



DSSAB Quarterly Report

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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 - Janet Patterson

Welcome back to all!! The weather may have been a bit unpredictable this summer, but we still live in one of the best parts in Ontario and it will get especially beautiful as the leaves begin to turn color. I hope that you were able to find some sunny days to enjoy this summer.

The grand opening for the Sound Community Hub was held on August 4th, with great attendance and success. All of the housing units were rented as soon as they were completed in July. Our Ontario Early Years Child and Family Centre (OEYCFC), along with One Kids Place are also in the building and fully operational. Planning is near completion for expansion of both licensed child care spaces and OEYCFCs and will be presented to the Board in October. The planning work involved in OEYCFCs has involved extensive data analysis and survey work on families and children in the District, funded from the Data Analysis Coordinator funding over this past year, which was outsourced to the Sault Ste. Marie Business Innovation Centre.

The Ministry of Education is commencing a review of child care affordability in Ontario to make recommendations to make the service less costly for families. This issue is one of the NOSDA resolutions that addressed the current income testing thresholds for child care subsidy and the fact that the current threshold of \$20,000 annual income for child care subsidy has not changed since 2004. Recommendations from this review are scheduled for February, 2018.

As part of the Social Assistance Modernization work, MCSS asked the 47 Municipal Service Managers for submissions of ideas/prototypes that would test some of the modernization work. If selected, this work would be undertaken jointly with support and funding assistance received from Ministry staff. Two of our Ontario Works Supervisors, Pam Nelson and Jeff Degagne took the initiative and prepared a great submission in time for the deadline of August 21, 2017. The Ministry will select two of the submissions from the 47 Service Managers.

My work on the Income Security Reform Working Group ended in July. A draft document is near completion and will go to Cabinet in late September with a release for a Public response shortly afterward. The document, Income Security: A Roadmap for Change, is a collaborative effort of Ministry staff and three working groups: the group that I participated in along with the First Nations Income Security Reform Working Group and the Urban Indigenous Table Income Security Working Group. It is the first comprehensive document on broad income security reform since the 2012 Commission for the Review of Social Assistance in Ontario.

Current Social Assistance improvements that come into effect September 1, 2017 includes a 2% increase to the OW rates and benefits, and increase to asset limits from \$2,500 to \$10,000 for OW and from \$5,000 to \$40,000 for ODSP and an increase to gifts and voluntary payments exemption from \$6,000 to \$10,000 for OW and ODSP.

The Northern Policy Institute has released an interactive GIS mapping tool that outlines the various administrative boundaries. This can be accessed by going to their website at <http://www.northernpolicy.ca>.

A document on the \$15 minimum wage has been released by the Canadian Centre for Policy Alternatives: "Ontario Needs a Raise: Who Benefits From a \$15 Minimum Wage" has been released. Copies are available upon request.

A report on Hidden Homelessness in Rural and Northern Ontario was released in July that showed that 9.7% of people from rural Ontario reported that they had experienced homelessness or hidden homelessness compared to urban Ontario at 7.5%. Examples of hidden homelessness are staying with family/friends, substandard accommodation, hostels, motels, RV trailers, cars, tents, sheds, bush camps, etc.

MCSS has released their 2017-2020 strategic plan, "Thriving Communities. Our Way Forward." Copies are available upon request.

Human Resources - Lisa Moore

The smell of fall is in the air....yikes! Where did that summer go? I'm hopeful that we will see some beautiful weather at least for a few more months. We find ourselves saying goodbye to our summer students as we wish them all the best as they continue along with their education or career endeavours. I would also like to welcome Amanda VanKoughnett to our HR team, we are so happy to have her working with us, and know she will do a great job as our new HR Support Worker.

The Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples

The Truth and Reconciliation Commission's (TRC) final report shone a light on Canada's residential school system, a dark chapter in our history with lasting impacts still felt by Indigenous people today. Ontario is working with Indigenous partners to address the legacy of residential schools, close gaps and remove barriers, create a culturally relevant and responsive justice system, support Indigenous culture, and reconcile relationships with Indigenous peoples. True reconciliation goes beyond the TRC's 'Calls to Action'. The Province will continue to look to Indigenous partners for guidance and leadership.

Ontario plans to invest more than \$250 million over the next three years on programs and actions focused on reconciliation, which will be developed and evaluated in close partnership with our Indigenous partners.

We are so pleased to be offering training this fall on this important topic. With approximately seven sessions scheduled, we are anticipating that the majority of our staff and many of our community partners will be able to attend this impactful half day event presented by Dr. Brock Pitawanakwat. The sessions will include information on, Indigenous identities in Canada; Colonization and its impacts on Indigenous families and Renewing the relationship in an era of reconciliation and resurgence.

Retirement.....

We have seen a few of our long service employees retiring from the DSSAB this year. This has spurred on many to start thinking and talking about retirement planning. I thought it may be timely to include a bit of helpful information from OMERS on this topic.

Planning your retirement is a very personal process, not simply following a one-size-fits-all plan. Your retirement plan should be based on your vision of the life you hope to lead, and must also take your financial picture into account.

The best time to start planning your retirement is while you're still working. It's never too early to start your research. The important thing is to get started, so you're not left making all the important choices in your last few weeks on the job.

Some Questions to Ask Yourself:

- Do I want to retire?
- How do I want to spend my time in retirement?
- How will I handle not having to go to work?
- How much will I miss the social contacts and friends at work?
- Will my friends also be retired?
- How much income will I need in retirement?
- Am I psychologically ready to retire?
- Should I consider semi-retirement or a second career?
- What impact will my retirement have on my family?
- What if I don't retire and instead keep on working like I am now?
- Will I have to get a part-time job to make ends meet?



General Facts About Retirement.....

- ✓ The baby boom generation (born 1946 to 1964) entered the workforce in large numbers and has begun to retire. In 2011, the oldest boomers will reach age 65.
- ✓ This retirement wave should peak in the early 2020s. A lot of talent and experience will leave the workforce. A key challenge for employers will be finding qualified workers to replace it.
- ✓ Pressure to replace workers will arise early for employers in public administration, education and health care; these tend to have a lower average age of retirement and an older workforce.

Emotional Intelligence Corner.....Social Awareness

In its simplest terms, you realize that it's NOT all about yourself. When you have emotional smarts, you are able to focus on others, observe their emotions, and notice their actions and reactions. You're able to ask questions, listen, and learn what other people are feeling. You're able to understand their perspective and determine what factors influenced them for the good or the bad, even when their perspective and their experiences might be quite different than yours. You are aware of the other person's feelings, needs and concerns. Below is a little Social Awareness quiz for you.



Go through the questions and answer "yes" or "no" to each question.

- Do you use sarcasm in your communications with team members, coworkers, customers or other project stakeholders?
- Do you frequently say "yes" to action items in meetings or agree to take on work ... and then regret it later?
- Do you feel the need to crack a joke or change the subject during tough conversations?
- Do you find it easier to set the record straight or vent your frustration in an e-mail rather than in person?
- Are your relationships with your team members and team leaders superficial and limited to the task at hand?
- Do you get upset or take it personally when your boss or team leader is angry?
- Do you ever find yourself dwelling on conflict with your team members or fantasizing about ways to get even?
- Do you wish you were more charismatic or had more presence as a team leader or manager?

If you answered "yes" to three or more questions, you probably need to work on your Social Awareness. If you are not sure of your answers, if you are not totally aware of your own behavior, ask five people at home or work that know you very well to answer the questions for you. Their responses may be difficult to hear, but they will also help you take the next step towards increased Social Awareness.

We welcome and congratulate the following individuals who are new employees of the DSSAB or employees who have changed positions temporarily or on a permanent basis:



Joshua Wilkinson – Supply Teacher
Kimberly McEwen – Relief Counsellor
Katelyn Purcell – Payroll Officer
Katlin Rettie – Relief Counsellor
Susan Muir – Housing Advocate Contract & Case Worker
Kathleen McLaughlin – Housekeeper Contract
Bobbie-Jo Kingston – Resource Teacher Contract
Chantelle Distler – Case Support Worker Contract & Case Worker Contract
Jessica King – Pre-School Teacher
Christy Beasley – Pre-School Teacher
Amanda VanKoughnett – HR Support Worker
Patricia Pinkerton – Case Support Worker Contract
Jaclyn Brumpton – Pre-School Teacher
Kelly Thompson – Financial Analyst

We wish everyone much success in their new roles.

Children's Services - Cec Barks

Greetings from Children's Services!!

September is another huge and wonderful transition for children's programs. Our summer recreation programs have come to a close; our educators have filled the preschoolers' toolboxes for their next adventure in Kindergarten; our Resource Teachers have met with school staff, families and educators to ensure a successful transition to school for our children with special needs; our OEYCFC Facilitators have provided resources and guidance to their families to assist in their next transition; the Home Visitors have supported the Child Care Providers and their families in the changeover of children and families that require different hours, days, locations and bus routes and the Subsidy office has been working diligently to complete updates and paperwork before the first day of school!

The Ministry of Education is holding true to its promise in making licensed child care more affordable and accessible. From now until the end of 2018, we will be implementing a plan to support the increase in spaces, keeping the pressure of infant care at the forefront. In preliminary plans, all areas of the District will increase the number of spaces available to families with the target goal of 50 additional child care spots. The funding will go to support capital renovations and staff to accommodate the extra children in day programs and some After School Programs.

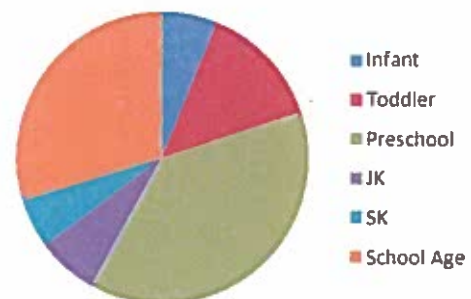
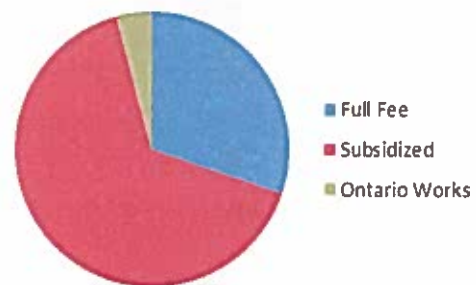
The Community Needs Assessment is nearing completion including surveys for Ontario Early Years Child and Family Centres, Early Learning and Child Care Centres, Home Child Care, needs for Indigenous families and an incredible amount of data! This data is being used to support and help create an OEYCFC Plan that will be submitted to the Ministry by the end of September. The Ministry considers 2018 to be a transition year so the Plan will be a phased-in approach: Jan. – Mar., Apr. – Sept., and Sept. – Dec. The increase in funding will support an increase in staff to operate more sites in additional areas of the District.

The Indigenous Needs Study is also complete with a healthy number of responses. A joint proposal submitted and signed off by Children's Services, The Metis Association, Parry Sound Friendship Centre and hopefully Wasauksing First Nation to the Ministry, will include a request for funding to create and support an Indigenous-led/operated Early Learning and Child Care Centre at the Sound Community Hub.

The Truth and Reconciliation funding has enabled us to arrange a DSSAB-wide training event during the month of October. Brock Pitawanakwat, a professor of Indigenous studies for 14 years and a member of the Truth and Reconciliation Commission for three years will provide ½ day training sessions throughout the district for our staff and community partners. The sessions will include: Indigenous identities in Canada, Colonization and its impact on Indigenous families and renewing the relationship in an era of reconciliation and resurgence. We are very excited about the training and the hope is to reach all of the DSSAB staff and numerous community partners with this very important information. DSSAB Board Members are also welcome!

Child Care Statistics for July 2017

Age Group	Full Fee	Subsidized	Ontario Works	Total
Infant	12	16	1	29
Toddler	25	35	5	65
Preschool	65	110	6	181
JK	9	21	2	32
SK	5	21	0	26
School Age	27	108	6	141
# of Active Children	143	311	20	474
# of Families Served	136	284	17	437



Early Learning and Child Care Centres

Waubee EL&CCC – With the improvement in weather, the staff has been focusing on making changes to their outdoor classroom by adding “loose parts” regularly. The preschool children have been able to walk to the park and visit the library weekly. There have been a number of visitors to the Centre this summer, including the OPP, the Georgian Biosphere, a dental hygienist, and ‘Zoo to You’. The children were also very excited to visit and tour the local fire station and fire trucks. With the support of the educators, the children are beginning to harvest the vegetables that they planted earlier this summer. Last week, their abundance of cucumbers made a great and nutritious snack! Throughout September, many of our preschoolers will be graduating and moving on to JK. This requires a large internal shuffle of children and new enrollments. Our Seeds of Empathy will begin again, with our tiny teacher being one of our own staff’s baby!



First Steps EL&CCC – No report available.

Highlands EL&CCC – The children, staff and program has settled nicely into the temporary location at the Birchdale Church while we wait for our new child care centre to be built. We were unfortunate to be the target of some destructive vandalism but were able to avoid a service disruption while the investigation and extensive clean up were conducted. Highlands has been providing One Kids Place with a work space to accommodate local families to meet them for service. Several items on behalf of the children were entered into the Emsdale Fall Fair. Early Education Graduation of our preschoolers took place on Aug. 23rd, with 80% of our children moving onto JK. We are expecting to recover those numbers very quickly. Evergreen After School Program has 32 children enrolled, with the majority of children JK age. Year 6 of Seeds of Empathy will start early in September.

Fairview EL&CCC - The Summer Recreation Programs have kept us hopping this summer! The rain didn’t stop our outdoor play – only enhanced it. The Rec Program went swimming at the Powassan Lions Pool every Wednesday and Friday. The end of the summer Pool Party took place on August 30th, with games, swimming and a scavenger hunt. We had the annual Fun Day on August 24th, including a picnic BBQ lunch and Bouncy Castles. We painted t-shirts that everyone signed and all have worked hard on their Fall Fair entries. Both After School Programs are full with a waitlist.

Home Child Care Program - The Home Child Care Providers were re-certified in Standard First Aid and Safety on Aug. 23rd. A Santa’s Village Day for the programs was a great success regardless of the wet weather. The HCC staff will be presenting information to the Ontario Works staff regarding child care options for their clients. The Home Child Care Program is going to embark on a pilot program to support private caregivers and their children in the hopes they will become approved homes. The pilot is a 3-model approach and will begin early in the New Year.

Home Child Care Stats for July 2017				
	East Parry Sound	West Parry Sound	Total	Waitlist
Enrollment	101	61	162	8 (East) 18 (West)
Providers	14 (1 inactive)	12	26	1

Inclusion Support Services

The ISS Team (with support from the Home Child Care Program, One Kids Place, Hands, Community Living and the Near North District School Board, offered a very successful one week 'Transition to School' camp at McDougall and Sundridge Public Schools. The camp was attended by children who are registered and will be attending a Full Day Kindergarten Program for the first time in September. Twenty two children in total participated in the camps where the parents were asked to attend a minimum of two mornings to experience the program first hand. This gave the parents a great opportunity to ask questions and observe their children in a classroom setting. ISS has been a key partner in participating with other community agencies, with One Kids Place as the lead, in the second year of a three year Early Start Denver Model (ESDM) pilot project, as part of the provincial Special Needs Strategy. The pilot is measuring strategies for educators to provide to children who are on a waitlist for diagnosis. The project is seeing excellent results and many successes for the children and families that are participating.

Integration Support Services Stats for July 2017						
Site	Early Years Best Start C&FC's	Licensed Early Learning & CCC's	Total	Waitlist	New Referrals	Discharges
Number of Children Supported in East P.S	20	25	45	0	1	2
Number of Children Supported in West P.S.	16	20	36	0	1	0
Monthly Totals	36	45	81	0	2	2
Unduplicated Year to Date Totals	35	53	88	24	49	17

Ontario Early Years Child and Family Centres

June, July and August were filled with packing and moving as we said goodbye to 64 Waubeek St. and re-located to the Sound Community Hub, (previously William Beatty Public School). Families are excited about the new space and enjoy the opportunities that are now available as the program has daily use of the gymnasium. A Grand Opening celebration was held on August 4th and was well attended by many community partners and dignitaries. Regular discussions have been held with the partners to discuss shared spaces, procedures and ideas and we will continue to meet and plan together.

Infant Hearing held two clinics at the Sound Community Hub over the summer which encouraged new parents to visit the building. One Kids Place offered an Early Language Program in our new space for families who are currently on the waitlist for speech and language services.

One of our facilitators attended HIGH FIVE training in June and will be able to incorporate this information into the programs.

Over the summer, special outings were offered in Burk's Falls, Emsdale, Kearney, Callander, Humphrey and Orrville. This gave families the opportunity to reconnect with each other and the staff.

Special thanks to the Municipality of Sundridge for allowing us to use space at the town office to temporarily house our program. We have been able to secure new space for the upcoming year at the Bethel Pentecostal Church and look forward to working with them to offer additional programming for the families of Sundridge.

Over the past few months, time has been spent meeting, speaking and consulting with families, caregivers and community partners to help guide us as we develop the Ontario Early Years Child and Family Centre Plan. There will be many contacts to make this coming Fall as we expand our staff and services to follow the Plan.

Ontario Early Years Child and Family Centres		
Statistics for the month of:	July 2017	Year-to-Date 2017
Total Adult Visits	165	3,067
Total Children Visits	386	4,983
Total Family Visits	275	4,376
Total New Families	35	163
Total Community Partners/ Visitors	11	316
Number of Workshops	1	6
Number of Workshop Hours	1.5	9.75

HIGH FIVE

On the cutting edge of child-focused policy and healthy child development, HIGH FIVE - a research-based, holistic quality assurance framework has been adopted and trusted by more than 400 providers of children's programs across Canada. In fact, it's THE recognized industry standard of quality for kids programs in Canada and is supported and acknowledged by many organizations and bodies in the private and public sectors.

This summer the DSSAB entered into a service agreement with 7 Summer Recreation Programs across the district. Each program was visited by one of our HIGH FIVE Trainers to build and develop relationships, to ensure quality standards were being met and offer additional resources where needed. During these visits, the focus was to observe the following 5 categories:

- √ Leader-Child Interactions
- √ Supervision and Safety
- √ Child-Child Interactions
- √ Program Characteristics and Supports; and
- √ Children's Mental Health

Out of the 7 Programs, we engaged in follow-up conversations with 2 to offer further supports. All Recreation Programs have been receptive to visits by the staff. The summer recreation programs provide service to children 4 to 12 years of age offering a variety of activities and support to families across the district.

Offering these programs across the district is a valuable resource to families and aligns with the DSSAB's Mission and Vision.

Ontario Works - Sharon Smith

"Ontario is taking immediate steps to better the lives of people who rely on our social assistance programs." (part of the key messages document from MCSS in July 2017)

Effective September 1st, 2017, the income exemption limit for cash gifts for any purpose was increased from \$6,000 per year to \$10,000 per year. This means that a recipient of Ontario Works could receive over \$800.00 per month as a gift from a friend or family member with no deduction from the OW benefit cheque.

Asset limits are being raised to help individuals and families keep more of their own money without affecting their social assistance: a single individual's asset limit has been increased from \$2,500 to \$10,000 and a couple's asset limit has been increased from \$5,000 to \$15,000.

Effective October 1st, 2017, social assistance rates will increase by 2%.

Effective July 1st, 2017 OW applicants do not need to have a new application completed if the applicant was a recipient of social assistance in the past six (6) months (this was formerly 30 days). This means that OW Case Workers may use an individual's previous application for assistance and supporting materials for their re-application.

Pay direct policy under social assistance is being updated to encourage the use of pay direct arrangements where they support housing stabilization. Case Workers are encouraged to discuss pay direct options as a service offered to individuals to provide a convenient way to manage their financial support. (Although this is being presented as a new MCSS initiative, we have always supported clients wishing to have payments made directly to landlords.)

On June 23rd, 2017 the Ontario Works Addictions Services Initiative Program hosted a Community Strategies Symposium: What is Harm Reduction? This event was held at the Swiss Country House and was very well attended by many community organizations. Presenters included Dr. Ralf Dell'Aquila who spoke about evolving perspectives in behavioural health, Pharmacist Calvin Brown talked about positive and negative sides of the drug Naloxone, Carla, a woman in recovery, shared her story of addiction experience, strength and hope. Susan Thornton RN MN Public Health Nurse/Sexual Health Nurse talked about the Needle Exchange Program and Harm Reduction and the OPP gave a talk on efforts in community safety and training when presented with mental health situations. It was a very positive and well-received event.

We continue to be agents for the Ontario Electricity Support Program (OESP) which provides a credit for low-income consumers on their monthly utility bill. The amount of the credit was increased in May 2017 and eligibility requirements were changed making more families eligible for the program. OESP rules have also changed so that social assistance recipients who have an electricity account in their name are automatically eligible for an OESP credit on their monthly bill. Internally we in the District of Parry Sound have been promoting this program to social assistance recipients for many months and in the past few months have been hosting OESP clinics as a way to promote the program. OW assists with OESP applications for recipients of OW, ODSP as well as for non social assistance consumers.

On June 21st, Jeffrey Degagne, OW Supervisor East, represented the Parry Sound DSSAB OW Program at the Regional Placement Table in North Bay to network and discuss topics of OW interest with our colleagues in the North.

We're in the process of preparing for a huge change management initiative as MCSS rolls out the Social Assistance Service Modernization Strategy (SASMS). We've requested to have a lead from the Social Assistance Service Modernization Branch attend Parry Sound to give a presentation on the five year road map SASMS plan. The goal of the SASMS is to improve the client experience while achieving administrative efficiencies that will reduce administrative work and enable staff to spend greater time and focus on working with clients. A few of the objectives of the "5 year road map" are: Social Assistance Online, Reloadable Payment Cards, Paperless Drug Cards (completed in December 2016), Electronic Document Management, a SA Contact Centre, Risk Based Intake, Mobile Solution (applying for assistance on personal mobile devices) to name a few. We are preparing staff for the upcoming modernization efforts by keeping everyone informed as information becomes available. We've also submitted a Proposal to be considered as a site to pilot a change prototype as requested in a recent Call for Submissions (thanks to OW Supervisors Jeffrey Degagne & Pamela Nelson for writing the Proposal and to Janet Patterson for providing support, suggestions and making the submission on our behalf). There will be much more to come on the modernization initiative in the upcoming months.

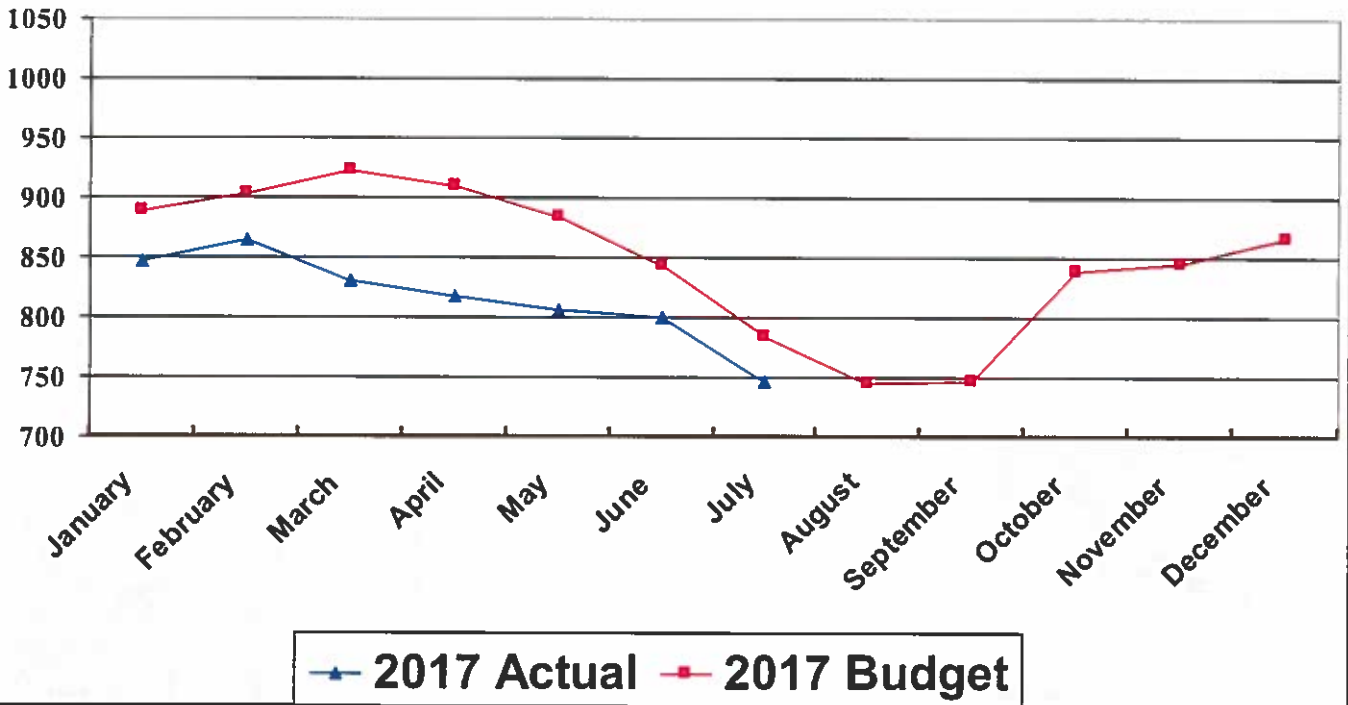
We're very pleased to have secured a contract with OMSSA to have Wade Grocott attend Parry Sound to deliver Module I "The Coach Approach" of the Supportive Approaches Through Innovative Learning (SAIL) Program in October. Wade is an excellent trainer and this module will be instrumental in the ongoing efforts to manage the many changes coming to OW in the next several years.

The Labour Market Group's latest Monthly Vacancies Report states that there were 86 job vacancies in the District in the month of June, down substantially from the previous month when there were 183 vacancies reported. The top five employers listing vacancies in the District were: Walmart (PS), Youthdale Treatment Centre (Magnetawan), Sobeys (PS), The Landmark Pub (Burk's Falls) and the Municipality of Magnetawan.

We're very pleased that a recent MCSS report posted online listing all the OW sites in the Province lists District of Parry Sound as being in top place tied with two other OW sites in client success for exiting OW to employment. We continue to excel in our efforts to assist OW employable participants to obtain sustainable employment in partnership with the three employment resource centres in the District.

The OW caseload continues to decrease as is expected for the summer months when more jobs are available in the District.

Caseload Activity 2017



LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2017 Actual	846	864	831	818	806	800	747					
2017 Budget	889	903	922	909	884	843	784	745	747	839	845	866

* Estimate

Housing & Community Services - Janice Bray

Esprit

Second quarter has been busy here at the shelter. We've been experiencing high capacity numbers, as well as many complex client situations involving mental health, addictions, and protocols surrounding these situations in order to maintain safety for all residents of the shelter.

Our shelter standard policies are now in effect, and as with anything new we're going through an adjustment phase, specifically around policies such as: use of substances, admission into the shelter, clients not returning to the shelter, and length of stay. As we encounter uncertainties, we have been developing process documents that go along with these specific policies.

During this quarter we were sad to hear of the death of a former client of the shelter services. This was a time of grief for staff and some former residents. Some came back to the shelter for support after hearing the news.

We've had the opportunity to use some infrastructure funding to purchase some new equipment, which strengthen our program. We had 2 new security cameras installed, as well as a buzzer for the backyard door. We also had our ramp renovated, removing old boards and beams and replaced with new ones, and we had our main floor washroom renovated to remove the bath tub, and install a more accessible shower stall.



We've had a few paint classes here, offered by a local artist, Jessica Vergeer. This was enjoyed by many residents and former residents. We hope to continue this on a semi-regular basis in the fall.



Emergency Shelter Services		
	July	Year to Date 2017
Number of Women Active in program this month	18	76
Number of New Women Admitted	8	41
Number of Children Active in program this month	5	45
Number of New Children Admitted	2	22
Number of Hours of Direct Service to Women	55	406
Resident Bed Nights (women & children)	221	1,530
Occupancy Rate	71%	72%
Phone Interactions (Crisis/Support)	44	243

Outreach		
	July	Year to Date 2017
Number of New Women Served	4	49

Transitional Support		
	July	Year to Date 2017
Number of Women Active in program this month	11	69
Number of New Women Served	3	37

Child Witness Program		
	July	Year to Date 2017
Number of Women Active in Program this Month	3	23
Number of New Women Served	1	12
Number of Children Active in Program this Month	2	24
Number of New Children Served	1	19

Homelessness Prevention Program (HPP)

On May 11th Housing and Community Staff listened in on a Teleconference, in regards to changes to the *Residential Tenancy Act*. The *Rental Fairness Act* was passed on May 18, 2017, and the act is backdated effective April 20, 2017.

The *Rental Fairness Act* includes:

- √ No rent increases for any residential rental unit to exceed the provincially legislated annual maximum: 1.5 per cent for 2017
- √ Enabling a standard lease to help both tenants and landlords know their rights and responsibilities, while reducing the number of disputes
- √ Protecting tenants from eviction due to abuse of the "landlords own use" provision
- √ Ensuring landlords can't pursue former tenants for unauthorized charges
- √ Prohibiting above-guideline rent increases in buildings where elevator maintenance orders have not been addressed
- √ Removing above-guideline rent increases for utilities, to protect tenants from carbon costs and encourage landlords to make their buildings more energy efficient

May 15th – Department of Housing and Community Services Supervisors met with the Manager of the Ontario Disability Support Program – Muskoka/Parry Sound to discuss roles and responsibilities, communication and sharing of client information. As a result of this meeting, encrypted secure email is now being implemented between ODSP staff and the Housing and Community Services staff.

The Canadian Alliance to End Homelessness hosted a webinar entitled “What does it take to End Chronic Homelessness?” This webinar focused on building strong relationships with our community partners; ensuring we are capturing data that is relevant in program planning: Housing First – do whatever it takes- “Housing vs. Homelessness- Not just about building homes”.

What does it take?

- ⇒ Data Analytics - zoom in on the heart of the issue
- ⇒ Human Centered Design - engage people with lived experience
- ⇒ Quality Improvement - test and evaluate each idea
- ⇒ Facilitation - create the conditions for group to innovate collaborative approaches

The Homeless Hub hosted a webinar on “A New Framework - Homelessness Prevention”. This webinar outlined the following flow of how we are currently doing the work with Homelessness Prevention:

PREVENTION ⇔ EMERGENCY RESPONSE ⇔ HOUSING SUPPORTS

The discussion was on moving from an emergency to a preventative and supportive response and funding that model and having an emergency response used for the occasional case.

Staff attended a Community Strategies Symposium II – What is Harm Reduction? The District of Parry Sound Social Services Administration Board, Ontario Works – Addiction Services Initiative Program partnered with Canadian Mental Health Association Addiction and Mental Health Services Muskoka Parry Sound and presented a one day Symposium for frontline workers to better understand Harm Reduction, addictions and mental health, needle exchange and the use of Narcon.

Homelessness Prevention Program (HPP)

Short-Term Supports

All services under this category are aimed at promoting, improving, sustaining, or restoring appropriate housing for individuals who are active with the HPP, periodically within the month, not requiring intense case management.

East Side of District: 24 households

- 13 households in receipt of senior benefits
- 4 households in receipt of ODSP
- 1 household in receipt of CPP-D
- 5 households with low income
- 1 household in receipt of WSIB

West Side of District: 44 households

- 11 households in receipt of senior benefits
- 21 households in receipt of ODSP
- 1 household in receipt of OW
- 1 household in receipt of CPP-D
- 9 households with low income
- 1 household in receipt of WSIB/EIB

Intense Case Management

Coordination of appropriate services and the provision of consistent and on-going weekly support needed by the individual.

East Side of District: 9 households

- 4 households in receipt of senior benefits
- 4 households in receipt of ODSP
- 1 household in receipt of WSIB

West Side of District: 16 households

- 6 households in receipt of senior benefits
- 8 households in receipt of ODSP
- 2 households with low income

Brief Contact

Brief contact involves staff working for less than two consecutive hours with a household on activities such as: assisting with applications and referrals to services - both internal and external.

East Side of District: 11 households

- 3 households in receipt of senior benefits
- 3 households in receipt of ODSP
- 1 household in receipt of OW
- 4 households with low income

West Side of District: 50 households

- 7 households in receipt of senior benefits
- 8 households in receipt of ODSP
- 5 households in receipt of OW
- 2 households in receipt of WSIB
- 2 household in receipt of CPP - D
- 24 households with low income
- 2 households with no income

July 2017 Contacts/Referrals

There were 16 new Households in contact with the Homelessness Prevention Program within the month of July:
East: 4 West: 12

- 13 referrals through the ACW's in Ontario Works
- 1 self referred through phone calls
- 1 walk-in self referral
- 1 Community Partner referral/contact

CHPI Funds Issued Through HPP for the Month of July						
ODSP	Amount	Low Income	Amount	Senior Income	Amount	Total Amount
8	\$693.48	6	\$1,170.00	6	\$4,173.70	\$6,037.18

Housing Services

In November, we will be hosting an *End of Operating Agreements* training with the Housing Services Corporation for our Housing Provider Boards. This is the first part of the training which will give the background and information what end of operating agreements means, on how to prepare and some of the financial implications. The second part will be in the spring where the discussion will get into more detail.

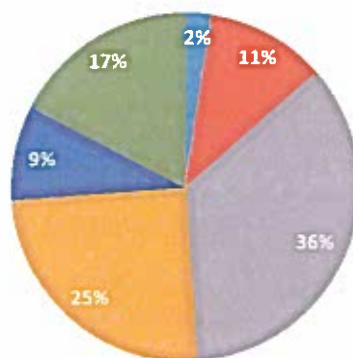
The Government of Ontario passed the *Patients First Act* in December 2016 which includes the transformation of the Health Care System to ensure better access, more coordination of care and sustainability. Part of this transformation is the development of a local health link system. Currently there are 82 approved health links across 14 LHINs. Over the last 8 months, the West Parry Sound Health Link Steering Committee has been meeting to work on developing a Health Link System for the West Parry Sound area. I have been attending the meetings as housing and homelessness is a major issue in the West Parry Sound area. It will be most beneficial for staff to be able to link into the system for some of the clients and tenants that we see struggling with health issues.

Social Housing Centralized Wait List Report - July			
	East Parry Sound	West Parry Sound	Total
Seniors	16	76	92
Families	60	280	340
Individuals	242	170	412
Total	318	526	844

Total on Waitlist Unduplicated: 374 applicants which is up from May's number of 417

WAITLIST STATISTICS - JULY 2017 (INCLUDES DUPLICATES)

■ Seniors East
 ■ Seniors West
 ■ Individual East
 ■ Individual West
 ■ Families East
 ■ Families West



2016-2017 Comparison: Consolidated Waitlist (CWL) Applications and Households Housed from CWL

	Housed 2016	New App 2016	Cancelled 2016		Housed 2017	New App 2017	Cancelled 2017
Jan.	5	6	1	Jan.	0	7	4
Feb.	2	7	2	Feb.	2	11	9
March	2	12	3	March	3	11	14
April	3	16	6	April	2	15	1
May	2	18	1	May	4	12	6
June	3	12	11	June	2	8	27
July	3	15	3	July	3	7	26
TOTALS for the year	20	86	27	TOTALS for the year	16	71	87

June and July of the year were months where applicants were taken off the waitlist because they could not be contacted, either by our staff, ODSP staff or OW staff, to complete their waitlist update.

Affordable Housing Programs

Staff are working on the final documents that are needed from the Parry Sound Affordable Housing Development Corporation construction phase. For the Ansley St. Project, we are waiting on their building permit as the proponent had to change the plans due to bedrock issues. Callander Bay Living is at the registration on title stage with our lawyer. Things are progressing well on all projects.

Staff have been working on the Ontario Renovates projects to close out the last ones still not finished. We continue to have legal work on some of our projects as home owners sell, pass away or default on the program requirements.

This fall is busy with numerous workshops and activities. In October we will be having a community consultation on our Enumeration Plan for 2018. This will be combined with our HOME Network fall meeting. Sharon Davis, Supervisor of Homelessness Prevention Programs, is taking the lead on our Enumeration Plan. The Plan needs to be into the Ministry by November for their review and comments. The Enumeration results will play a major role in updating the Housing and Homelessness Plan in 2019. In November, we will be hosting the Ministry of Housing and Ministry of Municipal Affairs as they present a District of Parry Sound specific *Municipal Tools Workshops for Affordable Housing* to Municipal staff, councils and planners. This will be a chance for in depth discussion around the changes to the Planning Act and how it assists Municipalities in developing Affordable Housing.

Parry Sound Housing Corporation Activity for August 2017		
Move Outs	August 31 st	6
Move Ins	September 1 st	3
N4- notice of eviction for non-payment of rent	Issued in August	3
L1 Forms	Issued for a tribunal hearing in September	1
Repayment Agreements	Tracked in August	8
Units painted for new move in	August	3
New flooring for vacant unit	August	1
Paramedicine sessions	August	7

The Electrical Safety Authority audit was completed in June 2017. All recommended corrective action has been completed and reported to the ESA.

The summer student will be finished on August 25, 2017. The student has assisted the staff with various projects during June, July and August and has been very helpful. One of the projects was to create PowerPoint presentations for tenant education. Four were completed and include Energy Saving, Hoarding, Bedbugs and Eating Healthy on a Budget.

The Fire Prevention Officers from the various towns will be finishing up tenant education/training sessions this fall. There are also some random fire drills planned.

Three units have been identified as excessive clutter. The Community Relations Worker is coaching the tenants and monitoring the units.

We were dealing with a bed bug infestation in August in one of our buildings. The unit has been treated and during the follow-up visit conducted by Orkin it was reported that no further activity is present.

The custodial contracts for snow removal have been reviewed and only the buildings located at South River and Sundridge will be advertised for new contracts.

There will be a fall newsletter distributed to all the tenants the first week of October.

Properties and Capital Projects Work Summary - Summer 2017

22A Belvedere – Tunnel Decommissioning

Tenders were received from two contractors with the successful bidder being Fowler Construction Ltd. There was a construction meeting held in mid-August to address a potential start date by the contractor. It was agreed that late September or early October would be the best time to start with less impact on the tenants being the biggest consideration. Given parking is already limited at the building, the addition of a construction crew and heavy equipment should make for an interesting project.

69 Queen Street Magnetawan – HVAC Upgrades – Oil to Propane Conversion

Demolition of existing boiler and HVAC system by Bernard Rochefort Ltd. (Astorville) is complete. A temporary electric water heater was installed in the garbage room to handle the buildings domestic hot water while the mechanical room gets configured for the new equipment. The propane tank from the fuel supplier is onsite with hook-up to the building scheduled for early September. Project is running exactly to schedule provided by mechanical contractor.

Sewer Main Replacement - 400 Main Street, Callander

Building sewer mains down the main corridor have been replaced with new carpet laid in late July. The project did migrate into the buildings laundry room as a floor drain that was tied into the main lines had become plugged. New vinyl flooring was installed in the laundry room as a result of the work.

