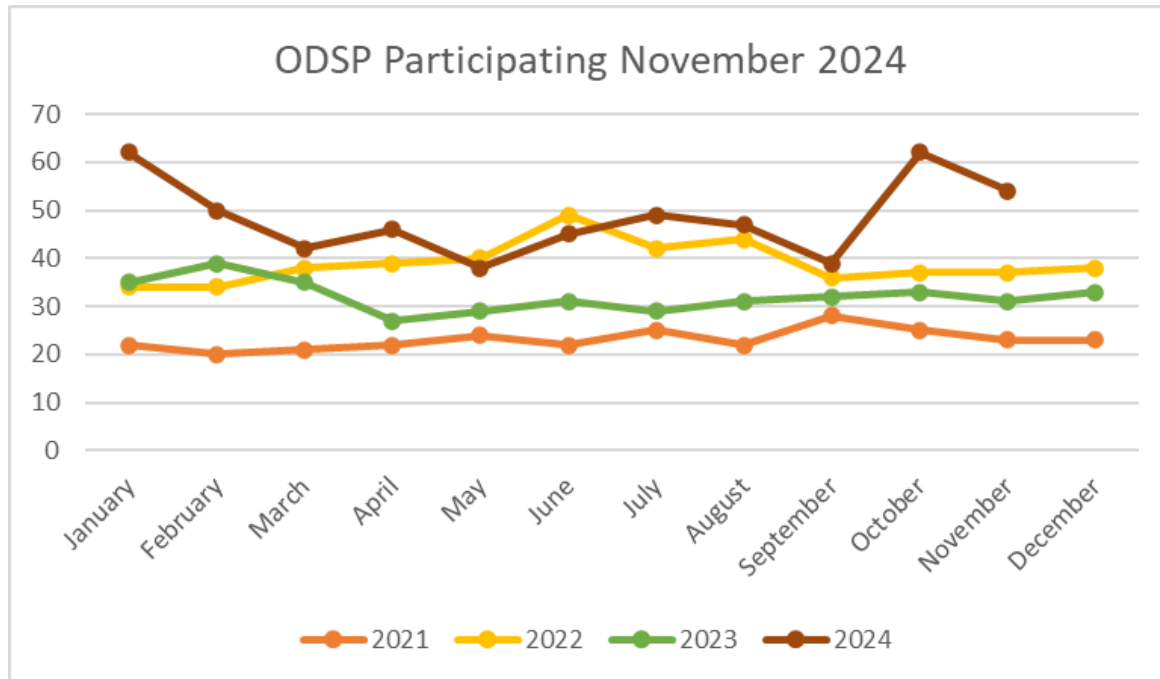


Income Support & Stability Divisional Update

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



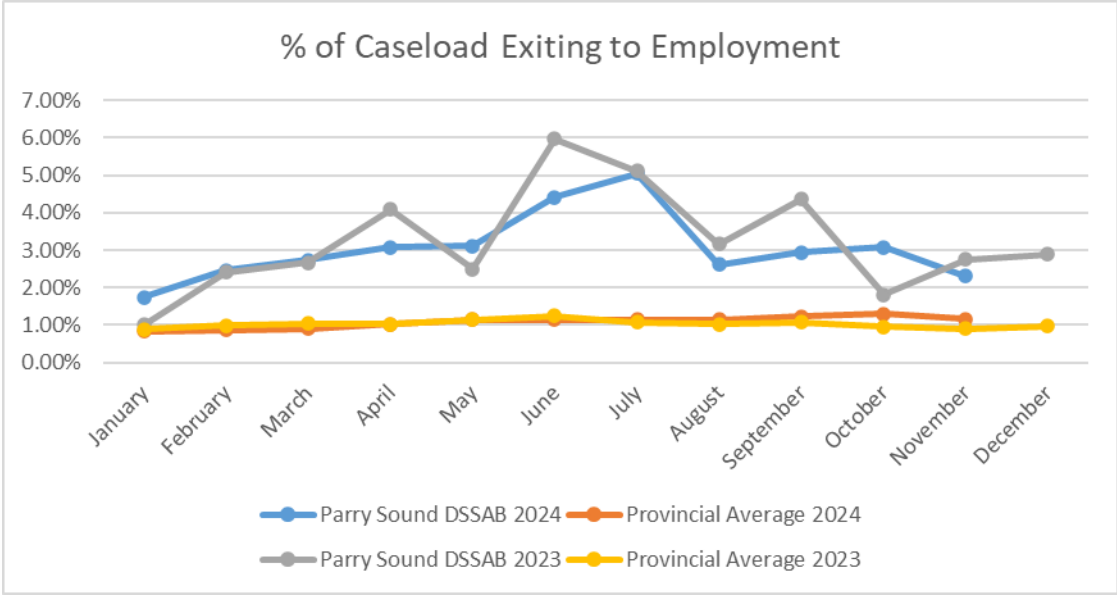
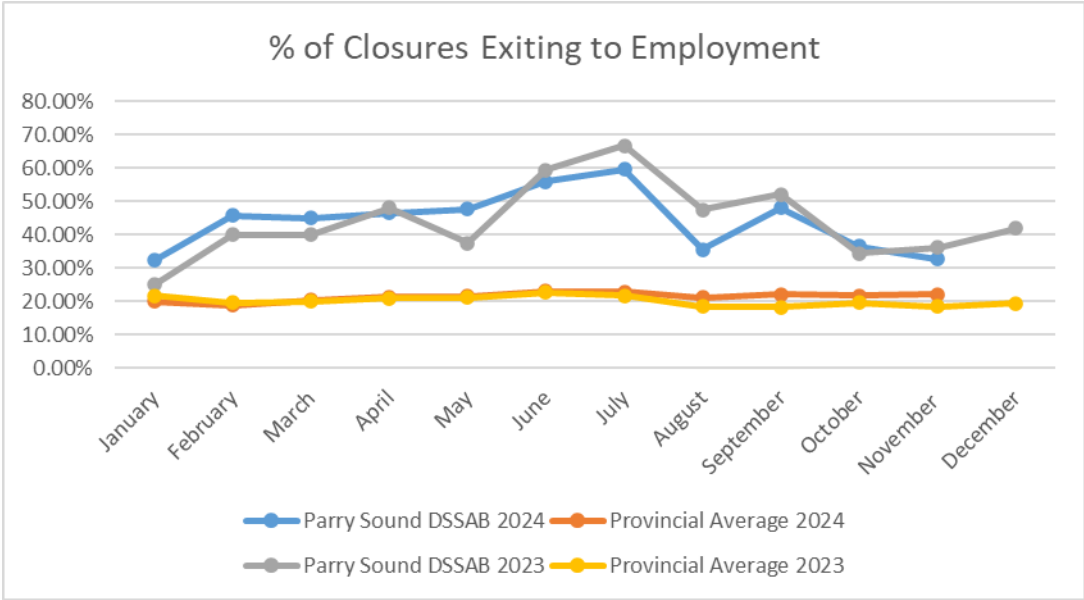
ODSP Participants in Ontario Works Employment Assistance



Income Support & Stability Divisional Update

The OW Caseload continues to remain static at 607. We are supporting 40 ODSP participants in our Employment Assistance program. We also have 61 Temporary Care Assistance cases. We received 54 Ontario Works Applications, 48 (82%) of which were through SADA and managed through IBAU in November.

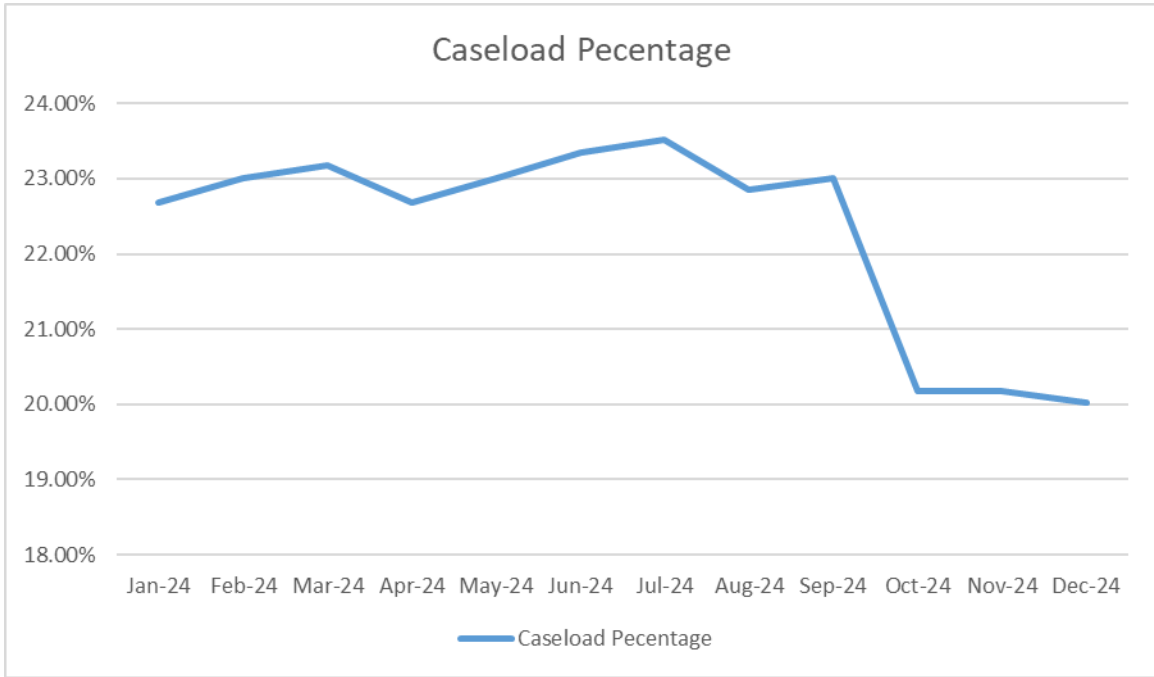
Employment Assistance & Performance Outcomes



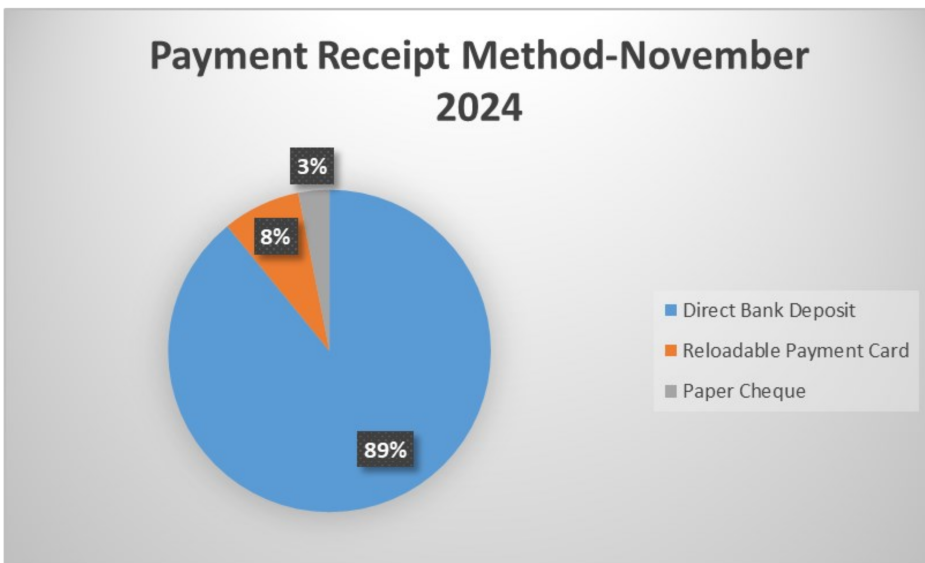
As the snow takes hold across the district, we continue to maintain our performance in exits to employment.

Income Support & Stability Divisional Update

MyBenefits Enrollment 2024



DBD Enrollment



With the Canada Post Strike beginning in November, we were able to shift even more folks away paper cheques to ensure timely receipt of their financial assistance. ISN's worked with those unable to make the shift to ensure they received their payment through pick up or drop off.

Housing Programs

**Social Housing Centralized Waitlist Report
November 2024**

	East Parry Sound	West Parry Sound	Total
Seniors	48	132	180
Families	133	467	600
Individuals	481	150	631
Total	662	749	1411
Total Waitlist Unduplicated			393

**Social Housing Centralized Waitlist (CWL) 2023 - 2024 Comparison
Applications and Households Housing from the CWL**

Month 2023	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2024	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	5	1	13			Jan	3		2	1	
Feb	5	1	10			Feb	5		11	1	
Mar	6		35			Mar	7		3	3	
Apr	11		17	6		Apr	10	1	7		
May	13	2	9	2		May	4	1	5	1	
June	9	1	2	1		June	1		15	3	
July	5	1	5	1		July	9	1	19		
Aug	14	1	3	1		Aug	9	1	21		
Sept	12		4			Sept	6		16	2	
Oct	8	1	1	4	2	Oct	6		9	4	
Nov	12		3			Nov	10	1	17	3	
Dec	1		2	3	3	Dec					
Total	101	8	104	18	5	Total	70	5	125	18	

SPP = Special Priority Applicant

Housing Programs Update

Housing Programs had a busy fourth quarter. We had various training courses wrap up and are gearing up for new training opportunities. Some of our team will be continuing with excel training, and others will be starting out on Microsoft word training. These trainings will assist us in our daily activities. We're also looking forward to a Special Priority Guide training being offered by the Ministry of Municipal Affairs and Housing. This training guide will assist those of us who review and approve special priority applications and will be based off the Special Priority Policy Guide for Rent-Geared-to-Income Assistance released earlier this year.

We've also recently had four housing providers complete projects where COCHI (Canada Ontario Communities Initiative) and OPHI (Ontario Priorities Housing Initiative) funding was used. The projects included repairs such as new windows and shingles, replacement of siding and ceiling tiles, repairing and replacing walkways and retaining walls, and upgrading bathrooms. In total we were able to provide \$587550.00 to the providers to maintain their social housing stock. We were also able to assist our housing providers with a support services position under our tenant services department. This position provided tenant education to tenants with all four social housing providers in our district.

Our team was pleased to receive the announcement that COHB (Canada Ontario Housing Benefit) funding was open for new application submissions. This program allows clients to remain in their existing rentals while receiving a subsidy to assist with housing costs. To date, we have been able to assist 15 clients, and hope to be able to submit more applications in the new year.

We had the opportunity to attend a second board meeting at Golden Sunshine Municipal Non-Profit in November. While there, we continued our conversation around service agreements and financial plans. We will be continuing these discussions with our other Non-Profit boards in the new year.

The Canada Post mail strike caused a shift in our operations, as we send many letters to waitlist and affordable applicants, those applying for special funding and tenants of three of our housing providers. We have been able to utilize email to communicate, as well as get on the road. This has been a great opportunity to build face to face connections with our clients.

So far, in 2024 we have seen a decrease in both regular and special priority applications to the centralized waitlist. We saw an increase to cancellations, and our housed will be slightly higher than 2023. In the month of November, there were ten new applications, with one being an approved special priority applicant. There were three applicants housed from the waitlist. We also saw 17 cancelled applications for various reasons, such as requests to be removed, and no contact.

**Parry Sound District Housing Corporation
November 2024**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	3	32
Move in	2	34
L1/L2 forms	0	4
N4 - notice of eviction for non payment of rent	3	7
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	1	9
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	2	53
No Trespass Order	0	4
Tenant Home Visits	26	357
Mediation/Negotiation/Referrals	18	169
Tenant Engagements/Education	18	60

Tenant Services Update

The fall was a very busy time for Tenant Services, supporting tenants in trying to get accounts set up in the tenant portal, and with the Scotia bank account closing this was an important time to help tenants sort out paying their rent without the ability to make bank bill payment transfers any longer. Many tenants are now using the portal successfully now, with a majority preferring to sign permission for us to automatically withdraw their rent funds each month. This combined with the cheque scanning recently implemented should make a significant difference in rental payments being received into our bank on time!

Tenant Services has again hit the road with educational activities at all our buildings, and also delivered little holiday bags filled with treats to each and every family unit. The holiday educational included building a wreath for hanging on unit doors, and a mental health during the winter months handout with a personal fillable self care plan.



(permission obtained for the use of photos)

Maintenance and Capital Report October, November and December 2024

In October the Maintenance team solidified the snow removal contracts both East and West, this includes both the DSSAB owned buildings along with The Meadow View and the Parry Sound District Housing Stock. We did not see a significant increase from last year.

Also in October, Supervisors and Directors attended the Creating a Person-Centered Workplace Culture training. It was discussed within this training that there are 5 dimensions of leadership: Front, Field, Beside, Behind and Within. Various coaching skills were revisited.

The Housing Operations Team said goodbye to the Maintenance Community Relations Worker in November, posting filled in December with an internal employee to start January 6th, 2025, in the South River office.

In December some of the Maintenance team attended the Building Show at the Toronto Convention Centre. This was a jam-packed conference to include specific workshops, along with reviewing the latest building trends and technologies.

In Capital Projects the Housing Operations Department began work on the walkways, ramp, outdoor lighting, additional security cameras and retaining walls at one of the buildings in Parry Sound. Funding was received from the Canada-Ontario Community Housing Initiative to complete this project. Project completed early December 2024.

Window replacement installation began late August for the 6 storey seniors building located in Parry Sound. Funding was received from Ontario Priorities Housing Initiative for a portion of the project. Estimated completion is mid January 2025.

Routine inspections of two-family units (1-East, 1-West) presented concerns with mould, and a breach in asbestos materials. This led to a displacement of tenants while remediation, and abatement occurs.

A leak from a waste pipe within a wall in a unit led to an abatement of breached asbestos containing material, along with necessary plumbing repairs. The tenant was permanently transferred to a vacant unit within the building.

**Maintenance and Capital Report
October, November and December 2024...continued**

The extensive renovation at the DSSAB’s Women’s Shelter continued throughout October, November and December. Hand over of the building is scheduled for December 20th. Funding was received for the completion of this project by the Social Services Relief Fund.

A faulty water filtration system filter gave way in November, within the South River Administration Office. Unfortunately, this happened over a weekend, and substantial water flooded some areas of the building. As a result, the reception area was temporarily displaced to the board room. Remediation and repairs are anticipated to be complete by mid January 2025.

Housing Services Corporation has been contracted to organize the replacement of a load barring retaining wall. Tendering will be initiated early 2025.

**Property Maintenance
November 2024**

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 2 units treated for bedbugs
Vacant Units	11	one-bedroom (8); multiple bedroom (3) (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	5	4 one-bedroom markets, and 1 studio affordable unit are vacant
After Hours Calls	4	Leak, heater not working, DSSAB building flood, smoke detector-batteries
Work Orders	115	Work orders are created for our staff to complete routine maintenance repairs
Purchase orders	189	Purchase Orders are for services, and materials required outside of the Housing Operations Department
Fire Inspections	0	
Annual Inspections	0	Hurononia Fire Safety Inspections completed for 50 unit building
Incident Reports	0	

Esprit Place Family Resource Centre

November 2024

Please note: Esprit Place closed for renovations mid April, statistics are reflective of minimum occupancy during closure preparations, but accurately reflect outreach and business day crisis line management.

We are also currently housing 1 family of 3, and 1 woman in 2 transitional housing units.

Emergency Shelter Services	November 2024	YTD
Number of women who stayed in shelter this month <i>This month's stats include women who were housed in a hotel</i>	0	31
Number of children who stayed in the shelter this month <i>This month's stats include dependents who were housed in a hotel</i>	0	14
Number of hours of direct service to women (shelter and counselling)	183	1422
Number of days at capacity	0	0
Number of days over capacity	0	0
Overall capacity %	-	-
Resident bed nights (women & children)	-	-
Phone interactions (crisis/support)	31	342

Transitional Support	November 2024	YTD
Number of women served this month	6	41
Number of NEW women registered in the program	0	17
Number of public ed/groups offered	1	1

Child Witness Program	November 2024	YTD
Number of children/women served this month	5	126
Number of NEW clients (mothers and children) registered in the program	0	11
Number of public ed/groups offered	1	3

Esprit Place renovations are now complete with building reopening expected early 2025. We are excited to reopen with a refreshed building and an updated program delivery model. Recruitment is now underway to ensure proper staffing levels are in place when we welcome women and children fleeing violence back into our residential program. Transitional housing support, Children's Voices programming and Outreach programming have continued throughout the closure. We have also continued to answer crisis calls and respond to requests for support from women and families in our communities.

Our holiday fundraising campaign has been very successful once again this year, and we have also received donations of filled shoeboxes for women and children. The Paramedic Service has also donated toys from their toy drive to support our families throughout the entire district.

Social Media Stats

Facebook –District of Parry Sound Social Services Administration Board	JULY 2024	AUG 2024	SEPT 2024	OCT 2024	NOV 2024	DEC 2024
Total Page Followers	626	642	657	671	677	682
Post Reach this Period (# of people who saw post)	5510	6261	5343	2332	3032	2421
Post Engagement this Period (# of reactions, comments, shares)	609	512	380	365	257	59

Facebook -Esprit Place Family Resource Centre	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024	OCT 2024	DEC 2024
Total Page Followers	192	193	196	198	199	214
Post Reach this Period (# of people who saw post)	421	526	1782	275	124	3304
Post Engagement this Period (# of reactions, comments, shares)	102	26	91	32	11	119

DSSAB LinkedIn Stats https://bit.ly/2YyFHIE	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024	OCT 2024	DEC 2024
Total Followers	474	478	485	488	492	503
Search Appearances (in last 7 days)	178	226	184	90	64	52
Total Page Views	26	26	26	84	69	50
Post Impressions	1089	1251	1241	243	154	1416
Total Unique Visitors	15	11	13	41	38	14

Instagram - Esprit Place Family Resource Centre https://www.instagram.com/espritplace/	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024	OCT 2024	DEC 2024
Total Followers	74	83	85	93	93	97
# of accumulated posts	23	25	27	36	37	59