

Community Services Year in Review



Grey
County

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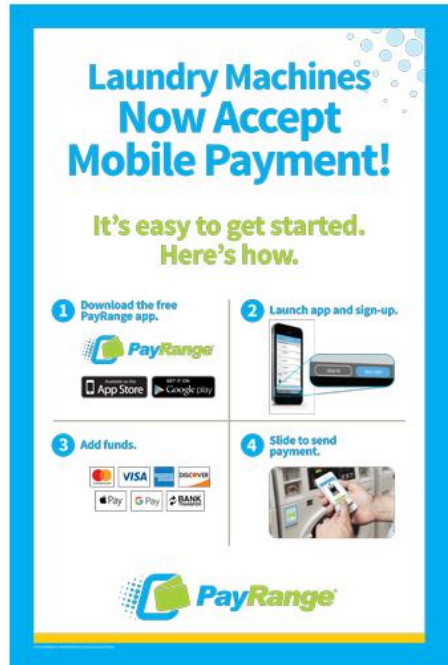
Community Housing Update



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Laundry Machines



- Pay Range has been installed on machines at Kiwanis, Twin Pines and Low Rise.
- Goal over the next few years is to have on one washer/one dryer in each building
- Coin will remain but allowing tenants another option for payment
- Security boxes have been purchased and applied to some machines in Thornbury to try to eliminate theft.

Energy Program

- Attic reinsulating of 63 units at Victoria Village
- 17 new refrigerators and 6 deeps freezers/or air conditioner replacements
- Power bars, LED light bulbs
- Energy Audits began in 2023 and program wrapped up mid 2024
 - Program provided a range of free upgrades ranging from refrigerators, lightbulbs, water efficient showerheads to help reduce the utility bills
 - If a tenant had a freezer or window AC unit that qualifies for replacement, this was available to tenants at no cost
 - Received over 500 fridges and over 60 tenant owned appliances.
 - One new fridge costs approximately \$650+, so the program helped to allow funds to go to other appliances or needs in the buildings

Heat Pump Project at Victoria Village

- The heat pump project at Victoria Village were completed in 2024
- All units now have heat pumps on their patio in which tenants are reminded to keep heat pumps accessible and not to pile things around them due to operational reason
- Heat pumps have been beneficial in energy efficiency providing residents a cooling source in the summer which negates the use of window AC units and a more energy efficient heat source in the winter.



Housing Projects



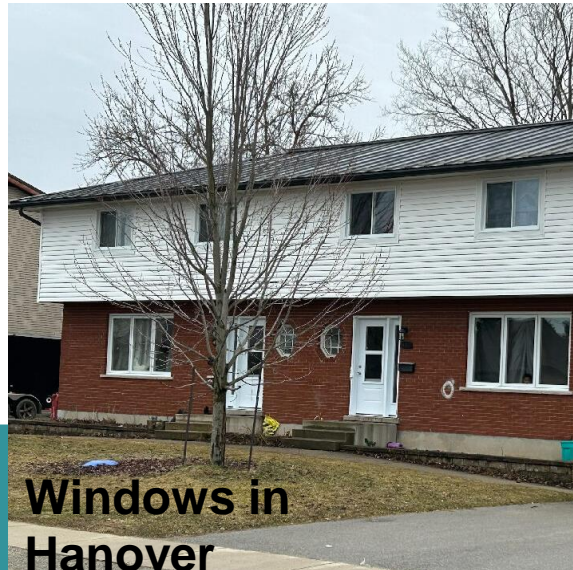
**Kitchens in
Flesherton**



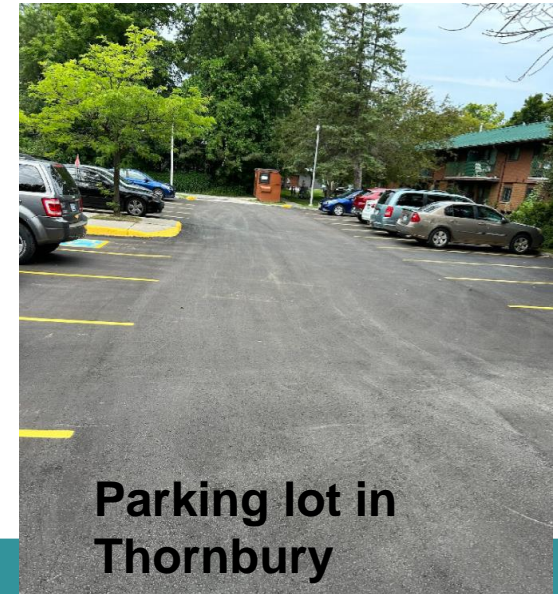
**Fence at the
High Rise**



**Patio at Argyle in
Markdale**



**Windows in
Hanover**



**Parking lot in
Thornbury**

Housing Projects



Kiwanis sidewalk



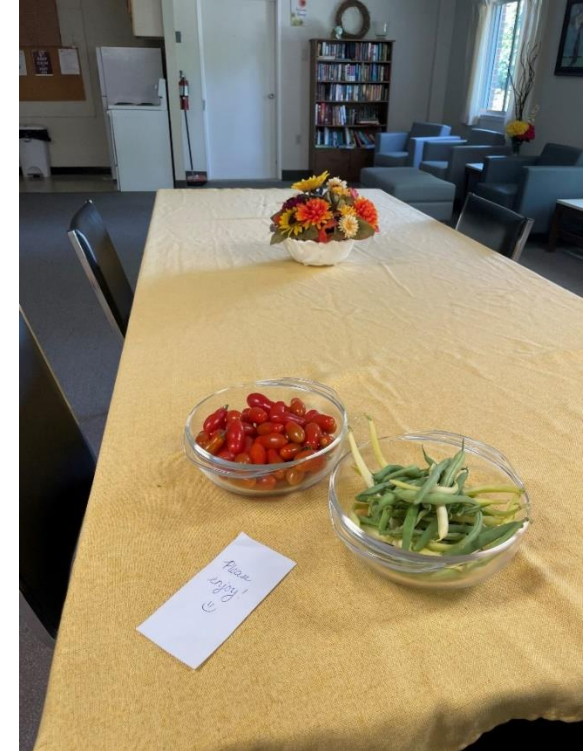
Family unit turn overs



SANTA CAME TO GREY



Community Gardens and Food Security



Building Partnerships through BBQ's



Housing Programs and Administration



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Short Term Transitional Housing Project

- **Provided shelter to**
 - 446 Adults (unique)
 - 54 Children <16
 - 375 Households
- **Average Length of Stay 25 days**
 - 6 Moved into Community Housing
 - 106 Moved into Private Market Accommodations
 - 5 into Subsidized Affordable
 - 20 moved into Supportive Housing
 - 80 returned to family or other safe option
- **Turned away requests 1,764 due to insufficient capacity (Avg 4.83/day)**
 - Diversion total caseload of 58
 - 36 households successfully diverted prior to STSP admittance

2024 Data

Improved Administration Processes

- **Revision to Sustainable Housing Benefit Processes coming March 2025**
 - Improved tracking of ongoing and pending applications
 - Ability for all staff to review current apps in real time
 - Pre-populated decision letters for increased efficiency
- **Communication with Households on the Waitlist improved**
 - Replaced a process of mailing requests for file updates with a direct phone call method
 - Reduced waste, increased customer service and efficiency
 - More personable approach and higher rates of success

Waitlist Trends

- **A growing need for quality affordable housing**
 - 2016 Waitlist – 634 Households
 - 2020 Waitlist – 1102 Households
 - 2024 Waitlist – 2157 Households
- **Waiting is the hardest part**
 - 2016 – Average wait time 15 Months
 - 2020 – Average wait time 35 Months
 - 2024 – Average wait time 52 Months
- **New Opportunities**
 - Recently added Transitional Housing
 - Prioritization for Homelessness and a Quality By Name List

Ontario Works



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2024 Caseload Demographics & trends

- 1337 Benefit Units in receipt of assistance(905 singles,164 couples 264 families), an increase of 4.7% from 2023. Average caseload is 100-110 per worker .
- Average 96 new cases processed monthly in 2024
- Average time on assistance 33 months
- 163 cases have employment earnings
- 577 cases were referred to Employment Ontario for pre-employment and employment supports
- 204 case exited OW for employment in 2024
- Services expanded in Dundalk, office location at South-East Grey Community Health Centre provides service 4 days to a week to meet caseload growth and need in the area

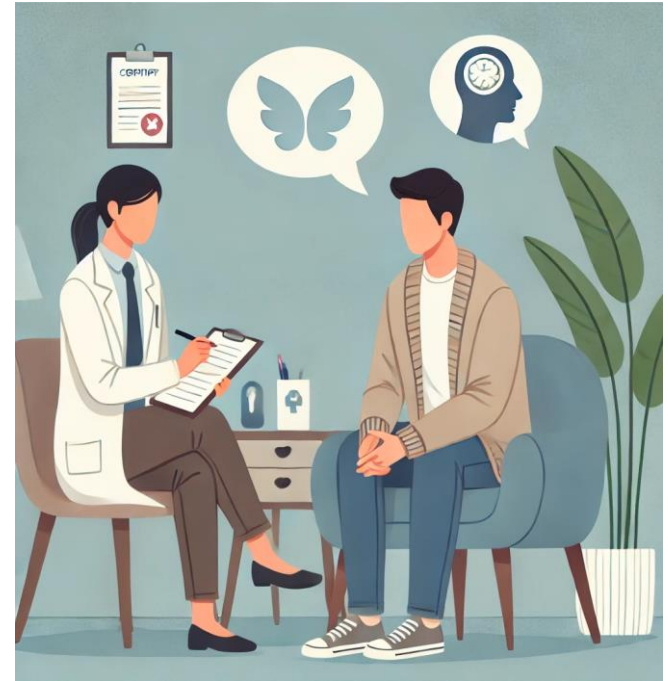
2024 New Ministry Initiatives

Central Intake

- Regulatory changes in August 2024 expanded Ministries decision making responsibility.
- Central Intake expanded in Dec 2024 to include Grey County
- Majority of applications processed through the Ontario Works Intake Unit with the exception of Temporary Care and Under 18 and Emergency Assistance
- The Ministry has taken over eligibility decisions and appeal decisions
- Overpayment recovery
- the Ministry will begin to collect social assistance overpayment debt for Ontario Works clients, beginning with the debts still owed to the province by clients who exit the program on December 16, 2024, or later (also referred to as “inactive debts”).
- The first new overpayments will be begin being referred in February 2024

Stability Supports

- 60 psychological assessments completed with long term recipients. Caseworkers help initiate and support clients through the process and follow through with applications to ODSP if applicable. 24 have already been granted ODSP out of the 2024 assessments
- Stability supports were issued to assist clients with transportation, emergency food supplies, grooming and clothing, fees and licensing costs to support activities.



Stability Supports cont'd

- 110 cellphones and 50 refurbished laptops are locally sourced purchased and distributed directly to clients with assist with virtual services and supports
- Pilot project with Brockton Family Health Team connected unattached OW clients with long standing health issues to an RN to determine if an ODSP package could be completed. The model will be shared in the hopes of bringing on more Family Health Teams to assist
- Making Your Way a life skill program focused on self-awareness and goal setting, co-facilitated with Grey County Caseworkers

Emergency Pantry

- Staff led initiative to address gaps in client needs raised \$6500 through Department led lunches, special events and snack shop. The funds help clients experiencing exceptional circumstances with items that are not covered by OW.



Early Learning & Child Care Update



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Home Child Care

- The directly operated home child care agency continues to work with rostered providers to ensure care is provided in line with the CCEYA and the CWELCC guidelines
- Agreements are in the revision process
- Licensing is expected to occur in Spring 2025
- Currently 27 active providers on roster



Fee Subsidy

- Fee Subsidy saw a reduction in staff from 2 workers to 1 worker
- Applications have slowed with the implementation of the CWELCC system
- Currently there are 263 families/398 children receiving financial support for eligible licensed child care costs



CWELCC

- 2025 CWELCC allocations have been calculated and revised agreements have been distributed
- There is interest from operators to opt in to the system – waiting for response from EDU re space allocations
- Currently 1160 families/1394 children are paying lower fees for eligible licensed child care



Special Needs Resourcing and Infant and Early Years Mental Health

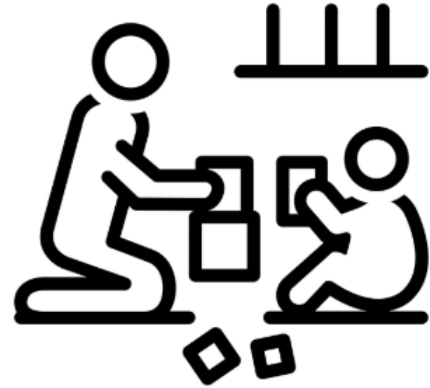
- Special Needs Resourcing processes for providing support in programs is being reviewed
- CLOS has launched a pilot project to support families at EarlyON programs that are unable to access licensed child care due to waitlist or other barriers
- The Infant and Early Years Mental Health project continues to grow across the province, with the development of online resources for early learning educators to support their understanding of mental health from birth.
- In 2025 the project plans to develop resources for parents to increase awareness.

Capacity Building

Early Learning Hub

EarlyON

- EarlyON redevelopment has started to progress. Plan for more updates in Spring.
- The ELCC continues to work with third party providers to address impact of provincial allocation remaining static.



Community Committees

In 2024 the *Professional Learning Committee* offered a combination of in person workshops and resource materials for early learning professionals. The PLC is developing plans for 2025.

The *Staff Recruitment and Retention Committee* is focusing on 3 key areas in 2025:

- Wage Advocacy
- Promotion of ECE as a career in Secondary Schools
- Professional Development

The *IDEA* working group (Inclusion Diversity Equity Accessibility) started up in the fall of 2024 to develop a terms of reference. The group will meet with the Early Years Planning table in 2025 to determine future focus.

