



**COMMUNITY &
HUMAN SERVICES
ANNUAL REPORT**

20



24





JUNE 2025

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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

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.

MISSION STATEMENT

Supporting People & Our Communities

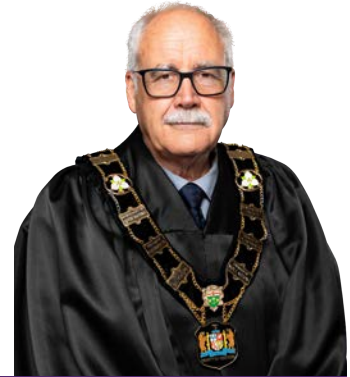
COMMUNITY & HUMAN SERVICES VALUES



MESSAGE FROM OUR LEADERS

It is my pleasure to introduce the 2024 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 2024 Community and Human Services Annual Report, showcasing our achievements, growth, and impact over the past year. In 2024, 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 2024.

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

2025 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.



Jamie Lynne Osmond
Director, Community & Human Services

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 Client Access, Children’s Services, Homelessness Initiatives and Prevention, Housing Services, and Ontario Works.

This report intends to provide the information and data for 2024 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 Initiatives and Prevention prevents and reduces 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, formerly called Employment Services Transformation, Ontario Works refers individuals to Employment Ontario providers for employment and participation in employment assistance activities.

SUPPORTING PEOPLE & OUR COMMUNITIES



COMMUNITY & HUMAN SERVICES



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 2024



29

LICENSED
CHILD CARE
SERVICE PROVIDERS



3,817

LICENSED
CHILD CARE
SPACES



534

LICENSED
HOME CHILD
CARE SPACES



44

BEFORE AND
AFTER SCHOOL
SITES

FAMILIES SUPPORTED

545

CHILDREN WERE
SUPPORTED WITH
SPECIAL NEEDS
RESOURCING

5,908

FAMILIES
VISITED
EARLYON
SITES



654

FAMILIES
RECEIVED
CHILD CARE
SUBSIDY

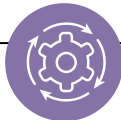
5,108

CHILDREN
WERE
PROVIDED
CWELCC
REDUCED
RATES

SUPPORTING LICENSED CHILD CARE



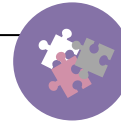
CWELCC
FUNDING



GENERAL
OPERATING
GRANT



WAGE
ENHANCEMENT
FUNDING



PLAY
BASED
FUNDING



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. CWELCC supports a reduced-rate for families using participating licensed child care to a current maximum of \$22/day.

97

NEW CENTRE BASED CHILD CARE SPACES CREATED

24

LICENSED HOME CHILD CARE SPACES CREATED ACROSS HASTINGS COUNTY

A TOTAL OF 235 NEW CHILD CARE SPACES WERE CREATED, 121 OF 235 WERE CWELCC SPACES.

53%

RATE REDUCTION THROUGH CWELCC TO A DAILY MAXIMUM OF \$22/DAY

\$589.54

AVERAGE MONTHLY SAVINGS FOR A FULL DAY SPACE DUE TO CWELCC

CHILD CARE AND EARLY YEARS FLEXIBLE FUNDING

FUNDING WAS ALLOCATED TO ORGANIZE A SERIES OF PROFESSIONAL LEARNING OPPORTUNITIES FOR CHILD CARE STAFF FOCUSED ON MENTAL HEALTH AND RESILIENCY THROUGH WORKFOCE FUNDING

220

STAFF ATTENDED THE EARLY CHILDHOOD EDUCATOR APPRECIATION DAY EVENT

\$987,973 FUNDING WAS RECEIVED FOR EMERGING ISSUES, AVAILABLE TO SUPPORT CWELCC ENROLLED LICENSEES IN ADDRESSING NONDISCRETIONARY COST PRESSURES.

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 34 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**

22,677

**CHILDREN VISITED IN-PERSON
EARLYON PROGRAMMING**

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.



5,740

**CHILDREN VISITED IN-PERSON
ALGONQUIN INÒDEWIZIWIN
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 DATA

The By-Name Data (BND) 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 BND is an integral component of matching homeless individuals and families to housing resources through **Coordinated Access**.



262 PEOPLE WERE ON THE BNL AS OF
DECEMBER 31, 2024



IN 2024, THERE WERE
111 MOVE-INS

**OF 111 HOUSEHOLDS MOVED-IN, 104 REMAINED HOUSED
AS OF DECEMBER 31, 2024.**

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.

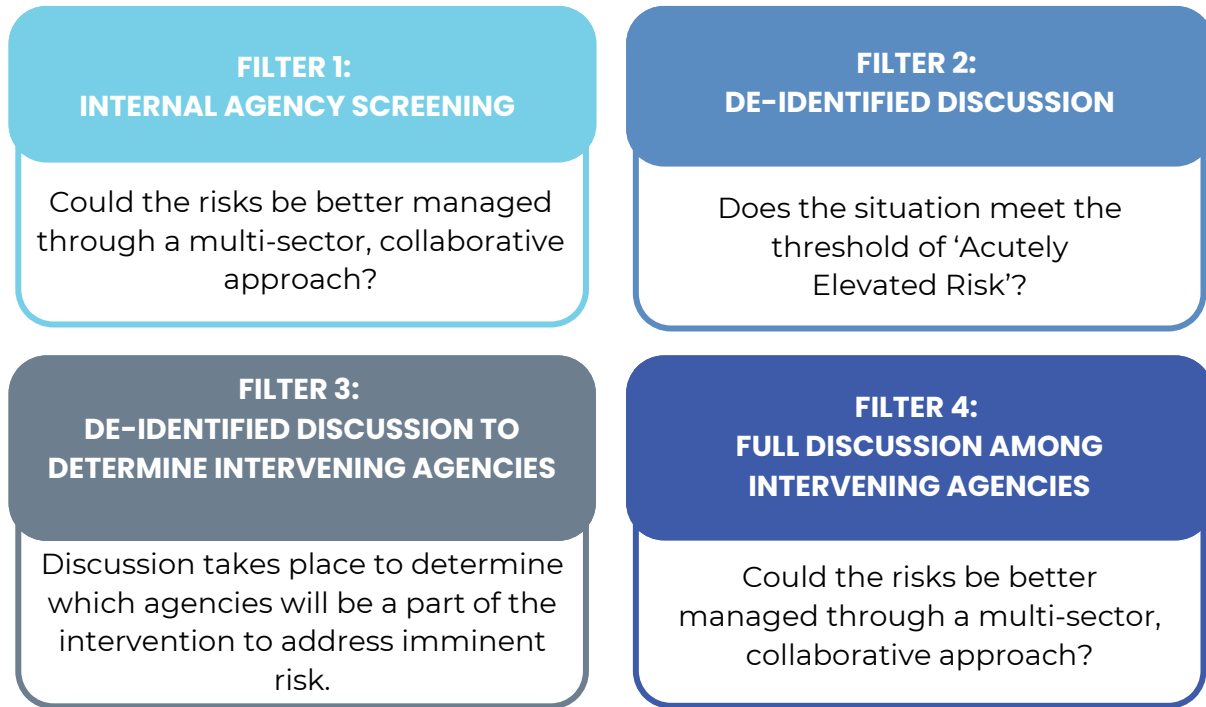
COORDINATED ACCESS – ACCESS POINTS

All Ontario Works offices
Warming Centres (Bancroft, Belleville,
and Quinte West)
All-Together Affordable Housing
Belleville Community Trust
The Children's Foundation
The Enrichment Centre for Mental
Health

Grace Inn Shelter/Shiloh House
John Howard Society
Trenton Military Family Resource
Centre - Veteran Program
Next Step Housing
Pathways to Independence
Gateway Community Health Centre

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 2024 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 15 agencies in attendance, with 33 active organizations. A total of 7 discussions met the AER threshold.

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 240 Bridge St. West, operated from December 1, 2024 – March 31, 2025. The Quinte West Warming Centre, located at Trenton United Church, also opened December 1, 2024 and operated nightly until March 31, 2025.

The Bancroft Warming Centre, located at 6 Cleak St, operated as a hybrid model this season which included two separate areas within the mobile unit. The centre opened December 1, 2024 and operated until March 31, 2025.

A complete report of the 2024-2025 Warming Centre program is available at hastingscounty.com.

Location	Total Unique Guests	Average Nightly Usage	Average Overnight Usage
Bancroft	36	7	5
Belleville	222	37	29
Quinte West	64	8	6

MUNICIPAL, PROVINCIAL & FEDERAL FUNDING

In 2024, 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.

Municipally Administered Initiatives are funded through the Homelessness Prevention Program and are delivered internally by Hastings County. These initiatives are comprised of: Warming Centres, After-Hours Homelessness Service, Rent Arrears and Deposits, Emergency Minor Home Repairs, Hoarding and Infestation, the Community Response Program, Rent Supplements funding, Home for Good Operations, Enumeration, Grocery Cards, Emergency Motel Stays, HIFIS Hosting and Virtual Coordinated Access, and the Quinte West Transitional Units.

23 community programs were supported with this funding.

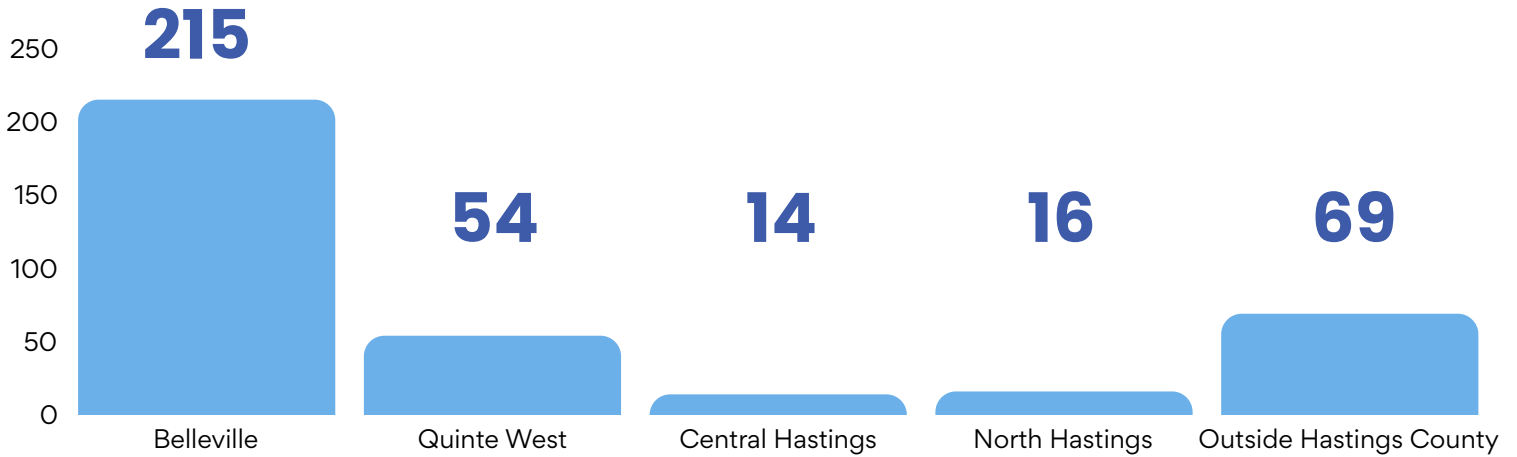
MUNICIPAL \$300,000
(Community Grants- municipal funding)

PROVINCIAL \$6,142,600
(Homelessness Prevention Program - HPP)

FEDERAL \$1,060,615
(Reaching Home: *Canada's Homelessness Strategy*)

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.

368

CALLS TO THE AFTER-HOURS EMERGENCY HOMELESSNESS SERVICES

15

FAMILIES WERE ASSISTED IN 2024

25

CALLERS WERE PLACED IN MOTELS

96

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

21

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.



238

CANADA-ONTARIO HOUSING BENEFIT

HOUSEHOLDS ASSISTED SINCE APRIL 2020,
A PORTABLE RENT SUPPLEMENT ISSUED TO
TENANTS OF ELIGIBLE HOUSEHOLDS IN ONTARIO



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.

111
TENANTS
SUPPORTED

HOME FOR GOOD



40-UNIT
SUPPORTIVE
HOUSING
BUILDING



71%
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 are funded through **Municipally Administered Initiatives** to provide housing retention and eviction prevention support.



HOME OWNERSHIP DOWNPAYMENT

The Home Ownership Down Payment Assistance Program received two applications and assisted the families in purchasing their first home in Hastings County.

“The Home Ownership Assistance Program or (HOAP) has made a significant impact on my life by giving me the final step in finally achieving my goal as a home owner. With the rising cost of housing in Ontario, it can be challenging to come up with a down payment but with the their help and guidance, I finally bought my first house this year.”



HOUSING SERVICES 2024



HOUSING UNITS ACROSS HASTINGS COUNTY:

92 BANCROFT	915 BELLEVILLE	70 DESERONTO	36 MADOC
34 MARMORA	24 STIRLING	261 QUINTE WEST	41 TWEED

THERE ARE AN ADDITIONAL 35 SINGLE FAMILY DWELLING UNITS IN QUINTE WEST & BELLEVILLE

169

APPLICANTS WERE HOUSED FROM THE AFFORDABLE HOUSING WAITLIST

3,412

TOTAL HOUSEHOLDS ON THE WAITLIST AS OF DECEMBER 2024



1,102
SENIOR
WAITLIST



1,362
FAMILY
WAITLIST



1,038
NON-SENIOR
WAITLIST

COMMUNITY RELATIONS

KIDS' GOLF DAY

The Quinte Children's Foundation hosted two golf events at NINE Golf in Belleville. 36 Children from the Backyard Bonanza Camp participated in these events.



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.

712

Family Food Box Pickup meals in Deseronto and Bancroft

222

One-Time Family Food Pickup meals to 15 various locations

1,882

Meals provided at camp each week

45,758

Total meals delivered throughout the summer

BACKYARD BONANZA

In partnership with the City of Belleville and Quinte West YMCA, half-day in-person summer camps were offered to children in community housing neighbourhoods in Belleville and Quinte West. Campers also experienced off-site excursions to local sites.

159

CHILDREN REGISTERED FOR BACKYARD BONANZA IN 2024



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 the Employment Services Transformation, now called Integrated Employment Services, Ontario Works refers individuals to Employment Ontario providers for employment and participation in employment assistance activities.



CLIENT ACCESS PROGRAM SUPPORT



35,000

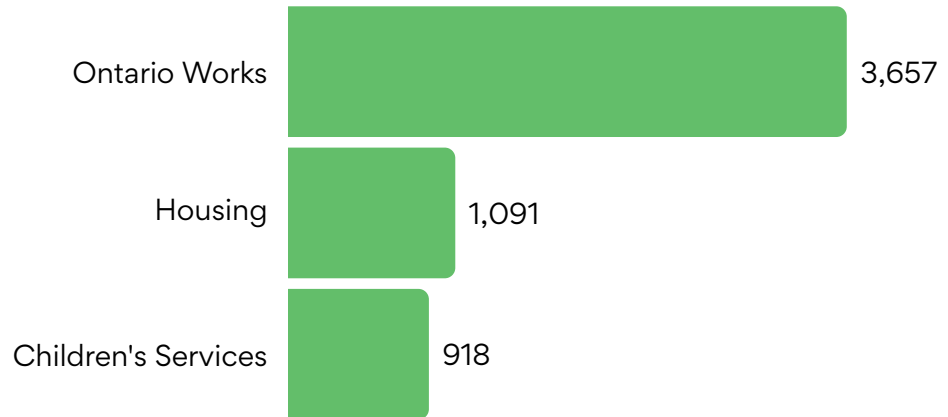
TOTAL CALLS RECEIVED
IN 2024



17,000

INDIVIDUALS CONNECTED FOR
SERVICE INQUIRIES

CALLS FOR APPLICATION SERVICES COMPLETED PER DEPARTMENT



2024 ONTARIO WORKS STATS

2,104

AVERAGE OW
CASES PER
MONTH

3,457

AVERAGE NUMBER
OF PEOPLE
SUPPORTED
BY OW

252

TEMPORARY CARE
ASSISTANCE (TCA)
AVERAGE
CASELOAD

360

CHILDREN WERE
SUPPORTED
BY TCA

546

INDIVIDUALS WERE
REFERRED TO ODSP
FOR ELIGIBILITY
DETERMINATION

285

EMERGENCY
ASSISTANCE
CASES

281

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

MUNICIPALLY ADMINISTERED INITIATIVES AND SPECIAL BENEFITS

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

The overall total number of benefits issued was 770.

BENEFIT	# OF OW HOUSEHOLDS ASSISTED	# OF ODSP HOUSEHOLDS ASSISTED	# OF NON-SARS HOUSEHOLDS ASSISTED	TOTAL
Food Security	30	27	18	75
Arrears (Fuel, Utility & Rent)	91	179	55	325
Deposits (Fuel, Utility & Rent)	30	137	19	186
Funerals	16	95	50	161
Home Repairs	2	12	9	23

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.

1,227

REFERRALS COMPLETED TO EMPLOYMENT ONTARIO FROM OCTOBER-DECEMBER 2024.

284

INDIVIDUALS EXITED ONTARIO WORKS TO EMPLOYMENT IN 2024





MOVING FORWARD

MOVING FORWARD

Throughout 2024, the Community and Human Services Department continued to measurably support and strengthen the well-being of our people and communities. Looking forward in 2025, the Community and Human Services Department continues to work with purpose and care to deliver quality services.

2025 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

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