

District of Nipissing Social Services  
Administration Board

# 2024 Annual Report

**Healthy,  
Sustainable  
Communities.**

District of Nipissing  
Social Services  
Administration Board



Conseil d'administration  
des services sociaux  
du district de Nipissing



## Message from the Chair

On behalf of the District of Nipissing Social Services Administration Board, I am proud to present the 2024 Annual Report—a comprehensive narrative that captures our commitment to supporting essential human services across the Nipissing District through strategic, innovative, and responsive approaches.

The past year has been one of significant progress and adaptation. Our Board and Administration have worked diligently to address the evolving needs of our District. This report highlights our evidence-based initiatives and the tangible outcomes of our efforts across various sectors.

Looking ahead, DNSSAB remains dedicated to removing barriers, maximizing impact, and ensuring seamless access to services for residents of Nipissing District. Our strategic priorities, set for 2023-2026, will continue to guide our efforts in creating healthy, sustainable communities.

I extend my sincere gratitude to our Board members, staff, municipal partners, and community partners for their dedication. Together, we are building a stronger, more resilient Nipissing District.

Thank you for your ongoing support and trust in DNSSAB's mission.

**Mark King**  
*DNSSAB Chair, 2024*

# About Us

The District of Nipissing Social Services Administration Board (DNSSAB) is dedicated to supporting individuals and families in the Nipissing District to improve their lives and achieve self-sufficiency. DNSSAB manages essential social services such as child care and EarlyON programs, community housing, homelessness prevention programs, and the delivery Ontario Works, as well as the delivery of health services through the land ambulance service, including community paramedicine.



## Mission

Support accessible human services in Nipissing District.

## Vision

Healthy, Sustainable Communities.

## Values

- Putting People First
- Pro-Active
- Collaboration
- Empowerment
- Innovation
- Inclusion & Diversity

## Service Area

DNSSAB serves about 85,000 people across 11 municipalities, 2 First Nations, and 2 Territories Without Municipal Organization (TWOMO) covering 17,000 square kilometers.



**278** DNSSAB staff



**60** staff celebrated years of service milestones (5-35 years!)

# Our Board

**Mark King**, Chair  
Councillor, North Bay

**Lana Mitchell**, Vice Chair  
Councillor, North Bay

**Amanda Smith**  
Representative, TWOMO, Nipissing  
North & South

**Chris Mayne**  
Councillor, North Bay

**Dan O'Mara**  
Mayor, Temagami

**Ethel LaValley**  
Mayor, South Algonquin

**Jamie Restoule**  
Deputy Mayor, West Nipissing Ouest

**Justine Mallah**  
Councillor, North Bay

**Maggie Horsfield**  
Deputy Mayor, North Bay

**Mélanie Chenier**  
Councillor, Papineau-Cameron

**Peter Chirico**  
Mayor, North Bay

**Terry Kelly**  
Councillor, East Ferris



## Board Advocacy

The Board is dedicated to ongoing advocacy, actively addressing the unique service needs of the District through engagement with government decision-makers and collaboration with key district partners.

### 2024 Highlights

- Additional Dwelling Unit program
- Affordable housing capital and rental subsidies
- Children's Services Growth Plan
- Homelessness outreach
- Land Ambulance Service Grant model
- Landlord and Tenant Board Tribunal
- Poverty and Ontario Works rates
- Supportive housing capital and operating funding

# Our Programs

## Child Care & Early Years Programs



DNSSAB's Children's Services department is designated as the District's 'Early Years and Child Care Service System Manager' under provincial legislation and plays a crucial

role in promoting healthy child development and quality early learning experiences. This includes ensuring the provision of quality, affordable, inclusive, responsive, and accessible early years and licensed child care options for families across the Nipissing District.

### Program Highlights:

- Development and implementation of the Children's Services Service System Plan, encompassing the Local Growth Plan and the Marketing and Communication Plan.
- Implementation of a reporting database for financial reporting, program data collection, budgeting, and reconciliations.
- Introduction of an enhanced quality assurance tool, featuring a bi-annual program self-assessment to foster reflective practice.
- Continuous professional development opportunities for early learning and child care professionals, including ECE diploma sponsorships, various professional learning opportunities, implementation of community of practice, and sector capacity building initiatives such as financial literacy, leadership series, and board training.

**2,094**  
children served  
on average daily



**1,007** (unique)  
children receiving fee  
subsidies



**1,903** (unique)  
children served in EarlyON  
program



**21,983**  
EarlyON child visits

# Housing & Homelessness Prevention Programs



DNSSAB administers and funds a variety of housing and homelessness programs across the Nipissing District and within multiple levels of the housing continuum, including emergency shelters, transitional and supportive housing, homelessness prevention, subsidized housing, and affordable housing options. Through partnerships with local housing providers and community organizations, DNSSAB strives to address the current and future housing needs of Nipissing District residents.

## Program Highlights:

- Completed the Housing Needs and Supply Study, Homelessness System Review and Hub Feasibility Study, positioning DNSSAB to be well prepared for funding opportunities.
- Several applications for funding opportunities submitted, including HART Hub, Encampment Response, and Last-Mile Funding.
- Significant strides with Coordinated Access Nipissing (CAN) resulted in recognition for Quality by-Name List and Reaching Home Level of Coordinated Access by CAEH and BFZ. The CAN Team joined a national Action Oriented Case Conferencing project, and the District became part of the Veteran Cohort for Built for Zero.



**10.5M**

total funding provided to community housing providers for capital repairs and operating costs



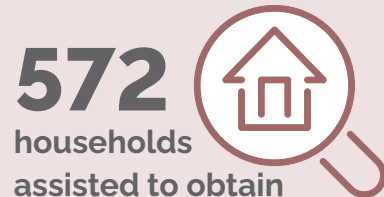
**164**

households housed from RGI and Market waitlists



**243**

households supported with rental subsidies throughout the District



**572**

households assisted to obtain or sustain housing via the Homelessness Prevention Program, with

**\$431K** in DNSSAB client benefits provided

# Nipissing District Housing Corporation



Nipissing District Housing Corporation  
Société de logement du district de Nipissing



The Nipissing District Housing Corporation (NDHC), an integral part of DNSSAB, manages over 896 rent-geared-to-income and market rental units across the Nipissing District. NDHC provides safe and affordable housing to those who need it most, while supporting healthy, secure communities for its tenants. As the sole shareholder, DNSSAB provides funding to maintain the housing stock and oversees NDHC's business.

## Program Highlights:

- Red Seal Electrician and Plumber on-boarding enhanced maintenance capabilities and reduced costs by hiring internal specialists.
- Tenant Support Pilot, implementing after-hours security and support for tenants with complex needs, enhanced safety for tenants and resulted in a 15% decrease in emergency service calls from 2023.
- Tenants in Unison Program addressed social isolation among senior tenants through peer support training, community meals, and educational sessions, fostering connections and a sense of community.



**Chris Mayne,**  
Board Chair

Under Chair Mayne's leadership, NDHC continues to provide safe, affordable housing across the Nipissing District.

**72**



new tenants housed

**896+**



units managed across  
Nipissing District

**357**



after-hours calls



**5,654**

tenant visits by tenant  
support workers



**4,109**

worker orders completed

# Ontario Works




DNSSAB provides temporary financial aid, employment support, and individualized services to help people achieve self-sufficiency. Through community partnerships, DNSSAB connects clients with education, training, and employment opportunities to foster long-term stability and independence.

## Program Highlights:

- Employment Services Transformation launch training and preparation nearly completed for the March 1, 2025, launch, integrating Ontario Works employment assistance into Employment Ontario.
- 354 exits to employment, representing about 2% of the caseload compared to the provincial average of 1%.
- Local paperless initiative, launched in September 2024, successfully eliminated the need for printing and mailing statements of assistance bundles for payments issued via direct bank deposit and reloadable payment card. With 93% of the Ontario Works caseload now receiving these types of payments, this initiative has led to significant reductions in costs and resource usage.

**1,744**   
average annual caseload

 **2,700**  
annual average number of beneficiaries

 **32,538**  
payments issued

**181**  
ODSP grants issued with assistance from Case Managers



**354**   
exits to employment



# Paramedic Services



DNSSAB delivers essential Paramedic Services throughout the District of Nipissing. Its Paramedic Services department provides critical pre-hospital care and community support, responding to emergency 911 calls as well as offering community paramedicine programs.

## Program Highlights:

- Expansion of Community Paramedic Services capacity enhanced community outreach and access to healthcare, reducing ER visits and hospital re-admissions, with program enhancements including expansion of wound care, point of care - ultra sound assessment, palliative support protocols, added supports with on-site presence in transitional housing, and system navigation with the addition of a Health Systems Coordinator.
- Service enhancements increased Advanced Care Paramedic capacity across the District and hours of coverage at multiple bases.
- Supported the “Learn and Stay” program in Northern Ontario, resulting in 12 paramedic students graduating.
- New equipment enhanced capabilities for pelvic stabilization in trauma situations and for the transport of neo-natal patients.

**19,293**  
ambulance  
emergency 911  
calls responded to



**128**  
cardiac arrest or post-arrest  
incidents responded to



**160**  
individual community  
paramedicine clinics  
conducted



**2,406**  
community  
paramedicine  
home visits  
serving  
**707** unique patients



**686**  
unique referrals to  
community paramedicine from  
partner agencies



# Corporate Services



The Corporate Services department is the foundation of DNSSAB's organizational efficiency. It manages critical functions including finance, information technology, human

resources, contract management and procurement, and research, planning, and analytics. The team ensures smooth internal operations, maintains fiscal responsibility, and supports data-driven decision-making across all DNSSAB departments, enabling the effective delivery of services to the District.

## Department Highlights:

- Enhanced HIFIS for Coordinated Access Nipissing, achieving Built for Zero's quality By Name List status.
- Launched DNSSAB Data Portal with interactive dashboards for better community transparency.
- Completed clean audits for DNSSAB and NDHC for year ended December 31, 2023.
- Implemented new payroll software successfully.

# 670,000



digital files  
migrated  
with minimal  
operational  
disruption

# 2.99%

levy increase  
approved in  
the 2024 budget



## The DNSSAB Data Portal offers:



Program  
statistics



Nipissing District  
demographics



Data  
visualizations



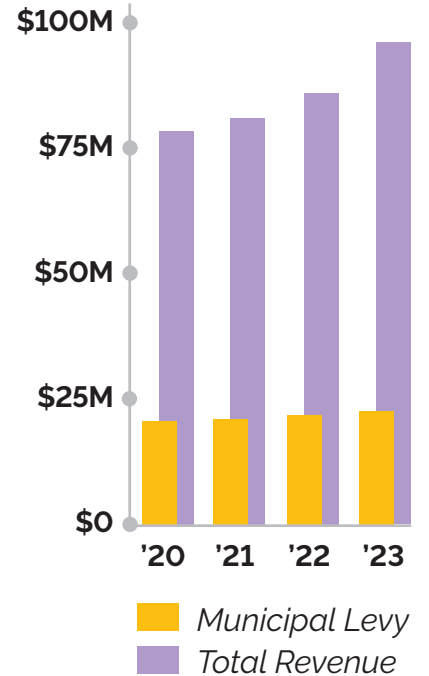
Interactive  
dashboards

# Financials

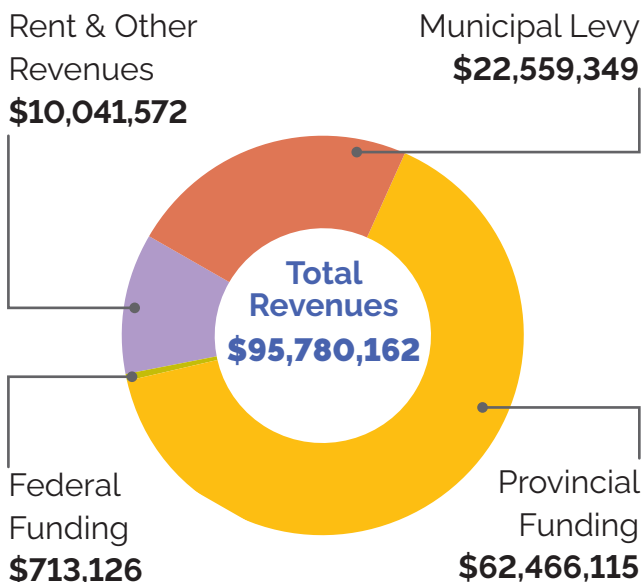
## Balance Sheet

	2024	2023
Cash	-	30,857,200
Portfolio investments	-	6,674,729
Accounts receivable	-	2,937,077
<b>Total Financial Assets</b>	<b>-</b>	<b>40,469,006</b>
Accounts payable and accrued liabilities	-	10,346,154
Deferred revenue - other	-	4,077,597
Deferred contributions - long-term	-	3,302,694
Long-term Debt	-	2,056,896
Asset retirement obligations	-	13,735,883
<b>Total Liabilities</b>	<b>-</b>	<b>33,519,224</b>
<b>Net Financial Assets (Debt)</b>	<b>-</b>	<b>6,949,782</b>
<b>Non-Financial Assets</b>	<b>-</b>	<b>36,486,091</b>
<b>Accumulated Surplus</b>	<b>-</b>	<b>43,435,873</b>

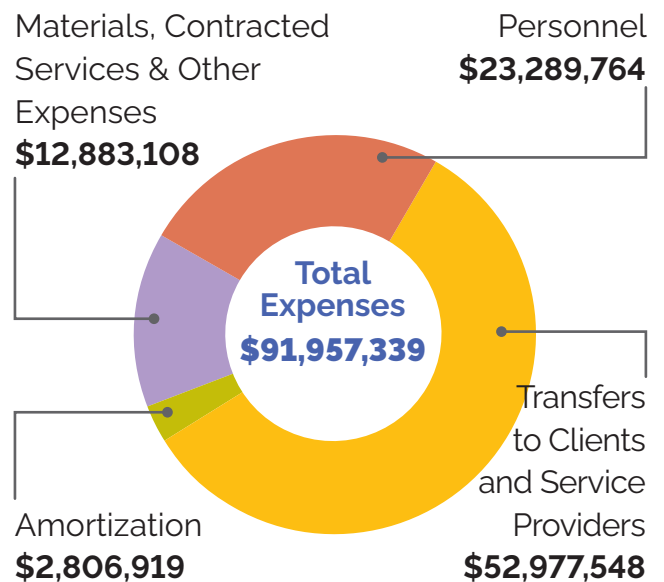
## Municipal Levy vs Total Revenue by Year



## Total Revenues 2023



## Total Expenses 2023



2024 financial information will be added to this report once the audited financial statements are completed.

dnssab.ca

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