



# **Chief Administrative Officer's Report**

*September 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.**

## AMO 2023 Annual General Meeting and Conference

From August 21 – 23, more than 2,500 municipal leaders, government officials, public servants, sponsors, exhibitors, and media gathered in the City of London to take part in the 2023 AMO Conference.

This event included the Ministers' Forum and a direct dialogue with 26 provincial Cabinet Ministers on many of the critical issues municipalities, CMSMs and DSSABs are facing. Municipal officials, CMSMs and DSSABs also participated in over 600 delegation meetings, discussing local concerns.

I attended delegations with the Northern Ontario Service Delivers Association (NOSDA). We were able to have direct conversations with the Ministry of Education, Ministry of Health, Ministry of Children, Community and Social Services and the Ministry of Long-Term Care.

I also attended a multi ministry delegation with the Federation of Northern Ontario Municipalities, North-western Ontario Municipal Association and the Northern Ontario Service Delivers Association.

## 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

| <b>District of Parry Sound Social Services Administration Board</b> | <b>FEB 2023</b> | <b>MAR 2023</b> | <b>APR 2023</b> | <b>MAY 2023</b> | <b>JUNE 2023</b> | <b>AUG 2023</b> |
|---|-----------------|-----------------|-----------------|-----------------|------------------|-----------------|
| Total Page Followers  | 446             | 462             | 471             | 474             | 478              | 490             |
| Post Reach this Period (# of people who saw post)                   | 4,645           | 7,891           | 4,460           | 3,789           | 4,010            | 2,249           |
| Post Engagement this Period (# of reactions, comments, shares)      | 565             | 757             | 505             | 241             | 692              | 234             |

| <b>Esprit Place Family Resource Centre</b>                     | <b>FEB 2023</b> | <b>MAR 2023</b> | <b>APR 2023</b> | <b>MAY 2023</b> | <b>JUNE 2023</b> | <b>AUG 2023</b> |
|--|-----------------|-----------------|-----------------|-----------------|------------------|-----------------|
| Total Page Followers   | 128             | 132             | 131             | 131             | 131              | 132             |
| Post Reach this Period (# of people who saw post)              | 75              | 124             | 116             | 29              | 203              | 62              |
| Post Engagement this Period (# of reactions, comments, shares) | 3               | 7               | 71              | 1               | 2                | 1               |

DSSAB Twitter Stats - <https://twitter.com/psdssab>

|                      | <b>FEB 2023</b> | <b>MAR 2023</b> | <b>APR 2023</b> | <b>MAY 2023</b> | <b>JUNE 2023</b> | <b>AUG 2023</b> |
|----------------------|-----------------|-----------------|-----------------|-----------------|------------------|-----------------|
| Total Tweets         | 7               | 13              | 8               | 8               | 10               | N/A             |
| Total Impressions    | 158             | 300             | 300             | 291             | 301              | 56              |
| Total Profile Visits | 57              | 217             | 130             | 137             | 128              | N/A             |
| Total Followers      | 28              | 28              | 27              | 27              | 30               | 31              |

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

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

|                                     | <b>FEB 2023</b> | <b>MAR 2023</b> | <b>APR 2023</b> | <b>MAY 2023</b> | <b>JUNE 2023</b> | <b>AUG 2023</b> |
|-------------------------------------|-----------------|-----------------|-----------------|-----------------|------------------|-----------------|
| Total Followers                     | 395             | 399             | 410             | 416             | 434              | 437             |
| Search Appearances (in last 7 days) | 318             | 308             | 245             | 228             | 281              | 185             |
| Total Page Views                    | 31              | 31              | 30              | 41              | 56               | 33              |
| Post Impressions                    | 828             | 929             | 697             | 546             | 786              | 182             |
| Total Unique Visitors               | 16              | 17              | 11              | 19              | 25               | 19              |

## DSSAB in the Community

Throughout the summer, we joined CMHA for several Community Outreach 'pop-up' events in some of the smaller communities in East Parry Sound.

*July 12<sup>th</sup>, Mill May Market in Restoule*

This event was attended by the Communications Officer, as well as a member of our Housing Stability team

*July 19<sup>th</sup>, Women's Own Resource Centre in South River*

This event was attended by a member of our Housing Stability team

*August 2<sup>nd</sup>, Home Hardware in Magnetawan*

This event was attended by the Communications Officer

*August 23<sup>rd</sup>, Hope's "More than a grocery store" Clover Farm in Novar*

This event was attended by the Communications Officer, as well as a member of our Housing Stability team



Canadian Mental Health Association  
Addictions and Mental Health Services  
Muskeg - Parry Sound

Harm Reduction supplies available  
Naloxone & Naloxone Training also available

# COMMUNITY EDUCATION EVENTS

All summer in East Parry Sound

**JULY**

- July 5- Foote's General Store in Nipissing
- July 12-Mill Bay Meat Market in Restoule
- July 19- Women's Own Resource Centre in South River

**AUGUST**

- August 2-Home Hardware in Magnetawan
- August 16-Alderdale General Store
- August 23-Novar General Store

**CONTACT US:**

Kathy Stevenson:  
1-705-384-5392 ext. 4280

Aaron Goodchild:  
1-705-746-4264 ext. 2223



## Municipal Presentations

On August 28<sup>th</sup>, myself and our Communications Officer were pleased to provide the Tri-Council representing the Township of Ryerson, the Village of Burk's Falls & the Township of Armour with a presentation about the DSSAB. This presentation included an overview of the DSSAB's programs and services, and how we can help members of their community. The Tri-Council expressed their appreciation to DSSAB staff for the important work they do. This was part of a series of municipal presentations taking place over the next year.



## Licensed Child Care Programs

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

| Age Group            | Fairview ELCC | First Steps ELCC | Highlands ELCC | Waubeek ELCC | HCCP | Total |
|----------------------|---------------|------------------|----------------|--------------|------|-------|
| Infant (0-18M)       | 0             | 0                | 1              | 1            | 11   | 13    |
| Toddler (18-30M)     | 15            | 8                | 15             | 13           | 25   | 76    |
| Preschool (30M-4Y)   | 18            | 18               | 18             | 46           | 43   | 143   |
| # of Active Children | 33            | 26               | 34             | 60           | 79   | 232   |

Enrollment numbers remained stable for the summer months. The Licensed Child Care Programs moved their primary programming outdoors and worked with families to prepare for upcoming transitions to older age groupings and junior kindergarten. Staff coverage for summer vacations was challenging but with the support of the ISS and EarlyON teams, we were able to cover ratios.

## School Age Programs

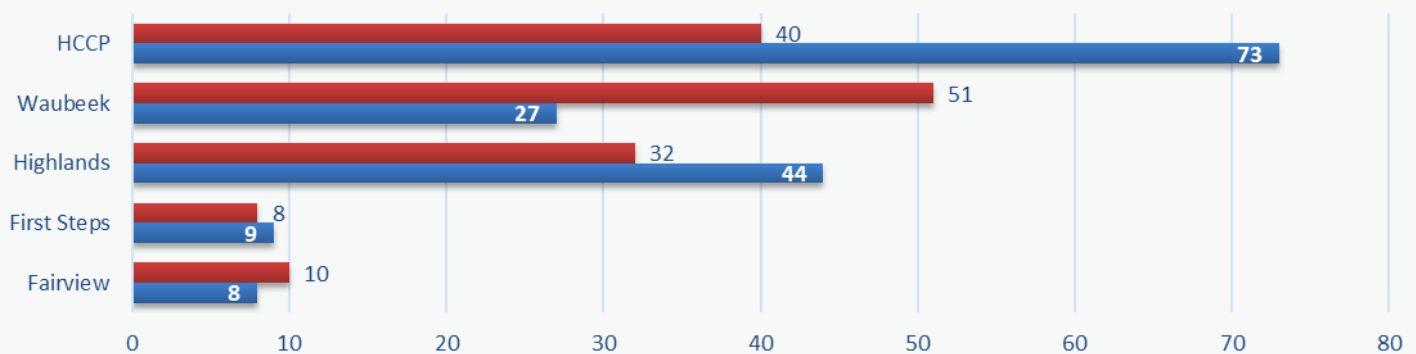
### July 2023

| Location                          | Enrollment | Primary Waitlist | Secondary Waitlist |
|-----------------------------------|------------|------------------|--------------------|
| Mapleridge After School           | N/A        |                  |                    |
| Mapleridge Before School          | N/A        |                  |                    |
| Mapleridge Summer Program         | 13         | 7                |                    |
| St. Gregory's After School        | N/A        |                  |                    |
| Sundridge Centennial After School | N/A        |                  |                    |
| Land of Lakes After School        | N/A        |                  |                    |
| Home Child Care                   | 56         | 11               | 2                  |
| # of Active Children              | 76         |                  |                    |

Mapleridge Public School licensed summer school age care was fully booked with a small waitlist. We have 2 full-time staff supporting the program and have enrolled children ages 4 – 6 years. The program coordinated with the Powassan GAP for the older aged children.

## Directly Operated Child Care Waitlist by Program

### July 2023



As shown in the above chart, the blue bar reflects families that are currently seeking care and space is unavailable while the red bar indicates families that have requested a space after December 31, 2023. Waubeek has had the largest increase in waitlist numbers especially families seeking infant care. As of July, there were 14 infants on the Waubeek waitlist, and in January 2024 that number increases to 45.

## Inclusion Support Services

### July 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)   | 1       | 9               | 10            | 16        | 0        | 0             | 0          |
| Preschool (30M-4Y) | 6       | 35              | 41            | 54        | 1        | 1             | 1          |
| School Age (4Y+)   | 4       | 26              | 30            | 39        | 1        | 0             | 1          |
| Monthly Total      | 11      | 70              | 81            | -         | 2        | 1             | 2          |
| YTD Total          | 12      | 78              | -             | 108       | 30       | 22            | 10         |

Resource consultants continued to support school age children that attended licensed summer child care programs across the district. Support in the EarlyON programs decreased as most community satellite locations closed for the summer months.

## EarlyON Child and Family Programs

### July 2023

| Activity                                   | July  | YTD    |
|--|-------|--------|
| Number of Children Attending               | 813   | 4,974  |
| Number of New Children Attending           | 37    | 277    |
| Number of Adults Attending                 | 528   | 3,154  |
| Number of Virtual Programming Events       | 1     | 28     |
| Number of Engagements through Social Media | 1,955 | 4,347  |
| Number of Views through Social Media       | 9,396 | 58,262 |

EarlyON facilitators set up community “pop-up” programs where most communities in the district were being visited at outdoor locations. Regular programming activities are being offered.



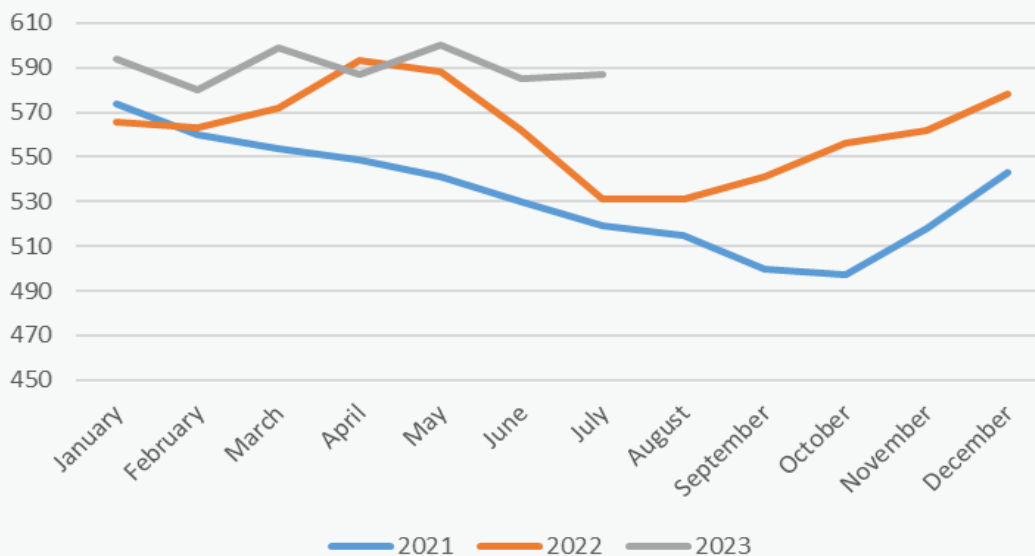
## Funding Sources for District Wide Childcare Spaces July 2023

| Active                   | # of Children | # of Families | Funding Source - New     | # of Children | # of Families |
|--------------------------|---------------|---------------|--------------------------|---------------|---------------|
| CWELCC*                  | 110           | 107           | CWELCC                   | 8             | 8             |
| CWELCC Full Fee          | 186           | 185           | CWELCC Full Fee          | 3             | 3             |
| Extended Day Fee Subsidy | 10            | 10            | Extended Day Fee Subsidy | 7             | 7             |
| Fee Subsidy              | 99            | 77            | Fee Subsidy              | 70            | 51            |
| Full Fee                 | 12            | 11            | Full Fee                 | 2             | 2             |
| Ontario Works            | 12            | 9             | Ontario Works            | 3             | 3             |
| <b>Total</b>             | <b>429</b>    | <b>399</b>    | <b>Total</b>             | <b>93</b>     | <b>74</b>     |

| Funding Source - Exits | # of Children | # of Families |
|------------------------|---------------|---------------|
| Fee Subsidy            | 3             | 3             |
| Ontario Works          | 2             | 1             |
| <b>Total</b>           | <b>5</b>      | <b>4</b>      |

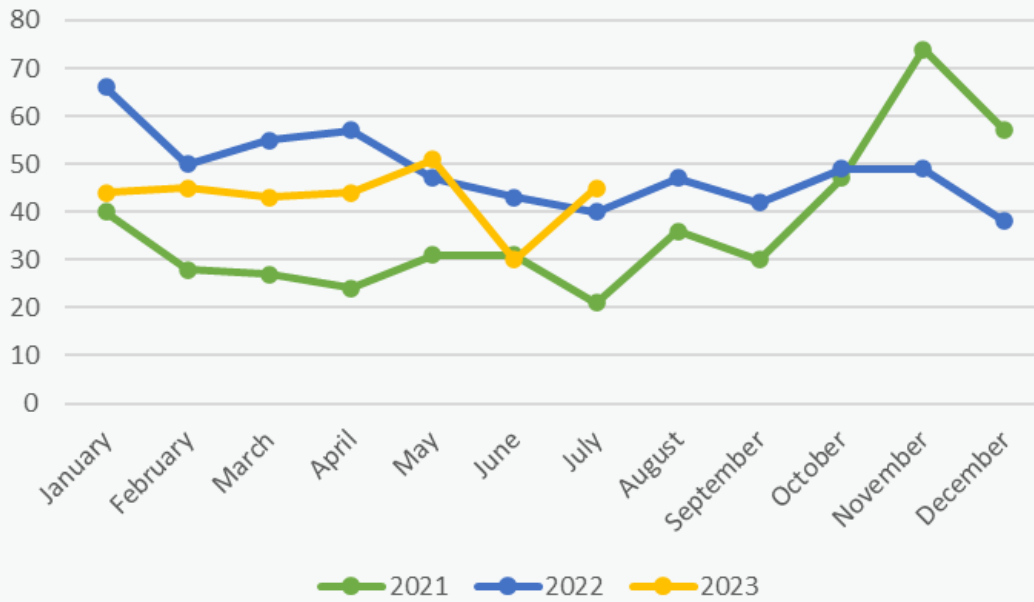
\* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6

### Ontario Works Caseload





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



### Ontario Works applications

2 ▼

Average received per business day

45

Received Jul 2023

### Emergency Assistance applications

1 ▲

Average received per business day

30

Received Jul 2023

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

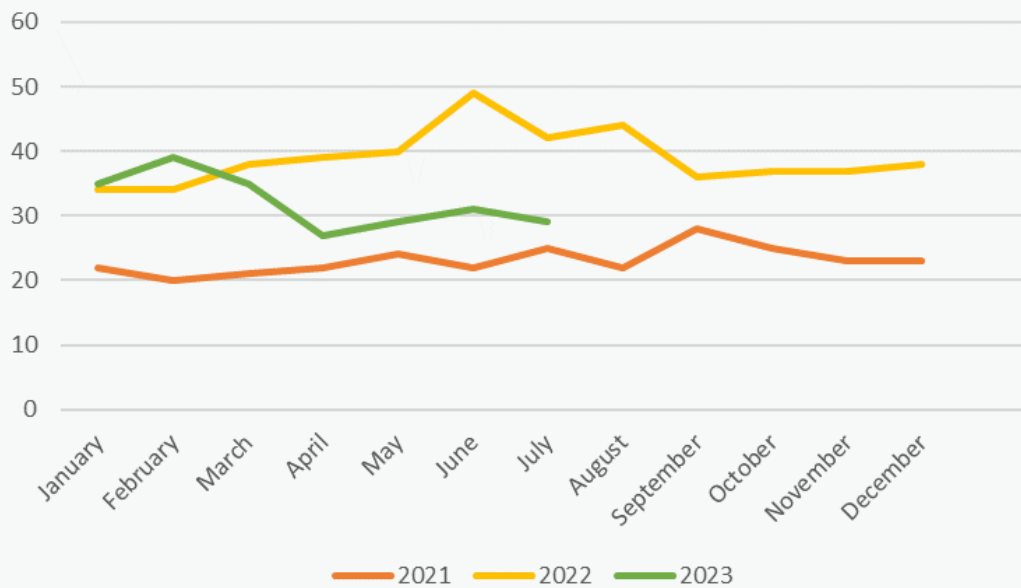
0.9 ▼

Ontario Works

0.3 ▼

Emergency Assistance

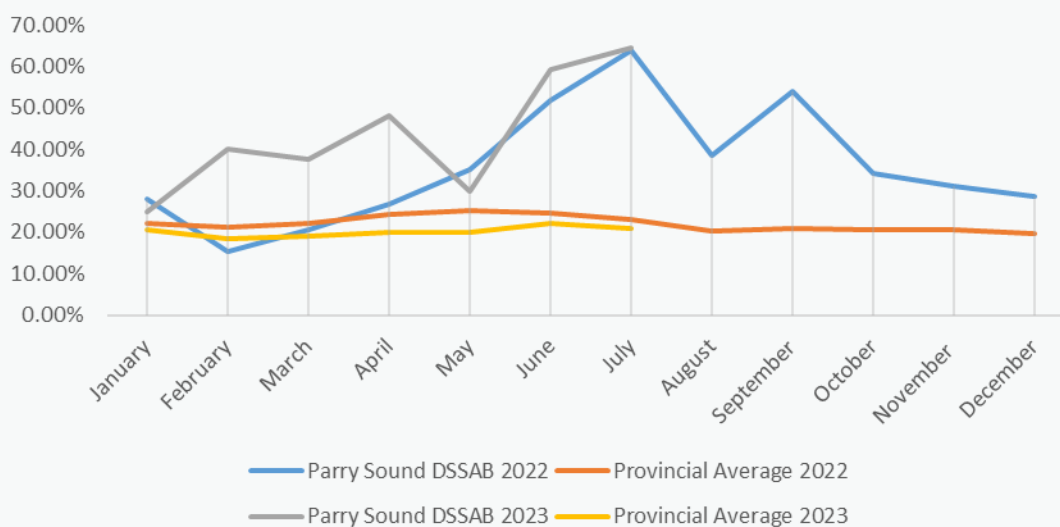
## ODSP Participants in Ontario Works Employment Assistance



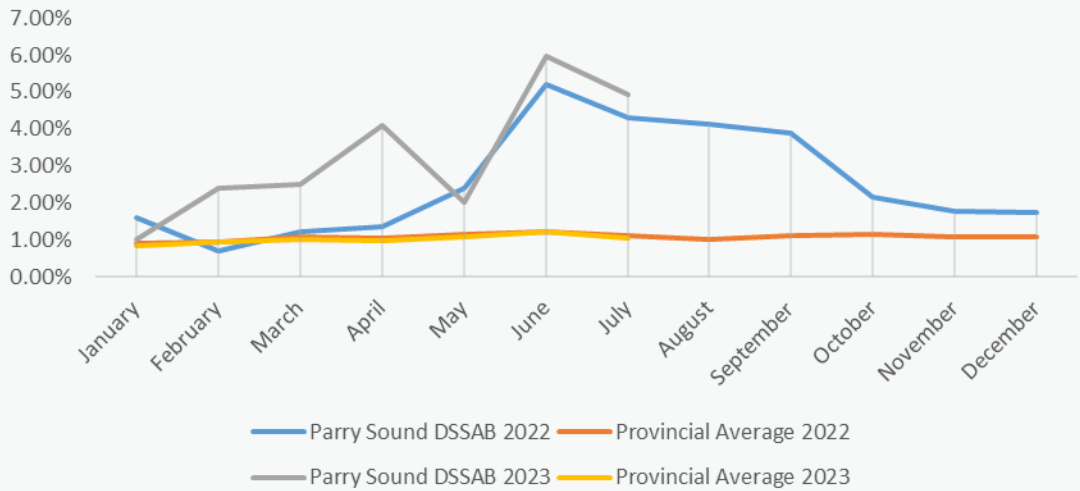
The OW caseload as of the end of July was **587** (there are 945 beneficiaries in total). We are supporting **29** ODSP participants in our Employment Assistance program. We also have **56** Temporary Care Assistance cases. Intake also remains steady. We had **45** Ontario Works Applications and **30** applications for Emergency Assistance in July which does not indicate a typical summer slowdown.

## Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment

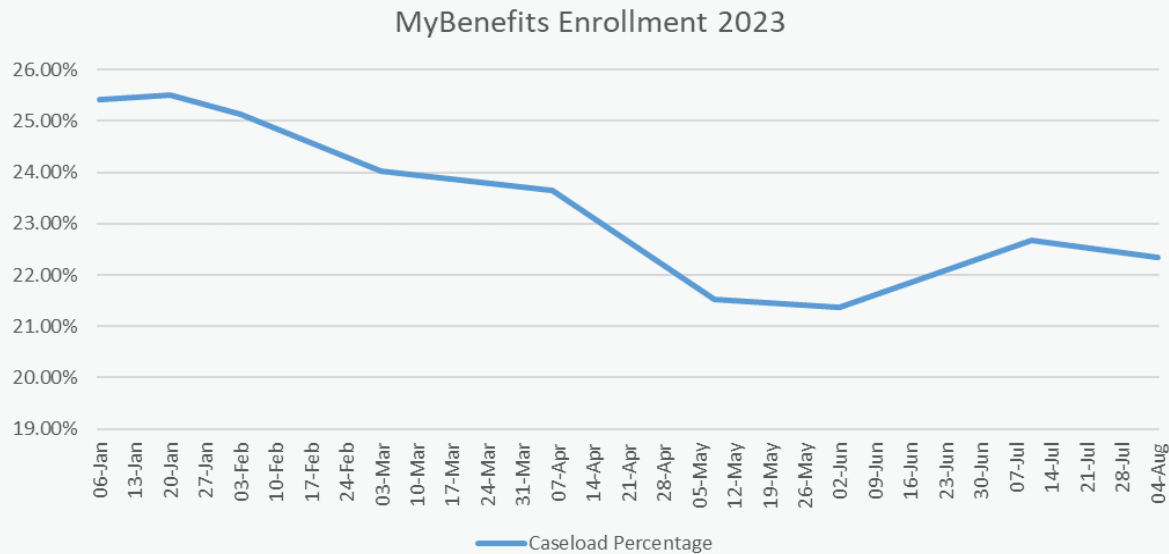


### % of Caseload Exiting to Employment



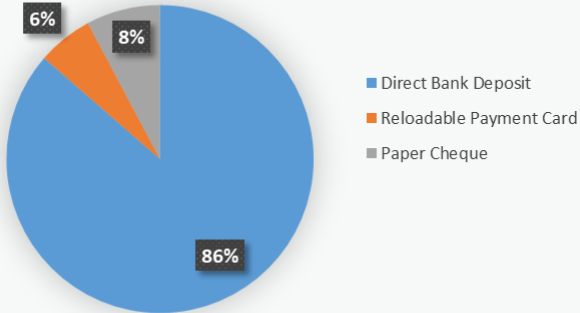
Despite a small decline in our Employment Outcome Performance in May, the program bounced back with a tremendous June and July, where we exceeded our performance from last year and far exceeded the provincial average. We also finished #1 in the Northeast. Additionally, an average of 8.9% of the caseload exited the program over June and July.

### MyBenefits Enrollment 2023



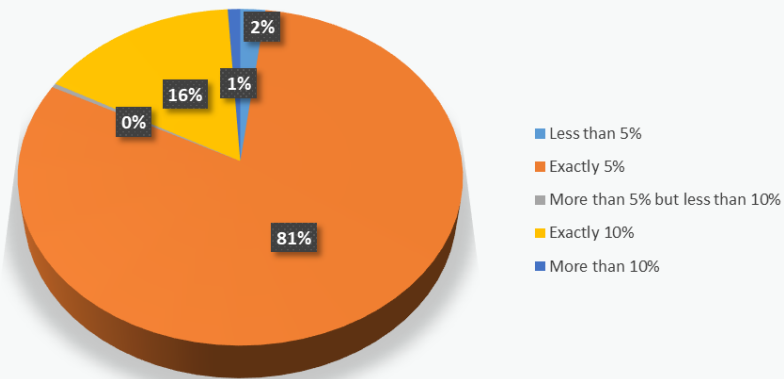
## DBD Enrollment

Payment Receipt Method  
July 2023



## Overpayment Recovery Rate

July 2023



## 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>July 2023</b>     |             |             |
|----------------------|-------------|-------------|
| <b>Income Source</b> | <b>East</b> | <b>West</b> |
| Senior               | 6           | 16          |
| ODSP                 | 11          | 28          |
| Ontario Works        | 4           | 13          |
| Low Income           | 16          | 29          |

### 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>July 2023</b>     |             |             |
|----------------------|-------------|-------------|
| <b>Income Source</b> | <b>East</b> | <b>West</b> |
| Senior               | 13          | 20          |
| ODSP                 | 11          | 12          |
| Ontario Works        | 8           | 15          |
| Low Income           | 9           | 37          |

### Contact/Referrals

| <b>July 2023</b>         | <b>East</b> | <b>West</b> | <b>YTD</b> |
|--------------------------|-------------|-------------|------------|
| Homeless                 | 1           | 5           | 31         |
| At Risk                  | 7           | 3           | 52         |
| Esprit Outreach Homeless | 1           | 1           | 5          |
| Esprit Outreach at Risk  | 0           | 3           | 10         |
| Esprit in Shelter        |             | 1           | 9          |
| Program Total            |             |             | 107        |

### Short Term Housing Allowance

|           | <b>Active</b> | <b>YTD</b> |
|-----------|---------------|------------|
| July 2023 | 10            | 37         |

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

| <b>July 2023</b>     | <b>Total</b> | <b>HPP</b> |
|----------------------|--------------|------------|
| <b>Income Source</b> |              |            |
| Senior               | 3            | \$490.32   |
| ODSP                 | 12           | \$7,408.66 |
| Ontario Works        | 11           | \$3,474.06 |

| <b>July 2023</b>        | <b>Total</b>       |
|-------------------------|--------------------|
| <b>Reason for Issue</b> |                    |
| Utilities/Firewood      | \$1,696.73         |
| Transportation          | \$36.00            |
| Food/Household/Misc     | \$10,450.93        |
| Emergency Housing       | \$1,558.63         |
| <b>Total</b>            | <b>\$13,742.29</b> |

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

| July 2023<br>Income Source | Total | HPP        |
|----------------------------|-------|------------|
| Senior                     | 1     | \$412.03   |
| ODSP                       | 7     | \$3,775.86 |
| Ontario Works              | 8     | \$9,469.26 |
| Low Income                 | 3     | \$308.83   |

| July 2023<br>Reason for Issue | Total              |
|-------------------------------|--------------------|
| Rental Arrears                | \$7,927.40         |
| Utilities/Firewood            | \$1,000.00         |
| Transportation                | \$177.32           |
| Food/Household/Misc.          | \$4,861.26         |
| <b>Total</b>                  | <b>\$13,965.98</b> |

### By-Name List Data September 2021– July 2023



### Housing Programs

#### Social Housing Centralized Waitlist Report July 2023

|                             | East<br>Parry Sound | West<br>Parry Sound | Total        |
|-----------------------------|---------------------|---------------------|--------------|
| Seniors                     | 42                  | 106                 | 148          |
| Families                    | 123                 | 399                 | 522          |
| Individuals                 | 480                 | 188                 | 668          |
| <b>Total</b>                | <b>645</b>          | <b>693</b>          | <b>1,338</b> |
| Total Waitlist Unduplicated |                     |                     | 440          |

## 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          | 6         |          | 35        |           |             |
| Apr          | 12         | 1        | 1         |           |             | Apr          | 11        |          | 17        | 6         |             |
| May          | 11         | 1        |           | 3         |             | May          | 13        | 2        | 9         | 2         |             |
| June         | 15         |          | 3         | 2         |             | June         | 9         | 1        | 2         | 1         |             |
| July         | 13         | 2        | 10        | 1         |             | July         | 5         | 1        | 5         | 1         |             |
| 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>54</b> | <b>6</b> | <b>91</b> | <b>10</b> | <b>0</b>    |

SPP = Special Priority Applicant

- Housing Programs had 5 new eligible applications to the centralized waitlist in the month of July
- 5 applications were cancelled; 2 requested removal, 1 had assets in excess of our asset limits, 1 was removed due to no contact, and 1 was removed due to receipt of COHB funding
- 1 new special priority application was approved
- 1 applicant was housed in July



**Parry Sound District Housing Corporation**  
**July 2023**

Activity for Tenant and Maintenance Services

|  | <b>Current</b> | <b>YTD</b> |
|--|----------------|------------|
| Move outs  | 9              | 24         |
| Move in  | 2              | 18         |
| L1/L2 forms  | 0              | 5          |
| N4 - notice of eviction for non payment of rent                                    | 0              | 4          |
| N5 - notice of eviction disturbing the quiet enjoyment of the other occupants      | 2              | 8          |
| 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   | 14             | 49         |
| Tenant Home Visits   | 33             | 111        |
| Mediation/Negotiation/Referrals  | 19             | 67         |
| Tenant Engagements/Education   | 23             | 84         |

**Property Maintenance and Capital Projects  
July 2023**

|                                   |     |  |
|-----------------------------------|-----|--|
| Pest Control                      | 8   | 8 buildings monitored monthly  |
| Vacant Units                      | 15  | one-bedroom (11); multiple bedroom (4)<br>(not inclusive of The Meadow View)   |
| Vacant Units -<br>The Meadow View | 6   | one-bedroom market units   |
| After Hours Calls                 | 14  | For June & July - power flickering/fire panel beeping, no hot water, hydro out, washing machine not working, OPP welfare check, security company unable to access lock box, flooding-blockage, tenant lockout, smoke detector beeping, sink leak, main entrance window damaged |
| Work Orders                       | 136 | Created for maintenance work, and related materials for the months of June and July  |
| Fire Inspections                  |     | A total of 60 units were inspected for fire safety in the months of June & July  |

***Ongoing Challenges:***

Prices of services and materials are inflated. Wait times on certain items remains a challenge.

## Esprit Place Family Resource Centre

July 2023

| <b>Emergency Shelter Services</b>                                    | <b>July<br/>2023</b> | <b>YTD</b> |
|--|----------------------|------------|
| Number of women who stayed in shelter this month                     | 15                   | 58         |
| Number of children who stayed in the shelter this month              | 0                    | 22         |
| Number of hours of direct service to women (shelter and counselling) | 114                  | 685        |
| Number of days at capacity   | 0                    | 73         |
| Number of days over capacity   | 0                    | 31         |
| Overall capacity %   | 62%                  | 76%        |
| Resident bed nights (women & children)                               | 378                  | 1,610      |
| Phone interactions (crisis/support)                                  | 54                   | 151        |

| <b>Transitional Support</b>                   | <b>July<br/>2023</b> | <b>YTD</b> |
|---|----------------------|------------|
| Number of women served this month             | 14                   | 49         |
| Number of NEW women registered in the program | 4                    | 5          |
| Number of public ed/groups offered            | 0                    | 3          |

| <b>Child Witness Program</b>   | <b>July<br/>2023</b> | <b>YTD</b> |
|--|----------------------|------------|
| Number of children/women served this month                             | 20                   | 82         |
| Number of NEW clients (mothers and children) registered in the program | 3                    | 20         |
| Number of public ed/groups offered                                     | 3                    | 5          |