



# *Chief Administrative Officer*

## *Monthly Report*

*September 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



Hello all,

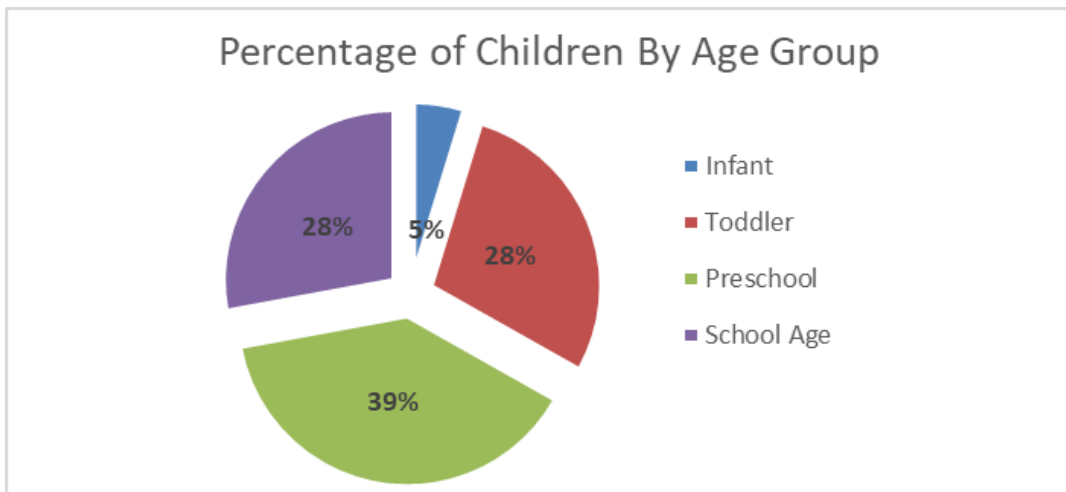
I am so pleased to be able to introduce myself as the CAO of the District of Parry Sound DSSAB. I've been living in Whitestone and working in the district for the past 5 years. Before my move up to this beautiful gem of a place, I was in Toronto for 18 years working directly with clientele similar to those that the DSSAB serves. I was born and raised in Prince Edward Island and moved to Toronto for work in my early 20's. I have a very diverse background. For over twenty years, as a Registered Psychotherapist I have specialized in behavioral health from a front-line and leadership perspective, in both hospital and community-based programs. The focus of my work has been the provision of services for people facing issues of mental health, substance abuse, poverty, social isolation, marginalization, discrimination and homelessness. I've held positions with the North East Local Health Integration Network, Centre for Addiction and Mental Health, The Jean Tweed Centre, Fred Victor Centre and The YMCA of Greater Toronto.

I look forward to learning from and working with all of you to support the communities we live in. In the coming weeks, I plan on connecting with you individually so that I can get a more intimate knowledge of the communities you represent.

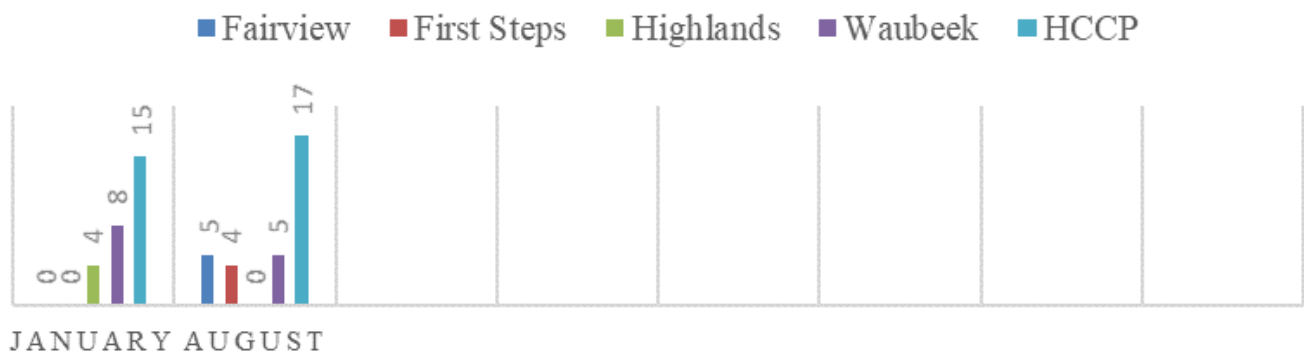
**DIRECTLY OPERATED CHILD CARE PROGRAMS - Brenda Wiltshire, Manager**

**Licensed Child Care Programs**

<b>Total Children Utilizing Directly Operated Child Care in the District July 2020</b>						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18m)	N/A	N/A	N/A	3	6	9
Toddler (18m-30m)	9	8	9	15	13	54
Preschool (30m-4y)	5	10	16	17	26	74
School Age (4y-12y)	14	N/A	N/A	7	32	53
# of Active Children	28	18	25	42	77	190



**DIRECTLY OPERATED CHILD CARE  
WAITLIST BY PROGRAM**



The Directly Operated Early Learning and Child Care Centres are preparing to fully re-open their spaces September 1<sup>st</sup> as part of the provincial Safe Re-Opening Phase. This Phase allows for licensed child care programs to return to full licensing capacity with additional staffing to support the cohort model of care. Parents will be offered their pre-pandemic child care space and regular parent-fee payments will be collected based on the provincial guidelines. Health and Safety protocols will be strictly adhered to in all licensed child care programs which includes enhanced cleaning practices, COVID-19 screenings, enhanced Ministry of Education reporting and exclusion of children demonstrating symptoms. The province has begun the monthly distribution of mandatory PPE (e.g. medical grade masks and face shields) to all licensed programs and staff and home child care providers will be required to wear both when in close contact with children during operational hours. This requirement aligns with the re-opening of elementary schools.

Highlands ELCCC was able to re-open with reduced spaces on July 2<sup>nd</sup> as part of Phase 2 of the provincial Re-Opening plans.

During the emergency child care phase, the licensed child care centres had successfully applied for licensing amendments to allow for mixed age groupings in most of their playrooms. This now will allow for the programs to adjust their groupings to better fit the demand for care as parents return to work as well as accept new children into care as space becomes available. This will let program supervisors staff each group (cohort) in the most financially viable way possible while maintaining the local public health unit restrictions, keeping groups isolated from each other and minimizing staff movement between groups.

The current shortage of qualified child care workers is having an impact on our Directly Operated Child Care Centres as we continue to reach our licensing capacity. We are working with Ontario Works to try and increase the child care casual supply roster.

### Inclusion Support Services

<b>Inclusion Support Services Stats for July 2020</b>						
Age Group	EarlyON	Licensed Early Learning & CCC's	Total	Waitlist	New Referrals	Discharges
Infants (0-18m)	N/A	0	0	0		0
Toddlers (18m-30m)	N/A	7	7	1		0
Preschool (30m-4 y)	N/A	40	40	8	2	6
School Age (4y+)	N/A	44	44	0		0
<b>TOTAL</b>	N/A	91	91	9	2	6

Inclusion Support Services continues to actively participate in the licensed child care programs offering support to children on the caseload as well as children and families experiencing challenges as they re-enter child care. Telephone and digital outreach is continuing for stay-at-home families.

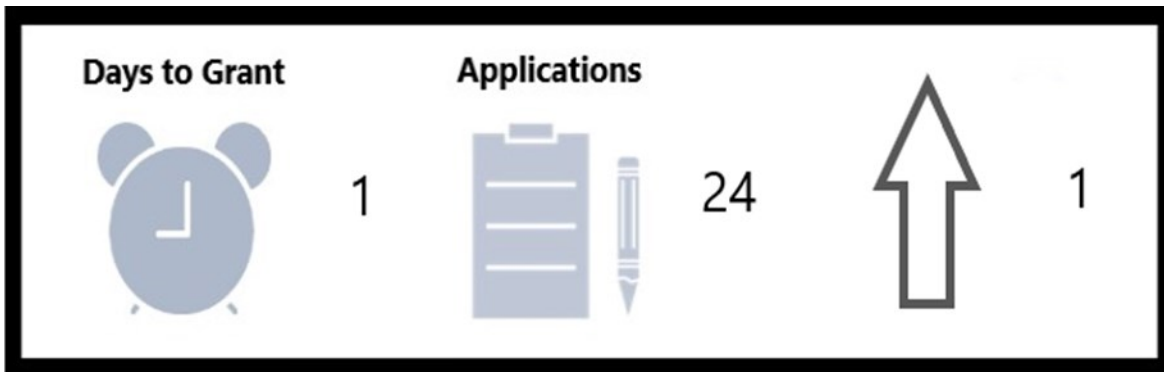
## EarlyON Child and Family Programs

As directed by the Ministry of Education, the EarlyON Child and Family Programs across the district remained closed, however, we've been reaching out to families using a virtual platform through Facebook. Virtual activities include interactive circle time, special activities for parents and children, bedtime stories, and parent resource sharing. For the months of July and August, the EarlyON Facebook posts reached 4,150 people. In addition to the virtual programming, staff assembled approximately 100 "Ton of Fun" kits that were distributed to families across the District of Parry Sound and contained activity suggestions, hands-on materials and resources to help alleviate the cabin fever being experienced by many isolated parents.

As part of the provincial Safe Child Care Re-Opening plan, EarlyON programs will be able to begin in-person programming on a limited, appointment only basis. The District of Parry Sound EarlyON Child and Family sites located in South River, Land of Lakes Public School in Burk's Falls and the Sound Community Hub in Parry Sound will begin offering services mid-September. Other satellite programs will remain closed until such time as community partners and schools are ready to reopen to public visitors. Virtual programming will continue to be offered on a daily basis.

## ONTARIO WORKS - Jeff Degagne, Manager

### Applications July 2020



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

We saw a small increase in Ontario Works and Emergency Assistance Applications processed over June 2020.

### MyBenefits

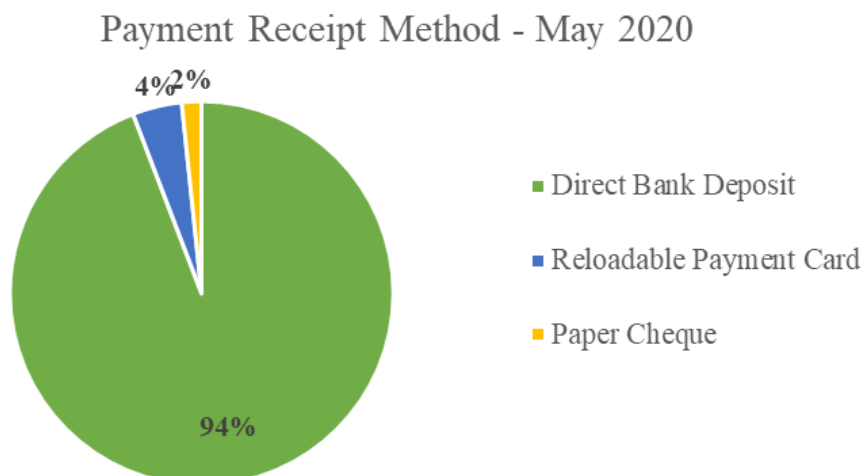
We have nearly **10%** of the caseload registered with the MyBenefits web service, **up 2% from June**. This tool allows recipients to safely report income, receive correspondence from their Caseworker and now be able to report shelter expenses, among other features. Staff are encouraging this tool for appropriate clients.

### OW Emergency Benefit

MCCSS announced that the OW Emergency Benefit would end as of July 31<sup>st</sup>. The benefit, issued to Ontario Works recipients from the start of COVID-19, was to support recipients with COVID-19 related items. During that time, we provided additional financial support to **638 Ontario Works cases**. Singles received \$100 and families received \$200 on a monthly basis based on when they began receiving the benefit.

### DBD Enrollment

We continue to make progress in on boarding clients to Direct Bank Deposit with 94.2% of the caseload enrolled. We have also shifted many clients that do not have a bank account over to Reloadable Payments Cards.

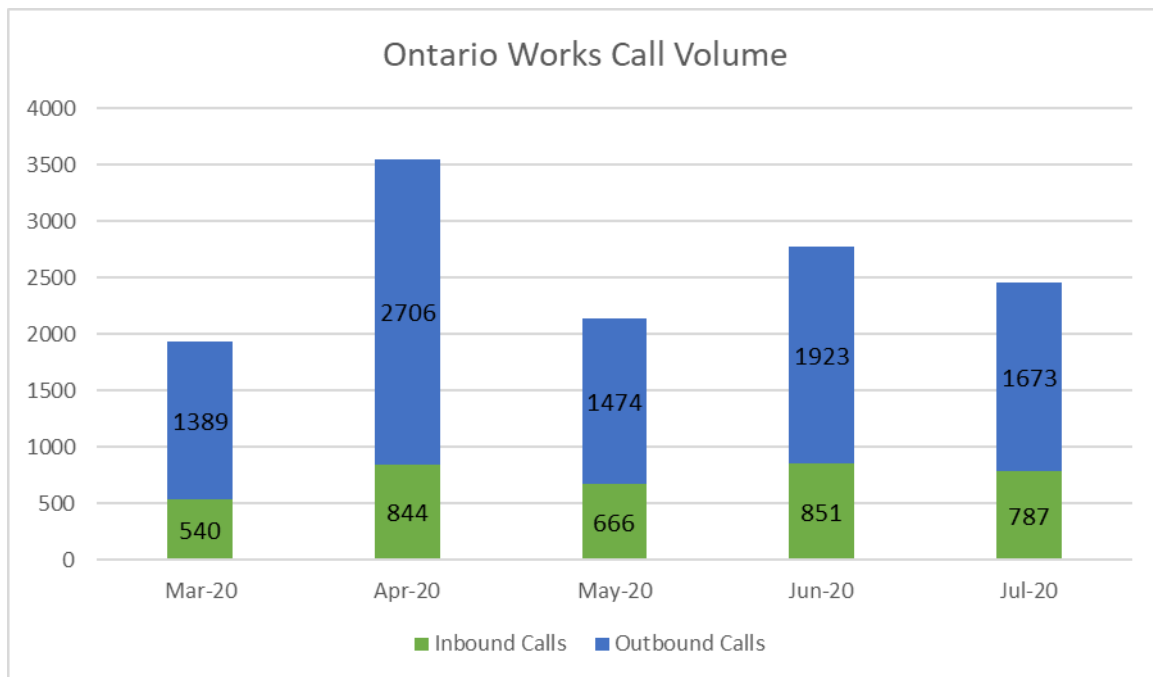


### CHPI Spending - Social Assistance

Our CHPI spending for Social Assistance recipients for July 2020 was up from May 2020 as COVID 19 support measures continue to ease. It is only slightly down from the same period last year as we supported nearly the same amount of people during that time.

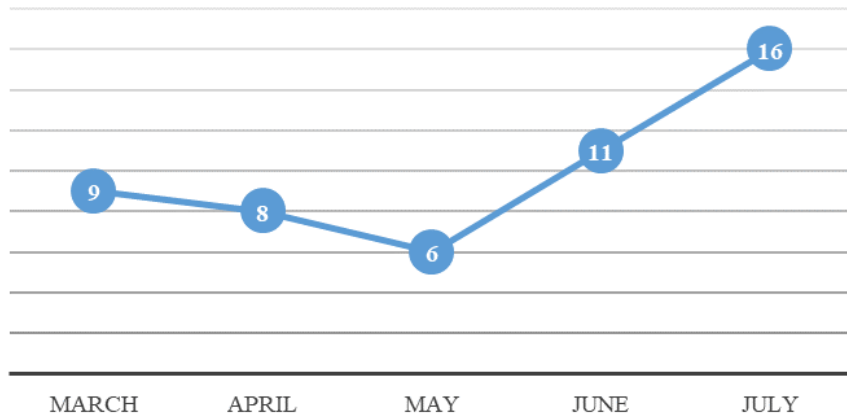
	<b>Community Homelessness Prevention (CHPI) Applications July 2020</b>	<b>Amount Spent</b>	<b>Community Homelessness Prevention (CHPI) Applications July 2019</b>	<b>Amount Spent</b>
Parry Sound	OW-2 ODSP-7	\$5,232.58	OW-7 ODSP-8	\$10,474.60
South River	OW-6 ODSP-9	\$10,804.69	OW-7 ODSP-4	\$10,753.62
<b>TOTAL</b>	OW-8 ODSP-16	\$16,037.27	OW-14 ODSP-12	\$21,228.22

### Ontario Works Call Volume Statistics



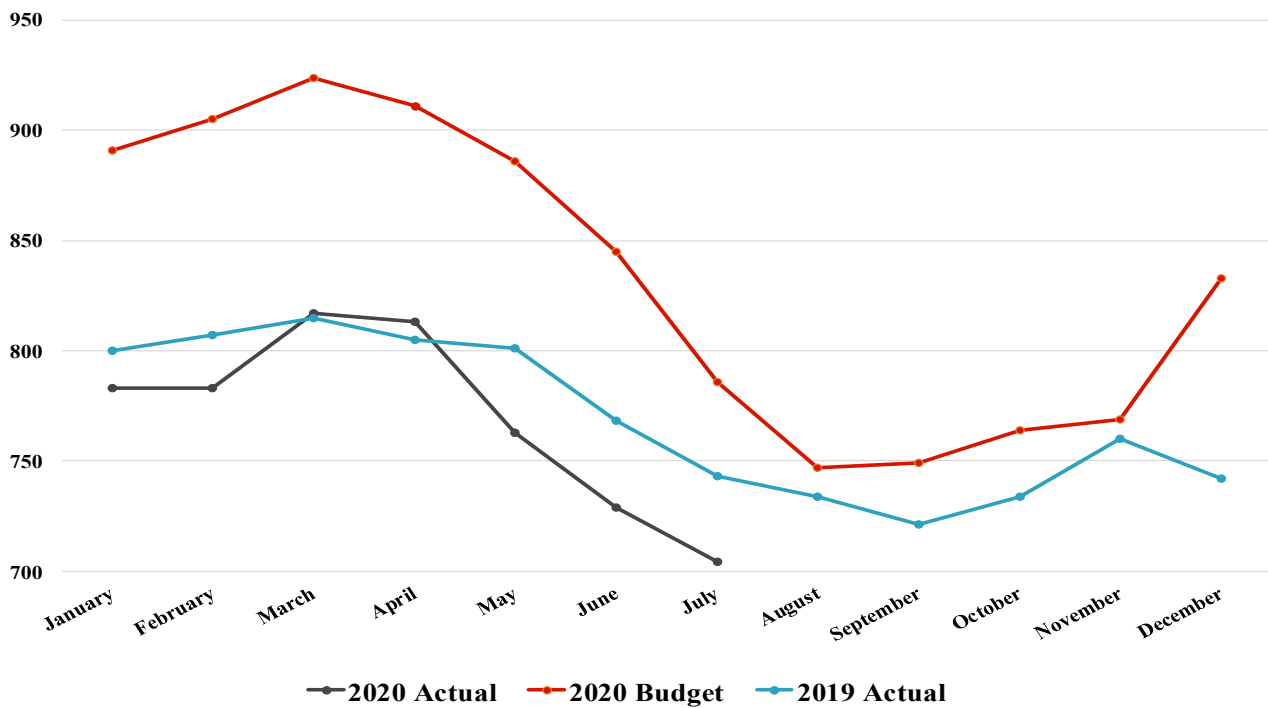
Call Volume continues to remain steady for Caseworkers. Over 307 hours was spent on the phone supporting clients. This does not include email or texting interactions.

### Exits to Employment



As restrictions due to COVID-19 are lifted for different businesses and industries, we are beginning to see those changes be reflected on the OW caseload as we have seen a steady rise in people exiting Ontario Works for employment. The July 2020 Labour Market Group Jobs Report showed 172 job postings in June which was up by 50 (41.0%) over May. This was the 2<sup>nd</sup> month in a row with a substantial increase following the decrease seen from the COVID-19 pandemic and was the highest total for June in the last 5 years. 32% of all postings were in Health Care and Social Assistance.

### 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					
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

### Child Care Programs With Whom We Have A Service Agreement

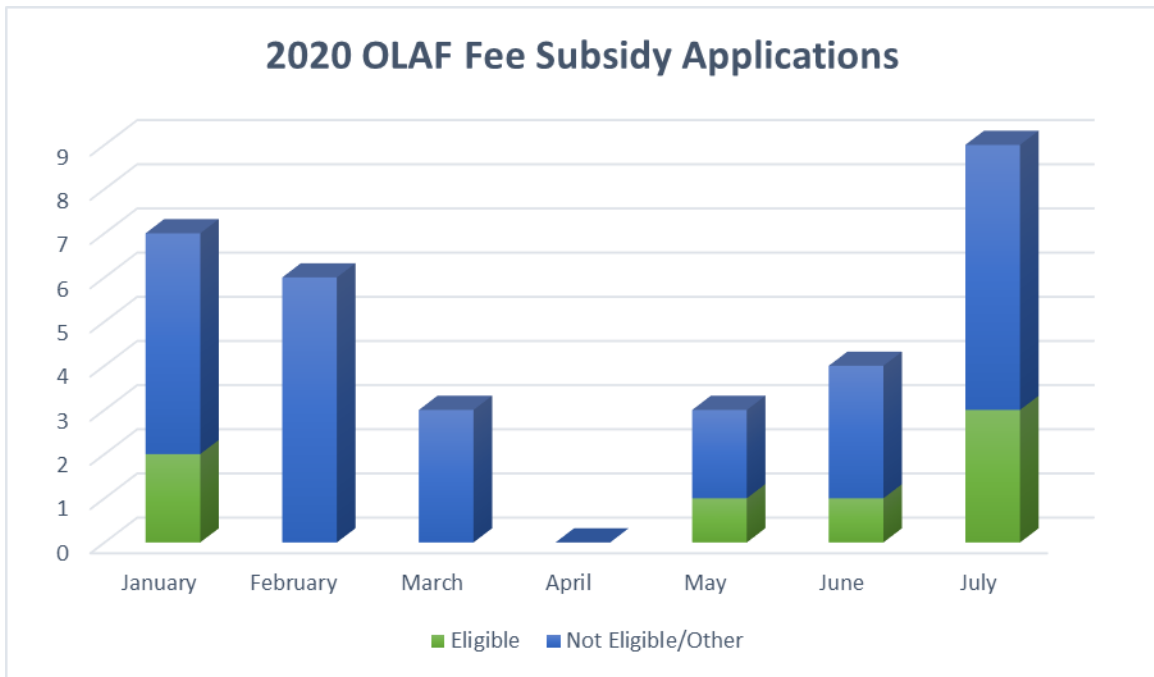
Program	Location	Status
Adventure Academy Inc.	Parry Sound	Planning to re-open August 31 <sup>st</sup>
Miigwansag	Parry Sound	Planning to re-open September 8 <sup>th</sup> at full capacity of 15 children
YMCA of Simcoe/Muskoka - Child Care	Parry Sound	Open as of July 2 <sup>nd</sup>
YMCA of Northeastern Ontario - St. Teresa	Callander	Closed - currently not viable to open at this time

### After School Programs

Program	Location	Status
Adventure Academy Inc.	Parry Sound	Pending approval from Health Unit
Municipality of Whitestone	Whitestone	Opening September 8 <sup>th</sup>
Muskoka Family Focus	Evergreen Heights ASP	Opening September 14 <sup>th</sup>
YMCA of Simcoe/Muskoka	Nobel St. Peter's Humphrey Parry Sound Public McDougall	- not renewing license - not renewing license - planning to open September 8 <sup>th</sup> - planning to open September 8 <sup>th</sup> - planning to open September 8 <sup>th</sup>
YMCA of Northeastern Ontario	St. Teresa M.T. Davidson South Shore	- planning to open September 8 <sup>th</sup> - TBD - TBD

Since the Ministry of Education announced in June that Child Care Centres could re-open with strict health and safety protocols in place, we have been supporting our operators and our partners at the Health Unit and School Boards during the re-opening phase. On July 30<sup>th</sup>, the Ministry of Education announced that as of September 1<sup>st</sup>, centres can open to full capacity. As you see in the chart above, Operators in the District of Parry Sound are in different stages of re-opening as the sector continues to recover from the closure period due to COVID-19.

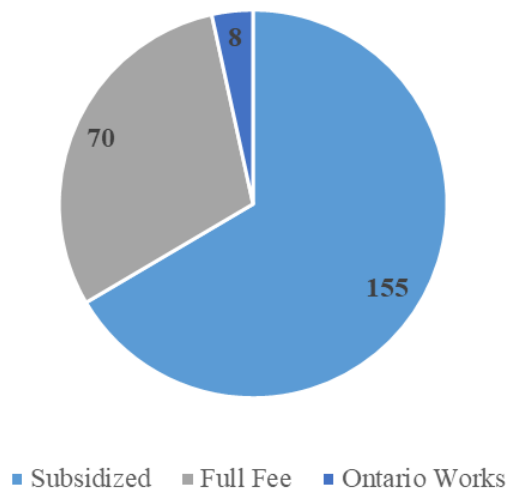
## OLAF



With June's announcement from the Ministry of Education that Child Care Centres can begin to re-open, we are noticing a steady climb in our **Online Application for Fee Subsidy (OLAF)**. The tool allows families to apply for Child Care Fee Subsidy, which is great as we continue to navigate the Pandemic. We continue to promote this tool for clients on an ongoing basis.

## Child Care Fee Subsidy Statistics for July 2020

Total Children by Funding Source in the District



## HOUSING & INTEGRATED SERVICES - Pam Nelson, Manager

### Housing Programs

<b>Social Housing Centralized Waitlist Report - July 2020</b>			
	East Parry Sound	West Parry Sound	Total
Seniors	8	100	108
Families	83	340	423
Individuals	263	205	468
Total	354	645	999
Total Waitlist Unduplicated			415

<b>Community Housing Centralized Waitlist (CWL) 2019-2020 Comparison Applications and Households Housed from the CWL</b>											
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					
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	36	1	33	14	0

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

- New apps include 2 applicants who refused an offer of accommodation and were placed back on the waitlist with a new chronological date
- Cancelled applications include 5 applicants who are now in receipt of COHB funding and 6 who refused an offer of accommodation
- 1 SPP application has now been cancelled as the application is in receipt of COHB funding

## Social Services Relief Fund

The Social Services Relief Fund (SSRF) is a \$200 million investment by the Ontario government in fiscal 2020-21 to help protect the health and safety of the province's most vulnerable people, through assistance to individuals and frontline agencies.

This Fund was announced on March 23, 2020 and is a shared initiative between the Ministry of Municipal Affairs and Housing and the Ministry of Children, Community and Social Services. Both ministries are working together so that municipalities and social services organizations have the funding and flexibility they need to respond to local needs.

The District of Parry Sound Social Services Administration Board was eligible to receive \$860,400 in 2020-21. The chart below indicates spending to date.

March 1, 2020 to August 4, 2020

Emergency Shelter Solutions	Housing with Related Supports	Homelessness Prevention	Services and Supports
(e.g. shelters, motels/hotel stays)	(e.g. Housing allowance, rent support)	(e.g. Rent/utility arrears, emergency financial assistance)	(e.g. Food security programs, cleaning, PPE, transportation, seniors in isolation)
\$26,344.85	\$10,400.00	\$113,600.00	\$251,847.53

## Homeless Prevention Program - Community Relations Workers

For the month of July 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	20
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	6	8
ODSP	9	20
Ontario Works	3	6
Low Income	7	16

### Contact/Referrals

	East	West	YTD
Homeless	1	4	21
At Risk	0	2	48

### Short Term Housing Allowance

Month	Active	YTD
July	9	18

### Household Income Sources and Issuance from CHPI

<b>Income Source</b>	<b>Total</b>	<b>CHPI</b>
ODSP	7	\$3,132.38

<b>Reason for Issue</b>	<b>Total</b>
Transportation	\$40.00
Food/Household/Misc.	\$3,092.38

*\*\*CHPI spending is down as we have been utilizing the SSRF funding*

### Call Volume

#### Community Relations Workers Calls

<b>July 2020</b>	<b>Incoming Calls</b>	<b>Outgoing Calls</b>	<b>Total</b>
CRW's (2)	116	464	580

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

#### Assessment Case Workers

<b>July 2020</b>	<b>Incoming Calls</b>	<b>Outgoing Calls</b>	<b>Total</b>
South River	70	185	255
Parry Sound	39	198	237

#### Reception

<b>July 2020</b>	<b>Incoming Calls</b>	<b>Outgoing Calls</b>	<b>Total</b>
South River	222	103	325
Parry Sound	632	57	689

## HOUSING OPERATIONS - Sharon Davis, Manager

### Esprit Place Family Resource Centre

Emergency Shelter Services	July 2020	Year to Date (2020)
Number of Women who stayed in shelter this month	11	66
	Those new to the shelter this year: <input type="text" value="10"/>	Those new to the shelter this year: <input type="text" value="49"/>
	Those who have stayed and had prior stays in the year: <input type="text" value="0"/>	Those who have stayed and had prior stays in the year: <input type="text" value="11"/>
	Those who have stayed and were carried over from last month: <input type="text" value="1"/>	Carried over accumulative month to month: <input type="text" value="6"/>
Number of Children Active in program this month	1	6
Number of New Admissions (Children) (unduplicated)	0	5
Direct Service Hours to Women (Shelter and counselling)	48	500
Resident Bed Nights (Women & Children)	53	1,015
Occupancy Rate	17%	47.6%
Days at capacity	0	21
Days over-capacity	0	7
Phone Interactions (crisis/support)	46	437

Outreach Services		
	July 2020	Year-to-Date 2020
Number of Women Served this Month	12	64
Number of Women Registered in the Program	20	40
Number of Public Ed/Groups Offered	0	4

<b>Transitional Support</b>		
	July 2020	Year-to-Date 2020
Number of Women Served this Month	4	42
Number of Women Registered in Program	26	27
Number of Public Ed/Groups Offered	0	0

<b>Child Witness Program</b>		
	July 2020	Year-to-Date 2020
Number of Children Served this Month	6	37
Number of Children Registered in Program	15	17
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".

## Parry Sound Housing Corporation

Parry Sound Housing Corporation Activity		July 2020	Year-to-Date 2020
Move Outs	July 31st, 2020	0	23
Move Ins	July 1st, 2020	1	37
L1 Forms	Issued in July 2020	0	11
N4 - Notice for eviction for non-payment of rent	Issued in July 2020	0	3
N5 - Notice of eviction for disturbing the quiet enjoyment of the other occupants	July 2020	1	4
Re-payment agreements	Issued in July 2020	6	117
N7 - Notice of eviction for willful damage to unit	July 2020	0	1
COVID Wellness Checks	July 2020	82	
Pest Control	July 2020 8 buildings are monitored monthly	2 units currently treated for bedbugs bi-monthly	
Paramedicine	July 2020	3 buildings	
Tenant Home Visits	July 2020	27	
Maintenance Repairs	July 2020	14	
Units Finished for New Move Ins	July 2020	6	

## Capital and Maintenance

During the month of July, there were 3 capital projects that got underway in terms of initial planning:

Callander Building – Replacement of ramp and walk way

Magnetawan Building – Replacement of patio and walk way

Mapleview Renovation – 22B Mapleview renovation in partnership with Road to Recovery (CMHA)

The Roselawn building in South River received new shingles, along with the common room being completely abated of asbestos and new drywall and lighting installed.

Refurnishing all common rooms to encourage physical distancing will be ongoing.