



Monthly Report

May 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.”

Human Resources - Lisa Moore, Director of Human Resources

HR Stats for COVID-19

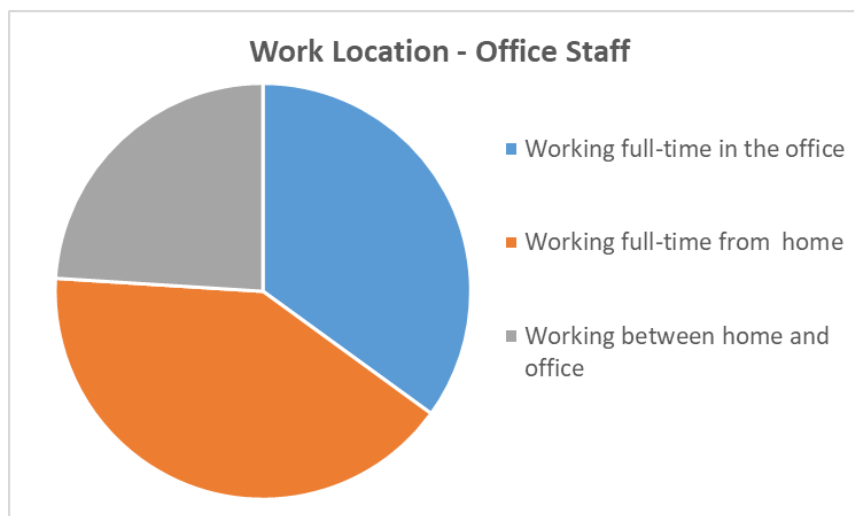
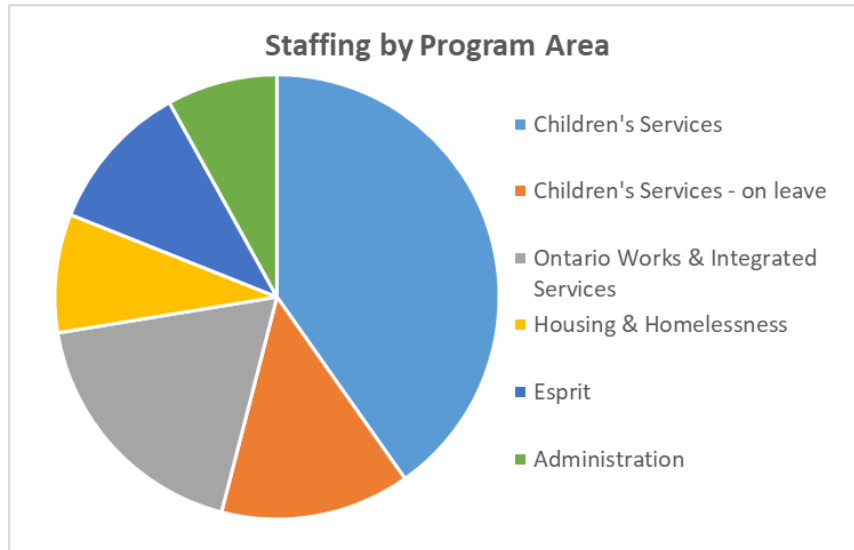
We have no staff who have reported to have become ill with COVID-19 and as of April 20, 2020 have none in isolation due to showing symptoms of COVID-19.

We currently have 24 employees on leave of absence related to COVID-19. All 24 employees are from the Children's Services section. We are anticipating one more leave of absence request this week from the same section.

Of those 24, four (4) are specifically related to other illnesses and vulnerability to COVID-19 and were doctor recommendations.

We have one (1) employee on an unrelated medical leave (also from Children's Services) and are anticipating one (1) from the Housing department to start this week.

Of our office staff (Parry Sound, South River, Esprit), we have 35% still working in the office full time, 41% working full time from home and 23% working part time at home, part time in the office.



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

Directly Operated Child Care Programs Response to COVID-19

On March 17, 2020 the Premier of Ontario ordered the closure of all licensed child care centres including EarlyON Child and Family Centres. All PSDSSAB Directly Operated Child Care programs notified parents and prepared their programs for closure. Staff of these programs continued to work in the centres deep cleaning and preparing the program for closure. On March 21st the Ministry of Education announced that the closure did not apply to Home Child Care agencies which allowed us to re-open any HCC Providers that wished to continue offering child care. Of our 26 active providers, many chose to remain closed given the risk factors associated with COVID-19 however, there were 9 re-opened at that time but since then, 4 have closed leaving 5 homes open and available for care across the district.

Inclusion Support Services continued to operate reaching out to families offering support and resources as needed. April 13th was the last day the Resource Teachers offered outreach to families and many staff chose to take a Leave of Absence as licensed child care shifted to Emergency Child Care.

EarlyON Child and Family programming shifted to virtual activities for parents and young children with staff providing outreach through Facebook, wellness check-ins with regular participants, and creating a bank of parent resources to support families through the pandemic. As Emergency Child Care became available and staff were needed to be re-deployed, some staff chose to take a Leave of Absence while many others transferred to the Emergency Child Care programs. The program supervisor continues to be actively involved in maintaining an online presence through the EarlyON Facebook page passing on resources to help parents keep their little ones occupied and engaged at home.

Emergency Child Care Services

When child care centres were closed on March 17th the Premier of Ontario announced that the Ministry of Education was working with licensed child care programs to open Emergency Child Care in many districts to support emergency front-line workers (as identified by the province), with free high quality child care so they could carry out their job duties. The Directly Operated Child Care Manager applied for and was approved to re-open 3 Early Learning and Child Care Centres; Waubeek, Fairview, and First Steps, as well, Home Child Care was approved to offer emergency child care services across the district. As part of the approval process, the child care programs had to work closely with the North Bay Parry Sound District Health Unit and local fire departments to ensure that necessary screening and pandemic protocols were in place. Each centre-based program is now able to offer extended care in all sites which allows for parents working shift work and weekends to access care as needed and as staffing allows. First Steps is able to take a maximum of 5 children in program at any one time, Fairview and Waubeek have space for 10 children. These numbers were determined by the NBPSDHU to ensure social distancing can be maintained and minimize the number of adults in each space.

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

ONTARIO WORKS - Jeff Degagne, Manager

The COVID-19 Pandemic has led to many changes locally and provincially to provide support to those receiving and needing the support of the Ontario Works program. Here is an overview:

- The province has extended the period of time that someone can receive Emergency Assistance from 16 days to up to 48 days without submitting a full Ontario Works application. The province also launched an online application for Emergency Assistance in early April. We have posted a link to this application on our website.
- Although OW applications have decreased relative to 2019, as you will see below, the total number of applications processed has increased by 17.2%. We also saw a dramatic rise in Online Applications received. We will continue to monitor this trend. Below is a comparison of Ontario Works and Emergency Assistance Applications from March 2019 and March 2020:

Type	March 2019	March 2020	Percentage change +/-
OW applications received	52	43	-18%
OW applications processed	47	35	-25%
OW applications found eligible	100%	100%	No change
OW online applications received	1	15	+1,400%
Emergency Assistance applications that became active	17	40	+135%
Percentage granted within 4 days	91.5%	97.14%	5.64% increase
Average days to grant	1	1	No change
Total applications processed	64	75	+17.2%

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

- We have maintained our 'Average Days to Grant' at 1 day, which means we are providing support quickly and efficiently to those that require our support. The provincial average was 3 days in March 2020.
- The province has lifted Discretionary Spending Caps for March and April and has created a temporary one-time OW Emergency Benefit and a one-time ODSP Emergency Benefit. These measures have given Caseworkers added flexibility to support our clients during these challenging times. Our biggest expenditure in March was in support of Health Related Items which includes Housing supports, health and medical items.
- We are working with our partners at East Parry Sound Community Support Services to support our clients that may require grocery deliveries and/or meals during the pandemic.
- To ensure that clients continue to receive their OW payments on time, Caseworkers have been promoting Direct Bank Deposit (DBD) in conversations with clients, through mail and on our website. We have seen almost a 5% increase in uptake with nearly 89% of the caseload now on DBD. We expect this number to continue to rise.

- Our planned launch of Reloadable Payment Cards continues as a way to mitigate risk for clients that cannot get a bank account to receive their payments.
- We have also promoted the MyBenefits web service and Interactive Voice Response (IVR) for clients as a means to report earnings and other information and receive OW letters and information without having to come to our offices. As of April 24th, 5.24% of the caseload is registered with My Benefits. This is over a 100% increase since February 14th.
- Staff contacted the entire caseload to remind them of changes and mitigation strategies at our offices and continue to provide regular weekly or bi-weekly check-ins. Caseworkers are utilizing telephone, text and email to stay connected with their clients.

OW Caseworker Call Volume

Type	March 2020
Inbound Calls	540
Outbound Calls	1,389
Total Calls	1,929

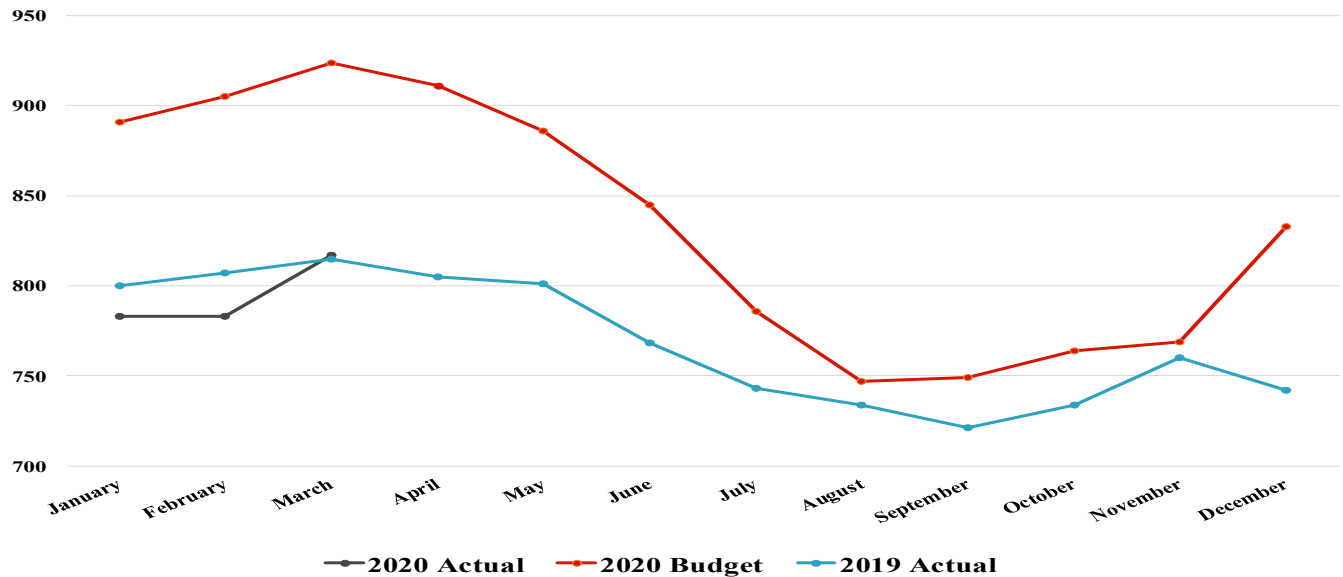
- We remain connected with our ODSP partners in North Bay and Bracebridge to support Discretionary Benefit Requests from their clients, as well as transfers of OW clients to ODSP.
- Although the majority of staff are working from home, Caseworkers also continue to utilize our **Fiit** Case Management tool to complete assessments and refer those that are appropriate to various employment opportunities available at local grocery stores and other essential businesses. Caseworkers are also continuing to refer clients to our Employment Ontario partners, as well as the Business Centre. Our partners continue to offer virtual services and webinars to their clients.
- At the end of April, OW East Staff hosted teleconference sessions with our Mother’s Peer Group and Individual Success Initiative participants. The purpose was to provide resources, provide information on precautions, check-in with each other and provide some valuable mental health resources.
- Thank you to our Case Support Workers! The Case Support Workers remain in the office to ensure that all payments are printed, processed and mailed daily to our clients. They also support all of the staff working remotely to ensure important administrative information and tasks are completed for our clients on a daily basis, such as letters and ODSP Applications and generally keeping the office running smoothly.
- The OW Supervisors have weekly teleconference staff meetings with their teams to ensure important information and changes are communicated and to check-in on how people are managing.
- The OW Management team and the Integrated Services Management team are having joint teleconferences twice weekly to respond quickly to changes, discuss trends, share information, and discuss what additional supports may be required to support staff and clients in all aspects of the Ontario Works program.

MCCSS Social Assistance Response

The Ministry has implemented a variety of measures in response to COVID-19 to allow for assistance to continue to be provided and reduce the need for in-person contact. These measures are supported by our Risk Based Approach to intake and case management. The measures include:

- 1) The lifting of automated SAMS suspensions for Income Reporting and Verifications for April and May's monthly payrun to ensure individuals continue to receive financial assistance and benefits.
- 2) Clients do not need to provide original documentation or wet signatures at this time. All applications are initiated online or over the phone.
- 3) Participation Requirements have been waived for at least 60 days.
- 4) Further extensions to submit ODSP applications has been provided.
- 5) Automatically extending recurring Additional Benefits and Special Diet Allowance.
- 6) Extension of expiring Pay Directs for one month.
- 7) March and May Eligibility Verification Process reviews have been suspended. We have re-deployed our Eligibility Review Officers to support the program and Assessment Case Worker's and Case-workers by processing OW and Emergency Assistance applications and other functions.
- 8) With the introduction of the **Canadian Emergency Response Benefit (CERB)** on April 6th, the Ministry introduced unique earnings exemptions to support OW clients that are receiving the CERB as typically Employment Insurance (EI) is deducted dollar for dollar from OW assistance. Below is an overview of the change:
 - *Existing Ontario Works clients, as of March 1, 2020, and all ODSP applicants and recipients will have CERB income treated as partially exempt i.e. \$200 flat rate exemption + 50 per cent for each additional dollar. Measures will be put in place so no recipient will lose access to health benefits for March or subsequent benefit months as a result of receiving CERB.*
 - *For new Ontario Works applicants granted on or after March 1 - CERB payments will be treated as not exempt when determining eligibility for social assistance. However, recognizing that many clients were waiting for federal benefit payments, delivery partners should not create/issue overpayments for those retroactively reassessed as ineligible.*

2020 Caseload Activity



LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2020 Actual	783	783	817									
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](#)

With the Emergency Order announcement from the Provincial Government on March 17th closing all Licensed Child Care centres, we have been busy trying to manage the impact of these closures on the Child Care system and our external operators in the District.

- Staff is providing support to our Directly Operated Centres that are operating Emergency Child Care centres by completing Employment Verifications on enrolments and submitting weekly attendance records to the Ministry of Education.
- We have sent out a needs survey to those employers that have employees that are eligible for Emergency Child Care. If and when the list of eligible workers grows, we will continue to gather information and work towards meeting the needs of the community.
- As Home Child Care programs are permitted to operate, we continue to manage Fee Subsidy Applications online or over the phone.
- On April 6th, we sent out a FAQ document to our External Operators to try and provide some clarity on the many changes that have been announced. We continue to remain connected with our operators on a frequent basis.
- We are participating in regular calls with the OMSSA and NOSDA Children Services Network to discuss our current challenges as well as advocate for the future sustainability of the Child Care system upon re-opening. Some of these calls involve our Ministry of Education partners.
- The team continues to meet weekly to share information and respond to changes to continue to support our clients and programs.

HOUSING & INTEGRATED SERVICES - Pam Nelson, Manager

Housing Programs

Social Housing Centralized Waitlist Report - March 2020			
	East Parry Sound	West Parry Sound	Total
Seniors	12	121	133
Families	84	339	423
Individuals	293	213	506
Total	389	673	1,062
Total Waitlist Unduplicated			442

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					
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					

** SPP = Special Priority Applicant**

- Calculations for Rent-Geared-to-Income continues to be completed. Support Workers report that they have not noticed a decrease in activity as tenants are still sending in annual review packages, employed tenants are sending in paystubs, housing applications are being submitted and bills continue to come in.
- Centralized Waitlist check-ins: The Community Relations Worker's are completing check-ins with the applicants on the centralized waitlist. As of April 23rd, 16% of the waitlist had been contacted. At this time, no one has needed extra supports, services or food and most are already supported by friends, family or community agencies.

Food Banks

Food Bank/Agency	Funds Already Issued in 2020	Funds Requested
Harvest Share	\$60,000	\$15,000
Rotary Club of West Parry Sound	\$0	\$5,000
Meals on Wheels; West Parry Sound	\$0	\$9,000
Argyle District Food Bank	\$3,500	\$5,000 + \$1,063 (food purchase on April 21 st)
Salvation Army	\$10,000	\$10,000
Burk's Falls & District Food Bank	\$5,000	\$8,000
Good Happenings Food Bank	\$5,000	\$3,500
The Sundridge Food Bank	\$5,000	\$8,000
Callander & District Food Bank	\$5,000	\$5,000
Powassan & District Food Bank	\$5,000	\$5,000
Total	\$98,500	\$74,563

The Argyle Food Bank had been experiencing challenges in restocking their food bank in March because of the COVID-19 Pandemic. They have had limits of *no more than 2* of any specific item placed on their orders from their regular suppliers. This limit required the food bank to make multiple trips in order to replenish their stock. In addition to stock challenges, the volunteers within the food bank are seniors and at a higher risk of experiencing complications if they do contract COVID-19. The final factor that placed additional hardship on this food bank was the distance to access stores in order to restock. The food bank is two hours from Parry Sound, and 1.5 hours to Sudbury or North Bay.

The Argyle Food Bank closed for the month of April due to the challenges outlined above. The food bank did connect with their clients before closing to ensure that clients had enough food to survive until the planned May reopening. This depleted their stock of food.



In effort to help restock, the Housing staff connected the food bank with Sobeys in Parry Sound. Sobeys has agreed that they will not implement any limits on the number of items the food bank requires. Staff placed a direct order with Sobeys to restock the non-perishables needed within the food bank and the food bank volunteers picked up the order on Tuesday, April 21, 2020. The food bank will now be open for May as hoped. Sobeys also donated \$200 in gift cards.

The Argyle Food Bank supports numerous households, living in the unincorporated area, which are far from supports, grocery stores, and access to services. While closed, volunteers continued work with clients over the phone to assist with food security.

Homeless Prevention Program - Community Relations Workers

For the month of March 2020

Homelessness and Integrated Services have adapted to utilizing the phone, email and text to support our at-risk/homeless population. The Community Relations Workers have increased their contact in order to support client needs. Relationships with community partners continue to be strong through this time.

The Homelessness Prevention Team assisted 3 individuals with securing safe, affordable and sustainable housing in the month of March and continue to work with alternative means to show apartments to clients.

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	30
Ontario Works	3	6
Low Income	19	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

March	East	West	YTD
Homeless	0	3	9
At Risk	4	7	34

Short Term Housing Allowance

Month	Active	YTD
March	5	6

Household Income Sources and Issuance from CHPI

Income Source	Total	CHPI
Senior	2	\$127.01
ODSP	12	\$12,163.51
Ontario Works	11	\$6,462.87
Low Income	8	\$3,479.17

Reason for Issue	Total
Rental Arrears	\$596.68
Utilities/Firewood	\$2,686.64
Food/Household/Misc.	\$2,903.09
Emergency Housing	\$16,080.15

Call Volume

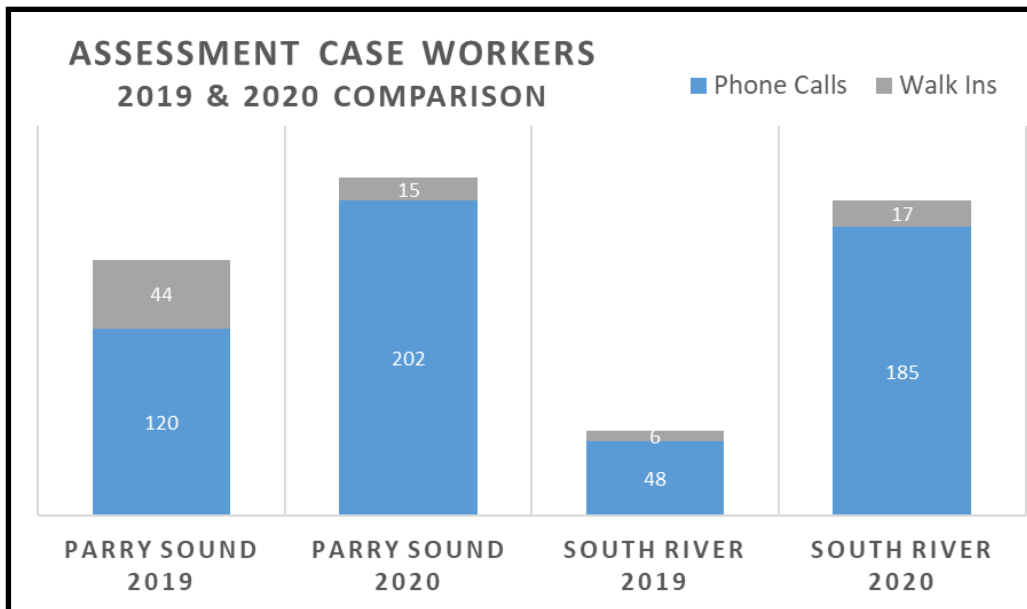
Community Relations Workers Calls

March 2020	Incoming Calls	Outgoing Calls	Total
CRW's (2)	78	490	568

*this does not include communication through textbase/email with clients. Data not available for March 2019

Reception

March 2020	Incoming Calls	Outgoing Calls	Total
South River	643	250	893
Parry Sound	989	162	1,151



* Office closures started March 21st

HOUSING OPERATIONS - Sharon Davis, Manager

Esprit Place Family Resource Centre

Emergency Shelter Services			
	March 2020	Year-to-Date 2020	March 2019
Number of Women Active in program this month	13	31	11
Number of New Women Admitted (unduplicated)	5	18	5
Number of Repeat Admissions	4	7	1
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	89	326	191
Resident Bed Nights (women & children)	128	595	300
Occupancy Rate	41%	65%	96.8%
Days at Capacity	0	21	0
Days Over-Capacity	0	7	0
Phone Interactions (Crisis/Support)	70	127	30

Transitional Support			
	March 2020	Year-to-Date 2020	March 2019
Number of Women Served this Month	6	23	8
Number of Women Registered in Program	16	16	24
Number of Public Ed/Groups Offered	0	0	0

Outreach Services			
	March 2020	Year-to-Date 2020	March 2019
Number of Women Served this Month	18	40	14
Number of Women Registered in the Program	22	28	22
Number of Public Ed/Groups Offered	1	4	1

Child Witness Program			
	March 2020	Year-to-Date 2020	March 2019
Number of Children Served this Month	8	20	6
Number of Children Registered in Program	14	15	25
Number of Public Ed/Groups Offered	0	1	1

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 for March 2020				
			Year-to-Date 2020	March 2019
Move Outs	March 31st, 2020	3	21	1
Move Ins	March 1st, 2020	4	29	0
L1 Forms	Issued March 2020	0	11	2
N4 - Notice for eviction for non-payment of rent	Issued March 2020	0	35	4
N5 - Notice of eviction for disturbing the quiet enjoyment of the other occupants	March 2020	0	3	1
Re-payment agreements	Tracked in March 2020	8	105	11
N7 - Notice of eviction for willful damage to unit	March 2020	0	1	0
Tenant Education	March 2020	COVID Wellness Checks - 168 calls made to tenants Bedbug Treatment - 7 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 impact 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. Cloth masks, made by women in the community and distributed by the West Parry Sound Hospital Women’s Auxiliary were delivered to the tenants of Sunset Court and Church St. These masks can be used if a tenant needs to go into the community. Masks were also delivered to the seniors in Parry Sound’s Beaucrest Senior’s building.

Capital and Maintenance

March 2020

The Custodians are maintaining the general cleaning of our buildings with extra cleaning added for touch point areas. Only emergency repairs are being done in occupied units at this time but minor repairs, cleaning and painting are being done in any vacant units.

- The septic system replacement at 3A Dublin has been awarded to a local contractor. Work will begin as soon as possible.
- Started the preparation of the units at 118 Church with new electrical, painting and any repairs. New flooring will also be installed.
- Quotes have been received on re-shingling the roof in South River at Roselawn Blvd. and also 69 Queen St. in Magnetawan.
- Order and installation of 10 more new toilets for Sunset Court, Belvedere.
- Start up meetings with Bill Bacon from Housing Services Corporation on the following projects:
 - ~ Callander ramp and exterior entrance area
 - ~ 22B Mapleview – abatement of asbestos, repairs and renovation