

20
22

**COMMUNITY &
HUMAN SERVICES
ANNUAL
REPORT**

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LAND ACKNOWLEDGEMENT

Hastings County is situated on the traditional territory of many nations including the Huron-Wendat and the Haudenosaunee peoples. The County also acknowledges the Mohawk and Algonquin nations whose traditional and unceded territory Hastings County is located on.

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.

CORE VALUES

- Caring for Individuals, Families and Communities
- Strong Partnerships
- Integrity
- Fairness and Trust
- Effective Leadership and Advocacy
- Promote Community Growth, Wellness, Resilience, and Safety
- Respecting Diversity
- Accessible Services
- Accountability
- Delivering Innovative Solutions
- Professional/Knowledgeable and Healthy Staff
- Respect for our natural resources and environment

INTRODUCTION

OVERVIEW OF HASTINGS COUNTY COMMUNITY & HUMAN SERVICES

Hastings County is the second largest county in Ontario, stretching almost 160 kilometers from the Bay of Quinte to Algonquin Park. Hastings County is comprised of 14 member municipalities; Town of Bancroft, Township of Carlow/Mayo, Municipality of Centre Hastings, Town of Deseronto, Township of Faraday, Hastings Highlands, Township of Limerick, Township of Madoc, Municipality of Marmora and Lake, Township of Stirling-Rawdon, Township of Tudor and Cashel, Municipality of Tweed, Township of Tyendinaga, and the Township of Wollaston and two separated cities; City of Belleville and City of Quinte West.

The total population is approximately 145,746.

Hastings County Community & Human Services administers Children's Services, Homelessness Prevention, Housing Services and Stabilization Supports & Services. Children's Services plays a central role in planning, funding, administration and operation of early years and licensed child care services, as well as delivering Ontario's Child Care Fee Subsidy program. Stabilization Supports & Services provides financial assistance, life stabilization services, funding for community initiatives that address poverty, food insecurity and homelessness. Housing Services provides community housing buildings located in all areas of Hastings County, rent supplement programs and manages and develops affordable housing programs. The intake access centre processes applications for Ontario Works, Child Care Fee Subsidy and Housing.

This report intends to provide the information and data for 2022 services and supports. Hastings County's vision is quite simple, yet profound:

We endeavor to support people and our communities, and we will strive to provide the same level of service into 2023 and well beyond.



MESSAGE FROM THE WARDEN

It is my pleasure to introduce the 2022 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, Housing Services, Homelessness Prevention and Stabilization Supports and Services 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.

In 2022, Hastings County moved out of pandemic response and recovery and into a return to a business as usual service delivery model.

Hastings County introduced the Canada-Wide Early Learning Child Care (CWELCC) system, which is the Government of Canada's initiative to offer accessible, affordable, inclusive, high-quality child care to families whose children are registered in licensed child care under the age of six (6), and provided Child Care Subsidy to 751 children. Hastings County also provided financial assistance to 3,202 individuals, as well as continued to operate 1,473 housing units.

I would like to acknowledge the continued dedicated work of staff across all areas, our integral community partners and the members of the Joint Community & Human Services Committee and County Council. They all work tirelessly to advance our system goals and offer support to those who need it most. We sincerely thank you all for your efforts.



"While there have been so many accomplishments, there is still a lot of work to do. We remain committed to the tasks at hand and will work together, as we always have."

- Warden Bob Mullin

MESSAGE FROM THE DIRECTOR

2022 was a year of accomplishments, opportunities and new beginnings. Since joining the County of Hastings as the Director of the Community and Human Services department in late 2022, I have been overwhelmed by the commitment staff have to this community. Staff continue to rise to the challenges that are presented each and every day. We thank them for their dedication.

In 2022, the department completed a community investment review, whereby funding was reviewed and resources were allocated based on outcomes and community needs. This allowed us to fund as many projects as possible, for those in the greatest need.

Hastings County also jointly operated three (3) warming centres for homeless individuals. We have a fully operational By-Name List, (BNL) for those experiencing homelessness, so we can work towards housing opportunities, and providing these individuals with supports and services.

There have been many advances in licensed child care affordability and accessibility for families in our area. In April of 2022, the implementation of the Canada-Wide Early Learning Child Care (CWELCC) system, which is intended to increase access, affordability, quality, inclusivity and data sharing. Hastings County continues to focus on the expansion of licensed child care spaces for both child care centres and home based child care.



Electronic Data Management was a major task for staff this year, and we continue to follow the Provincial direction towards ongoing improvement of the social assistance system, including many changes with Employment Services Transformation.

In 2022, Great St. James Place, an affordable housing build was completed by Springale Development Incorporated, Hastings County supported the build which provides 32 affordable housing units in the City of Belleville. Hastings County Housing Services also engaged in a Supportive Housing Review with 20 agencies across the County to help inform the response to the housing crisis within the County. As a result of the report, a collaborative session was held during the 2022 National Housing Day to begin addressing recommendations from the report. The report continues to provide direction on moving forward to develop housing models that meet the needs of the community.

As we move into 2023 and beyond, we have so much to be proud of, and so many places to go together. Please take the time to review this report, and stay tuned to the Hastings County website for ongoing updates and announcements.



“None of the projects and outcomes would be possible without the people working behind the scenes. Thank you again to the staff, to all of the service providers, community partners, agencies, security staff, but most of all thank you to those with lived experience, who help guide us so we can work together to best meet the needs of those living in Hastings County.”
- Connor Dorey



COMMUNITY & HUMAN SERVICES



CHILDREN'S SERVICES



HOMELESSNESS PREVENTION



HOUSING SERVICES



**STABILIZATION
SUPPORTS & SERVICES**

SUPPORTING PEOPLE
*Hastings*TM
AND OUR COMMUNITIES

CHILDREN'S SERVICES



20
22



CHILDREN'S SERVICES

Early Years and Child Care plays a vital role in a child's development, as well as 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.

As a Consolidated Service System Manager (CMSM), Hastings County Children's Services plays a central role in the planning, funding, administration and operation of early years and licensed child care services in Ontario for children from 0 to 12 years old.

Hastings County supports licensed child care through:

- Child Care Fee Subsidy
- Canada-Wide Early Learning Child Care (CWELCC)
- Special Needs Resourcing
- EarlyON and Indigenous-Led Programs
- General Operating Grant
- Wage Enhancement Funding
- Directly operated Before and After Programs
- Additional one-time funding includes:
 - Child Care and Early Years Workforce Funding
 - Repairs and Maintenance funding
 - Play Based Material funding



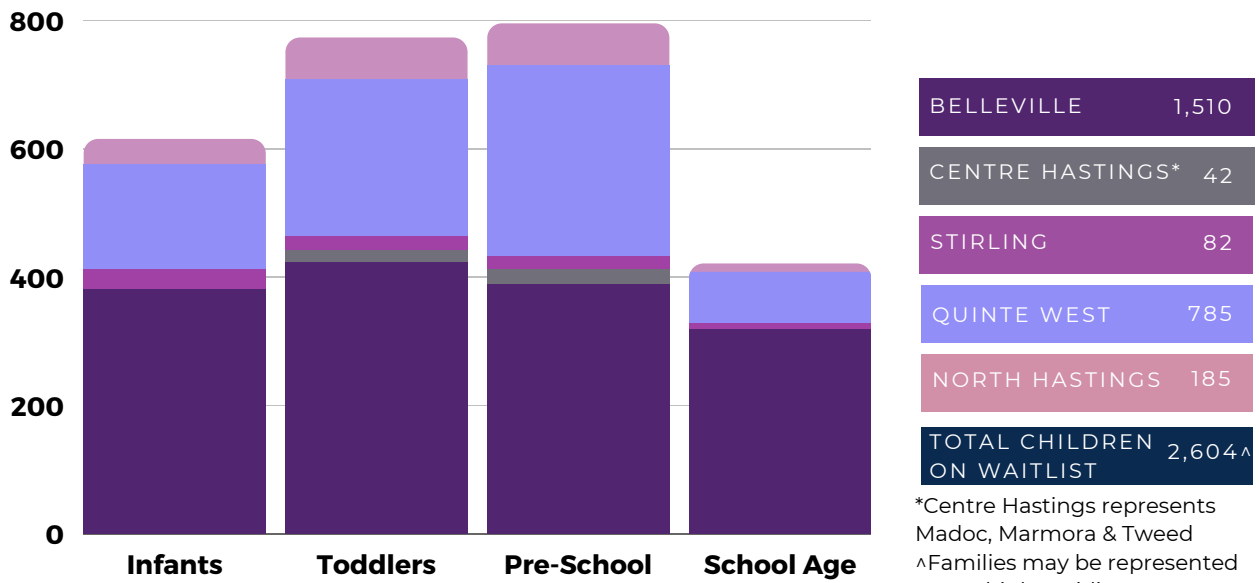
LICENSED CHILD CARE

4161 CHILD CARE SPACES WERE LICENSED IN HASTINGS COUNTY IN 2022

29	68	63	46
Child Care Service Providers	Licensed Child Care Centre sites	Licensed Home Child Care sites	Before and After School sites
			

LICENSED CHILD CARE WAITLIST

Throughout the Province of Ontario and Hastings County, licensed child care service providers maintain waitlists in order to support the demand for licensed child care spaces.



EXPANDING LICENSED CHILD CARE

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. In 2022, 42 spaces were created in Belleville and 115 in Quinte West.

157
CHILD CARE SPACES
CREATED IN 2022

LOWERING CHILD CARE FEES

CWELCC

Families in Hastings County with children aged 0-5 attending CWELCC enrolled licensed child care programs received reductions in child care fees beginning April 2022.



"The CWELCC system has made a tremendous impact on our family. With two (2) children under four (4) in full time care and record high inflation, costs of full time childcare were crippling. The CWELCC system has removed a major financial burden for our family, affording us the ability to reinvest our money into other things for our children and buffer the impact of rising costs on basic living expenses."

-Local family in Hastings County

\$541

**SAVINGS PER MONTH
FOR A LOCAL FAMILY DUE TO
THE CWELCC SYSTEM***

*Savings per family will vary

CANADA-WIDE EARLY LEARNING CHILD CARE

The Government of Canada identified child care as a national priority. In 2022 Hastings County implemented the Canada-Wide Early Learning and Child Care (CWELCC) system with the objectives of ensuring child care is:



Licensed child care service providers had the opportunity to opt into the CWELCC system by November 1, 2022. Within Hastings County, 89% of licensed child care service providers opted into the CWELCC system in 2022.

As service providers opted in for children ages 0-5, a 25% fee reduction retroactive to April 1, 2022 was provided to parents. Building to a 50% reduction in average parent costs for licensed child care in 2023.

CHILD CARE AND EARLY YEARS WORKFORCE FUNDING

The Ministry of Education entered into an agreement between Canada and Ontario for one-time Child Care and Early Years Workforce Funding to support retention and recruitment of a high-quality child care and early years workforce. Hastings County Children's Services was allocated \$1,125,620 between January 2022 and March 2023, and implemented a media campaign, professional development opportunities and workshops to support the workforce.

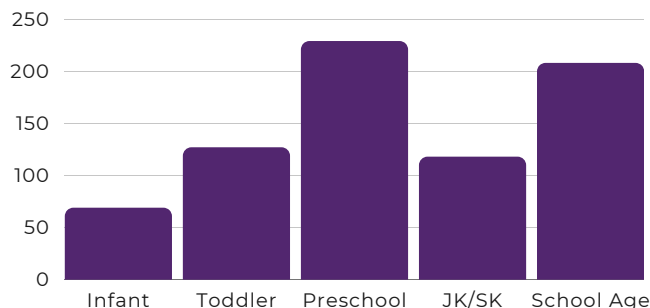
380
EDUCATORS ATTENDED
HASTINGS COUNTY'S
PROFESSIONAL
LEARNING DAY

\$2,520,464 
WAS PROVIDED TO 2,680 FAMILIES FOR CWELCC RATE
REDUCTIONS, AND RETROACTIVE PARENTS FUNDS IN 2022

CHILD CARE FEE SUBSIDY

Children's Services provides child care fee subsidy to assist families in accessing quality licensed child care. Licensed child care programs for qualifying parents may be fully or partially subsidized, with parents having to pay a portion of their monthly child care costs.

CHILDREN BY AGE GROUP RECEIVING CHILD CARE FEE SUBSIDY





558 FAMILIES
RECEIVED CHILD CARE
SUBSIDY IN 2022



751 CHILDREN
RECEIVED CHILD CARE
SUBSIDY IN 2022

HASTINGS COUNTY BEFORE & AFTER SCHOOL PROGRAMS



175

children attended Hastings County directly operated Before and After School Programs in four (4) schools in 2021-2022 school year.

PROGRAM	LICENSED CAPACITY
St. Michael Catholic School	56
Sir John A. Macdonald Public School	30
Frankford Public School	30
Trent River Public School	56



EARLYON

45 EarlyON sites are located across Hastings County. 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.

13,747  CHILDREN VISITED EARLYON SITES FOR IN-PERSON PROGRAMMING THAT WERE HOSTED ACROSS HASTINGS COUNTY, WITH 10,724 CAREGIVERS

ALGONQUIN INÒDEWIZIWIN CHILD AND FAMILY CENTRE PROGRAMS INDIGENOUS-LED

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

 **2,609** CHILDREN VISITED IN-PERSON ALGONQUIN INÒDEWIZIWIN PROGRAMMING

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.

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 had a successful 2022.



SUPPORTING LICENSED CHILD CARE

 **\$267,271**

Play Based funding supported 21 Centres with material and equipment purchases

 **\$176,231**

Repair and Maintenance funding supported 11 centres

 **520**

Children were supported by Special Needs Resourcing Funding, with funding to support 9 Resource consultants and 25 Enhanced Support staff for 50 child care centres across Hastings County

 **183**

Children were supported by Emergency Child Care across 17 Child Care sites and seven (7) home agencies from January 5-14, 2022 totaling \$63,174.46 in funding



\$1,606,998

Wage Enhancement funding was provided to licensed centre's and home child care programs to support wage increases

\$3,100,773

GENERAL OPERATING GRANT
Supported staffs wages and operating expenditures across Hastings County



HOMELESSNESS PREVENTION



HOMELESSNESS PREVENTION

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.

There are different types of homelessness:

Unsheltered

- Living outside (“living rough” on sidewalks, parks, forest, etc.)
- Living in places not intended for human habitation (vehicles, garages, out buildings, hunting camps, tents etc.)

Emergency Sheltered

- Emergency overnight shelters for people who are homeless
- Shelters for individuals and families impacted by family violence and natural disaster

Provisionally Accommodated

- Referring to those whose accommodation is temporary or lacks security of tenure

Temporarily Sheltered

- Interim housing for people who are homeless
- Temporarily living with other people (couch surfing, staying with family, etc.)
- People in institutions with no guarantee of permanent housing upon release (hospital, correction facilities, treatment facilities, etc.)
- Reception Centres for recently arrived newcomers

At-Risk of Homelessness

- Refers to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards
- It should be noted that for many people homelessness is a fluid experience, where one’s shelter circumstances and options may shift and change quite dramatically and with frequency



HOMELESSNESS



Hastings County has seen an increase in homeless individuals and families in 2022. As part of the Provincial Government's efforts to end homelessness by 2025, the Ministry of Municipal Affairs and Housing (MMAH) required Service Managers to conduct local enumeration which Hastings County completed in November 2021. Enumeration measures the number of people experiencing homelessness during a specific period of time for the entire Service Manager area. This data assists the Province to better understand scale and nature of homelessness in communities. This helps inform future policy, development, and program design.

237

WAS THE MINIMUM NUMBER OF PEOPLE WHO WERE EXPERIENCING HOMELESSNESS IN HASTINGS COUNTY DURING THE NOVEMBER 2021 HOMELESS ENUMERATION, INCLUDING 10 FAMILIES WITH 26 DEPENDENT CHILDREN

ENUMERATION

Enumeration was completed in November 2021, with the data collected informing the By-Name List (BNL) for Hastings County, guiding service needs, funding allocations as part of the community investment review, as well as potential gaps in services in our community.

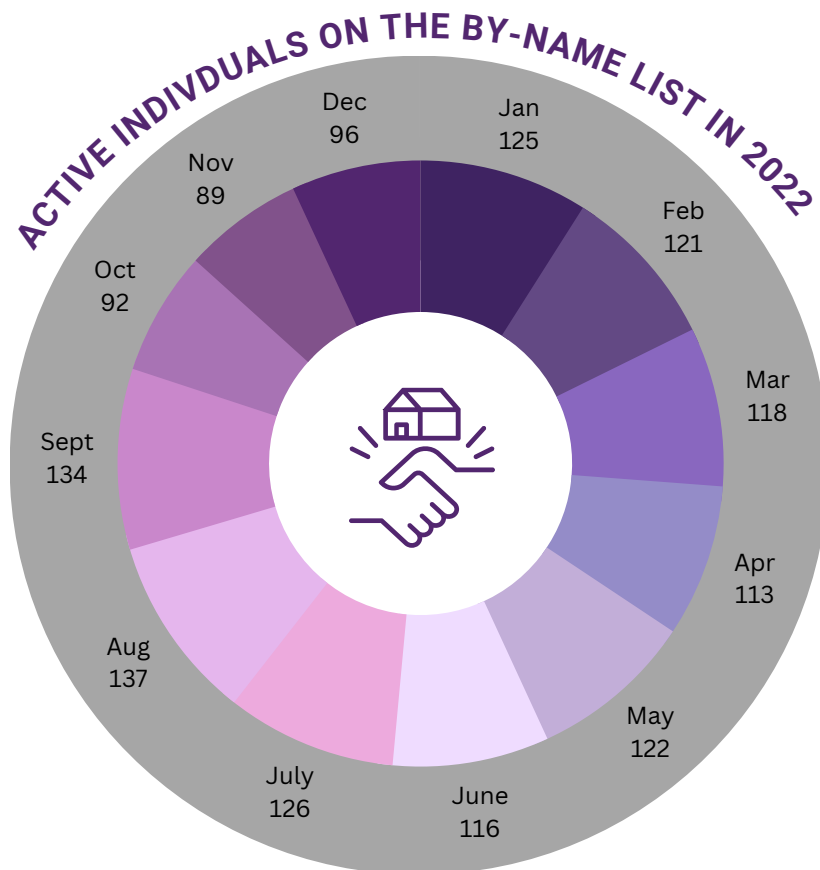
A focus of the work being completed by Hastings County is to include those with lived experience. Municipal, provincial and federal funding is being used to fund many programs for those who are homeless or at-risk of homelessness.

BY-NAME LIST (BNL)

Hastings County developed a BNL, which is a real-time list of those experiencing homelessness in our community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. The BNL is an integral component of matching homeless individuals and families to housing resources through the Coordinated Access, a system that was implemented for 2023.

52
INDIVIDUALS FROM
THE BY-NAME LIST
WERE HOUSED IN 2022

44
AVERAGE AGE OF
INDIVIDUALS ON
THE BY-NAME LIST



COMMUNITY RESPONSE TEAM (CRT)

Hastings County has a staff team dedicated to working with the vulnerable homeless population. The CRT consists of highly trained case managers that work with high-acuity cases and liaise with community agencies and stakeholders working towards the common goal of housing and supporting our most vulnerable community members.

QUOTES FROM THOSE WITH LIVED EXPERIENCE:

"We need more of it. People light up when you come in the room because it may be the only kindness they hear. You don't pass judgement. We see you guys walk in the building and we light up. We see you guys as a resource. You give them a feeling that they won't get from anyone else."

"You guys save us so much time when you are on site. You give us reassurance and reminders. You give us humanity and we feel like real people."



INDIVIDUALS WERE SUPPORTED BY CRT CASEWORKERS IN 2022



" Without
CRT I
wouldn't
be alive."

-Client of CRT



THE CANADIAN ALLIANCE TO END HOMELESSNESS

Hastings County works in partnership with The Canadian Alliance to End Homelessness (CAEH) who lead a national movement of individuals, organizations and communities working together to end homelessness in Canada. Their vision is that all Canadians have a safe, decent and affordable home with the support necessary to sustain it.

SAFE VOLUNTARY ISOLATION SITES PROGRAM (SVISP)

Hastings County received federal funding from Public Health Agency of Canada (PHAC) for the safe isolation of COVID-19 positive individuals, unable to isolate on their own due to their housing situations. A medical mobile unit was placed at Grace Inn Shelter, intended to be used to isolate homeless and precariously housed individuals from further community transmission.

Across Canada, from September 2020 to December 2022, SVISP provided over 21,230 individuals across Canada the opportunity to safely isolate from COVID-19. In Hasting County, SVISP funding assisted 29 individuals and families to isolate.

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 those most vulnerable with a four-filter process determining Acute Elevated Risk (AER) to the individual and/or others in the community.

In 2022, the Situation Table had nine (9) discussions with eight (8) meeting AER. Four (4) situations discussed were male and four (4) females. The Lead Agencies for these situations were The Ontario Provincial Police - OPP, Quinte Health Care, Highland Shores Children's Aid Society, Hastings County Paramedics, Grace Inn, Probation and Parole and Belleville Police Service. The Situation Table meets weekly, with an average attendance of 13 organizations to the weekly meetings.

AFTER-HOURS EMERGENCY PROGRAM

The After-Hours Emergency program addresses community response outside of Hasting County's regular business hours. Hastings County partnered with The Enrichment Centre for Mental Health until December 31, 2022 to provide services for urgent needs within the community occurring after-hours.

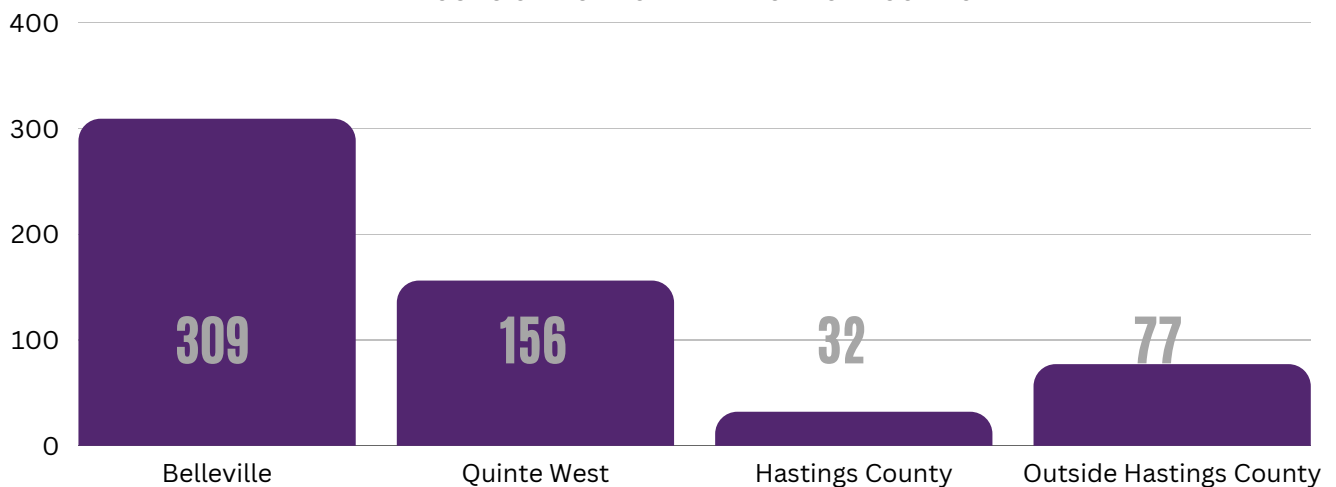
574 CALLS FROM COMMUNITY MEMBERS IN HASTINGS COUNTY WERE RECEIVED FOR THOSE FACING HOMELESSNESS AND PRESENTED EMERGENCY NEEDS

133 callers utilized the after-hours programming more than once. In addition, the majority of calls taken were from single males (319) and single females (245). 30 families were also assisted during this time.

Callers, depending on the circumstance, were assisted by After-Hours staff with:

- Referral and transportation to Grace Inn shelter
- Gas or food card and/or referral to a local food program
- Motel stay
- Transportation to a shelter in another region
- Transportation to family or friends
- Transportation to a warming centre

AFTER HOURS CALLS RECEIVED BASED ON LOCATION



WARMING CENTRES

Warming centres are temporary measures in our community and the end goal is to reduce homelessness by stably housing individuals and families in Hastings County. While we work together as a community towards housing solutions, warming centres are necessary to preserve life and provide safety to vulnerable community members.

At the May 11, 2022 Community and Human Services Committee meeting, committee approved a nightly operating model resulting in warming centres being open nightly from December 15, 2022 through until March 31, 2023. In previous years the warming centre activation was based on temperature thresholds.

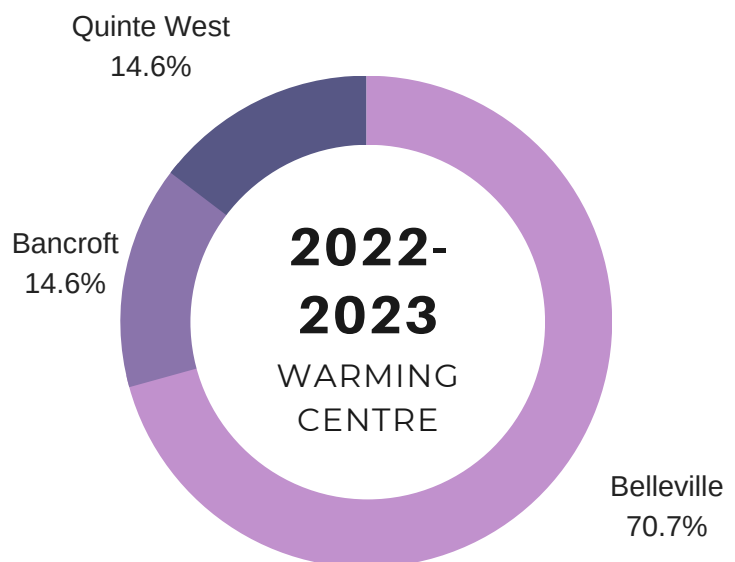
On December 15, 2022 the Belleville and Quinte West warming centres opened at 8:00 pm, and ran nightly until March 31, 2023.

The Bancroft Warming Centre, located at North Hastings Community Trust activated on February 2, 2023 and ran nightly until April 15, 2023.

For the fulsome warming centre 2022-23 report please visit www.hastingscounty.com

2022-2023 WARMING CENTRE UNIQUE GUESTS

BELLEVILLE	222
QUINTE WEST	46
BANCROFT	46
TOTAL UNIQUE GUESTS ACROSS ALL CENTRES	314



COMMUNITY INVESTMENT REVIEW

The Community Investment Review provides an overview of community agency funding that supports interventions, prevention initiatives, and strategic activities that address homelessness and outreach client services equitably across Hastings County.

Community stakeholders and those with lived experiences were consulted in the process of conducting the review.

The Hastings County Community Investment Review was initiated in response to increasing demands for funding from community service organizations, and the challenge of limited funding for distribution. The review is intended to understand the current distribution of funding, identify community need as it relates to Housing and Homelessness, and inform priority setting with Committee and Council for future funding allocations. The review will include grant funding from Hastings County, provincial and federal governments.

MUNICIPAL, PROVINCIAL, FEDERAL FUNDING

In 2022 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.

PROGRAM	FUNDING PROVIDED
MUNICIPAL (Community Grants- formerly SAR funding)	\$187, 650
PROVINCIAL (HPP, formerly CHPI funding)	\$2,554,705
FEDERAL (Reaching Home: <i>Canada's Homelessness Strategy</i>) (2022-2023)	\$859, 158
FEDERAL (Reaching Home Rural and Remote)	\$500,000



HOUSING SERVICES



20
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HOUSING SERVICES

Hastings County Housing Services provides safe, modest, and affordable housing for low-income households.

As the Service Manager for the housing system under the Ministry of Municipal Affairs and Housing (MMAH), Hastings County is responsible for ensuring individuals have access to adequate, appropriate, and affordable housing that meets their needs. Through a combination of rent-gear-to-income units, rent supplements, housing allowances, non-profit/cooperative housing partnerships and affordable housing developments, Hastings County supports the 14 member municipalities and the two (2) separated cities of Belleville and Quinte West.

The 10-Year Housing and Homelessness Plan (approved in 2013 and updated in 2019) guides the work and direction of Hastings County Housing Services. Funding for housing services is provided through the municipal levy, along with funding provided by the federal and provincial governments. This funding provides the resources to maintain and administer subsidized housing, supplement private market rentals and provide enhancements to the housing system.



HASTINGS COUNTY LOCAL HOUSING CORPORATION (LHC) PORTFOLIO

1,473

**UNITS OWNED AND OPERATED
BY HASTINGS COUNTY**

This includes:

- 40 supportive housing units for singles through the Home for Good program
- The portfolio includes 870 units (59%) for seniors and 563 units (38%) dedicated for families



915

BELLEVILLE

226

TRENTON

34

MARMORA



36

MADOC

41

TWEED

24

STIRLING



35

FRANKFORD

70

DESERONTO

92

BANCROFT

This portfolio includes:

- 35 scattered units:
 - 13 in Quinte West
 - 22 in Belleville
- 35 buildings/complexes

Community housing is designed to provide government-funded subsidies, rent-g geared-to-income (RGI) housing and housing benefits to tenants that are not available in the private market. Hastings County Housing Services oversees the community housing system which includes the Hastings Local Housing Corporation (HLHC). These housing units are accessed by way of the centralized waiting list (CWL), which is maintained by housing services staff.

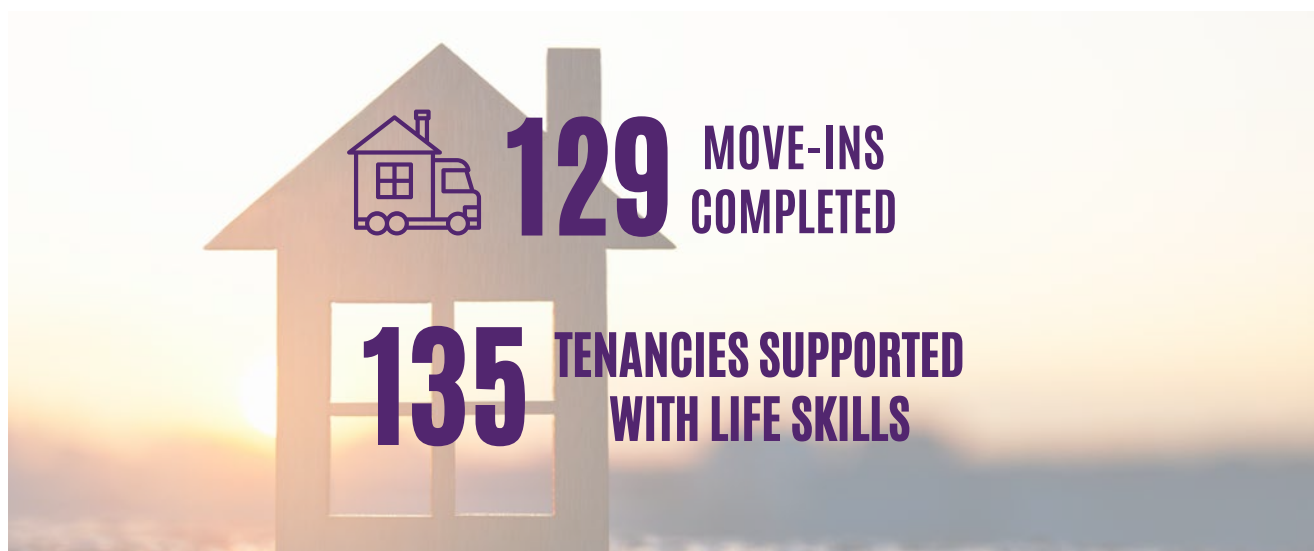
HASTINGS COUNTY LOCAL HOUSING CORPORATION (LHC) - YEAR IN REVIEW

Each Property Supervisor and the Home for Good Coordinator are responsible for a portfolio of 99-240 community housing units. Housing Resource Workers (HRW) provide life skills, budgeting, referrals to community resources. 87 households are currently supported by HRWs with 135 households supported throughout 2022. Each of Housing Services' four (4) Rent Calculation Clerks is responsible for calculating rents for between 407 to 438 households receiving various rent supports.



In 2022, 127 LHC tenants moved out of their housing units due to various reasons including: move to long-term care, eviction, move to private market, transfer to more appropriate LHC unit and passing away. Throughout the year, 129 move-ins took place within the 35 buildings and scattered units within the catchment area.

Capital projects undertaken in community housing properties in 2022 include flooring replacements, roof replacements, full unit restoration, elevator replacement and hot water tank replacements. These projects will extend the life of community housing properties while providing tenants a safe and affordable place to call home.

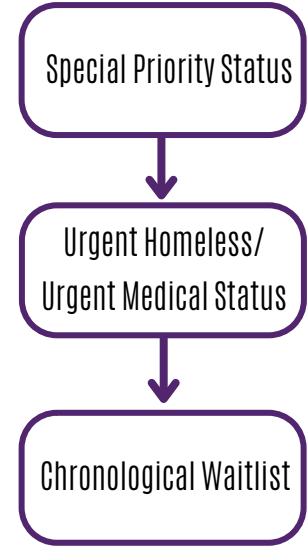


CENTRALIZED WAIT LIST

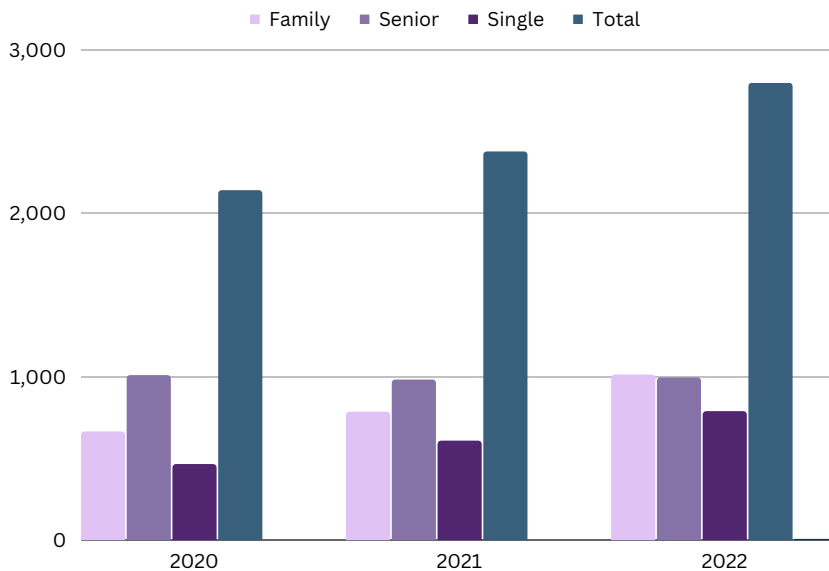
Under the *Housing Services Act, 2011*, Hastings County is required to maintain a centralized waiting list for community housing. Within the registry is a provincially mandated Special Priority Policy (SPP) waitlist, this policy prioritizes households that have been victims of domestic violence or human trafficking. These SPP households are housed ahead of the chronological list.

In addition, Hastings County maintains an urgent housing waitlist for applicants who are homeless or have medical needs resulting in their current accommodations no longer being suitable. Households on this waitlist are housed ahead of the chronological list but behind the SPP list.

HOUSING WAITLIST PRIORITIZATION



YEAR-OVER-YEAR WAITLIST CHANGES 2020-2022



Wait List Type	Average Length Wait - 2021	Average Length Wait- 2022
Special Priority	6 months	10.6 months
Urgent Homeless/ Urgent Medical	13 months	2.3 years
Chronological	3.1 years	5 years*

*Chronological waitlist is currently receiving 1 in 5 housing offers as per local policy.

YEAR-OVER-YEAR WAITLIST CHANGES 2021-2022

2021-2022

29% ↑
Family waitlist

1.4% ↑
Senior waitlist

30% ↑
Single waitlist

3076
TOTAL
ON WAITLIST
AS OF
DECEMBER
2022

HOUSING



"I'll take the unit, I've been praying the day would come I would get the call. Being 9 months pregnant I was hoping I would get the call before the baby arrived and have a home to take the little one to."

-Special Priority Status Applicant

HOUSING ALLOWANCE & RENT SUBSIDY PROGRAMS

Hastings County provides rental assistance programs to low-income individuals in the form of rent supplements and housing allowances. These are funded through a combination of municipal and provincial allocations. Units are secured through rent supplement agreements with private and non-profit housing providers as well as housing allowances paid directly to residents to assist with housing costs in the private market.

Rent supplement and housing allowance programs are accessed by way of the centralized waitlist, which is maintained by Hastings County housing staff. In 2022, 573 of households were assisted with an allowance/subsidy.

Program	Average Subsidy Provided per Household	Number of Individuals/Families Assisted
Investment in Affordable Housing (IAH-E)	\$210	120
Shared Delivery Housing Allowance	\$354	41
Northern Direct Delivery	\$354	14
Direct Delivery	\$354	58
Portable Housing Benefit Housing Allowance	Calculated using Adjusted Family net income and Average Market Rent	18
Canada Ontario Housing Benefit (COHB)	Calculated using Adjusted Family net income and Average Market Rent	172
Rent Supplement (RGI)	Rent-Geared-to-Income	116
Strong Communities Rent Supplement (RGI)	Rent-Geared-to-Income	35
Total		574

CANADA-ONTARIO COMMUNITY HOUSING INITIATIVE & ONTARIO PRIORITIES HOUSING INITIATIVE

Canada-Ontario Community Housing Initiative (COCHI) and the Ontario Priorities Housing Initiative (OPHI) were introduced by the MMAH in 2019 as part of the Community Housing Renewal Strategy. The focus of the funding is to help stabilize and enhance the community housing system as well as assist with future growth and expansion of the system.

120
individuals and families retained their rent supplement

CANADA-ONTARIO COMMUNITY HOUSING INITIATIVE

In 2022, Hastings County allocated COCHI funding to continue supporting four (4) non-profit housing providers with rent supplements. These include Thurlow Non-Profit Housing Corporation, 10 units; York Rivers Heights, 12 units; Ontario East Triangle Court, six (6) units; Quinte Seniors Homes (Parkside), eight (8) units.

COCHI funding was also allocated in the amount of \$302,400 to support the existing Investment in Affordable Housing (IAH) rent supplement program that expired in 2022. As a result, 120 individuals/families retained their rent subsidy.

ONTARIO PRIORITIES HOUSING INITIATIVE

OPHI funds were allocated to eight (8) non-profit housing providers who responded to an expression of interest, to complete eleven capital projects that were ranked in order of priority on a case-by-case basis regarding need and impact on tenants. A total of \$314,618 was allocated to address items such as: replacement of make-up air unit, rainwater management, roof replacement, installation of automatic door opener, bathtub accessibility cut-outs, heating and elevator replacement.

Further OPHI funding was provided to HLHC to address capital repair needs in the building in the amount of \$240,262 to support unit rehabilitation at 23 McCamon Street in Tweed.

Hastings County partners with 15 non-profit housing providers who provide affordable options to accessing housing outside of the LHC. These providers accommodate a range of household types including families, seniors and singles requiring RGI assistance along with market rent units.

CANADA ONTARIO HOUSING BENEFIT (COHB)

The COHB is a federal-provincial housing allowance program that was launched in 2020. The program is a provincially delivered joint funding venture through Canada Housing Mortgage Corporation-Ontario Bilateral Agreement under the 2017 National Housing Strategy.



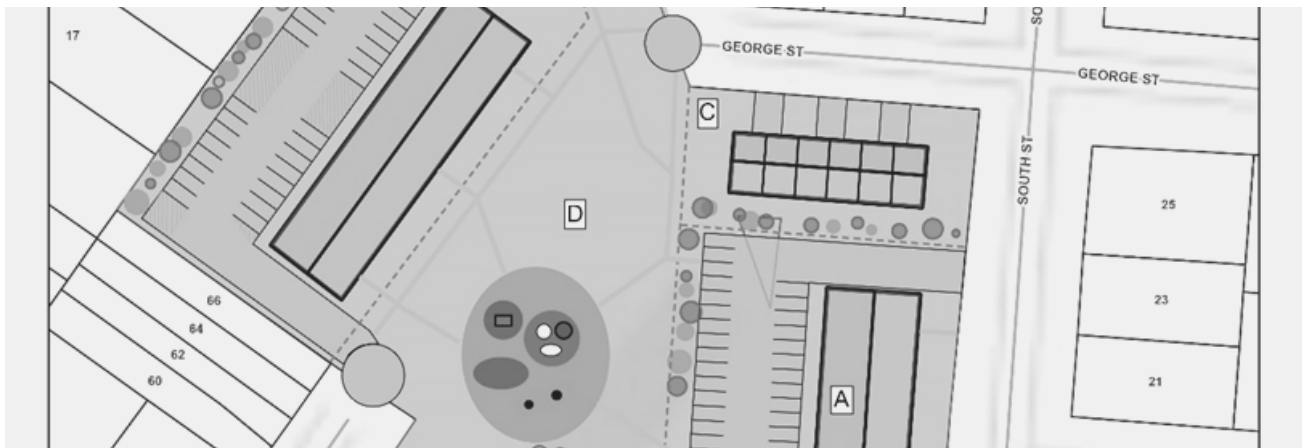
The purpose of the COHB program is to increase the affordability of rental housing by providing an income-tested, portable housing benefit (PHB) payment directly to eligible households in housing need that are on, or are eligible to be on, community housing waiting lists and to households in housing need living in community housing.

Currently, 172 individuals in Hastings County receive the COHB benefit, which keeps housing costs affordable and helps individuals remain housed.

MOVING FORWARD

In 2022, Hastings County had completed the purchase of land on College Street in Quinte West for the construction of a 32-unit RGI housing project. Hastings County Council approved the submission of a proposal under the Rapid Housing Initiative (RHI) to request funding to assist with the build. Hastings County is also working with the Town of Bancroft to support their RHI submission.

RHI is a federal funded initiative expected to add 4,500 new affordable units to Canada's housing supply, with at least 25% of funding going towards women-focused projects. Hastings County has submitted a proposal under the projects stream for a 32-unit mixed-use single and family residential apartment building.





STABILIZATION SUPPORTS & SERVICES



20
22

STABILIZATION SUPPORTS & SERVICES

The Ontario Works Program (OW) supports individuals and families in need of temporary financial assistance while they pursue sustainable employment and achieve self-reliance through the provision of effective, integrated employment services and financial assistance. This may also include providing assistance while they apply for other types of government income.

Basic financial assistance includes;

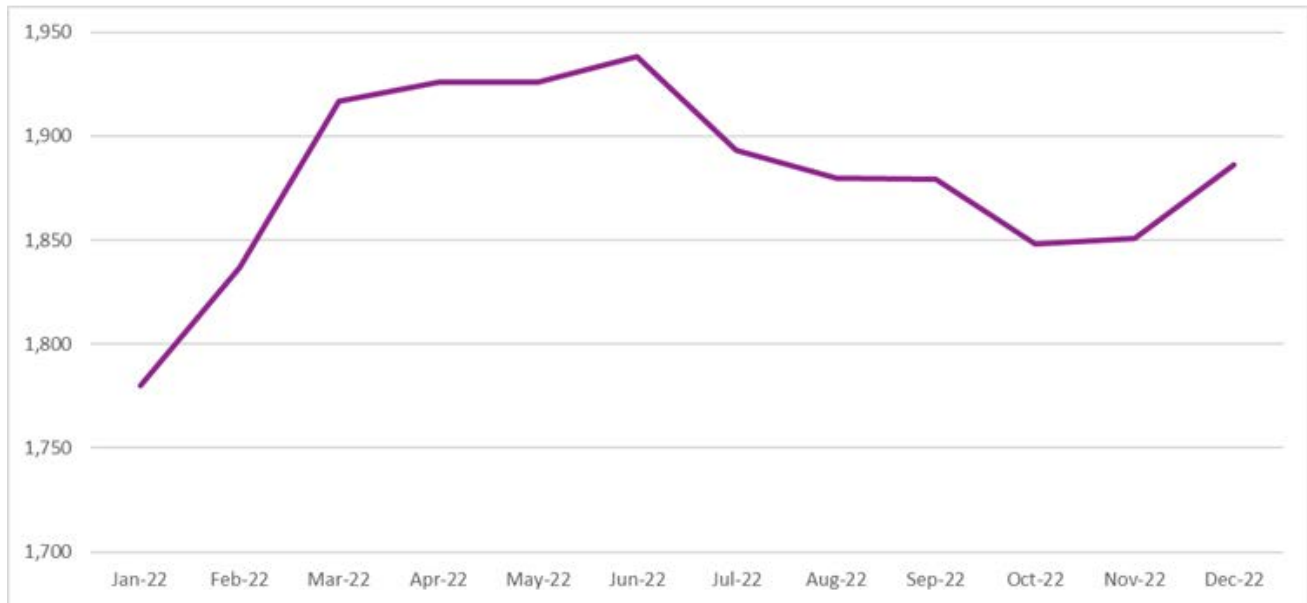
- Income assistance provided for the purposes of basic needs and shelter
- Benefits as prescribed in the regulations
- Emergency assistance provided to help with basic needs and shelter on an emergency basis



OVERVIEW OF STABILIZATION SUPPORTS AND SERVICES

ONTARIO WORKS MONTHLY CASELOAD 2022

In 2022, Ontario Works monthly average caseload was 1,880, below is an overview of monthly caseloads:



Ontario Works programs are delivered as an integrated employment and financial assistant services portfolio, which includes:

TEMPORARY CARE ASSISTANCE (TCA)

Is to provide income assistance and benefits to an adult on behalf of a child where:

- The child is in temporary care of the adult
- The child is in financial need
- The child is not a dependent child for the purpose of OW or the Ontario Disability Support Program (ODSP)
- The adult providing the care does not have a legal obligation to support the child
- The adult caregiver is not receiving compensation for caring for the child under the Child, Youth and Family Services Act

OVERVIEW OF STABILIZATION SUPPORTS AND SERVICES

EMERGENCY ASSISTANCE (EA)

- Is the immediate provision of financial assistance to an applicant in a crisis or emergency situation. The provision of financial assistance in an emergency may include an amount for basic needs, shelter, and benefits.

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)

- Hastings County provides a prompt and comprehensive response to ODSP recipient requests for extraordinary needs that are not covered under the ODSP program. Examples include, issuance of discretionary benefits, Homelessness Prevention Plan benefits, emergency dental, dentures, and assisted funerals/burials.

NON-DISABLED ADULTS (NDA)

- Who are members of a family receiving ODSP benefits (spouses or dependent adults) receive support with employment and stabilization supports, which can include employment related benefits, and training costs.

NON-SOCIAL ASSISTANCE RECIPIENTS (NON-SARS)

- Who experience low household incomes can apply for assistance with extraordinary needs such as, Homelessness Prevention Plan benefits and assisted burials.



2022 ONTARIO WORKS STATS

1886 ONTARIO WORKS
(OW) CASELOAD AT
THE END OF
2022

REPRESENTING
3176 PEOPLE
SUPPORTED
BY OW

242 TEMPORARY CARE
ASSISTANCE (TCA)
AVERAGE
CASELOAD IN 2022

REPRESENTING
343 CHILDREN WERE
SUPPORTED
BY TCA

470 INDIVIDUALS AND
FAMILIES WERE
REFERRED TO
ODSP FOR
ELIGIBILITY
DETERMINATION

271 EMERGENCY
ASSISTANCE (EA)
ISSUANCE YEARLY
WITH 19 ISSUED ON
AVERAGE PER
MONTH

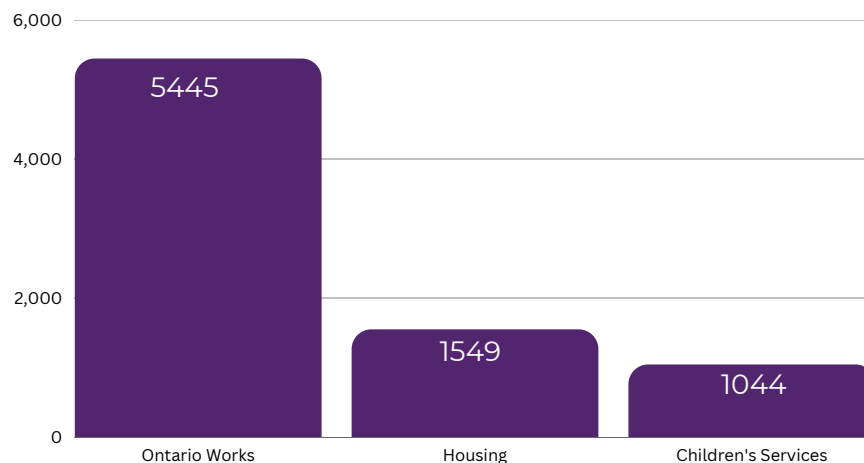
622 NON-SOCIAL
ASSISTANCE
RECIPIENTS (NON-SARS)
IN THE YEAR 2022
WITH AN AVERAGE
ISSUANCE OF \$799

INTAKE ACCESS

The Intake Access Centre (IAC) is responsible for managing all applications for assistance within the Community and Human Services Department including Children's Services, Housing Services and Ontario Works. Individuals and families in Hastings County have three (3) options to apply for Ontario Works supports:

1. Apply online at www.ontario.ca/social assistance
2. Call the Provincial Intake and Benefits Administration Unit to complete the application by phone. This service is available 8:30 a.m. to 5 p.m. Monday to Friday by calling 1-888-999-1142
3. Contact Hastings County at 613-771-9630 or 1-866-414-0300 8:30 a.m. to 4:30 p.m. Monday to Friday

In 2022 the Intake Access Centre managed an average of 33 calls per day. The total calls received in 2022 were 8038.



CASE MANAGEMENT - STABILIZATION SUPPORTS

Once an individual or family completes an application for assistance, they are assigned to a Caseworker for stabilization activities, eligibility determination and case management. This includes management of required documents and reporting, community referrals and supports. The degree and type of supports will be based on the client needs.

SPECIAL BENEFITS

Some Caseworkers are designated to assist with supporting the extraordinary one-time needs for OW, ODSP and non-social assistance recipients. This includes applications and access to housing and homelessness funds, discretionary benefits and Hastings County management programs such as emergency home repair, rent bank, last months rent and energy assistance supports.

SPECIAL BENEFITS

Caseworkers assigned to manage the special benefits conduct needs testing and administer the issuance of benefits through various funding sources.

1599 HOUSEHOLDS WERE SUPPORTED WITH SPECIAL BENEFITS

13



HOME REPAIRS

Home Repairs totaling an issuance of \$48,148, with an average issuance of \$3,704 to keep people in their own homes

66



COUNSELLING SERVICES (CHAMP)

Counselling services were provided with a total issuance of \$30,125

297



FOOD SECURITY

In exceptional situations, immediate crisis food and personal needs were provided to homeless individuals or those at risk of homelessness for a total issuance of \$19,794

381



ARREARS (FUEL, UTILITY & RENT)

Fuel, utilities and rent for a total issuance of \$387,869, with an average of \$1016 were issued to prevent disconnection and eviction

173



DEPOSITS (FUEL, UTILITY & RENT)

\$146,273 for the average issuance of \$773 per household

296



HOUSING ALLOWANCE (HEAT)

The HEAT Program provided \$222,000 for utility related needs for those with exceptionally high costs

120



ASSISTED BURIALS (FUNERALS)

Total issuance of \$402,929 for an average issuance of \$3,358 per case to assist those unable to pay for funeral and burial costs

253



EMERGENCY ASSISTANCE

Was provided for a total issuance of \$205,373 for an average household issuance of \$812 for Emergency Immediate needs



CONCLUSION



20
22

CONCLUSION

Community & Human Services is proud of the work completed in 2022, and looks forward to further supporting people and our communities in the years ahead.

The data provided through this report highlighted Hastings County's work and accomplishments completed in 2022. Community and Human Services has made many gains toward program goals through the administration of Children's Services, Homelessness Prevention, Housing Services and Stabilization Supports & Services:



CHILDREN'S SERVICES

With the implementation of CWELCC in 2022, licensed child care made great strides towards affordability, access and high quality child care for our community.



HOMELESSNESS PREVENTION

With the Coordinated Access System, including the BNL, the CRT team and the support of community partners, we are striving to provide quality homelessness programming and response.



HOUSING SERVICES

Housing Services continues to manage 1473 LHC units, support 15 Non-Profit housing providers and provide assistance to affordable housing developers with the overarching goal of ensuring individuals and families in our community access safe, modest and affordable housing.



STABILIZATION SUPPORTS & SERVICES

Providing individuals and families with the supports, services, programs and benefits to take steps towards financial independence.



Contact

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