

# Community Investment Review



2020-2021



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# Community Investment Review – 2020-2021

## Terms & Glossary

The Investment Review intends to detail the available allocations of the following municipal, provincial, and federal funding sources.

**Community Grants- (formerly: Social Assistance Restructuring)** Community grants are 100% municipally funded. The objective of the funding is to reduce child poverty by providing programs and services for children, youth and families in need by addressing deficiencies in education, employment and recreation initiatives for children.

### **Community Homelessness Prevention Initiative – (CHPI)**

CHPI is 100% provincial funding received from the Ministry of Municipal Affairs and Housing to address local priorities to better meet the needs of individuals and families who are homeless or at risk of becoming homeless. Funding was received from January 1, 2013, until March 31, 2022, when it transitioned to the Homelessness Prevention Program (HPP) as of April 1, 2022.

### **Homeless Individuals and Families information System - (HIFIS)**

HIFIS is a web-enabled Homelessness Management Information System (HMIS) that can provide communities with the information they need to further their efforts with addressing homelessness. It allows multiple service providers from the same geographic area to implement coordinated access using real-time information about people experiencing homelessness and the resources they need to find and keep a home. HIFIS is federally operated and a mandatory HMIS for those communities funded under Reach Home.

### **Homeless Management Information System - (HMIS)**

Homeless Management Information System is a class of database applications used to confidentially aggregate data on homeless populations served within a community. Such software applications record and store client-level information on the characteristics and service needs of homeless persons.

### **Home for Good - (HFG)**

The Provinces' objective for HFG is to make demonstrable progress in the goal of ending chronic homelessness, by assisting members of the four provincial priority homelessness areas to obtain and retain housing with appropriate support services.

The Home for Good (HFG) facility is a 40-unit supportive housing building located in the City of Belleville. Ministry allocations provide funding support to partnering agencies that offer ongoing intensive services to HFG residents. Funding also assists with operational costs and housing allowances.

The four priority groups are:

- Chronic Homelessness
- Youth Homelessness
- Indigenous Homelessness; and
- Homelessness following transition from provincially funded institutions and service systems (hospital, correction facilities, etc.)

### **Homelessness Prevention Program – (HPP)**

HPP is a new 100% provincially funded program that combines CHPI, HFG and Strong Communities Rent Supplement Program (SCRSP), effective April 1, 2022. HPP is intended to provide support for people at risk of or experiencing homelessness.

**Internal programs** – 100% Provincial Funding (CHPI/HPP) administered through Hastings County for programs that are intended to prevent homelessness and allow individuals and families to remain housed. Residents in crisis access these programs through direct contact with Hasting County staff that assess and address the unique needs of the family. Given the budget constraints and various funding sources available for these programs it is necessary for experienced staff that have expertise and knowledge of ministry record keeping requirements to manage these supports.

### **Reaching Home: Canada’s Homelessness Strategy (RH)**

RH is 100% federally funded through The Office of Infrastructure of Canada. Reaching Home is a community-based program aimed at preventing and reducing homelessness by providing direct support and funding to Designated Communities (urban centers), Indigenous communities, territorial communities and rural and remote communities across Canada. RH funding has been allocated for the period of 2019-2024. The City of Belleville is a designated community.

In response to the pandemic, incremental RH funding increases were received to support people experiencing homelessness during COVID-19. The one-time increase in funding was to support COVID-19 response capacity and prevent infection for those experiencing or at risk of experiencing homelessness.

### **Reaching Home Rural and Remote**

Reaching Home Rural and Remote is federal funding administered through the United Way of Simcoe Muskoka as the lead agency for communities across Ontario aimed at providing housing and supports for those experiencing homelessness or living rough. The funding is administered through an application based system and is only available to those communities that are not already designated an urban centre.

Incremental one-time funding was received to support the response to COVID-19.

### **Social Services Relief Funds – (SSRF)**

SSRF is 100% provincial funding issued by the Ontario Government to provide relief and emergency programming to help protect the health and safety of the province's most vulnerable during COVID-19. SSRF was one-time provincial funding with five allocations provided to municipalities to help offset the cost of programming during the pandemic.

### **Strong Communities Rent Supplement Program - (SCRSP)**

SCRSP provides funding for regular rent supplement units, as well as supportive housing units. It includes subsidies to non-profit housing providers, private landlords, co-operative housing providers, and directly to households through rent-geared-to-income.

## **Introduction**

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 and proportionally across Hastings County.

The community investment review acknowledges the significant contributions of agencies and organizations within Hastings County in 2020 and 2021 with the funding made available through municipal, provincial, and federal sources. Many individuals and families were assisted, as funding was issued that preserved established program continuity and, in some cases, allowed for pandemic related enhancements. In addition, new programs were established through temporary relief funding to address unique pandemic related challenges faced within the homeless community to address interruptions of in-person services and amenities.

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

## **Purpose**

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.

## **Objective**

The overall objective is to understand current programming, identify base funding sources, develop priorities for the distribution of funding by areas of focus, ensure an open and transparent funding application process and put forth recommendations that endeavor to support a balanced suite of available services within Hastings County's diverse geographical area.

## **Funding Background**

As Service Manager, the County of Hastings receives funding from federal and provincial sources to address the issue of homelessness prevention in our communities and invests municipal dollars to focus on local issues. Prescribed guidelines for each funding source must be considered when utilizing funding to address priorities.

Funding is apportioned to several programs and services that are administered by both the County of Hastings and through third party agencies as endorsed through the Community and Human Services Committee and approved by County Council.

This report will outline the funding received through Community Homelessness Prevention Initiative (CHPI), Reaching Home (RH) and Municipal Community grants along with the temporary incremental funding that was received through the provincial and federal programs due to COVID-19.

The following chart details both the annualized base funding and the temporary pandemic recovery funding analyzed over the program years of 2020-2021.

<b>PROGRAM FUNDING</b>	<b>2020/21</b> \$	<b>2021/22</b> \$	<b>2022/23</b> \$
<b><i>Base Funding</i></b>			
CHPI	2,272,835	2,272,835	-
Home for Good	648,875	648,875	-
SCRSP	210,100	210,100	-
HPP			3,413,700
Reaching Home	259,163	297,416	769,034
Community Grants	187,650	187,650	187,650
<i>Subtotal</i>	<i>3,578,623</i>	<i>3,616,876</i>	<i>4,370,384</i>
<b><i>COVID-19 funding</i></b>			
SSRF	1,556,553	2,965,437	554,840
Reaching Home	567,602	659,862	
<i>Subtotal</i>	<i>2,124,155</i>	<i>3,625,299</i>	<i>554,840</i>
<b>TOTAL</b>	<b>5,702,778</b>	<b>7,242,175</b>	<b>4,925,224</b>

Note: funding may have been expensed in the year following the funding announcement due to the difference in the provincial and federal fiscal years of April 1st through to March 31st.

(See Appendix A for a detailed list of agency allocations for contract years of 2020 and 2021)

**Base Funding**

**Community Homelessness Prevention Initiative (CHPI) funding**

CHPI funding was introduced by the provincial government to allow municipalities to use flexible program funding to develop homelessness programs tailored to their communities needs. Hastings County received funding in the amount of \$ 2,272,835 annually for the fiscal years of April 1, 2020, to March 31, 2022. The funding was to be directed to address 4 broad service categories:

- Emergency shelter solutions
- Housing and related supports
- Other services and supports
- Homelessness prevention

With the introduction of HPP in April 2022 these service categories have been slightly altered to reflect the adoption of SCRCP and Home for Good. The following chart depicts the mapping transitions of these service category changes.

Service Category by Program	
CHPI	HPP
Emergency Shelter Solution	Emergency Shelter Solutions
Housing and Related Supports	Supportive Housing Category
Other Supports and Services	Community Outreach and Support Services
Homelessness Prevention	Housing Assistance Category

The 2 key program outcomes from the CHPI program remain the same in HPP

- People experiencing homelessness obtain and retain housing
- People at risk of homelessness remain housed



Each year, a portion of CHPI funding is allocated into the community to support organizations that deliver tailored programs and services for vulnerable individuals and families at risk of becoming homeless or experiencing homelessness.

Seventeen not-for-profit organizations were supported throughout Hastings County for the period of April 1, 2020, through to March 31, 2022. (See Appendix A - List of CHPI funded agencies)

This distribution of CHPI funding throughout Hastings County provided individuals and families an alternate avenue to seek assistance outside of the Community and Human Services department, which extends its reach and increases access to available program and support services that strengthen housing stability. This distribution of CHPI funding reinforced community partnerships and assisted in reducing homelessness through improved access to suitable and flexible program support services based on local needs.

In addition, CHPI supported a number of key internal programs that addressed gaps for the varied communities' needs. These included service continuity programs such as after-hours services, housing allowances, emergency minor home repair, and utility and rent bank programming. (Refer to Appendix B - Internal Programs for programming investments for the fiscal years of 2020-2021).

## **Reaching Home**

Reaching Home is a community-based program funded through the federal government that aims to prevent and reduce homelessness by providing direct support and funding to designated communities. In our case, Hastings County receives funding for the designated community of the City of Belleville.

There are six program categories of activities directed at achieving the program objective of preventing and reducing homelessness:

- Housing services
- Prevention and shelter diversion
- Health and medical services
- Client support services
- Capital investment
- Coordination of resources and data collection

The program outcomes under the RH program are:

- Reducing chronic homelessness in the community
- Reducing overall homelessness in the community and for specific populations
- Reducing new inflows into homelessness
- Reducing returns to homelessness

A requirement of the RH program is the establishment of a Community Advisory Board (CAB) to help develop a Community Plan, oversee the funding process, ensuring that priorities identified in the plan are supported and meet the program criteria. The CAB makes recommendations for project funding approvals to the County of Hastings.

For full details of the agency allocations for Reaching Home base funding for the 2020 and 2021 contract years. (See Appendix C - Reaching Home: Canada's Homelessness Strategy Funded Agencies).

## **Community Grants**

The Community grant program is 100% municipal funding issued by Hastings County to reduce child poverty by focusing on early intervention with children and families in need. The funding grants support programs and services designed to address early intervention and services to children, youth, and families.

The criteria for the community grant funding are to address deficiencies in the following areas:

- Education
- Employment
- Recreation Initiatives for children

(For a detailed list of agencies supported through Hastings County community grants please refer to Appendix D Social Assistance Restructuring (SAR) Funded Agencies)

## **COVID-19 Temporary Funding**

In reviewing investments, it is evident that there were significant impacts on the community and its resources due to the COVID-19 pandemic. Many programs and services were forced to reduce or close services, on either a temporary or permanent basis. Consequently, this created a significant void for the most vulnerable in accessing support and case management services.

Fortunately, a number of community stakeholders managed these challenges as opportunities to partner with other agencies, expand regular services, and introduce new programming for the homeless and those individuals and families at risk of becoming homeless. Temporary COVID-19 funding allocations made available to municipalities through the provincial and federal government supported many agencies the opportunity to provide relief and emergency programming initiatives throughout Hastings County.

The following shows a breakdown of the phased allocations received through both temporary programs during the 2020-2021 review period.

## SSRF Phase 1: \$829,400

The initial SSRF funding did not define specific program criteria and outcomes but was issued for operating expenses only.

## SSRF Phase 2 \$954,853 and SSRF Phase 2 Holdback \$522,300

The funding objectives for SSRF2 were:

- Mitigate ongoing risk for vulnerable people, especially in congregate settings
- Encourage long-term housing-based solutions to homelessness post-COVID 19
- Enhance rent assistance provided to households in rent arrears due to COVID-19

A capital investment in the renovation of a six-unit transition home was completed with this phase of funding in addition to a Housing Stability program that dedicated shelter cost assistance for a period of three months. In addition, the holdback phase of SSRF 2 assisted a variety of agencies with operating expenses. (For a detailed list of those agencies assisted please refer to Appendix E - Social Services Relief Funding Funded Agencies)

## SSRF Phase 3: \$1,153,397

As a continuation of phase 2 funding phase 3 was allocated in the following manner:

- Overnight Warming Centres for interested communities in Hastings County. Funds used to address costs associated with centre set-up and staffing costs for 2021-22 winter season.
- In-house Rent Bank benefit investment of \$198,000 to assist households affected by the pandemic who have fallen behind on rent and utility arrears.
- The extension of the Housing Allowance (Housing Stability Benefit) of \$300/month from April – December to 100 vulnerable households facing challenges remaining housed.
- Partnership (pilot) with Pathways to Independence to provide additional supports to the residents of Home for Good during the pandemic and after-hours hours.
- Multi-agency partnership (Bridge Street United Church, HPE Public Health, Hastings County, Grace Inn Shelter and the John Howard Society) to operate a daytime drop-in centre for the homeless in the downtown core. Program provided individuals with temporary daytime shelter, meals, services and supports.
- COVID-19 isolation centre contingency costs (based on activation).
- Enhanced staffing for Grace Inn shelter to compensate for a lack of volunteers during the pandemic. These staff assist also with the Isolation Centre and the Overnight Warming Centre in Belleville.

## Reaching Home Incremental

In response to the pandemic, incremental RH funding increases were also received to support people experiencing homelessness during the COVID-19. The one-time increase in funding was to support COVID-19 response capacity and prevent infection for those experiencing or at risk of experiencing homelessness.

As a designated community for RH allocations, the following priorities were identified for Belleville supports and services.

- Emergency shelter solutions – enhancement of funding to Grace Inn Shelter to maintain existing shelter beds due to increased demand for service and staffing needs due to the COVID-19 pandemic.
- Immediate safety and support needs – continuation and expansion of intervention supports and patrols by Integrity Investigative Solutions Inc. These uniformed security staff provide support in the downtown Belleville area.
- Community response – funding to assist with community engagement, enhanced data collection and planning to support the development of long-term plans focused on housing and health solutions.

## Community Engagement

Feedback from community stakeholders is essential in fostering healthy working relationships, identifying priorities, managing gaps in existing services and reducing program overlap in funded services.

As part of this review a survey was developed and sent to sixty-nine service organizations throughout Hastings County. In addition, a survey link was made available on Hastings County's website. The survey requested feedback on programs being provided, identification of service gaps, areas for growth, as well as the financial needs of community partners moving forward. For a detailed list of agencies and survey results, please refer to Appendix G - Community Engagement Survey Results.

To ensure all community members were engaged in the review process, a 'lived experience questionnaire' was simultaneously developed and shared with a random selection of individuals and families to learn about their experience with cross-sector services. A total of seventeen questionnaires were completed with findings detailed in Appendix H - Lived Experience Questionnaire.

## **Recommendations Preamble**

As previously indicated, there were significant impacts on the community and its resources due to the COVID-19 pandemic.

The primary focus of the report is to review ongoing funding available through municipal, provincial (HPP) and federal (RH) sources. It is important to note that temporary funding such as Social Services Relief Fund (SSRF) and Reaching Home Incremental funding made available throughout the pandemic cannot be relied upon for future investment planning purposes. New programming and enhanced services that were supported through the pandemic have formed part of the analysis given community reliance and to balance the services and supports available to the communities.

In recognition of the inadequacy of base funding allocations, tough decisions will be required when apportioning available funding as compared to the increased demand to meet community service needs. It is important to highlight the need for both prevention services that reduce the risk of homelessness and intervention services that address the critical daily needs such as food security and sheltering programs for those individuals and families who are experiencing homelessness. Both services are essential components in providing a balanced resource portfolio throughout Hastings County as it relates to housing and homelessness.

By understanding the programs, outcomes and funding levels by service category and community need within each geographic area, an investment plan can be developed outlining future planned financial commitments based on prioritized service category activities. This model of priority planning will inform decisions on the activities that will be supported and funded for future allocations in each service category.

Regarding housing development, although HPP allows for capital projects, the provincial and federally mandated investments and the ongoing community needs for committed and high priority supports and services, does not afford Hastings the ability to allocate funds for capital projects at this time. Until a time when HPP allocations are increased to reflect the base priorities within communities, any meaningful investment from HPP to capital is unlikely or will lack impact due to the size of the investment. The Housing Services program is more likely to see targeted ministry funding announcements which will be more suited and appropriate for capital investments as the opportunities arise.

## **Next Steps, Priorities and Recommendations**

From the results of prior program investments, valued feedback received from partnering community agencies and clients served across all geographic areas within Hastings County the following service gaps and priorities have been identified.

Three core service gaps emerged from this review.

- 1) Access to transportation especially for those rural residents isolated from core supports and services, access to appropriate addiction and mental health supports, and access to health services that incorporate local health centre, hospitals, primary care, and community paramedicine. For both addictions/mental health and health services a consistent challenge presented was access to services in proximity to their residence and waiting lists for the services. Transportation is a key contributing factor to the access issue for both addiction/mental health and health services. As a priority, continued or enhanced investments in transportation can go a long way to addressing this access issue. During the pandemic, communities reacted promptly recognizing this need and enhanced their local transportation programs to answer social distancing requirements and the increased isolation faced by families and seniors. As a result, there is a strong foundation in each community that with coordination and secure funding, transportation access challenges can be minimized.
  
- 2) Both addictions/mental health and general health service challenges may not fully be within the control of Hastings County to address through funding alone. Rather, Hastings County can assist to bring these levels of services both provincially and locally together to coordinate efforts and maximize effectiveness. This can be accomplished through coordinated access that will play the integral part in presenting a common tool within the community offering strategies and cohesive planning to bring consistency to processes by which people experiencing homelessness and/or struggle to remain housed, access housing and related supports. Community and Human Services has embarked over the past two years in the planning for an integrated coordinated access approach to community wide service delivery. Partnering with Bridge Street United Church the following initial stages have been addressed; pre-planning development, community engagement, design labs, policy development, and implementation planning. As the lead entity for integrated coordinated access Hastings County is in the process of recruiting a Transformation Advisor. This position will lead the next stages in integrated coordinated access which includes; implementation of a homeless management information system (HMIS), creation and administration of a community leadership systems table, and the ongoing management and oversight of the system. The ongoing benefits of a community leadership systems table will allow general health, and addictions and mental health to have a coordinated voice into the overall system planning. This partnership also can assist leverage the cross ministry funding sources necessary to address the complex issues surrounding poverty and homelessness.
  
- 3) Federal and provincial governments have made affordable housing a key priority and lived experience only intensifies the need. Hastings County staff continually

survey available funding sourcing that would contribute to capital housing development projects. This approach, although necessary, will take some time to fully address the housing crisis that all of Ontario faces. In the interim it is essential for the community to respond to the homelessness challenge with targeted supports and services that both prevent homelessness and meet immediate shelter needs within the communities across Hastings County.

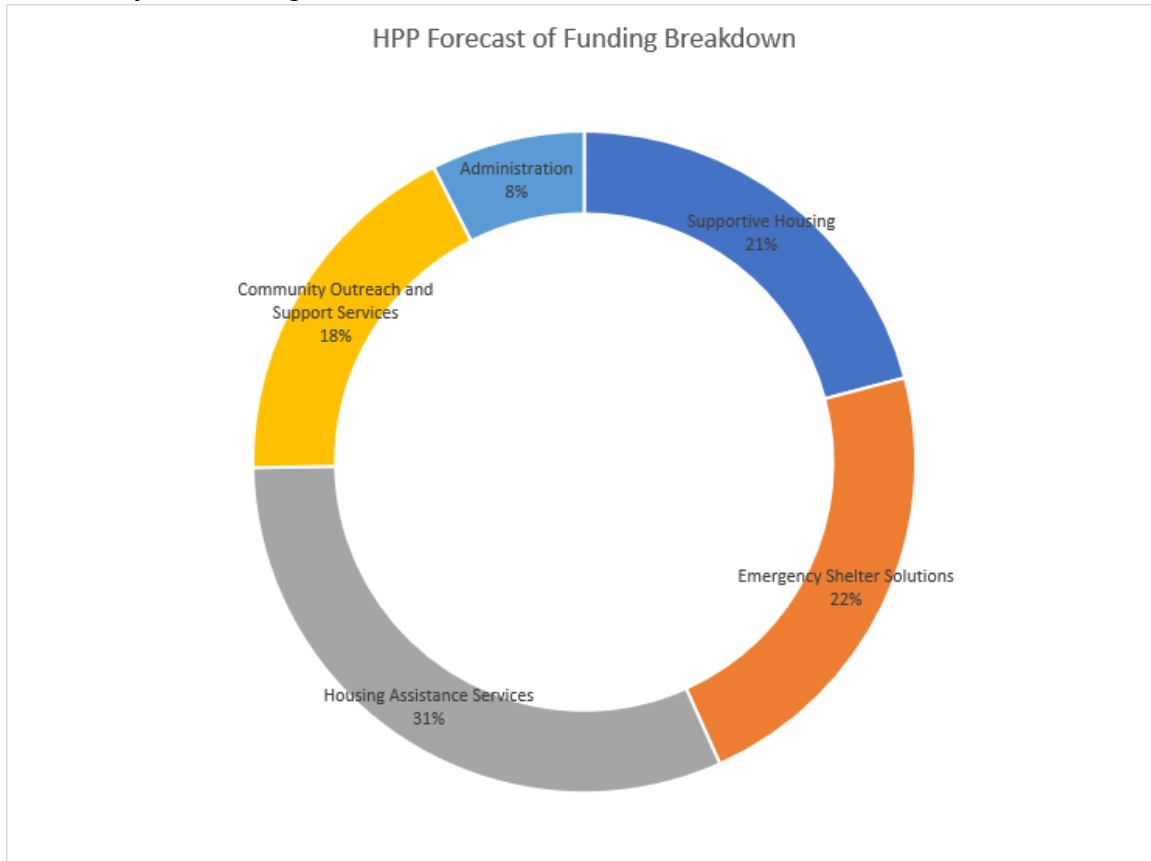
Priority services include:

- Food security programming,
- Housing loss prevention services such as housing advocacy and legal representation,
- Intensive housing case management supports,
- Base overnight shelter beds are a crucial response to the chronically homeless population. This service provides the additional in-house wrap-around services that ensures resident health, life skills development, permanent housing solutions, housing preservation, life skills, and food security through both internal meal programs and referrals to partnering agencies.
- Enhanced bed supply through other sources such as transitional units and the hotel system are crucial. Shelter beds cannot address overnight needs for all homeless individuals. While there is an ongoing deficit in available shelter beds there is also a proportion of the homeless individuals within our community that have resisted offers for shelter beds and long-term housing placements. For this overflow of individuals, it is critical to have overnight warming centres available in communities presenting the need during extreme temperatures throughout the seasons. Cooling stations are generally running during business operation hours at local parks and recreation departments.
- Coordinated service hub model of drop-in centres. Where homeless populations dictate this need, the availability of multiple support services within one facility offers the ability to address health checks (physical and mental), meal, personal care, basic needs, and cross service referrals. This hub approach also serves as a key data contributor to an integrated coordinated access system.

## **Recommendations**

A proportional approach to funding decisions is required across both the four HPP service categories and the unique needs of the communities Hastings County serves. The pie graph below identifies the desired allocation across the four services categories as defined by HPP guidelines and criteria. The proportional percentage allocations will serve as a guideline for staff to review applications for funding. Using the proportional category weighting, staff will recommend a balanced investment approach for funding allocations that address both community needs and geographic regions. Percentages will be abided to within a plus or minus 5% variance as emerging demands and applications for funding dictate.

The chart below identifies target investments through the four new service categories as defined by the HPP guidelines.

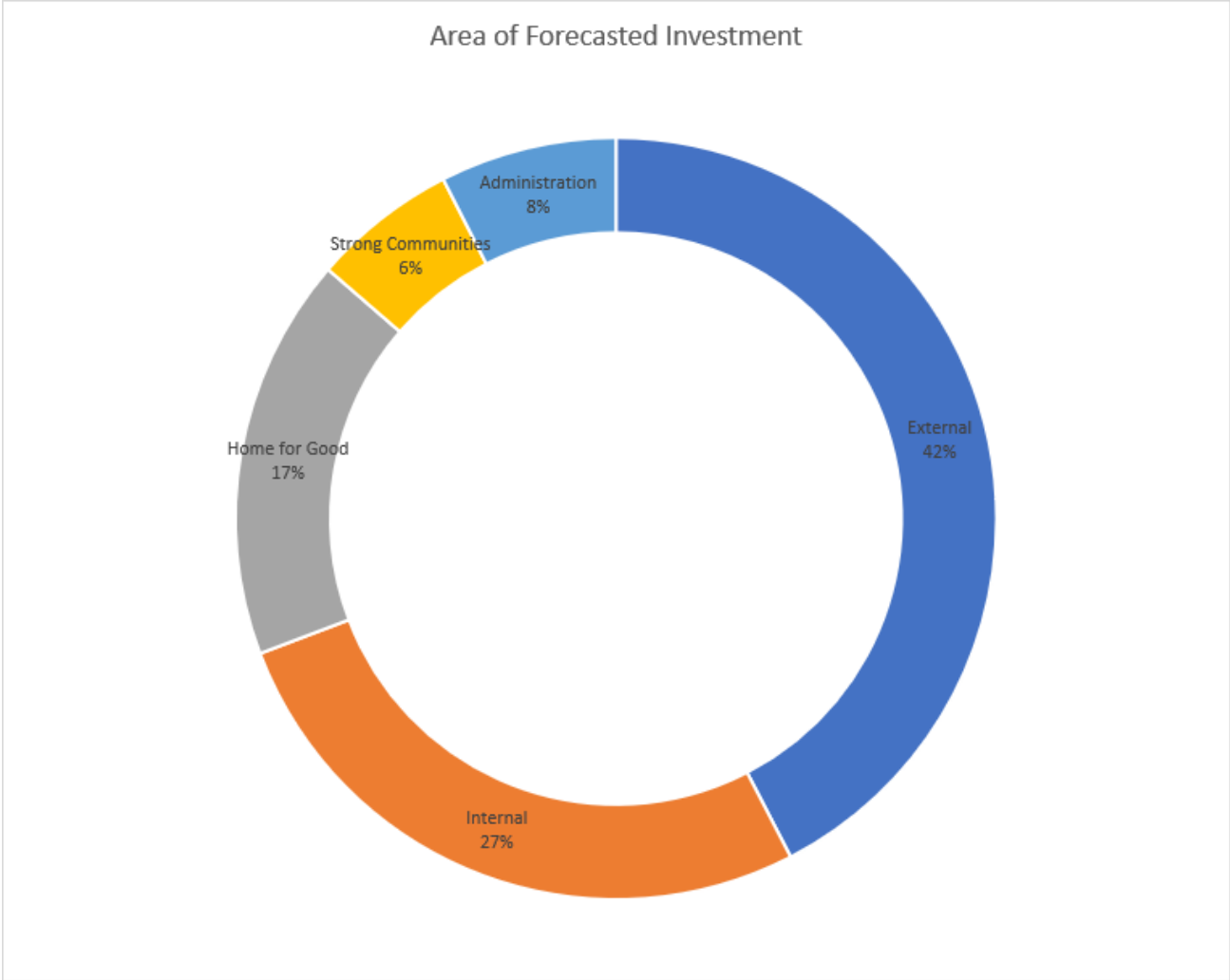


HPP Category Legend for HPP Forecast Funding Breakdown chart is based on preexisting CHPI investments:

- Supportive Housing: Includes priority investments in Home for Good operating costs, and all transition housing
- Emergency Shelter Solutions: Includes priority investments in base shelter bed operating costs and enhanced shelter bed availability for overflow, warming centres operating costs, and after-hours Community and Human Services operating costs.
- Housing Assistance: Includes priority investments in rent supplements programs such as Strong Community Rent Supplement Program (SCRSP), housing allowances, emergency minor home repairs, rent and utility arrears and deposits, and legal and advocacy services to preserve housing.
- Community Outreach and Support Services: Includes outreach agency operating funding that address the following priority service sectors that include, food security, intensive housing case management, and transportation programming for the vulnerable and remote residents.



The below chart “Areas of Forecasted Investment”, further identifies the investment targets identified in the first pie chart broken down by program type whether that be internal, external, or the two committed program priorities of Home for Good and Strong Community Rent Supplement Program.



The following is a detailed list of the priorities categorized as:

- Those high priorities that provincial and federal funders have dictated are mandatory elements of each homelessness service system
- Priorities that are part of pre-existing programs for which distinct sectors of the residents are critical services that maintain their housing and independence
- High priorities, that target specific in-demand essential services within our communities that are critical at this time
- Other priorities that have been established as key community fixtures, and/or have been identified by those surveyed in the community engagement as high priority supports or services

### Mandated High Priority Investments

- Internally continue to deliver services related to the maintenance of the provincially mandated by-names list. The inflow, outflow and case management of the by-names list is supported through staff assigned to the community response team located in each of the Community and Human Services offices.

- Continue to expand the effectiveness and integration of the by-names list through partnering community agencies across Hastings County. This will involve the ongoing assessment of suitability of HIFIS housing management information system (HMIS) to ensure the tool meets the needs of the community at large.

- Investment planning for enumeration is recommended as required and mandated by funding ministries. It is expected that as integrated coordinated access and the homelessness information systems are fully implemented and capturing live data effectively that the federal and provincial ministries will end the need to enumeration activities.

### Committed High Priority Investments

- Current operational funding should continue to Home for Good to address ongoing program needs for the agency partners and rent subsidies associated with the current operation model of this supportive housing facility.

- Continue established SCRSP rent supplements as allocated by the province at \$210,120 and incorporate the ongoing 100% municipal portion of these subsidies of \$93,330 into HPP.

- As defined by the Community and Human Services Committee and Council prioritize the annual operating costs for warming centres.

### High Priority Investment Recommendations

- Continue to fund base emergency homeless shelter beds through Grace Inn located in Belleville. This agency has grown considerably by adding additional

supportive staff and services since its inception. Hastings is underfunded through CHPI and HPP as our initial annual allocations did not consider the operational costs of a shelter system for the community. Emergency shelters are a crucial requirement to address the affordable housing deficit crisis that Hastings County communities currently face. Continued advocacy is a key priority for Hastings County. Staff has brought this issue to the attention of Minister Steve Clark during his initial Grace Inn visit and are planning a meeting with local federal and provincial officials to further discuss this funding shortfall.

- Continue current investments in transitional housing units that include:
  - Two units in Quinte West for emergency housing aimed specifically as temporary housing for families displaced from their homes.
  - Six units at Shiloh House in Belleville that aims to transition homeless individuals from the shelter system to long term housing.
  - Two transition units at Maggie’s Resource Centre located in Bancroft.
  - Eight units at Three Oaks Foundation to transition families from their safe shelter.

- Prioritize the continuation of Community and Human Services after-hours services.

- Continue to fund a coordinated access service hub facility to address daily connections with crucial support and services for the homeless population. At present the Bridge Street United Church facility acts as this lead hub and operates seven days a week. This model of client services coordination is provincially supported and mandated through federal and provincial funding ministries with the requirement for both a by-names list and integrated coordinated access system. Although in its infancy planning stages in 2019 this model implementation was accelerated with the local service challenges brought on by the 2020 COVID pandemic. Continued funding of a service hub lead facility is a necessary element to the coordinated access approach.

- Ongoing investment supports that provide poverty reduction strategies specifically for children, youth, and families are essential parts of the system approach. This key priority is currently funded through the Community Grants (formerly Social Assistance Restructuring funding). It is recommended that investments for this sector continue as it is key to provide early intervention measures to reduce the risk of long-term homelessness and the cycle of poverty.

- Maintaining current priority investments in community rent and utility deposits and arrears. This program is supplemented also through Ontario Works

<p>discretionary funding and as a result serves predominantly those residents not in receipt of Ontario Works or Ontario Disability Support Program benefits, through HPP.</p>
<ul style="list-style-type: none"> <li>• Continue the established investments in transportation services available for those at risk and living remotely to connect families and individuals to food, employment, and essential supports and services. These supports are essential to connect families and individuals to services.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue priority funding for legal and advocacy support services that are effectively providing assistance to Hastings County residents and preserving tenancy.</li> </ul>
<p>Other Recommended Priorities</p>
<ul style="list-style-type: none"> <li>• Fund additional hotel and motel emergency shelter beds for temporary overflow situations which includes; emergency weather or natural disaster relocations, Grace Inn overflow, unique family isolation requirements, and Children’s Aid Society orders.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to invest in food security as a priority across Hastings County communities. These investments must ensure balance across geographic areas and avoid any duplication in services or funding. This investment should support meal programming for the homeless and vulnerable sector and bulk food access that offers affordable and nutritional food for at risk households.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue Hastings Energy Assistance Top-up (HEAT) housing allowance for 2023 (falling into 4th quarter of 2022-23 HPP allocation) and reassessing for 2024</li> </ul>
<ul style="list-style-type: none"> <li>• Continue Emergency Minor Home Repair program for 2022-2023 HPP fiscal year and reassess for 2023-2024.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue investments for 2022-2023 HPP fiscal year in key housing prevention programs which include counseling for those at risk of losing permanent housing (CHAMP program), hoarding remediation and counseling support, and situational infestation remediation. Reassess continued level of investment for 2023-2024.</li> </ul>

The following table identifies annualized funding revenue and the forecasted cost of the mandated and committed priorities to demonstrate the available funding for investment into internal programming and agency operating funding for high priority supports and services.

<b>Annualized Funding For Investment</b>	
<b>Provincial and Federal Available Funding</b>	
HPP	\$3,413,700.00
RH	\$769,034.00
One-time Warming Centre Carry-forward	\$433,365.00
Total Funding from Other Levels of Government	\$4,616,099.00
<b>2022 Municipal Contributions Budgeted</b>	
Community Grants (SAR)	\$187,650.00
SCRSP municipal contribution	\$93,300.00
Subtotal	\$280,950.00
<b>Total Recommended Funding Available for Review</b>	<b>\$4,897,049.00</b>
<b>Expenditures</b>	
Administration	\$256,028.00
Mandated High Priority Investments - Integrated Coordinated Access and By-Name List	\$49,000.00
Committed High Priority Investments	
- Allocated Agency Funding through RH (until Mar 24)	\$769,034.00
- SCRSP	\$210,121.00
- SCRSP Municipal Contribution	\$93,300.00
- HFG	\$583,986.00
- Warming Centres	\$433,365.00
<b>Total Expenditures</b>	<b>\$2,394,834.00</b>

## Guiding Principles for Allocation Recommendations

1. A standardized application process is recommended. Community agencies will have access to the application, while staff will share future funding opportunity announcements as they become available. Applications for limited or targeted funding will be ranked and evaluated on standardized criteria. Using the identified priorities, recommendations for funding allocations will be based on these rankings. See Appendix I for the proposed application template and related ranking information.
2. Given the inadequacy of overall funding allocations, it is crucial to ensure that funding investments are restricted to those programs and initiatives that best meet the various funding guidelines and eligibility criteria. Although the community identified addictions and mental health, and other basic health services as gaps, the homelessness funding allocations that Hastings County receives through HPP and RH are insufficient to invest outside of their respective mandates. Base operating funding for these non-mandated services will need to originate from the ministries that oversee their legislation and funding. These programs and services that do not match any guideline criteria include emergency health services, community safety and security, and neighbourhood specific programs that do not directly reduce or address homelessness.
3. As temporary pandemic recovery funding has been allocated towards operational costs for some of the identified high priority supports and services, a unique opportunity presents itself within the first year of allocations through the community investment review process. This will allow for higher available agency allocations in the 2022-2023 HPP fiscal year. As a result, adopting the strategy of using two year agreements for the highest priority services and one year agreements for medium to high priorities is a recommended practice until all temporary funding is exhausted.
4. Surpluses in HPP and other funding sources can occur in-year due to program or agency service disruptions, or lower demands for internal programs such as rent and utility arrears/deposits. In these cases, it is recommended that surplus funding be reinvested towards those identified high priority programs and services that are underfunded at the time. These include base shelter beds, integrated coordinated community access hub(s) or warming centre expansion.

5. Although through community engagement certain sector services are identified as high priority, this does not mean that a gap exists in these services. For example, food security ranks as a high priority and the meal programs that currently exist are highly utilized and depended upon (59.1% of agencies identified as in-demand), while only 40.5% of respondents felt there was a gap in these services. No respondents from the lived-experience identified meal programs as a gap. Upon reviewing services available within Belleville for example, at minimum one meal program exists spanning each day of the week, with multiple locations accessible. When compared to the affordable housing where 95.2% of respondents agreed that a gap exists. As a result, It is important for staff to continually monitor the saturation levels of all the identified priority sectors to ensure duplication is avoided and equitable services are maximized across all geographic areas where the demand exists.
  
6. It is important to continue to refine the effectiveness of an integrated coordinated access (ICA) system as it will play an integral role in monitoring access levels to supports and services and assess gaps in these services in response to the sector service demands across all geographic areas. As an integrated coordinated access system gathers real-time data and outcomes, it can also assist partnering agencies with their ongoing operational planning. As a result, future investments into the enhancement of the system and the Homelessness Management Information System (HMIS) tool will be critical to remain current and technologically proficient in the data capturing process and analysis. It is also important to recognize that integrated coordinated access systems require broad community support and engagement from all the community's partners and end users. A necessary element for this success is dependent upon the creation of a systems table composed of community stakeholders that meets regularly to monitor the effectiveness, evolution, and expansion of ICA guiding policies and the HMIS tool itself.
  
7. Funding investment recommendations will consider both internal and third-party investments as per identified priorities. Both internal and third-party programs will be given equal consideration in the funding process.
  
8. As some supports and services fall outside of available funding source mandates of HPP and RH it is important that staff continually monitor funding opportunities that become available through other programs such as United Way grants, RH Rural and Remote funding, and targeted temporary ministry funding.

## Appendix A - CHPI Funded Agencies

Agency	Service Category	2020-2022 Annual CHPI Allocation*
Abigail's Learning Centre Inc.	Supports and Services	\$15,700
Community Development Council	Supports and services	\$75,000
Centre Hastings Support Network (Central Hastings Transit)	Supports and services	\$38,000
Community Advocacy Legal Centre (CALC)	Supports and services	\$60,000
Deseronto Transit	Supports and services	\$25,200
Three Oaks	Emergency shelter solutions	\$39,500
Grace Inn Shelter	Emergency shelter solutions	\$114,000
Hastings Housing Resource Centre (Youth Habilitation)	Supports and services	\$110,000
North Hastings Community Trust	Supports and services	\$30,000
Peer Support Southeastern Ontario	Supports and services	\$47,000
Quinte Access Transit	Supports and services	\$37,800
Bancroft Transit	Supports and services	\$8,000
Salvation Army	Supports and services	\$30,000
Belleville Downtown District BIA - Welcoming Streets	Supports and services	\$70,300
The Enrichment Centre for Mental Health - After hours program	Supports and services	\$78,325
Centre Hastings People Helping People	Supports and services	\$15,000
Royal Canadian Legion Branch 110	Supports and services	\$15,000
<b>Total</b>		<b>\$808,825</b>



## Appendix B - Internal Programs

Program	Service Category	2020	2021
CHAMP (Counselling, housing and maintenance program)	Community outreach and support services	\$59,878	\$31,200
HEAT (Hastings emergency assistance top-up)	Housing assistance services	\$172,500	\$148,750
Emergency minor home repair	Housing assistance services	\$79,178	\$65,636
Hoarding and infestation	Community outreach and support services	\$23,219	\$2,526
HHF (Housing and homeless funding) - deposits, arrears and moving expenses	Housing assistance services	\$422,911	\$322,333
Emergency grocery cards	Community outreach and support services	\$14,793	\$21,480
Shelter enhancement (motels as needed for families)	Emergency shelter solutions	\$20,296	\$26,399
Housing Stability Program	Housing assistance services	\$178,200	\$267,300
Rent Bank Program	Housing assistance services	\$0	\$199,692
<b>Total</b>		<b>\$970,975</b>	<b>\$1,085,316</b>

## Appendix C - Reaching Home: Canada's Homelessness Strategy - Funded Agencies

Agency	Service Category	2020-2021 Allocation	2021-2022 Allocation
All-Together Affordable Housing Corporation	Housing with related supports	-	\$25,000
Belleville Community Trust	Supports and services	\$40,000	\$50,000
Enrichment Centre for Mental Health	Housing with related supports	\$48,701	\$50,815
Grace Inn	Emergency shelter solutions	\$54,282	\$54,000
Hastings Housing Resource Centre	Supports and services	\$55,000	\$56,421
<b>Total</b>		<b>\$197,983</b>	<b>\$236,236</b>

## Appendix D - Social Assistance Restructuring (SAR) - Funded Agencies

Agency	Agency Summary	2020 Annual SAR Allocation	2021 Annual SAR Allocation
Abigail's Learning Centre	Learning Centre for adults and children in Belleville	\$25,200	\$25,200
North Hastings Children's Services	Summer day camp program for children aged 4 – 12 in North Hastings	\$33,300	\$33,300
Community Partners for Success	Family and childcare resource centres that provide information, support groups, homemaking, and employment skills training. Locations include Belleville, Trenton, and Frankford	\$47,250	\$47,250
Komputers for Kids	Donated computers are refurbished and donated to children in Hastings County	\$54,000	\$0
The Quinte Children's Foundation	Recreational program funding for low- income families and children residing in Hastings County.	\$27,900	\$27,900
HPE Learning Foundation	Work in collaboration with teachers and school staff to identify children's needs (food, clothing, technology) to help students succeed in school	\$0	\$30,000
Centre Hastings People helping people (CH Community Trust)	Providing assistance for families in Centre Hastings (food, clothing, employment expenses, prescription costs)	\$0	\$24,000
<b>Total</b>		<b>\$187,650</b>	<b>\$187,650</b>

## Appendix E - Social Services Relief Funding (SSRF) Breakdown

<b>SSRF 1</b>	<b>Funding Source</b>	<b>Fiscal Year</b>	<b>Service Category</b>
Abigail's	CHPI SSRF	2020	Supports and Services
Addictions and Mental Health	CHPI SSRF	2020	Supports and Services
At the Crossroads Church	CHPI SSRF	2020	Supports and Services
Bancroft Community Transit	CHPI SSRF	2020	Supports and Services
Bancroft Family Health Team/NHCT	CHPI SSRF	2020	Supports and Services
Bancroft Help/NHCT	CHPI SSRF	2020	Supports and Services
Belleville Quinte West Community Health Centre	CHPI SSRF	2020	Supports and Services
Belleville Community Trust	CHPI SSRF	2020	Supports and Services
Care North Hastings	CHPI SSRF	2020	Supports and Services

Community Development Council	CHPI SSRF	2020	Supports and Services
Centre Hastings Support Network	CHPI SSRF	2020	Supports and Services
Community Partners for Success (CPFS)	CHPI SSRF	2020	Supports and Services
Cooked with Love	CHPI SSRF	2020	Supports and Services
Deseronto Transit	CHPI SSRF	2020	Supports and Services
Grace Inn	CHPI SSRF	2020	Supports and Services
Hastings Housing (HC)	CHPI SSRF	2020	Supports and Services
Hastings Prince Edward Learning Foundation	CHPI SSRF	2020	Supports and Services
John Howard Society	CHPI SSRF	2020	Supports and Services
North Hastings Children's Services	CHPI SSRF	2020	Supports and Services
North Hastings Community Cupboard	CHPI SSRF	2020	Supports and Services

North Hastings Non-Profit Housing	CHPI SSRF	2020	Supports and Services
Not-Along-Team-Quinte	CHPI SSRF	2020	Supports and Services
Peer Support	CHPI SSRF	2020	Supports and Services
QW Non-Profit Housing	CHPI SSRF	2020	Supports and Services
Salvation Army - Belleville	CHPI SSRF	2020	Supports and Services
Salvation Army - Tweed	CHPI SSRF	2020	Supports and Services
Salvation Army - Trenton	CHPI SSRF	2020	Supports and Services
Three Oaks	CHPI SSRF	2020	Supports and Services
United Way	CHPI SSRF	2020	Supports and Services
Volunteer Information Qunite	CHPI SSRF	2020	Supports and Services
Victorian Order of Nurses (VON)	CHPI SSRF	2020	Supports and Services

Youthhab	CHPI SSRF	2020	Supports and Services
Hastings Housing Security	CHPI SSRF	2020	Supports and Services
COVID Isolation Centre	CHPI SSRF	2020	Supports and Services
<b>SSRF 2</b>	<b>Funding Source</b>	<b>Fiscal Year</b>	<b>Service Category</b>
Grace Inn Shelter	CHPI SSRF	2020	Supports and Services
Aldersgate	CHPI SSRF	2020	Supports and Services
At the crossroads	CHPI/SSRF	2020	Supports and Services
Bancroft Community transit	CHPI/SSRF	2020	Supports and Services
Belleville Community Trust	CHPI/SSRF	2020	Supports and Services
Big Brothers/sisters	CHPI/SSRF	2020	Supports and Services

Bridge Street United Church	CHPI/SSRF	2020	Supports and Services
CARE North Hastings	CHPI/SSRF	2020	Supports and Services
Community Development Council	CHPI/SSRF	2020	Supports and Services
Centre Hastings Community Trust/People Helping People	CHPI/SSRF	2020	Supports and Services
City of Belleville (Warming Centres)	CHPI/SSRF	2020	Supports and Services
Cooked for love	CHPI/SSRF	2020	Supports and Services
John Howard	CHPI/SSRF	2020	Supports and Services
Hastings housing security	CHPI/SSRF	2020	Supports and Services
North Hastings Children's services	CHPI/SSRF	2020	Supports and Services
Quinte West non profit	CHPI/SSRF	2020	Supports and Services
Royal Canadian Legion Breakfast	CHPI/SSRF	2020	Supports and Services



Salvation Army Belleville	CHPI/SSRF	2020	Supports and Services
Thurlow Housing	CHPI/SSRF	2020	Supports and Services
Trenton Memorial Lodge	CHPI/SSRF	2020	Supports and Services
Volunteer Information Quinte	CHPI/SSRF	2020	Supports and Services
<b>SSRF 3</b>	<b>Funding Source</b>	<b>Fiscal Year</b>	<b>Service Category</b>
Grace Inn (enhanced staffing)	CHPI/SSRF	2021	Supports and Services
Outreach Program Quinte West	CHPI/SSRF	2021	Supports and Services
Warming Centre Qunte West	CHPI/SSRF	2021	Supports and Services
Isolation Relief Day camp Tweed	CHPI/SSRF	2021	Supports and Services
Rent Bank	CHPI/SSRF	2021	Supports and Services

Housing Allowance (HSP)	CHPI/SSRF	2021	Supports and Services
Pathways partnership Home for Good	CHPI/SSRF	2021	Supports and Services
Day-drop in Bridge Street United Church	CHPI/SSRF	2021	Supports and Services

## Appendix F – Reaching Home COVID-19 Funded Agencies

Agency	Program	Amount
Bridge Street United Church	Lunch program	\$45,000
City of Belleville	Warming centre location renovations	\$6,459
Enumeration	Supplies for enumeration	\$1,794
Hastings County	COVID-19 isolation centre	\$4,084
Grace Inn Shelter	Shelter operations including enhanced staffing, modification to meet public health guidelines, Personal Protective Equipment (PPE)  Purchase of mobile medical unit for COVID-19 isolation	\$460,905
Integrity Investigative Solutions	Security for COVID-19 isolation	\$4,610
YMCA	COVID-19 isolation centre set-up	\$29,924
Hastings County Admin	Administration of COVID-19 funding	\$17,586
Total		\$570,372

## Appendix G - Community Engagement Survey Results

Feedback from stakeholders is essential in establishing working relationships, determining potential gaps, and aiming to reduce overlap in funded programs. Hastings County Community and Human Services prioritized community engagement and consultation in this review.

As part of this review a survey was sent to partners in the community and in addition a survey link was provided on the County's website. The survey requested feedback about services being provided, the acknowledgement of gaps, identification of areas for growth, and the financial needs of our partners moving forward.

To ensure all community members were engaged in this process, a “lived experience questionnaire” was simultaneously developed. It is important to engage all community members, as their experiences are equally as valuable and help to validate common consensus on needs.

### Survey Results

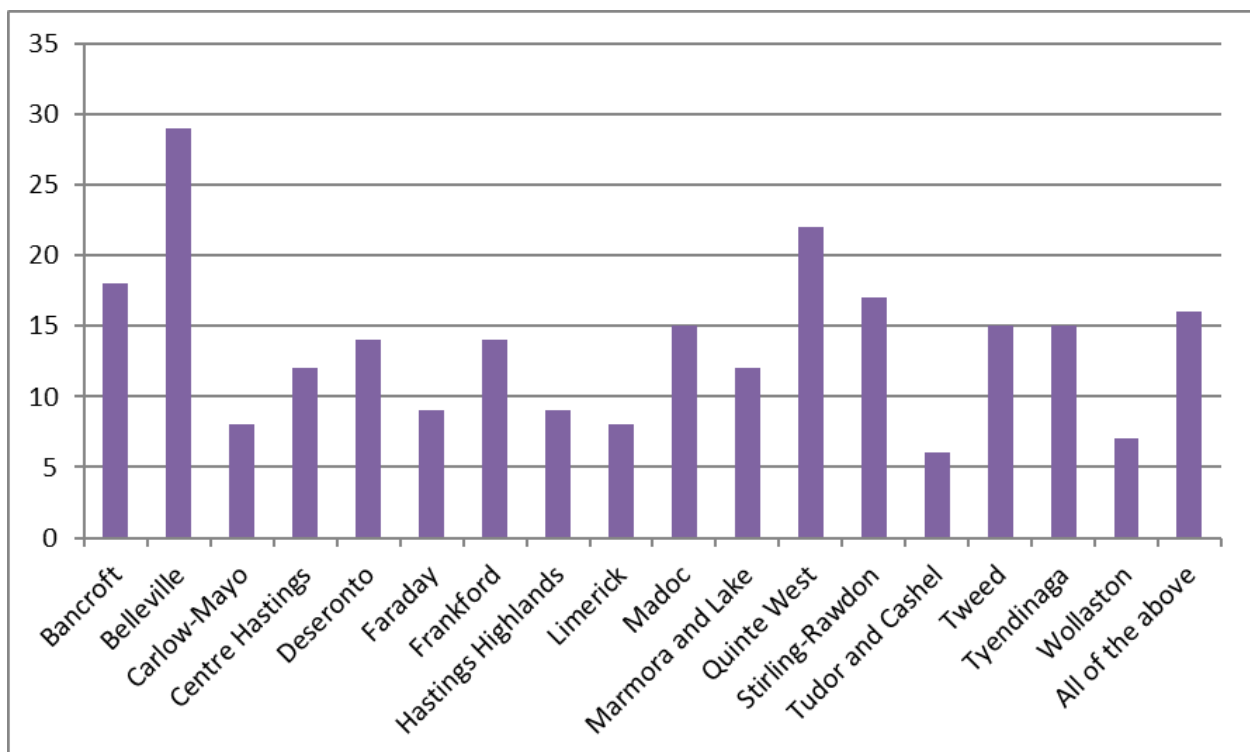
The Community Needs and Resources survey was sent to 69 organizations, 53 responses were received. Please note that not all questions were answered by all respondents and there were questions that allowed more than one answer to be selected. The number of responses received will be denoted by n= throughout the report.

The following community agencies responded:

- Abigail's Learning Centre
- Addictions and Mental Health Services-Hastings Prince Edward
- Aldersgate Homes Inc.
- All-Together Affordable Housing
- Alzheimer Society HPE
- Belleville Community Trust
- Belleville Police Service
- Belleville Quinte West Community Health Centre
- Bridge Street United Church
- Catherine's Kitchen/ATC
- Centre Hastings People Helping People
- City of Belleville - Recreation, Culture & Community Services
- Community Advocacy & Legal Centre
- Community Development Council of Quinte
- Community Living Belleville and Area
- Community Partners For Success
- Downtown Belleville District BIA - Welcoming Streets Outreach
- Enrichment Centre for Mental Health
- Gleaners Food Bank Quinte Inc
- Grace Inn Shelter
- Hastings and Prince Edward Counties Assertive Community Treatment Team
- Hastings Housing Resource Centre
- Integrity Investigative Solutions Inc
- John Howard Society of Belleville
- Kijicho Manito Madaouskarini Algonquin First Nation

- Maggie's Resource Centre
- Mohawks of the Bay of Quinte
- North Hastings Children's Services
- North Hastings Community Integration Association
- North Hastings Community Trust
- North Hastings Non-Profit Housing Corporation
- Not Alone Team Quinte
- Pathways to Independence
- Peer Support South East Ontario
- Quinte Immigration Services
- Quinte Living Centre Inc.
- Quinte Transit (Quinte Access Transportation)
- Red Cedars Shelter
- San Damiano Foundation
- St. Leonard's Community Support, Prevention and Residential Services
- Supervised Access Services, CSBD
- The HPE Learning Foundation
- The Royal Canadian Legion Branch 110 Trenton
- The Salvation Army
- Three Oaks Foundation
- Thurlow Housing Corporation
- Trenton Care and Share Food Bank
- United Way Hastings & Prince Edward
- YMCA

**What is your agency/organization's catchment area?**



\*n=53, multiple options can be chosen

Agency and organization catchment areas are concentrated in the larger areas of the County, however many service providers indicated services are provided to all areas of the County. Other responses included Hastings and Prince Edward Counties, as well as Kingston Frontenac Lennox and Addington and Leeds Grenville and Lanark Counties.

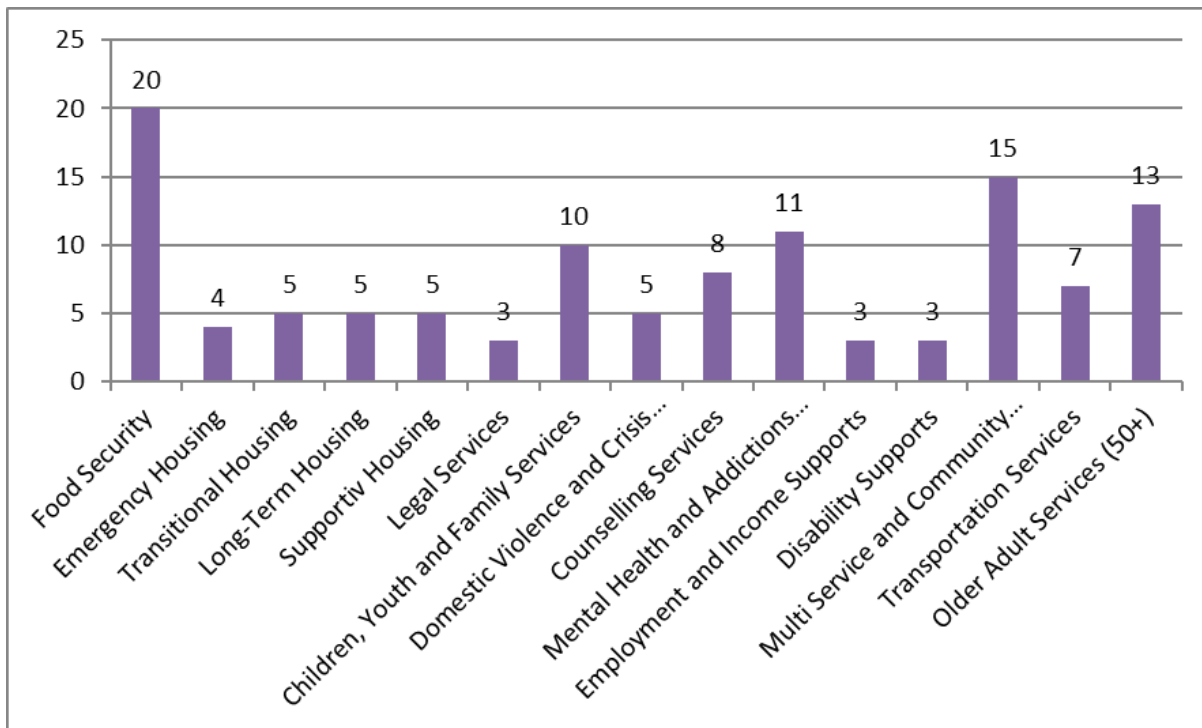
### Did you modify your program delivery due to the COVID-19 pandemic?

Most agencies (90.6%) modified their services during the COVID-19 pandemic to include virtual services as well as providing deliveries of essential items to meet individuals where they were. Most agencies continue to offer virtual programming to maximize service delivery. Agencies also described challenges with returning to pre-COVID operations due to staffing challenges.

### Did any programs close or end during the pandemic? What are your future timeframes for resuming pre-pandemic services?

While most agencies/organizations modified service delivery, the majority did not see program closures. In-person social programming saw the biggest disruption with many programs temporarily shutting down. Programming that was paused has either resumed or has seen success in alternative service delivery models that will continue post-pandemic. Many agencies/organizations experienced challenges with fundraising and planning activities while having to operate under emergency conditions.

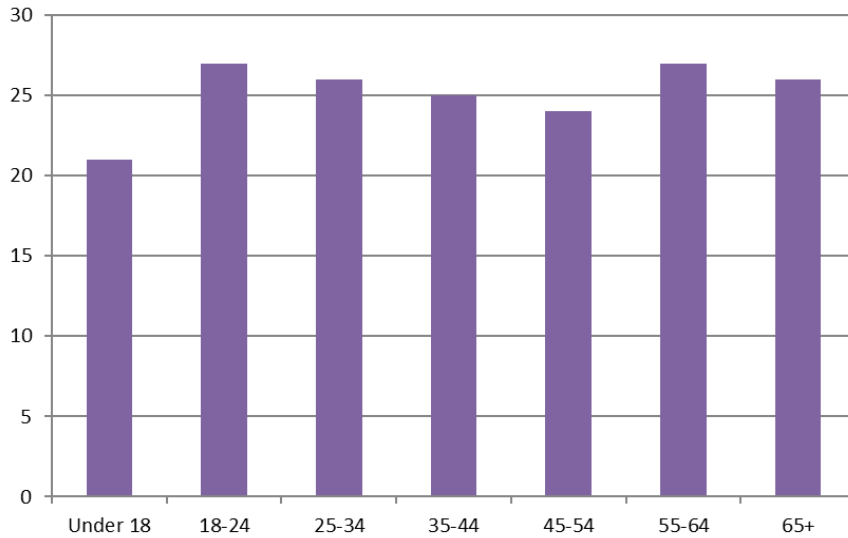
### What services does your agency/organization provide?



\*n=47, multiple options can be chosen

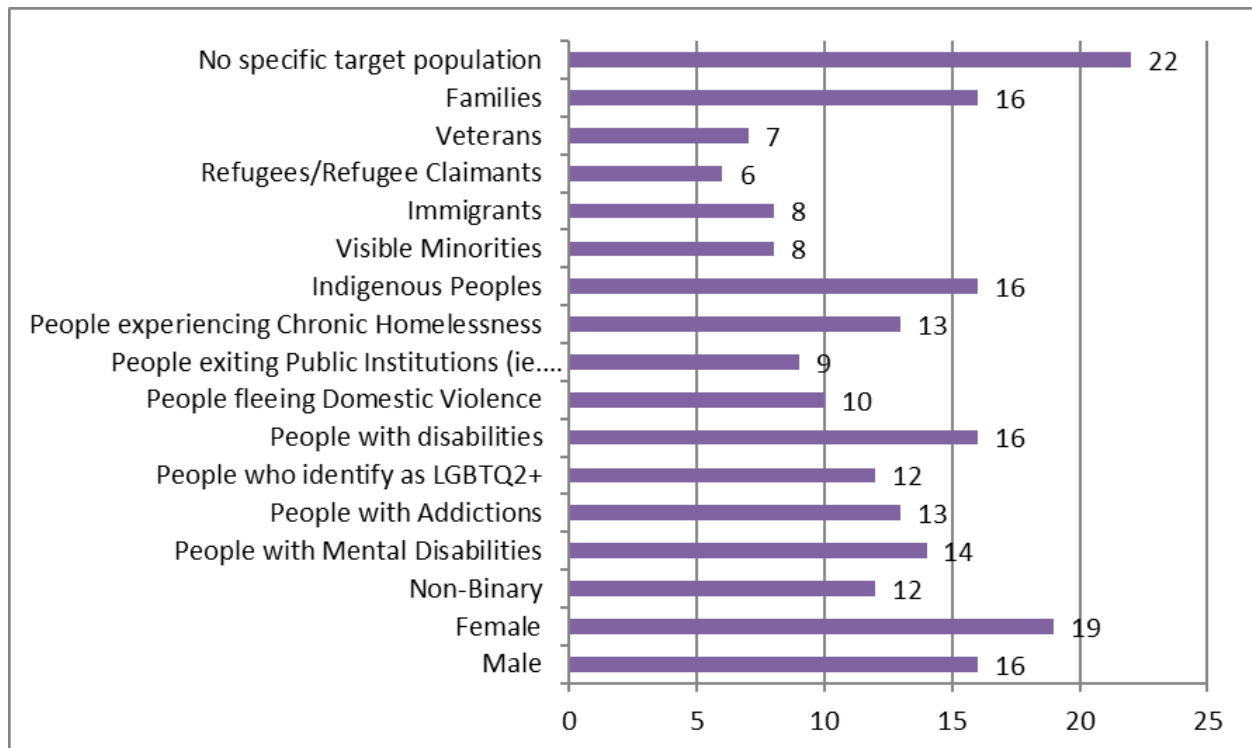
Other services included: recreation services, emergency financial assistance, home/community supports to access services listed above, housing navigation, settlement services, referrals to programs listed above, crisis intervention, animal fostering program, family court support, counseling for children who witness violence, student emergency fund etc.

**What target age group do you provide service to?**



Agencies and organizations reported providing services to all age groups with the exception of those serving individuals under the age of 18 which fewer reported serving.

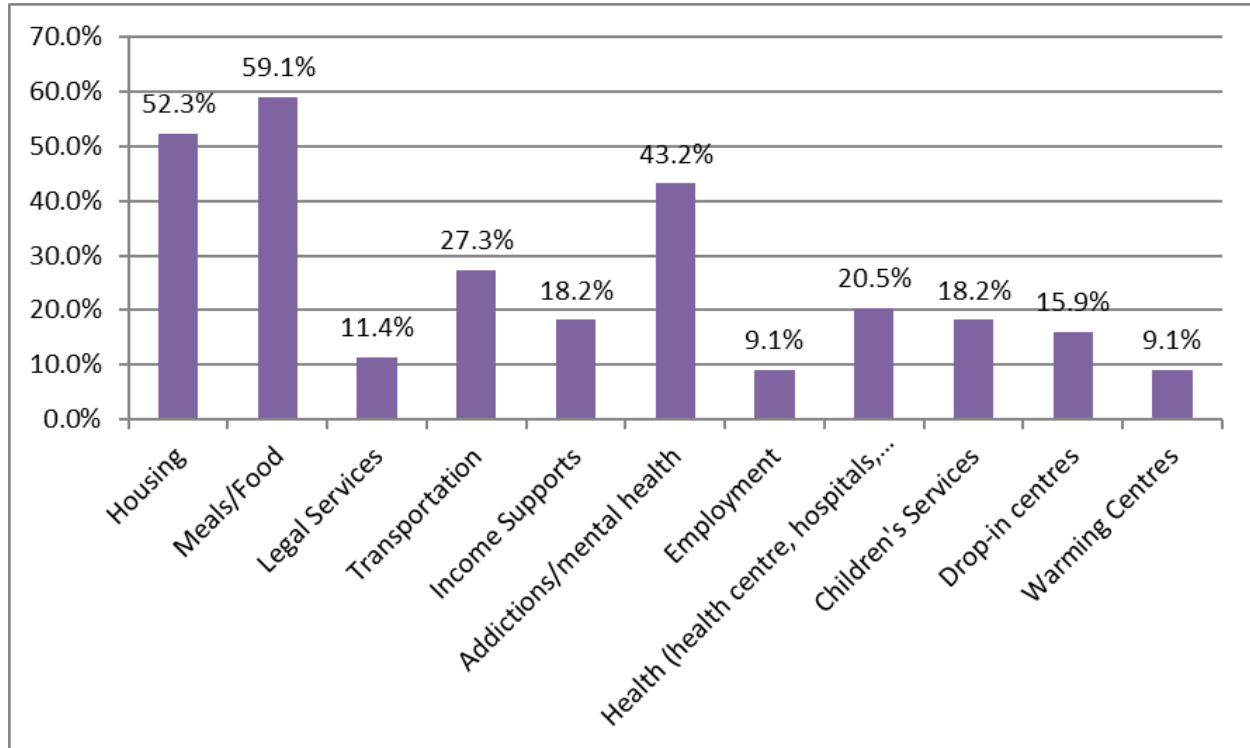
**What is the target population you provide service to?**



\*n=47, multiple options can be chosen

The survey results showed 47% of agencies/organizations provide services to all target populations. Fewer agencies within the community provide services specifically tailored to veterans (15%), refugees/refugee claimants (13%), immigrants and visible minorities (17%).

### What were the most in-demand services at your agency/organization in 2020/2021?



\*n=44, multiple options can be chosen

The survey results show that meals/food (59.1%), housing (52.3%) and addictions and mental health (43.2%) services were in most demand in 2020/2021. This data may not be indicative of other service years as the COVID-19 pandemic presented a different set of challenges for the social services sector.

### What are your organization's expectations for demand in services going forward?

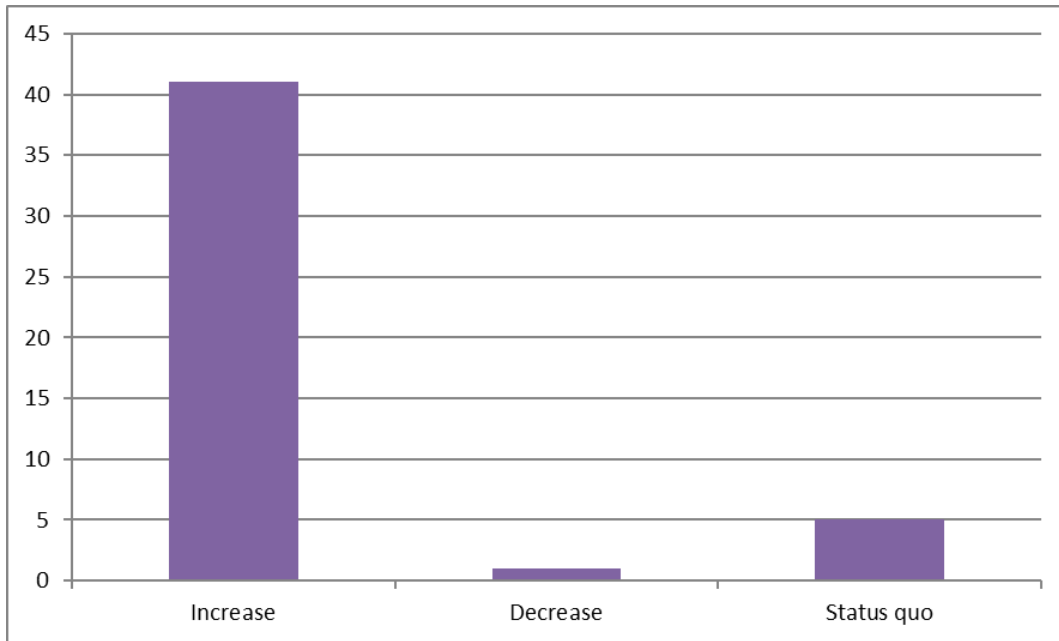
From the survey the theme of demand for long-term affordable housing was consistently mentioned by respondents. With rents increasing and a low vacancy rate the need for safe, affordable, stable housing in the area remains.

Demand in the community for addictions and mental health supports continues to increase. Waitlists and individuals presenting with more acute needs that require more intensive supports continue to present more frequently at agencies/organizations.



Demand for meal programs continues to increase. Agencies/organizations anticipate more demand as inflation continues to result in more individuals/families struggling to put food on the table.

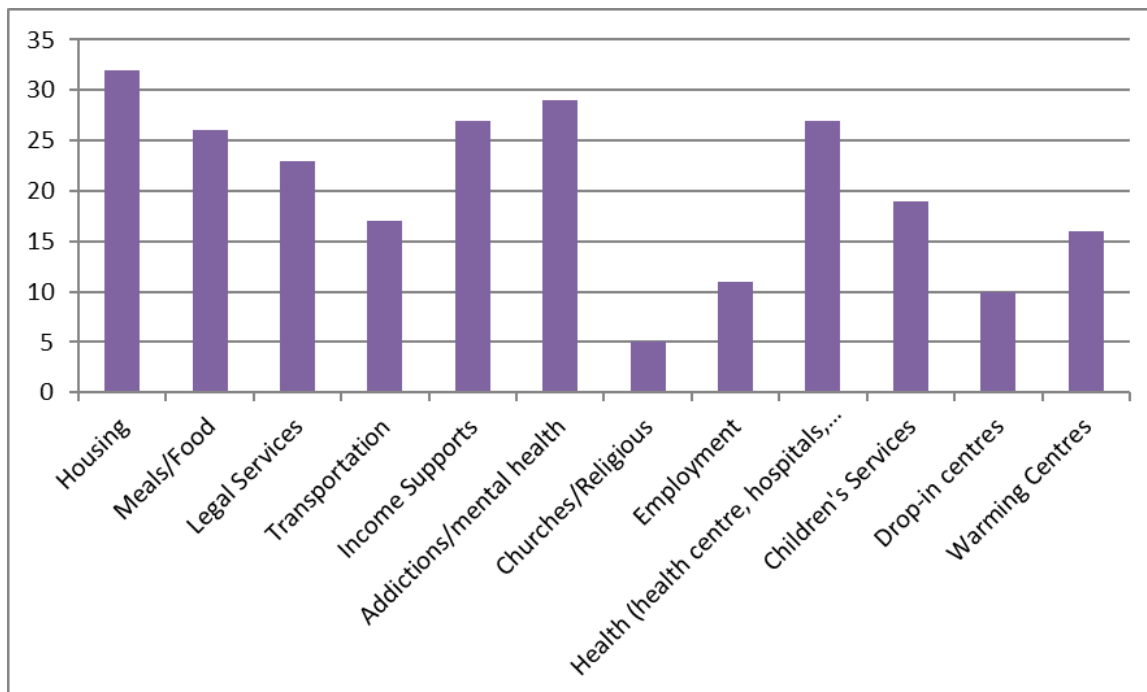
Community organizations reported longer wait times for services and supports. Expansion and additional funding for services is not keeping pace with the number of individuals in the community needing to access programs. The theme of continued investment in community services to meet need was found from survey responses.



\*n=47, one response permitted

87% of survey respondents anticipate service demands will increase while 13% anticipate service demands will remain consistent or decrease.

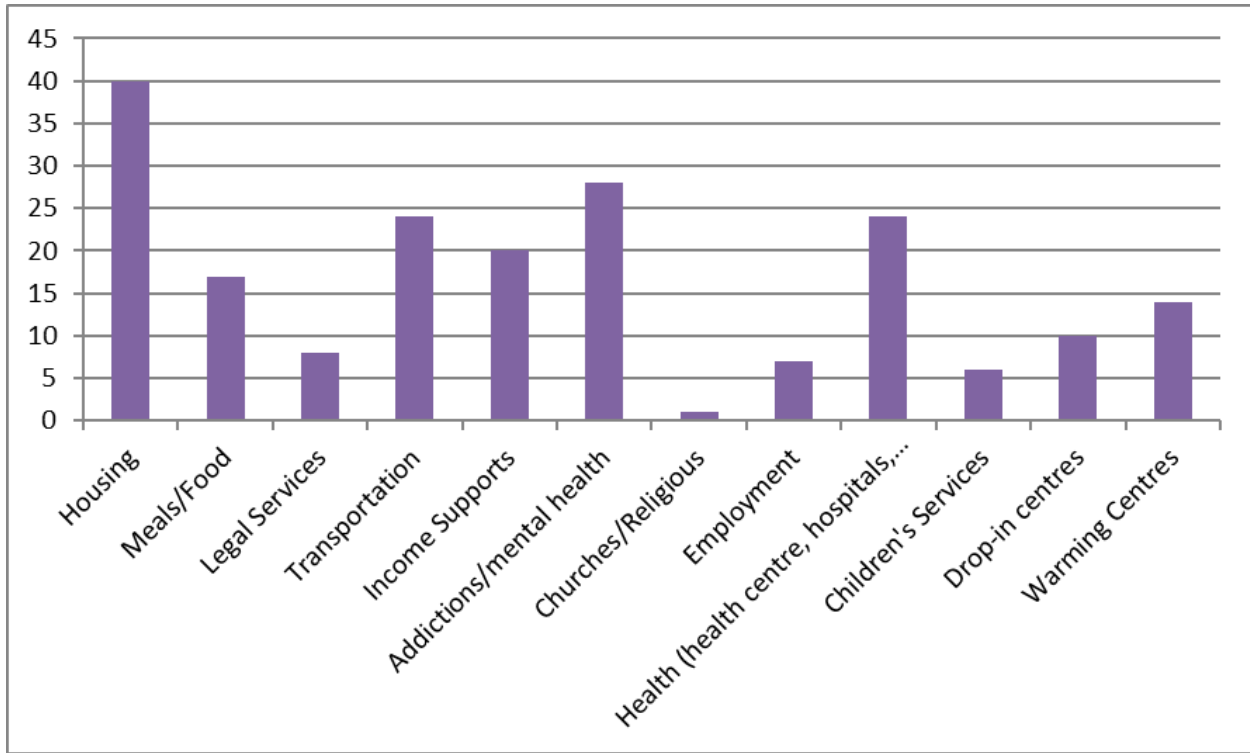
**Which other agencies/organizations do you most commonly refer to?**



\*n=45, multiple options can be chosen

Most frequent referrals to other community agencies/organizations include: housing (71%), addictions and mental health (64%), income supports (60%), health (health centre, hospitals, primary care, community paramedicine).

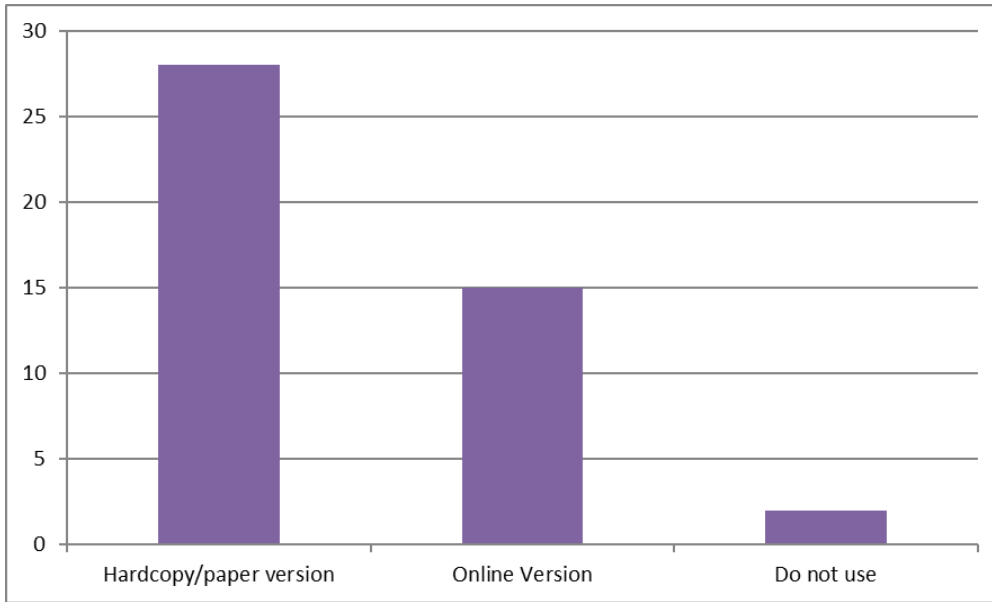
**Which category of agencies/organizations do you most commonly receive referrals from?**



\*n=41, multiple options can be chosen

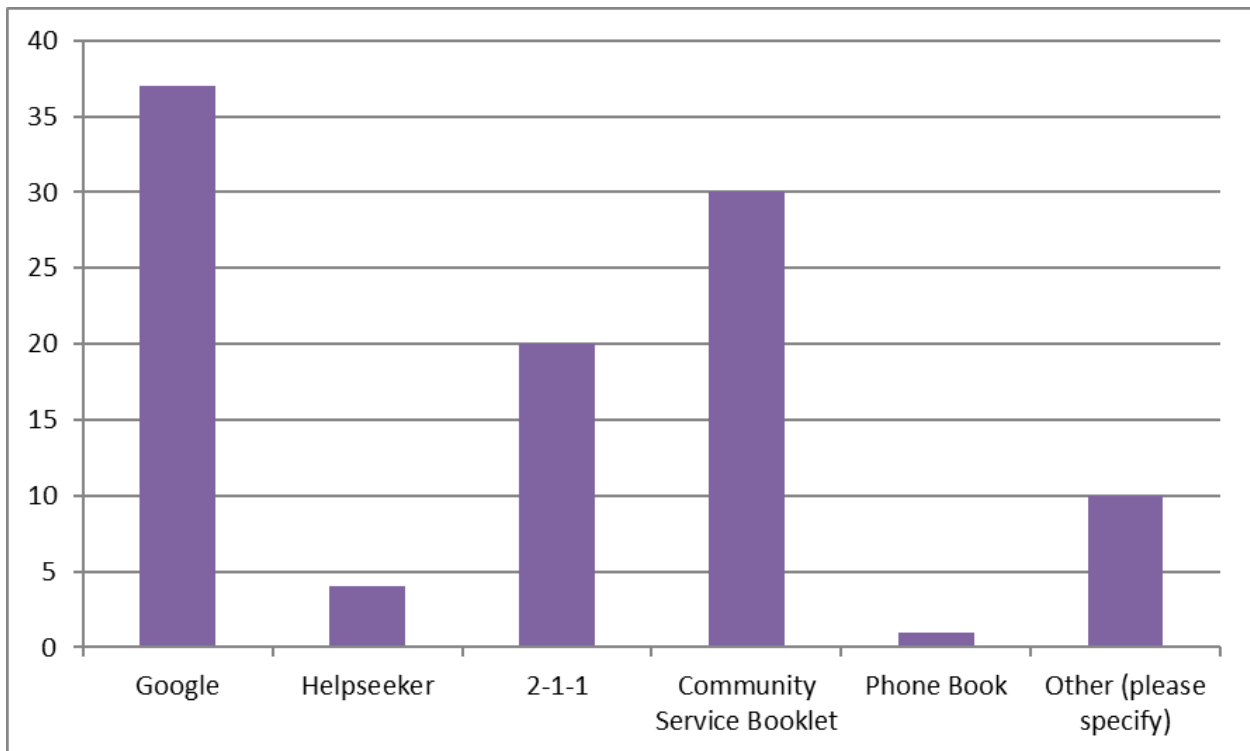
Agencies most frequently providing referrals within the sector include: health (health centre, primary care, community paramedics) (66%), addictions and mental health (63%) and housing (51%).

**Which platform do you prefer for distribution of Hastings County Community & Human Services Booklets?**



\*n=45, one response permitted

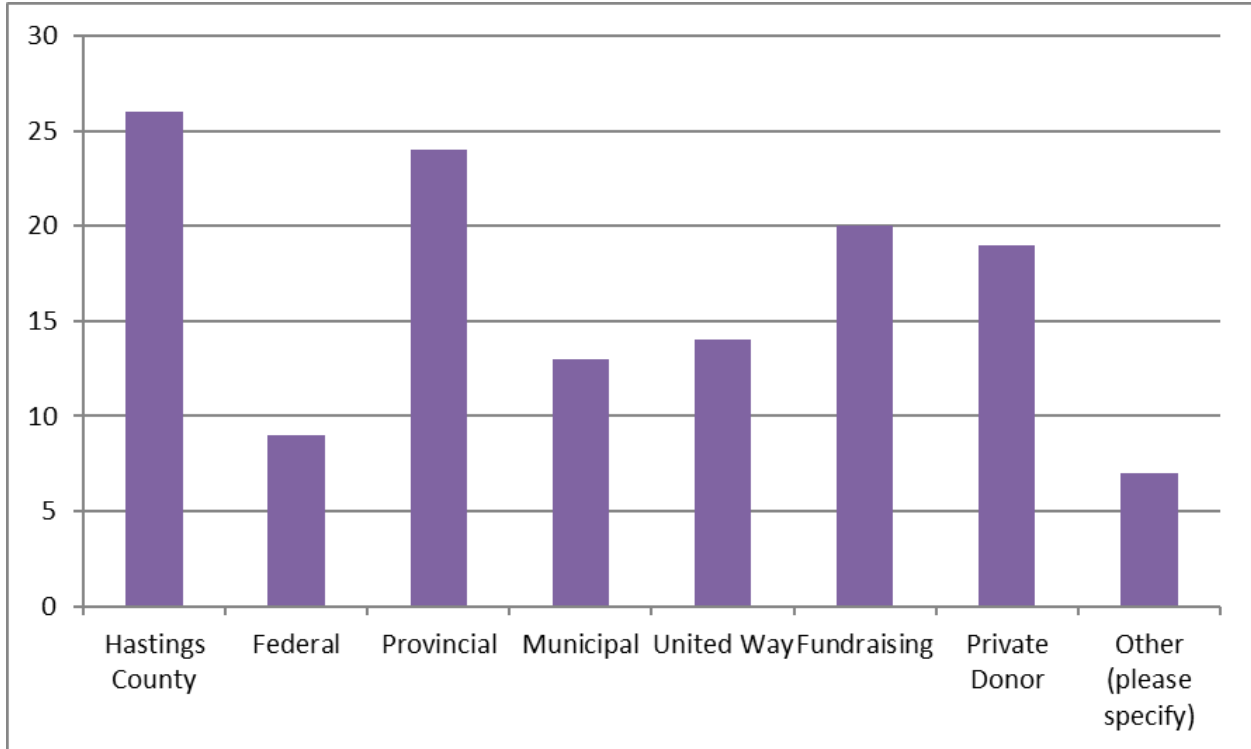
**Which of the following resources do you typically access when researching services?**



\*n=47, multiple options can be chosen

Community agencies reported using the community service booklet hardcopy version most frequently (63%) and when researching programs google is most frequently used at 79%.

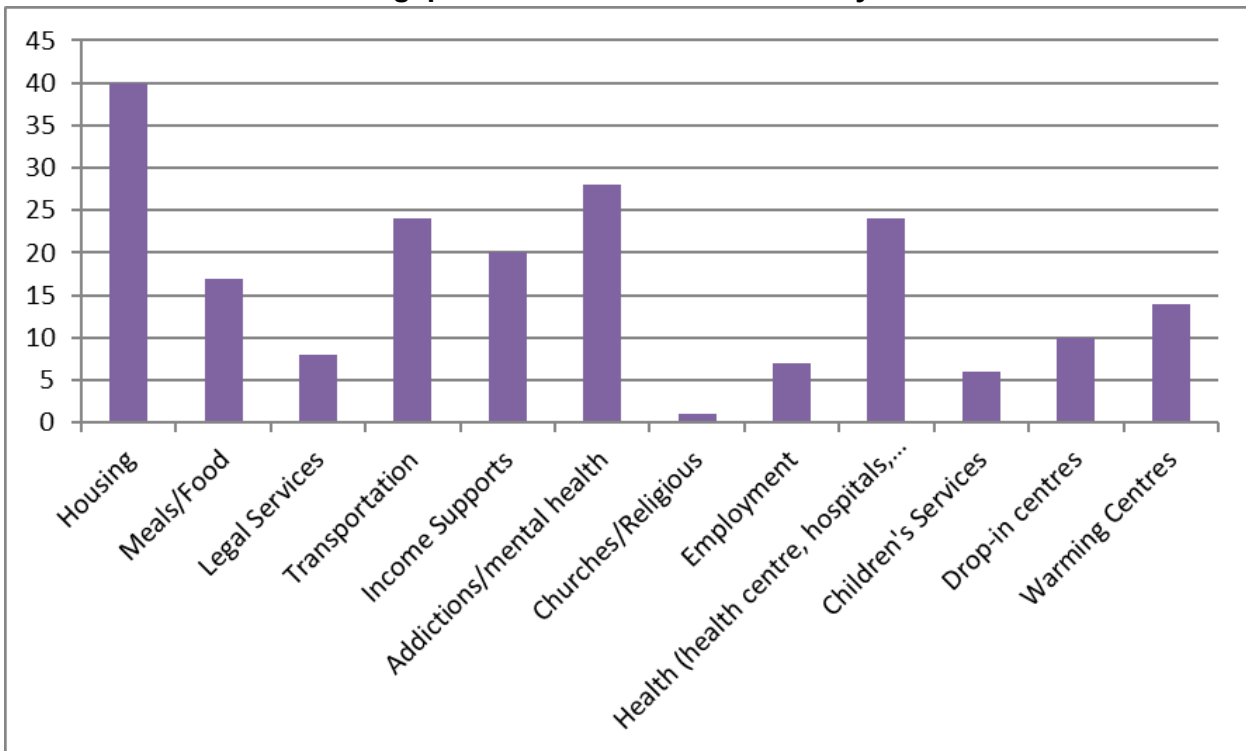
**Which funding sources do you access annually?**



\*n=45, multiple options can be chosen

As the survey was sent to community partners of Hastings County 58% of agencies/organizations reported being funded by the County. Other funding sources reported include: community donations, fee for service, Service Canada Summer Student program etc.

**What are the identifiable gaps in services in the community?**



### Gaps in Services

Service Category	Percentage	Responses
Housing	95.2%	40
Meals/Food	40.5%	17
Legal Services	19.1%	8
Transportation	57.1%	24
Income Supports	47.6%	20
Addictions/mental health	66.7%	28
Churches/Religion	2.4%	1
Employment	16.7%	7
Health (health centre, hospitals, primary care, community paramedicine)	57.1%	24
Children's Services	14.3%	6
Drop-in centres	23.8%	10
Warming Centres	33.3%	14

\*n=42, multiple options can be chosen

The results of the survey showed housing as a main area of concern for community agencies, 95% reported a gap in housing. Other areas where gaps are visible to agencies include: health,

addictions and mental health and transportation services. Legend: Highlighted (darker grey) are those identified as high priorities.

**If gaps were identified above, is your agency/organization planning to expand services to address these gaps? If so, how?**

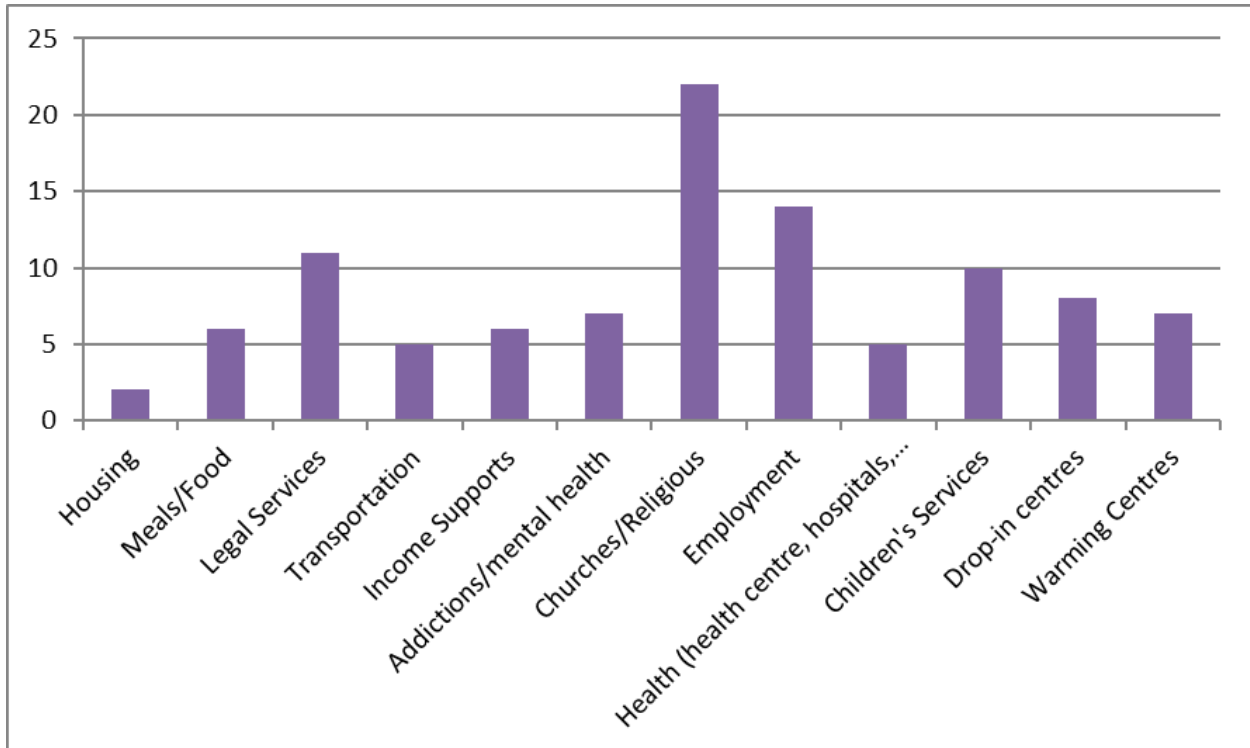
Community partners identified a desire to provide support through expanding programs whether that be through housing, recruiting primary care providers, filling gaps in service, recruitment of staff, additional programs etc., if additional funding were available to finance programs and recruit staff.

Through the survey, community agencies/organizations identified their plans to assist with filling gaps in services through acquiring land or having plans to build additional spaces for housing or services.

A common theme throughout survey responses was the inability to commit to expanding services to fill gaps due to the inability to predict how recovery from COVID-19 will transform and what the social services sector will look like.

Throughout the responses received, community agencies/organizations consistently detailed their interest in collaborating to provide services to the most vulnerable in the community. This can be seen through plans for expanding programs, referrals made between agencies and collaboration to avoid duplication of services.

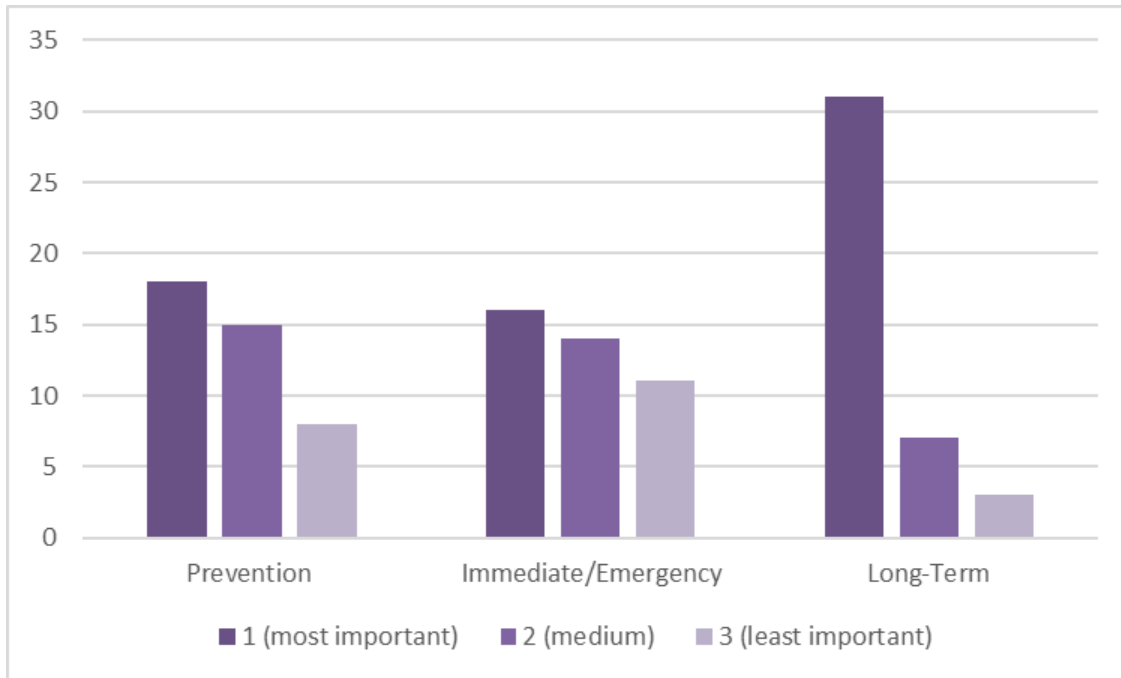
**Which supports/services do you believe are well represented at this time (no gap)?**



\*n=30, multiple options can be chosen

Survey respondents identified areas they felt had no gaps in needs being met including churches/religious programs, employment services and legal services.

**Rank the importance of program interventions to your agency/organization**



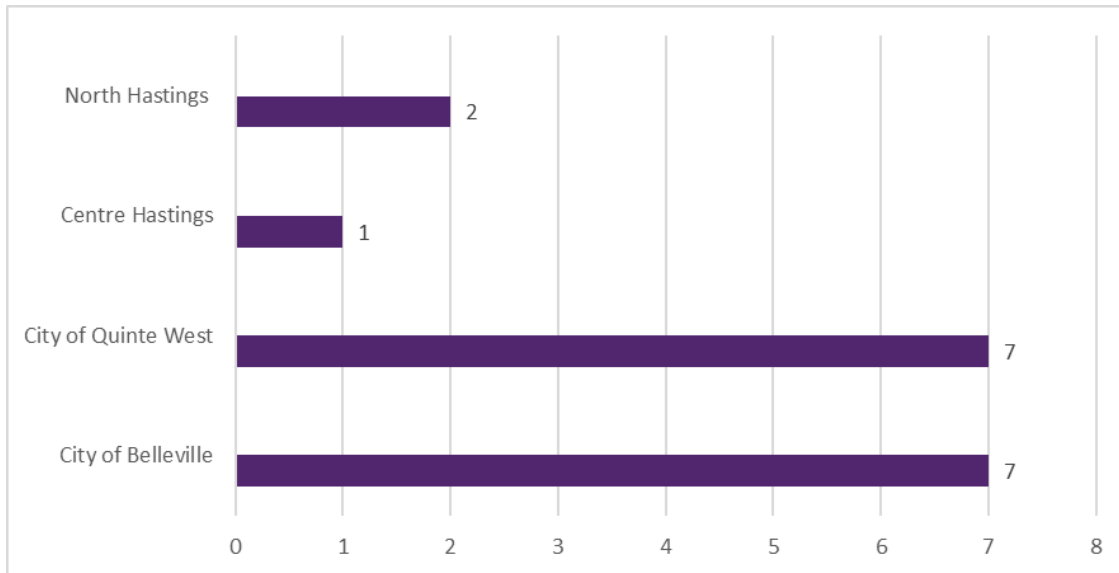
\*n=42, one option may be selected

From the survey results, 75% of respondents believe that long-term interventions such as housing, employment, and education are most important to the community.

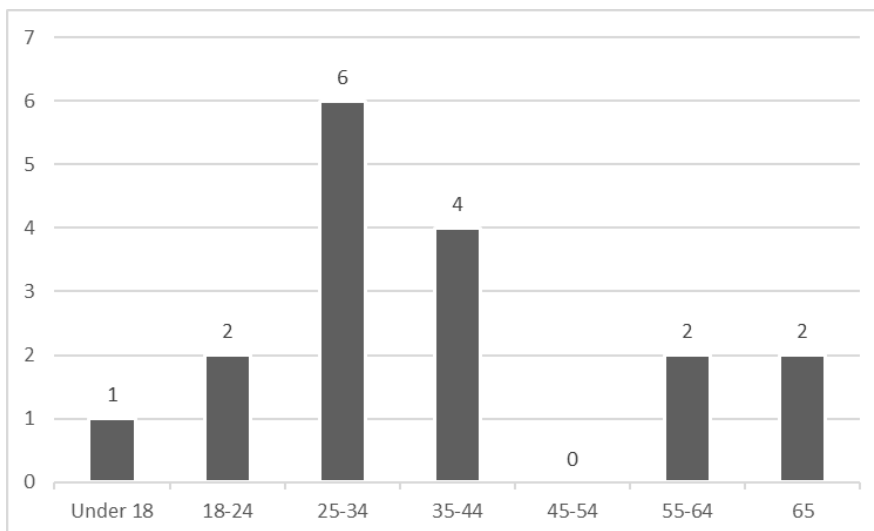
## Appendix H - Lived Experience Questionnaire

As part of the Hastings County Community Grant Investment Review a lived experience questionnaire was completed between July 13, 2022 - July 18, 2022. This was completed with a random selection of individuals (or families) receiving Ontario Works, Ontario Disability Support or other income with lived experience in the social services systems of Hastings County. In total, 20 anonymous surveys were made available to Hastings County staff to interview individuals. The focus was to learn about their experiences with cross-sector social services in this area. Out of the 20 surveys made available, 17 were completed, with findings as detailed below.

### Which area in Hastings County do you currently reside/stay if unhoused?

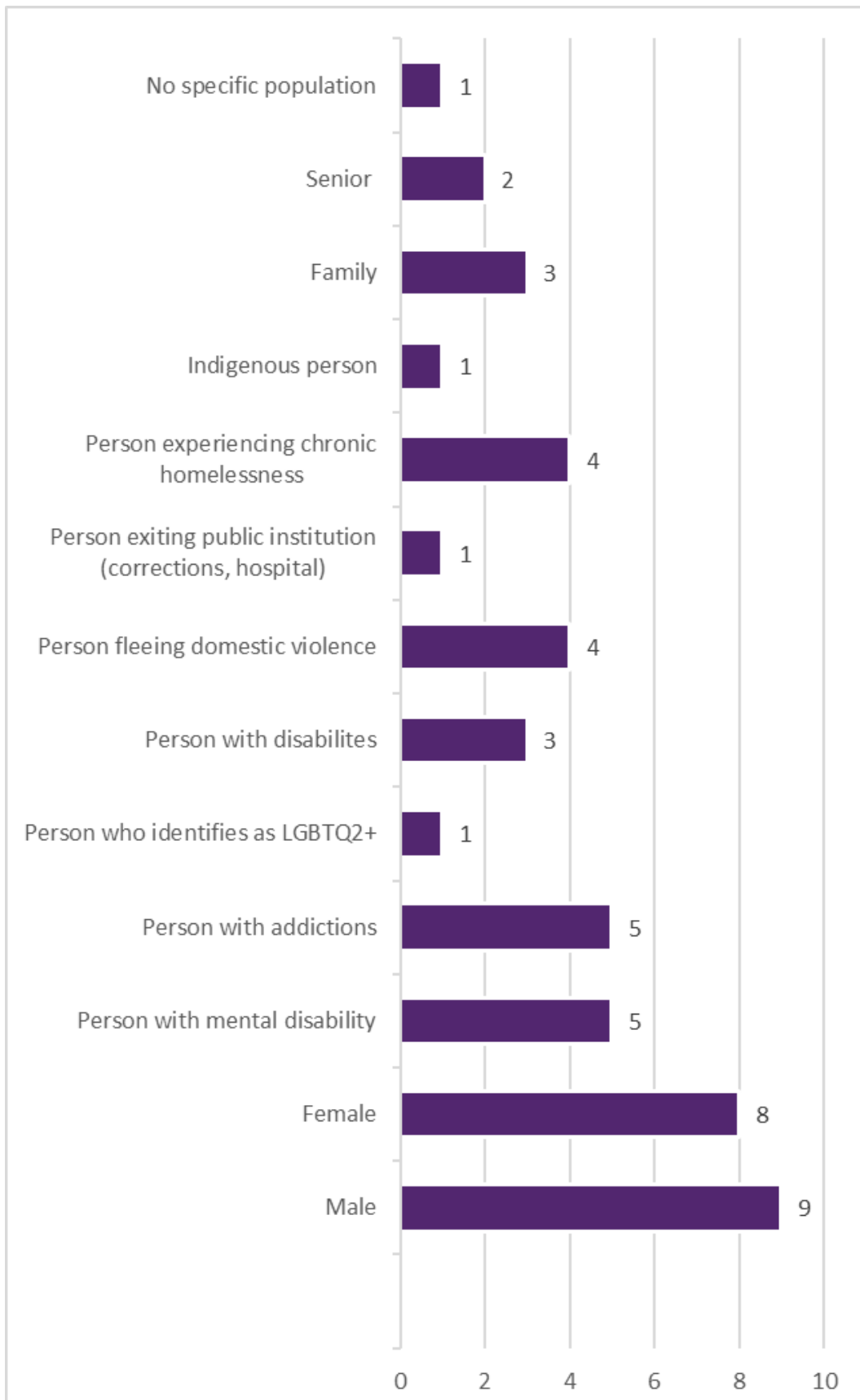


### How old are you?





## How do you identify?



## **By-Name List (BNL)**

From Hastings County 2021 Enumeration a BNL was created. The BNL includes names, contact information, and details about the service needs of people experiencing homelessness who would like to receive assistance to connect with services and supports. A BNL provides critical information to assist in the coordination of community efforts. From the questionnaire, 9 individuals (or families) reported being active on the BNL while 8 are not currently on the list. Of these respondents 15 confirmed that they plan to stay in Hastings County long-term, indicating they will be using the services detailed in this report, while 2 have confirmed they do not plan on staying.

From the lived experience questionnaire, 47% of respondents ranked housing as their most important intervention. The second highest intervention item was identified as meal/food programs (29%). The third highest item was health including health care, hospitals, primary care and community paramedicine while transportation, legal services, income support, addictions and mental health, employment were lowest ranking.

## **Which service is the most challenging to navigate in Hastings County?**

71% of respondents indicated that housing support services (assistance to find affordable, available housing) is the most challenging service to navigate in Hastings County. 3 (18%) respondents identified transportation as the biggest challenge and 2 (12%) identified addictions and mental health.

## **Quotes from Participants**

"I am not abusing people's kindness, I legitimately need it"

" I worked my entire life and lost everything due to addictions"

"I am a recovering addict with a criminal record that has turned my life around and I am trying to be an inspiration to others"

# Appendix I - Community Programs Financial Assistance Request



**Hastings County Community and Human Services**  
 228 Church Street  
 Belleville, On, K8N5E2  
 T: (613) 966-1311  
 Email: [gardiners@hastingscounty.com](mailto:gardiners@hastingscounty.com)  
[marchiori@hastingscounty.com](mailto:marchiori@hastingscounty.com)  
 Website: [www.hastingscounty.com](http://www.hastingscounty.com)

Section A: Organization Requesting Assistance		
Organization Name:		
Address:		
City:	Prov:	Postal:
Contact Person	Name:	Title:
Phone:	Email:	Fax:
Incorporated as Non-Profit Organization: <input type="checkbox"/> Yes (Provide <u>Copy</u> ) <input type="checkbox"/> No		

Section B: Application Details	
This application is made under the following County criteria:	
<input type="checkbox"/> Assisting organizations in creating or maintaining new programs or projects which provide a benefit or service to Hastings County residents for <u>example</u> ; serving vulnerable populations (such as indigenous, youth, seniors, LGBTQ2S+) social services agencies, homelessness, meal and food programs, transportation, services for children and families, civic, cultural, and sports organizations.	
<input type="checkbox"/> Promoting infrastructure of municipal, provincial, or national significance which could be expected to bring service to the above, or economic and/or public relations benefits to Hastings County.	
<input type="checkbox"/> An urgent or pressing event or natural disaster, i.e., fire, flood, earthquake, pandemic relief etc.	
Please provide complete details: _____	
_____	
_____	
Year for which funding is being applied for: _____	Funding amount requested \$ _____
Have you received funding from Hastings County in the past, and under what program (ie CHPI, SAR, Reaching Home <u>etc?</u> )	
<input type="checkbox"/> No	<input type="checkbox"/> Yes    Year _____    Amount _____    Year _____    Amount _____
Program (s): _____	
Will you be requesting funding for future years? <input type="checkbox"/> Yes    Number of Years _____ <input type="checkbox"/> No	

**Section C: Project Funding**

Indicate from what other sources funding has been applied for:

• Does your organization receive funds from Hastings County for any other purpose?

No  Yes (If yes, provide details below)

- |   |   |
|---|---|
| <input type="checkbox"/> Other levels of government | <input type="checkbox"/> Private Sector |
| <input type="checkbox"/> Memberships / Fees         | <input type="checkbox"/> Donations      |
| <input type="checkbox"/> Fundraising Events         | <input type="checkbox"/> Charities      |
| <input type="checkbox"/> Other                      |   |

Please provide specific details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**If the grant is not approved, what impact will it have on the community?**

Please provide specific details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**If you only receive partial funding, how will the funding be used? How would you make up the difference?**

Please provide specific details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**How will this project benefit the community? Is there a certain population that will benefit the most?**

Please provide specific details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Which services does your organization offer? Check all that apply.**

- |   |   |
|---|---|
| <input type="checkbox"/> Substance Abuse Services               | <input type="checkbox"/> Indigenous Services    |
| <input type="checkbox"/> Mental Health Services                 | <input type="checkbox"/> Legal Services         |
| <input type="checkbox"/> Housing/Homelessness Services          | <input type="checkbox"/> Immigration Services   |
| <input type="checkbox"/> Domestic Violence Services             | <input type="checkbox"/> Urgent Services        |
| <input type="checkbox"/> Transportation and Recreation Services | <input type="checkbox"/> Child Care Services    |
| <input type="checkbox"/> Meals and Clothing Services            | <input type="checkbox"/> Other (Please Specify) |
| <input type="checkbox"/> Employment and Training Services       |   |

**What are your goals and long-term objectives?**

Please provide specific details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Provide any other information you would like the County to know.**

Please provide specific details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Please provide another sheet if more space is required.*

**Section D: Additional Documentation**

Please attach the following supportive documentation:

- Budget for the year in which the grant is applicable, outlining sources of revenue and expected expenditures.
- If funding was received from Hastings County in the previous year - a final financial statement for that year.
- Letter of incorporation, and outline of the mandate of the organization.
- Signing authority - including name, address, telephone and position held.
- Other documentation deemed to be of importance:
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_

**Section E: Budget**

Year: \_\_\_\_\_

Organization Requesting Assistance: \_\_\_\_\_

**Bank Balance From Previous Years' Events**      \$ \_\_\_\_\_(a)

**Revenue**

Support from Parent Organizations	\$
Provincial Grant Subsidies	\$
Federal Grant Subsidies	\$
Assistance from Other Municipalities	\$
Membership Dues	\$
Fees or Admission Charges	\$
Donations from Public Campaigns	\$
Donations from Service Clubs	\$
Other	\$
Amount Requested from Hastings County	\$

**Total Budgeted Revenue**      \$ \_\_\_\_\_(b)

**Expenses (Please Specify)**

	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
<b>Total Expenses</b>	\$

*Please provide another sheet if more space is required.*

**Total Budgeted Expenditures**      \$ \_\_\_\_\_(c)  
**Anticipated Surplus / (Deficit) = a + b - c**      = \$ \_\_\_\_\_

**Staff** = Number of paid staff: \_\_\_\_\_      Number of volunteers: \_\_\_\_\_

### Section F: Declaration

On behalf of the organization, we (**signing authority of the organization**) hereby declare that all the information presented and provided with this application is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

### To Apply

Complete and email this application along with your most recent financial statements to (email- [gardiners@hastingscounty.com](mailto:gardiners@hastingscounty.com) and [marchiorid@hastingscounty.com](mailto:marchiorid@hastingscounty.com) ) or mail to (Hastings County Community and Human Services, 228 Church Street, Belleville, ON K8N5E2)

#### Submission Deadline:

#### Please Note:

- Only complete applications using this application form will be reviewed.
- It is the responsibility of the applicant to ensure that all information is correct, and that all documentation is received by the deadline.
- If a grant is awarded you will be required to sign a service agreement and submit performance indicators as outlined by Hastings County.

### Policy

Hastings County's policy regarding grant requests for financial assistance is as follows:

❖ Requests will be considered based on the following criteria:

Assisting organizations in creating or maintaining new programs or projects which provide a benefit or service to Hastings County residents for example, but not limited to serving the vulnerable population, social services agencies, homelessness, meal and food programs, civic, cultural, and sports organizations or events.

Promoting infrastructure of municipal, provincial, or national significance which could be expected to bring service to the above, or economic and/or public relations benefits to Hastings County.

An urgent or pressing event or natural disaster, i.e., fire, flood, earthquake, pandemic relief etc.

The organization must demonstrate that it is presently exploring or has fully explored, potential funding from other sources, from other levels of government, the private sector, memberships, donations and fundraising activities.

Organizations seeking assistance must be incorporated or in the process of applying for incorporation as a non-profit organization and/or is a registered charity.

Organizations must demonstrate that they are seeking alternative sources of revenue on an ongoing basis to achieve self-sufficiency.

Grant applications must be submitted prior to **OCTOBER 1** to be included in the following years' budget.

Grant applications must be accompanied by a budget for the year in which the grant is applicable, outlining all other sources of revenue, and expected expenditures.

Any eligible organization may submit only one (1) application per year.

Funds requested are to be utilized to create new programs or projects within the boundaries and jurisdiction of Hastings County.

**Personal information contained on this form is collected under the *Freedom of Information and Protection of Privacy Act* and will be used only for the purpose of processing the application. For questions or additional information pertaining to your personal information, contact Hastings County at (613) 966-1311.**

The Community Programs funding will be allocated according to mandated, committed and finally high priority items detailed in the recommendations section of the report. Funding will be awarded based on these priorities and will be evaluated using a priority ranking scoring matrix that will be tailored to the source funding's specific guidelines and criteria. As a standard, the following ranking elements will be present in each template:

- Organization/agency management strength and financial sustainability.
- Strength of proposed service/support model (model and ability to address community needs)
- Demonstrated experience to deliver the proposed service/support.
- Assessment of proposed service/support saturation level within the sector and through proposed geographic catchment areas.
- Overall effectiveness of addressing funding requirement scope/criteria