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District of Parry Sound



Social Services  
Administration Board

# **Chief Administrative Officer's Report**

*December 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.

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## **Ontario Child Care Workforce Strategy and Protection of Children**

The government announced new measures for safer child care and a workforce strategy to aid with the attraction and retention of child care staff to help address labour shortages in the sector.

The new action taken is intended to further protect the safety of children by requiring all licensed child care operators to implement a Safe Arrival and Dismissal Policy by January 1, 2024. This will ensure that when a child does not arrive at the licensed child care program or is not picked up as expected, parents will be informed in line with existing protocols within Ontario's publicly funded schools.

The Workforce Strategy, made possible with funding through the Canada-Ontario Canada-wide Early Learning and Child Care Agreement, includes wage enhancements and other ways to address issues facing the sector. The strategy will support workforce development starting in 2024 by:

- Increasing the starting wage for RECEs employed by child care operators enrolled in the Canada-wide Early Learning and Child Care (CWELCC) system to \$23.86/hour in 2024 from the planned \$20/hour
- Extending the eligibility ceiling for a \$1/hour increase so more RECEs can benefit
- Supporting entry into the profession and career development
- Cutting red tape for employers and providing more flexibility in staffing their programs
- Launching a promotional campaign to bolster awareness and value of the child care profession

## **OMSSA's 2023 Policy Conference**

As a result of the COVID-19 pandemic, the work of OMSSA (Ontario Municipal Social Services Association) (Including PSDSSAB) has been forever transformed. The pandemic has demonstrated the vital socio-economic importance of children's services, it has forced a rethink of how employment and income supports are delivered, and it has challenged an already strained housing and homeless system.

Through all of this, we have had to rapidly develop new policies and find innovative ways of effectively supporting the service users. Alongside all the successes that we have had navigating these trials, new economic challenges have emerged.

The 2023 Policy Conference, held from November 30<sup>th</sup> to December 1<sup>st</sup>, was OMSSA's annual forum for discussion and debate focused on the present and future of human services policies in Ontario. Two staff members and I were fortunate enough to attend this conference. This event brought human services leaders and policy experts, together with provincial leaders, stakeholder organizations, and other subject matter experts. This year's conference was packed with relevant content for all OMSSA Members and beyond!

**Licensed Child Care Programs**

**Total Children Utilizing Directly Operated Child Care in the District  
October 2023**

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	2	0	3	2	20	27
Toddler (18-30M)	10	7	9	22	28	76
Preschool (30M-4Y)	17	17	28	50	50	127
# of Active Children	29	22	29	52	98	230

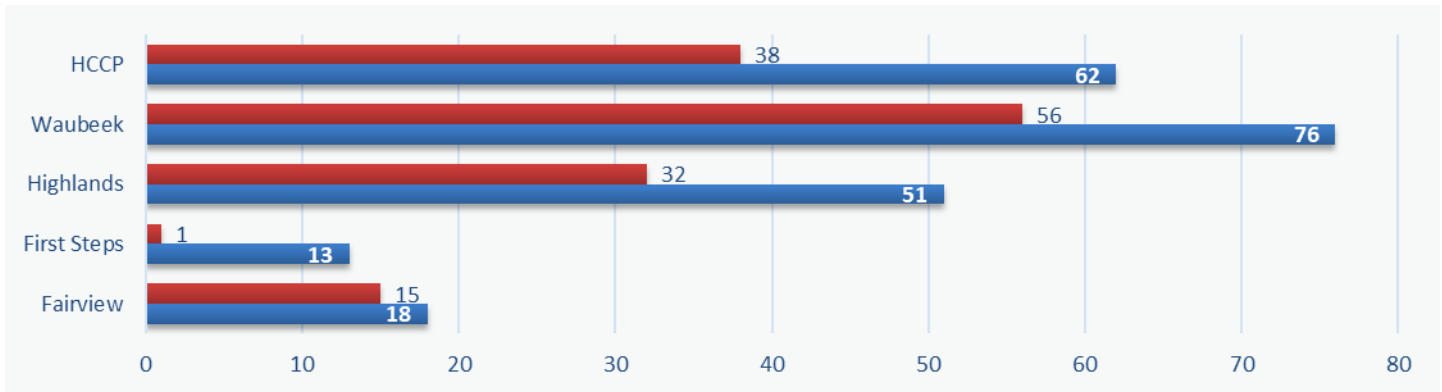
The licensed child care programs increased the enrollment by 30 children this month with the biggest enrollment being in children aged 12 – 30 months.

**School Age Programs  
October 2023**

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	26	5	0
Mapleridge Before School	10	0	0
Sundridge Centennial After School	13	3	0
Home Child Care	52	15	2
# of Active Children	95	28	1

Both school age programs are currently at their operating capacity.

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



Waitlists in all programs continue to expand. The blue bar indicates the current number of children needing care now that cannot be accommodated. The red bar shows the number of children that will be needing care in future months. Please note: these numbers may be duplicated as families are placing their children on multiple waiting lists.

**Inclusion Support Services  
October 2023**

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	0	0	1	0
Toddler (18-30M)	0	9	9	19	1	3	0
Preschool (30M-4Y)	7	30	37	59	3	2	2
School Age (4Y+)	5	23	28	46	2	0	7
Monthly Total	12	62	74	-	6	6	9
YTD Total	12	79	-	128	37	37	28

There has been a slight increase in referrals as new children are enrolled in licensed child care.

## EarlyON Child and Family Program October 2023

Activity	October	YTD
Number of Children Attending	935	9,322
Number of New Children Attending	53	533
Number of Adults Attending	639	5,783
Number of Virtual Programming Events	4	39
Number of Engagements through Social Media	209	6,523
Number of Views through Social Media	4,334	89,876

There is a steady increase in attendance at all the EarlyON programs across the district with many new families seeking out the resources made available through the Resource Facilitators.

## Funding Sources for District Wide Childcare Spaces October 2023

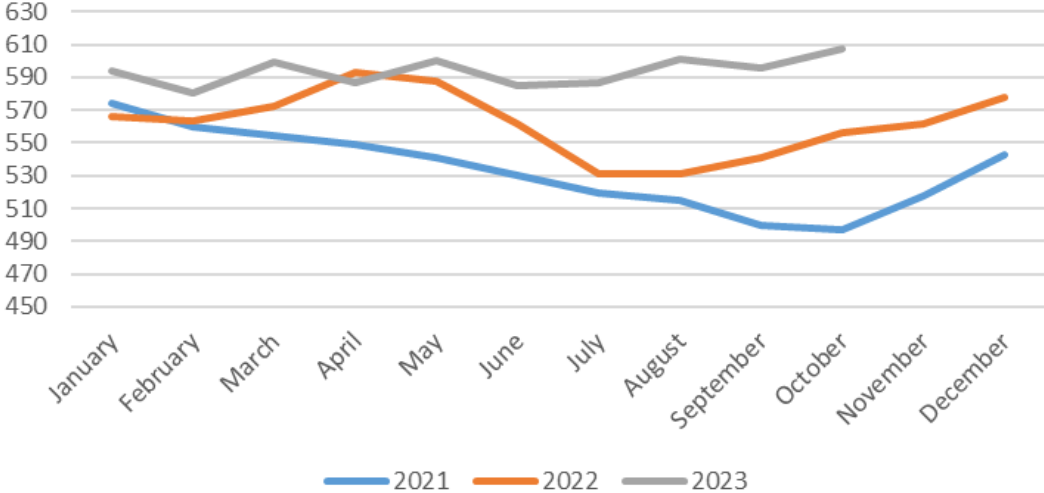
Active	# of Children	# of Families
CWELCC*	70	69
CWELCC Full Fee	200	196
Extended Day Fee Subsidy	1	1
Fee Subsidy	36	27
Full Fee	20	18
Ontario Works	16	12
<b>Total</b>	<b>343</b>	<b>323</b>

Funding Source - New	# of Children	# of Families
CWELCC	5	5
CWELCC Full Fee	6	6
Fee Subsidy	2	1
Full Fee	1	1
Ontario Works	4	2
<b>Total</b>	<b>18</b>	<b>15</b>

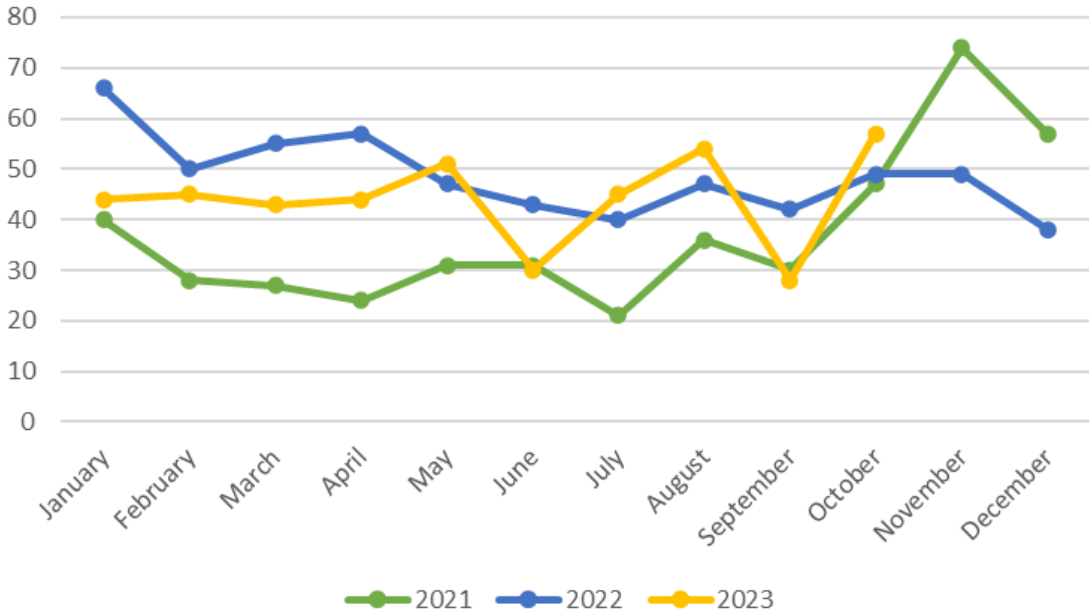
Funding Source - Exits	# of Children	# of Families
CWELCC	2	2
Full Fee	1	1
<b>Total</b>	<b>3</b>	<b>3</b>

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

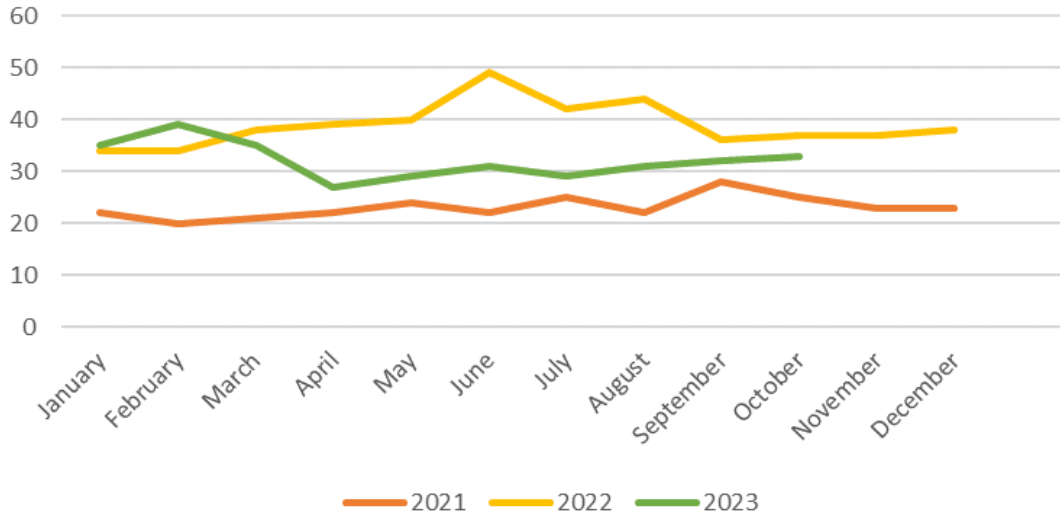
### Ontario Works Caseload



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



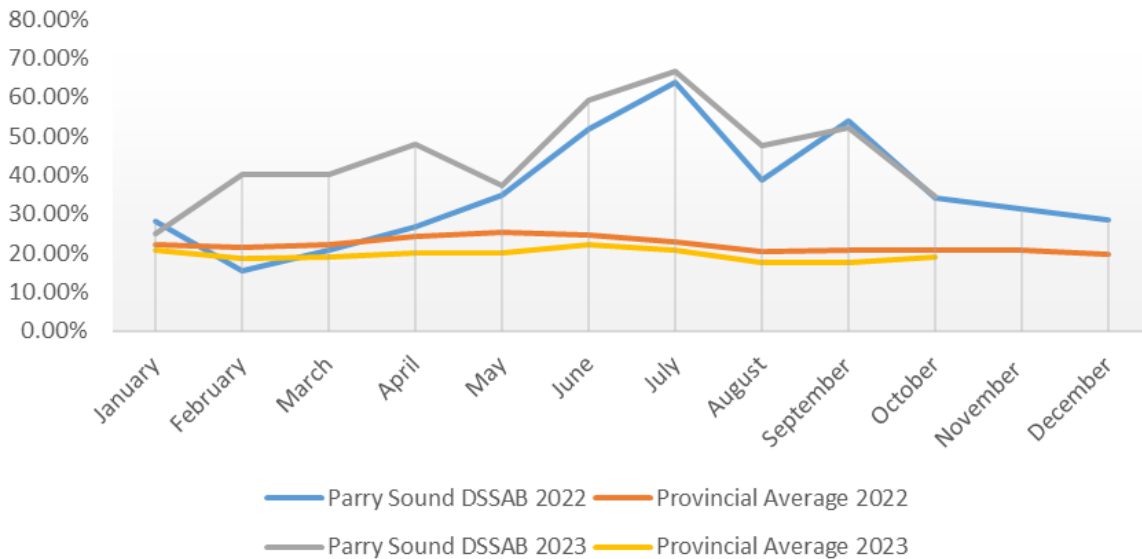
## ODSP Participants in Ontario Works Employment Assistance



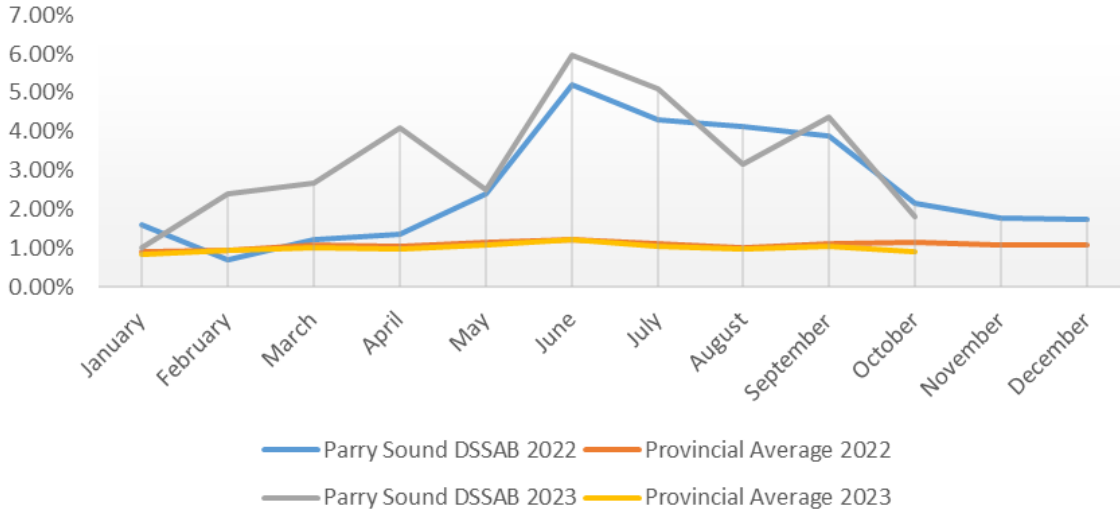
The OW Caseload as of the end of October is now 607 (there are 973 beneficiaries in total). That is the highest we have seen since 2020. We are supporting **33** ODSP participants in our Employment Assistance program. We also have **55** Temporary Care Assistance cases. Intake saw a sharp increase in October. We had **57** Ontario Works Applications (40 of those online) and **40** cases for Emergency Assistance in August which is trending higher than historical norms.

## Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment

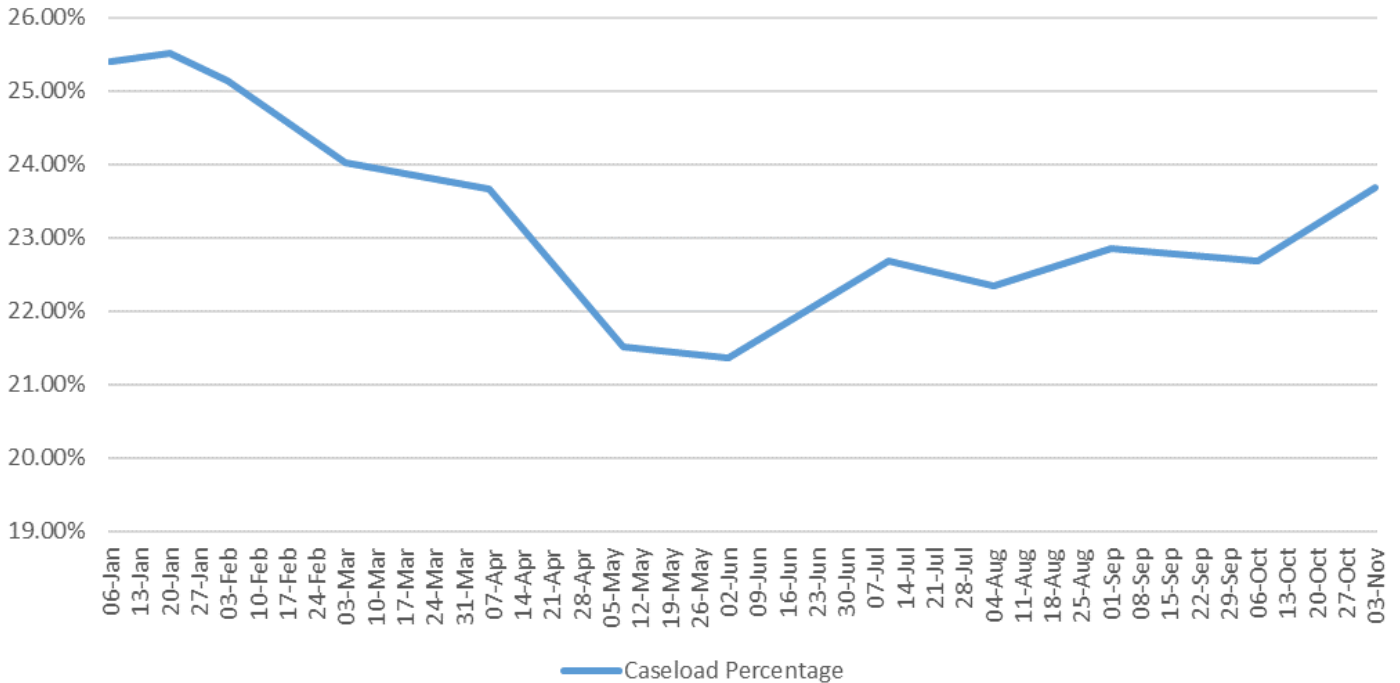


### % of Caseload Exiting to Employment



Our Employment Outcomes performance in October are on pace at the same point last year. This is likely due to the end of many seasonal jobs and the change in weather. It aligns with the sharp increase we have seen with applications we saw in October. We also exited 5.27% of the caseload for any reason in October. This is also very strong as we are into the fall season when we see many seasonal jobs ending.

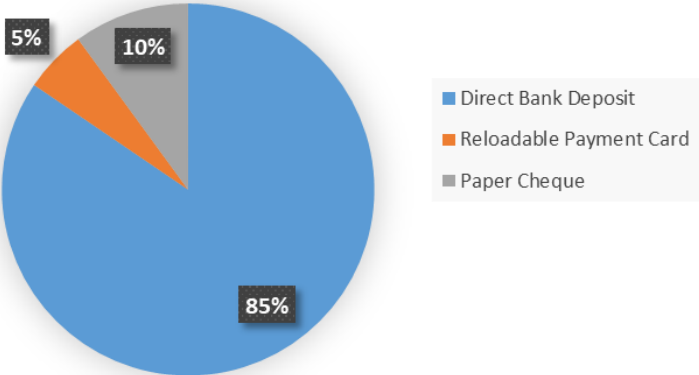
### MyBenefits Enrollment 2023





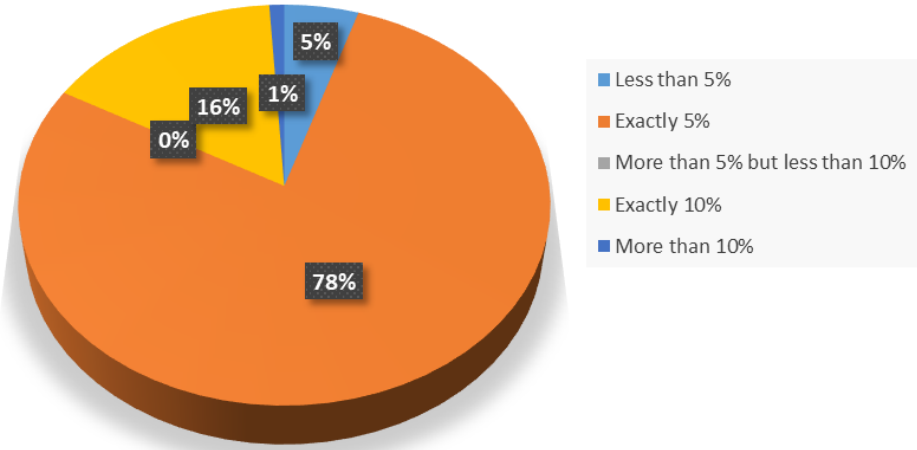
**DBD Enrollment**

**Payment Receipt Method  
October 2023**



**Overpayment Recovery Rate**

**October 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.

### 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.

### Contact/Referrals

October 2023	East	West	YTD
Homeless	0	4	71
At Risk	6	14	101
Esprit Outreach Homeless	0	0	6
Esprit Outreach at Risk	0	0	10
Program Total			172
Esprit in Shelter clients calculated in Homelessness numbers			
Esprit in Shelter	2		20

October 2023 Income Source	East	West
Senior	6	14
ODSP	10	28
Ontario Works	4	22
Low Income	18	33

October 2023 Income Source	East	West
Senior	13	22
ODSP	4	14
Ontario Works	8	15
Low Income	9	53

### Short Term Housing Allowance

	Active	YTD
October 2023	6	40

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

October 2023 Income Source	Total	HPP
Senior	3	\$2,100
ODSP	8	\$5,787.79
Ontario Works	2	\$2,000

October 2023 Reason for Issue	Total
Utilities/Firewood	\$1,000
Food/Household/Misc	\$8,292.41
Transportation	\$595.38
<b>Total</b>	<b>\$9,887.79</b>

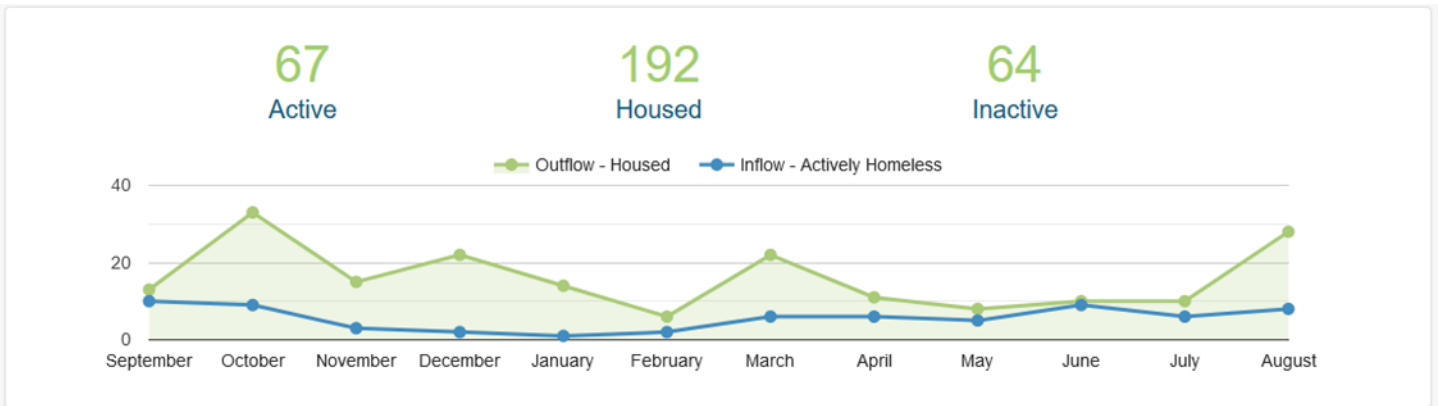
**Ontario Works: Household Income Sources and Issuance from HPP**

October 2023 Income Source	Total	HPP
Senior	1	\$1,000
ODSP	17	\$10,738.45
Ontario Works	13	\$11,879.97
Low Income	3	\$1,033

October 2023 Reason for Issue	Total
Rental Arrears	\$5,936.89
Utilities/Firewood	\$4,743.97
Transportation	\$645.93
Food/Household/Misc.	\$12,420.63
Emergency Housing	\$904
<b>Total</b>	<b>\$24,651.42</b>

**By-Name List Data**

**September 2021– October 2023**



## Housing Programs

### Social Housing Centralized Waitlist Report October 2023

	East Parry Sound	West Parry Sound	Total
Seniors	47	117	164
Families	129	434	563
Individuals	512	196	708
Total	688	747	1,435
Total Waitlist Unduplicated			461

### 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	14	1	3	1	
Sept	16		10	1	1	Sept	12		4		
Oct	14		12	6		Oct	8	1	1	4	2
Nov	12	1	8	3		Nov					
Dec	1			5		Dec					
Total	125	6	68	26	3	Total	88	8	99	15	2

- Housing Programs approved eight new applications to the Centralized Waitlist in the month of October
- One new approved application was also approved for Special Priority Placement
- Four applicants were housed, two of them held Special Priority status
- One application was cancelled as the applicant is deceased

**Parry Sound District Housing Corporation  
October 2023**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	5	31
Move in	6	28
L1/L2 forms	0	5
N4 - notice of eviction for non payment of rent	2	9
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	2	12
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	4	63
No Trespass Order	0	1
Tenant Home Visits	21	182
Mediation/Negotiation/Referrals	18	168
Tenant Engagements/Education	1	89

**Property Maintenance  
October 2023**

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 3 unit has been treated
Vacant Units	12	one-bedroom (7); multiple bedroom (5) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	7	one-bedroom market units available
After Hours Calls	6	Smoke detector defect, water leaking from upstairs, fire panel “trouble” alarm, building toilet plugged, flooded laundry room 4 staff participate in the on-call phone tree system
Work Orders	162	Created for maintenance work, and related materials for the month of September
Fire Inspections		12 units inspected within the month of September **as per Fire Code, we will be moving to monthly inspections **

**Capital Projects  
October 2023**

- Esprit Renovation project ongoing
- The Duplex Project ongoing
- Asbestos removal in vacant family home
- Retaining wall repair
- Main line water leak planning

Ongoing Challenges

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

**Esprit Place Family Resource Centre  
October 2023**

<b>Emergency Shelter Services</b>	<b>October 2023</b>	<b>YTD</b>
Number of women who stayed in shelter this month	10	100
Number of children who stayed in the shelter this month	6	43
Number of hours of direct service to women (shelter and counselling)	275	1,672
Number of days at capacity	15	80
Number of days over capacity	13	71
Overall capacity %	110%	82%
Resident bed nights (women & children)	342	2,293
Phone interactions (crisis/support)	33	277

<b>Transitional Support</b>	<b>October 2023</b>	<b>YTD</b>
Number of women served this month	20	103
Number of NEW women registered in the program	5	25
Number of public ed/groups offered	0	3

<b>Child Witness Program</b>	<b>October 2023</b>	<b>YTD</b>
Number of children/women served this month	28	160
Number of NEW clients (mothers and children) registered in the program	3	43
Number of public ed/groups offered	0	7