
District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

October 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.

AMO Knowledge Exchange on Community & Supportive Housing

From October 1st & 2nd I attended the AMO Knowledge Exchange on Community and Supportive Housing in Toronto. This solutions focused event brought together over 200 elected officials, municipal, provincial and federal representatives and Indigenous and sector leaders.

Over the two days, leading thinkers and organizational and subject matter experts convened to build understanding, insight and action on advancing and growing Ontario's community and supportive housing system.



(Shown here: Master of Ceremonies Jamie McGarvey, Mayor of the Town of Parry Sound and DSSAB Board Member).

District of Parry Sound Municipal Association Meeting

On Friday, September 27th, I attended the District of Parry Sound Municipal Association meeting at the Pointe au Baril Community Centre in the Township of the Archipelago. There were approximately 100 people in attendance, primarily elected officials, ministries, agencies and municipal staff from all municipalities in the District of Parry Sound. I was pleased to see several members of our board in attendance.

(Shown here: Jerry Brandt, Janice Bray, Rick Zanussi, Tammy MacKenzie, Ted Collins. In attendance but absent from photo was Tom Lundy.)



Results from this Summer's 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.

We're pleased to announce that this year's event raised almost \$16,000 for Esprit Place Family Resource Centre!

The event, a sixties dance party featuring Shark Sandwich and special guests, was held this summer at the Jolly Roger in Seguin Township.



Third party events are a fantastic way to help support Esprit Place Family Resource Centre. 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/>

Community Events



This month, we were pleased to be invited to set up a weekly information booth at Shoppers Drug Mart in Parry Sound for the Shoppers Foundation for Women's Health™ 'Giving Shelter' campaign. The campaign united all their stores in a fundraising effort to support over 310 local women's shelters and programs across Canada. 100% of donations raised in



Also, we were pleased to be invited to a 'Community Connections Expo' hosted at the Parry Sound campus of Canadore College on September 23rd. The intent of the event was to provide students and faculty with information on valuable community services and resources.

Human Resources Update

We are currently searching for a new Director of Finance after Shannon Johnson's departure. The application period is open until October 18th, and we are confident we will find the ideal candidate.

Recruitment efforts continue to be robust as we work to fill open positions across various departments. We currently have 11 positions open, including roles in Childcare centres and Ontario Works. Our recruitment team diligently screens applications and conducts interviews to ensure we attract the best talent. We have seen a healthy influx of candidates, and we are utilizing various channels, including job boards, social media, and recruitment fairs, to reach a diverse pool. We are committed to fostering a diverse workforce and are actively implementing strategies to attract candidates from varied backgrounds.

As part of our ongoing commitment to employee development and safety, we are excited to announce the introduction of training programs in two key areas: CPR certification and advanced Excel skills.

- **CPR Training:** Recognizing the importance of workplace safety, we will offer CPR training sessions to equip employees with essential life-saving skills. We believe this initiative will not only enhance workplace safety but also foster a culture of preparedness among our employees.
- **Excel Training:** In today's data-driven environment, proficiency in Excel is crucial for effective performance across various roles. We have been able to offer a series of workshops aimed at improving employees' Excel skills, ranging from basic functions to advanced techniques. These workshops are tailored to meet the diverse skill levels within our organization, ensuring that all employees can benefit from this training.

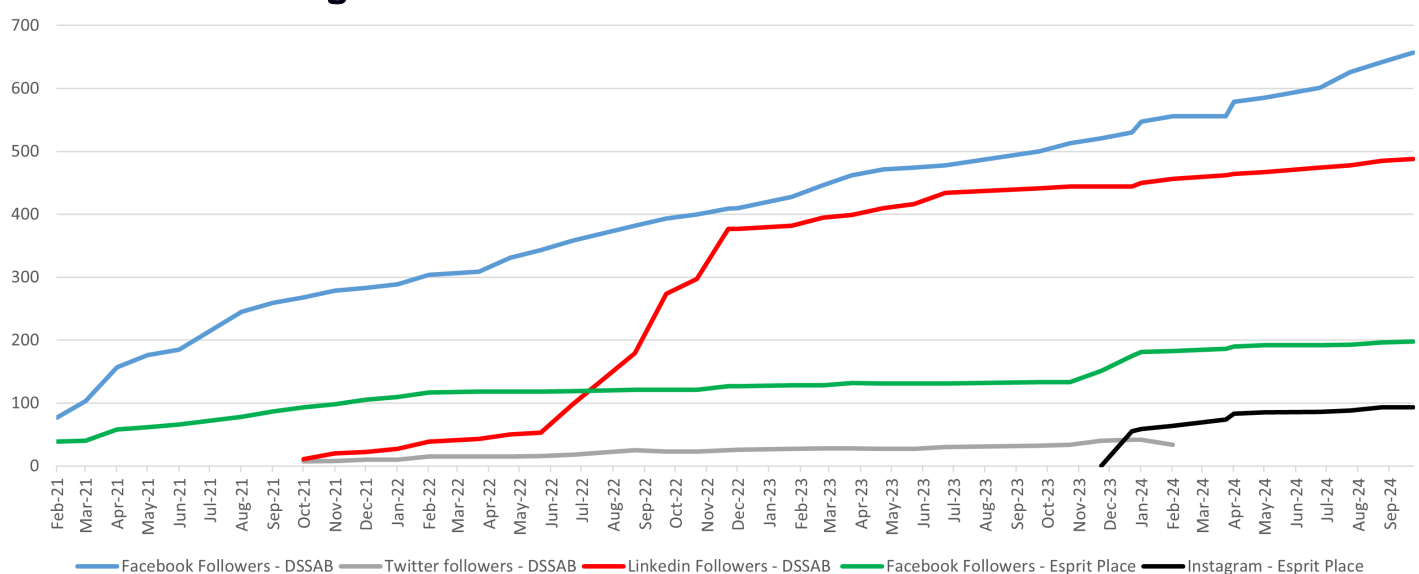
DAWN Summit Job Fair (North Bay)

On Wednesday, October 2, 2024, members of our Human Resources team travelled to the Best Western North Bay Hotel & Conference Centre for the DAWN Summit Job Fair.

This event was organized by Yes Employment Services in partnership with Diversity at Work Nipissing and the EmployEASE Accessibility Program. It was funded by Immigration, Refugees and Citizenship Canada (IRCC) and the Ministry of Employment and Social Development of Canada (ESDC).



Social Media Insights



Facebook - DSSAB	APR 2024	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024
Total Page Followers	579	585	601	626	642	657
Post Reach this Period (# of people who saw post)	5,647	5024	5213	5510	6261	5343
Post Engagement this Period (# of reactions, comments, shares)	724	621	599	609	512	647

Facebook -Esprit Place Family Resource Centre	APR 2024	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024
Total Page Followers	190	192	192	193	196	198
Post Reach this Period (# of people who saw post)	310	299	421	526	1782	275
Post Engagement this Period	43	67	102	26	91	32

DSSAB LinkedIN Stats https://bit.ly/2YyFHIE	APR 2024	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024
Total Followers	464	467	474	478	485	488
Search Appearances (in last 7 days)	102	125	178	226	184	90
Total Page Views	30	56	26	26	26	84
Post Impressions	846	773	1089	1251	1241	243
Total Unique Visitors	12	22	15	11	13	41

Instagram - Esprit Place Family Resource Centre https://www.instagram.com/espritplace/	APR 2024	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024
Total Followers	74	83	85	86	93	93
# of posts	23	25	27	29	34	36

Licensed Child Care Programs

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

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	3	3	0	2	18	26
Toddler (18-30M)	7	4	14	10	26	61
Preschool (30M-4Y)	16	11	16	41	37	121
# of Active Children	26	18	30	53	81	208

The rollout of the OneHSN District of Parry Sound Application Portal has been embraced by families seeking child care and has eased the burden of the application process for both families and program supervisors.

As of August 30th, there are 18 Home Child Care Program approved homes across the district with a total of 107 children enrolled, including school age.

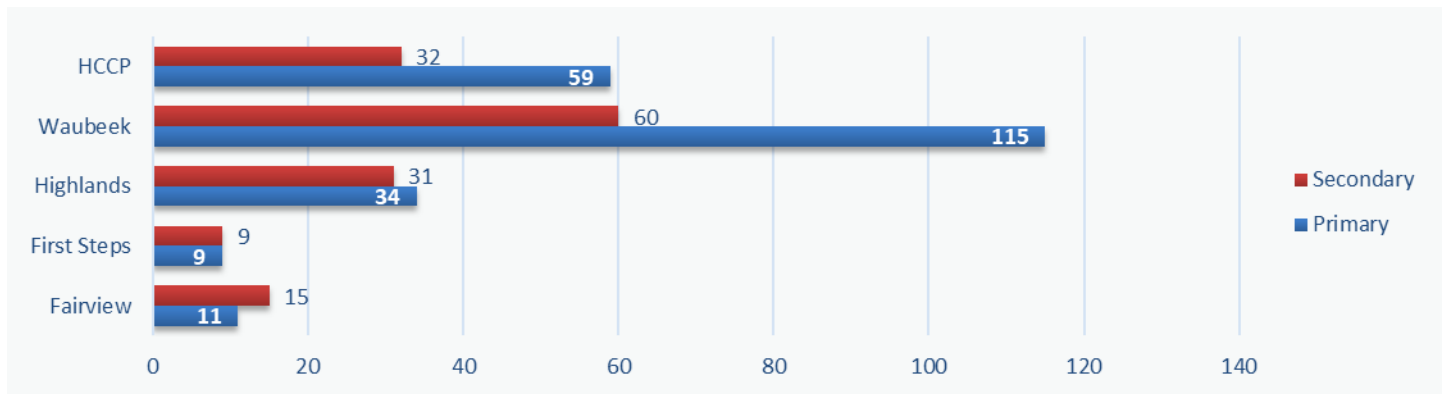
Waubeek ELCCC has completed the relocation of all the children to 66A Waubeek Street, Parry Sound. The families, children and staff are excited to be all together.

School Age Programs August 2024

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	26 enrolled for Sept.	8	0
Mapleridge Before School	8 enrolled for Sept.	0	0
Mapleridge Summer Program	12	N/A	N/A
Sundridge Centennial After School	10 enrolled for Sept.	2	0
Home Child Care	26	6	1
# of Active Children	54		

The School Age Summer Program was very successful this year with a full enrollment. The Home Child Care Program saw several discharges throughout the month of August as families are preparing for children to transition to school.

Directly Operated Child Care Waitlist by Program August 2024



These waitlist numbers are based on the current OneHSN Application Portal and are duplicate numbers as families are applying to more than one child care program in each area.

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.

Inclusion Support Services August 2024

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	3	3	4	2	0	0
Toddler (18-30M)	1	1	2	13	5	1	0
Preschool (30M-4Y)	2	30	32	46	3	3	0
School Age (4Y+)	9	33	42	29	5	0	2
Monthly Total	12	67	79	-	15	4	2
YTD Total	14	78	-	92	37	32	15

New referrals continue to be made to the program showing children in need of early speech and language intervention. The Resource Consultants are supporting families in a seamless transition for children attending school in September.

EarlyON Child and Family Programs August 2024

Activity	August 2024	YTD
Number of Children Attending	780	7,869
Number of New Children Attending	21	292
Number of Adults Attending	521	6,107
Number of Virtual Programming Events	11	76
Number of Engagements through Social Media	764	5,154
Number of Views through Social Media	11,967	107,763

The EarlyON Resource Facilitators held pop-up programs during the month of August in Emsdale, Callander, Foley, Magnetewan, Port Loring, Trout Creek, Orrville, Waubuno Beach, and Carling. Together with the EarlyON hub locations, there were 780 children in attendance.

The EarlyON team provided a 3-session Kindergarten Preparedness Program in South River, Burk's Falls, and Parry Sound. Fourteen children and their families attended. In addition, 50 Getting Ready for Kindergarten activity bags were distributed to interested families who have a child entering kindergarten in September.

The Virtual Programming continues to see an increase in attendance as families become more aware of the resource. Families also continue to access multiple resources through the EarlyON social media account.



Is your child going to Kindergarten for the first time in September?

Join EarlyON for a 3 morning series of programming created to help prepare your child for their entry to school.

This program requires registration to participate, thank you for your cooperation with this. Registration must be completed by August 1 at 12:00pm

This program is only appropriate for children attending school and parents or caregivers. The activities will not be appropriate for younger children. Space is limited so please book soon!

Location information
 Parry Sound Hub - 10 to 12
 Burk's Falls Hub- 10 to 12
 South River Hub - 10 to 12

Dates:
 August 15, 2024
 August 22, 2024
 August 29, 2024

Please register using bookwhen or email jgriffiths@psdssab.org. Ensure when you are registering for the correct location. Space is limited.

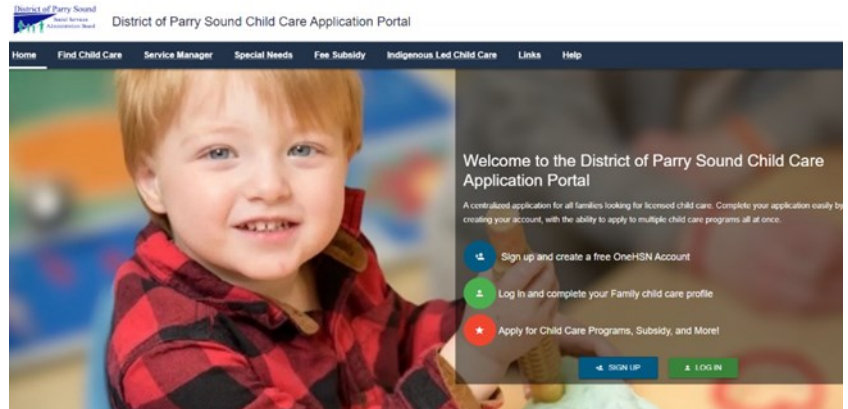
<https://bookwhen.com/psearlyon#focus=ev-sgue-20240307100000>





Child Care Service Management Update

On Wednesday July 24th, 2024, the District of Parry Sound Child Care Application was launched in the District of Parry Sound. The platform has now been up and running for a couple of months and the feedback from families in the community and operators in the District of Parry Sound has been both positive and hopeful for meeting the ongoing challenges and barriers to waitlist management in our district. We are proud to be one of Ontario's Service System Managers that are using this platform to assist parents and families find and apply to child care.



www.onehsn.com/parrysound/

Within the application portal, families can:

- Research different child care providers, and the type of care offered,
- View on a map, the locations of child care programs
- Apply to multiple child care programs
- Access and update their profile and/or application anytime
- Obtain information about fee subsidy, EarlyON, Indigenous Led Child Care, Supports for Children with Special Needs, and access multiple links to parent resources

COMING SOON!

We are pleased to announce that Clara's Place Preschool will be opening in the fall of 2024. Clara's Place Preschool has been approved under the Canada Wide Early Learning Child Care program and will be adding an additional 26 child care spaces in the Town of Parry Sound and aligns with the Directed Growth Strategy.

www.clarasplacepreschool.com



Child Care Service Management Update

With continued pressure to retain and recruit Early Childhood Educators in the field the focus remains supporting and mentoring educators working in the sector. The upcoming fall two-day *RIRO-Reaching In... Reaching Out* professional development training will help to teach educators hands on skills to assist children and families in their care. There are currently 43 educators registered to attend one of the 4 sessions over the next few months.

The Quality Assurance supervisor will be attending a 2-day NOSDA conference in Muskoka, where they will work closely with peers and other districts to discuss successes, challenges and how best to support the educators and programs in our surrounding communities. The discussions will cover workforce development with a focus on recruitment and retention along with discussions on Quality Models-how best to measure quality in child care, conversations around departmental structures and lastly some future planning ideas.

The quality of the early learning environment is key for children’s growth and development. Providing an engaging, interesting and age appropriate indoor and outdoor setting is essential for learning in the early years. With the addition of Play Based Materials and Equipment funding we have been able to provide operators with an additional funding resource to support this key component in creating a high-quality learning environment. All programs throughout the district have been provided with the opportunity to enhance their early learning environment through this funding, with a focus on creating a high-quality early learning setting. Programs have been encouraged by the Quality Assurance supervisor to focus on areas that need improvement by using the quality assurance assessment to measure areas of need.

Funding Sources for District Wide Childcare Spaces -August 2024

Active	# of Children	# of Families
CWELCC*	65	63
CWELCC Full Fee	216	214
Extended Day Fee Subsidy	2	2
Fee Subsidy	35	27
Full Fee	32	28
Ontario Works	0	0
Total	351	335

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

Funding Source - New	# of Children	# of Families
CWELCC	9	9
CWELCC Full Fee	28	27
Fee Subsidy	4	4
Ontario Works	22	19
Total	63	59

Exits	# of Children	# of Families
CWELCC	0	0
Fee Subsidy	0	0
CWELCC Full Fee	0	0
Full Fee	0	0
Total	0	0

Income Support & Stability Divisional Update

Integrated System Navigators

With the goal of furthering our integration and to enhance the client journey and supports as we enter Employment Services Transformation, we have integrated our OW Case Worker and HSP Community Relations Worker position into a new enhanced role, called **Integrated System Navigators (ISN)**. The ISN will provide outreach, navigation and coordination for any person centered supports along the client's journey through the social services continuum, from homelessness to employment or from OW through to ODSP and beyond. The goal is that the client will only have to tell their story once and we will be able to continue to provide supports for clients as they exit OW or are granted ODSP to enhance life and housing stabilization.

Employment Services Transformation

We continue to ramp up ahead of our go-live date of March 1st, 2025, much has been happening in the lead up. On September 9th and 10th, the Director of Income Support & Stability attended a conference in Sudbury with the Service System Manager (SSM) College Boreal in Sudbury, along with our other northeast catchment DSSAB partners and our Employment Ontario providers. The conference focused service targets and a commitment to 'Integrated Employment Supports'. This fall, we will be starting discussions with our EO partners to prepare our programs for this change, looking at our client benefit structures, communication and case conferencing. We have also been participating in a Working Group with Boreal, focusing on OW data and referral readiness assessment. Supervisors and Program Leads attended "Train the Trainer" sessions with the Ministry in preparation for some of the changes coming for Fall 2024. Something new that will be implemented is the Common Assessment and Action Plans in SAMS. These will be required to be completed within 30 days with any new OW grant. ISN's will make an assessment to refer the client to EO or determine appropriate person centered supports to support self-sufficiency. Once a referral is made through SAMS to EO it is picked up in their information system called CAMS, where part 2 of the Common Assessment is completed and employment readiness is assessed. Both teams will work closely together to provide integrated employment supports to OW participants.

Centralized Intake & Social Assistance Renewal

In late September the Ministry announced the final phase of the centralized intake rollout and regulatory changes to support this. As of October 1st, 10 municipalities will be working with the IBAU team to enable the Social Assistance Digital Application as the first point of contact for clients and that the IBAU will be making all initial eligibility decisions, including issuing payments and decision letters and handling Internal Reviews and Overpayments. Local offices will be responsible for ongoing eligibility and the provision of person centered supports. Should a client present at a local office in crisis (financial or otherwise), staff will support the individual to apply online or through Service Ontario. Should there be financial need, local office staff can assess for Emergency Assistance. Our office will be making this transition in 2025.

Once this change is made and EST is fully implemented, it will mark the end of the Social Assistance Renewal plan that was initiated back in 2020.

Income Support & Stability Divisional Update

West IS&S Van

Our Parry Sound Income Support & Stability team purchased a van to address our client's transportation barriers and to assist with the increased outreach in our new ISN position. Staff are currently using it and loving it. The van is used to help clients move, provide transportation to appointments and trainings and allow staff flexibility to travel across the district. This compliments the van we purchased for our South River office back in late 2022.

Broadway Transitional Unit

We are so excited with the roll out of our transitional housing program. 3 of the 4 units were occupied by the end of September with plans to move someone into the last unit in October. All 3 occupants are working intensely with their ISN to address their barriers and goals to move towards permanent housing and employment. One occupant is an Ontario Works client, one occupant is an ODSP client, and the other occupant is employed and working with the ISN to secure permanent housing.

Lived Experience Clients

Income Support & Stability staff on the West side of the district visited a tent encampment to do a check-in and see if services were needed. Upon meeting a person at the encampment, the staff thought it would be a good idea to get feedback from someone with lived experience. The person was very open to giving feedback about items for our program to include in our encampment response kits. This interaction was positive and informative for both parties. The program has goals to work more with clients who have lived experience and valuable information and insight to provide to our teams.

Homemakers Program

We have entered into a new service agreement with ARTS to provide Homemakers supports to eligible clients. Ally from Alejandra Recreation Therapy Services (ARTS) attended a staff meeting in Parry Sound, and a Income Support and Stability Leadership meeting to give us information on the services that she will provide to our clients across the district. She went over the referral process and answered any questions. We rolled out the Homemakers program with staff in August and have already referred several people to the program. This program will help address some gaps in the system to allow seniors and low-income individuals to stay in their homes longer with some basic supports such as meal prep, light housekeeping or grocery shopping.

Income Support & Stability Divisional Update

Employment Placement Program

Staff at Employment North have successfully transitioned clients into the workplace using 4 out of our 6 placement incentives. All of them about to reach their 3rd milestone. We will continue to work with them to use the remaining two spots to work with local employers to place our clients into the workforce.

Community Counseling Centre of Nipissing

To address the growing waitlist of our clients in our South River office that require mental health support, psychological assessments, and assistance with applying for ODSP, CCNIP has increased the number of days per month they can assist our clients. We expect this will help address the gap in the system for Primary Care. Our Service Agreement has been updated to include the increased days of support.

Parry Sound Friendship Centre

Our Parry Sound Income Support & Stability staff attended the opening of the Friendship Centre in August. A lot of IS&S clients attended the opening and was a great opportunity to connect with community partners and clients. They revealed a new, large and beautiful meeting room that can offer a nice space for a variety of meetings and teachings. They also have a new gym that is available for staff and clients to use. Staff had a great time and felt very positive about the possibilities for networking and relationship building at this event.

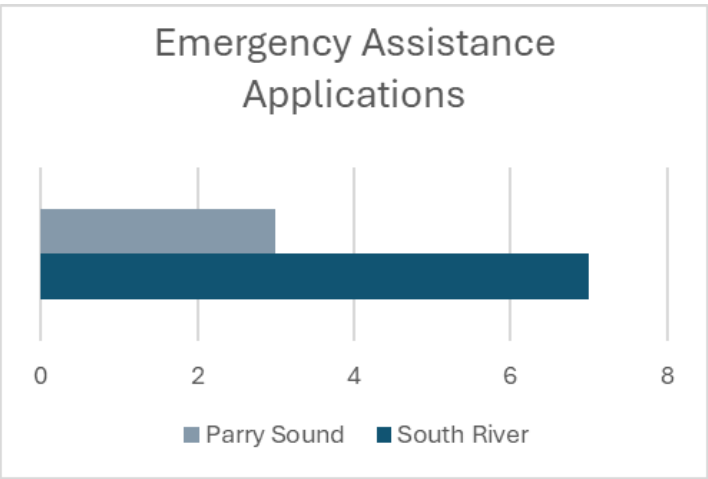
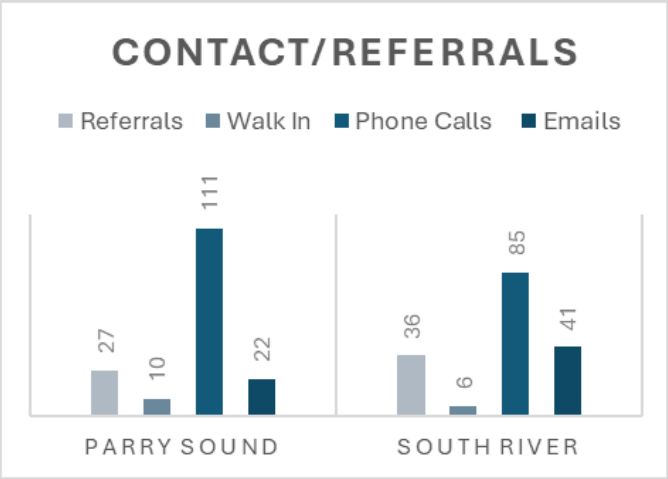
The Income Support and Stability Integrated System Navigators provide case management and coordination of appropriate supports and services and the provision of consistent and on-going person centred supports, required by the individual to succeed in achieving and maintain life and housing stabilization goals.

Contact / Referrals – August 2024

The data collected is initial contact made with a client to determine eligibility for on going support. This includes ongoing Housing Stability and Ontario Works cases.

Emergency Assistance Applications – August 2024

An application can be created when the applicant is not currently in receipt of social assistance, or not serving a period of ineligibility. Administrator also must be satisfied the applicant to the best of their ability made a reasonable effort to access other resources.



Income Support & Stability Divisional Update

Client Referrals

Clients who identify as experiencing homelessness, or at immediate risk of homelessness.

August 2024	East	West	YTD
Homeless	1	1	31
At Risk	7	7	67
Program Total			
Esprit In Shelter Clients calculated in Homelessness numbers	0	0	0
Esprit In Shelter	0	0	0
Esprit Outreach Homelessness	0		0
Esprit Outreach At Risk			

Short Term Housing Allowance

Max of \$400 for 6 months

	Active	YTD
August 2024	6	11

Household Income Sources and Issuance from Housing Prevention Programs Funding (HPP):

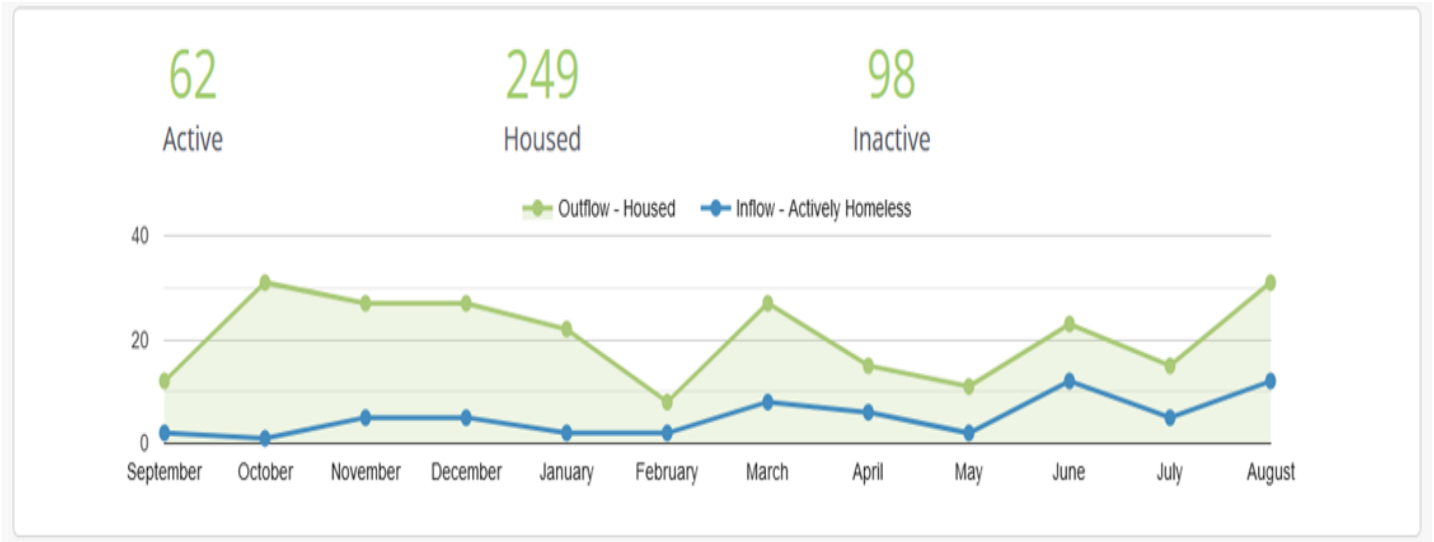
August 2024 Income Source	Total	HPP
Senior	6	\$,3850.85
ODSP	6	\$5,161.35
Ontario Works	10	\$7,341.38
Low Income	8	\$4,716.46

August 2024 Reason for Issue	Total
Rental Arrears	\$2,233.00
Utilities/Firewood	\$6,468.47
Transportation	\$0
Food/Household/Misc	\$11,144.78
Emergency Housing	\$1,223.79
Total	\$21,070.04

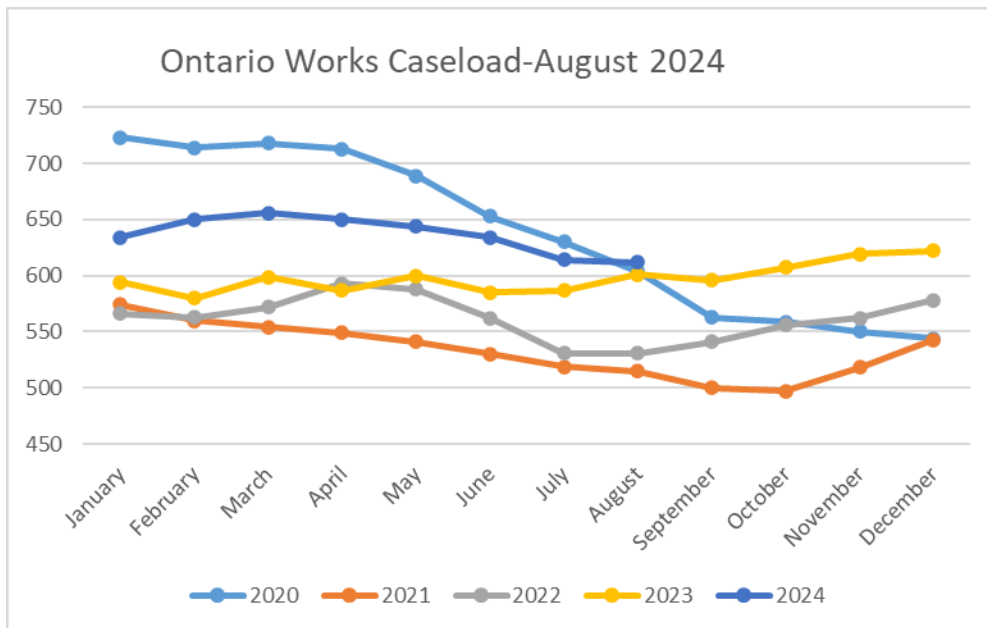
Income Support & Stability Divisional Update

By-Name List Data As of August 31, 2024

The By Name List is real-time list of all known people who are experiencing homelessness in our community that are willing to participate in being on the list and connecting with our agency for ongoing support to maintain affordable and sustainable housing. The individuals who are connected to this program are provided Intense Case Management supports with the foundations from Coordinated Access.

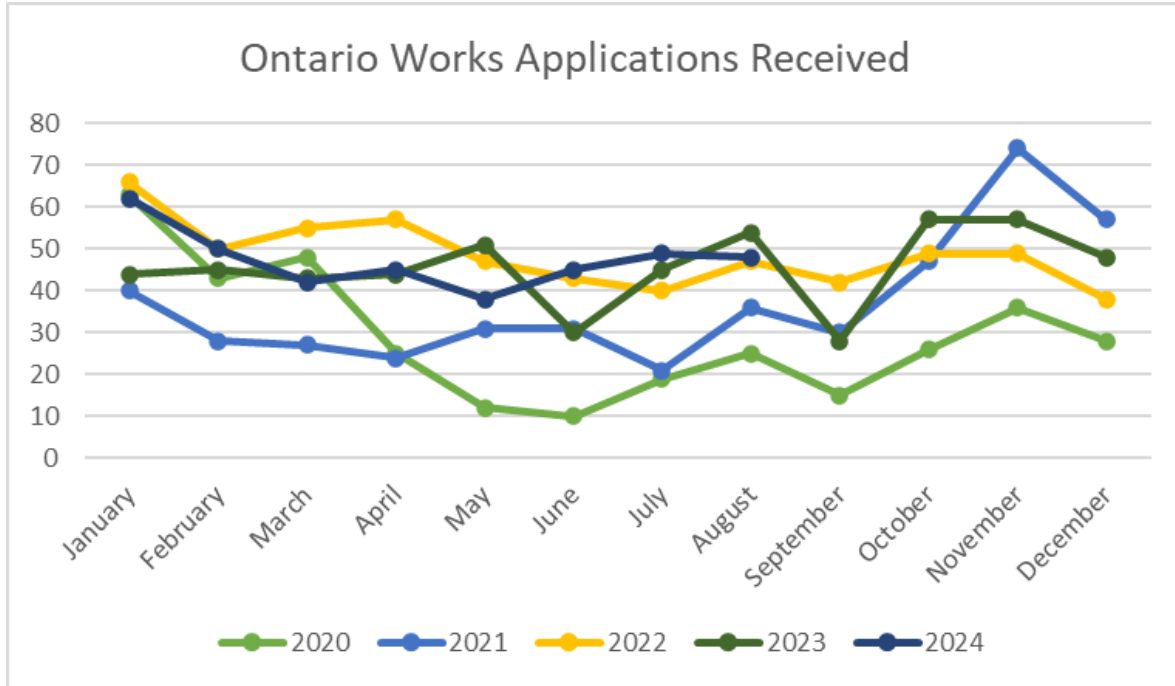


As of August 31st, we had 62 people actively homeless on the By Name List. 37% of those are considered chronically homeless. 6% of those on our BNL are currently in our Transitional Program at Broadway in East Parry Sound. Since 2021, we have housed 61% of all people from our BNL.

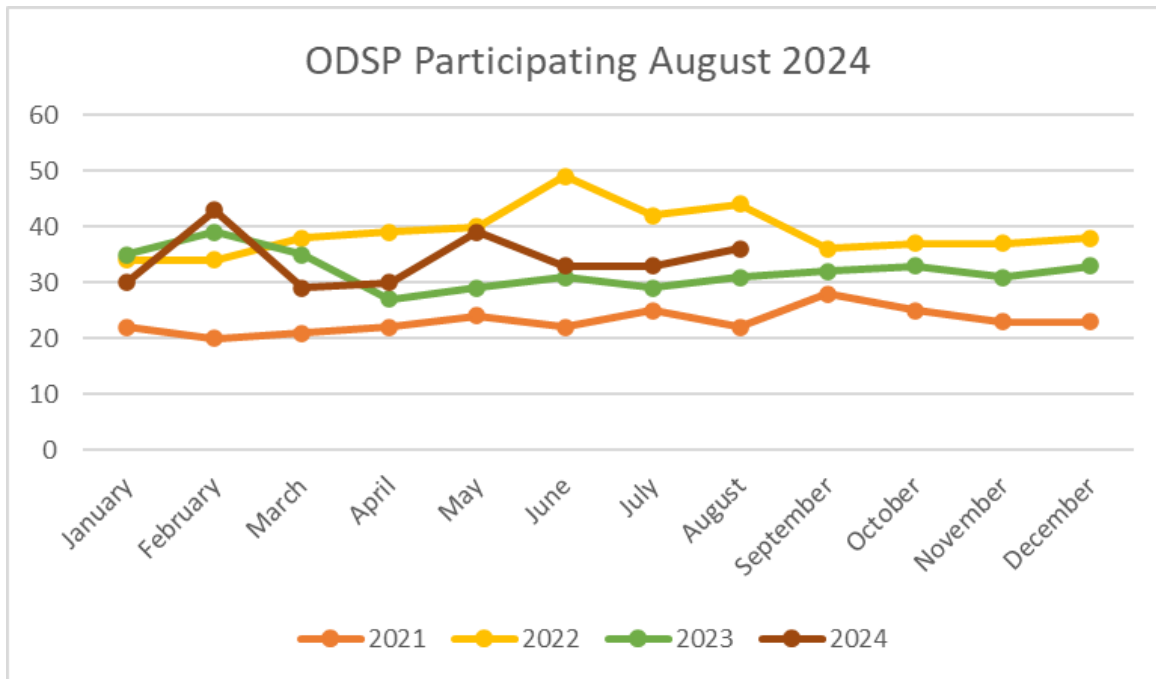


Income Support & Stability Divisional Update

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



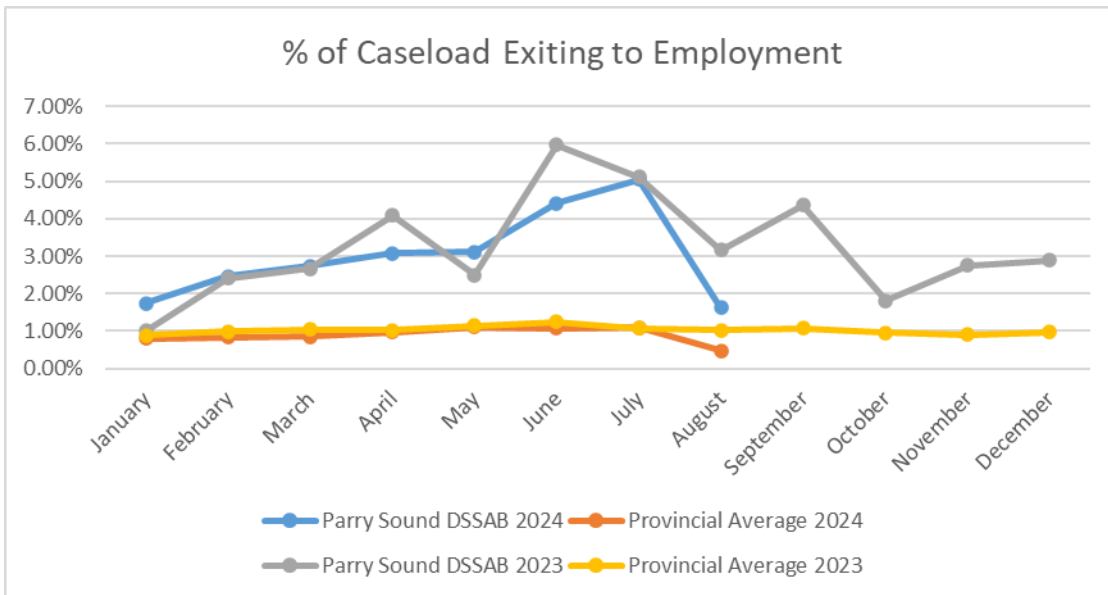
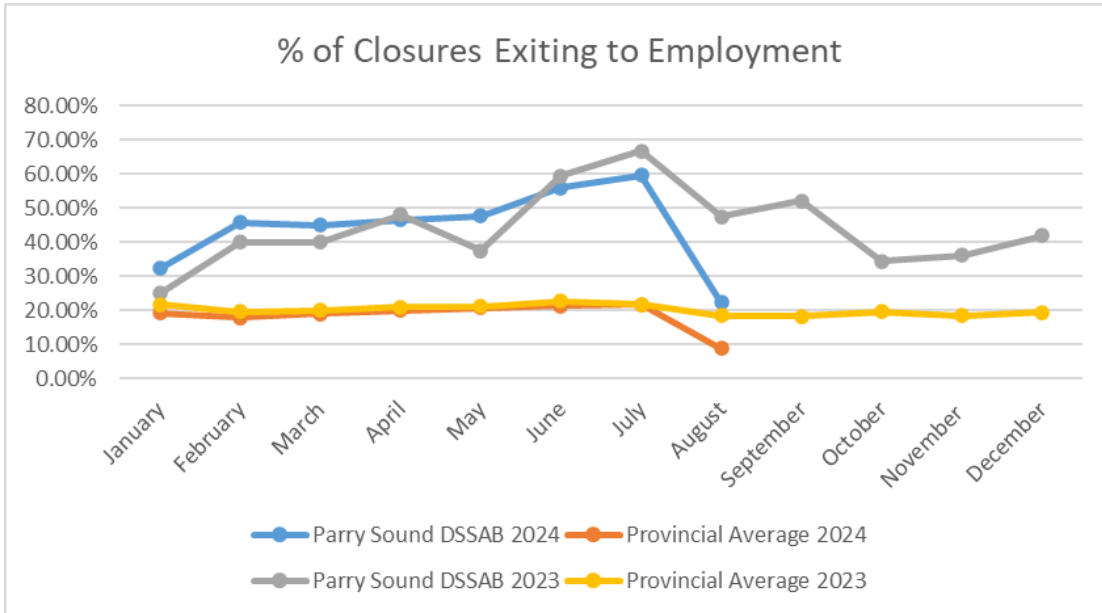
ODSP Participants in Ontario Works Employment Assistance



Income Support & Stability Divisional Update

The OW Caseload continues to trend down to 612. We are supporting 36 ODSP participants in our Employment Assistance program. We also have 62 Temporary Care Assistance cases. We received 48 Ontario Works Applications, 39 (81%) of which were through SADA and managed through IBAU in July.

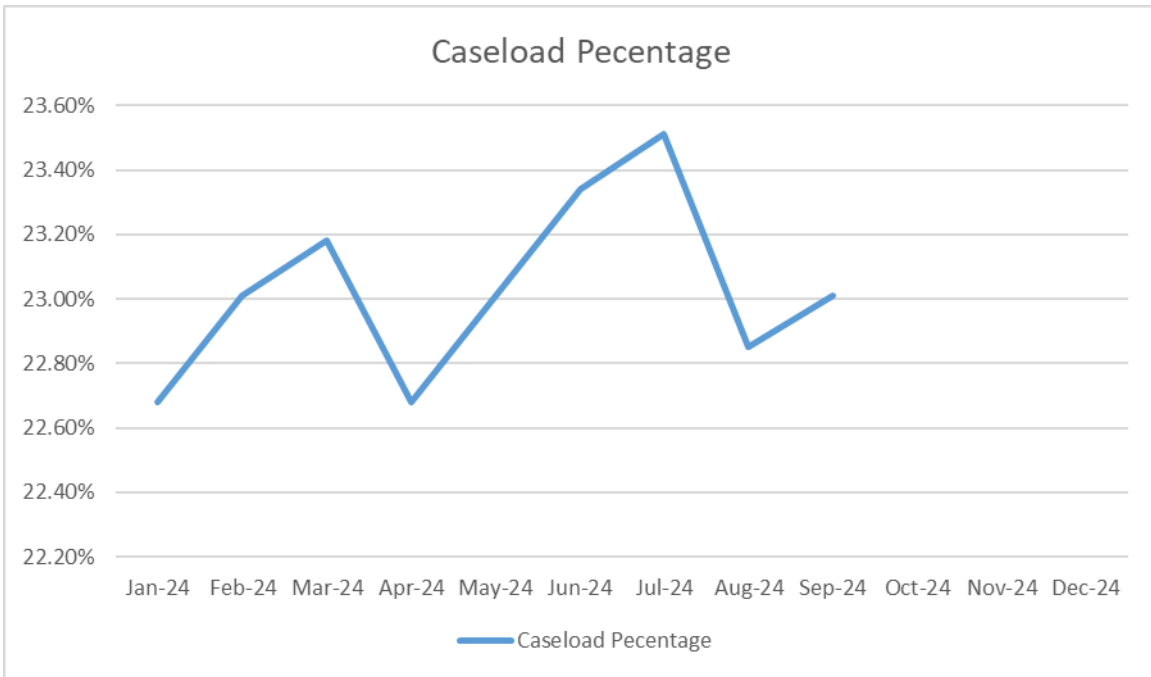
Employment Assistance & Performance Outcomes



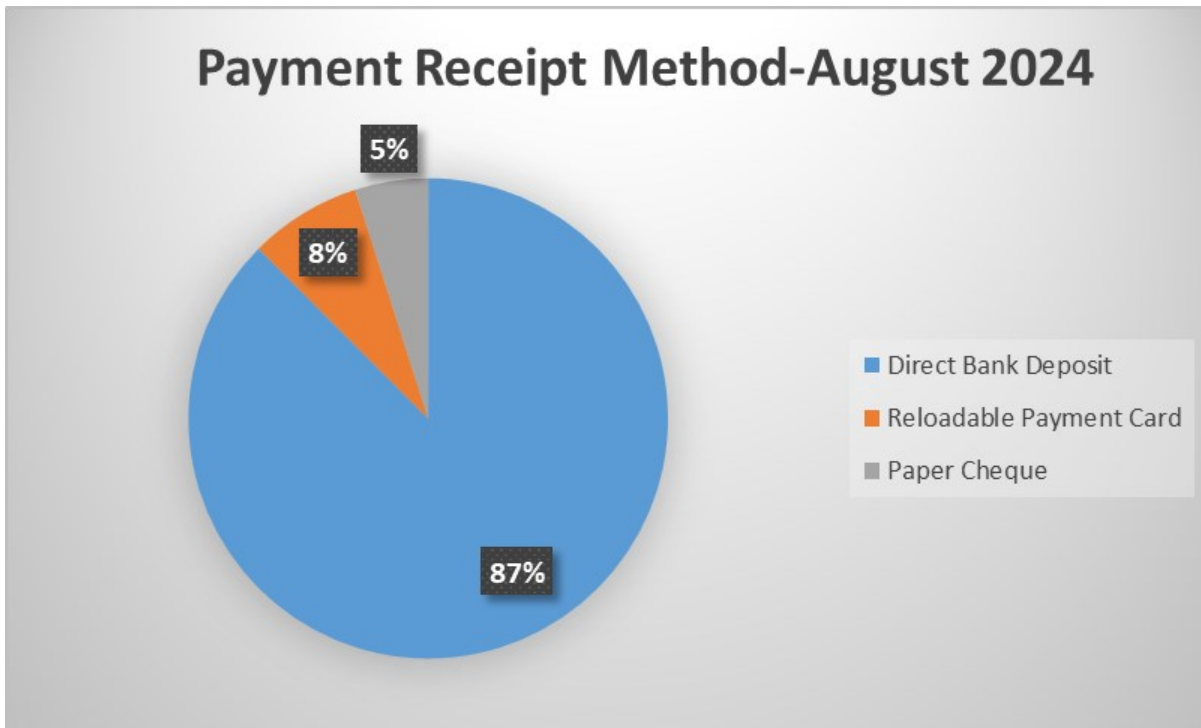
Despite the significant drop in our Performance Outcomes in August, it appears this trend translated across the province, as we are still above the provincial average and finished number one in the Northeast. We also had 7.4% of caseload exit OW for any reason.

Income Support & Stability Divisional Update

MyBenefits Enrollment 2024



DBD Enrollment



Housing Programs

**Social Housing Centralized Waitlist Report
August 2024**

	East Parry Sound	West Parry Sound	Total
Seniors	52	141	193
Families	119	463	582
Individuals	549	176	725
Total	720	780	1500
Total Waitlist Unduplicated			421

**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	9	1	19		
Aug	14	1	3	1		Aug	9	1	21		
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	48	4	83	9	

SPP = Special Priority Applicant

Housing Programs Update

Housing Programs completed the centralized waitlist update. This update has allowed us to connect with all our waitlist applicants and gather updated eligibility information. We had twenty-one applications cancelled in the month of August. Most of the applications were cancelled due to no contact after several attempts to reach the applicant or their listed contact. We also had applications cancelled due to applicant request, and had two applicants buy homes outside of our district. There were nine new eligible applications added to the waitlist.

We are still seeing an increase in the number of special priority placement (SPP) applications received in our program. There was one new approved SPP in the month of August, and another in progress. Unfortunately, many applications we receive do not fit into the Housing Services Act criteria, however, this speaks to the ongoing housing crisis we are seeing in our area and across the province and country.

We are still waiting on the release of the COHB (Canada Ontario Housing Benefit) funding. This funding is part of the National Housing Strategy, which also holds COCHI (Canada Ontario Community Housing Initiative) and OPHI (Ontario Priority Housing Initiative) funding. The COHB provides funding to residents of our district to secure affordable housing, and with the delay to its release, we are seeing an increase to the amount of phone calls from clients who are struggling to remain in their units due to the high market rents.

Housing Programs is moving along with the implementation of our online waitlist portal. We will begin training soon and hope to go live in the coming months. This will allow applicants to apply to the centralized waitlist online, as well as update their applications.

Our team is also engaging in various training opportunities. Staff are completing excel training, which will allow us to create spreadsheets to track our data, and others are completing Rent Geared to Income training through ONPHA (Ontario Non-Profit Housing Association). These opportunities help the team to grow and strengthen their knowledge and skills.

We had the opportunity to attend a board meeting at the Golden Sunshine Municipal Non-Profit building in Powassan in September. While there, we were able to speak with their board members about future planning, service agreements and financial plans. The ministry has established new framework for service agreements as we enter end of mortgages with our housing providers. This framework establishes minimum requirements for the continuation of funding rent-geared-to income (RGI) units, as well as setting a minimum term length of ten years and the development of joint financial plans which are to be reviewed every five years.

We also had the opportunity to view the new wallpaper mural that was installed in the lobby. (see picture to the right).



**Parry Sound District Housing Corporation
August 2024**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	1	24
Move in	3	24
L1/L2 forms	0	4
N4 - notice of eviction for non payment of rent	0	3
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	1	4
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	3	47
No Trespass Order	0	4
Tenant Home Visits	37	244
Mediation/Negotiation/Referrals	15	131
Tenant Engagements/Education	5	31

Tenant Services Update

This quarter in Tenant Services, we really hit the ground running with a 3rd Community Relations Worker (CRW) planning educational opportunities for Parry Sound District Housing Corporation tenants as well as Parry Sound Non-Profit housing tenants. We hosted 2 large BBQ events, one in Parry Sound at the Hub, and one in Sundridge at the Lion's Park. At the Hub location, we had Parry Sound Fire attend with a fire truck to provide some sprinkler water and children had a great time running through on one of the hottest days of the year! We also had Canadian Mental Health, and the YMCA attend to provide information about services available and some life skills teachings. We also provided fire prevention and safety flyers.

The events were very well received by tenants who enjoyed the day, as well as the Non-Profit's staff who reported being very grateful for the event for their tenants to participate in. Approximately 50 tenants attended in Parry Sound, and 25 in Sundridge.



Towards the end of the summer we also officially launched our resident portal through RentCafe, for tenants to view ledgers, make rent payments, make maintenance requests, and see bulletin board updates about anything going on in each building that we want to share. We had training and setup processes ahead of time, and sent out information to every tenant to offer them the information they needed to create accounts. Afterwards, we hit the road and went to each building to sit in the common rooms with our laptops and physically help with any issues they were having or offer any support in getting starting with their accounts. This was also well received, and a lot of people were able to get set up with little help.

We also implemented a module in our Yardi database for Accounts Receivable Management where we can set people up for automatic recurring payments. With the online bank bill payment no longer an option for people, many were interested in these automatic payments. This eliminates the need to manually enter payments into receipt batches which will help us be more efficient. Another highlight of the software is a cheque scanning device, into which we feed rent cheques and post batches of these cheques through the Accounts Receivable Manager. This both deposits the cheque into our bank account and posts the payment onto the tenant ledger automatically, creating efficiencies in our processes. This has all been a lot to learn, but well worth the time and effort in the long run. We're excited to see where all this takes us, and happy to have easy solutions to assist tenants.

**Property Maintenance
August 2024**

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 7 units have been treated
Vacant Units	14	one-bedroom (10); multiple bedroom (4) (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	6	5 one-bedroom markets, and 1 studio unit are vacant
After Hours Calls	7	Fire supervisory signal trouble reset, partial power outage in unit, fridge not working, building fire alarm going off-no fire, toilet blockage, washing machine not working
Work Orders	131	All work orders initiated within August
DSSAB Ticket	35	DSSAB Tickets are logged for maintenance or repairs required for any of the DSSAB buildings (separate from the Housing Stock)
Fire Inspections	1	One apartment building was inspected
Annual Inspections	All	All PSDHC Buildings were inspected by the Electrical Safety Authority
Incident Reports	0	

Property Maintenance & Capital Quarterly report

August 2024

The Women's Shelter interior renovation is moving along adhering to the completion date of November 29th, 2024. Structural, mechanical, electrical and exterior components have been completed. Attic guano remediation has been completed. Interior gypsum boards, cabinetry and electronic door strikes are currently in the process of being installed.

Window replacement for the Parry Sound District Housing Corporation's 6 story senior's apartment building was awarded May 13th. Due to the delay in supply, the windows were manufactured and delivered at the end of September. Timeline for completion has now shifted to November 30th, 2024. Mock up and architect approval was completed, and the installation commences the week of October 8th, 2024.

Parry Sound District Housing Corporation is currently awaiting documentation from consultants in the tender preparation regarding a complicated, integral retaining wall located at a senior's building in Parry Sound. This retaining wall is structurally failing, and therefore requires immediate remedy due to the location, and purpose.

Parry Sound District Housing Corporation assisted with the move of two daycare programs running in two separate buildings to one building. This provided the opportunity to ready the vacant building for a commercial lease. A retaining wall was repaired at this site as well during this time.

Two workspace sheds were constructed and positioned in both Parry Sound and South River. This will allow the Facility Maintenance staff a workspace, along with tool storage on both sides of the district.

Significant attention was given to the eavestrough replacements for many of the buildings across the district; both for the family homes, and apartment buildings. In doing so, drainage repairs were also completed.

Retaining wall, masonry, and fencing repairs were completed at the Parry Sound Beechwood office site.

A much-needed removal of old antennas situated on some family homes and apartment buildings has been initiated and will be completed this fall.

Remediation of mould or asbestos has been identified, and is either under way or complete, in four family homes.

Extensive plumbing repairs are underway at an apartment building located in the East side of the district. This will displace one tenant while the work is completed.

An extensive interior renovation and upgrade for 2 vacant family homes located in the East side of the district is now complete. The work involved a necessary complete abatement of asbestos. The project spanned over several months. Both homes will be offered to a family in need this fall.

An elevator was repaired at a 3-story building in Parry Sound. This unfortunately resulted in the inability to use the elevator over the summer months. The delay in repair was due to wait times on delivery of supplies for the contractor. We are currently awaiting the final TSSA inspection.

Esprit Place Family Resource Centre

August 2024

Emergency Shelter Services	August 2024	YTD
Number of women who stayed in shelter this month <i>This month's stats include women who were housed in a hotel</i>	0	31
Number of children who stayed in the shelter this month <i>This month's stats include dependents who were housed in a hotel</i>	0	14
Number of hours of direct service to women (shelter and counselling)	52	1076
Number of days at capacity	0	0
Number of days over capacity	0	0
Overall capacity %	—	—
Resident bed nights (women & children)	—	—
Phone interactions (crisis/support)	19	238

Transitional Support	August 2024	YTD
Number of women served this month	5	24
Number of NEW women registered in the program	2	15
Number of public ed/groups offered		0

Child Witness Program	August 2024	YTD
Number of children/women served this month	3	117
Number of NEW clients (mothers and children) registered in the program	2	9
Number of public ed/groups offered	0	2

Esprit Place Family Resource Centre Update

Esprit Place continues to undergo major renovations with a scheduled completion date of December 1st, 2024. During the closure we continue to provide service to women and children in the District of Parry Sound, including outreach, children's voices, and transitional housing services. We have begun the process of recruiting new staff and reorienting existing staff in preparation for the residential program reopening once renovations are complete and the building is set up to receive clients.