
District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

November 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.

Director of Finance Announcement

We are pleased to announce the hiring of Sylvia Roy as our new Director of Finance. Ms. Roy brings to our organization a wealth of experience and financial expertise, as well as knowledge of the District of Parry Sound, having spent the majority of her life in this area. Please join us in welcoming her to the DSSAB beginning November 11, 2024.

Downtown Quality of Experience Team

At the request of the Council of Parry Sound, a committee has been formed to meet and discuss ways to improve the quality of experience of people in downtown Parry Sound. Town of Parry Sound Council and Staff invited community partners such as the OPP, CMHA and DSSAB to attend meetings. This committee met in person for the first time on October 24th at the Parry Sound Fire Hall. A second meeting is planned for late November.

Canadian Alliance to End Homelessness (CAEH)

From October 29th to 31st, select members of our Income Support & Stability and Housing teams attended the [2024 National Conference on Ending Homelessness](#). This year, the conference was held in Ottawa, and had a strong focus on policy, campaigning, and advocacy. It is an opportunity for communities, organizations, front-line workers, advocates, leaders and people with lived experience to learn from one another, take inspiration, and take away actionable information to improve their work to end homelessness in their communities.



COMING SOON!

We are pleased to announce that Adventure Academy is expanding in the Town of Parry Sound with 16 new child care spaces, approved under the Canada Wide Early Learning & Child Care program. The expansion is expected to be completed by the end of 2025.

www.adventureacademyinc.com



Home Depot Orange Door Holiday Campaign

Home Depot’s Orange Door campaign will once again be supporting Esprit Place Family Resource Centre with their Holiday Campaign!

From November 12th to December 22rd, Home Depot customers across Canada will once again be empowered to be a part of the change by making a donation in support of a local charity that provides housing and supportive services.

We would like to thank the Home Depot Canada Foundation, staff at the local store for their incredible support!



DSSAB in the Community!

On October 3rd, staff attended the Public Open House at Sundridge Centennial Public School on October 3rd, 2024. They also attended the public open house at Mapleridge Public School on October 10th. On both occasions, information was provided about the DSSAB and all of our programs and services.



Social Media Stats

Facebook –District of Parry Sound Social Services Administration Board	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024	OCT 2024
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Total Page Followers	585	601	626	642	657	671
Post Reach this Period (# of people who saw post)	5024	5213	5510	6261	5343	2332
Post Engagement this Period (# of reactions, comments, shares)	621	599	609	512	647	365

Facebook -Esprit Place Family Resource Centre	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024	OCT 2024
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Total Page Followers	192	192	193	196	198	199
Post Reach this Period (# of people who saw post)	299	421	526	1782	275	124
Post Engagement this Period (# of reactions, comments, shares)	67	102	26	91	32	11

DSSAB LinkedIn Stats https://bit.ly/2YyFHIE	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024	OCT 2024
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Total Followers	467	474	478	485	488	492
Search Appearances (in last 7 days)	125	178	226	184	90	64
Total Page Views	56	26	26	26	84	69
Post Impressions	773	1089	1251	1241	243	154
Total Unique Visitors	22	15	11	13	41	38

Instagram - Esprit Place Family Resource Centre https://www.instagram.com/espritplace/	MAY 2024	JUNE 2024	JULY 2024	AUG 2024	SEPT 2024	OCT 2024
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Total Followers	64	74	83	85	93	93
# of accumulated posts	21	23	25	27	36	37

Licensed Child Care Programs

**Total Children Utilizing Directly Operated Child Care in the District
September 2024**

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	2	2	2	4	17	27
Toddler (18-30M)	6	5	13	19	46	89
Preschool (30M-4Y)	15	13	16	34	27	105
# of Active Children	23	20	31	57	90	221

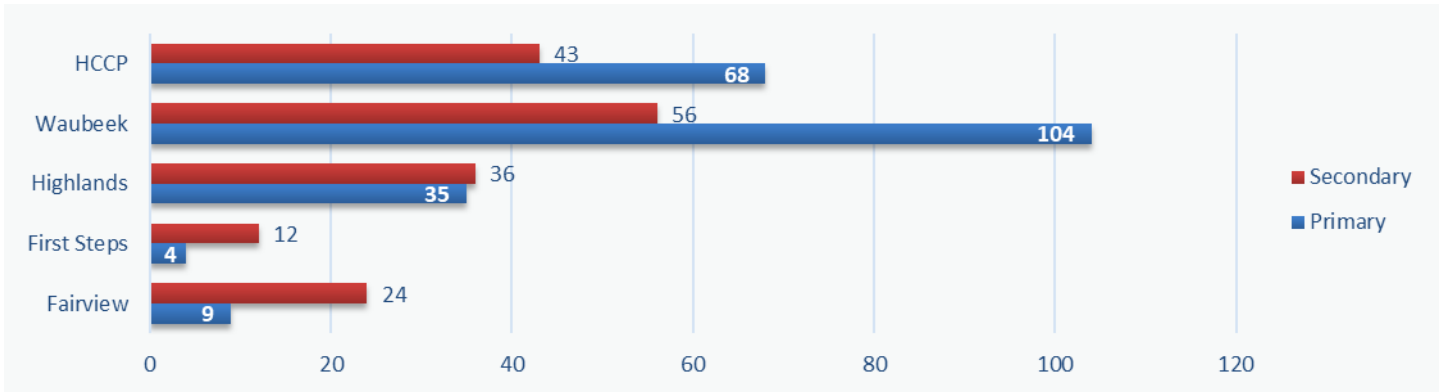
As shown in the chart above, the Directly Operated Child Care Programs has 25 infants enrolled in the programs and an overall enrollment of 221 children across the district.

**School Age Programs
September 2024**

Location	Enrollment	Primary Waitlist	Secondary Waitlist
Mapleridge After School	25	22	4
Mapleridge Before School	8	7	1
Mapleridge Summer Program	N/A	N/A	N/A
Sundridge Centennial After School	10	3	3
Home Child Care	19	8	5
# of Active Children	62		

The School Age Program in Sundridge has children on the waitlist waiting for buses to be arranged by the school board transportation consortium so they can attend the program from a nearby school.

Directly Operated Child Care Waitlist by Program September 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. There has been a significant increase in the Home Child Care Program waitlist numbers for September.

Inclusion Support Services September 2024

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	2	2	4	2	0	0
Toddler (18-30M)	1	3	4	14	4	1	0
Preschool (30M-4Y)	2	30	32	48	7	4	1
School Age (4Y+)	7	35	42	29	4	0	11
Monthly Total	10	7	80	-	17	5	12
YTD Total	14	81	-	95	39	37	27

**EarlyON Child and Family Programs
September 2024**

Activity	Monthly Total	YTD
Number of Children Attending	724	8,593
Number of New Children Attending	36	328
Number of Adults Attending	565	6,672
Number of Virtual Programming Events	15	91
Number of Engagements through Social Media	1,097	6,253
Number of Views through Social Media	15,926	123,689

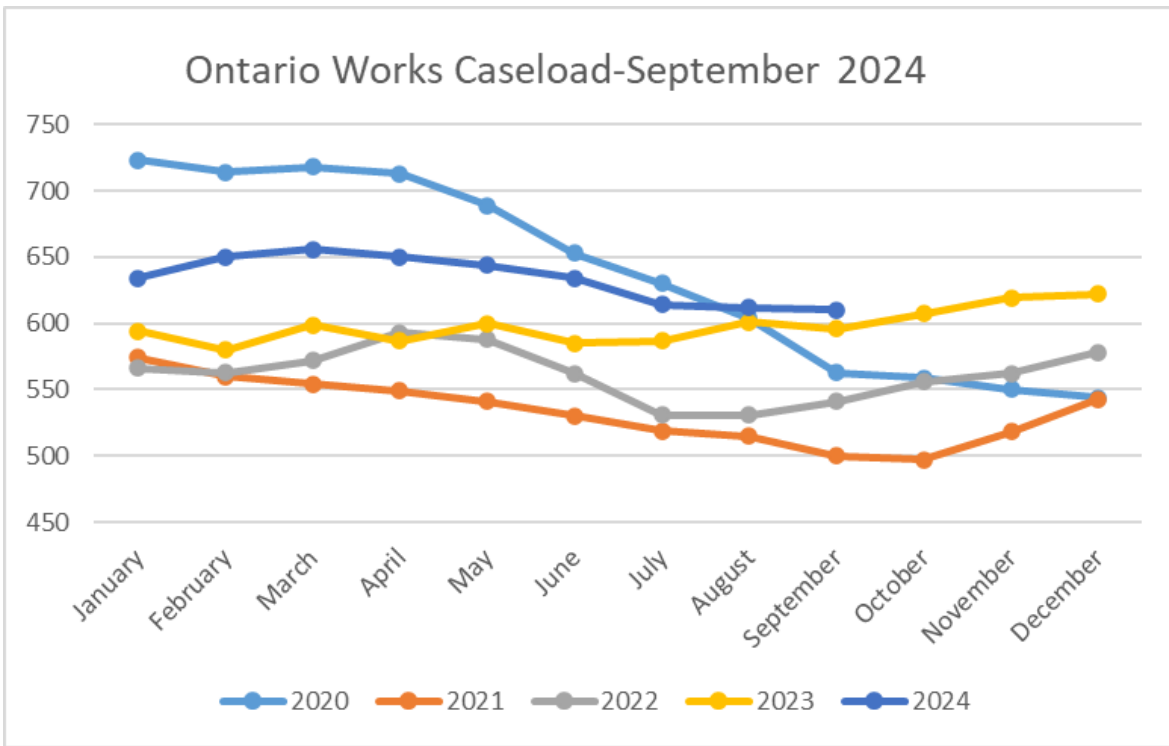
Funding Sources for District Wide Childcare Spaces - September 2024

Funding Source - Active	# of Children	# of Families
CWELCC*	51	49
CWELCC Full Fee	188	186
Extended Day Fee Subsidy	3	3
Fee Subsidy	32	25
Full Fee	29	25
Ontario Works	2	2
Total	305	290

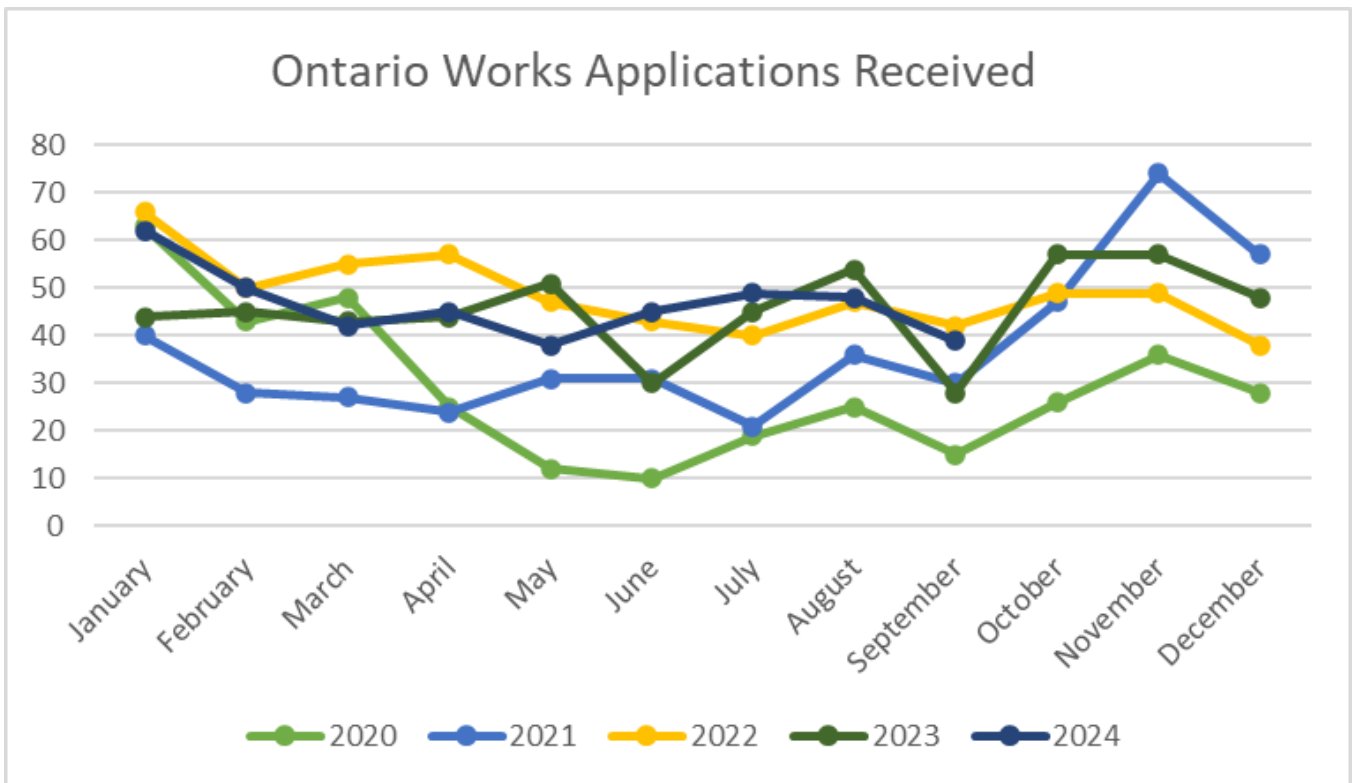
Exits	# of Children	# of Families
Fee Subsidy	0	0
CWELCC Full Fee	0	0
Extended Day Fee Subsidy	0	0
Total	0	0

Funding Source - New	# of Children	# of Families
CWELCC*	9	9
CWELCC Full Fee	34	33
Extended Day Fee Subsidy	0	0
Fee Subsidy	5	5
Full Fee	22	19
Ontario Works	1	1
Total	71	67

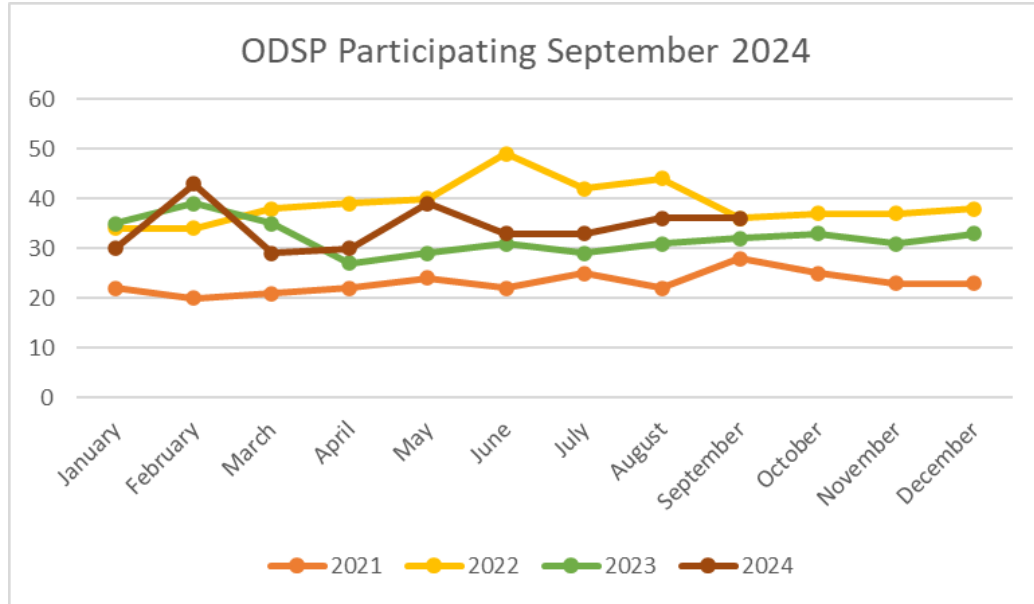
* CWELCC: Canada-Wide Early Learning Child Care; eligible for children 0 - 6



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

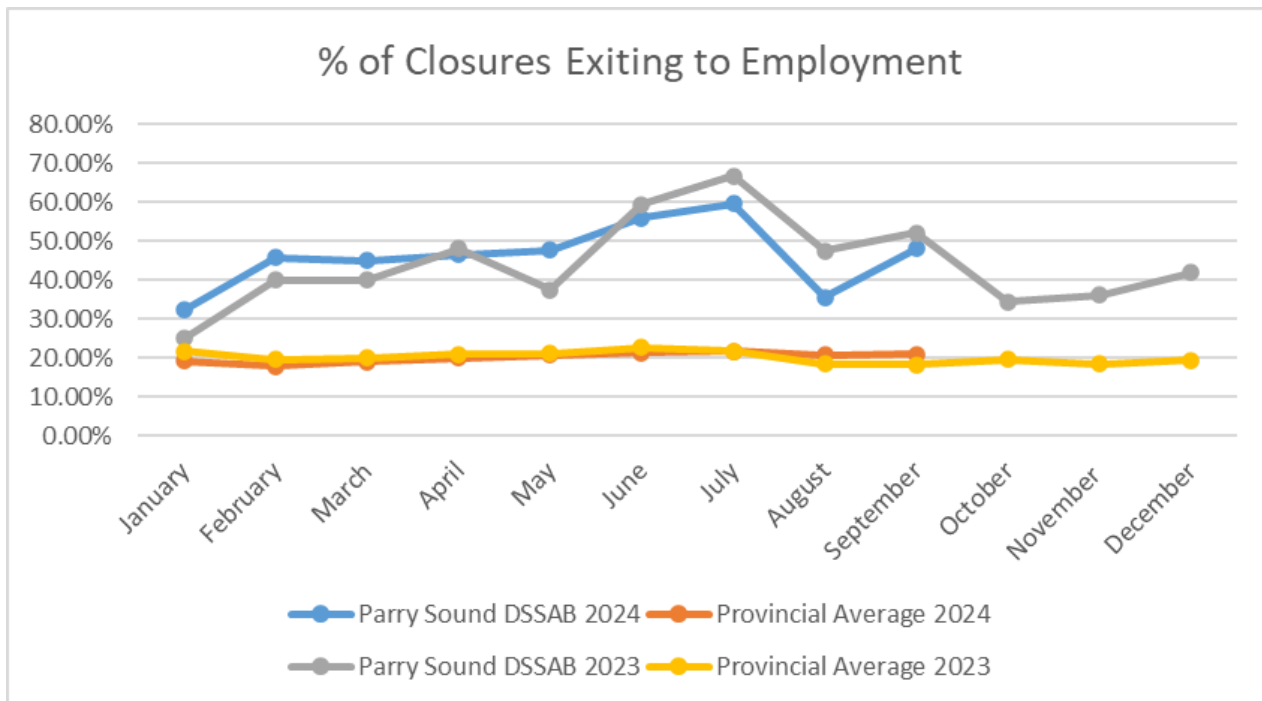


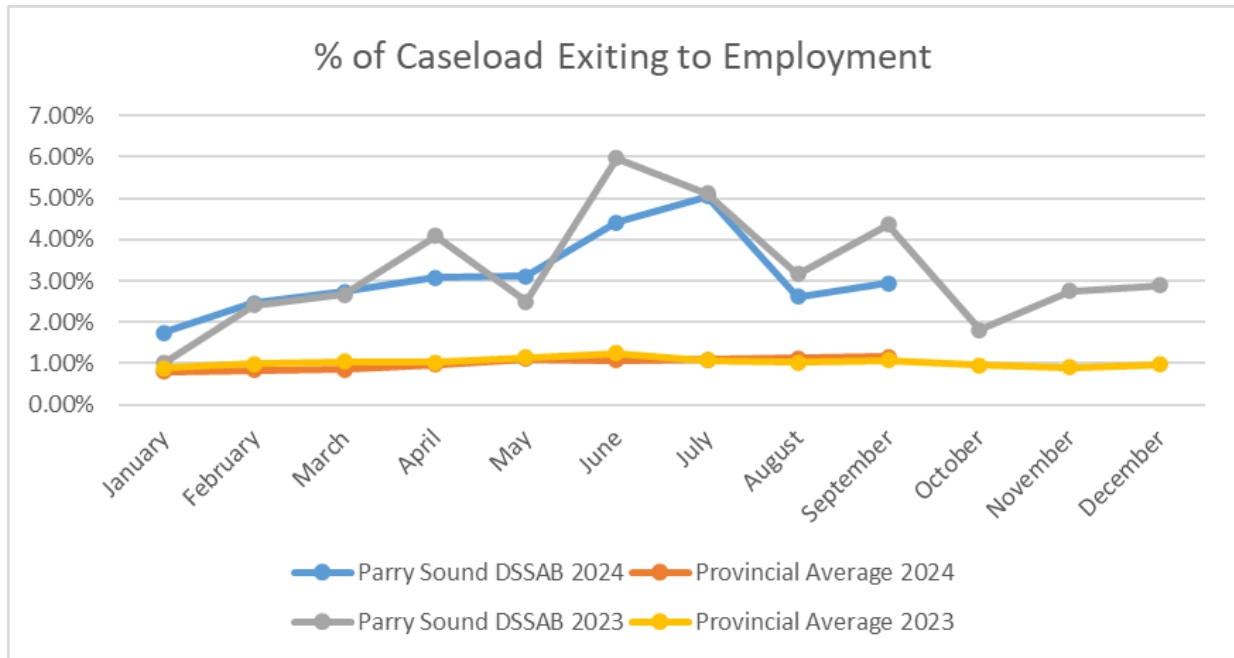
ODSP Participants in Ontario Works Employment Assistance



The OW Caseload continues to trend down to **610**, but it should be noted that as of June 2024, the caseload is up 7.8% over 2023. We are supporting **36** ODSP participants in our Employment Assistance program. We also have **59** Temporary Care Assistance cases. We received **39** Ontario Works Applications, 39 (74%) of which were online through SADA and managed through IBAU in the month of September.

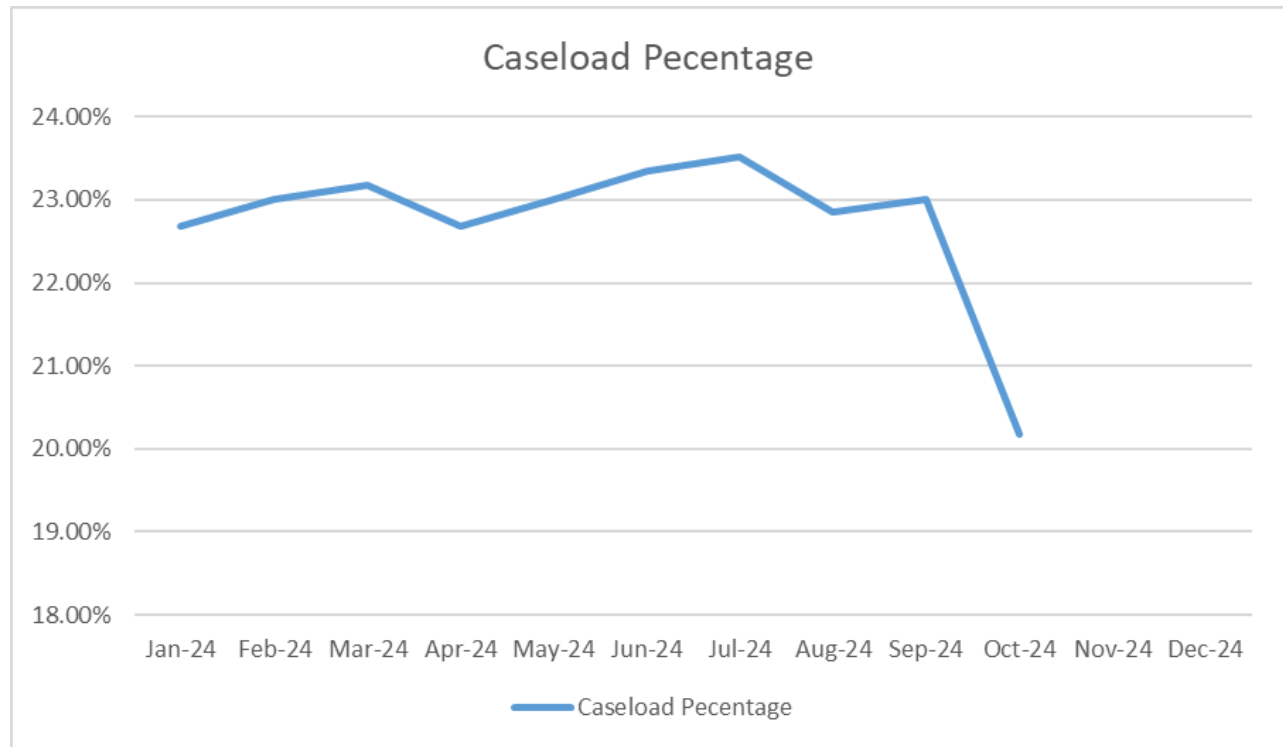
Employment Assistance & Performance Outcomes





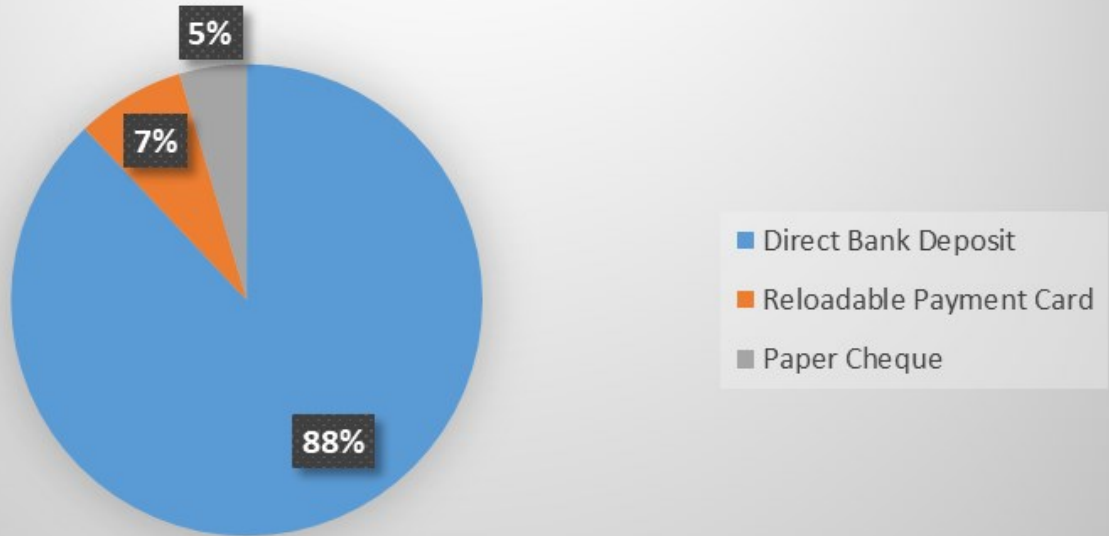
Despite the end of the summer and the end of some seasonal employment positions, we had nice bounce back supporting individuals to exit the program to employment. We also had 6.2% of caseload exit OW for any reason.

MyBenefits Enrollment 2024

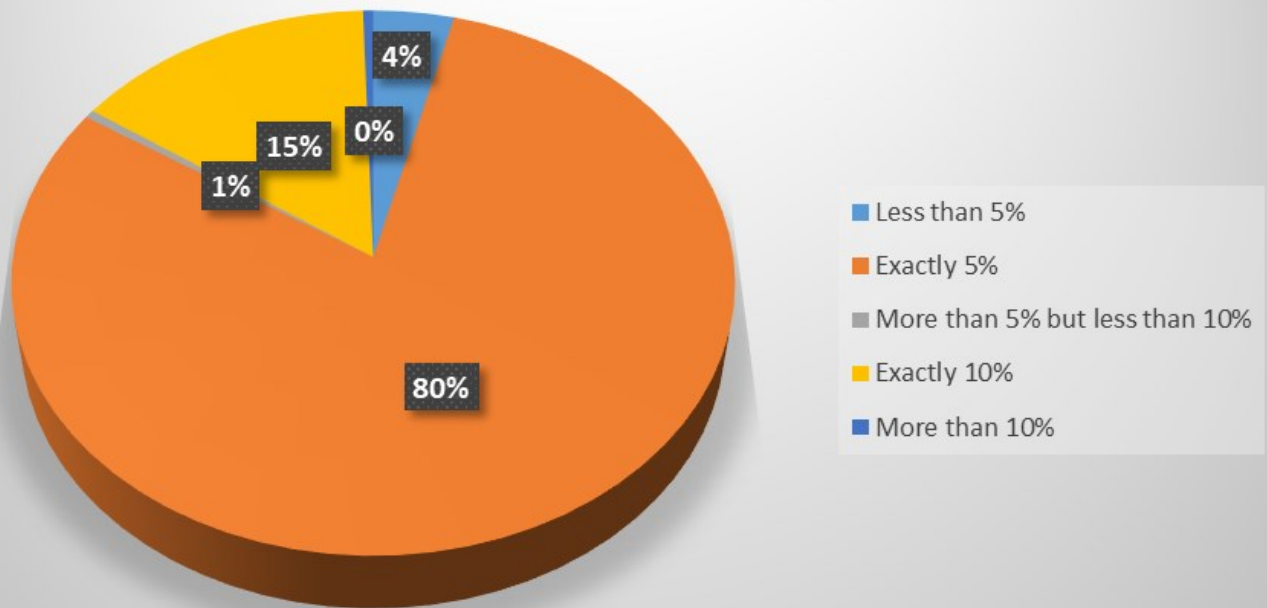


DBD Enrollment

Payment Receipt Method-September 2024



Overpayment Recovery Rate September 2024



Income Support & Stability Update

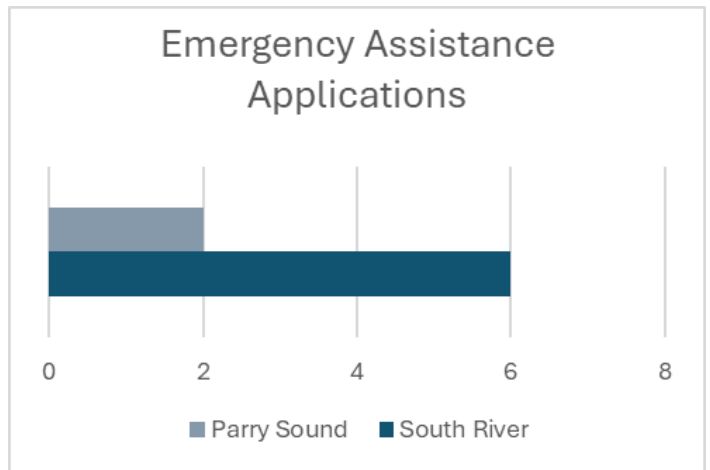
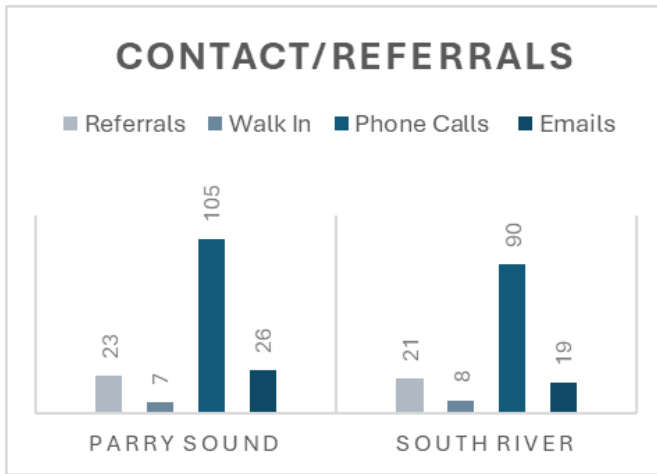
Income Support and Stability Program Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly or bi-weekly supports, required by the individual to succeed in achieving and maintain life stabilization goals.

Contact / Referrals – September 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 September 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.



Client Referrals

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

September 2024	East	West	YTD
Homeless	1	1	33
At Risk	1	6	74
Program Total (Esprit In Shelter Clients calculated in Homelessness Numbers)			107
Esprit Outreach Homeless	0	0	0
Esprit Outreach at Risk	0	0	0
Esprit in Shelter	1		3

Short Term Housing Allowance

Max of \$400 for 6 months

	Active	YTD
September	7	12

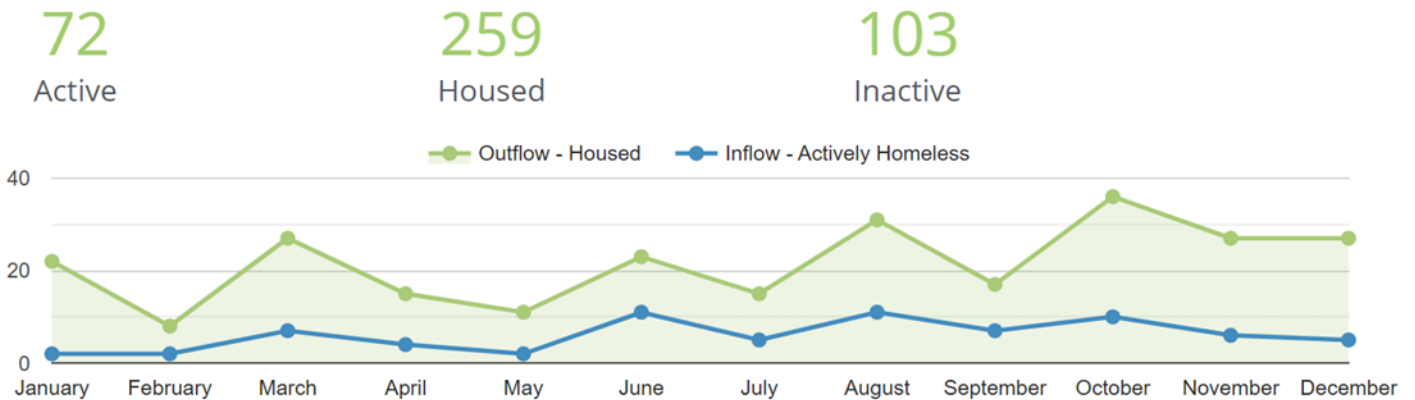
Household Income Sources and Issuance from Homelessness Prevention Programs Funding (HPP)

September 2024 Income Source	Total	HPP
Senior	5	\$3,574.12
ODSP	12	\$6,109.32
Ontario Works	8	\$11,120.12
Low Income	5	\$5,997.36
No Income		

September 2024 Reason for Issue	Total
Rental Arrears	\$3,478.90
Utilities/Firewood	\$9,722.53
Transportation	\$456.59
Food/Household/Misc.	\$13,142.90
Emergency Housing	
Total	\$26,800.92

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



We have 72 active people on our BNL. We have housed 60% of all people from our By Name List since it's inception in 2021. Our transitional housing program in East Parry Sound is supporting 4 individuals currently from our BNL.

Housing Programs

**Social Housing Centralized Waitlist Report
September 2024**

	East Parry Sound	West Parry Sound	Total
Seniors	51	135	186
Families	116	464	580
Individuals	528	165	693
Total	695	764	1459
Total Waitlist Unduplicated			409

**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	6		16	2	
Oct	8	1	1	4	2	Oct					
Nov	12		3			Nov					
Dec	1		2	3	3	Dec					
Total	101	8	104	18	5	Total	54	4	99	11	

SPP = Special Priority Applicant

- Housing Programs added 6 new approved applications to the Centralized Waitlist in the month of September.
- Sixteen applications were cancelled, many due to no contact.
- Two applicants were housed from the waitlist.

**Parry Sound District Housing Corporation
September 2024**

Activity for Tenant Services

	Current	YTD
Move outs	2	26
Move in	4	28
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	5
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 (formal & informal)	3	50
No Trespass Order	0	4
Tenant Home Visits	40	284
Mediation/Negotiation/Referrals	11	142
Tenant Engagements/Education	10	41

Property Maintenance & Capital Projects
September 2024

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 10 units treated for bedbugs.
Vacant Units	9	one-bedroom (8); multiple bedroom (1) (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	6	5-one bedroom, 1-studio vacant
After Hours Calls	6	Broken lock, smoke detector batteries, lock out, leak
Work Orders	51	Work orders are created for our staff to complete routine maintenance repairs
Purchase Orders	154	Purchase orders are for services, and materials required outside of the Housing Operations Department
Fire Inspections	0	
Annual Inspections	TMV	50 units - Annual inspections completed
Incident Reports	0	

Esprit Place Family Resource Centre

Emergency Shelter Services	September 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 women who were housed in a hotel</i>	0	14
Number of hours of direct service to women (shelter and counselling)	65	1141
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)	28	266

- Please note: Esprit Place closed for renovations mid April 2024. Statistics are reflective of minimum occupancy during closure preparations, but accurately reflect outreach and business day crisis line management.
- We are also currently housing 1 family of three, and 1 woman in transitional housing units.

Transitional Support	September 2024	YTD
Number of women served this month	5	29
Number of NEW women registered in the program	1	16
Number of public ed/groups offered	0	0

Child Witness Program	September 2024	YTD
Number of children/women served this month	2	119
Number of NEW clients (mothers and children) registered in the program	2	11
Number of public ed/groups offered	0	2