

SUPPORTING PEOPLE  
*Hastings*<sup>TM</sup>  
AND OUR COMMUNITIES

2023

COMMUNITY & HUMAN SERVICES  
**ANNUAL REPORT**





JUNE 2024

# TABLE OF CONTENTS

**LAND ACKNOWLEDGEMENT**

**1**

**VISION & MISSION**

**2**

**MESSAGE FROM OUR LEADERS**

**3**

**EXECUTIVE SUMMARY**

**4**

**SUPPORTING PEOPLE & OUR  
COMMUNITIES**

**5**

**CHILDREN'S SERVICES**

**7**

**HOMELESSNESS INITIATIVES**

**12**

**HOUSING SERVICES**

**17**

**ONTARIO WORKS**

**23**

**MOVING FORWARD**

**27**

# LAND ACKNOWLEDGEMENT

Hastings County is located on the traditional territory of many nations including the Huron-Wendat, Anishinaabe, and the Haudenosaunee peoples. Hastings County Council acknowledges our shared obligation to respect, honour and sustain these lands and the natural resources contained within. We honour their cultures and celebrate their commitment to this land. We would also like to acknowledge the Mohawk and Algonquin nations whose traditional and unceded territory we are gathered upon today. Hastings County is situated on treaty land that is steeped in rich Indigenous history and home to many First Nations, Métis and Inuit people.

# HASTINGS COUNTY

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## VISION

People and businesses thrive in Hastings County because of its support for individuals and families, strong communities, its natural beauty, and respect for its history and traditions.

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## MISSION STATEMENT

Supporting People & Our Communities

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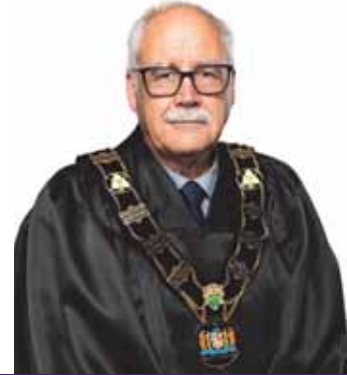
## COMMUNITY & HUMAN SERVICES VALUES



# MESSAGE FROM OUR LEADERS

It is my pleasure to introduce the 2023 Community & Human Services Annual Report. In the pages ahead, you will find a review of the important work completed by Community & Human Services.

The department delivers the critical services of Children's Services, Homelessness Initiatives, Housing Services, and Ontario Works to the residents of the 14 member municipalities of Hastings County and the separated cities of Belleville and Quinte West. Our programs, delivered by our dedicated staff, continue to adapt to meet the critical needs in our community.



**Bob Mullin**  
Warden, Hastings County

I'm proud to present our 2023 Community and Human Services Annual Report, showcasing our achievements, growth, and impact over the past year. In 2023, the services provided by over 133 committed Community and Human Services staff have supported and strengthened the well-being and quality of life of people in our communities. The Community & Human Services staff & committee members are dedicated to continuing to provide and support critical services, including Child Care & Early Years, Homelessness Initiatives, Housing Services, and Ontario Works. Hastings County continues to launch new innovative initiatives and strengthen partnerships to improve our services. It's been a fulfilling year of dedication, progress, and resilience. I am honored to share the data and information presented in this report, which provides just a snapshot of our many achievements in 2023.

Thank you to the incredible Community and Human Services team for making these successes possible and for your unwavering commitment to our communities.

2024 holds great promise for even more positive change. I look forward to continued work with our staff, Committee, Council, our many partners, and the people of Hastings County.



**Chris Malette**  
Chair, Community & Human Services Committee

# EXECUTIVE SUMMARY

Hastings County Community and Human Services serves to support and strengthen the well-being of people and our communities. Through research, policy, direct service provision, and the administration of funding within the critical service streams, our programs work together to ensure healthy, vibrant, connected, and sustainable communities. Our service streams include Intake and Access Centre, Ontario Works, Homelessness Prevention Initiatives, Housing Services, and Children's Services.

This report intends to provide the information and data for 2023 services and supports offered by the department. Please take the time to review this report and stay tuned to the Hastings County website for ongoing updates and announcements.



## **CHILDREN'S SERVICES**

Children's Services plays a central role in planning, strengthening quality, and managing funding for licensed child care services, EarlyON and Family Centres, as well as delivering Ontario's Child Care Fee Subsidy Program.



## **HOMELESSNESS INITIATIVES**

Homelessness Prevention Initiatives prevent and reduce homelessness through the provision of innovative, evidence informed, quality homelessness programming and response.



## **HOUSING SERVICES**

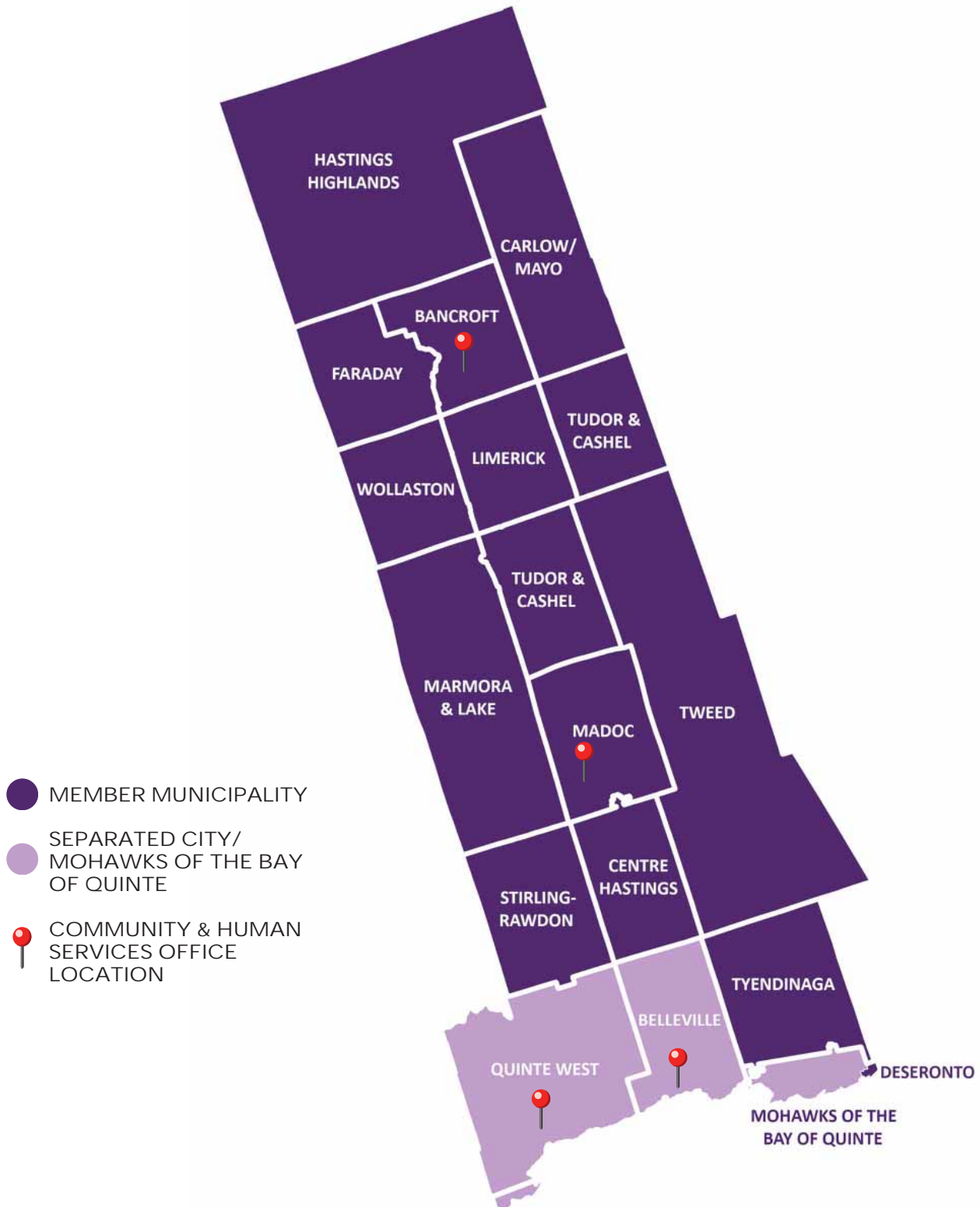
Housing Services provides safe, modest and affordable rent-geared-to-income community housing and rent supplement programs. Hastings County Housing also manages and develops affordable housing initiatives in partnership with non-profit housing providers.



## **ONTARIO WORKS**

Ontario Works provides financial assistance and person-centered support services such as connection to community, personal safety, life skills and health supports. As part of Integrated Employment Services, Ontario Works refers individuals to Employment Ontario providers for employment and participation in employment assistance activities.

# SUPPORTING PEOPLE & OUR COMMUNITIES







## CHILDREN'S SERVICES



## HOMELESSNESS INITIATIVES



## HOUSING SERVICES



## ONTARIO WORKS



# CHILDREN'S SERVICES

# CHILDREN'S SERVICES

Early Years programming and Child Care centres play a vital role in a child's development, while also supporting families and caregivers. Hastings County believes in the importance of investing in safe, inclusive, affordable, high-quality licensed child care, and ensuring access to Child Care and Early Years services to support the well-being of children and families within Hastings County. Hastings County supports licensed child care through:

- ✓ Additional One-Time Funding Opportunities
- ✓ Child Care Fee Subsidy
- ✓ Canada-Wide Early Learning Child Care (CWELCC)
- ✓ Directly Operated Before and After School Programs
- ✓ Professional Learning Opportunities
- ✓ Special Needs Resourcing
- ✓ EarlyON and Indigenous-Led Programs
- ✓ General Operating Grant
- ✓ Wage Enhancement Funding



# CHILDREN'S SERVICES 2023



29

LICENSED  
CHILD CARE  
SERVICE PROVIDERS



3,678

LICENSED  
CHILD CARE  
SPACES



450

LICENSED  
HOME CHILD  
CARE SPACES



45

BEFORE AND  
AFTER SCHOOL  
SITES

## FAMILIES SUPPORTED

491

CHILDREN WERE  
SUPPORTED WITH  
**SPECIAL NEEDS  
RESOURCING**

23,630

CHILDREN  
VISITED  
**EARLYON  
SITES**



769

FAMILIES  
RECEIVED CHILD  
CARE **SUBSIDY**  
IN 2023

2,437

FAMILIES WERE  
PROVIDED  
**CWELCC  
REDUCED  
RATES**

## SUPPORTING LICENSED CHILD CARE



**\$4,416,399**

GENERAL  
OPERATING  
GRANT



**\$1,510,185**

WAGE  
ENHANCEMENT  
FUNDING



**\$411,792**

PLAY  
BASED  
FUNDING



**\$128,064**

REPAIR &  
MAINTENANCE  
FUNDING

# EXPANDING LICENSED CHILD CARE & CANADA-WIDE EARLY LEARNING AND CHILD CARE (CWELCC)

With the ongoing demand for affordable licensed child care, Hastings County is working with service providers and the community to support opportunities for licensed child care expansion.



NEW CENTRE BASED CHILD CARE SPACES CREATED



LICENSED HOME CHILD CARE SPACES WERE CREATED ACROSS HASTINGS COUNTY

**A TOTAL OF 163 NEW CHILD CARE SPACES WERE CREATED, 133 OF 163 WERE CWELCC SPACES.**

**52.75%**

RATE REDUCTION THROUGH CWELCC, RESULTING IN A MINIMUM OF \$12/DAY

**\$474.95**

AVERAGE MONTHLY SAVINGS FOR A FULL DAY SPACE DUE TO CWELCC

## CHILD CARE AND EARLY YEARS WORKFORCE FUNDING



CENTRES RECEIVED FUNDING TO CREATE PROFESSIONAL DEVELOPMENT PLANS

**277**

STAFF ATTENDED THE EARLY CHILDHOOD EDUCATOR APPRECIATION DAY EVENT



A DOCUSERIES WAS CREATED AIMED AT RETENTION AND RECRUITMENT OF EARLY CHILDHOOD EDUCATORS

# EARLYON

EarlyON Child and Family Centres offer high-quality, free drop-in and virtual programs for children aged 0-6 and their families where they can learn, grow, and connect together. There are 37 EarlyON sites located across Hastings County and 4 EarlyON partnerships.

**ALGONQUIN  
INÒDEWIZIWIN  
CHILD AND FAMILY  
CENTRE**

**FAMILY  
SPACE**



**TRENTON  
MILITARY FAMILY  
RESOURCE  
CENTRE**

**NORTH HASTINGS  
CHILDREN'S SERVICES**

## ALGONQUIN INÒDEWIZIWIN CHILD AND FAMILY CENTRE

Algonquin Inòdewiziwin Child and Family Centre Programs support Indigenous and non-Indigenous parents and caregivers with access to high-quality Indigenous services and supports them in their roles as a child's first teacher.

The Anishinaabe Baptiste Community Organization and the Kijicho Manito Madaouskarini Algonquin Nation Community continue to partner with North Hastings Children's Services to administer the EarlyON program through the Indigenous-led funding provided by Hastings County.



**5,208**

**CHILDREN VISITED IN-PERSON  
ALGONQUIN INÒDEWIZIWIN  
PROGRAMMING**

**23,680**

**CHILDREN VISITED IN-PERSON  
EARLYON PROGRAMMING**

## KAHWA:TSIRE, INDIGENOUS-LED PROGRAM

The Kahwa:Tsire Initiative, in partnership with Prince Edward Lennox and Addington, City of Kingston-County of Frontenac, Hastings County and the Mohawks of the Bay of Quinte, provides Indigenous educator support to off-reserve EarlyON programs.



# HOMELESSNESS INITIATIVES



# HOMELESSNESS INITIATIVES

The Canadian definition of Homelessness describes the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

## BY-NAME LIST

The By-Name List (BNL) is a real-time list of those experiencing homelessness in Hastings County. It includes a robust set of data points at a person and system level, providing a picture of homeless inflow and outflow. The BNL is an integral component of matching homeless individuals and families to housing resources through **Coordinated Access**.



155 PEOPLE WERE ON THE BNL  
AS OF DECEMBER 31, 2023



IN 2023, THERE WERE  
108 MOVE-INS

OF 108 HOUSEHOLDS MOVED-IN, 97 REMAINED HOUSED  
AS OF DECEMBER 31, 2023.

## COORDINATED ACCESS

Coordinated Access is defined as a way for communities to bring consistency, equity, and efficiency to the process by which people experiencing, or at-risk of homelessness, access services and housing-related resources within a geographic area. Coordinated Access helps to improve outcomes for people experiencing homelessness with intentional housing and case management support. As required by *Reaching Home: Canada's Homelessness Strategy*, Hastings County implemented Coordinated Access in March 2023.

## COMMUNITY RESPONSE TEAM

The Community Response Team (CRT) is an outreach team dedicated to supporting individuals and families experiencing homelessness and persons at risk of homelessness. The CRT serves high-acuity individuals and liaises with community agencies working towards the common goal of housing and supporting our most vulnerable community members.

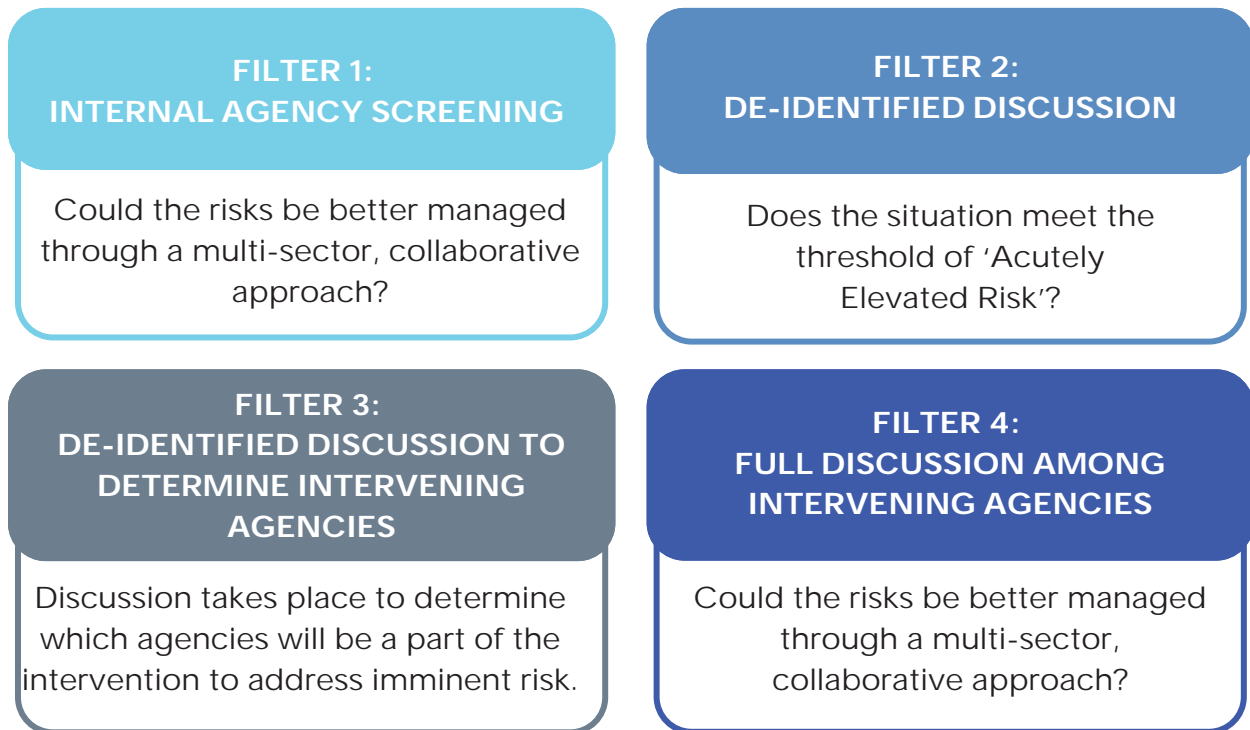
291

INDIVIDUALS AND FAMILIES WERE SUPPORTED  
BY CRT CASEWORKERS IN 2023



# SITUATION TABLE

Hastings County acts as the lead agency for the Community Safety and Well-Being Situation Table, providing an opportunity for community partners to collaborate and work together, increasing safety and addressing complex systemic issues. Organizations can learn from one another, network, and build capacity to address challenges facing those most vulnerable with a four-filter process determining Acute Elevated Risk (AER) to the individual and community.



Lead agencies involved in 2023 situations were the Ontario Provincial Police, Hastings County Community and Human Services, Belleville Fire and Emergency Services, Quinte Health Care, CMHA HPE Addictions and Mental Health Services, and Highland Shores Children’s Aid Society.

There were an average of 12 agencies in attendance, with 28 active organizations.

## WARMING CENTRES

Warming Centres are temporary measures intended to provide a safe, warm space for the community’s most vulnerable experiencing homelessness. The Belleville Warming Centre, located at 93 Dundas St. East, operated from December 1, 2023 – March 31, 2024. The Quinte West Warming Centre, located at Trenton United Church, also opened December 1, 2023 and operated nightly until March 31, 2024.

The Bancroft Warming Centre opened January 9, 2024, at the Bancroft Bible Chapel and transitioned to a mobile unit at 6 Cleak St. on February 1, 2024. The last day of operation was March 31, 2024.

A complete report of the 2023-2024 Warming Centre program is available at [hastingscounty.com](http://hastingscounty.com).

Location	Total Unique Guests	Average Nightly Usage	Average Overnight Usage
Bancroft	46	8	1
Belleville	294	53	30
Quinte West	81	10	6

## MUNICIPAL, PROVINCIAL & FEDERAL FUNDING

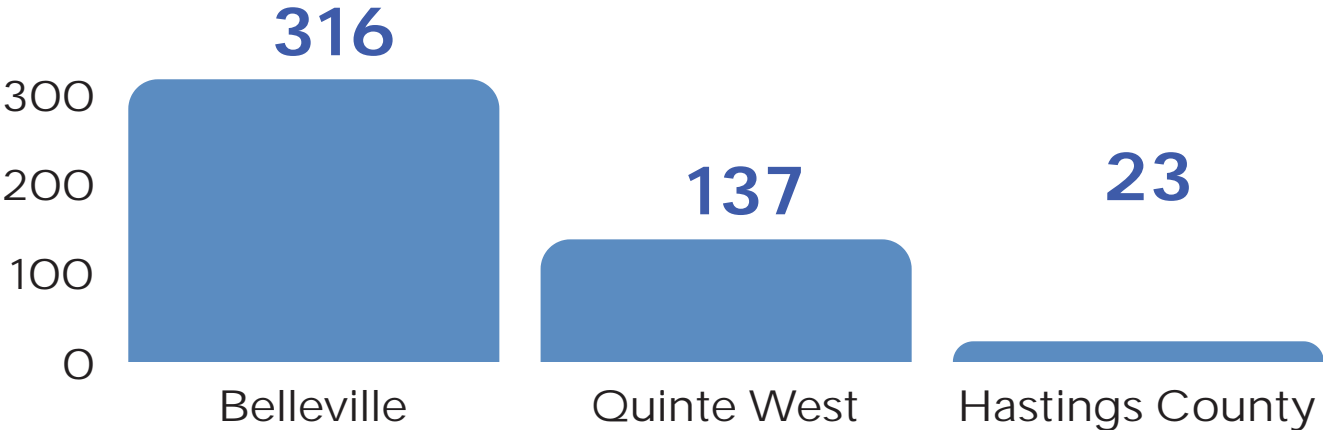
In 2023 the following funding was made available in Hastings County through municipal, provincial and federal funding streams to support individuals and families in need, as well as to prevent and reduce homelessness, including those at risk of becoming homeless.

MUNICIPAL (Community Grants- municipal funding)	\$187,500
PROVINCIAL (Homelessness Prevention Program - HPP)	\$3,413,700
FEDERAL (Reaching Home: <i>Canada's Homelessness Strategy</i> )	\$1,203,529

**28** COMMUNITY PROGRAMS SUPPORTED WITH THIS FUNDING

# HOMELESSNESS INITIATIVES

## AFTER-HOURS CALLS RECEIVED BASED ON LOCATION



## AFTER-HOURS EMERGENCY HOMELESSNESS SERVICES

Hastings County partnered with Grace Inn Shelter to provide the After-Hours Emergency Homelessness services addressing urgent need outside of regular business hours.

**549**

CALLS TO THE AFTER-HOURS EMERGENCY HOMELESSNESS SERVICES

**24**

FAMILIES WERE ASSISTED IN 2023

**44**

CALLERS WERE PLACED IN MOTELS

**94**

CALLERS ACCESSED THE AFTER-HOURS EMERGENCY HOMELESSNESS SERVICES MORE THAN ONCE

**27**

CALLERS WERE PLACED AT GRACE INN SHELTER



# HOUSING SERVICES



# HOUSING SERVICES

Hastings County Housing Services provides safe, modest, and affordable housing across Hastings County. Through a combination of rent-geared-to-income units, including supportive housing units, rent supplements, housing allowances, non-profit/cooperative housing partnerships and affordable housing developments, Housing Services supports people and our communities.



225

**CANADA ONTARIO HOUSING BENEFIT**  
HOUSEHOLDS ASSISTED SINCE APRIL  
2020



32

**CANADA-ONTARIO  
COMMUNITY HOUSING INITIATIVE**  
RENT SUPPLEMENTS ISSUED TO NON-  
PROFIT HOUSING PROVIDERS



## HOUSING RESOURCE WORKER PROGRAM

The Housing Resource Worker program supports community housing tenants, and northern region private-market tenants, who are at risk of becoming homeless, by providing daily living assistance to enhance well-being and connecting people to community supports.

**133**  
**TENANTS  
SUPPORTED**

# HOME FOR GOOD



**40-UNIT**

**SUPPORTIVE  
HOUSING  
BUILDING**



**76%**

**REMAIN  
HOUSED  
LONG-TERM**

Home for Good (HFG) is a 40-unit supportive housing building for singles that opened in April 2020.

HFG specifically houses individuals who are experiencing or have experienced chronic homelessness. Partnering agencies provide housing retention and eviction prevention support.



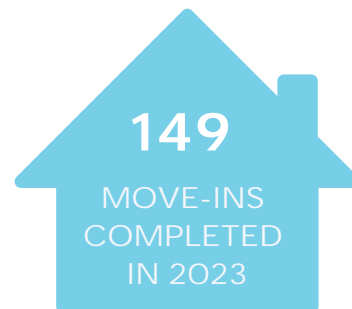
## HOME OWNERSHIP DOWNPAYMENT

The Home Ownership Downpayment Assistance Program received one application and assisted that family in purchasing their first home in Hastings County.

"Our family of five spent several years in a two-bedroom apartment. We had a dream of owning a house for us to grow in, but with the state of the economy no matter how much money we saved we were starting to feel hopeless. Learning about the home ownership program finally made our dream come true. We are now so grateful to have a nice house in the country. We would love to see other families share in this amazing opportunity."



# HOUSING SERVICES 2023



## HOUSING UNITS ACROSS HASTINGS COUNTY:

**92**

BANCROFT

**915**

BELLEVILLE

**70**

DESERONTO

**35**

FRANKFORD

**36**

MADOC

**34**

MARMORA

**24**

STIRLING

**226**

TRENTON

**41**

TWEED

THERE ARE AN ADDITIONAL 35 SCATTERED UNITS IN QUINTE WEST & BELLEVILLE

**133**

TENANCIES WERE SUPPORTED BY THE HOUSING RESOURCE WORKER PROGRAM

**363**

RENT SUPPLEMENT & HOUSING ALLOWANCES WERE ADMINISTERED

**2,998**

TOTAL HOUSEHOLDS ON THE WAITLIST AS OF DECEMBER 2023



**933**  
SENIOR  
WAITLIST



**1,208**  
FAMILY  
WAITLIST



**857**  
SINGLE  
WAITLIST



# COMMUNITY RELATIONS

## BONANZA IN A BOX

Bonanza in a Box is a weekly “at home camp” program offered to children in Quinte West, Bancroft, and Deseronto. A total of 1632 camp packages were purchased, boxed, and delivered to children.

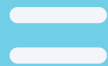


## FOOD2YOU

In partnership with The Hastings and Prince Edward Learning Foundation’s Food for Learning program, Housing Services provided nutritious meals during the summer months to all children living in family community housing neighbourhoods through the Food2You program.

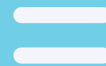
898

food boxes delivered each week.



3,250

meals delivered each week.



35,920

total meals delivered throughout the summer.

## BACKYARD BONANZA

In partnership with the City of Belleville, half-day in-person summer camps were offered to children in all community housing neighbourhoods in Belleville.

240

CHILDREN ATTENDED BACKYARD BONANZA IN 2023





# ONTARIO WORKS

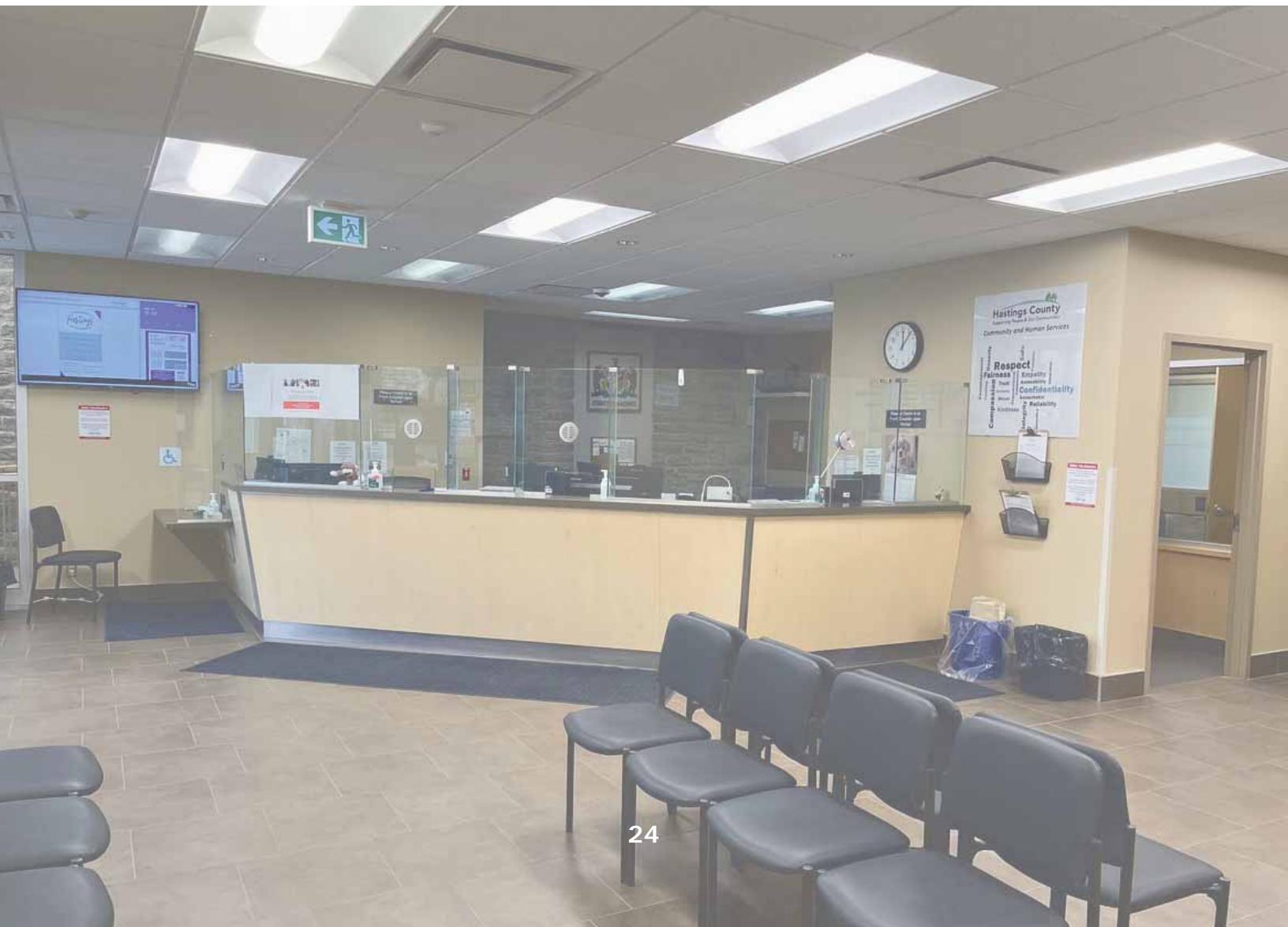


# ONTARIO WORKS

The Ontario Works Program supports individuals and families in need of temporary financial assistance while they pursue sustainable employment and achieve self-reliance. Ontario Works (OW) provides person-centered support services such as connection to community, personal safety, life skills, and health supports. As part of Integrated Employment Services, Ontario Works refers individuals to Employment Ontario providers for employment and participation in employment assistance activities.

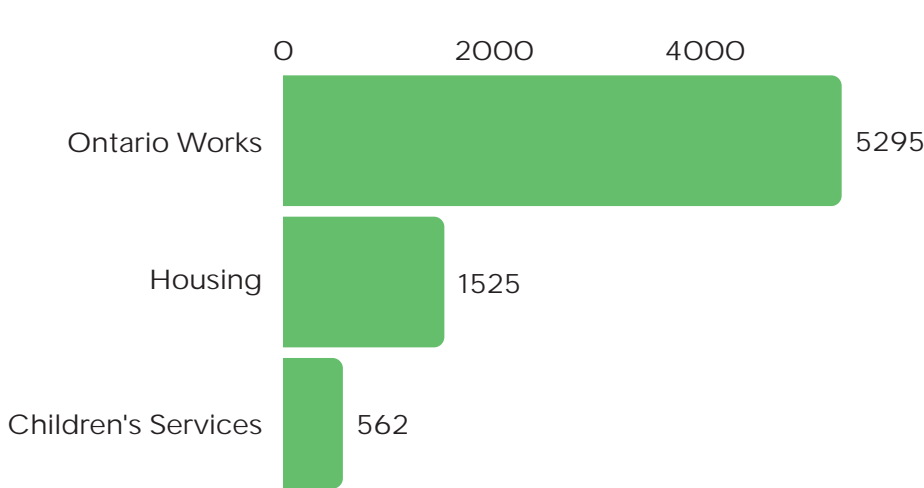
**The Intake Access Centre** manages calls in office for applications and inquiries for all three Community & Human Services Programs:

- Housing Services
- Ontario Works
- Children's Services



# INTAKE ACCESS CENTRE

## INTAKES COMPLETED PER DEPARTMENT



7382

TOTAL CALLS RECEIVED IN 2023

## 2023 ONTARIO WORKS STATS

1897

AVERAGE OW CASES PER MONTH

3197

AVERAGE NUMBER OF PEOPLE SUPPORTED BY OW

243

TEMPORARY CARE ASSISTANCE (TCA) AVERAGE CASELOAD

349

CHILDREN WERE SUPPORTED BY TCA

429

INDIVIDUALS WERE REFERRED TO ODSP FOR ELIGIBILITY DETERMINATION

243

EMERGENCY ASSISTANCE CASES

175

TOTAL NON-SOCIAL ASSISTANCE RECIPIENTS (NON-SARS) SUPPORTED



300

INDIVIDUALS EXITED ONTARIO WORKS TO EMPLOYMENT IN 2023

## SPECIAL BENEFITS

Special Benefits supports extraordinary one-time needs for Ontario Works, Ontario Disability Support Program (ODSP) and Non-Social Assistance Recipients (Non-SARS).

The overall total number for Special Benefits issued was 1,055.

BENEFIT	# OF OW HOUSEHOLDS ASSISTED	# OF ODSP HOUSEHOLDS ASSISTED	# OF NON-SARS HOUSEHOLDS ASSISTED	TOTAL
Food Security	87	59	30	176
Arrears (Fuel, Utility & Rent)	148	257	79	484
Deposits (Fuel, Utility & Rent)	56	156	18	230
Funerals	15	89	40	144
Home Repairs	2	11	8	21

## ELECTRONIC DOCUMENT MANAGEMENT

The Electronic Document Management (EDM) for Ontario Works is part of the Ministry of Children, Community and Social Service's Social Assistance Reform mandate.

**7,674** ACTIVE AND INACTIVE FILES HAVE BEEN DIGITIZED FOLLOWING RETENTION GUIDELINES FOR ONTARIO WORKS.

## EMPLOYMENT SERVICES TRANSFORMATION

Employment Services Transformation (EST) is the new service delivery model that integrates social assistance employment services into Employment Ontario. EST went live in Hastings County in October 2023.

**309**

REFERRALS COMPLETED TO EMPLOYMENT ONTARIO FROM OCTOBER-DECEMBER 2023.

A close-up photograph showing several hands of different people holding and fitting together light-colored wooden puzzle pieces. The hands are positioned around the puzzle pieces, which are arranged in a circular pattern. The background is bright and slightly blurred, showing parts of people's faces and clothing. The overall scene conveys a sense of collaboration and shared effort.

**MOVING  
FORWARD**

# MOVING FORWARD

The Community and Human Services Department experienced many successes throughout 2023, measurably supporting and strengthening the well-being of our people and communities. Looking forward in 2024, the Community and Human Services Department continues to work with purpose and care to deliver quality services.

2024 provides another year of opportunity to work together to ensure healthy, vibrant, connected, and sustainable communities. This work and these outcomes, would not be possible without the dedicated, determined, competent, and collaborative Community and Human Services team.





## CONTACT

**Community & Human Services**  
228 Church Street, P.O. Bag 6300  
Belleville, ON K8N 5E2

[www.hastingscounty.com](http://www.hastingscounty.com) 

[inquiry@hastingscounty.com](mailto:inquiry@hastingscounty.com) 

(613) 966-1311 