



Chief Administrative Officer

Monthly Report

November 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.”

ADMINISTRATION - Tammy MacKenzie, CAO

Is winter here? Depends on the day. As I write this report, snow is coming down at a feverish pace but what I am holding onto is the weather forecast that is calling for double digits in the next week. Time will tell I guess.

What is becoming more predictable is the increase in COVID-19 positive cases in the province. Our district has been holding fast and preparing for a “2nd wave” that may hit. I participate in weekly teleconferences with the West Parry Sound Health Centre and community partners to discuss any and all measures that are in place or ones we may institute to “shore up” our community. At our PSDSSAB offices, childcare locations, women’s shelter and housing units we have not “let down our guard”. In fact, we are more deliberate than ever with our active screening, mask wearing, hand washing etc. and encouraging staff to work from home whenever possible. We facilitate meetings via teleconference or video with physically distanced in-person meetings only for teams that are working together daily due to the nature of their work. I am confident that as a staffing team we will be able to pull through together and provide the much needed support to our clients during this challenging time.

In keeping with COVID-19 information, we have distributed our first round of the Social Services Relief Fund. This \$860,400 round of funding provided much needed financial support towards community responses and the immediate needs of individual clients. I am also pleased to share that we were successful in securing a second round of funding totaling \$876,208. I will provide a more detailed report of both rounds of funding at our December Board meeting.

In developing our budgets this year, it came to my attention our childcare fees have not been increased in approximately 10 years despite our operating costs increasing year over year. To keep with our commitment to offer the highest quality programming we have made the decision to increase our fees to reflect our increasing costs. This fee increase will help maintain program viability and will cover the increased costs of food, staffing, and maintenance of the programs. Our centre-based and home child care fees will increase \$2 a day for all services except before and after school programs which will increase by \$1 a day. We will be increasing home care provider rates by \$1 a day to provide a more competitive amount to assist with recruitment and retention. Parents began receiving notification of the increases the week of November 4th so they are prepared for the increases to begin January 4th, 2021.

I am pleased to share that we have launched our staff flu shot campaign. All staff will be provided their flu shot at their place of work during work hours if they so choose. This has been made possible by the generosity of Jessica Sawyer, Pharmacist Owner of Shoppers Drug Mart in Parry Sound and Parry Sound District EMS Paramedicine staff. We are very pleased with the number of staff participating and are hoping to make this an annual endeavor.

I’ve attended numerous NOSDA CAO and OMSSA meetings and leadership tables with the topics centering around COVID-19 pressures, affordable housing and the upcoming provincial budget. I realize by the time you read this report the provincial budget will be out and we will have had some time to digest it.

As shared last month, the government announced its plan to support economic recovery and employment through a new Social Assistance Recovery and Renewal Plan and we will be acting as one of the prototype sites for a centralized intake process for social assistance. I am pleased to share that the centralized intake prototypes launched on November 2nd, 2020. The streamlined application process for social assistance will improve the experience for applicants and reduce time-consuming paperwork for Caseworkers so they can focus on helping people with the supports they need. A provincial-municipal joint project team continues to meet regularly to work collaboratively on co-designing and implementing these prototypes.

The first phase of the prototype includes:

- ◆ a new online user-centric, mobile-friendly application
- ◆ a new automated assessment process to process applications more quickly
- ◆ streamlined process for social assistance applicants to confirm their identity in real time

The prototype phase will allow the ministry to test the centralized and automated risk-based intake process, gather feedback, identify necessary changes and test new features and enhancements prior to a wider rollout. Their goal is to expand centralized intake for Ontario Works across the province over the next few months once the we prototype sites have been evaluated.

I was invited to speak at a meeting of the Rotary Club of Parry Sound. It was a fruitful discussion where I was able to articulate the role of PSDSSAB in the community and how clubs like Rotary are vital to the support of our clients. Rotary has taken a huge step forward in supporting the needs of the community during the pandemic and we thank them for that.

We have made great pace in moving forward with the NOAH housing project. I am pleased to share that the build is “on its way” and I will provide monthly updates starting in January. Below are a couple of pictures that I share with excitement.

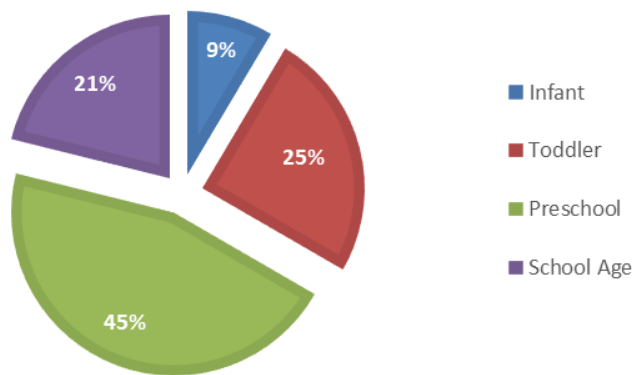


DIRECTLY OPERATED CHILD CARE PROGRAMS - Brenda Wiltshire, Manager

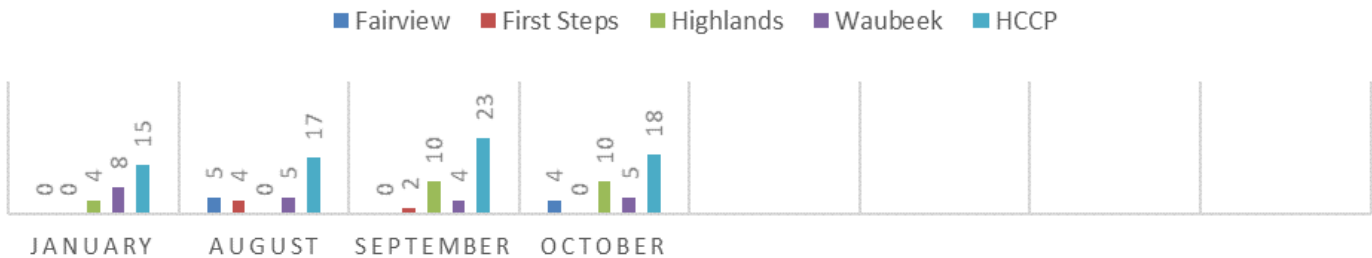
Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District July 2020						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubee ELCC	HCCP	Total
Infant (0-18m)	0	0	3	4	14	21
Toddler (18m-30m)	8	12	7	14	20	61
Preschool (30m-4y)	14	13	19	30	36	112
School Age (4y-12y)	21	0	0	0	31	52
# of Active Children	43	25	29	48	101	246

PERCENTAGE OF CHILDREN BY AGE GROUP



DIRECTLY OPERATED CHILD CARE WAITLIST BY PROGRAM



All the Directly Operated Child Care Programs remain free of any positive COVID-19 tests and enrollment continues to steadily increase as parents return to work. Licensed child care programs are required to submit a report to the Ministry of Education whenever a child has 2 or more worsening symptoms not related to seasonal allergies or other chronic medical conditions. Parents can choose to have their child tested for COVID-19 and return to care when a negative test result is received and their child is 24-hours symptom-free or they can choose to self-isolate their child for 10 days and return to care when the child is 24-hours symptom-free. The Ministry of Education is supplying all licensed child care programs and EarlyON Child and Family Centres with PPE as it is now required that all staff wear medical-grade masks and face shields or eye protection such as safety goggles when interacting with the children. All other health and safety protocols remain in place.

Inclusion Support Services

Inclusion Support Services Stats for September 2020						
Age Group	EarlyON	Licensed Early Learning & CCC's	Total	Waitlist	New Referrals	Discharges
Infants (0-18m)	0	0	0	0	0	0
Toddlers (18m-30m)	2	4	6	0	1	0
Preschool (30m-4 y)	12	23	35	2	0	9
School Age (4y+)	16	18	34	2	0	9
TOTAL	30	45	75	5	1	11

EarlyON Child and Family Programs

EarlyON Child and Family Centre - September 2020		
Activity	September 2020	Year to Date
Number of Children Attending	11	2440
Number of New Children Attending	11	112
Number of Families Visiting	8	1865
Number of New Families Visiting	8	104
Number of Virtual Programming Events	10	147

The three main EarlyON sites (Parry Sound Hub, South River, and Burk's Falls) have now re-opened and are offering programming Monday's, Wednesday's, and Friday's from 9:30am-12:00pm. Virtual programming is continuing through social media and parent workshops such as Triple P will be offered virtually in the coming weeks. The EarlyON Facilitators are working with community partners to begin offering the Moms to Moms group using ZOOM where new mothers can meet up and share experiences with one another and receive resources and information from community partners such as the local public health unit, Handsthefamilyhelpnetwork, One Kids Place, and our own program facilitators. Topics will include: child development, post-partum depression, nutrition, COVID-19 related concerns, etc.

ONTARIO WORKS - Jeff Degagne, Manager

Applications September 2020



**Data from the Social Assistance Performance Report and Tracking Impacts of COVID-19 report

We saw a decrease in OW and Emergency Assistance applications that we received in September. The last 4 week period for CERB was paid from August 30th to September 26th, where people could then transition to EI. This has helped mitigate the anticipated surge of OW applications.

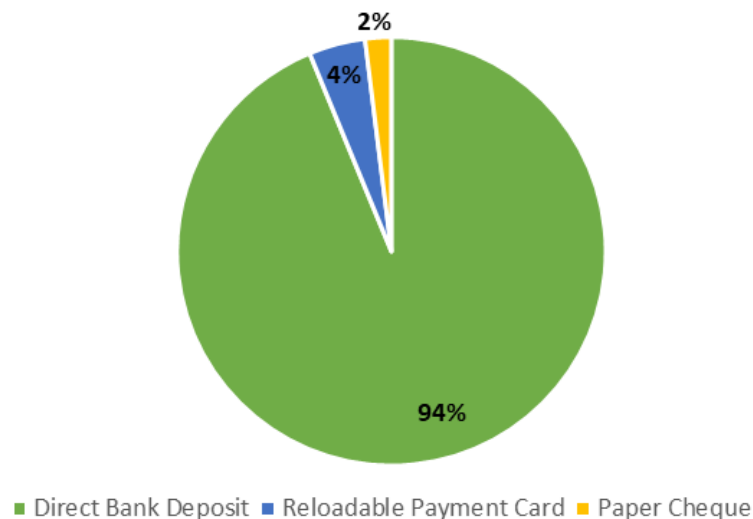
MyBenefits

We are now at **12.02%** of the caseload registered with the MyBenefits web service.

DBD Enrollment

We remain steady with 94% of the caseload registered for Direct Bank Deposit.

Payment Receipt Method-September 2020

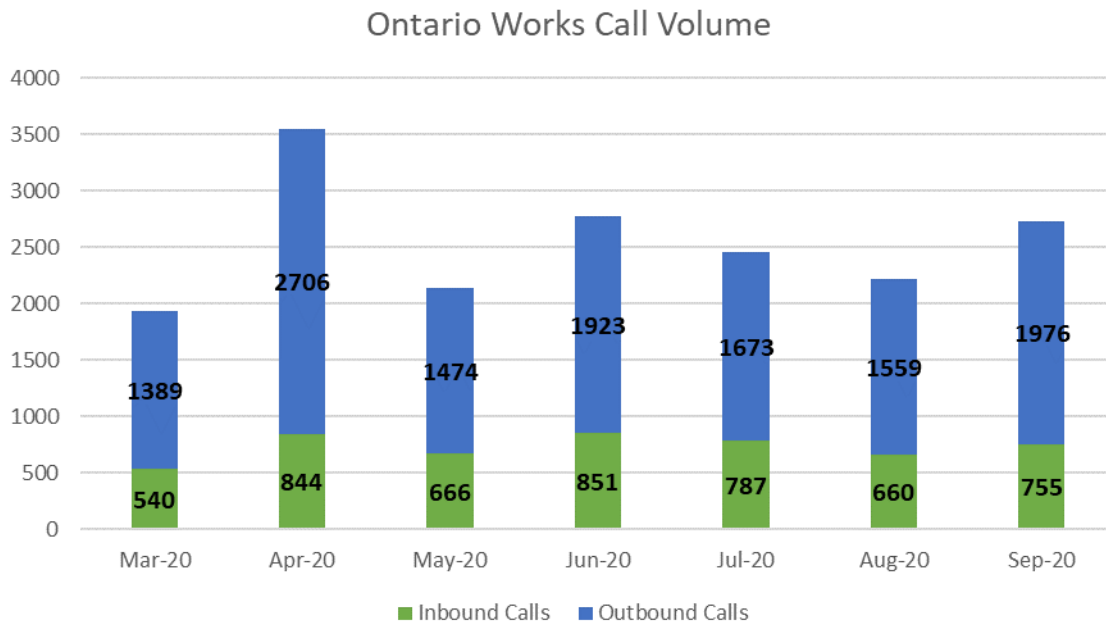


CHPI Spending - Social Assistance

Our CHPI spending for Social Assistance recipients was up from August. We saw an increase in clients served as well. Spending was on par with September 2019 levels.

	Community Homelessness Prevention (CHPI) Applications September 2020	Amount Spent	Community Homelessness Prevention (CHPI) Applications September 2019	Amount Spent
Parry Sound	OW-1 ODSP-9	\$7,260.60	OW-3 ODSP-0	\$6,679.10
South River	OW-5 ODSP-5	\$10,862.00	OW-7 ODSP-8	\$11,914.70
TOTAL	OW-6 ODSP-14	\$18,122.60	OW-10 ODSP-8	\$18,593.80

Ontario Works Call Volume Statistics



Call volume to OW Caseworkers increased slightly in September and has remained steady throughout the summer months and as we enter the autumn months. This does not include other methods of communication such as texting or email.

Employment

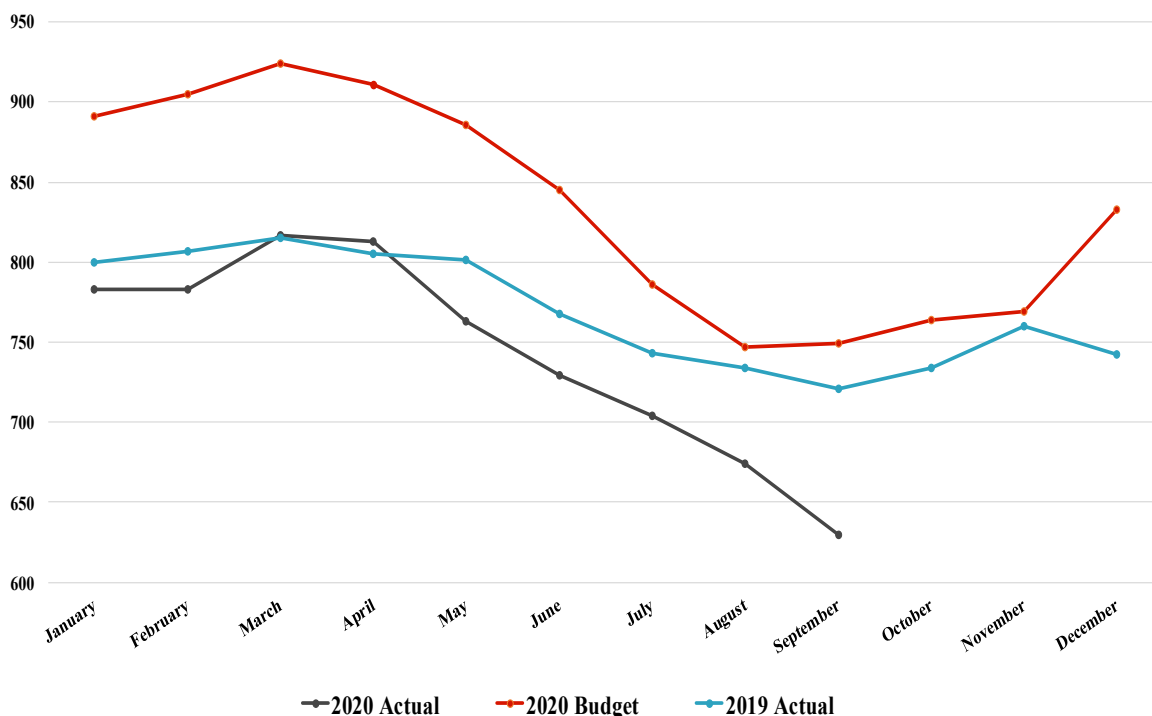
EXITS TO EMPLOYMENT



The program had a great month in supporting people exiting to Employment. Nearly 4% of the caseload moved to employment and 44% of all of our case closures in September were to employment. In comparison to September 2019, we doubled the total amount of people that moved to employment. This is positive as this is typically a time when seasonal employment begins to wind down.

Data from the Social Assistance Performance Report

2020 Caseload Activity



LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2020 Actual	783	783	817	813	763	729	704	674	630			
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

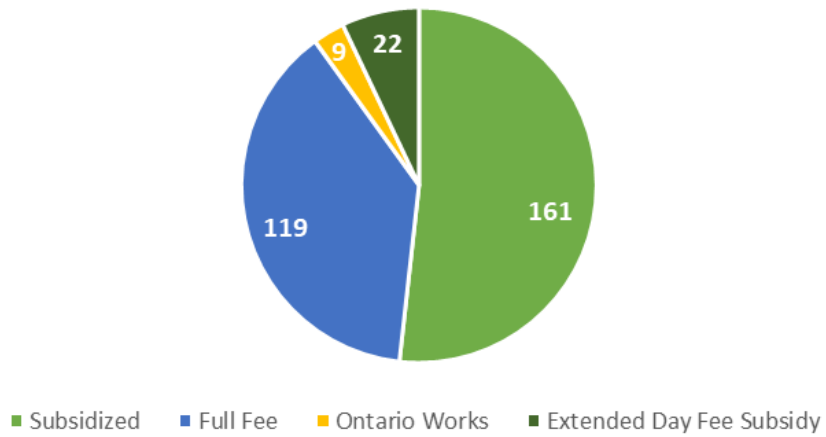
OLAF

2020 OLAF Fee Subsidy Applications



Child Care Fee Subsidy Statistics September 2020

Total Children by Funding Source in District



HOUSING & INTEGRATED SERVICES - Pam Nelson, Manager

Housing Programs

Social Housing Centralized Waitlist Report - September 2020			
	East Parry Sound	West Parry Sound	Total
Seniors	8	93	101
Families	81	327	408
Individuals	265	202	467
Total	354	622	976
Total Waitlist Unduplicated			412

Community Housing Centralized Waitlist (CWL) 2019-2020 Comparison 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	1		8	2	
June	4	3	4	1		June	1		3		
July	4	1	5	2	1	July	5		13	2	
Aug	9		14	3	1	Aug	10		6	2	
Sept	10		1	3		Sept	4	2	6	3	1
Oct	6		2	3		Oct					
Nov	9		1	1		Nov					
Dec	9		8			Dec					
Total	105	5	38	25	4	Total	55	3	58	21	1

**** SPP = Special Priority Applicant****

- ◆ New apps include two (2) applicants who refused an offer of accommodation and were placed back on the waitlist with a new chronological date
- ◆ Two (2) cancellations were due to Offers of Accommodation unable to contact applicant with information on file
- ◆ Three (3) cancellations were refusals of Offers of Accommodation and applicants requested to be removed from the waitlist
- ◆ One (1) request to be removed from the waitlist

Homeless Prevention Program - Community Relations Workers

For the month of September 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	6	7
ODSP	13	26
Ontario Works	2	8
Low Income	12	27

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	7	9
ODSP	10	20
Ontario Works	3	9
Low Income	8	18

Contact/Referrals

	East	West	YTD
Homeless	2	2	27
At Risk	2	4	57

Short Term Housing Allowance

Month	Active	YTD
September	8	23

Household Income Sources and Issuance from CHPI

Income Source	Total	CHPI
ODSP	1	\$50.00
Low Income	7	\$3,423.88

Reason for Issue	Total
Rental Arrears	\$2,594.00
Transportation	\$47.00
Food/Household/Misc.	\$295.00
Emergency Housing	\$537.88

Call Volume

Community Relations Workers Calls

September 2020	Incoming Calls	Outgoing Calls	Total
CRW's (2)	119	425	544

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

Assessment Case Workers

September 2020	Incoming Calls	Outgoing Calls	Total
South River	128	245	373
Parry Sound	119	219	338

Reception

September 2020	Incoming Calls	Outgoing Calls	Total
South River	351	137	488
Parry Sound	826	192	1,018

HOUSING OPERATIONS - Sharon Davis, Manager

Esprit Place Family Resource Centre

Emergency Shelter Services	September 2020	Year to Date (2020)
Number of Women who stayed in shelter this month	8	55 Number of women who stayed in the shelter this year who were unique to the shelter
	Those new to the shelter this year: <input type="text" value="5"/>	
	Those who have stayed and had prior stays in the year: <input type="text" value="2"/>	
	Those who have stayed and were carried over from last month: <input type="text" value="1"/>	
Number of Children Active in program this month	0	9
Number of New Admissions (Children) (unduplicated)	4	14
Direct Service Hours to Women (Shelter and counselling)	80	636
Resident Bed Nights (Women & Children)	104	1,160
Occupancy Rate	35%	42%
Days at capacity	0	21
Days over-capacity	0	7
Phone Interactions (crisis/support)	58	528

Outreach Services		
	September 2020	Year-to-Date 2020
Number of Women Served this Month	14	92
Number of Women Registered in the Program	8	47
Number of Public Ed/Groups Offered	0	4

Transitional Support		
	September 2020	Year-to-Date 2020
Number of Women Served this Month	7	53
Number of Women Registered in Program	5	33
Number of Public Ed/Groups Offered	0	0

Child Witness Program		
	September 2020	Year-to-Date 2020
Number of Children Served this Month	3	44
Number of Children Registered in Program	0	18
Number of Public Ed/Groups Offered	0	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".

Capacity in the shelter has been reduced from 10 women to 5 based on physical distancing capacity.

Parry Sound Housing Corporation

Parry Sound Housing Corporation Activity		September 2020	Year-to-Date 2020
Move Outs	September 30 th , 2020	3	29
Move Ins	September 1 st , 2020	3	42
L1 Forms	Issued in September 2020	0	11
N4 - Notice for eviction for non-payment of rent	Issued in September 2020	0	4
N5 - Notice of eviction for disturbing the quiet enjoyment of the other occupants	September 2020	1	6
N7 - Notice of eviction for willful damage to unit	September 2020	1	3
COVID Wellness Checks	September 2020	95	
Pest Control	September 2020 - 8 buildings are monitored monthly		
Paramedicine	September 2020	3 buildings	
Tenant Home Visits	September	13	

Capital and Maintenance

Activity for the month of September

As part of increasing security measures within the buildings, security cameras have now been installed at 66 Church Street.

Walkways and patio replacement is now underway for the Magnetawan building. Not only will it be more steady to walk on, but also will improve the general aesthetic of the property. This project is scheduled to be completed by mid October.

The TV antenna has finally come down at the Roselawn building in South River!

Some strong winds made it very evident that some large trees were in need of removal before any damage could be done. 66 Church Street has seen a clean up of dangerous trees this month, both in front and in the back yard.