

District of Nipissing Social Services
Administration Board

2025 Annual Report

Healthy,
Sustainable
Communities.





Message from the Chair

On behalf of the District of Nipissing Social Services Administration Board (DNSSAB), I am pleased to present its 2025 Annual Report. This report reflects a year of sustained service demand and continued system pressures across the Nipissing District, requiring careful governance and clear direction from the Board.

Throughout 2025, DNSSAB carried out its legislated responsibilities as service system manager for housing and homelessness, Ontario Works, children's services, and paramedic services. Board oversight and decision-making were informed by ongoing challenges related to housing instability, homelessness, food insecurity, and access to care.

In response, DNSSAB supported coordinated planning efforts, district-wide seasonal and cold weather response initiatives, data-driven approaches, and collaborative efforts to improve access to services.

Advocacy remained an important component of the Board's work. The Board continued to work with municipal, provincial, and federal partners to address service pressures across the District, particularly in northern and rural communities. DNSSAB is grateful for federal and provincial investments, which have supported progress in responding to local needs across the District.

This Annual Report reflects DNSSAB's commitment to accountability and transparency. I thank my fellow Board members, DNSSAB staff, municipal partners, and community partners for their leadership, professionalism, and dedication to the delivery of essential services across the Nipissing District.

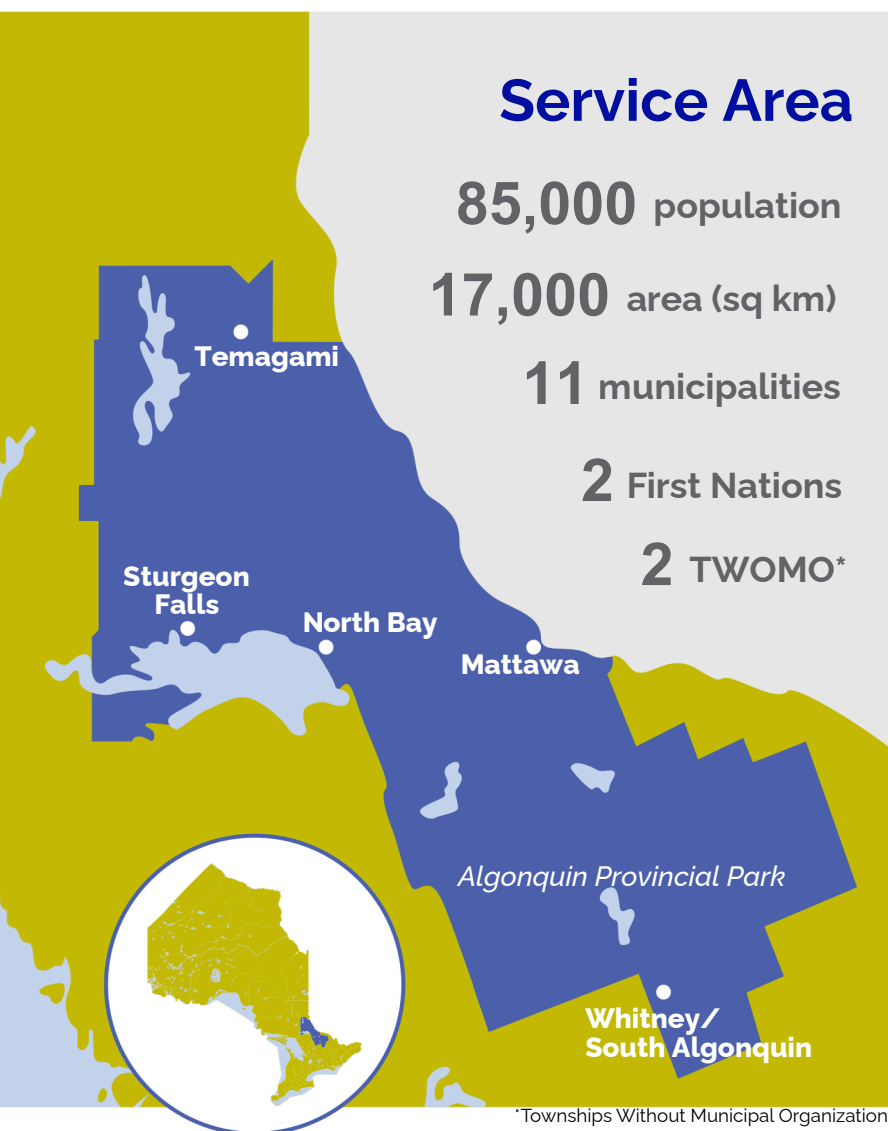
Mark King

DNSSAB Chair, 2025

About Us

DNSSAB supports individuals and families in the District of Nipissing to improve their lives and achieve self-sufficiency.

It manages essential social services, including child care and EarlyON programs, community housing, homelessness prevention, and Ontario Works, as well as 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 and Diversity

Our Team

271 DNSSAB staff



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



Our District

The District of Nipissing includes 11 municipalities and two Townships Without Municipal Organization (TWOMO).



Township of Bonfield



Municipality of Calvin



Township of Chisholm



Township of East Ferris



Municipality of Mattawan



Town of Mattawa



City of North Bay



Municipality of Papineau-Cameron



Township of South Algonquin



Municipality of Temagami



Municipality of West Nipissing



TWOMO (Nipissing North and Nipissing South)

Did You Know ??

DSSABs are governed by the DSSAB Act and were established by the Province in 1999 in areas of Northern Ontario where there is no existing municipal government with legal jurisdiction to act as a service system manager.

As a province-established agency, DNSSAB delivers human services in the Nipissing District on behalf of its municipalities and the Province of Ontario. These services include:

- Children's Services
- Paramedic Services
- Ontario Works Financial Assistance and Supports
- Housing and Homelessness Supports and Services

Our Board

Mark King, Chair
Councillor, North Bay

Lana Mitchell, Vice Chair
Councillor, North Bay

Amanda Smith
Representative, TWOMO,
Nipissing North and South

Chris Mayne
Councillor, North Bay

Dan O'Mara
Mayor, Temagami

Ethel LaValley
Mayor, South Algonquin

Jamie Restoule
Deputy Mayor, West Nipissing

Justine Mallah
Councillor, North Bay

Maggie Horsfield
Deputy Mayor, North Bay

Mélanie Chenier
Councillor, Papineau-Cameron

Peter Chirico
Mayor, North Bay

Terry Kelly
Deputy Mayor, East Ferris

Board Advocacy

The DNSSAB is committed to ongoing advocacy to address the District's service needs through engagement with government decision-makers and collaboration with district partners.

2025 Highlights

- Affordable housing capital funding for shovel-ready projects
- Affordable housing capital funding for the Additional Dwelling Unit Program
- Community housing safety and crime prevention
- Food insecurity and Ontario Works rates
- Mental health training for paramedics
- Primary health care for long-term Ontario Works recipients

Land Acknowledgement

The District of Nipissing Social Services Administration Board (DNSSAB) acknowledges we are located on the Robinson-Huron Treaty of 1850 Territory, which is representative of the people of Nipissing First Nation and Temagami First Nation as well as the unceded Territory of the Algonquin Anishinaabeg people, who have been here since time immemorial.

We understand that the standard of living we enjoy here is a result of thousands of years of stewardship by the original inhabitants and the inequitable taking of the land from them. We acknowledge that in order to have reconciliation, we must first understand truth; the DNSSAB commits to move forward in an effort to achieve both.

Our Locations



-  **Temagami Paramedic Base**
7 Stevens Road, Temagami
-  **West Nipissing Paramedic Base**
94 King Street, Sturgeon Falls
-  **West Nipissing Office**
168 Ethel Street, Sturgeon Falls
-  **North Bay Paramedic Base**
1715 Seymour Street, North Bay
-  **North Bay Office**
200 McIntyre Street E, North Bay
-  **Mattawa Office**
540 Valois Drive, Mattawa
-  **Mattawa Paramedic Base**
217 Turcotte Park Road, Mattawa
-  **South Algonquin Paramedic Base**
31 Hay Creek Road, Whitney

Our Programs

Child Care and Early Years



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:

- Created 57 new licensed child care spaces through the Local Growth Plan, including 15 spaces in the rural community of Redbridge, which previously had no access to full-day licensed child care
- Transitioned to direct delivery of Quality and Inclusion Support Services successfully, with guidance from a dedicated transition committee established to manage the change process
- Implemented the CWELCC cost-based funding formula, representing a significant system-wide initiative requiring substantial planning and coordination
- Strengthened departmental efficiencies by leveraging technology to enhance financial management and data processes



189

children (unique)
served by Special
Needs Resourcing

997

children (unique)

received
fee subsidies,
supporting



675

families (unique)

1,827

children (unique)
served in EarlyON programs



19,763

EarlyON child visits

Coordinated Services



Coordinated Services brings together housing, homelessness, and Ontario Works to strengthen coordination across programs that support individuals and families in need. Through funding,

administration, and coordinated service delivery, it improves access to programs and services, reduces barriers, and advances stability support through aligned planning and partnerships.

Program Impact

Navigator-Supported Transition

A Navigator supported a client experiencing homelessness and multiple barriers (mental health, physical limitations, transportation, lack of medical care). Through coordinated referrals with multiple partners, the client moved from a rural encampment to emergency shelter (with pets), then into stable housing with landlord advocacy, and later into alternative accommodations when housing instability occurred again. By January 2026, the client was safely housed, connected to health care and income supports, and showing increased stability and engagement.

Family Stabilization

A family of four staying in shelter was supported through collaborative assistance from Crisis Centre North Bay and Low Income People Involvement's trusteeship program funded by the Homelessness Prevention (HPP) program. The family secured housing and saved \$8,000 to fund their move without needing additional HPP funds.

Client Voice: Impact in Action

“ When I arrived at Northern Pines I had spent most of my life struggling with addiction and homelessness. Growing up without stable support left me in a cycle of survival; couch-surfing, theft, overdosing, and constantly ending up in shelters or jail. One day at a bus stop, I realized I wanted more for myself; and to honour the love my grandparents always had for me.

I decided to take accountability, seek treatment, and give myself the care I deserved. After 8 months in treatment, I found Northern Pines. Since then, I've re-enrolled in high school, graduated as valedictorian, found a job, and even adopted a dog. I was so proud of how far I'd come that I invited my housing coordinator to my graduation - a testament to the genuine relationships and support I have found at Northern Pines.

My journey isn't over, but with the tools I've learned through on-site programming, connections to community supports, anger management, and the incredible staff at Northern Pines, I finally feel hopeful about my future. ”

— Northern Pines 3 Tenant

Coordinated Services

Homelessness Prevention and Supports



DNSSAB funds and administers homelessness programs across the Nipissing District and throughout multiple levels of the housing continuum, working in partnership

with community service providers to prevent housing loss, respond to housing crises, and support pathways toward stability. Through homelessness prevention, emergency shelter, and transitional and supportive housing programs, it addresses housing instability and supports individuals in achieving stable housing.

Program Highlights:

- Led and oversaw Nipissing Counts 2025, a district-wide administrative enumeration of homelessness, identifying 452 individuals experiencing homelessness and providing critical data to support system planning and advocacy efforts
- Planned and implemented an enhanced emergency and cold-weather homelessness response for winter 2025/26, maintaining DNSSAB-funded response capacity through coordinated system planning, funding decisions, and collaboration with community partners

628

households



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

\$206K

in DNSSAB client
benefits provided



69

new housing
units added

8



organizations that Navigators
visit or where DNSSAB has
space agreements in place to
support client outreach

Coordinated Services

Housing Programs and Supports



DNSSAB funds and administers a range of housing programs across the Nipissing District, supporting multiple levels of the housing continuum. Through partnerships with local housing providers and

community organizations, it supports access to safe, affordable housing through rent subsidies and homeowner programs that enhance housing supply, safety, and affordability.

Program Highlights:

- Launched Arcori for rent-geared-to-income (RGI) and market housing waitlist management to improve efficiency, data collection, and system reliability
- Transitioned to a paperless waitlist system, with all housing files digitized
- Issued a Request for Expression of Interest for affordable housing development projects and received multiple submissions ranging from conceptual to shovel-ready status
- Opened the Canadore College and DNSSAB intergenerational cohabitation housing project in downtown North Bay, adding 61 two-bedroom units, with tenants selected through the DNSSAB waitlist and Coordinated Access prioritization



9.1M

in subsidies provided to community housing providers



790K

provided to community housing providers for capital repairs/retrofits



1.2M

provided in rent subsidies



136

households housed from RGI and market waitlists



261

households supported with rental subsidies throughout the District

Coordinated Services

Ontario Works



DNSSAB provides temporary financial assistance to individuals and families to help meet basic needs. Through community partnerships, Ontario Works supports access to individualized services

and focuses on stabilization, helping people work toward greater independence.

Program Highlights:

- Transitioned Nipissing Ontario Works to the Province's Integrated Employment Services model effective March 1, 2025, shifting the delivery of employment services from social assistance to Employment Ontario as part of the Province's final Phase 3 rollout
- Completed a program shift following the Integrated Employment Services transition, refocusing Ontario Works on enhanced stabilization supports to better meet the needs of individuals and families receiving income assistance
- Supported the transition to the Integrated Employment Services model through significant change management, including staff training, workflow redesign, communication planning, use of technology, and ongoing support throughout the transition to maintain service continuity
- Renewed partnership with Canadore College through the Resilience Through Education Program, supporting Ontario Works clients in accessing post-secondary education and longer-term pathways toward independence

1,950 
average annual caseload


2,949
annual average
number of
beneficiaries


32,771
payments issued

183 
ODSP grants
issued with
assistance from
Case Managers

318 
exits to employment

Nipissing District Housing Corporation



The Nipissing District Housing Corporation (NDHC) is a part of DNSSAB. NDHC manages 918 rent-geared-to-income and market rental units across the District of Nipissing.

It provides safe and affordable housing for people who need it most and helps support healthy, secure communities for its tenants. As the sole shareholder, DNSSAB funds the upkeep of housing units and oversees NDHC's operations.

Program Highlights:

- Delivered a major multi-year upgrade project at Mackay Homes, including new heating, electrical, and insulation systems, reducing the carbon footprint by about 50% while improving tenant comfort and reliability
- Completed 77 move-outs, ensuring units were prepared efficiently for new tenants
- Strengthened tenant stability and well-being at Golden Age Towers through coordinated on-site supports, helping multiple tenants access primary health care, improve health outcomes, connect to dental services, safely manage essential utilities, and reduce barriers to food access



Nipissing District Housing Corporation
Société de logement du district de Nipissing



Chris Mayne

NDHC Board Chair, 2025

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

106



new tenants housed

918



**units managed across
Nipissing District**

364



after-hours calls



1,074

tenant advocacy visits



4,345

worker orders completed

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 its Community Paramedicine Program.

Program Highlights:

- Dedicated Community Paramedic resources to support the Low-Barrier Shelter, with weekday Community Paramedic presence providing access to health care for shelter users and residents of transitional housing
- Expanded the Community Paramedicine Program to include a Nurse Practitioner, increasing access to primary care supports for aging residents across the District
- Implemented mechanical cardiopulmonary resuscitation equipment to enhance life-saving response capabilities and improve patient outcomes during cardiac emergencies
- Collaborated with Housing Services, community partners, and the Nipissing Wellness Ontario Health Team to distribute food security and health care kits to individuals experiencing homelessness and food insecurity, strengthening coordinated supports for vulnerable populations

18,954

ambulance
emergency 911
calls responded to



246

cardiac arrest
or post-arrest
incidents responded to

626,241 km

total distance
travelled in 2025 –
over 15.5 trips
around the world!



204

individual community
paramedicine clinics
conducted

1,994

community
paramedicine
home visits
serving



657 unique patients

Corporate Services



DNSSAB's Corporate Services department supports the effective day-to-day operation of the organization. The team oversees key functions such as finance, information technology, human resources procurement and contract management, and research, planning, and analytics. By supporting internal operations, fiscal responsibility, and data-informed decision-making, Corporate Services helps ensure DNSSAB departments can deliver services efficiently across the District.

Department Highlights:

- Advanced the Board's and community understanding of housing, homelessness, and community safety through three research and analytics projects
- Launched a new social media presence as part of its one-year Social Media Strategy Pilot, expanding DNSSAB's digital reach and testing new ways to share information with the District
- Advanced implementation of the Strategic Plan, with 53% of action items completed by year-end
- Launched Waitwell for the Ontario Works team, delivering a transparent intake experience for clients, and improving data quality and reporting for evidence-based planning

198



career opportunities shared

143



successful applicants (internal movement and external hires)

7,537

invoices processed by Finance, paying



706 unique vendors



1,259

helpdesk tickets submitted

Communications

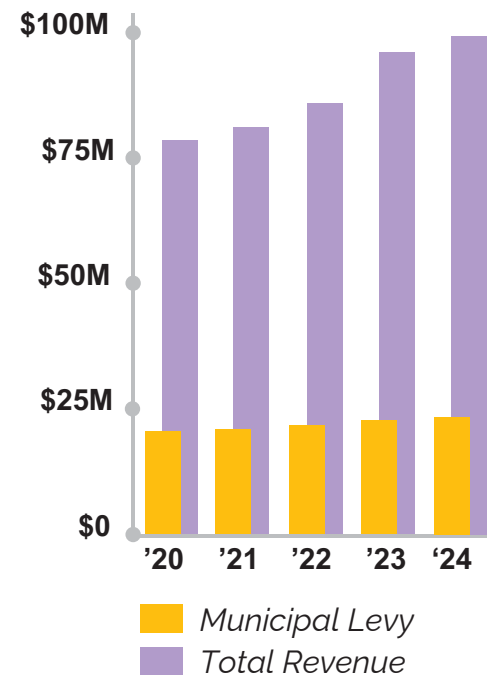
- **3** DNSSAB social media pages
- **21** media releases issued
- **106** DNSSAB media headlines
- **253,983** website page views
- **296,889** Facebook content views

Financials

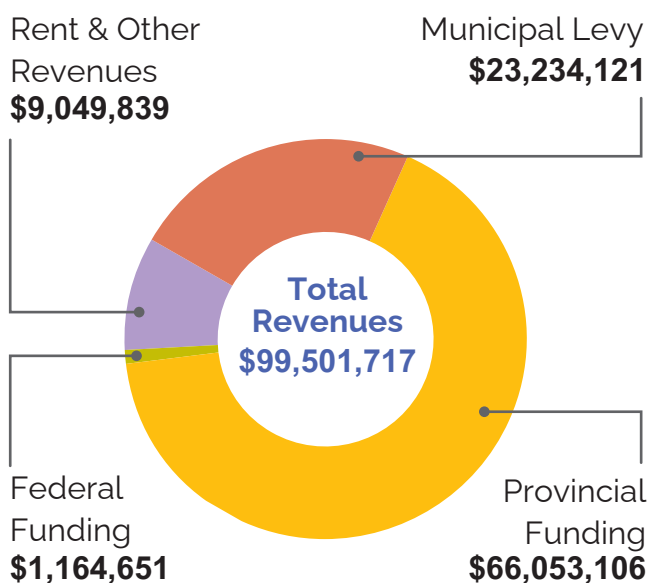
Balance Sheet

	2025	2024
Cash	-	32,610,304
Portfolio investments	-	6,931,987
Accounts receivable	-	3,483,546
Total Financial Assets	-	43,025,837
Accounts payable and accrued liabilities	-	13,475,706
Deferred revenue - other	-	2,403,374
Deferred contributions - long-term	-	4,379,318
Long-term Debt	-	1,470,161
Asset retirement obligations	-	14,106,751
Total Liabilities	-	35,835,310
Net Financial Assets (Debt)	-	7,190,527
Non-Financial Assets	-	37,898,656
Accumulated Surplus	-	45,089,183

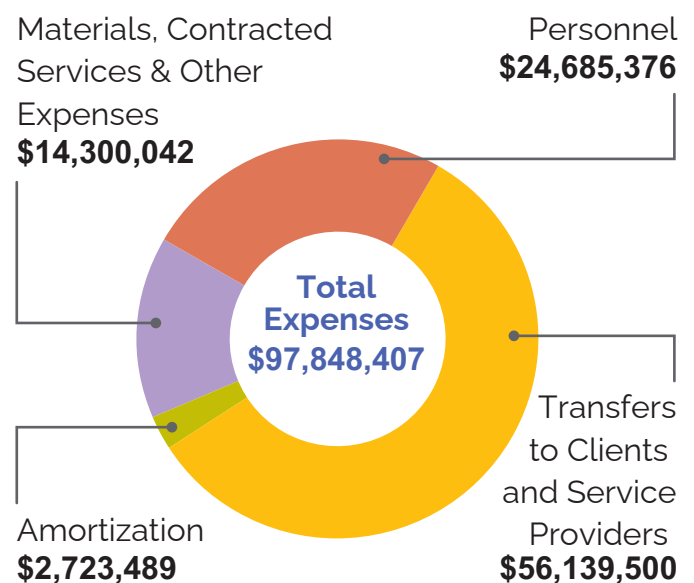
Municipal Levy vs Total Revenue by Year



Total Revenues 2024



Total Expenses 2024



2025 financial information will be added to this report once the audited financial statements are completed.

dnssab.ca

District of Nipissing
Social Services
Administration Board



Conseil d'administration
des services sociaux
du district de Nipissing



@nipissingsocialservices