
District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

February 2024

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.

NOSDA Chair's Meeting

On Jan. 10th, myself and Board Chair Rick Zanussi attended a NOSDA Chair's meeting where the topic of the Federal "Reaching Home" Funding reductions was discussed. We have not been a recipient of this funding allotment, however we as a Board will be discussing our support of our NOSDA partners in their ask for this reduction of 57% to be reversed.

Hazard Identification and Risk Assessment (HIRA) Session

On Jan. 12th I attend a Hazard Identification and Risk Assessment or HIRA session to support the Municipality of Magnetawan who are modernizing their emergency management program. The first phase of this project is well underway, and the purpose of HIRA is to assess the potential risk of hazards with the capacity to cause an emergency or disaster. This process helps to set priorities for prevention, mitigation, preparedness, response, and recovery efforts.

2024 Rural Ontario Municipal Association (ROMA) Annual Conference

I had the privilege to participate in the 2024 Rural Ontario Municipal Association (ROMA) Annual Conference, January 21st to 23rd at the Sheraton Centre Toronto Hotel. Rural municipalities are facing unprecedented challenges related to homelessness, access to primary health care and attainable housing. More than 1,600 participants from as many as 300 municipalities, as well as organizations across Ontario, participated in this conference.

The conference theme, "Closer to Home" specifically reflects ROMA's recent focus on improving rural access to primary health care. The event featured dozens of speakers, sessions and workshops that reflect the broad scope of rural municipal responsibilities. Keynote presenters included:

- Hon. Doug Ford, Premier of Ontario
- Hon. Paul Calandra, Ontario's Minister of Municipal Affairs and Housing
- Hon. Lisa Thompson, Minister of Agriculture, Food and Rural Affairs
- Hon. Kinga Surma, Minister of Infrastructure
- Marit Stiles, Leader of the Ontario NDP and Official Opposition
- Bonnie Crombie, Leader, Ontario Liberal Party
- Mike Schreiner, Leader of the Green Party of Ontario
- Robin Jones, ROMA Chair
- Colin Best, AMO President

I participated in nine delegations to various ministries with NOSDA . We were received very well by all ministers and representatives and look forward to their responses.



Caroline Mulroney @C_Mulroney · 1m

Thank you to AFMO, NOSDA & @TIAOtweets for meeting with me during #ROMA2024, we discussed the importance of Francophone tourism to Northern Ontario's economy & safeguarding essential French-language service delivery for all ages across Ontario, including in rural & remote areas.



Michael Parsa @MichaelParsa

Follow

It was a pleasure to meet with @NOSDA2 today at @ROMA_Ont to discuss ways that we can work together to continue improving social assistance delivery for everyone in rural Ontario.

Thank you for sharing your insights.

#ROMA2024



Town of Parry Sound Official Plan Visioning Session

On January 30th, we attended a Visioning Workshop hosted by the Town of Parry Sound at the Bobby Orr Community Centre, as they undertake an update to their Official Plan with the help of MHBC planning. Identified as a key community member, the DSSAB was invited to attend and provide input into this important initiative. This event was well attended, and providing for thought provoking and engaging conversations in a workshop format. The town is inviting feedback from the community through a visioning questionnaire found [here](#) until **Friday February 9th, 2024**. For more information on the Official Plan Review and to keep up to date with updates and opportunities to get involved, please visit the Official Plan Review [webpage](#).

Ontario Health Team

On January 26th, we were pleased to be present at the Charles W. Stockey centre in Parry Sound where Deputy Premier and Minister of Health, Sylvia Jones, announced the approval of the West Parry Sound Ontario Health Team. Since June of 2018, when the Ministry of Health announced its intention to restructure how health care is organized and delivered across the province, local partners have been working to ensure that West Parry Sound has an official voice at the table. Becoming one of 58 localized health organizations tasked with better integration of local services will provide the WPS OHT partners with opportunities to champion the unique challenges of the area and to build local solutions, based on the real-time needs of West Parry Sound. As an organization that depends on integration and partnerships, we are proud to be a partner in the creation of the new West Parry Sound Ontario Health Team. This will mean further advancement of partnerships, with greater financial resources from the province, which will broaden the scope of collaboration between health and human service providers. Together, we will continue to work towards better outcomes for those we serve.



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	JUNE 2023	AUG 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023
Total Page Followers	478	490	500	513	521	530
Post Reach this Period (# of people who saw post)	4,010	2,249	4,112	2,667	4,324	2,441
Post Engagement this Period (# of reactions, comments, shares)	692	234	428	287	305	289

Esprit Place Family Resource Centre	JUNE 2023	AUG 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023
Total Page Followers	131	132	133	133	151	175
Post Reach this Period (# of people who saw post)	203	62	55	92	5,743	1,610
Post Engagement this Period (# of reactions, comments, shares)	2	1	2	16	624	292

DSSAB Twitter Stats https://twitter.com/psdssab	JUNE 2023	AUG 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023
Total Tweets	10	N/A	19	11	8	4
Total Impressions	301	56	229	206	167	77
Total Followers	30	31	32	34	40	42

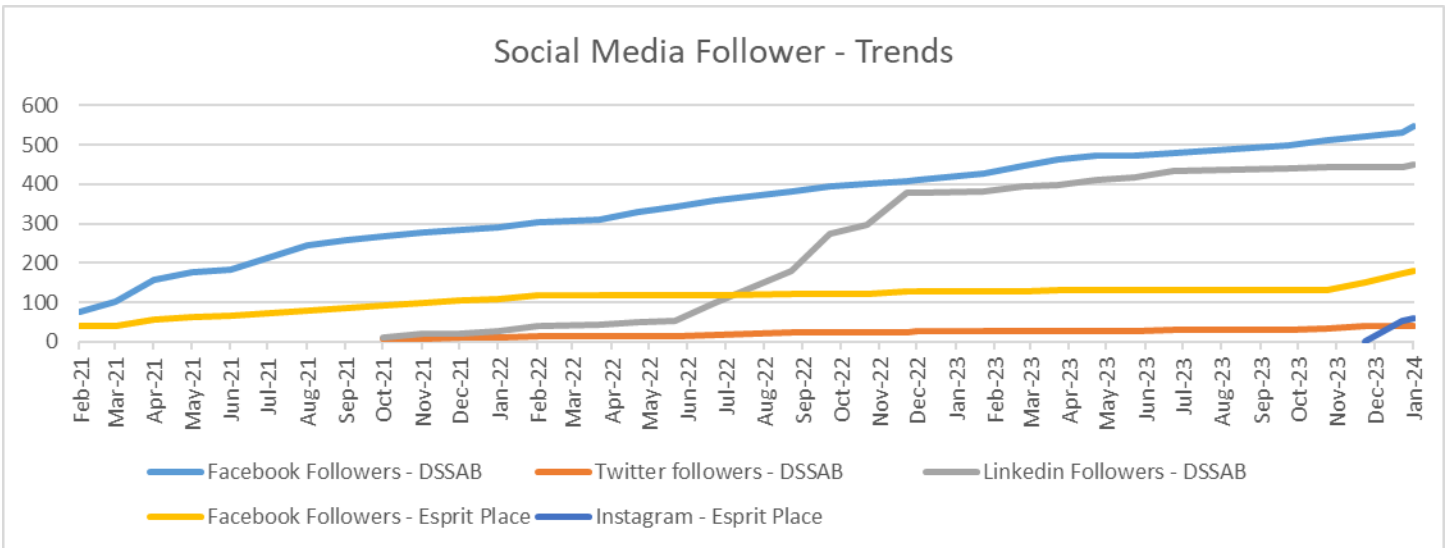
DSSAB LinkedIN Stats https://bit.ly/2YyFHIE	JUNE 2023	AUG 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023
Total Followers	434	437	441	444	444	444
Search Appearances (in last 7 days)	281	185	115	49	52	25
Total Page Views	56	33	22	49	48	30
Post Impressions	786	182	558	1,036	570	368
Total Unique Visitors	25	19	14	22	18	16

**NEW! Instagram - Esprit Place
Family Resource Centre**

<https://www.instagram.com/espritplace/>

**NOV
2023** **DEC
2023**

Total Followers	0	55
# of posts	0	18



Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District December 2023

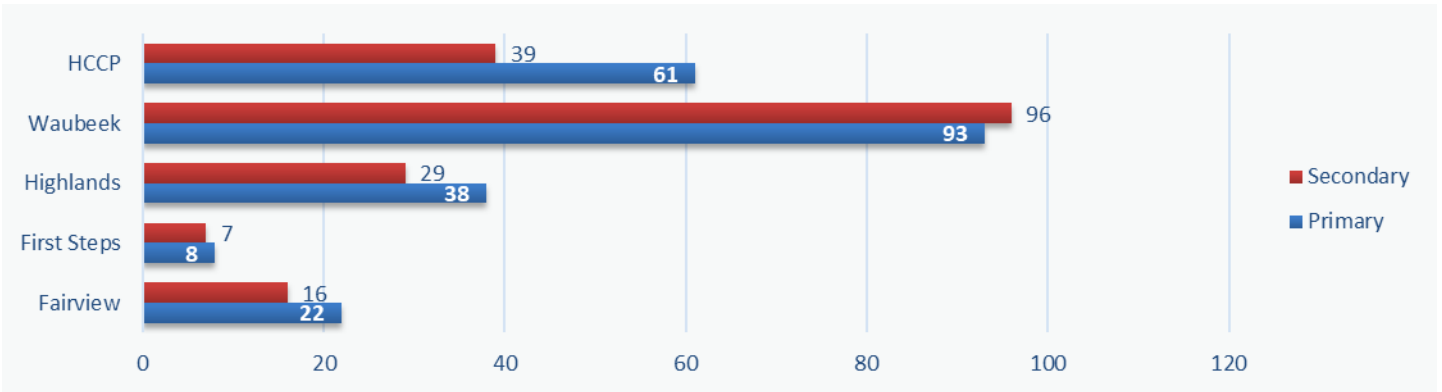
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18M)	2	3	3	1	19	28
Toddler (18-30M)	10	7	12	21	24	74
Preschool (30M-4Y)	17	17	20	29	53	136
# of Active Children	29	27	35	51	96	238

Fairview, First Steps, and Waubee Early Learning and Child Care Centres are at their operating capacity and Highlands has reached their licensed capacity to try and accommodate as many families off the waitlist as possible.

School Age Programs December 2023

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	26	6	3
Mapleridge Before School	11	0	0
Sundridge Centennial After School	13	0	0
Home Child Care	37	10	1
# of Active Children	87	26	4

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



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. The greatest need for spaces remains consistent across the west side of the district and the southeast corner, namely Emsdale, Kearney, Sprucedale, and Novar communities.

**Inclusion Support Services
December 2023**

Age Group	EarlyON	Licensed	Monthly	YTD Total	Waitlist	New	Discharges
Infant	0	0	0	0	0	1	0
Toddler (18-30M)	0	10	10	21	1	1	0
Preschool (30M-4Y)	6	32	38	67	4	3	0
School Age (4Y+)	4	13	17	49	1	0	0
Monthly Total	10	55	65	-	6	5	0
YTD Total	12	80	-	137	46	46	32

EarlyON Child and Family Programs December 2023

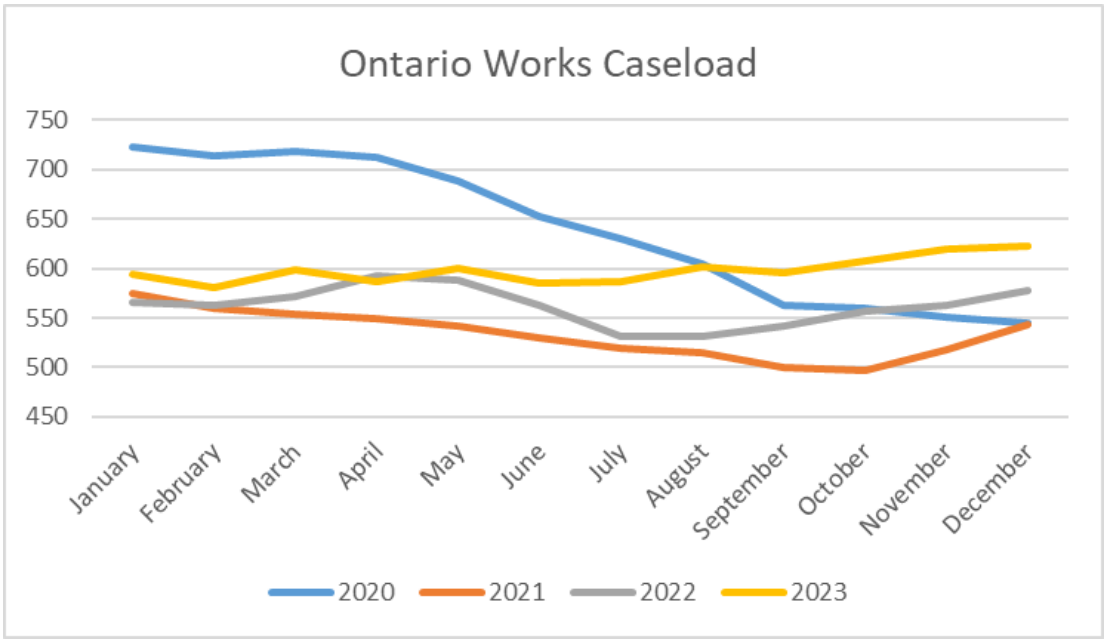
Activity	December	YTD
Number of Children Attending	711	18,866
Number of New Children Attending	25	601
Number of Adults Attending	523	6,893
Number of Virtual Programming Events	3	52
Number of Engagements through Social Media	146	7,181
Number of Views through Social Media	4,323	104,035

The EarlyON Child and Family Centres have had great success this past year as shown by the Year-to-Date totals. Over 18,000 children and over 6,000 adults have visited the programs! In addition, we have surpassed our goal of 100,000 views on the EarlyON Facebook page!

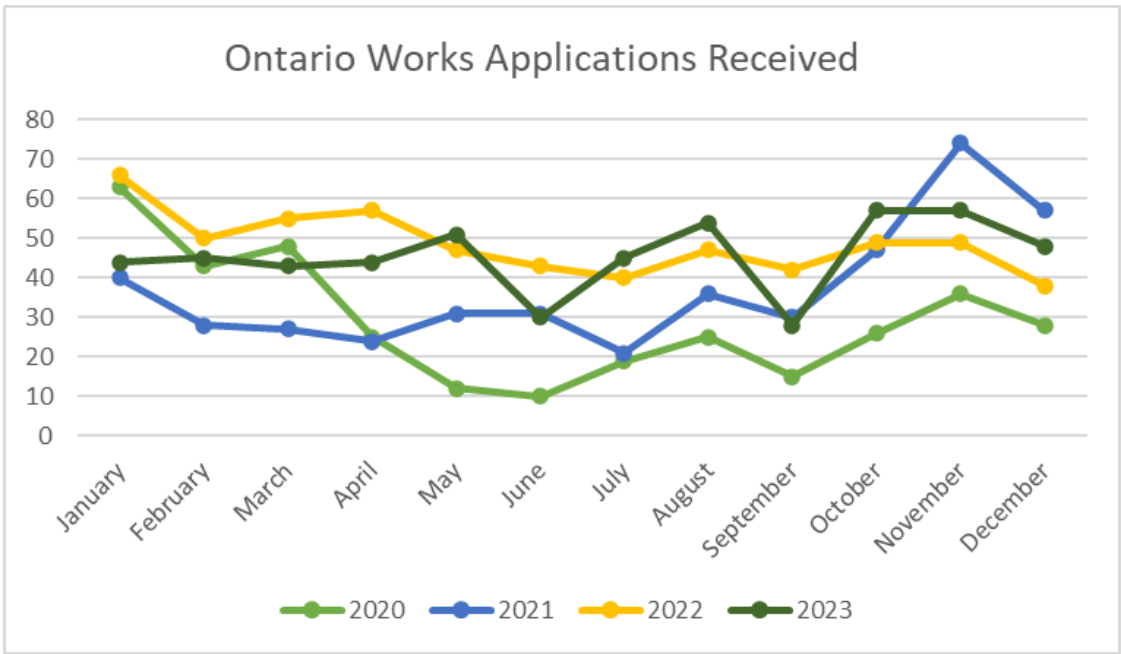
Funding Sources for District Wide Childcare Spaces December 2023

Active	# of Children	# of Families	Funding Source - New	# of Children	# of Families
CWELCC*	75	74	CWELCC	1	1
CWELCC Full Fee	203	199	CWELCC Full Fee	1	1
Extended Day Fee Subsidy	1	1	Fee Subsidy	1	1
Fee Subsidy	38	27	Ontario Works	0	0
Full Fee	20	19	Total	3	3
Ontario Works	12	9			
Total	349	329			

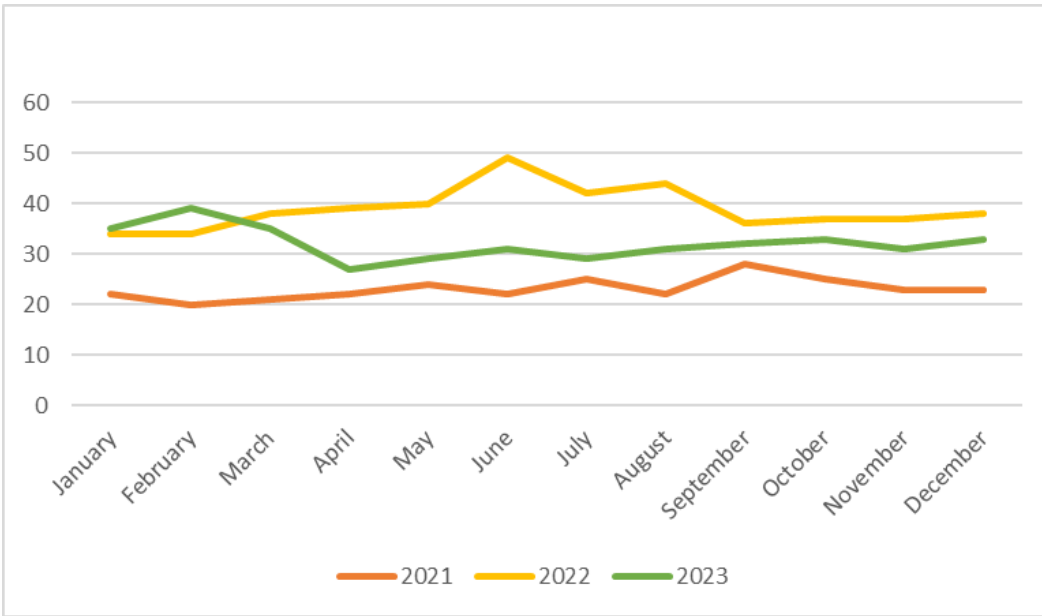
* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6



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

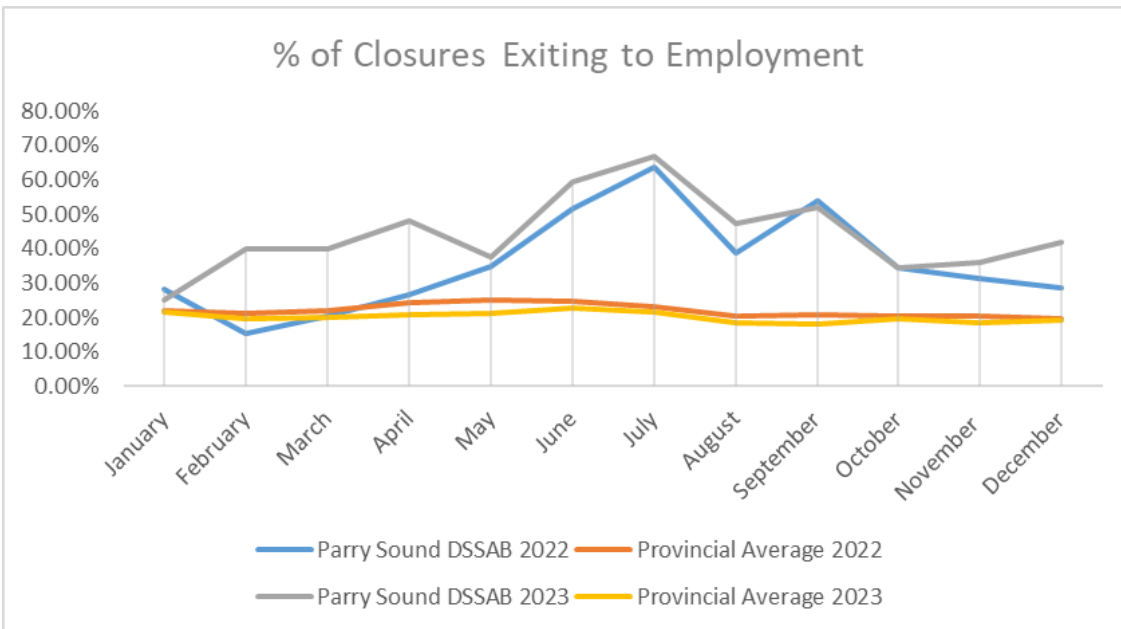


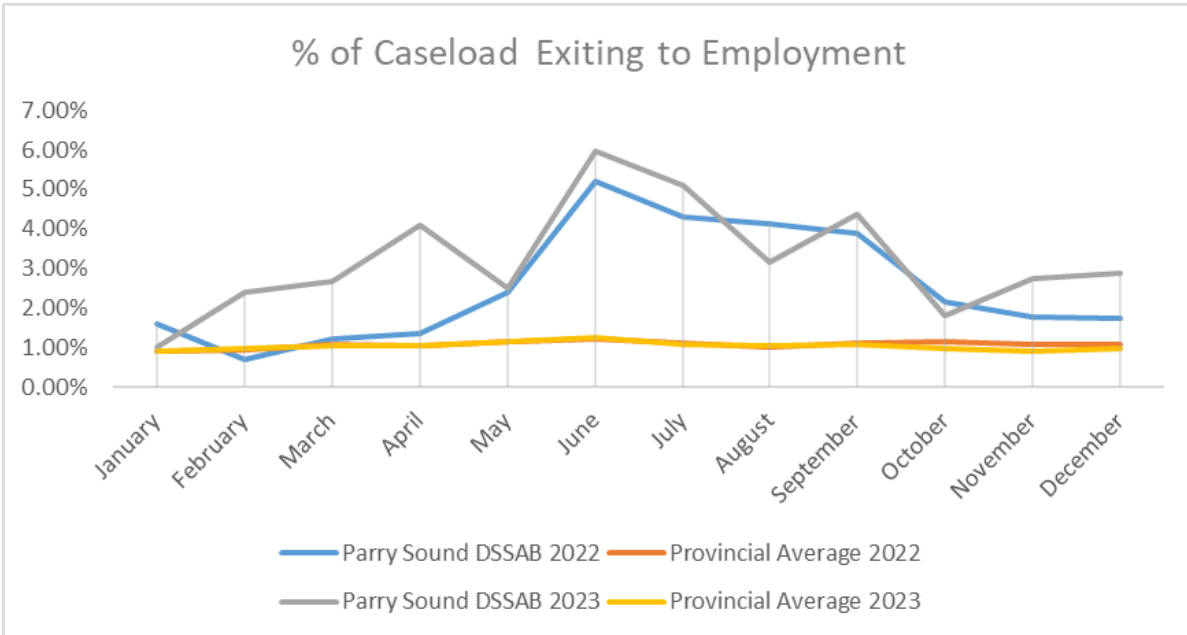
ODSP Participants in Ontario Works Employment Assistance



The OW Caseload as of the end of December is **622**. The number continues its slow upward climb we have seen month over month in 2023. We are supporting **33** ODSP participants in our Employment Assistance program. We also have **55** Temporary Care Assistance cases. Intake was steady month over month. We had **48** Ontario Works Applications (43 of those online through SADA) in the month of December.

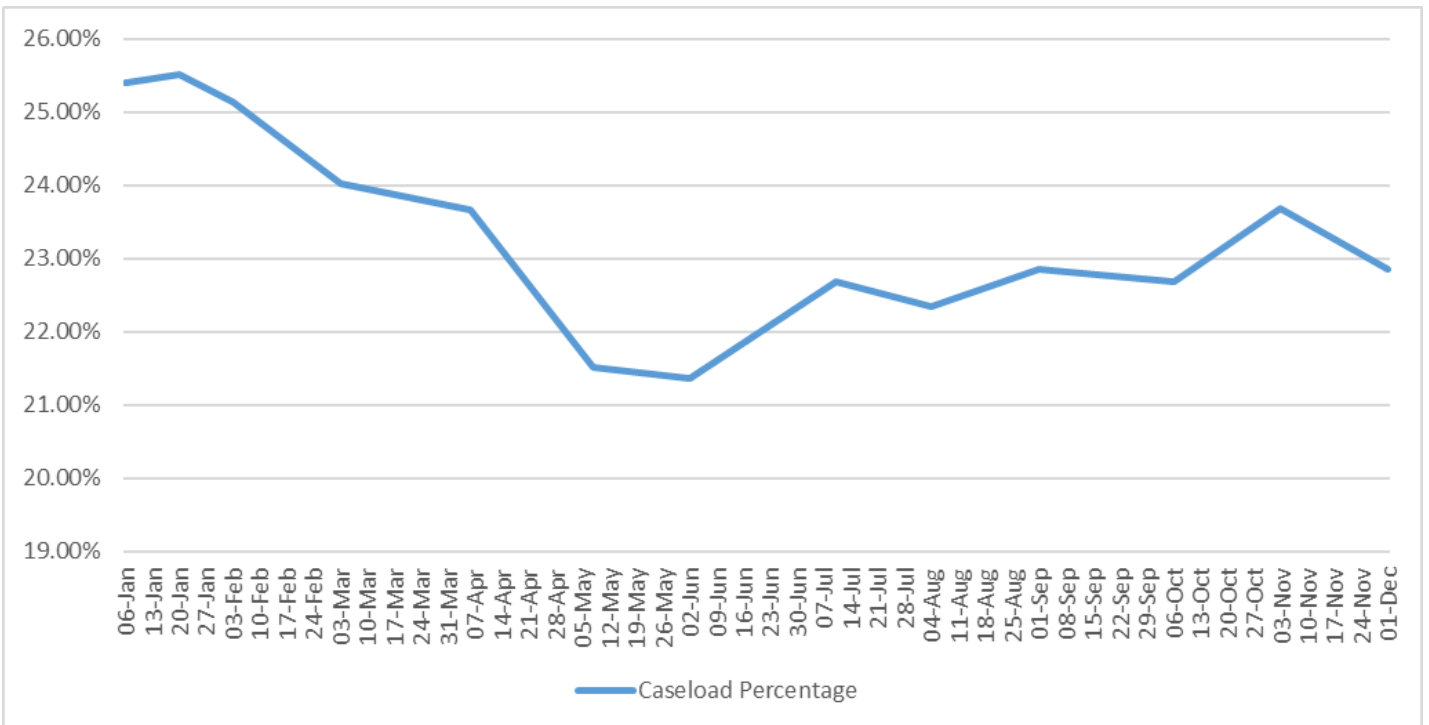
Employment Assistance & Performance Outcomes



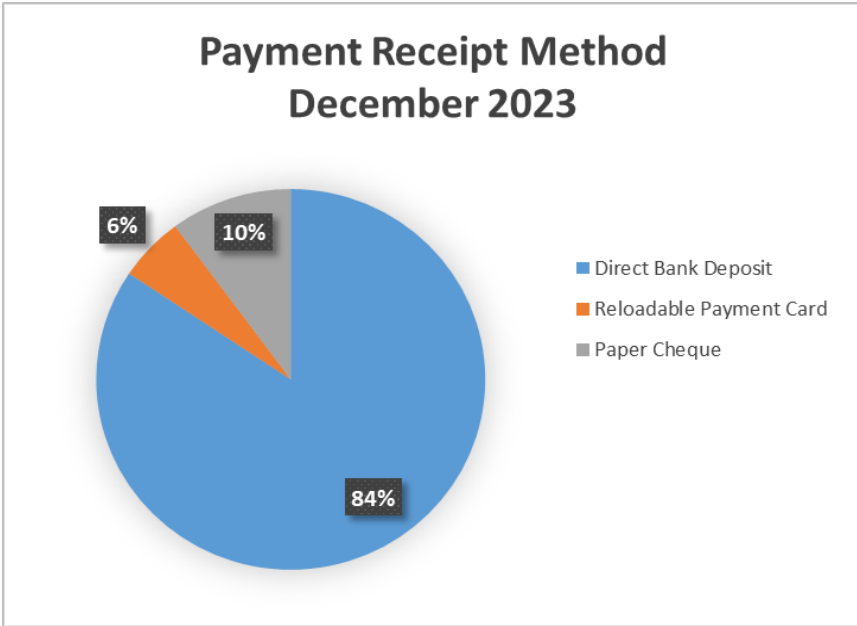


Our Employment Outcomes performance in December have exceeded last years performance and continues to be well above the provincial average and our target range. These are great results considering the early start to the winter in our area and the declining job postings according to the Labour Market Group. Additionally, we also exited 6.9% of the caseload for any reason in December.

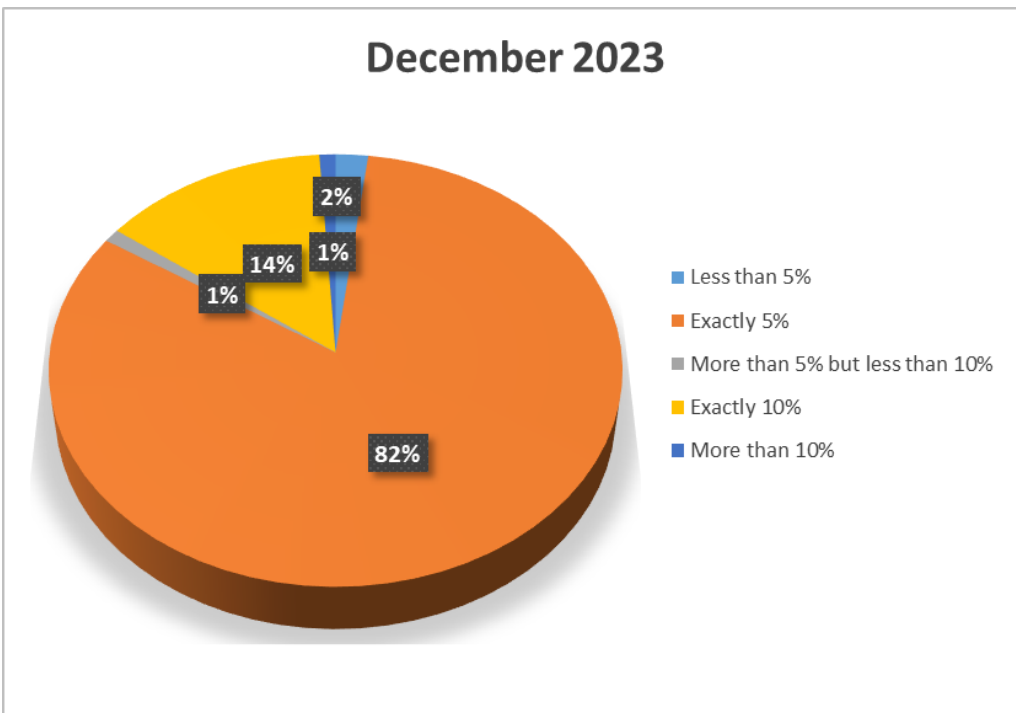
MyBenefits Enrollment 2023



DBD Enrollment



Overpayment Recovery Rate





West Parry Sound Health Centre
Rural Nurse Practitioner-Led Clinic



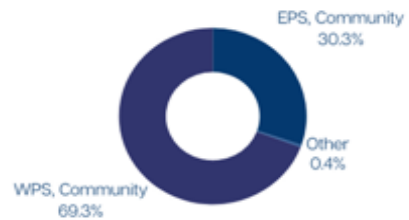
Referral Source



Client Gender



Location of Encounter



Referral Out

CMHA 9	RAAM 3	PSFHT 2	Min Attorney General 1	NNDSB 1
	SJB 5	NPLC 2	Home & Community Care 2	Legal Aid 3
			The Friends 1	Esprit Place 1
		Salvation Army 1	Addiction Tx 3	
		Harvest Share 1	Housing Stability - VAW 1	

Encounter Data for 2023-2024 Q3 (Oct-Dec)

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.

December 2023 Income Source	East	West
Senior	12	14
ODSP	10	28
Ontario Works	4	17
Low Income	22	33

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.

December 2023 Income Source	East	West
Senior	13	19
ODSP	4	14
Ontario Works	8	15
Low Income	9	54

Contact/Referrals

December 2023	East	West	YTD
Homeless	0	3	81
At Risk	2	1	110
Esprit Outreach Homeless	0	0	6
Esprit Outreach at Risk	1	1	12
Esprit in Shelter	2		24
Program Total	191		

Short Term Housing Allowance

	Active	YTD
December 2023	4	44

Housing Stability: Household Income Sources and Issuance from HPP:

December 2023 Income Source	Total	HPP
Senior	4	\$1,682.21
ODSP	10	\$3,423.52
Ontario Works	3	\$3,276.62
Low Income	4	\$2,125.61

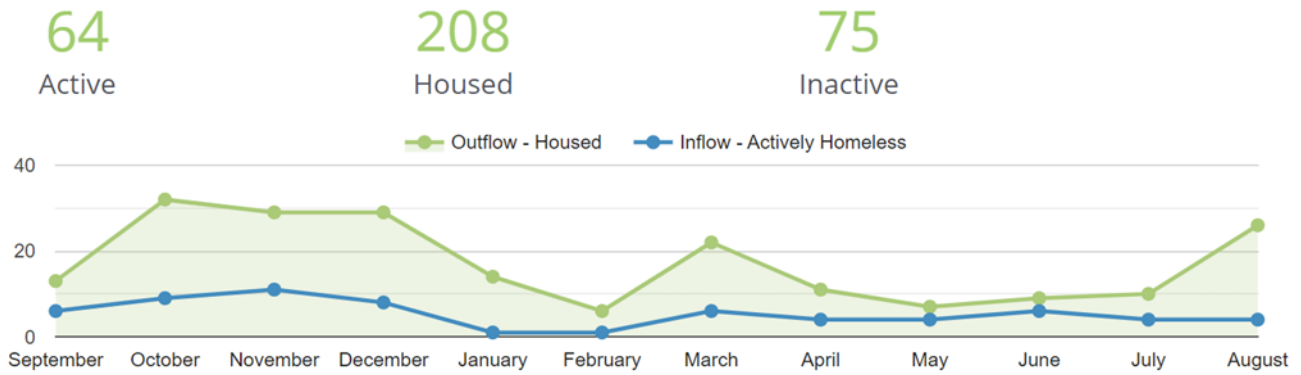
December 2023 Reason for Issue	Total
Utilities/Firewood	\$400.00
Transportation	\$1,037.91
Food/Household/Misc	\$7,798.83
Emergency Housing	\$1,271.22
Total	\$10,507.96

Ontario Works: Household Income Sources and Issuance from HPP

December 2023 Income Source	Total	HPP
Senior	1	\$941.29
ODSP	4	\$2,178.11
Ontario Works	10	\$7,309.98
Low Income	8	\$5,260.60

December 2023 Reason for Issue	Total
Rental Arrears	\$2,219.00
Utilities/Firewood	\$4,885.81
Food/Household/Misc.	\$8,370.47
Emergency Housing	\$214.70
Total	\$15,689.98

**By-Name List Data
September 2021– December 2023**



Housing Programs

Social Housing Centralized Waitlist Report December 2023

	East Parry Sound	West Parry Sound	Total
Seniors	48	125	173
Families	131	443	574
Individuals	506	200	706
Total	685	768	1,453
Total Waitlist Unduplicated			466

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	12		3		
Dec	1			5		Dec	1		2	3	3
Total	125	6	68	26	3	Total	101	8	104	18	5

SPP = Special Priority Applicant

- Housing Programs added only one new application to the centralized waitlist in the month of December
- Two applications were cancelled:
 - ◊ one was cancelled as the applicant has now entered long term care
 - ◊ one was cancelled as the applicant is deceased
- All three housed applicants in December held special priority placement on the waitlist

**Parry Sound District Housing Corporation
December 2023**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	2	35
Move in	4	36
L1/L2 forms	0	8
N4 - notice of eviction for non payment of rent	2	11
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	1	13
N6 - notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0
N7 - notice of eviction for willful damage to unit	1	2
Repayment agreements	0	65
No Trespass Order	0	1
Tenant Home Visits	19	224
Mediation/Negotiation/Referrals	9	194
Tenant Engagements/Education	4	99

**Property Maintenance
December 2023**

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 8 units have been treated
Vacant Units	15	one-bedroom (10); multiple bedroom (5) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	8	one-bedroom market units available
After Hours Calls	9	Smoke detector defect, water running in vacant unit, hot water tank repairs, furnace trouble, OPP wellness check, toilet not flushing 4 staff participate in the on-call phone tree system
Work Orders	121	Created for maintenance work, and related materials for the month of December
Fire Inspections		Annual inspections were done for 5 apartment buildings, sprinkler inspection complete for 1 building

**Capital Projects
December 2023**

- Architectural and structural inspections are currently underway for the planning phase of the Esprit Renovation project
- Painting and flooring replacement underway for Beechwood Office
- Software upgrade for Housing Operations continues
- Water pipe replacement investigation underway

Duplex Project Update

South River: Work on hot water tanks ongoing at the time of the review. Flooring complete in all units. The stair nosing installed. Railings to upper level outstanding. Doors are installed and painted. Millwork installation has commenced. Range hoods installed. A small portion of drywall / painting in main level bedrooms complete. Area to be primed & painted. Occupancy timeline is on track for February 1st, 2024.

Burks Falls: Priming was ongoing at the time of the review. Exterior railing outstanding. Dryer vent goose-necks and new hose bib have been installed. Dust from brick removal on new soffit to be cleaned. Contractor to confirm reason for break in eavestrough at the rear of the building. Occupancy timeline is on track for March 2024.

**Esprit Place Family Resource Centre
December 2023**

Emergency Shelter Services	December 2023	YTD
Number of women who stayed in shelter this month	9	120
Number of children who stayed in the shelter this month	3	49
Number of hours of direct service to women (shelter and counselling)	137	1,950
Number of days at capacity	1	86
Number of days over capacity	0	92
Overall capacity %	75%	84%
Resident bed nights (women & children)	233	2,857
Phone interactions (crisis/support)	32	309

Transitional Support	December 2023	YTD
Number of women served this month	22	159
Number of NEW women registered in the program	3	34
Number of public ed/groups offered	0	3

Child Witness Program	December 2023	YTD
Number of children/women served this month	28	216
Number of NEW clients (mothers and children) registered in the program	0	45
Number of public ed/groups offered	0	7