



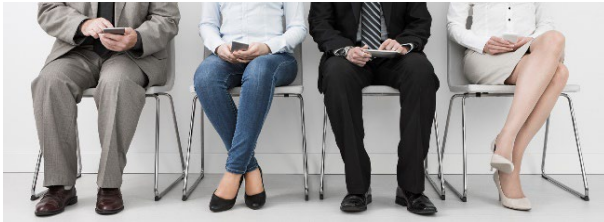
# Community and Social Services

January 10, 2022



# Consolidated Municipal Service Manager

- In Ontario, core social services are delivered and co-funded by 47 Consolidated Municipal Service Managers (CMSMs or Service Managers SM)
- Services Managers are responsible to oversee systems planning and manage the delivery of human services including;
  - Financial supports and connection to stabilizing services
  - community housing
  - homelessness services
  - Child-care and early years services
- The Corporation of the County of Northumberland County is the Consolidated Municipal Service Manager (CMSM) for Northumberland County



## Income and Employment Services (MCCSS)



## Housing and Homelessness Services (MMAH)



## Childcare and Early Year Services (MEDU)

### Service planning

- Delivering:
  - Income support / social assistance/ emergency social services
  - Case management
  - Employment support (in some cases)
  - Stabilization Supports
- Monitoring standards
- Ontario Works Act

### Service planning

#### (10-year Housing and Homelessness Plans)

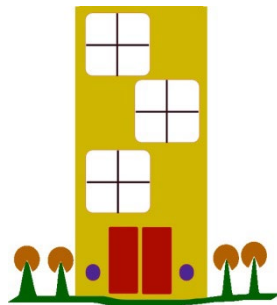
- Managing access and delivery of social housing
- Direct and third-party delivery of housing
- Shelters, supportive housing and affordable rental
- Diversion and prevention
- Housing Services Act

### Service planning

- CEWALC
- Delivering Ontario's Child Care Fee Subsidy
- Fund Early Years service centres
- Delivering funds / resources for children with special needs
- Ensuring quality and safety in the system
- Child Care and Early Years Act

# Community and Social Services Department

- Comprised of five program areas: Community Services, Early Years, Food4All, Housing Services and Ontario Works
- Staff participate on and lead various community wide initiatives, education and training, local and provincial planning tables and committees
- Provide case management services and supports to clients, contract management and data analysis.



# Early Years



Child and Family Centres  
(EarlyON)

Child Care Financial Supports

# Early Years



# Early Years

Northumberland County is the Service Manager for child care and early years; the County plans, coordinates, oversees, and funds this system through provincial and federal transfers along with municipal contribution

## Quality Child Care

- Oversee and fund licensed child care programs at 31 sites through third party agreements; support quality and safety of child care programs through supports such as site visits, training, system wide meetings, financial support, review and implementation of best practices, etc.
- Maintain contracts with two licensed home child care agencies that support multiple home child care businesses.
- Administer Child Care Fee Subsidy program for families that meet specified criteria.
- Maintain Special Needs Resourcing to support child care providers.
- Build child care capacity through increasing the number of physical spaces and RECE professionals. There is an extreme shortage of licensed RECEs, the County plays a significant role in attracting and retaining RECEs.
- Responsible for implementation and management of Canada Wide Early Learning and Child Care system (CWELCC).

# Early Years

## **Early Years Programming**

Support, oversee, and fund the EarlyON Child and Family Centre; contracts with three lead agencies, YMCA, Compass ELCC, and Brighton Children Centre.

## **EarlyON Child and Family Centre Programs**

Offer FREE drop-in programs for children up to 6 years of age and their parents/caregivers that support the 3 core services:

- supporting early learning and development
- engaging parents and caregivers, and
- making connections for families.

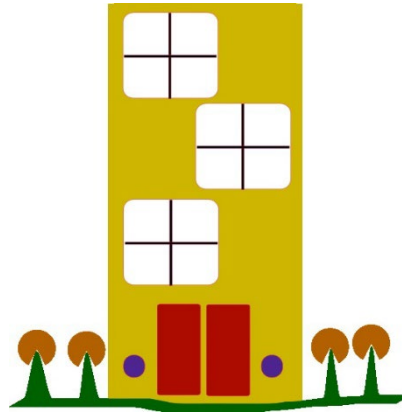


## **Indigenous-Led Early Years Team**

- increase access to Indigenous early years programs across Northumberland
- programs are developed and delivered by the Nogojiwanong Friendship Centre in partnership with the Early Years Team



# Housing Services



Community Housing  
Northumberland County Housing Corporation (NCHC)  
Non-Profit Social Housing Providers  
Affordable Housing  
Housing Services Programs

# Northumberland Housing



**Legend**

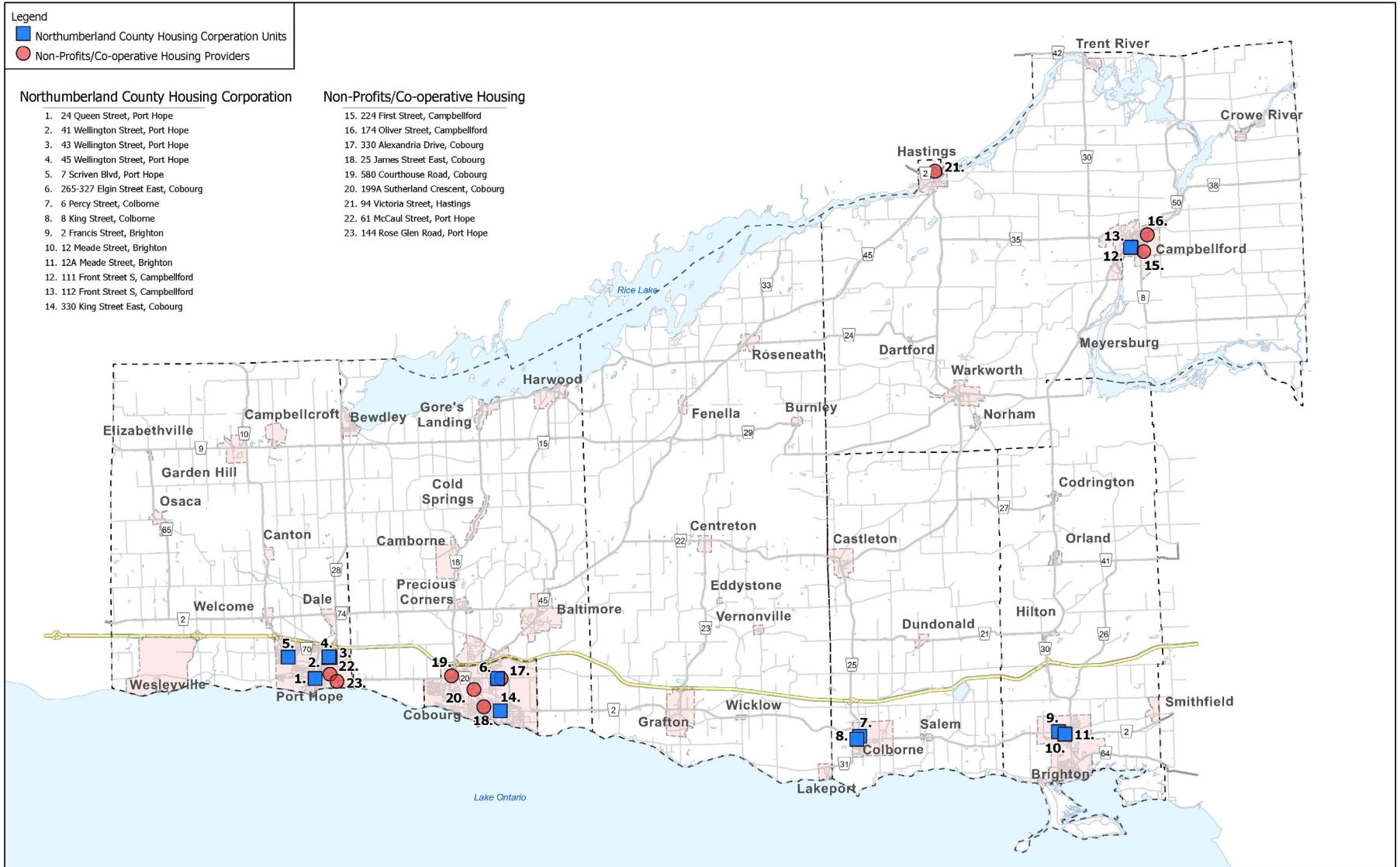
- Northumberland County Housing Corporation Units
- Non-Profits/Co-operative Housing Providers

**Northumberland County Housing Corporation**

1. 24 Queen Street, Port Hope
2. 41 Wellington Street, Port Hope
3. 43 Wellington Street, Port Hope
4. 45 Wellington Street, Port Hope
5. 7 Scriven Blvd, Port Hope
6. 265-327 Elgin Street East, Cobourg
7. 6 Percy Street, Colborne
8. 8 King Street, Colborne
9. 2 Francis Street, Brighton
10. 12 Meade Street, Brighton
11. 12A Meade Street, Brighton
12. 111 Front Street S, Campbellford
13. 112 Front Street S, Campbellford
14. 330 King Street East, Cobourg

**Non-Profits/Co-operative Housing**

15. 224 First Street, Campbellford
16. 174 Oliver Street, Campbellford
17. 330 Alexandria Drive, Cobourg
18. 25 James Street East, Cobourg
19. 580 Courthouse Road, Cobourg
20. 199A Sutherland Crescent, Cobourg
21. 94 Victoria Street, Hastings
22. 61 McCaul Street, Port Hope
23. 144 Rose Glen Road, Port Hope



# Housing Services

Northumberland County is the Service Manager for Community Housing as prescribed under the Housing Services Act. The County maintains a 10-year housing and homelessness plan and Affordable Housing Strategy that guides future work

**Rent Geared Income Housing** – Rent is typically calculated at 30% of a tenant's income; It is heavily subsidized by municipal dollars. The County manages the centralized waitlist for households applying for RGI

- Northumberland County Housing Corporation (NCHC) currently operates 344 RGI units
- Non-profit housing providers operate 330 RGI units
- Private landlords operate approximately 65 RGI units through rent supplement

**Affordable Housing** – Rent in these units are typically set at 80% of AMR; These were made possible through a financial contribution to capital followed by a long-term agreement regarding rental rates.

- 112 units across the County

**Housing Allowance Benefit** – Monthly subsidy provided to low-income households to help make rent more affordable in the private market

- 80 households receiving Canada Ontario Housing Benefit
- 53 households receiving a temporary monthly subsidy which ends in 2024



# Housing Services

Northumberland County is the Service Manager for Community Housing as prescribed under the Housing Services Act. The County maintains a 10-year housing and homelessness plan and Affordable Housing Strategy that guides future work

## **New Builds and Regeneration of Existing Housing Properties**

- Redevelopment of Elgin Park (NCHC)
- Development of 473 Ontario Street in partnership with Ontario Aboriginal Housing and Habitat for Humanity Northumberland
- Purchase and renovation of 152 Cockburn St, Campbellford for supported housing
- Ongoing development plans and land acquisition

**Affordable Housing Capital Grant** – A 25-year forgivable loan up to \$20,000, to help cover the capital costs of the creation of a new affordable housing rental unit.

**Homeownership** – A 20-year forgivable loan towards the down payment of the purchase price for first time home buyers. This program is delivered in partnership with Habitat for Humanity Northumberland.

- 48 households have been supported with down payment assistance since the program started.

**Renovate Northumberland** – A 10-year forgivable loan/grant program for essential home repairs (i.e. roofs, windows, furnace) and accessibility repairs for low to moderate income households. This program is delivered in partnership with Habitat for Humanity Northumberland

- 84 households have been eligible and received support

# Financial Assistance

## Ontario Works Community Outreach

**Basic Needs**



**Shelter**



# Ontario Works

- **Ontario Works (OW)** -Financial assistance for individuals and families who meet prescribed criteria and is ongoing. A single person receives a maximum of \$733/month.
- **Emergency Assistance (EA)** -Financial assistance for households in a crisis/emergency that do not have money for things like food or housing due to reasons such as the pandemic, an eviction, leaving an abusive relationship, concerns about safety, an emergency authorization to be in Canada for humanitarian reason (i.e., Ukrainian migrants, Syrian refugees).
- **Temporary Care Assistance (TCA)** -Financial assistance provided to an adult caring for a child who is not theirs. Eligibility is based on the income and assets of the child; the adult must be making reasonable efforts to seek support from the person legally responsible for the child and must not be receiving financial support from a Children's Aid Society.
- **Discretionary Funds** – These funds are provided to support eligible people with a one-time payment to cover the cost of such things dental, vision, funerals, other items deemed necessary by the administrator

# Community Services

- Community Safety and Wellbeing
- Food Security
- Health
- Homelessness System and Planning Supports
- Community Outreach Program

# Community Outreach

- ▶ This program supports people with low to moderate income who are not eligible for Social Assistance, to meet their basic needs and connect with community supports.
- ▶ In addition, this program supports community and capacity building through innovative work with community partners.



# Homelessness



**By Name List (BNL)** -The County is required to maintain a real-time list of people experiencing homelessness that connects people to resources and case management services.

**Homelessness Individual and Families Information System (HIFIS)** – lead for implementation and management of this web enabled information management system that can provide communities with the information they need to further their efforts with addressing homelessness.

**Homelessness Leadership Table (HLT)** – consists of agencies leadership who help to oversee the work of HCRT and will be helping implement HIFIS within their agencies.

**Homelessness Community Response Table (HCRT)** - consists of agencies that actively support individuals to find and sustain housing. The committee shares information between service providers to reduce duplication and prevent individuals from sharing their story multiple times, measures progress toward the goal of homelessness reduction, and collects concrete evidence of the services required.

# Homelessness

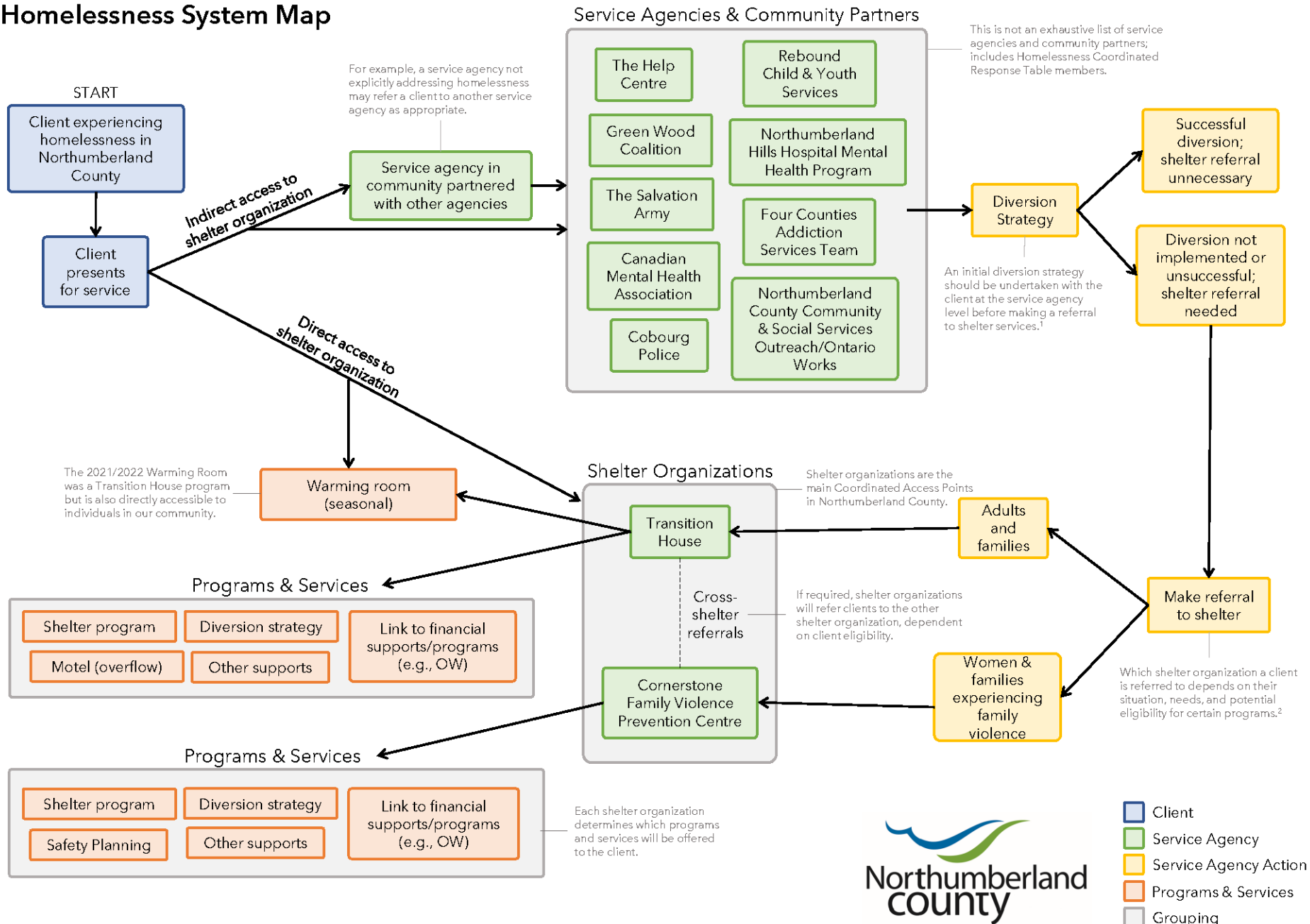


**Shelter Benefits Program** -Financial assistance to help households obtain or maintain housing. This could include last months rent, rental arrears, moving costs and utility deposits, wood and oil drops

**Contract Management** – through service agreements provincial funding is flowed to community agencies to support programming that includes

- Community Outreach and Support Services
- Emergency Shelter
- Housing Assistance and Supportive Housing
- Services and Supports

# Northumberland County Homelessness System Map



<sup>1</sup> For additional information about Diversion in Northumberland County, please visit the [Housing Help Northumberland website](#).

<sup>2</sup> Currently, shelter organizations provide support for adults (18 years of age or older).

# Food Security Support



Food 4 All  
Food Programs

# Food 4 All

- ▶ Food 4 All warehouse is a distribution centre and provides food and needed items to local food banks, not-for-profit community agencies and school nutrition programs.

Looking for help  
with **FOOD**?



**Scan this code**  
for access to the  
local information  
you need.

# Food Help in Northumberland

provides information about:

- local food banks
- free or low cost meals
- community gardens
- other food programs

<https://foodhelpnorthumberland.cioc.ca>

or you can also dial 2-1-1.

# How to Access our Services

Visit us at Community and Social Services Department , 555 Courthouse Road, Cobourg or our website:

[www.northumberland.ca](http://www.northumberland.ca)

Please call: 905-372-6846 ext. 2468

Or text 289-274-0587

to be connected to the service you're looking for.





# Thank you

Questions?

