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District of Parry Sound



Social Services  
Administration Board

# **Chief Administrative Officer's Report**

*July / August 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.

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## **District of Parry Sound Child Care Application Portal - NEW!**

We are pleased to announce the launch of a new Child Care Application Portal. Designed to help families find and apply for licensed and otherwise approved childcare by matching specific preferences to available child care services, families will now be able to simply create an account online and apply to multiple licensed child care programs at the same time, rather than the current process of submitting separate applications to each program.

Not only does this new portal improve the experience for families searching for care for their children, it will now provide more accurate, unduplicated data to paint a clear picture of the actual child care needs across our district, giving us the tools we need to advocate to all levels of government for support.



From the portal, families will now be able to research programs supported by the Canada-Wide Early Learning & Child Care (CWELCC) Program, map locations of programs closest to their home or work, and receive information about fee subsidy and special needs resources.

## **NOSDA Annual General Meeting**

The Northern Ontario Service Deliverers Association (NOSDA) held their AGM in Greater Sudbury from June 25-27. Several members of the Management Team, and the DSSAB Chair and Vice-Chair attended this meeting hosted by the Manitoulin-Sudbury District Services Board. With over 180 participants in attendance, NOSDA passed several resolutions which will be included in the next board meeting package under correspondence.

NOSDA brings together 11 Service Managers in Northern Ontario, responsible for the local planning, coordination and delivery of Ontario Works, Children's Services, Community Housing, Paramedics, Community Paramedicine and Homelessness Prevention programs. These services represent a significant portion of the social infrastructure of Northern Ontario municipalities. NOSDA was formed to develop a co-operative and collaborative approach with municipalities and municipal organizations. The organization is intended to create a political forum for reviewing and advising on both policies and program delivery issues from a Northern perspective.

## **Value for Money Audit**

The District of Parry Sound Services Board recently engaged MNP to conduct a Value-For-Money Audit on their direct delivery of child care services as per the directive from the Ministry of Education. The primary objective of the audit is to determine whether federal and provincial funding is being used efficiently and effectively, and whether child care services could be offered more efficiently by a third party provider.

### Third Party Fundraiser for Esprit

Esprit Place Family Resource Centre would like to thank the organizers, participants, sponsors and donors of the fundraising event held on Saturday, July 27th. The event, a sixties dance party featuring Shark Sandwich and special guests, was held this year at the Jolly Roger in Seguin Township.

Third party events are a fantastic way to help support Esprit Place Family Resource Centre. They are community fundraisers created and managed by businesses, organizations or individual volunteers.

Community fundraisers can be as simple as a bake sale or as intricate as a fundraising dinner, and demonstrate that our community has a strong belief in the services

and programs we offer to the women and children experiencing violence across the District of Parry Sound. Funds raised from these events go straight to the shelter and our outreach programs.

For more information, please visit our website <https://www.espritplace.ca/host-an-event/>

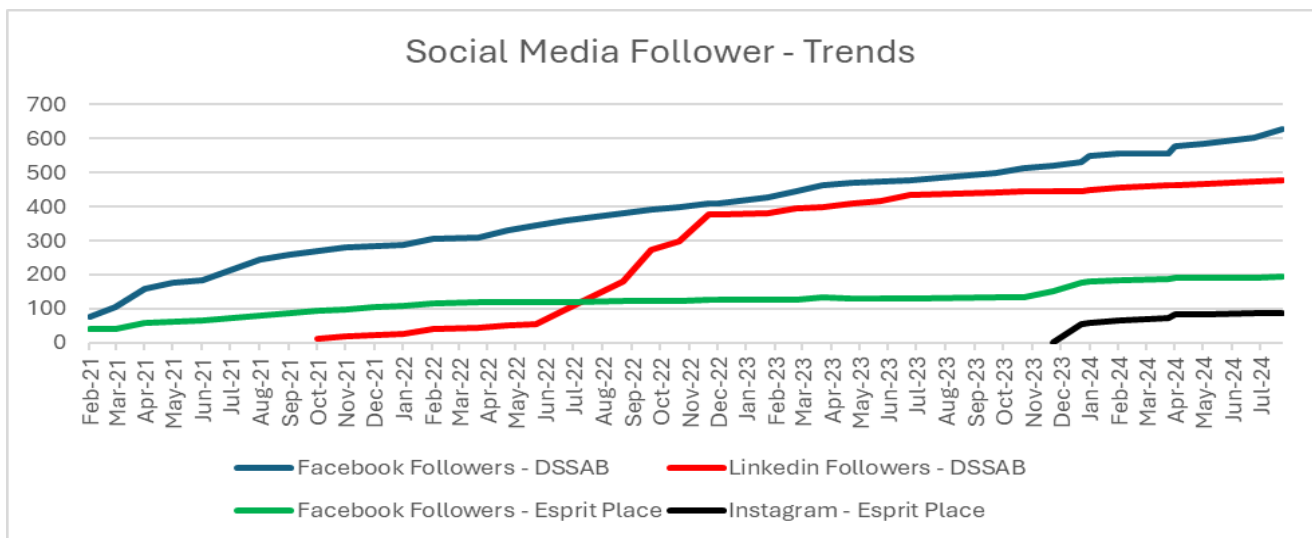


### Facebook Pages



A friendly reminder to follow our Social Media Pages

- ◆ [FACEBOOK - District of Parry Sound Social Services Administration Board](#)
- ◆ [FACEBOOK - Esprit Place Family Resource Centre](#)
- ◆ [FACEBOOK—EarlyON Child and Family Centres in the District of Parry Sound](#)
- ◆ [LINKEDIN—District of Parry Sound Social Services Administration Board](#)
- ◆ [INSTAGRAM—Esprit Place Family Resource Centre](#)



## Social Media

### Facebook Stats

<b>District of Parry Sound Social Services Administration Board</b>	<b>FEB 2024</b>	<b>MAR 2024</b>	<b>APR 2024</b>	<b>MAY 2024</b>	<b>JUNE 2024</b>	<b>JULY 2024</b>
Total Page Followers	556	556	579	585	601	626
Post Reach this Period (# of people who saw post)	4,003	3324	5,647	5024	5213	5510
Post Engagement this Period (# of reactions, comments, shares)	392	413	724	621	599	609

<b>Esprit Place Family Resource Centre</b>	<b>FEB 2024</b>	<b>MAR 2024</b>	<b>APR 2024</b>	<b>MAY 2024</b>	<b>JUNE 2024</b>	<b>JULY 2024</b>
Total Page Followers	183	186	190	192	192	193
Post Reach this Period (# of people who saw post)	214	241	310	299	421	526
Post Engagement this Period (# of reactions, comments, shares)	3	127	43	67	102	26

<b>DSSAB LinkedIN Stats</b> <a href="https://bit.ly/2YyFHIE">https://bit.ly/2YyFHIE</a>	<b>FEB 2024</b>	<b>MAR 2024</b>	<b>APR 2024</b>	<b>MAY 2024</b>	<b>JUNE 2024</b>	<b>JULY 2024</b>
Total Followers	456	462	464	467	474	478
Search Appearances (in last 7 days)	69	68	102	125	178	226
Total Page Views	40	54	30	56	26	26
Post Impressions	575	697	846	773	1089	1251
Total Unique Visitors	21	25	12	22	15	11

<b>NEW! Instagram - Esprit Place Family Resource Centre</b> <a href="https://www.instagram.com/espritplace/">https://www.instagram.com/espritplace/</a>	<b>FEB 2024</b>	<b>MAR 2024</b>	<b>APR 2024</b>	<b>MAY 2024</b>	<b>JUNE 2024</b>	<b>JULY 2024</b>
Total Followers	64	74	83	85	86	88
# of accumulated posts	21	23	25	27	29	33

### Licensed Child Care Programs—May 2024

#### Total Children Utilizing Directly Operated Child Care in the District May 2024

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	0	1	0	2	21	24
Toddler (18-30M)	13	7	15	14	19	68
Preschool (30M-4Y)	17	12	20	38	59	146
# of Active Children	30	20	35	54	99	238

Waubeek ELCCC has begun the process of moving all the groups of children under one roof at 66A Waubeek Street with the anticipation that the transition will be completed early summer.

The four Early Learning and Child Care Centres are operating at capacity for the staffing they have been able to secure. All the centres have had staffing challenges at all positions since January and are working at stabilizing the current staff turnover as many vacancies in all the Directly Operated Child Care Programs have had an impact.

### Licensed Child Care Programs—June 2024

#### Total Children Utilizing Directly Operated Child Care in the District June 2024

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	1	1	0	3	15	20
Toddler (18-30M)	13	7	15	10	25	70
Preschool (30M-4Y)	17	12	20	43	47	139
# of Active Children	31	20	35	56	87	229

June is typically a month of transitions for the child care programs as children move to the next age groupings and some older children are withdrawn from care for the summer in preparation for school in September. Supervisors of these programs are in the process of calling families on the waitlist to fill vacant spaces as they become available.

**School Age Programs  
May 2024**

<b>Location</b>	<b>Enrollment</b>	<b>Primary Waitlist</b>	<b>Secondary Waitlist</b>
Mapleridge After School	26	7	11
Mapleridge Before School	8	0	0
Mapleridge Summer Program	N/A	11	0
Sundridge Centennial After School	13	9	3
Home Child Care	27	6	2
# of Active Children	74	22	16

The School Age Programs at Mapleridge and Sundridge Centennial schools continue to operate at capacity. Families are starting to enroll children for September. The Summer School Age Program at Mapleridge in Powassan opened July 2<sup>nd</sup>, and was at capacity again this year. The staff have been working on program planning with the focus being on outdoor activities where children will be exposed to hands on exploratory experiences.

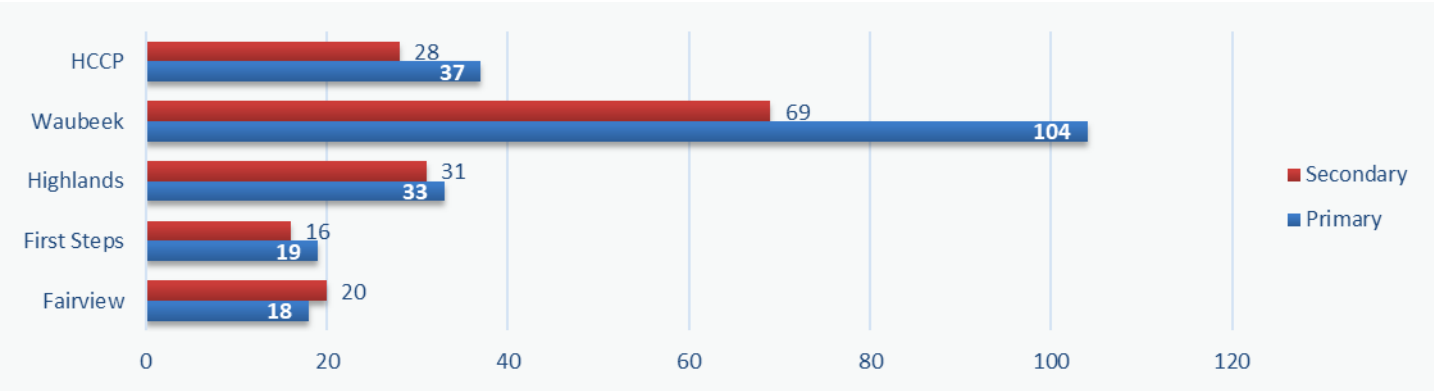
**School Age Programs  
June 2024**

<b>Location</b>	<b>Enrollment</b>	<b>Primary Waitlist</b>	<b>Secondary Waitlist</b>
Mapleridge After School	26	7	10
Mapleridge Before School	8	0	0
Mapleridge Summer Program	N/A	12 enrollments	
Sundridge Centennial After School	13	9	3
Home Child Care	37	6	0
# of Active Children	84	22	16

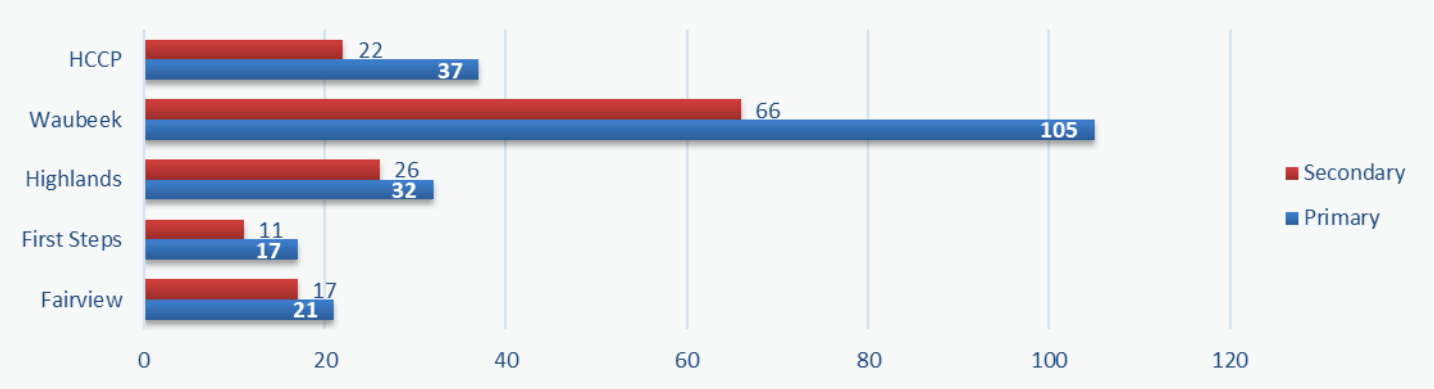
Several children in the Home Child Care Program have aged up to the School Age grouping and will be attending school in September.

# Directly Operated Child Care Waitlist by Program

## May 2024



## June 2024



The blue bar indicates the current number of children currently needing care that cannot be accommodated. The red bar shows the number of children that will be needing care in future months.

These waitlist numbers are not reflective of the actual need in the district and are duplications as most families apply to more than one licensed child care program.

The Directly Operated Child Care Programs have worked with the Child Care Service Management team to pilot the new District of Parry Sound Child Care Application Portal this summer. This program will help to streamline our current waitlist process and provide programs with an unduplicated number of families waiting for care.

**Inclusion Support Services  
May 2024**

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	1	1	2	1	2	0
Toddler (18-30M)	0	5	5	11	0	0	1
Preschool (30M-4Y)	5	32	37	43	1	1	0
School Age (4Y+)	4	26	30	24	1	2	2
Monthly Total	9	64	73	-	3	5	3
YTD Total	10	60	-	80	21	14	10

**Inclusion Support Services  
June 2024**

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	3	3	4	1	1	0
Toddler (18-30M)	1	2	3	12	0	4	0
Preschool (30M-4Y)	5	34	39	43	1	3	0
School Age (4Y+)	6	27	33	26	2	3	0
Monthly Total	12	66	78	-	4	11	0
YTD Total	13	62	-	85	22	25	10

The ISS team has been working closely with the EarlyON Child and Family Centres to introduce the program to families that may not be attending a licensed child care program but are in need of additional supports. This effort has resulted in new referrals to the ISS program.

ISS Resource Consultants have been participating in the Near North District School Board School Transition meetings during the month of June to assist in the coordination of services for children with higher needs that may require additional supports once they start in the kindergarten program.



## EarlyON Child and Family Programs May / June 2024

Activity	May 2024	June 2024	YTD
Number of Children Attending	1,137	1,028	6,171
Number of New Children Attending	33	43	223
Number of Adults Attending	818	762	4,996
Number of Virtual Programming Events	9	13	61
Number of Engagements through Social Media	668	395	3,119
Number of Views through Social Media	14,825	11,039	74,137

The EarlyON program facilitators have been coordinating special events with the community partners. These have included: Earth Day hosted by the Town of Parry Sound and World Maternal Mental Health Day with the Community Mental Health Association and the North Bay Parry Sound District Health Unit.

The first EarlyON French language program held at Ecole publique aux Quatre-Vents was open on May 22<sup>nd</sup> and again offered June 19<sup>th</sup> and both were well attended. The program will continue to partner with the school to provide a French language program monthly starting in September when the school reopens for the 2024-2025 school year.

Shawanaga First Nation Early Years Program invited the EarlyON Literacy Facilitator and an EarlyON Resource Facilitator to attend a language workshop. This was an excellent opportunity for the two programs to share information and create a partnership.

The EarlyOn program has created free Kindergarten Readiness Packages for families that contain resources and activities to assist with preparing their children with the necessary independence skills they will need as they head off to school for the first time. In addition to these kits, the summer EarlyON programs operating out of Parry Sound Community Hub and the South River Hub will be offering a Kindergarten prep program in August.

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

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

<b>Active</b>	<b># of Children</b>	<b># of Families</b>
CWELCC*	84	79
CWELCC Full Fee	207	204
Extended Day Fee Subsidy	1	1
Fee Subsidy	34	24
Full Fee	21	19
Ontario Works	3	2
<b>Total</b>	<b>350</b>	<b>329</b>

<b>Exits</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	5	5
Fee Subsidy	6	5
CWELCC Full Fee	6	6
Full Fee	16	15
<b>Total</b>	<b>33</b>	<b>31</b>

<b>Funding Source - New</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	6	5
CWELCC Full Fee	2	2
Fee Subsidy	2	2
<b>Total</b>	<b>10</b>	<b>9</b>

**Directed Growth**

Under the Canada Wide Early Learning and Child Care Agreement, that was introduced in April 2022, Ontario committed to increasing the net number of licensed child care spaces for children under age six to support the creation of 86,000 new child care spaces by December 31, 2026. The District of Parry Sound was allocated 131 spaces to create between 2022 – 2026. We are pleased to share that we have achieved 36% of our allocation.

<b>CWELCC Spaces Opened</b>	<b>Year</b>	<b>Location</b>	<b>Home Child Care or Centre Based</b>
1	2002	Town of Parry Sound	Centre Based
16	2023-24	Town of Parry Sound	Centre Based—Committed for expansion in 2024
18	2024	South East Parry Sound	Home Child Care (1)
		North East Parry Sound	Home Child Care (1)
		West Parry Sound	Home Child Care (1)
<b>Approved—opening soon</b>			
12	2024	West Parry Sound	Home Child Care (1)
	2024	West Parry Sound	Home Child Care (1)

## **Quality Assurance—Child Care Service Management**

With the arrival of summer, quality assurance supervisor has been actively performing all annual quality assurance visits to the District of Parry Sound's summer recreational programs. The focus will continue to be on supporting surrounding operators and partners in delivering high quality programs to children and families in our district. Through annual visits and ongoing assessments, we can monitor and support educators and programs in their professional development as well as evaluate the quality of the early learning environment and curriculum delivery.

Professional development for Early Childhood Educators remains to be an important component in ensuring a high-quality early learning environment. Therefore, professional development opportunities throughout 2024 continue to be a priority. This fall the PSDSSAB, Inclusion Support Staff will be implementing a training session (RIRO) for all educators in the district, offering sessions on both the east and west side of the district to meet the ongoing staffing restraints in our child care programs. The RIRO- Reaching In, Reaching Out training offers an evidence based- resiliency skills training to strengthen the well-being and resilience in adults and children through role modelling and relationships. The training will help teach educators resiliency skills as well as how best to support the children in their care.

In addition, the directly operated child care centres will be supported in the "Seeds of Empathy" training and recertification process for 16-20 early childhood educators. This training is designed for the early learning setting and helps to foster empathy, social and emotional competence and early literacy skills for 3-5-year-olds, while providing professional development for Early Childhood Educators.

The quality assurance supervisor continues to work closely with the NOSDA group to find new ways to recruit staff, provide professional development and seek new early learning resources and strategies to empower educators and enhance the early learning environment. The QA will attend a in-person conference in Muskoka this fall with the NODSA group.

This spring the ministry allocated Emerging Issues funding for all licensed programs in the district. The purpose of the funding was to address non-discretionary cost pressures for operators. The funding has been distributed and programs are beginning to submit reports to identify expenditures. We will continue to assess the pressures and support licensees to ensure safe and healthy early learning environments for the children and families in care.

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

**MMAH Virtual Forum May 28th** – Some Income Support & Stability staff attended the MMAH Northern Ontario Housing & Homelessness Virtual Forum. It was a full day of interesting topics related to Homelessness and Housing. Some of the Topics were: Innovative Approaches to Creating More Housing, Increasing Supply Through Municipal Tools, Creating and Sustaining Housing Together: Indigenous Engagement and Collaboration in Housing, Federal Housing Initiatives. Many Northern Housing projects were highlighted through out the day.

**OMSSA** – Several members of the DSSAB's management team attended the OMSSA Exchange in May. The main hot topics were homelessness, housing crisis, affects of EST and the Common assessment that Ontario Works staff are required to administer with new clients. Some of the breakout sessions included:

Evidence-Based Policy Moves to Shift from Addressing Homelessness to Ending Homelessness  
Using Data to Drive Continuous System Improvement to Advance Reductions in Homelessness  
Innovative Supportive Housing Solutions – Setting the Standard for Ontario

Networking and collaboration were abundant, and our team always comes away with new ideas and connections.

**MOU Community Paramedicine** - A new MOU has been signed between Parry Sound District Emergency Medical Services and PSDSSAB for the 2024-2025 year. Community Paramedicine will continue to acknowledge referrals within 24-48 hours and respond based on urgency. They will communicate and coordinate case conferences with PSDSSAB Staff and case coordination with other services and supports as deemed necessary. The intended outcome is to improve the quality of health of our clients and provide them with access to health care supports.

**Centralized Intake** - Centralized Intake through MCCSS continues to process most of our local applications. Supervisors & Program Leads for the East and West attend regular meetings for the Centralized Intake Collaborative & Strategic Table. The C.I team encourages municipalities to report any issues through their Intermunicipal management form so that items do not get lost. They have rolled out a new bundle of options for offices that contain required Consents and Rights and Responsibilities all in one. They are continuing to look for ways to enhance processes for evidence clean up and match and merge issues.

## **Income Support & Stability Divisional Update—Continued...**

**Elizabeth Fry** – A new MOU was signed with Elizabeth Fry Society in March for the 2024-2025 year. The objective of this program is to provide trusteeship services for youth ages 16 & 17 years old receiving Ontario Works, who are no longer living with a parent or guardian, and may be experiencing homelessness or at risk of experiencing homelessness. Income Support & Stability has supported a youth through the transition from 17-18 with the help of the Elizabeth Fry Society and is continuing to be supported through our program on the West.

**Community Kitchen Dunchurch –June 27** - Women's Own Resource hosted another highly successful community kitchen day from 10-3pm in Dunchurch. This location aimed to target the folks in the middle of our District that are not able to make it into South River area. Income Support & Stability staff provided outreach and support at this event and spent the day assisting in preparing, cooking and cleaning with clients. They cook a meal together to enjoy and then prepare 3 more meals to take home. The day was completely booked, and many participants learned some basic cooking skills and had meals to take home.

**Transitional Units Broadway** - The Transitional Program in East Parry Sound have successfully opened. One individual has moved in and are settling into their new accommodations comfortably. This is a significant step for this individual and is a shift of living in an unstable situation for a long time to a more secure living situation. A variety of community partners are connected and providing supports, and check ins happen weekly our staff to ensure progress is being made on their Action Plan. This is crucial to ensure success and transition to more permanent housing stability. Another client is set to move into another unit in July. We are staging move ins slowly until we reach capacity to ensure our processes are working effectively to support participants.

**Employment Service Transformation (EST)** - EST rollout in Ontario Works continues to phase in to Income Support and Stability. Dedicated staff meet regularly after every new phase of implementation to discuss the impacts locally and on staff. A review of May 14<sup>th</sup> MCCSS Working Group meeting was discussed and agreed that we will disseminate information and pass it on to frontline staff as needed. EST is now a recurring item on monthly staff meeting agendas and a local working group will be established by the Supervisors. MCCSS has confirmed that we will be getting access to the Common Assessment December 1<sup>st</sup> to support prioritizing referrals to Employment Ontario. Direction has been given for staff to review the Person Centred Supports Policy Guide and to focus on providing 'person centred supports' as it aligns with the case management approach we have been building over the last few years.

## **Income Support & Stability Divisional Update—Continued...**

**Communication Skills 101** - IS&S Staff facilitated a successful Life Skills workshop on Communication Skills with clients in Ontario Works, ODSP, Low Income, and seniors.

The topics of the workshop were:

- What is communication?
- Verbal vs Non-Verbal Communication
- Communication styles
- Listening skills
- Digital Communication

We received 11 referrals for the program and had 8 participants attend and complete the training. Ongoing sessions on budgeting and housing stability are planned for later this year.

**Food Banks—Outreach**—Income Support & Stability staff continue to do outreach with food banks across the district to build relationships to identify those that may need additional support or not accessing services and supports. Foodbank stats are now provided to staff to show where the most need is and gives our staff an idea of where our clients are accessing foodbank services in order to determine where outreach is most needed.

**Bridges Lens Training – Coaching for Life Stabilization**—Along with staff from other DSSAB programs, our Income Support & Stability team attended their last training with Suzie Johnson titled Coaching for Life Stabilization in May. This training was very well received, and included some of our local community partners. It focused on creating a coaching relationship such as transactional “fixing approach vs transformational “coaching approach.” The philosophy is that if you put the relationship first you will achieve greater outcomes for the client and the program.

## **Income Support & Stability Divisional Update—continued...**

**Seniors Connect Event** – Staff attended 2 Senior Connects events, May 30th in Nobel and June 4<sup>th</sup> in Rosseau.

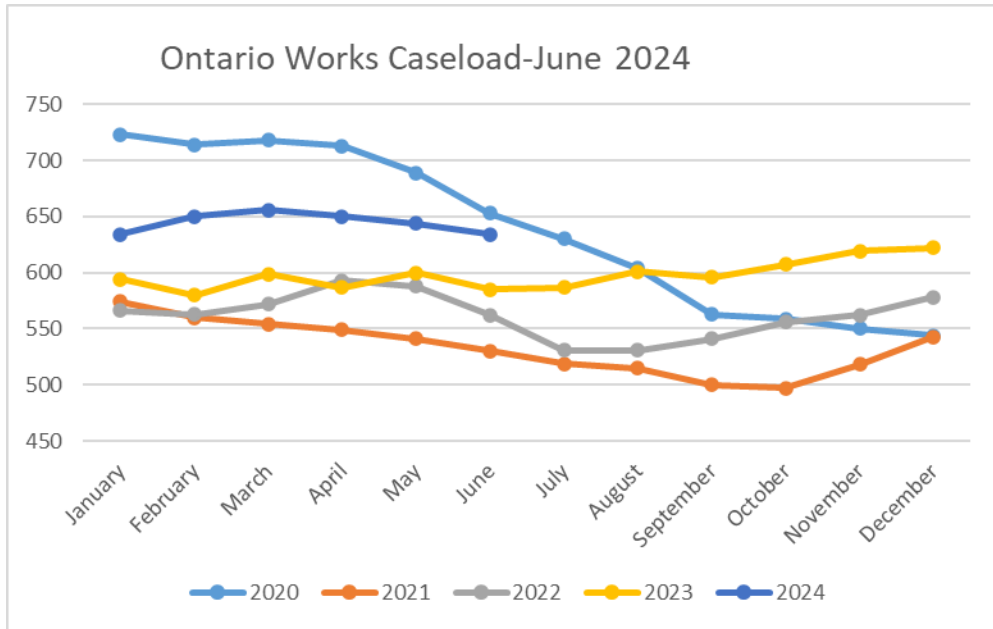
The Nobel event was hosted by Community Supports and Services. This was an opportunity for Income Support and Stability to share during a light lunch what services and supports may be available for seniors who are facing housing stability challenges. This event was attended by over 15 seniors from the Nobel/Carling area.

The event in Rosseau was the first ever Seguin Health Fair (co-hosted by Seguin Township and the WPSHC Rural NPLC). This event goal was to connect with older adults and their families to ensure they are aware of local OHIP-covered or free services available to support functional recovery, reduce illness burden, enhance quality of life, and support healthy, active, independent living.

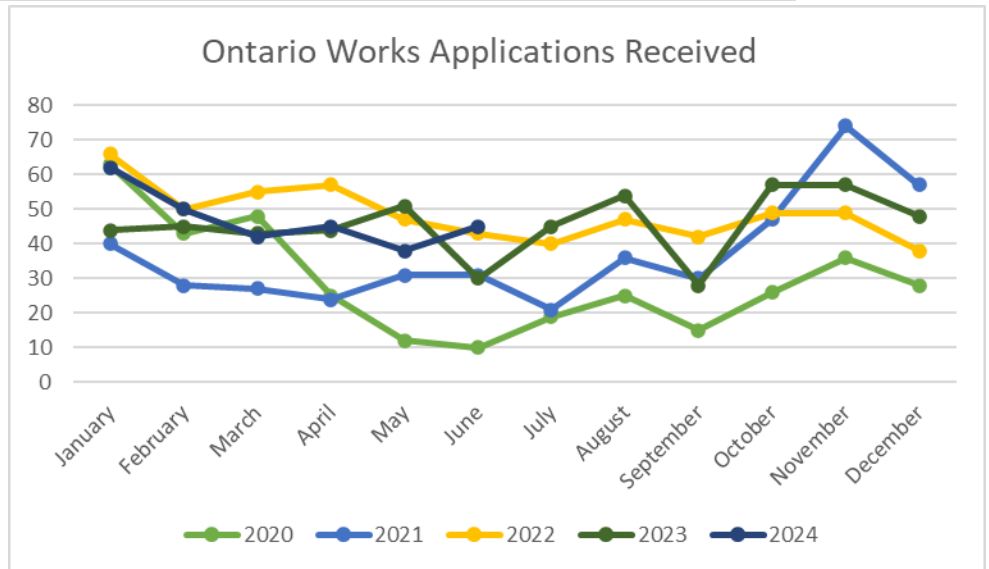
The following community partners participated in the event located at the Rosseau Memorial Hall.

1. Hospice West Parry Sound
2. Ontario Provincial Police: Mobile Crisis Response Team
3. North Bay Parry Sound District Health Unit
  - a. Ontario Dental Care
  - b. Fall Prevention, and Healthy Aging programs
4. Canadian Mental Health Association - Muskoka Parry Sound
5. WPSHC Auxiliary and Volunteer Services
6. WPSHC Mental Health Hub
  - a. WPSHC Social Worker, Indigenous Navigator
  - b. WPSHC Safe Justice Bed Program, Mental Health Nurse
  - c. WPSHC Rapid Access Addiction Medicine Clinic Program, Departmental Assistant and Patient Navigator
7. WPSHC Rural Nurse Practitioner Led Clinic
  - a. Rosseau NPLC Site
  - b. Community Enhanced Geriatric Team
8. District of Parry Sound Social Services Administration Board – Income Support and Stability
9. Community Support Services
  - a. transportation
  - b. meals on wheels
  - c. friendly visiting

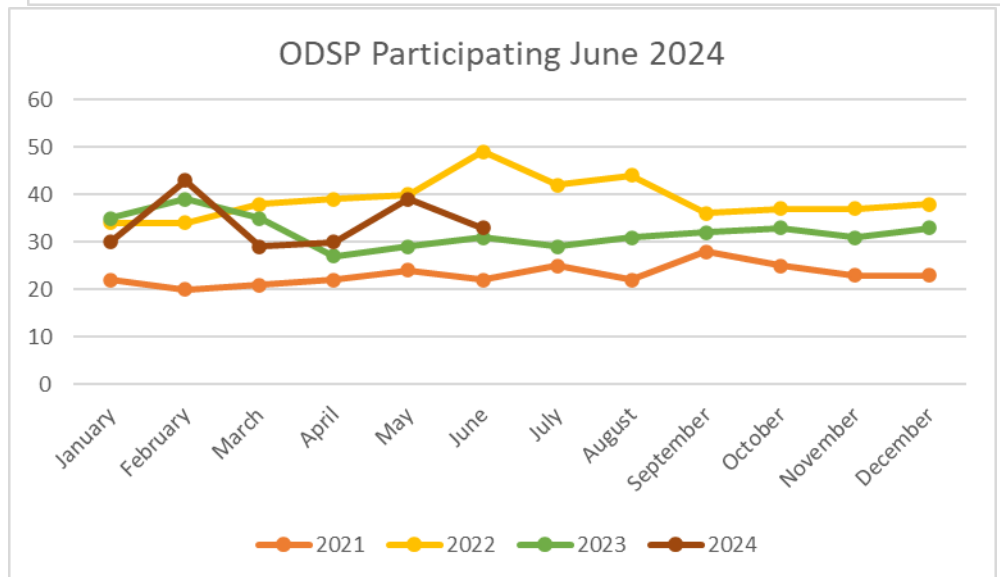
This event was well attended with over 100 people connecting with community partners.



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



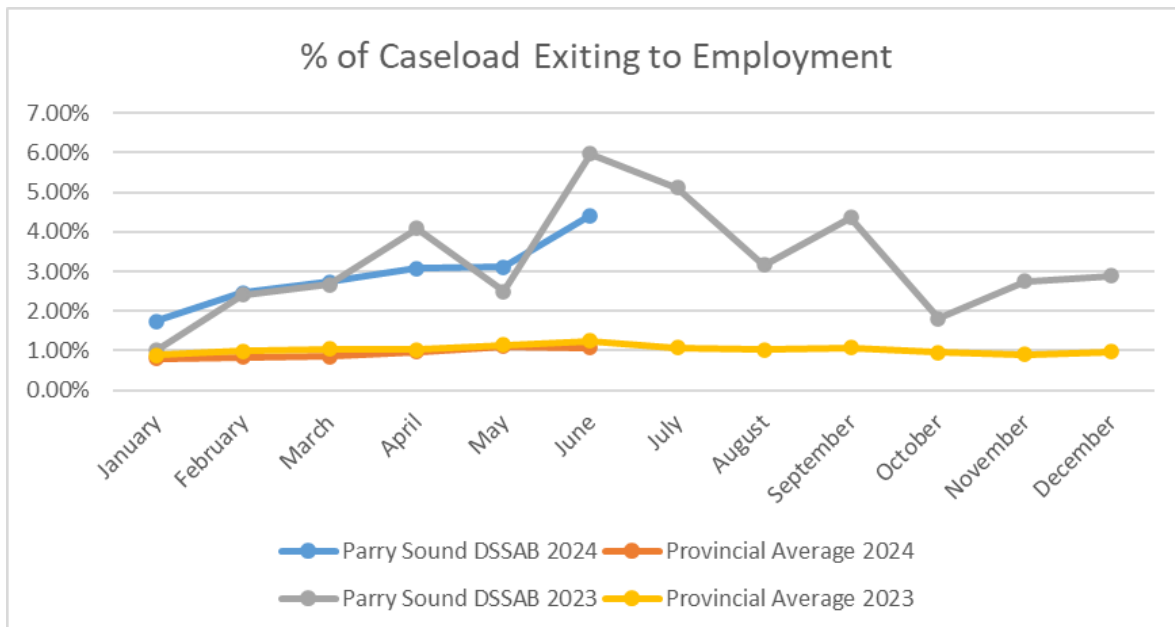
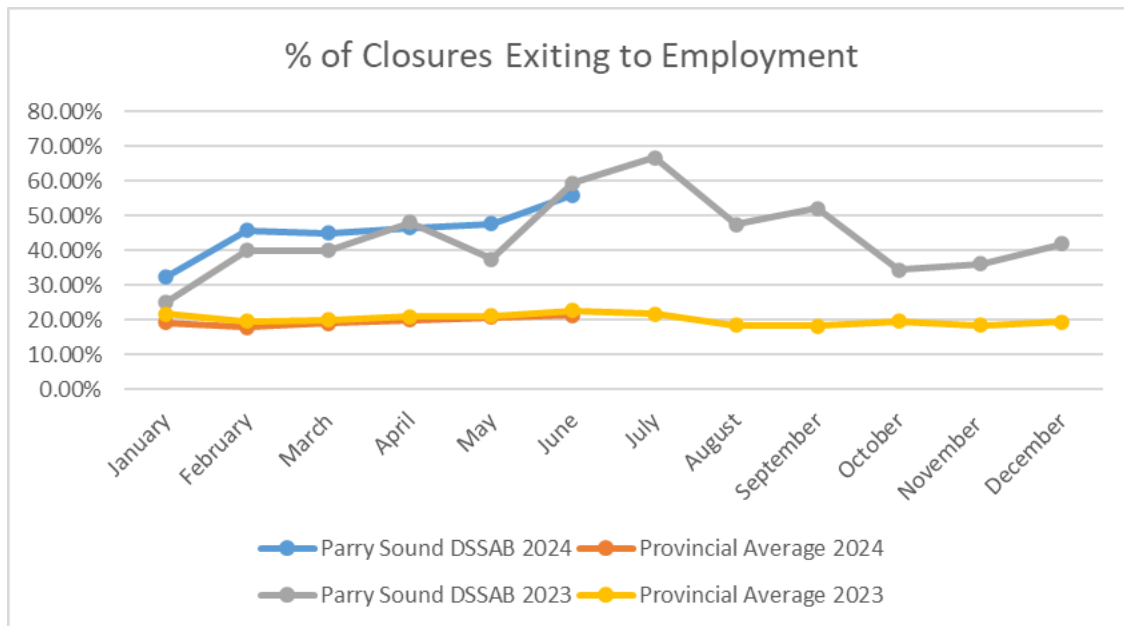
**ODSP Participants in Ontario Works Employment Assistance**





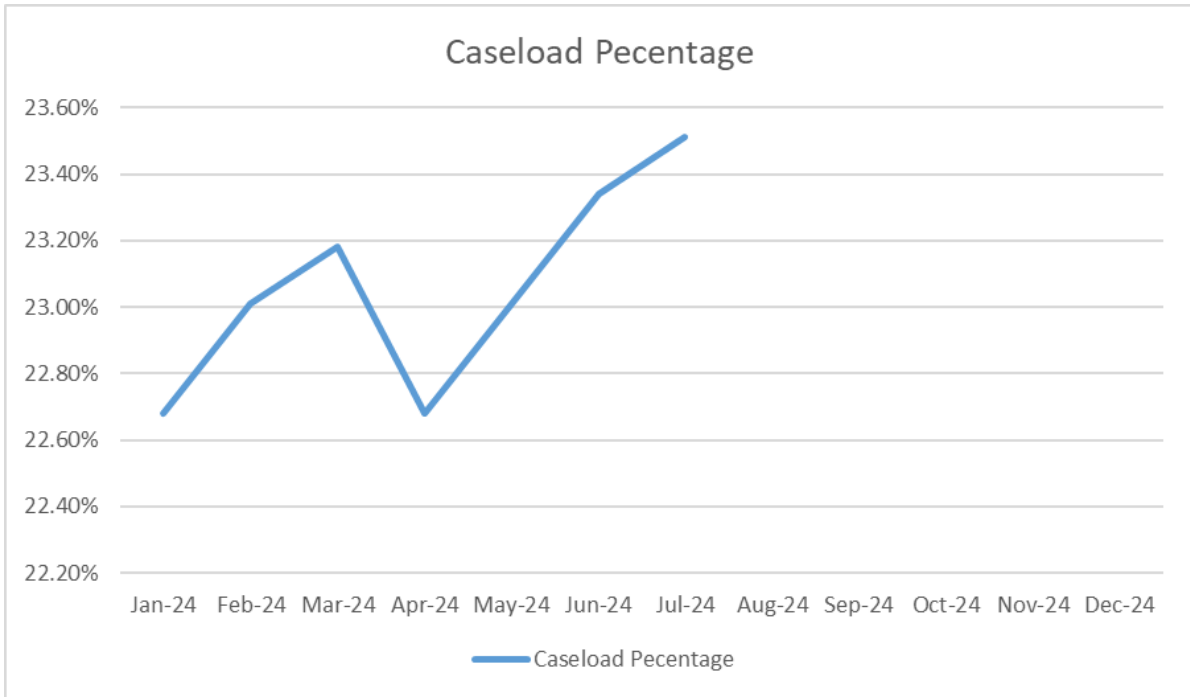
The OW Caseload continues to trend down to **634** as is typical as we get into the summer months and more folks exit to seasonal employment opportunities. We are supporting **33** ODSP participants in our Employment Assistance program. We also have **62** Temporary Care Assistance cases. We received **45** Ontario Works Applications, 33 (73%) of which were online through SADA and managed through IBAU in the month of June.

**Employment Assistance & Performance Outcomes**

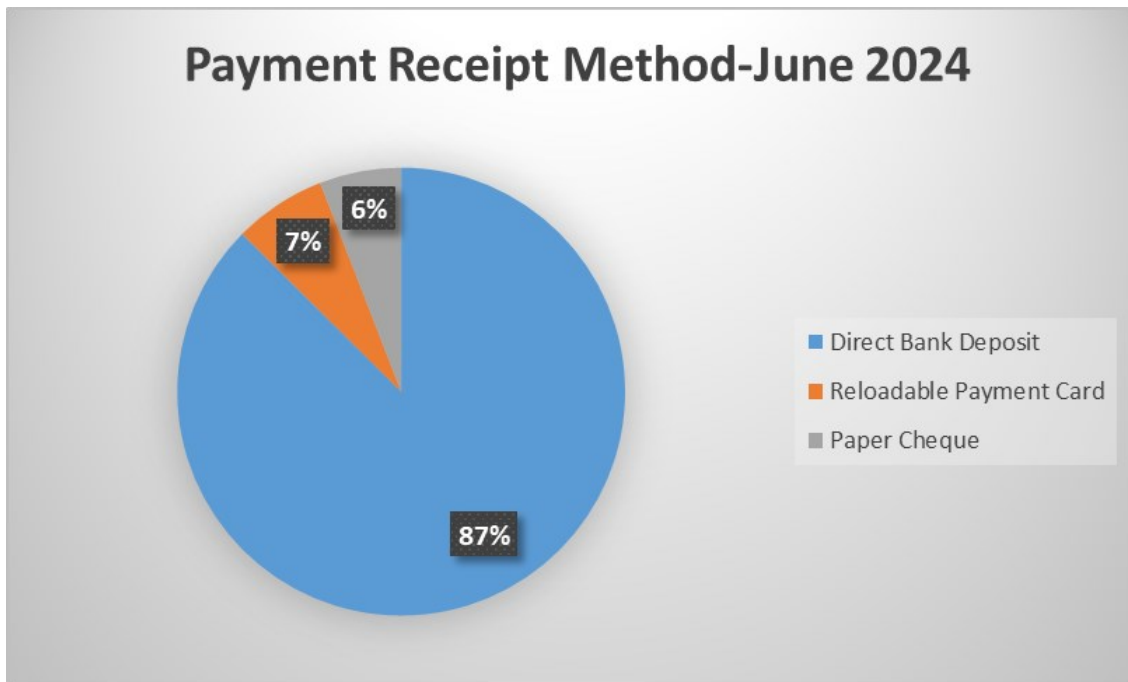


Our Employment Outcomes performance are at or near our 2023 performance at the end of June, despite a year over year decrease in job postings in the district, according to the Labour Market Group. Additionally, 7.9% of the caseload exited the program for any reason in June.

### MyBenefits Enrollment 2024



### DBD Enrollment



## Housing Stability Program - Community Relations Workers—MAY 2024

### Support

All services performed, provided, or arranged by the Homelessness Prevention Program staff to promote, improve, sustain, or restore appropriate housing for individuals active within the Homelessness Prevention 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

May 2024	East	West	YTD
Homeless	3	2	25
At Risk	4	4	39
<b>Program Total</b>			
<i>Esprit in Shelter Clients calculated in Homelessness Numbers</i>			<b>64</b>
Esprit in Shelter	1		3
Esprit Outreach Homeless	0	0	0
Esprit Outreach At Risk	0	0	0

May 2024 Income Source	East	West
Senior	12	14
ODSP	12	26
Ontario Works	5	15
Low Income	23	31

May 2024 Income Source	East	West
Senior	12	18
ODSP	16	14
Ontario Works	8	15
Low Income	9	41

### Short Term Housing Allowance

	Active	YTD
May 2024	4	9

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

May 2024 Income Source	Total	HPP
Senior	1	\$214.68
ODSP	2	\$535.00
Ontario Works	3	\$2,423.5

May 2024 Reason for Issue	Total
Utilities/Firewood	\$2,000.00
Food/Household/Misc	\$749.68
Emergency Housing	\$423.75
<b>Total</b>	<b>\$3,173.43</b>

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

May 2024 Income Source	Total	HPP
ODSP	6	\$4,100.00
Ontario Works	15	\$10,618.44
Low Income	3	\$895.90

May 2024 Reason for Issue	Total
Rental Arrears	\$4,679.26
Utilities/Firewood	\$1,268.29
Transportation	\$45.31
Food/Household/Misc.	\$9,265.53
Emergency Housing	\$355.95
<b>Total</b>	<b>\$15,614.34</b>

**By-Name List Data**

**September 1, 2021– May 30, 2024**



## Housing Stability Program - Community Relations Workers—JUNE 2024

### Support

All services performed, provided, or arranged by the Homelessness Prevention Program staff to promote, improve, sustain, or restore appropriate housing for individuals active within the Homelessness Prevention 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

June 2024	East	West	YTD
Homeless	1	0	26
At Risk	7	4	50
<b>Program Total</b>			
<i>Esprit in Shelter Clients calculated in Homelessness Numbers</i>			<b>76</b>
Esprit in Shelter	1		3
Esprit Outreach Homeless	0	0	0
Esprit Outreach At Risk	0	0	0

June 2024 Income Source	East	West
Senior	12	14
ODSP	12	26
Ontario Works	5	20
Low Income	23	31

June 2024 Income Source	East	West
Senior	12	18
ODSP	18	14
Ontario Works	8	15
Low Income	9	49

### Short Term Housing Allowance

	Active	YTD
June 2024	6	11

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

June 2024 Income Source	Total	HPP
Senior	6	\$1,882.62
ODSP	8	\$6,931.82
Ontario Works	3	\$2,329.15
Low Income	4	\$2,563.90

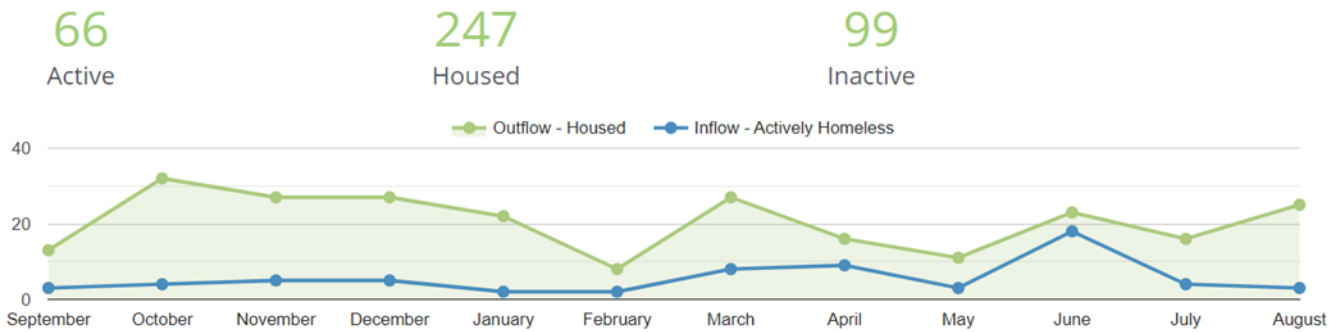
June 2024 Reason for Issue	Total
Transportation	\$104.70
Food/Household/Misc	\$11,221.88
Emergency Housing	\$2,380.91
<b>Total</b>	<b>\$13,707.49</b>

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

June 2024 Income Source	Total	HPP
Senior	1	\$264.20
ODSP	5	\$1,819.47
Ontario Works	10	\$6,924.73
Low Income	2	\$499.92

June 2024 Reason for Issue	Total
Rental Arrears	\$2,100.00
Utilities/Firewood	\$1,846.24
Transportation	\$919.84
Food/Household/Misc.	\$4,295.74
Emergency Housing	\$346.50
<b>Total</b>	<b>\$9,508.32</b>

**By-Name List Data  
September 1, 2021– June 30, 2024**



**Housing Programs**

**Social Housing Centralized Waitlist Report  
June 2024**

	East Parry Sound	West Parry Sound	Total
Seniors	53	144	197
Families	116	462	578
Individuals	558	193	751
Total	727	799	1526
Total Waitlist Unduplicated			445

-Housing Programs had one new application in the month of June  
 -Three applicants were housed from the centralized waitlist  
 -Fifteen applications were cancelled – nine requested to be cancelled, one was deceased, two had income in excess, one moved in with an existing tenant, and two could not be contacted.

**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	5		11	1	
Mar	6		35			Mar	7		3	3	
Apr	11		17	6		Apr	10	1	7		
May	13	2	9	2		May	4	1	5	1	
June	9	1	2	1		June	1		15	3	
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	30	2	43	9	

SPP = Special Priority Applicant

## **Housing Programs Update**

Housing Programs has continued to work on a centralized waitlist update throughout the second quarter of 2024. We are completing this update at the same time as a mailout regarding a new unit waitlist on the east side of our District. These units are in Burks Falls and have added a new 1-bedroom list for applicants to select when applying for Rent Geared to Income housing. To date, we have seen 45 applicants add this unit to their waitlist selections.

On May 28<sup>th</sup>, the Federal and Provincial housing ministers released a joint statement that an agreement had been reached on a revised action plan from Ontario that will unlock \$357 million of federal funding under the National Housing Strategy. This agreement will allow us to proceed with allocating our 2024 – 2025 COHB funding (Canada Ontario Housing Benefit), as well as COCHI (Canada Ontario Community Housing Initiative), and OPHI funds (Ontario Priority Housing Initiative). Housing Programs receive numerous calls weekly from residents of the District of Parry Sound inquiring about funds to assist with housing costs, so this news very exciting to receive.

Year 5 of COCHI and OPHI projects is well underway. We have seen our housing providers start various projects including window replacement, new patios, upgrades to bathrooms, and upgrades to electrical. These projects are due to be finished later this fall/early winter. We were pleased to have been able to provide this funding to all 4 of our non-profit providers for the 2023-2024 year.

Housing Programs will be commencing a review of our Housing and Homelessness plan in the coming months. Under the Housing Services Act, 2011 (HSA), Service Managers are required to review their local housing and homelessness plans at least once every five years. In addition to this, we have just completed our update to the current housing and homelessness plan, which can be found on the DPSSSAB's website – [www.psdssab.org](http://www.psdssab.org).

In the month of May, Housing Programs saw four new approved applications to the Centralized Waiting List, with one of them being an approved Special Priority Applicant. Five applications were cancelled in May. Two were due to no contact, two were deceased, and one applicant is no longer over housed in their current Rent Geared to Income unit. One applicant was housed in May.



**Parry Sound District Housing Corporation  
May/June 2024**

Activity for Tenant and Maintenance Services

	May	June	YTD
Move outs	2	4	23
Move in	7	5	20
L1/L2 forms	0	0	4
N4 - notice of eviction for non payment of rent	1	0	2
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	0	0	2
N6 - notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0	0
N7 - notice of eviction for willful damage to unit	0	0	1
Repayment agreements	7	4	44
No Trespass Order	1		4
Tenant Home Visits	27	39	179
Mediation/Negotiation/Referrals	13	8	98
Tenant Engagements/Education	12	10	25

## **Update from Tenant Services**

This quarter in Tenant Services, we've added 2 new team members: 1 more Community Relations Worker to care for family unit tenancies across the district, along with spearheading our educational efforts with all tenants. This year we are engaged with a pilot project to have our Community Relations Worker assist Parry Sound Non-Profit Housing in educationals. Plans are underway for summer educationals for all.

The other new team member is a support worker which is shared between Maintenance and Tenant Services, completing support duties for both. This has been very exciting because they are both very busy programs, and more help is truly appreciated and put to good use!

Tenant Services has been working to launch a Tenant Portal. This creates an easier way for tenants to pay rent, view their ledgers, and make maintenance requests. We have also been involved in some of the set up and development of other Yardi modules like Maintenance IQ and Procure to Pay as well as Pay Scan. We will continue our work to make these as seamless for our tenants as possible, providing support and education along the way.

Tenant Services have also been participating in the annual Maintenance inspections this quarter – This is particularly important to identify supportive needs the tenant may have. The Tenant Services Community Relations Workers foster a supportive rapport with the tenants and will follow up where behaviour/lifestyle changes are warranted (for example, with issues of hoarding or life skills/cleaning practices, ensuring referrals are made).

Although there remains an approximate 6-12 month wait time for hearings, the Landlord and Tenant Board proceedings have been successful in receiving court ordered repayments of arrears, and several important evictions. Evictions are difficult, but sometimes removal is necessary to create peace and safety for the remaining tenants in the buildings. Since the Tenant Services/Maintenance Department was restructured to become 2 separate entities with 2 Supervisors within the same division (fall of 2022), we have been successful in LTB-L2 hearings for seeking 5 evictions, and 4 LTB-L1 hearings seeking court ordered repayment agreements. The important factor in a court ordered repayment agreement is that they contain a built-in clause, section 78 clause, which allows the landlord to seek eviction without a hearing if the court order is breached. The turnaround time on those is approximately 11 days from the date the subsequent eviction order is sent out.

With increased Tenant Services personnel, we feel confident we can mitigate many potential issues leading to an eviction.

**Property Maintenance  
June 2024**

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 3 units have been treated
Vacant Units	15	one-bedroom (12); multiple bedroom (3) available (asbestos abatement and significant repair contributes to longer vacancy times).
Vacant Units - The Meadow View	6	May: 5 one-bedroom market units available, 1 studio vacant June: 5 one-bedroom market units available, 1 studio vacant
After Hours Calls	9	After hours for May: 8 calls- Fire Supervisory Signal trouble reset required, odd smell, death of a tenant in hospital, fallen and could not get up, sink clogged, elevator not working, smoke from extinguished garbage fire in the building, After hours calls for June: 9 calls- Fire Supervisory Signal trouble reset, power outage in unit, fridge not working, alarm monitoring disruption, wellness check, hot water tank trouble
Work Orders	94	On Call Contracted to outside service provider Work orders were created for maintenance work and related materials
DSSAB Ticket	38	Month of May: 35 DSSAB Tickets are logged for maintenance or repairs required for any of the DSSAB buildings (separate from the Housing Stock)
Fire Inspections	5	Within the month of May: 2 – 12 Unit Building, 1-51 Unit Building, 1-20 Unit Building, and a 6 Plex, with the presence of the Fire Prevention Officer
Annual Inspections	1	One apartment building
Incident reports	1	Unserious in nature

## Update from Property Maintenance & Capital Projects

The spring kicked off with the tendering for the replacement of windows for a 6-storey apartment complex. Tender closed April 3<sup>rd</sup>, and the evaluation of the bids was completed April 22<sup>nd</sup>. Tender Award Recommendation was approved by the Board and awarded to the successful bidder the week of May 6<sup>th</sup>. Kick-off meeting occurred June 11<sup>th</sup>. Due to the supply ordering backlog, an unanticipated delivery of materials a delivery date was determined to be 10-12 weeks. The project is anticipated to begin August 2024.

Also, this spring the Tender Award Recommendation for the Esprit Renovation was approved by the board, April 11, 2024. The kick-off was held April 19<sup>th</sup>. Most of the external work was completed over the months of May and June while awaiting permits from the Town of Parry Sound. This project is progressing and is on track to be completed by December 2024.

An emergency repair Award Recommendation was approved by the board, June 13<sup>th</sup>, 2024, for an elevator modernization. There was a 6 week wait for delivery of required materials. The repair is scheduled to start on Monday, July 29<sup>th</sup>. The project is on schedule.

The following are other projects completed or in progress:

**Family Home Drainage Issues Repaired:** The repair work successfully addressed the moisture penetration on the interior foundation wall. We removed the backfill against the concrete foundation wall and installed Blueskin and dimpled membrane against the concrete. Additionally, we installed weeping tile, 12" of gravel, and filter cloth at the base of the footing. The dirty fill with larger aggregate was removed off-site, and clean fill was provided. An aggregate depository was installed on the perimeter of the property with a weeping tile directed towards the curbside drainage ditch.

**Building Watermain Replacement:** The asphalt serving the lower parking lot was removed, and we excavated 5 feet down. A new pipe was installed from the town disconnect to the interior of our mechanical room. Extensive investigation was conducted to ensure the leak has been resolved. Asphalt is yet to be replaced as we await direction from the engineers regarding the deteriorating retaining wall serving the upper parking lot.

### **Asbestos/Mould Remediations:**

- Family Home: Full abatement of stippled texture ceiling coat and flooring was completed and reinstated.
- Family Home: Full abatement of all gypsum and flooring was completed and reinstated.
- Family Home: Full abatement is complete, but interior finishes have not yet been reinstated.

**Building Walkway Replacement:** We are in the process of obtaining three quotes and determining the desired and most cost-effective specification.

**Walkway/Patio Replacement:** We are in the process of obtaining three quotes. No scope has been awarded, and the schedule is to be determined.

**Main Office Front Entrance Retaining Wall:** The old/deteriorated wall was removed and disposed of, and a new granite armor stone retaining wall was installed.

**Main Office Courtyard Fencing:** The deteriorated/temporary fencing was removed, and a new wood fence was installed to match the existing.

**Main Office Masonry Repair:** All deteriorated masonry throughout the building was removed and reinstated to match the existing color, both interior and exterior.

**Child Care Drainage Repair:** We rerouted roof drainage to grade at the exterior of the building, removed hardscaped material to allow for underground drainage piping, and reinstated hardscaping.

**Child Care Ministry Requirements:** We removed an interior partition wall and reinstated the suspended ceiling tile and laminate strip flooring to match the existing. We also installed a concrete pad and gazebo within the playground. Waiting on sign off from the building department.



**Esprit Place Family Resource Centre**

**May/June 2024**

<b>Emergency Shelter Services</b>	<b>May 2024</b>	<b>June 2024</b>	<b>YTD</b>
Number of women who stayed in shelter this month	2	1	30
Number of children who stayed in the shelter this month	2	2	14
Number of hours of direct service to women (shelter and counselling)	64	89	1007
Number of days at capacity	0	0	0
Number of days over capacity	0	0	0
Overall capacity %			
Resident bed nights (women & children)			
Phone interactions (crisis/support)	22	33	177

<b>Transitional Support</b>	<b>May 2024</b>	<b>June 2024</b>	<b>YTD</b>
Number of women served this month	3	4	14
Number of NEW women registered in the program	3	2	11
Number of public ed/groups offered			0

<b>Child Witness Program</b>	<b>May 2024</b>	<b>June 2024</b>	<b>YTD</b>
Number of children/women served this month	3	2	12
Number of NEW clients (mothers and children) registered in the program	1	2	7
Number of public ed/groups offered	1		2

**Esprit Place Family Resource Centre Update**

Esprit Place renovations are well underway, however, programming and support for clients in the community continues. Esprit Place staff, in collaboration with our shelter partners in Muskoka continue to manage our crisis line 24 hours a day, 7 days a week. Outreach and Children's Voices programming is ongoing. We have also enhanced our transitional housing supports by temporarily securing two housing units to house families fleeing violence.