



Community and Social Services

2024 Year in
Review



Customer Service Unit

- On average, supported 515 in-person visits at the C&SS reception counter each month
- Provided ongoing administrative support to all C&SS Divisions, ensuring smooth operation of all programs and services
- Booked 1,033 appointments for ongoing social assistance

Ontario Works

- Launched Electronic Document Management for Ontario Works records and moved over 50% of clients to paperless communications
- Launch of Centralized Intake Expansion with the Province
- Completed Trauma Informed Care training for all department staff
- Increased presence in Community Office locations in Campbellford and Brighton
- Advocated for OW Rate Increases tied to inflation at AMO
- Hosted a successful Identification and Wellness Clinic



Early Years

CWELCC Expansion



Riverside (Port Hope)
Operated by Ganaraska
70 spaces



Warkworth (Trent Hills)
Operated by YMCA
47 spaces



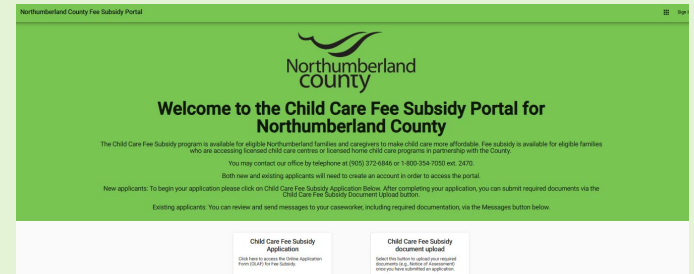
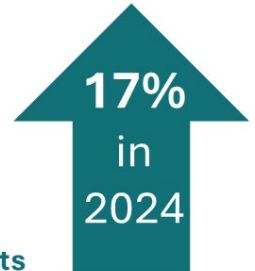
Cobourg East (Cobourg)
Operated by YMCA
15 spaces

EarlyON

Child and Family Centre

18,064 total child visits

12,580 total parent/caregiver visits



Implemented online processes for Fee Subsidy applications and client communication:

- Online Application Form (OLAF)
- Client Services Portal (CSO)

Early Years

Professional development for EY workforce



- Outdoor pedagogy, mental health, EDI, self-regulation, Indigenous-led training, supporting children with special rights series, CCEYA training
- Sessions attended by 312 unique individuals within the Northumberland EY workforce

Community partner event at the Sugar Bush

178 children, parents, and caregivers explored the outdoors and made connections with community partners that support children and families

Next event: March 12, 2025



Housing

- Completed Construction on Elgin Park Phase One
- Launched redevelopment plans for 123 King Street East, Colborne
- Purchased 129 Kent Street, Campbellford for expansion of 3 transitional housing units
- Continued design and pre-construction readiness with partners for 473 Ontario Street, Cobourg with a vision to build 66 units
- Finalized purchase of 699 Westwood Drive, with plans for future affordable and attainable housing initiatives
- Housed 60 households from the rent-geared-to-income waiting list
- 315 households received a rental subsidy during 2024. (COHB, Rent Supplement, Housing Stability Program)
 - 81 of these households began receiving housing subsidies in 2024 for the first time.



Housing



Homelessness Services

- 288 intentional outreach interactions (May 2024 – December 2024)
- 77 people helped with last month's rent to obtain housing
- 71 people helped with rental arrears to prevent housing loss
- 44 people housed from the By-Name List
- Opened 310 Emergency Shelter Services (Warming/Cooling Hub and Emergency Shelter)
- Encampment at Brookside dissolved
- Participated in program development and tenant selection for 5 supportive housing units in Campbellford
- Supported people entering treatment for substance use

Homelessness Services





Thank you

Questions?

