

District of Nipissing Social Services
Administration Board

2024 Annual Report

**Healthy,
Sustainable
Communities.**





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



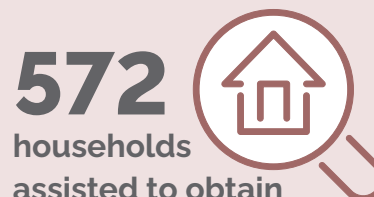
164

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



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.



Nipissing District Housing Corporation
Société de logement du district de Nipissing



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



663

after-hours calls



5,654

tenant visits by tenant
support workers



4,894

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



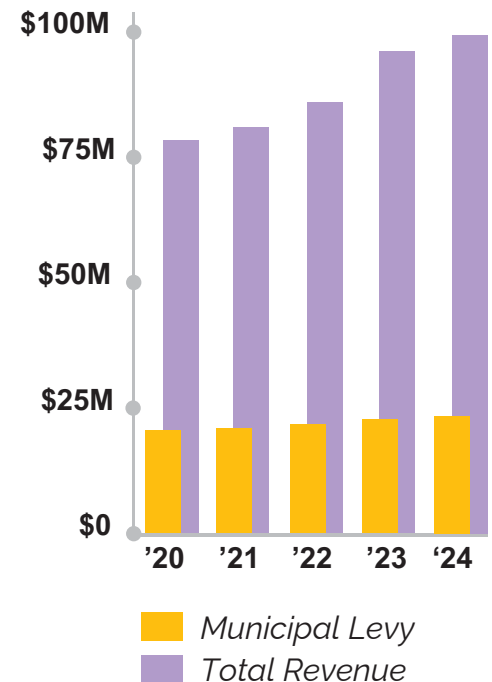
Interactive
dashboards

Financials

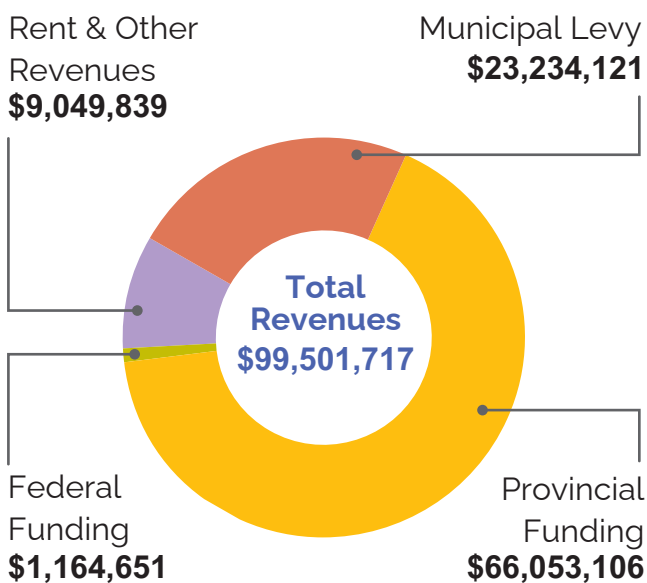
Balance Sheet

| | 2024 | 2023 |
|--|-------------------|-------------------|
| Cash | 32,610,304 | 30,857,200 |
| Portfolio investments | 6,931,987 | 6,674,729 |
| Accounts receivable | 3,483,546 | 2,937,077 |
| Total Financial Assets | 43,025,837 | 40,469,006 |
| Accounts payable and accrued liabilities | 13,475,706 | 10,346,154 |
| Deferred revenue - other | 2,403,374 | 4,077,597 |
| Deferred contributions - long-term | 4,379,318 | 3,302,694 |
| Long-term Debt | 1,470,161 | 2,056,896 |
| Asset retirement obligations | 14,106,751 | 13,735,883 |
| Total Liabilities | 35,835,310 | 33,519,224 |
| Net Financial Assets (Debt) | 7,190,527 | 6,949,782 |
| Non-Financial Assets | 37,898,656 | 36,486,091 |
| Accumulated Surplus | 45,089,183 | 43,435,873 |

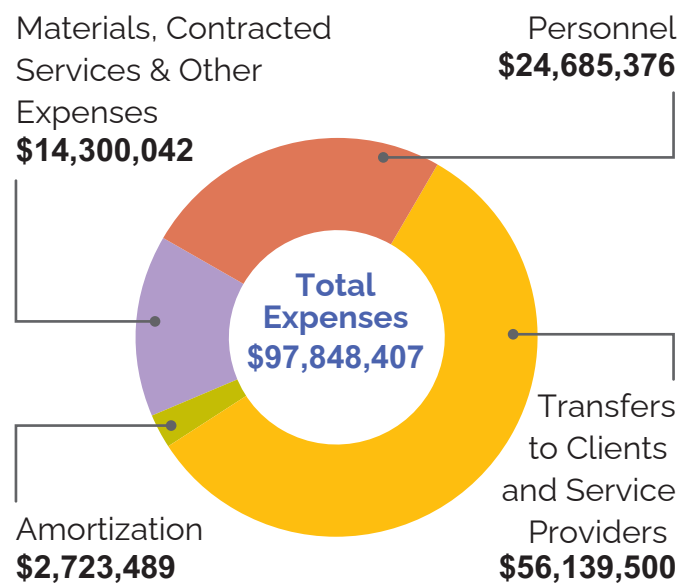
Municipal Levy vs Total Revenue by Year



Total Revenues 2024



Total Expenses 2024



dnssab.ca

District of Nipissing
Social Services
Administration Board



Conseil d'administration
des services sociaux
du district de Nipissing



nipissingsocialservices