

District of Parry Sound



Social Services  
Administration Board

# **Chief Administrative Officer's Report**

*April 2023*

## **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.**

## **HSC Board of Directors**

The Housing Services Corporation (HSC) is a non-profit organization committed to ensuring that Ontario residents have access to safe and affordable housing that improves their quality of life. They support this vision by focusing on the long-term health and sustainability of Ontario's social housing properties.

HSC (formerly Social Housing Services Corporation) was created by the province under the Social Housing Reform Act (2000); this act was later replaced by the *Housing Services Act* (2011). Since opening its doors in 2002, they have worked with Ontario's 1,400+ community housing providers and 47 Service Managers to help them make the best use of their resources and manage their buildings more effectively. HSC is governed by a Board of Directors that is made up of key stakeholders in the housing community, including Service Managers, housing providers and provincial representatives.

HSC issued a call for nominations for Service Manager representatives to serve on the Board for a term beginning April 1, 2023 and ending March 31, 2027. The HSC Board of Directors met and considered the recommendations of the HSC Executive Committee, acting as the Nominating Committee, to make these selections. I am very pleased to share that I have been selected to fill one of these positions.

## **Human Resources Update**

In continuing our commitment to support ongoing development and training of staff, and to better support the people we serve, we recently required all staff to complete Human Rights training through the Ontario Human Rights Commission. The training provides a basic understanding of rights and responsibilities under the Ontario Human Rights code and includes topics such as harassment, duty to accommodate, discrimination and the human rights system. For your information, the training can be found here: <https://www.ohrc.on.ca/en/learning/elearning/hr101-3rd-edition>

To further support our staff, and in agreement with the union, we have extended the increased mileage rate of \$0.55 (from \$0.52) until the end of the year.

In March, our Human Resources team attended the YMCA job fair at the Bobby Orr Community Centre in Parry Sound. The event was well attended, and we are hopeful it will result in some quality applicants to our job postings. We are investigating similar opportunities on the east side of the district. We have also revitalized our student co-op/placement program to assist people in our district who are interested in working in Social Services and childcare. We currently have 4 placements in our organization. One in Housing Stability and three in childcare. In addition, we have entered into an agreement with Northern College where two pre-ECE students are hired for a two-week job experience. We are hopeful that these programs will lead to future DSSAB employees.

Effective June 1, 2023, Ontario's *Occupational Health and Safety Act* will require certain workplaces to have a Naloxone kit in the workplace. In a workplace in which the employer becomes aware, or ought reasonably to be aware, there may be a risk of a worker having an opioid overdose at the workplace, there must be a naloxone kit onsite and staff must be trained appropriately. Fortunately, we have trained all of our staff prior to this requirement. We believe the safest course of action is to set up a Naloxone program where we have kits available at all worksites in case there is a need. The Ontario government has committed to providing free naloxone kits for at least the first two years of the program.

## Information Technology Update

The I.T. Department has been busy this first quarter with preparation for a major network shift across the district. The team has been working to swap out wireless and network equipment at all our sites starting with our housing buildings and moving to our childcare and primary office buildings through the spring. The goal is to perform the upgrade with little to no disruption to the day-to-day operations of each site.

Additionally, we completed the implementation and a portion of the move to our new virtual server environment. Currently we have transferred 90% of our internal servers and will have the remainder fully transitioned by the end of April. This move provides us with a more secure and efficient platform for all our local services and servers, cutting down the management time and costs associated with these systems.

As always, these projects have been taking place in parallel to our daily support.

The I.T. department has continued to run the cyber security campaigns behind the scenes, consistently testing staff on general cyber security awareness and email security.

These campaigns are leading up to a training plan that will be rolled out in early May to all staff. This will cover a refresher course on email and cyber security, as well as targeted training around Credit Card security and best practices. The goal is to increase our **Security Awareness Proficiency** across the organization. Our latest scores have been positive, however there is always room for improvement.

### Ticket Stats

#### January to March 2023

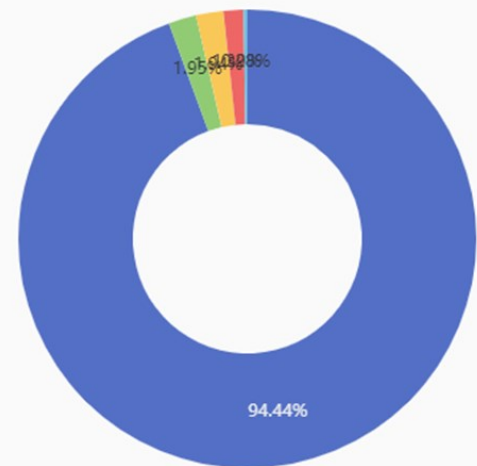
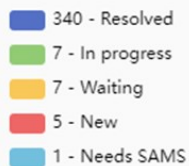
Tickets created during period: 360

Of them closed: 340

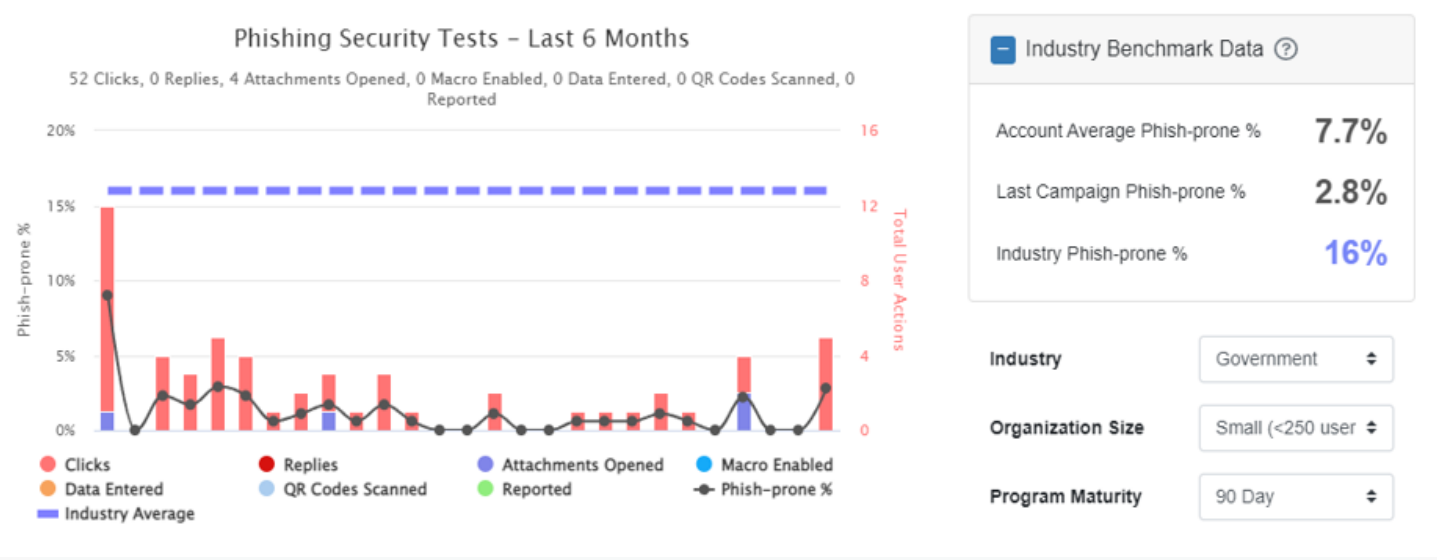
Still open: 20

Tickets that were reopened: 4

Average response time: 2h 49m 12s



# Phishing



## Facebook Pages



A friendly reminder to follow our Facebook pages!

- ◆ [District of Parry Sound Social Services Administration Board](#)
- ◆ [Esprit Place Family Resource Centre](#)
- ◆ [EarlyON Child and Family Centres in the District of Parry Sound](#)
- ◆ [The Meadow View](#)

## Social Media

### Facebook Stats

District of Parry Sound Social Services Administration Board	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
Total Page Followers	400	409	410	428	446	462
Post Reach this Period (# of people who saw post)	3,827	6,431	4,180	8,907	4,645	7,891
Post Engagement this Period (# of reactions, comments, shares)	406	437	59	234	565	757

<b>Esprit Place Family Resource Centre</b>	<b>OCT 2022</b>	<b>NOV 2022</b>	<b>DEC 2022</b>	<b>JAN 2023</b>	<b>FEB 2023</b>	<b>MAR 2023</b>
Total Page Followers	121	127	127	128	128	132
Post Reach this Period (# of people who saw post)	32	1,155	353	103	75	124
Post Engagement this Period (# of reactions, comments, shares)	1	46	36	1	3	7

<b>The Meadow View</b>	<b>OCT 2022</b>	<b>NOV 2022</b>	<b>DEC 2022</b>	<b>JAN 2023</b>	<b>FEB 2023</b>	<b>MAR 2023</b>
Total Page Followers	479	487	488	493	496	498
Post Reach this Period (# of people who saw post)	260	8,588	750	480	251	220
Post Engagement this Period (# of reactions, comments, shares)	31	101	70	4	36	57

Twitter Stats

Link to DSSAB's Twitter page - <https://twitter.com/psdssab>

	<b>OCT 2022</b>	<b>NOV 2022</b>	<b>DEC 2022</b>	<b>JAN 2023</b>	<b>FEB 2023</b>	<b>MAR 2023</b>
Total Tweets	3	8	1	3	7	13
Total Impressions	63	50	13	178	158	300
Total Profile Visits	11	18	24	66	57	217
Total Followers	23	25	26	27	28	28

Linkedin Stats - used primarily for HR recruitment & RFP/Tender postings

Link to DSSAB's Linkedln page - <https://bit.ly/2YyFHIE>

	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023
<b>Total Followers</b>	297	377	377	382	395	399
<b>Search Appearances (in last 7 days)</b>	338	225	176	239	318	308
<b>Total Page Views</b>	150	73	45	46	31	31
<b>Post Impressions</b>	397	767	374	266	828	929
<b>Total Unique Visitors</b>	47	29	15	15	16	17

**Out and About in the Community**

On April 6<sup>th</sup>, 2023 members of our Housing Stability Team and Esprit Place Family Resource Centre (Children’s Voices program) attended a mental health and wellness initiative hosted by the Student Senators at Parry Sound High School called **Mind Frame Education and Resource Fair**. This purpose of this event was to bring awareness to the students at Parry Sound High School (grades 9-12) of the support available to them.



## Licensed Child Care Programs

### Total Children Utilizing Directly Operated Child Care in the District February 2023

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	0	0	3	2	8	13
Toddler (18-30M)	16	8	13	17	31	85
Preschool (30M-4Y)	20	15	19	39	45	138
# of Active Children	36	23	35	58	84	236

The Become an ECE marketing campaign has rolled out to all Directly Operated Child Care Programs, and we have welcomed 4 Early Childhood Education placement students into our Early Learning and Child Care Centres.

Some programs were able to continue the Seeds of Empathy program where preschool children are exposed to and follow the development of a community infant through visits, discussions, and stories. Our hope is that we can expand this program to other locations as staff become trained in the delivery model.

The Directly Operated Child Care Programs have been consulting with the Child Care Service Management team to revise the Child Care 5-Year Plan and identify gaps in service and where possible expansion can occur, mainly within the Home Child Care Program. With this in mind, the HCCP Supervisor has begun working with the Communications Officer to create a targeted marketing plan.

## School Age Programs

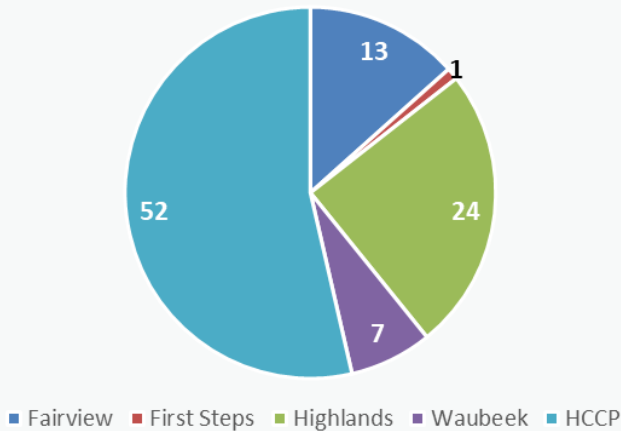
### February 2023

Location	Enrollment	Waitlist
Mapleridge After School	21	10
Mapleridge Before School	8	
St. Gregory's After School	14	1
Sundridge Centennial After School	14	5
Land of Lakes After School	15	4
Home Child Care	38	10
# of Active Children	110	30

The move from St. Gregory’s Before School Program to Mapleridge has now been completed. The School Age Program has now been transitioned to the HiMama App billing and fee paying module where families are billed in advance of care and payments are automatically collected through ‘autopay’ within the application settings.

The School Age Program is partnering once again with the Near North District School Board to analyze the annual viability surveys which will assist with the decision making process for operations in September.

**Directly Operated Child Care Waitlist by Program  
February 2023**



All Directly Operated Child Care licensed programs are experiencing an increase in parent inquiries for care needing both immediate care as well as pre-booking for care 6 – 12 months in the future. Inquiries are coming from most communities in the District of Parry Sound, with Burk’s Falls, Town of Parry Sound, Seguin, and Emsdale leading the way. Ten requests have come from out of district families that are working in the District of Parry Sound and would like to have their children close to their place of employment.



## Inclusion Support Services

### February 2023

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	0	0	0	0
Toddler (18-30M)	2	3	5	6	2	2	0
Preschool (30M-4Y)	6	38	44	44	3	5	0
School Age (4Y+)	2	15	17	17	0	0	0
Monthly Total	10	56	66	-	5	7	0
YTD Total	10	56	-	79	6	9	1

The ISS Program has been experiencing an increase in referrals, especially in the preschool age group. The Resource Consultants are busy supporting the School Age Program and we have families that have relocated to the Parry Sound area from the Ukraine and have reached out to receive assistance with English as a second language for their children.

Within the 2023 ISS transformation project, the Supervisor and Director have been making connections with counterparts in other regions of the province to network and gain insight into models of practice that support the Ministry of Education's delivery guidelines while building capacity of the Resource Consultants, program educators, EarlyON facilitators, and HCCP providers in enhancing inclusive programming for all children regardless of their individual abilities.

### EarlyON Child and Family Programs

#### February 2023

Activity	February	YTD
Number of Children Attending	817	1,706
Number of New Children Attending	47	86
Number of Adults Attending	536	1,112
Number of Virtual Programming Events	4	8
Number of Engagements through Social Media	386	460
Number of Views through Social Media	5,006	10,857

Statistical information being now reported on aligns with the new Ministry of Education EarlyON Program Guidelines. While social media continues to be a great venue for sharing information, families are showing a strong preference to in-person programming. Attendance continues to increase in all programs, particularly Port Loring. We are hoping to add the communities of Kearney and Trout Creek to our list of programs re-opening in the near future.

The Early Literacy Facilitator collaborated with the South River Machar Library to offer Toddlers for Tales in early February and Family Literacy events were held in Parry Sound and Burk's Falls. These special events were offered through collaboration with the public libraries, child care programs, and community partners. In total 70 participants were recorded in Parry Sound and 10 families participated in Burk's Falls.

**Funding Sources for District Wide Childcare Spaces  
February 2023**

<b>Active</b>	<b># of Children</b>	<b># of Families</b>
CWELCC*	134	130
CWELCC Full Fee	194	191
Afterschool Fee Subsidy	4	4
Fee Subsidy	29	26
Full Fee	32	27
Ontario Works	7	7
<b>Total</b>	<b>400</b>	<b>384</b>

<b>Funding Source - New</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	2	2
CWELCC Full Fee	2	2
<b>Total</b>	<b>4</b>	<b>4</b>

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

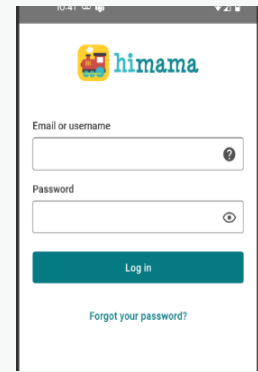
<b>Funding Source - Exits</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	3	3
Full Fee	1	1
<b>Total</b>	<b>4</b>	<b>4</b>

**Child Care Service Management Update**

The Child Care Service Management team has worked diligently to successfully implement invoicing and fee collection practices using the HiMama platform with support from the directly operated child care programs, the HiMama team and our CFO. The implementation strategy began in the fall of 2022 and was completed in March 2023. The HiMama platform is a direct, efficient way to manage a child care program in terms of classroom management, attendance, communication, documentation, invoicing and fee collection.

## Transitional Milestones:

- July 2022 – Preliminary conversation with HiMama and CFO
- August 2022 – Entered into a Purchase of Service Agreement
- September & October 2022 – CCSM team engaged in training and system preparation.
- October 2022 – Test transactions made to ensure payment efficiency.
- November 2022 – Fairview – HiMama billing process implemented.
- January 2023 – First Steps, Highlands & Waubeek – HiMama billing process implemented.
- March 2023 – School Age Programs & Home Child Care – HiMama billing process implemented.



HiMama is a great resource for parents and has both desktop and mobile applications; it allows an increased connection of the child to parents, as well as keeping recorded pedagogical documentation, photos, and messages regarding children's development based on entries of the educators and supervisor. For the CCSM team, the invoicing and fee collection functions better supports the ability to adhere to the policies and procedure in place and eliminates the risk of revenue loss due to unpaid fees.

## Quality Assurance Update

On February 23, 2023, a professional development workshop was offered to all Supervisors of child care programs in the district of Parry Sound. In attendance were 11 Child Care Supervisors and Child Care Service Management staff. The Lego Serious Play full day workshop was hosted by L & F Mahon Consulting and funded by the Workforce Development Strategy to support Supervisors in setting a vision and creating a Team Charter for their team. During the session the group used Lego building activities to identify team values and goals they felt were important. The exercises and discussions throughout the day were designed to assist Supervisors in completing similar exercises with their own teams to help create a Team Charter for each individual program. The day was highly successful in supporting Supervisors and assisting in creating new partnerships for future networking. A similar session will be offered to all educators in the district of Parry Sound in April. These two upcoming sessions are designed to help re-ignite the passion in their work. The focus will be on the importance of building relationships, self-care and the value an early childhood educator brings to the lives of families.



Recognizing the importance of early learning and childcare and showing the value in the role early childhood educators have and the impact they have on children and families in our community is key for retention and recruitment of high-quality childcare. Through the support of the Workforce Development Strategy funding, programs have been offered an array of continuous professional learning opportunities to both enhance and support both program and self-growth & development. All programs were provided with a variety of educational learning kits for use in both the indoors and outdoors, Indigenous storytelling kits and educational resources to assist in increasing the quality of not only the environment, but also creating new resources for educators to promote new learning experiences for children in the early years setting.

Educational equipment was purchased for each childcare program to promote sensory play and enhance learning opportunities for the children, as well as provide a new resource to ignite new inspiration for the educators. All educators will receive appreciation of their hard work at the upcoming staff training sessions by means of a storytelling apron and a journal to assist in supporting the importance of mental health and well-being. Support is being provided to the Inclusion Support Staff attending the Early Childhood Resource Teacher Network conferences in the upcoming months. This training will support the importance of inclusive practices and how best we can support families and children in our district.

### **Income Support & Stability Update**

Various program staff attended presentations in North Bay and Parry Sound on the Icelandic Prevention Model. The model is based on the collaboration of numerous parties, e.g., parents, teachers, community centers, sports clubs and more in the immediate vicinity of children and young people as means of Drug Abuse prevention.

Staff have also been attending many training opportunities such as Human Rights Training, Violence Against Women Training, Bereavement 101 training to individuals who work in the public sector. Some staff are wrapping up their George Brown Life Skills Coaching Program and will be starting to hand in proposals for workshops to facilitate with our clients throughout 2023.

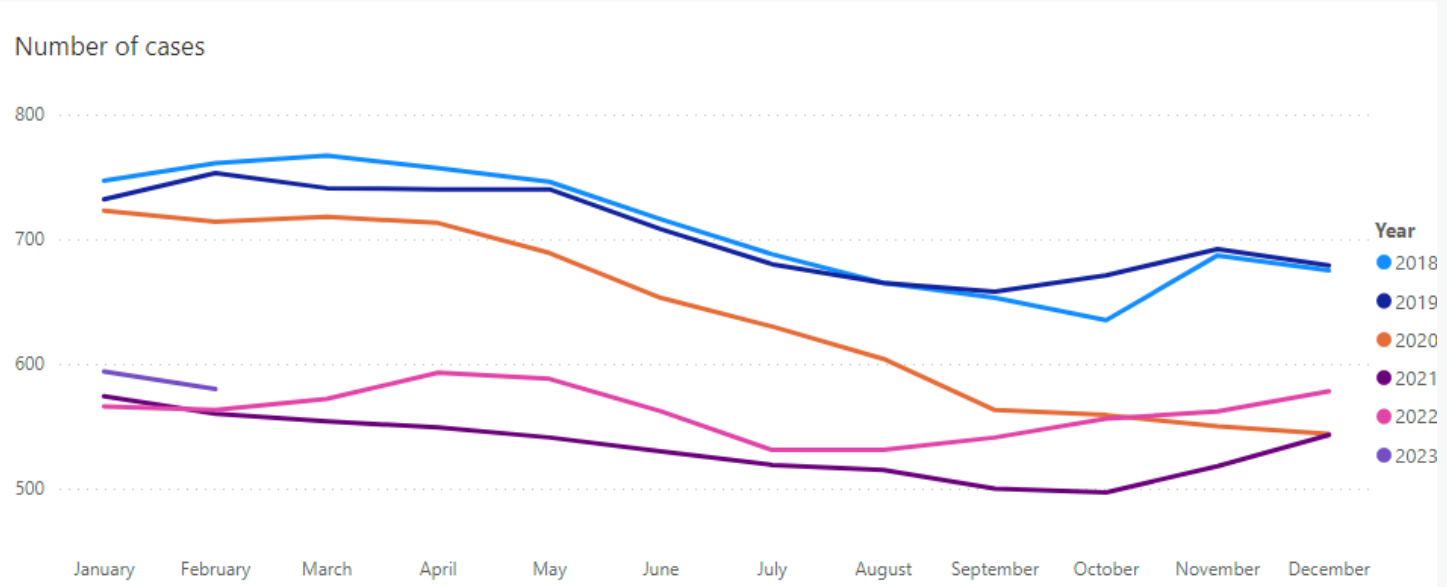
As we enhance our collaboration with Esprit, Income Support and Stability staff are completing VAW Training via OAHIT. Our goal is to improve our knowledge and understanding so we can work with the Esprit team in a more meaningful way.

We hosted the Almaguin Highlands Community Partners meeting in our South River office in March. The Director of Income Support and Stability and Supervisor of Income Support attended.

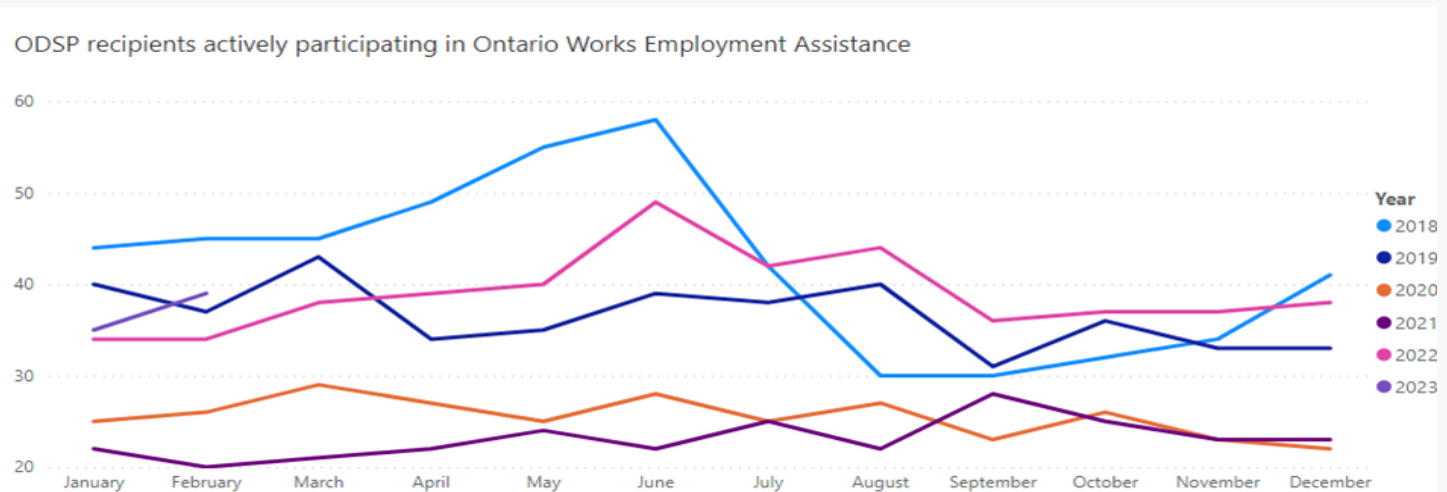
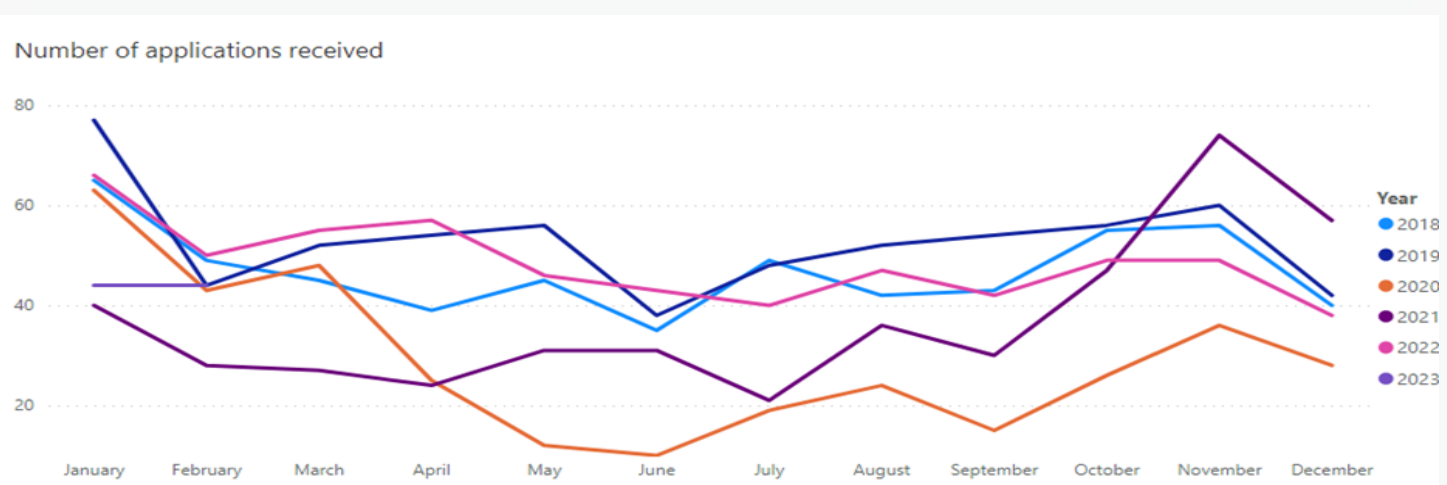
The Director of Income Support and Stability attended the Directly Operated Child Care Programs Operations meeting to discuss OW and Housing Stability and how to support families that may need our support.

The Director also attended the HSSN meeting with various health care, mental health and community service partners.

## Ontario Works Caseload February 2023



## Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office February 2023



**Ontario Works applications**

2 ▲  
Average received per business day

45  
Received Feb 2023

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**Emergency Assistance applications**

1 ▼  
Average received per business day

29  
Received Feb 2023

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**Average number of business days from screening to grant**

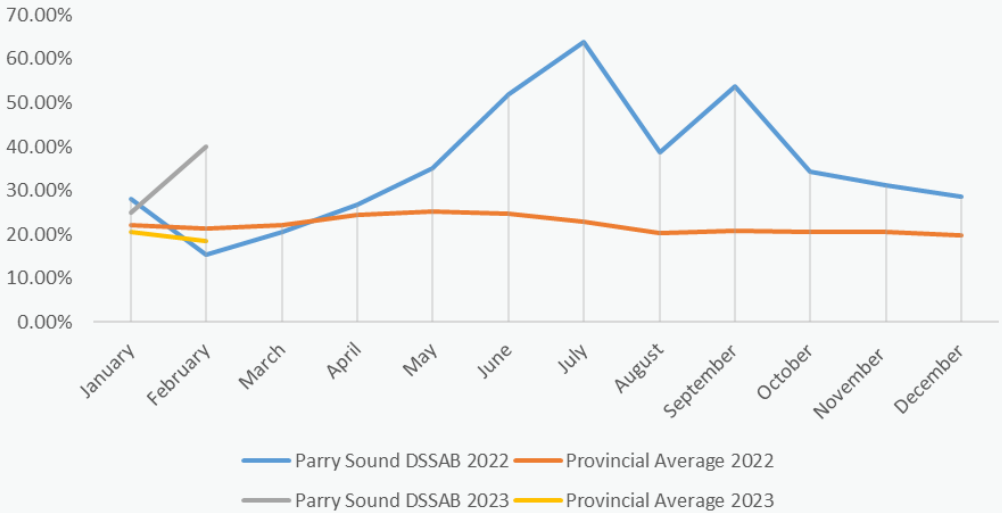
1.0 ▼  
Ontario Works

0.4 ▼  
Emergency Assistance

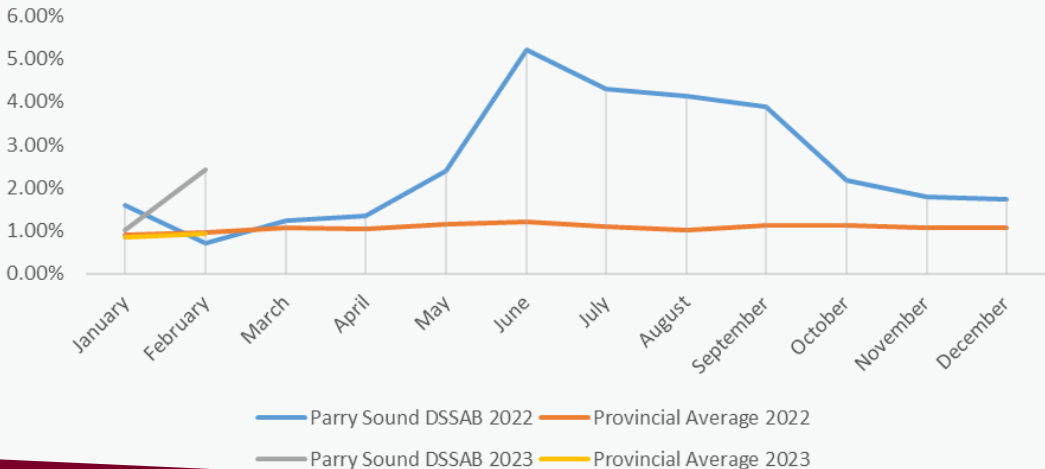
The OW Caseload for February was **580**. We are supporting 39 ODSP participants in our Employment Assistance program. We also have 52 Temporary Care Assistance cases. We also had 45 Ontario Works Applications and 29 applications for Emergency Assistance which is up from January.

**Employment Assistance & Performance Outcomes**

% of Closures Exiting to Employment

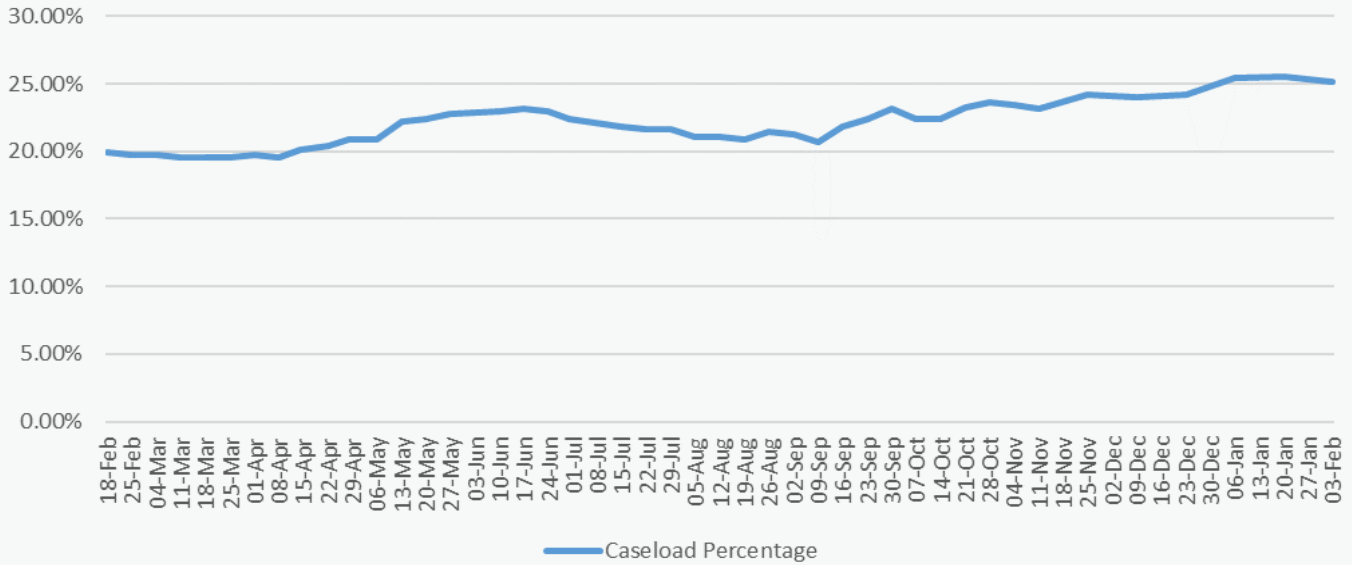


% of Caseload Exiting to Employment



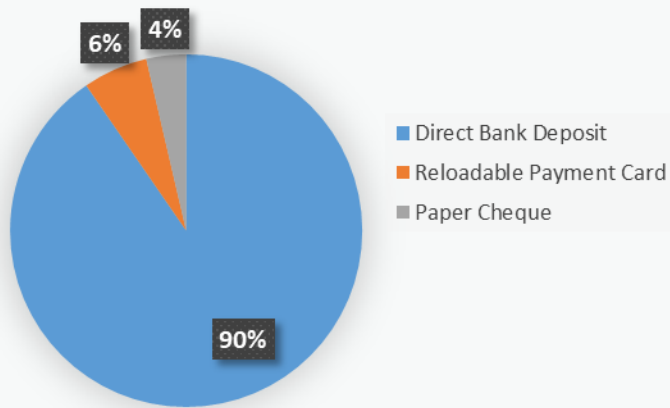
## MyBenefits Enrollment 2022/2023

### MyBenefits Enrollment by Week

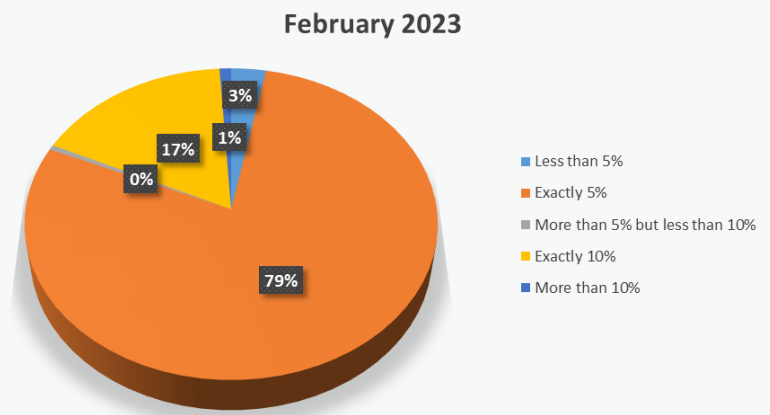


## DBD Enrollment

### Payment Receipt Method February 2023



### Overpayment Recovery Rate February 2023



## Ontario Works Update

In January, Community Paramedicine staff attended the OW west staff meeting and gave an overview of their services.

In February, CMHA staff attended the OW West staff meeting to review their programs and new initiatives. Our Income Support Supervisor in the West and a Case Worker met with their Addiction team to talk about the services and supports OW provides.

All Case Workers and Case Support Workers attended a training by TESS on Interpreting Third Party Information. OW uses various third-party information from sources like Equifax, MTO and Revenue Canada to verify eligibility for Social Assistance.

We are very excited to offer an online payment option to those that may have a historical overpayment and are looking to make repayments.

On March 2<sup>nd</sup>, the YMCA hosted the first in-person Job Fair in 2 years at the Bobby Orr Community Centre. We provided some Wellness and Job Readiness materials and supplies for this event. Many staff attended the event as well to support clients that were in attendance.

We have also provided support to Women's Own Resource Centre for their Life Skills Training by providing incentives for those that attended the program.

We have extended our Service Agreements with the Community Counselling Centre of Nipissing and with our Registered Social Worker to provide Mental Health support and access to psychological assessments with Dr. Jeffrey Phillips.

Ontario Works has become a Paperless by Default site. Any client that is registered with MyBenefits will receive letters and their Statement of Assistance through that platform. We also utilize a SAMS Data Extract provided by the Ministry that is uploaded into the system our Dental Program Adjudicator, Accerta, uses to eliminate manual letters. We are also using the extract in FiiT to reduce duplication for staff by utilizing SAMS information.

We attended the Labour Market Groups Job Data events, reviewing local data, census data and regional employment and labour market information. This information was valuable in the development of the 2023 OW Service Plan Addendum that was completed for MCCSS.

Employment North, our vendor for Employment Placement, has so far secured 2 placements with local employers. Employment Placement provides funding for training and other support to employers to help Ontario Works participants secure fulltime employment.

Staff continue with their informal outreach to our Municipal offices and Food Banks. Ontario Works staff have been working diligently on building relationships with community partners and offering outreach. One of the significant challenges for Ontario Works clients is food instability due to their limited income. Ontario Works & Housing Stability have partnered up to attend local food banks on the days they distribute food to the community and to offer any supports and suggestions on how to get the most amount of food into the community as possible. Staff and Supervisors have attended food bank meetings in order to educate food bank staff on our services. We will continue to maintain this collaborative approach to ensure that clients receive the resources they need to thrive.

The Labour Market Group Jobs Report for February saw 175 job postings in February which is up 20 from the previous month, but slightly below the same time last year. Nearly 10% of those postings were minimum wage jobs.



## Housing Stability Program - Community Relations Workers

### Support

All services performed, provided, or arranged by the Homelessness Stability Program staff to promote, improve, sustain, or restore appropriate housing for individuals active with the Homelessness Stability Program, periodically within the month, not requiring intense case management.

<b>February 2023</b>		
<b>Income Source</b>	<b>East</b>	<b>West</b>
Senior	6	16
ODSP	11	36
Ontario Works	4	12
Low Income	17	22

### Intense Case Management

Intense Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly supports, required by the individual to obtain, and sustain housing stability.

<b>February 2023</b>		
<b>Income Source</b>	<b>East</b>	<b>West</b>
Senior	13	22
ODSP	11	25
Ontario Works	9	13
Low Income	10	37

### Contact/Referrals

<b>February 2023</b>	<b>East</b>	<b>West</b>	<b>YTD</b>
Homeless	0	1	10
At Risk	0	2	14
Esprit Outreach Homeless	0	0	0
Esprit Outreach at Risk	0	2	5
Esprit in Shelter		1	3
Program Total			32

### Short Term Housing Allowance

	<b>Active</b>	<b>YTD</b>
February 2023	14	20

### Housing Stability: Household Income Sources and Issuance from HPP & CHPI:

<b>February 2023</b>	<b>Total</b>	<b>CHPI</b>
<b>Income Source</b>		
ODSP	7	\$1,135.90
Ontario Works	3	\$1,480.41
Low Income	4	\$2,527.34

<b>February 2023</b>	<b>Total</b>
<b>Reason for Issue</b>	
Rental Arrears	\$2,579.29
Transportation	\$36.00
Food/Household/Misc.	\$1,545.45
Emergency Housing	\$982.91
<b>Total</b>	<b>\$5,143.65</b>

## Ontario Works: Household Income Sources and Issuance from HPP

<b>February 2023 Income Source</b>	<b>Total</b>	<b>HPP</b>
Senior	1	\$118.00
ODSP	12	\$7,871.86
Ontario Works	6	\$5,101.23
Low Income	10	\$5,393.56

<b>February 2023 Reason for Issue</b>	<b>Total</b>
Rental Arrears	\$7,679.41
Utilities/Firewood	\$4,037.55
Transportation	\$147.75
Food/Household/Misc.	\$5,369.94
Emergency Housing	\$1,250.00
<b>Total</b>	<b>\$18,484.65</b>

### **Housing Stability Update**

We are very excited that in March, we implemented the Digital HPP Funding Application in OW and Housing Stability. This process change streamlines and reduces many manual and paper-based processes and allows us to issue HPP funding through SAMS. Our Program Leads worked very closely with the Finance Team to develop the process and implement it with the staff.

The Supervisor of Housing Stability and Supervisor of Income Support attended the NPLC (Nurse Practitioner Led Clinic) Team meeting and provided info on OW and HSP. Staff also have begun utilizing space in the clinics to meet with clients that may not be able to access our offices.

The Supervisor of Housing Stability is participating in a Focus Group on Coordinated Access in Rural Communities. This group is hosted by the National Alliance to End Rural and Remote Homelessness.

The Housing Stability Program is hosting a placement student from Northern College until the end of April.

Members of the Housing Stability team attended the Muskoka DART (Domestic Abuse Review Team) Conference March 23<sup>rd</sup> - 24<sup>th</sup>. The Director of Income Support and Stability now sits on the DPSVAW Coordinating Committee.

Our Northern College student's time is coming to an end with us, during his time with us he was able to learn about the agency, the services the district has to offer and gain experience in interacting with the referrals our programs receive. Our team provided him with valuable lessons in case management, time management and client burn out. We wish him all the best in his upcoming endeavors and appreciate the opportunity to work with him.

The referrals this quarter aligned with previous years, however the referrals received are very complex and the needs of the clients are high, which require more time to build the relationships, bring in suitable community partners, and create a sustainability plan to support the client.

The team continues to do outreach with agencies that serve the individuals of the district. Including but not limited too food banks, libraries, Municipality offices, Nursing Stations, etc.

The Mental Health & Addiction Worker has had 34 cases over the last quarter and 11 of those have been discharged and has had 177 client contacts in that period. Clients have received support and referrals for CMHA, the Safe Justice Bed at WPSHC, the Parry Sound Family Health Team and Home & Community Care.

Staff embraced the following training opportunities that enhanced their knowledge:

- Icelandic Homelessness model
- Leadership training
- OAITH Training in Violence Against Women
- Program staff completed Human Rights training
- Attended the Canada Home Share presentation
- Staff attended the high school in February providing a presentation on services provided by our agency
- Attended the Wellness Fair in Point-Au-Brail
- By-Name List refresher
- Grand Rounds calls hosted by the West Parry Sound Health Centre
- Community Practice calls hosted by the Canadian Alliance to End Homelessness

### **Housing Programs**

<b>Social Housing Centralized Waitlist Report February 2023</b>			
	<b>East Parry Sound</b>	<b>West Parry Sound</b>	<b>Total</b>
Seniors	37	110	147
Families	131	434	565
Individuals	474	208	682
<b>Total</b>	<b>642</b>	<b>752</b>	<b>1,394</b>
Total Waitlist Unduplicated			474

**Social Housing Centralized Waitlist (CWL) 2022 - 2023 Comparison  
Applications and Households Housing from the CWL**

Month 2022	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2023	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	5			1		Jan	5	1	13		
Feb	9	1	2			Feb	5	1	10		
Mar	12		5	2	1	Mar					
Apr	12	1	1			Apr					
May	11	1		3		May					
June	15		3	2		June					
July	13	2	10	1		July					
Aug	5		17	2	1	Aug					
Sept	16		10	1	1	Sept					
Oct	14		12	6		Oct					
Nov	12	1	8	3		Nov					
Dec	1			5		Dec					
<b>Total</b>	<b>125</b>	<b>6</b>	<b>68</b>	<b>26</b>	<b>3</b>	<b>Total</b>	<b>10</b>	<b>2</b>	<b>23</b>		

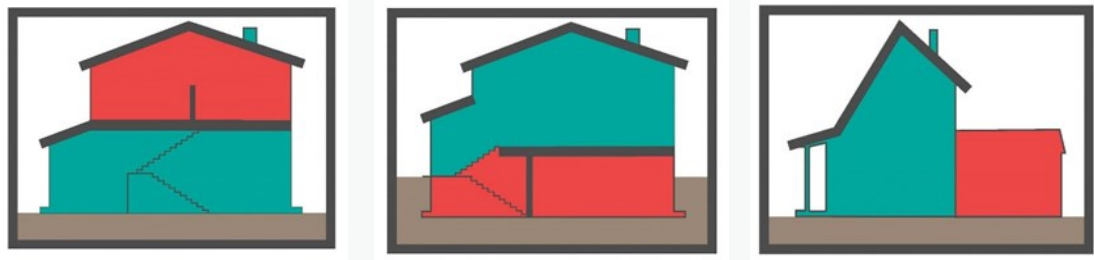
SPP = Special Priority Applicant

**Housing Programs Update**

Housing Programs had a great start to 2023. We have continued to receive applications for Canada Ontario Housing Benefit (COHB) and have received approval from the Ministry of Municipal Affairs and Housing to begin submitting applications for the next fiscal year. We were fortunate that applications were not halted as we have seen in previous years, and staff were able to continue helping clients find affordable housing.

Over the last few months, staff have been busy developing the Secondary Suites program and we are happy to finally be introducing it to the district as an additional funding opportunity to create affordable housing.

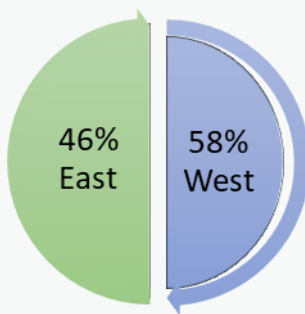
## What is a Secondary Suite?



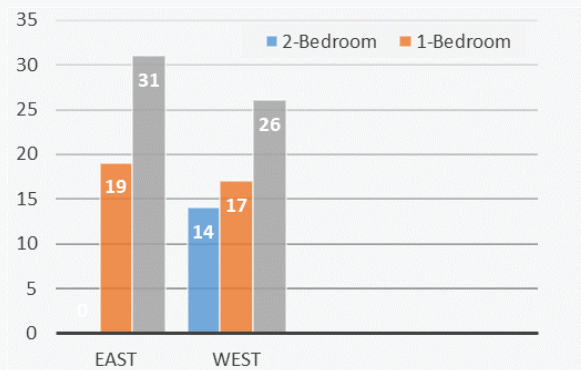
A secondary suite is a private, self-contained unit within an existing home. It has its own bathroom, kitchen, living area and sleeping area. Secondary suites offer several benefits to homeowners at all stages of life. They can act as a mortgage helper, increase the value of your home, facilitate aging in place, and provide affordable housing options for the community. While most homeowners live in the main part of the house, you can also choose to live in the secondary suite and rent the main area to boost your earnings. A secondary suite can also add resale value to your home.

Homeowners who are eligible will have access to funding in the form of a forgivable loan. The unit rent must be at or below the average market rent for the District for a specified period. The Secondary Suites program is intended to increase the supply of affordable rental housing for low-income households in the District of Parry Sound.

Each year, Housing Programs reports on the affordable units within our District. These units have been made possible by several landlords, along with various funding allocations from the Ministry of Municipal Affairs and Housing. Below is a recent update on the affordable housing stock in the District of Parry Sound.



Percentage of affordable units in the east compared to the west in the District of Parry Sound



Illustrates the amount and unit size throughout the district

**Parry Sound District Housing Corporation  
February 2023**

Activity for Tenant and Maintenance Services

	<b>Current</b>	<b>YTD</b>
<b>Move outs</b>	1	3
<b>Move in</b>	4	7
<b>L1/L2 forms</b>	0	0
<b>N4 - notice of eviction for non payment of rent</b>	0	0
<b>N5 - notice of eviction disturbing the quiet enjoyment of the other occupants</b>	0	1
<b>N6 - notice of eviction for illegal acts or misrepresenting income for RGI housing</b>	0	0
<b>N7 - notice of eviction for willful damage to unit</b>	1	1
<b>Repayment agreements</b>	1	21 (18 carried from 2022)
<b>Tenant Home Visits</b>	10	29
<b>Mediation/Negotiation/Referrals</b>	8	8
<b>Tenant Engagements/Education</b>	6	15

Note: statistical information is based on the east side; west side will be included next report

**Tenant Services Update**

Tenant Services department completed a program plan for the year starting in January, which included items like tenant meetings and educationals (quarterly), collaboration meetings with Ontario Works, Housing Stability, and Housing Programs (quarterly), and regular day-to-day activities associated to target dates in order to keep on track and progressing as a team. One of the main objectives for this department for the year is to work very hard at rebuilding and strengthening relationships with our tenants. The past few years have been very difficult on the relationships and rapport that Community Relations Workers would very much like to have with their tenants, and disruption has occurred due to Covid as well as department changes and turnover. Our goal this year is to work diligently to try and correct this and move toward a relationship built on honesty, trust, collaboration, and a keen desire to provide the best quality service and advocacy for tenants residing in our buildings.

As such we have completed 2 rounds of tenant meetings and educationals, with positive results. Common themes relayed to us during these meetings are the desire to re-group again and do things as a “building community” such as BBQs and summer gardening. We have made some plans to incorporate these ideas into our plans for future gatherings.

Another initiative introduced are *positive feedback forms* that go along with our longstanding complaints form and maintenance request form. Our department receives many complaints, often about issues that there is little we can do to rectify as they are neighbour issues related to living in a shared building. What we were not receiving was anything stating things that people liked about where they live or what’s involved or including in their tenancy. We were pleasantly surprised at what we received when this was implemented, and it goes a long way in relationship building and also staff morale! Examples of things written are:

*“I’m especially grateful for how quickly I receive a response back from anyone in your office when I email”*

*“I am very happy with my apartment it is bright and comfortable. All of the tenants are friendly and helpful. The staff are very nice and easy to deal with. Any of the housing staff that I have dealt with are kind, helpful and understanding. It is really quiet here at night. I love it.”*

*“I like that you are visiting more often and that you listen when I ask about things. The common room is lovely now, clean, and bright.”*

*“The new windows are a much-needed improvement. Thank you.”*

*“This is a great place to live. The staff are kind and respectful.”*



Educational engagement at Sundridge Building  
February 2023

## Property Maintenance and Capital Projects February 2023

Pest Control	8	8 buildings monitored monthly
Vacant Units	12	one-bedroom (8); multiple bedroom (4) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	8	one-bedroom market units (8)
After Hours Calls	5	Leak from window, no hot water, toilet plugged
Work Orders	176	Created for maintenance work, and related materials for the month of February
Fire Inspections		A total of 15 units were inspected for fire safety in the month of February

We are continually working with Orkin to remove bedbugs within 2 of the buildings. We have removed the infested areas and are monitoring them bi-monthly to ensure the infestation has been eliminated.

The window replacement on 66 Church Street has been completed. We have received reports of improved unit heat retention and minimal air movement through the wall system.

The Housing team is currently meeting with consultants to update our software and procedures where needed. We are excited for this to be implemented as we believe this will streamline the processes, foster better communication, and therefore provide improved service to the people we serve.

After many months of research, building analysis, and quote requests, the building condition assessments (BCA) are underway. We are looking forward to the summary, as this will outline priority projects and provide an idea of the remaining life span of our systems.

In collaborating with Tenant services, the Maintenance team provided services in order to complete the common room finishes in all of the PSDHC buildings. Together Tenant Services and Property Maintenance and Capital Projects have provided a welcoming atmosphere.

Two additional Facility Maintenance Technicians are currently being recruited for the east side of the district. These positions will minimize the travel time currently accrued from west side to east side, along with provide Toronto Ave office with a full-time custodian/maintenance staff (was previously contracted).

We were proud to have partnered with Tenant Services in efforts to rehouse a current tenant due to fire damage done to their unit. The tenant's belongings were sorted, packed, and moved while Tenant Services worked with community partners to ensure the required household items were replaced.



Retirement notice has been provided by a long-term employee within the position of Property Management Clerk, Program Support Worker. We are sad to say goodbye, but excited for her next chapter. The recruitment process has been initiated.

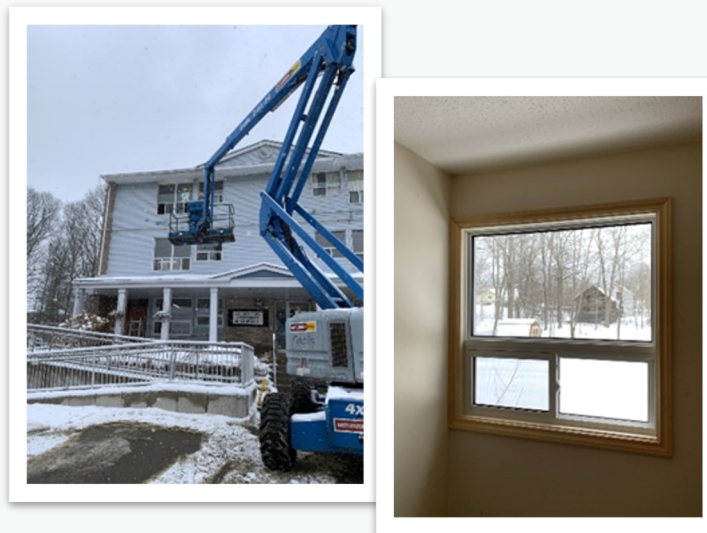
### **Local Housing Corporation and DSSAB Buildings**

- BCA approval received and assessment is underway
- Looking at various options for replacing the retaining wall at Belvedere
- We have received 3 quotes for the replacement of the HVAC systems at Waubeck Daycare; we will be awarding this contract in April
- Asbestos abatement is underway on a unit located at 66 Church St.; the renovation of this unit should be complete before the end of April.]
- 3A Dublin mould remediation is underway and should be completed in April
- In the process of requesting an RFP for the Belvedere window replacement consultant contract
- In the process of removing large antennas that pose as climbing hazards at some of the family units
- In the process of retaining an engineer to assess the stair railings within 173 Main St. Sundridge

### ***Challenges:***

Difficulty securing contractors/labourers as well as materials are often backordered. Obtaining quotes, as per our Procurement Policy, from contractors is presenting a challenge.

We continue to complete capital projects; however, this is taking longer then expected.



Window replacements at 66 Church Street, Parry Sound

## Esprit Place Family Resource Centre

February 2023

Emergency Shelter Services	February 2023	YTD
Number of women who stayed in shelter this month	8	17
Number of children who stayed in the shelter this month	6	16
Number of hours of direct service to women (shelter and counselling)	89	196
Number of days at capacity	26	36
Number of days over capacity	18	25
Overall capacity %	105%	89%
Resident bed nights (women & children)	295	526
Phone interactions (crisis/support)	26	60

Outreach Services	February 2023	YTD
Number of women served this month	2	7
Number of NEW women registered in the program	0	0
Number of public ed/groups offered	0	0

Transitional Support	February 2023	YTD
Number of women served this month	9	15
Number of NEW women registered in the program	0	0
Number of public ed/groups offered	0	0

<b>Child Witness Program</b>	<b>February 2023</b>	<b>YTD</b>
<b>Number of children/women served this month</b>	6	10
<b>Number of NEW clients (mothers and children) registered in the program</b>	2	3
<b>Number of public ed/groups offered</b>	0	0

**Women’s Services Update**

Esprit Place has been operating at greater than 100% capacity since the end of January. During the period of January to March we were required to deny access to a shelter bed to 44 women and children, either because the shelter was over capacity or because a women did not meet our Ministry directed mandate. In all cases, we worked to support women in accessing other accommodations or supports to ensure their immediate safety.

Staff illness and ongoing challenges with recruitment have created challenges with scheduling and appropriate shelter coverage. COVID continues to have an impact. Staff, clients, and visitors continue to wear masks while in shelter and must complete routine Rapid Antigen Tests. Our capacity continues to be reduced by 3 beds as a result of continued physical distancing requirements mandated by MCCSS.

Outreach and shelter client circumstances continue to be complex and challenging. This creates difficult and stressful situations for staff and requires significant advocacy and system navigation to ensure that our clients receive the support they need. Women’s Services is working diligently in cooperation with Income Support and Stability in order to provide or advocate for comprehensive services for our clients. This effort consists of strengthening the existing relationships between DSSAB programs and improving lines of communication related to shared clients. It also involves a direct and coordinated effort to develop and grow our network of community partners.