
District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

March 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.

International Women's Day

To mark International Women's Day on March 8th, myself, Board members and staff had the pleasure of attending an event hosted by the Women's Own Resource Centre at the South River-Machar Community Centre. It was a very special event that brought women together to honour the day while having a bit of fun with Kate Davis, the keynote speaker. Thank you to all that organized and were in attendance at this community event. Pictured below, left to right: Teri Brandt, Gail Finsson, Tammy MacKenzie, Janice Bray and Sharon Smith.



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	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024
Total Page Followers	500	513	521	530	547	557
Post Reach this Period (# of people who saw post)	4,112	2,667	4,324	2,441	5,647	4,003
Post Engagement this Period (# of reactions, comments, shares)	428	287	305	289	724	392

Esprit Place Family Resource Centre	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024
Total Page Followers	133	133	151	175	181	183
Post Reach this Period (# of people who saw post)	55	92	5,743	1,610	283	214
Post Engagement this Period (# of reactions, comments, shares)	2	16	624	292	14	3

DSSAB Twitter Stats https://twitter.com/psdssab	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024
Total Tweets	19	11	8	4	8	10
Total Impressions	229	206	167	77	112	161
Total Followers	32	34	40	42	34	42

DSSAB LinkedIN Stats https://bit.ly/2YyFHIE	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024
Total Followers	441	444	444	444	450	456
Search Appearances (in last 7 days)	115	49	52	25	20	69
Total Page Views	22	49	48	30	47	40
Post Impressions	558	1,036	570	368	815	575
Total Unique Visitors	14	22	18	16	15	21

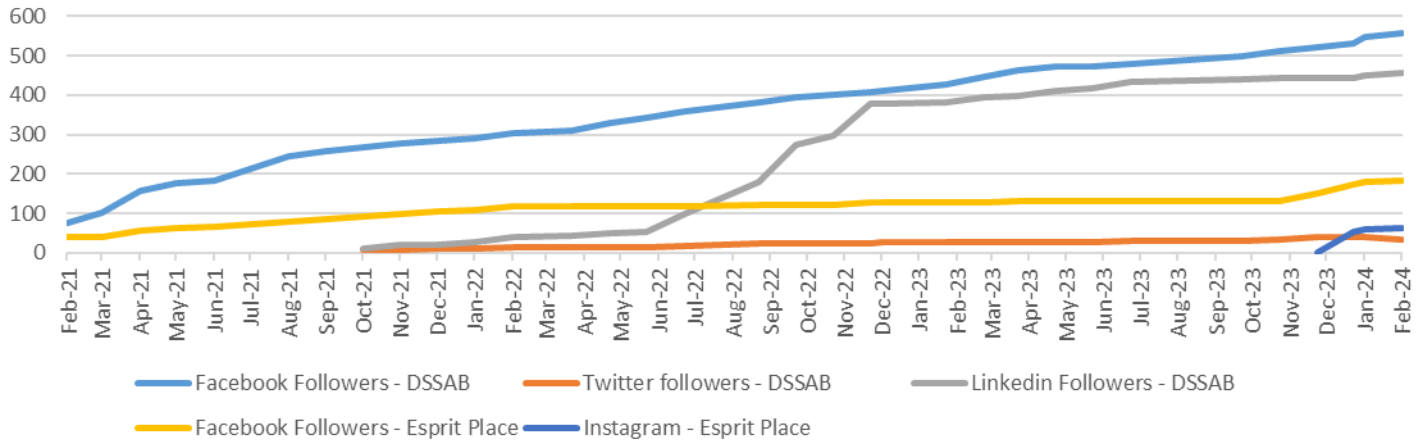
NEW! Instagram - Esprit Place Family Resource Centre

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

NOV 2023 DEC 2023 JAN 2024 FEB 2024

Total Followers	0	55	59	64
# of posts	0	18	19	21

Social Media Follower - Trends



Licensed Child Care Programs

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

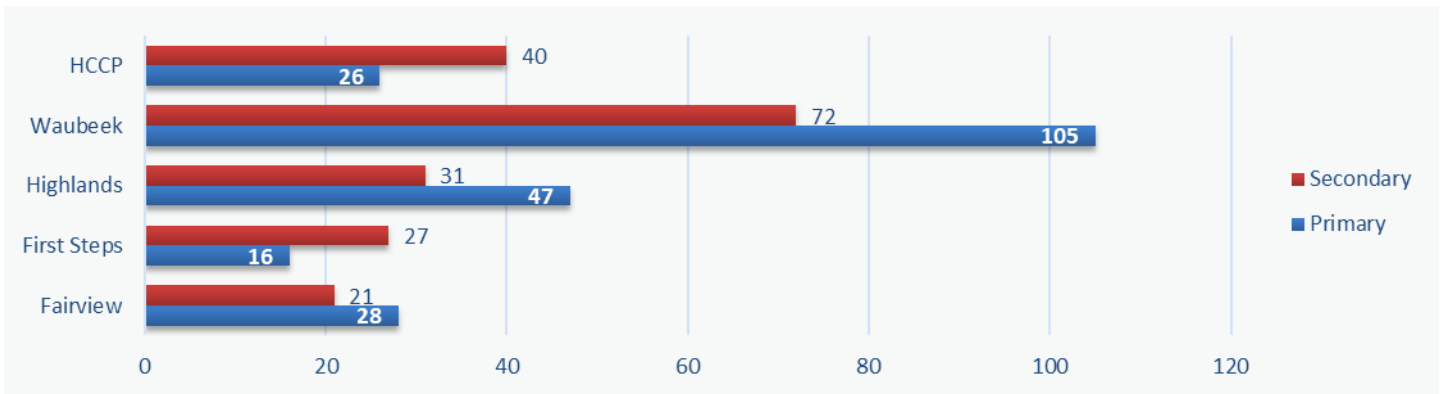
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18M)	2	2	2	2	16	24
Toddler (18-30M)	11	7	13	21	27	79
Preschool (30M-4Y)	17	13	20	32	53	135
# of Active Children	30	22	35	55	96	238

First Steps ELCCC will be looking to promote some toddlers to the preschool age group and will be reaching out to families from the current wait list for new enrollments. Highlands continues to be at full capacity, while Fairview and Waubee are at their operational capacity given the staffing challenges they are currently facing.

**School Age Programs
January 2024**

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	26	7	4
Mapleridge Before School	10	0	0
Mapleridge Summer Program	N/A	13	0
Sundridge Centennial After School	13	0	0
Home Child Care	37	2	2
# of Active Children	86	22	6

**Directly Operated Child Care Waitlist by Program
January 2024**



The blue bar indicates the current number of children needing care now that cannot be accommodated. This is not an unduplicated list so families may be on more than one list. The red bar shows the number of children that will be needing care in future months. All program supervisors have updated the program waitlists, removing families that no longer required care.

**Inclusion Support Services
January 2024**

Age Group	EarlyON	Licensed	Monthly	YTD Total	Waitlist	New	Discharges
Infant	0	0	0	0	1	0	0
Toddler (18-30M)	0	8	8	8	2	1	0
Preschool (30M-4Y)	6	30	36	36	4	0	0
School Age (4Y+)	4	18	22	22	0	0	1
Monthly Total	10	56	66	-	7	1	1
YTD Total	10	56	-	66	7	1	1

**EarlyON Child and Family Programs
January 2024**

Activity	January	YTD
Number of Children Attending	881	881
Number of New Children Attending	23	23
Number of Adults Attending	586	586
Number of Virtual Programming Events	9	9
Number of Engagements through Social Media	717	717
Number of Views through Social Media	19,907	19,907

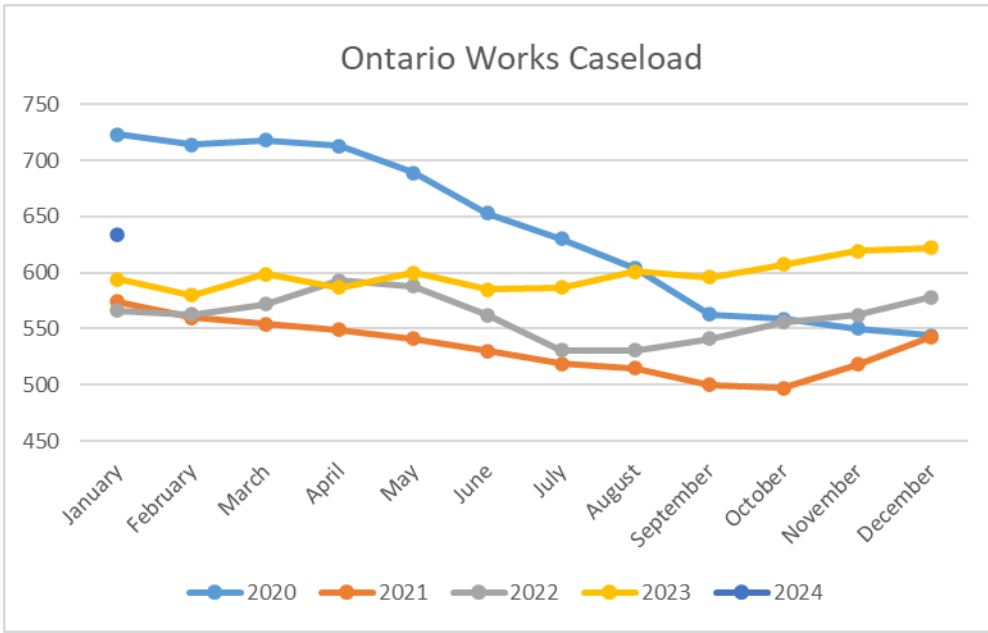
**Funding Sources for District Wide Childcare Spaces
January 2024**

Active	# of Children	# of Families
CWELCC*	83	81
CWELCC Full Fee	210	205
Extended Day Fee Subsidy	1	1
Fee Subsidy	43	59
Full Fee	23	21
Ontario Works	3	3
Total	363	340

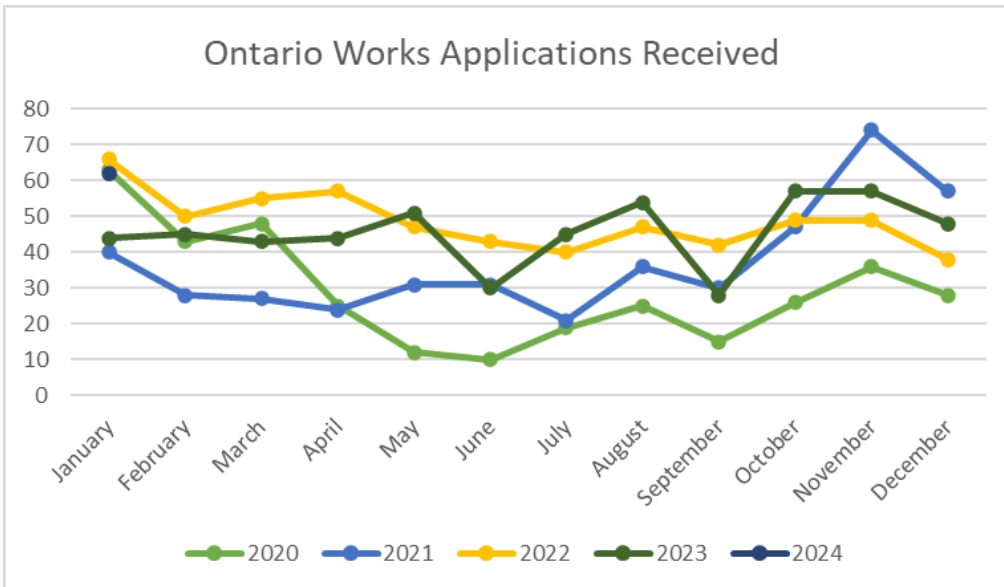
Funding Source - New	# of Children	# of Families
CWELCC	3	3
CWELCC Full Fee	7	6
Fee Subsidy	2	1
Ontario Works	0	0
Total	13	11

Exits	# of Children	# of Families
Extended Day Fee Subsidy	2	1
Total	2	1

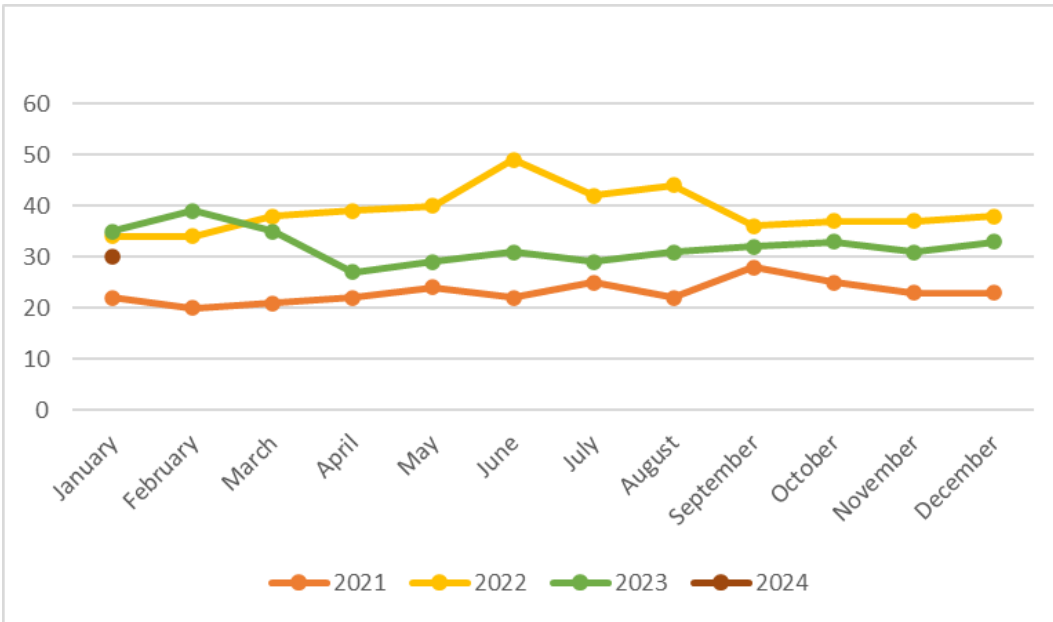
* CWELCC: Canada-Wide Early Learning Child Care; eligible for children 0 - 6



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

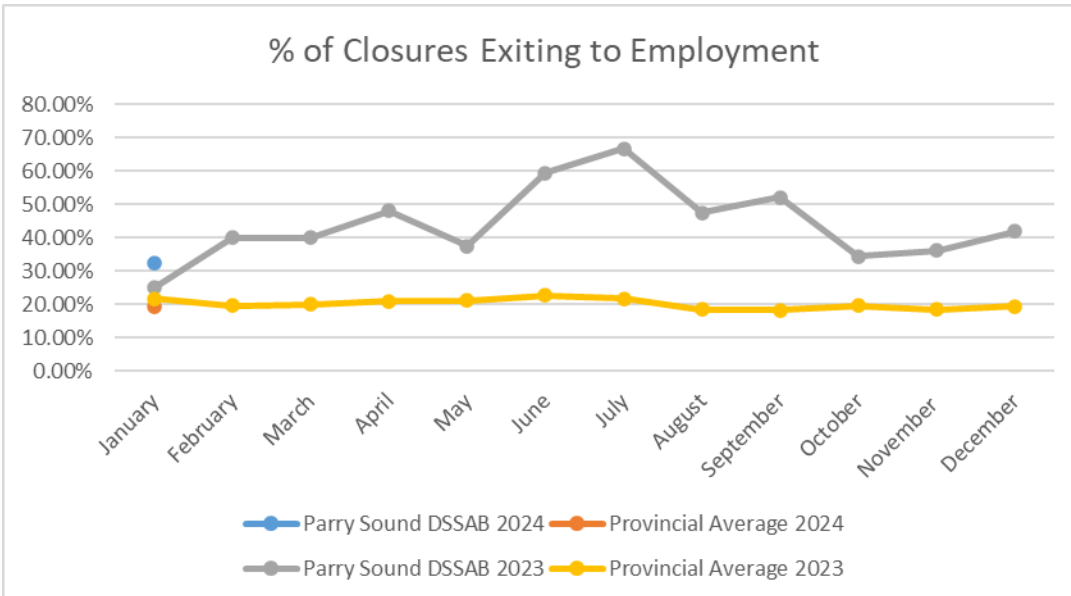


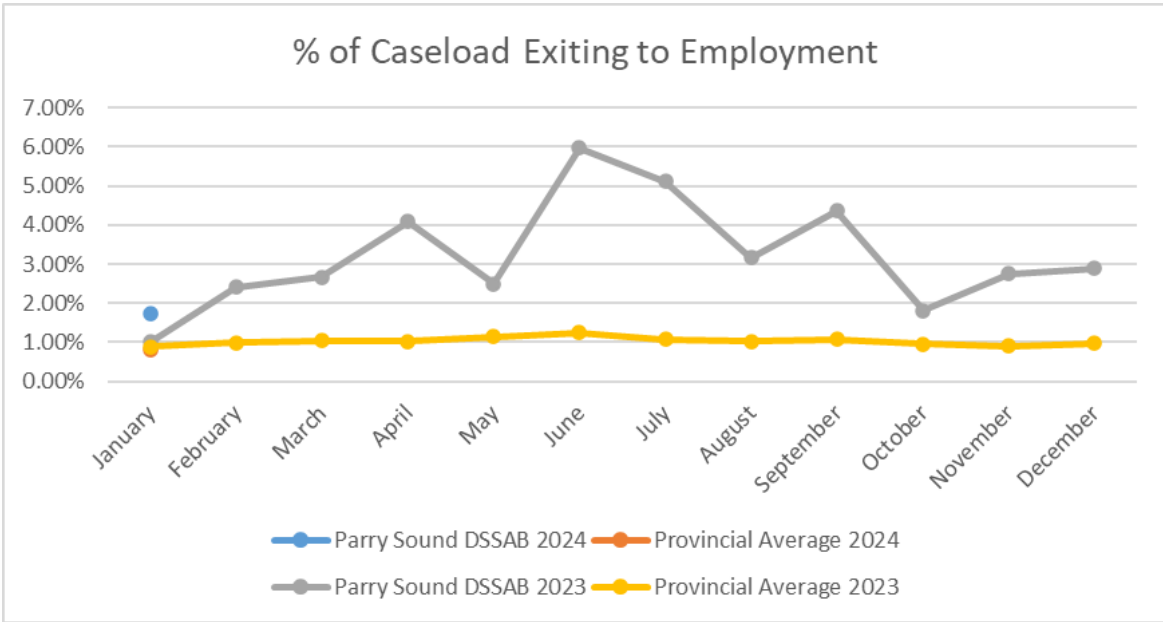
ODSP Participants in Ontario Works Employment Assistance



The OW Caseload as of the end of January is **634**. We are supporting **30** ODSP participants in our Employment Assistance program. We also have **55** Temporary Care Assistance cases. Intake was steady month over month. We had **60** Ontario Works Applications (50 of those online through SADA) in the month of December.

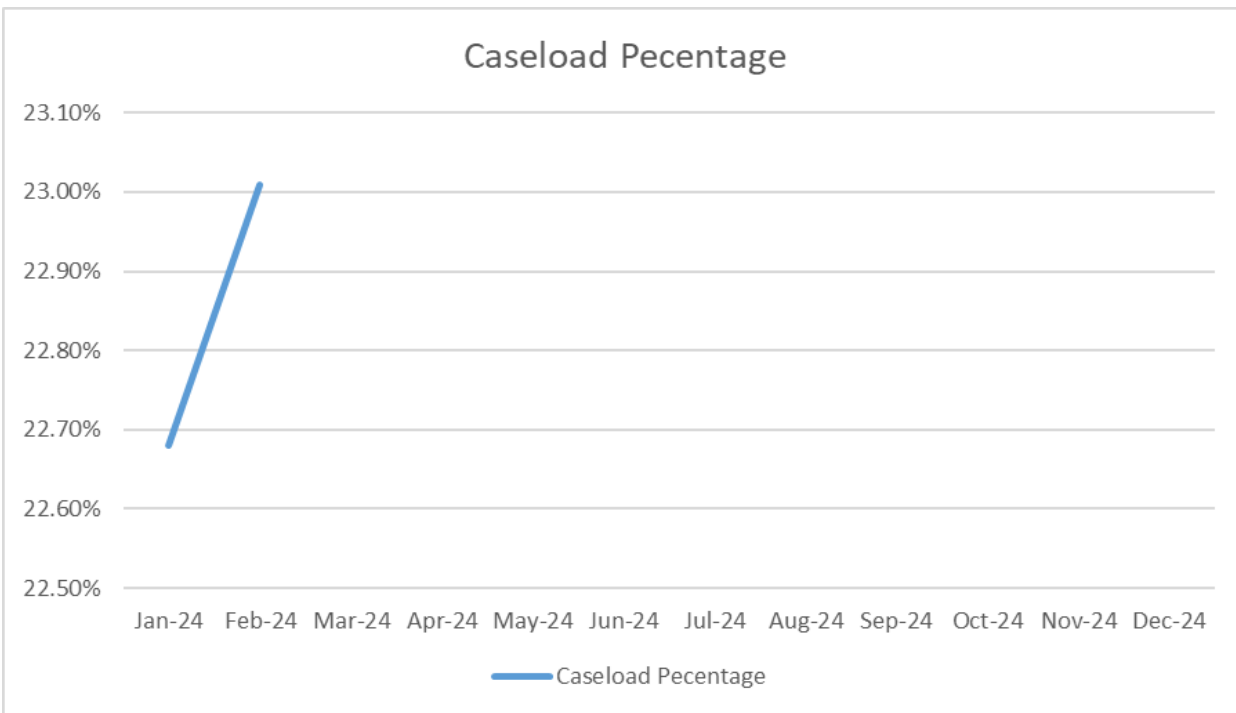
Employment Assistance & Performance Outcomes



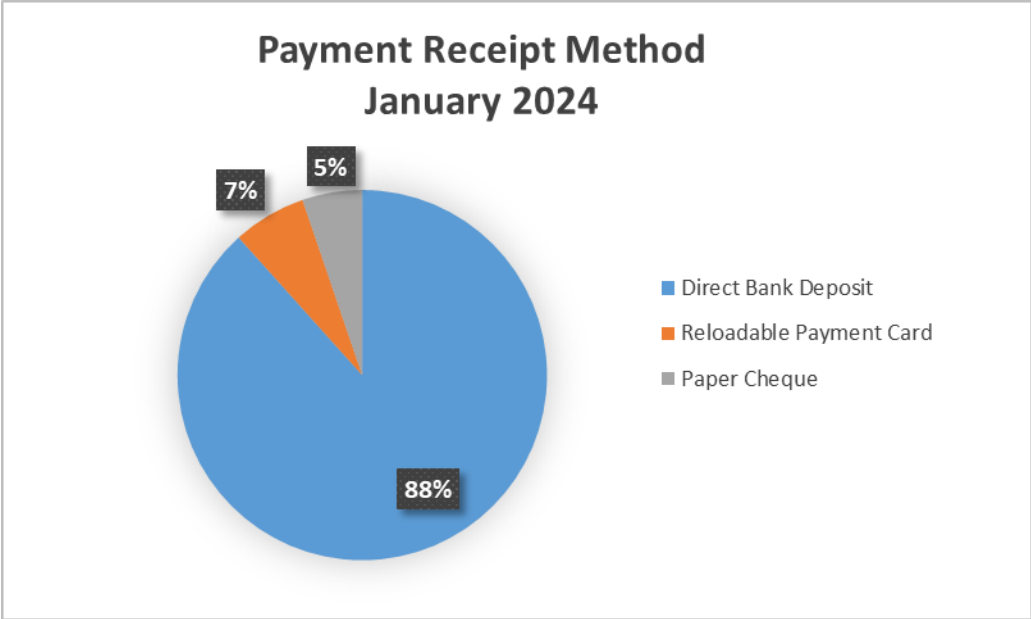


Our Employment Outcomes performance in remain strong despite the typical winter slowdown. We are also exceeding last year’s pace early on.

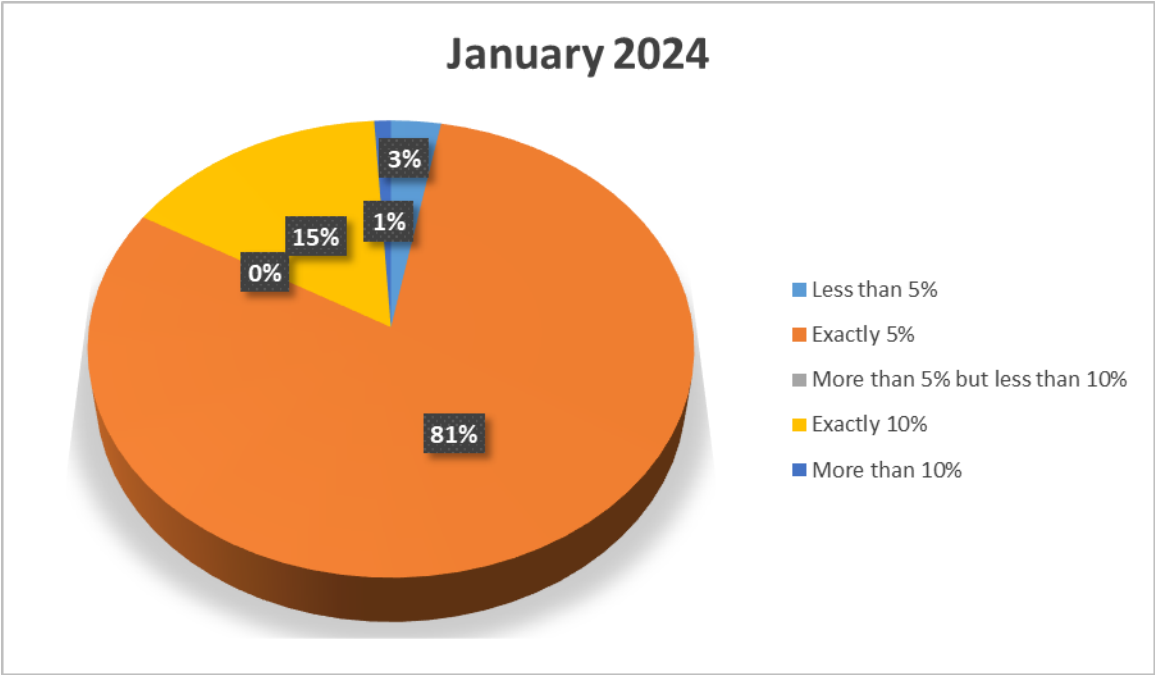
MyBenefits Enrollment 2024



DBD Enrollment



Overpayment Recovery Rate



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.

January 2024 Income Source	East	West
Senior	12	14
ODSP	11	28
Ontario Works	4	15
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.

January 2024 Income Source	East	West
Senior	13	16
ODSP	4	14
Ontario Works	7	15
Low Income	9	54

Contact/Referrals

January 2024	East	West	YTD
Homeless	1	2	3
At Risk	3	2	5
Program Total (Esprit In Shelter Clients)			8
Esprit Outreach Homeless	0	0	0
Esprit Outreach at Risk	0	0	0
Esprit in Shelter	2		2

Short Term Housing Allowance

	Active	YTD
January 2024	1	1

Housing Stability: Household Income Sources and Issuance from HPP:

January 2024 Income Source	Total	HPP
Senior	1	\$1,000.00
Ontario Works	4	\$181.00
Low Income	2	\$213.63

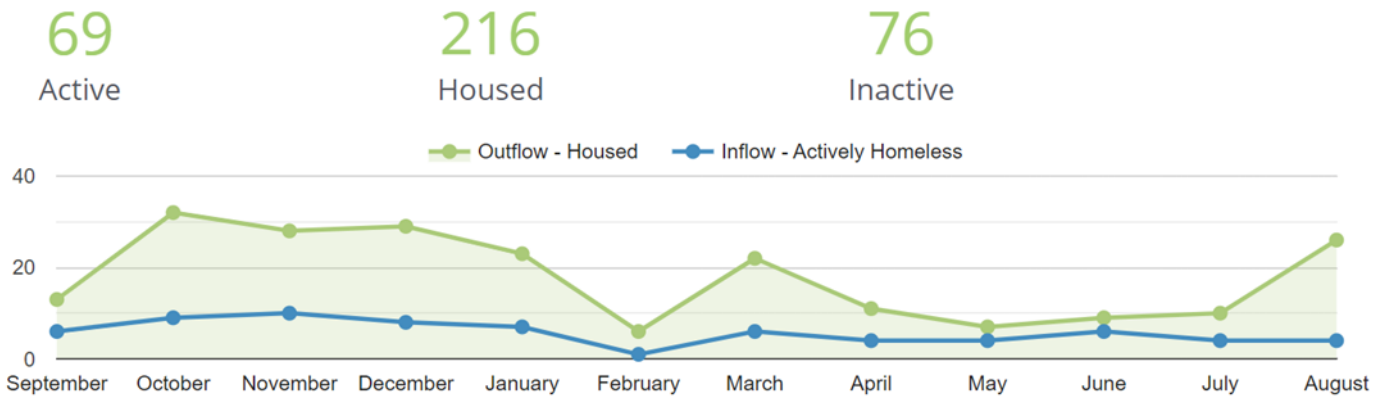
January 2024 Reason for Issue	Total
Transportation	\$259.63
Food/Household/Misc	\$1,135.00
Total	\$1,394.63

Ontario Works: Household Income Sources and Issuance from HPP

January 2024 Income Source	Total	HPP
Senior	1	\$1,000.00
ODSP	3	\$1,817.00
Ontario Works	13	\$7,277.29
Low Income	3	\$1,350.85

January 2024 Reason for Issue	Total
Rental Arrears	\$478.00
Utilities/Firewood	\$4,699.90
Transportation	\$100.85
Food/Household/Misc.	\$5,773.15
Emergency Housing	\$393.24
Total	\$11,445.14

**By-Name List Data
September 2021– January 2024**



Housing Programs

**Social Housing Centralized Waitlist Report
January 2024**

	East Parry Sound	West Parry Sound	Total
Seniors	48	131	179
Families	131	443	574
Individuals	507	201	708
Total	686	775	1,461
Total Waitlist Unduplicated			466

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

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

SPP = Special Priority Applicant

- Housing Programs approved three new applications to the centralized waitlist in the month of January
- Two applications were cancelled – one was due to no contact of an offer, and the other was a request to be removed
- One applicant was housed in January

**Parry Sound District Housing Corporation
January 2024**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	5	5
Move in	2	2
L1/L2 forms	0	0
N4 - notice of eviction for non payment of rent	0	0
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	1	11
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	1
Repayment agreements	4	23 (19 carried from
No Trespass Order	3	3
Tenant Home Visits	26	26
Mediation/Negotiation/Referrals	22	22
Tenant Engagements/Education	2	2

**Property Maintenance
January 2024**

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 14 units have been treated
Vacant Units	13	one-bedroom (10); multiple bedroom (3) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	4	one-bedroom market units available
After Hours Calls	11	Smoke detector defect, HVAC repairs, OPP wellness check, Bell requiring access, phone line not working, fridge not working, fire supervisory signal trouble reset required, bed bugs 4 staff participate in the on-call phone tree system
Work Orders	86	Created for maintenance work, and related materials for the month of January
Fire Inspections		In the month of January, annual inspections were done for 3 apartment buildings

Capital information will be captured in Quarterly Reports moving forward.

Esprit Place Family Resource Centre

Emergency Shelter Services	January 2024	YTD
Number of women who stayed in shelter this month	6	6
Number of children who stayed in the shelter this month	2	2
Number of hours of direct service to women (shelter and counselling)	276	276
Number of days at capacity	0	0
Number of days over capacity	0	0
Overall capacity %	64%	64%
Resident bed nights (women & children)	199	199
Phone interactions (crisis/support)	17	17

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

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