



Monthly Report

June 2020

Mission Statement

“We are committed to the provision and promotion of services that assist individuals in attaining an optimum quality of life and that contribute to the well-being of the community.”

DSSAB PROGRAM UPDATES - Janice Bray, Director of Social Services

COVID-19 still occupies much of our thoughts as we start to plan for re-opening our doors and re-engaging face-to-face with clients. The planning process involves all aspects of what we do, from meeting individuals in our main offices, meeting with clients, running workshops, child care programs, a shelter and shelter services to performing housing non-emergency maintenance and capital projects. The Managers have met with a North Bay Parry Sound District Health Unit Inspector to get advice on what will be needed in our buildings and what personal protective equipment each position will need. The Managers and Supervisors are working on the procedures that staff will follow once we start moving more staff back to their offices and/or work in the community. This planning will continue over the month as the State of Emergency has been extended till the end of June.

During the month of May, our staff have been handling an increase in calls over what we had in April. We anticipate that each month we will see more individuals calling and requesting assistance. As businesses slowly start to open up, more people will get back to work but the need for help with delayed rent, mortgage payments, utilities etc. will come due once the State of Emergency is lifted and restrictions on landlords and companies are no longer in place.

We are entering our second full month of Emergency Child Care with 4 programs operating. Our number of children are up in May over April as more essential workers moved back into the work force. As more people get back to work the need for non-essential workers to have regular child care and/or summer day camp programs will increase. With some of our summer camp programs in the District not opening for the summer and others waiting to see what the Ministry guidelines say before declaring, parents are left waiting to know whether they will be able to return to work or not. We are hopeful that the Ministry of Education will have more information soon so that programs can prepare for the next steps.

Included with your package is the Housing and Homelessness Plan Annual Report. Each year we are required to report on what we have accomplished and where we are going in the coming year, as per our Plan. This past year has been a busy one as you will see in the report but one of the activities we were not able to complete, because of COVID-19, was the Homelessness Enumeration. The Ministry of Municipal Affairs and Housing (MMAH), has already told us they are planning to do the enumeration differently next year so staff will be looking for more information in the fall. This is the last year of reporting on the original Housing and Homelessness Plan that was done in 2013. Staff will be moving forward, working from the new plan that was approved by the Ministry of Municipal Affairs and Housing earlier this year.

This is my last Board report as I will be retiring on the 26th of June. I wish to thank the Board for the wonderful opportunities I have had over the last 28.5 years. I have enjoyed all the positions that I have held and the challenges that came with them. Thank you for your support and wonderful career I have had at the DSSAB.

DIRECTLY OPERATED EARLY LEARNING AND CHILD CARE CENTRES - Brenda Wiltshire, Manager

On May 14th, 2020 the Premier of Ontario extended the closure of all licensed child care centres including EarlyON Child and Family Centres to May 29th, 2020. On April 20th, 2020 we requested and were granted an expansion to the Emergency Child Care licenses for Fairview ELCCC and First Steps ELCCC to accommodate an additional 5 spaces each in anticipation of an increase in need as more families returned to work and were added to the provincial eligibility list. Each centre continues to work closely with the North Bay Parry Sound District Health Unit and the Ministry of Education Licensing and Quality Assurance Branch ensuring that strict pandemic protocols are being adhered to as well as maintaining licensing standards.

The Ministry of Education is currently working with CMSMs and DSSAB Service Managers to create a Child Care Recovery Plan recognizing the integral role of child care to the overall economic recovery plan for the province. Focus groups for centre-based care and home child care will be held in the coming weeks to provide guidance to the Ministry of Education Child Care and Early Years Regional Branches. Our own Supervisors of the Home Child Care Program and First Steps ELCCC will be participating in these focus group meetings.

Inclusion Support Services and EarlyON programs remain closed at this time and work is progressing on recovery plans for these programs once the province allows them to reopen.

Home Child Care is seeing a slight reopening of homes as providers become more comfortable with the pandemic protocols and families are returning to work. There are 6 providers currently active with 2 more inquiring about reopening now that schools are officially closed for the remaining school year.

Program Name	# of Children Receiving Emergency Child Care		# of Families Receiving Emergency Child Care		Waitlist	
	April	May	April	May	April	May
Home Child Care Program (Burk's Falls, Callander, Parry Sound, Rosseau)	9	13	6	8	0	0
Fairview ELCCC	16	17	10	12	3	3
First Steps ELCCC	5	8	3	5	0	0
Waubeek ELCCC	19	27	11	16	2	3
Totals:	49	65	30	41	5	6

Application Comparison

Type	April 2019	April 2020	Percentage change +/-
OW applications received	54	25	-53.7%
OW applications processed	44	20	-54.5%
OW applications found eligible	98%	95%	-3%
OW online applications received	10	7	-30%
Emergency Assistance applications that became active	6	27	+350%
Percentage granted within 4 days	84.09%	100%	15.91% increase
Average days to grant	1	1	No change
Total applications processed	50	47	-6%

**Data from the Social Assistance Performance Report and COGNOS CRS 880 report

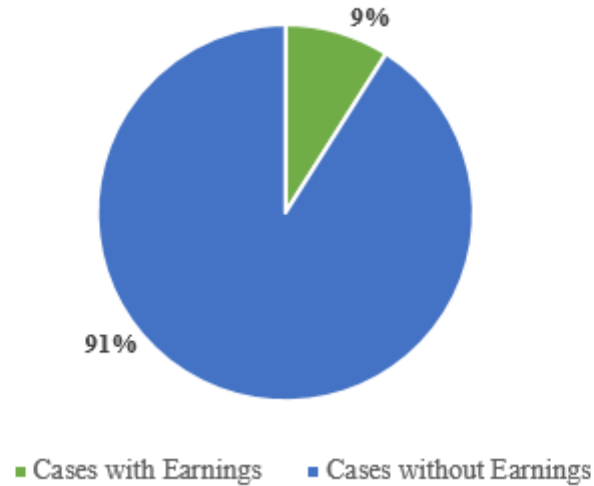
With the rollout of the Canadian Emergency Response Benefit (CERB) that began in April, we saw an expected decrease in OW applications. Surprisingly though, we processed only 6% less applications than at the same point last year.

Ontario Works Call Volume

Type	March 2020	April 2020	Total Time in April 2020
Inbound Calls	540	844	128+ hours
Outbound Calls	1,389	2,706	172+ hours
Total Calls	1,929	3,550	300+ hours

Call volume for Ontario Works has gone up significantly in April. Not only have we seen an increase of outbound calls due mostly to weekly check ins and outcome planning with clients, we have also seen an increase in inbound calls from clients.

Percentage of Cases with Employment Earnings - April 2020



COVID-19 has had a negative effect on the economy. As seen in the above graph, the impact is seen on the Ontario Works caseload as well. In April, we had 64 cases with employment earnings, representing 9% of the caseload. That is nearly half of where we were at, at the same point last year, when we had 111 cases with earnings representing 15% of the caseload.

MyBenefits and DBD Enrollment

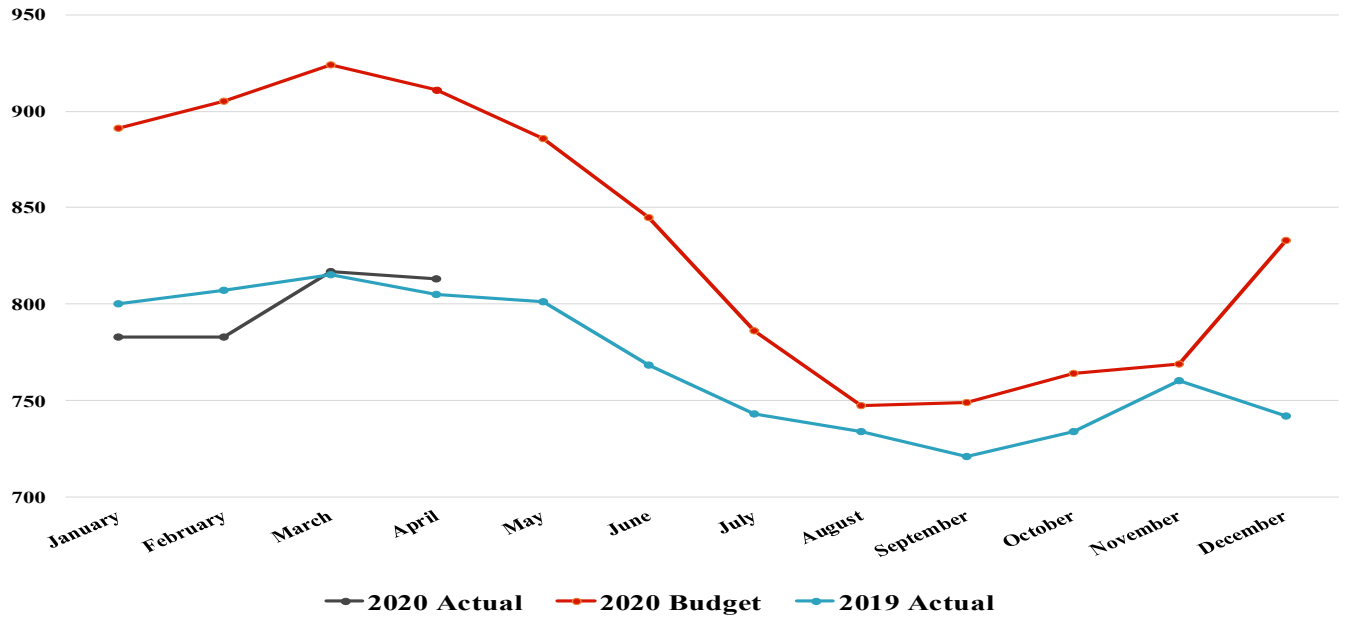
We continue to onboard and promote to clients the use of MyBenefits. As of May 25th, we now have **6.89%** of the caseload registered which is an increase over last month.

We continue to promote the use of DBD. As of the end of April, we now have **92%** of the caseload enrolled.

The June pay run will see the launch of Reloadable Payment Cards for clients who cannot get a bank account, reducing the need for printed cheques and delays with mail.

To support these initiatives, we have moved to a 'paperless' model, whereas a paper Statement of Assistance will no longer be printed and mailed to clients unless requested. The goal is to allow staff to shift to higher impact activities to better support our clients. Clients can access this information as well as make changes to their case by using MyBenefits.

2020 Caseload Activity



LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2020 Actual	783	783	817	813								
2020 Budget	891	905	924	911	886	845	786	747	749	764	769	833
2019 Actual	800	807	815	805	801	768	743	734	721	734	760	742

CHILD CARE SERVICE MANAGEMENT - Jeff Degagne, Manager

On May 19th, the Provincial Government announced that children would not be returning to school this school year, Licensed Child Care centres would re-open as part Phase 2 of the Province's re-opening plan, and overnight camps would not open this summer.

Included in these announcements, the Government indicated that day camps can re-open during July and August with appropriate safety measures in place. Since that time we have reached out to our Operators to see if they are preparing to open. Below is a breakdown of our Operators with which we have a Service Agreement:

Program	Location	Status
Hidden Bay Leadership Camp	Township of Carling	Closed for the summer
YWCA Camp Tapawingo	Parry Sound	Closed for the summer
Village of South River (HOC)	South River	Closed for the summer
Village of Burk's Falls	Burk's Falls	Closed for the summer
Sail Parry Sound	Parry Sound	Awaiting Ministry Guidelines to pursue with day camp
Winning Techniques	Emsdale	Awaiting Ministry Guidelines to pursue with day camp
YMCA of Simcoe/Muskoka – Day Camp	Parry Sound	Awaiting Ministry Guidelines to pursue with day camp
YMCA of Simcoe/Muskoka - Kids Club	Parry Sound	Awaiting Ministry Guidelines to pursue with day camp
YMCA of Northeastern Ontario - Camp Tillicum	Callander	Awaiting Ministry Guidelines to pursue with day camp
Huntsville Summit Centre	Huntsville	Awaiting Ministry Guidelines to pursue with day camp

HOUSING & INTEGRATED SERVICES - Pam Nelson, Manager

Housing Programs

Social Housing Centralized Waitlist Report - April 2020			
	East Parry Sound	West Parry Sound	Total
Seniors	11	115	126
Families	84	343	427
Individuals	276	213	489
Total	371	671	1,042
Total Waitlist Unduplicated			436

Community Housing Centralized Wait List (CWL) 2019-2020 Comparison – January 2020 Applications and Households Housed from the CWL											
Month 2019	New App	New SPP	Cancelled	Housed	SPP Housed	Month 2020	New App	New SPP	Cancelled	Housed	SPP Housed
Jan	15		4	1		Jan	6	1	6	5	0
Feb	10		3	7	1	Feb	15		11	3	
Mar	9	1	1	1		Mar	10				
Apr	16		2	1		Apr	3		5	4	
May	13		1	2	1	May					
June	4	3	4	1		June					
July	4	1	5	2	1	July					
Aug	9		14	3	1	Aug					
Sept	10		1	3		Sept					
Oct	6		2	3		Oct					
Nov	9		1	1		Nov					
Dec	9		8			Dec					
Total	105	5	38	25	4	Total	34	1	22	12	0
** SPP = Special Priority Applicant**											

During this unprecedented time, our Community Relations Worker has started doing phone check-ins with the waitlist applicants to ensure that they have supports in place or know the resources available in the community. We have been in contact with 40% of the waitlist. The team continues to be busy and the workload continues to remain steady. Tenants continue to send in documents for updates and annual reviews via fax, e-mail, or over the phone.

Homeless Prevention Program - Community Relations Workers

For the month of April 2020

Support

All services performed, provided, or arranged by the Homelessness Prevention Program staff to promote, improve, sustain, or restore appropriate housing for individuals active with the Homelessness Prevention Program, periodically within the month, not requiring intense case management.

Income Source	East	West
Senior	8	7
ODSP	13	29
Ontario Works	3	8
Low Income	16	28

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.

Income Source	East	West
Senior	9	8
ODSP	9	32
Ontario Works	3	6
Low Income	8	16

Contact/Referrals

April	East	West	YTD
Homeless	0	3	12
At Risk	2	5	41

Short Term Housing Allowance

Month	Active	YTD
April	5	6

Household Income Sources and Issuance from CHPI

Income Source	Total	CHPI
ODSP	13	\$7,290.65
Ontario Works	12	\$10,312.12
Low Income	4	\$2,236.38

Reason for Issue	Total
Utilities/Firewood	\$3,836.57
Food/Household/Misc.	\$4,661.49
Emergency Housing	\$11,341.09

April has been steady as we adjust to our COVID-19 environment. Our staff have had to adapt to not seeing clients face-to-face and are utilizing other means to build relationships and offer support.

Our reception team has been doing a great job at accessing the needs of clients, handling inquiries at the door and making referrals to appropriate programs. The Assessment Caseworkers spend more time on the phone with clients navigating the details of an application and the Community Relations Workers are checking in with their caseloads as often as possible and working with clients on the phone to help house them, or keep them housed.

Currently we have 8 individuals placed in motels throughout the district. The CRW's continue to work closely with clients to set goals, access supports and look for housing. In the month of April, the CRW's assisted a couple with obtaining affordable and sustainable housing.

Call Volume

Community Relations Workers Calls

April 2020	Incoming Calls	Outgoing Calls	Total
CRW's (2)	147	666	813

*this does not include communication through textbase/email with clients

Assessment Case Workers

April 2020	Incoming Calls	Outgoing Calls	Total
South River	164	236	400
Parry Sound	114	295	409

Reception

April 2020	Incoming Calls	Outgoing Calls	Total
South River	295	105	400
Parry Sound	578	73	651

Social Services Relief Fund

In early April, we circulated surveys and applications to community partners. We had a great response and have since dedicated funds. Our primary focus will now be on supporting our homeless and precariously housed population (food security, emergency accommodations, transportation and PPE).

	Emergency Shelter Solutions (e.g. shelters, motel/hotel stays)	Housing with Related Supports (e.g., housing allowances, rent support)	Services and Supports (e.g., food security, cleaning, PPE, transportation)	Homelessness Prevention (e.g., rent banks, emergency financial assistance, utility banks)	TOTAL
Spent to date from March 1 st to May 7 th	\$11,109.59	\$1,600.00	\$71,563.15	\$51,300.00	\$135,572.74
Committed to spend by May 31 st , 2020	\$21,000.00	\$1,600.00	\$40,650.00	\$38,500.00	\$101,750.00
TOTAL	\$32,109.59	\$3,200.00	\$112,213.15	\$89,800.00	\$237,322.74

HOUSING OPERATIONS - Sharon Davis, Manager

Esprit Place Family Resource Centre

Emergency Shelter Services			
	April 2020	Year-to-Date 2020	April 2019
Number of Women Active in program this month	16	42	23
Number of New Women Admitted (unduplicated)	10	28	5
Number of Repeat Admissions	1	8	-
Number of Children Active in program this month	0	4	12
Number of New Children Admitted (unduplicated)	0	4	0
Number of Hours of Direct Service to Women	54	380	163
Resident Bed Nights (women & children)	186	781	300
Occupancy Rate	62%	64%	97%
Days at Capacity	0	21	-
Days Over-Capacity	0	7	-
Phone Interactions (Crisis/Support)	114	241	30

Transitional Support			
	April 2020	Year-to-Date 2020	April 2019
Number of Women Served this Month	7	30	9
Number of Women Registered in Program	20	20	25
Number of Public Ed/Groups Offered	0	0	0

Outreach Services			
	April 2020	Year-to-Date 2020	April 2019
Number of Women Served this Month	9	32	6
Number of Women Registered in the Program	22	30	28
Number of Public Ed/Groups Offered	0	4	0

Child Witness Program			
	April 2020	Year-to-Date 2020	April 2019
Number of Children Served this Month	4	24	2
Number of Children Registered in Program	13	15	1
Number of Public Ed/Groups Offered	0	1	0

Due to COVID-19, admission into the shelter is strictly based upon a woman who is actively fleeing a violent situation to include victims of human trafficking. Screening for COVID-19 is completed upon intake. The use of local motels is utilized for isolation, and physical distancing where appropriate. Support is provided to all women placed in motel stays, and will be counted as a “New Admission”.

Parry Sound Housing Corporation

Parry Sound Housing Corporation Activity		April 2020	Year-to-Date 2020	April 2019
Move Outs	April 30th, 2020	1	22	3
Move Ins	April 1st, 2020	4	33	2
L1 Forms	Issued April 2020	0	11	2
N4 - Notice for eviction for non-payment of rent	Issued April 2020	0	3	4
N5 - Notice of eviction for disturbing the quiet enjoyment of the other occupants	April 2020	0	3	0
Re-payment agreements	Issued in April 2020	0	105	13
N7 - Notice of eviction for willful damage to unit	April 2020	0	1	0
COVID Wellness Checks	April 2020	162	330	
Bedbug Treatment	April 2020	9 units	16 units	

Due to the COVID-19 some of the regular duties have been discontinued. However, we are striving to keep the tenants across the district well informed of the changes which impacts them on an ongoing basis. We have also delivered many handouts with various tips on how to manage day-to-day and also on physical distancing. We have received many calls from concerned tenants and have answered questions to the best of our knowledge. We will continue to keep a strong communication with the tenants through handouts, memos and phone calls for the duration of the restrictions.

During COVID-19 two staff are currently working from home, two staff report to work in Parry Sound each day and one staff is working from the South River building.

The building custodians along with maintenance staff continue to work in the buildings responding to emergency repairs only. Protective gear is worn when staff attend buildings and very minimal presence within the tenant's homes. Custodial staff clean high contact areas continuously throughout the day. Information posters continue to be updated and added each week as the COVID-19 situation evolves. Wellness calls to tenants are continuing each week and are well received by the tenants. Maintenance continues to be dealt with and contractors are advised to wear protective gear and agree to the conditions of self-screening. Three vulnerable tenants have received "pay as you go" phones, as they did not have any means of communication.

Capital and Maintenance

April 2020

- Shingle replacement is scheduled to begin at both the Roselawn and Magnetawan buildings
- Work is being organized for the abatement of asbestos in the common room located in the Roselawn building; new lighting will also be installed
- Clean up of 22B Mapleview garbage from the abatement
- New counter tops have been installed in both vacant units at 22A Belvedere
- Eaves are being cleaned throughout the District, starting with the Roselawn building in South River.