



# Human Services Department Quarterly Update

May 15, 2025

**Q1 2025**



## Overview

The Q1 2025 Human Services Report includes service delivery information, community trends and outcomes achieved by the five divisions of the Human Services Department into one integrated and succinct summary.

Service delivery areas include: housing and homelessness supports, early learning programs and supports for licenced child care, financial and stability supports, and strategic community initiatives.



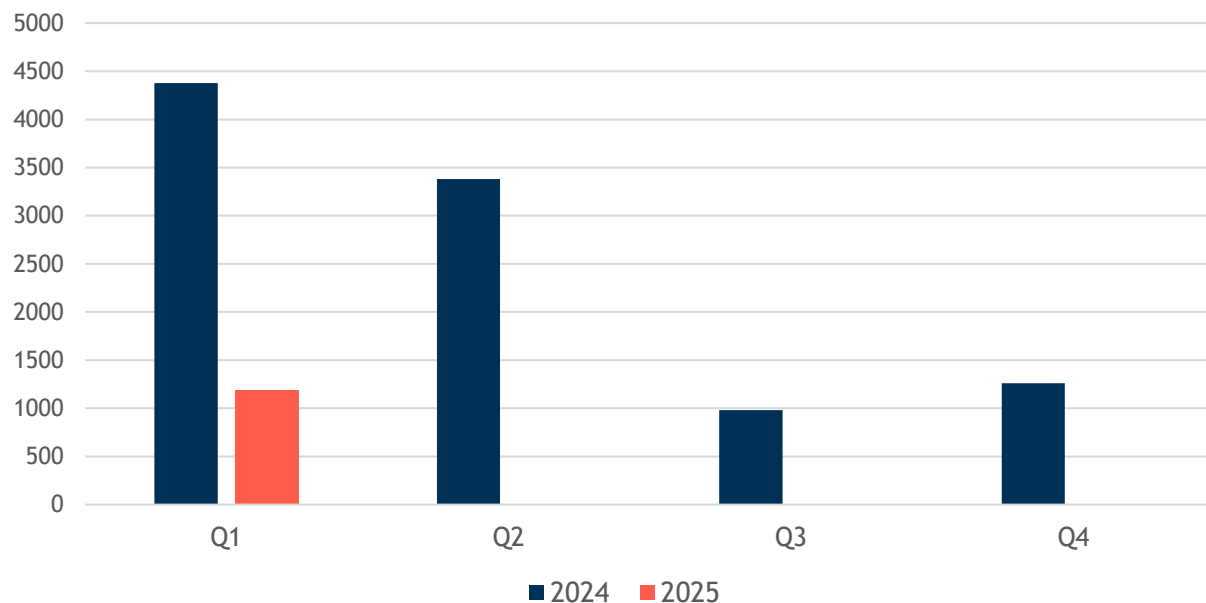
# Housing and Homelessness Supports

## Emergency Shelter Solutions

In Bruce County the YMCA of Grey Bruce Owen Sound delivers the emergency shelter solutions. The YMCA provides crisis response and housing supports to adults, youth and families experiencing homelessness. Emergency shelter services include outreach support and shelter diversion.

Figure 1 provides information on the number of nights of shelter provided each quarter. To date this year, **33 households were provided with shelter.**

**Figure 1: Total Nights of Emergency Shelter Provided each Quarter**



The success of several initiatives resulted in a significant decrease in the number of nights of emergency shelter provided in Q1 2025 compared to Q1 2024.

Staff have introduced initiatives to help people obtain housing faster, working towards better outcomes for people experiencing homelessness.

Bruce County has partnered with the YMCA and CMHA, to begin fostering a transitional, supported housing model along with a rural homelessness model focusing on diversion.

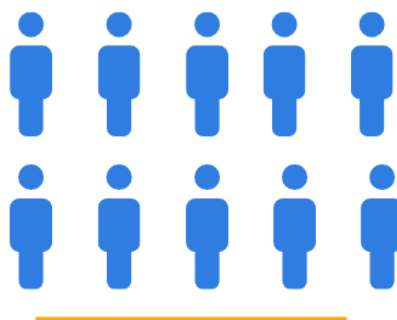
A special priority policy ensures **one in every ten offers of housing is made to an applicant currently experiencing homelessness and is on the By-Name List.**

## By-Name List

The By-Name List (BNL) is a real-time list of all people experiencing homelessness and using homelessness response services. The BNL prioritizes need, tracks changes in housing status, and provides information regarding demographics and chronicity. The BNL and coordinated homelessness system is governed by the Grey-Bruce Homelessness Response Steering Committee.

The BNL tracks the inflow and outflow of households. Outflow refers to households who are housed or moved to inactive after 90 days with no contact. Figure 2 illustrates all outflow movement in Q1 was from households being housed.

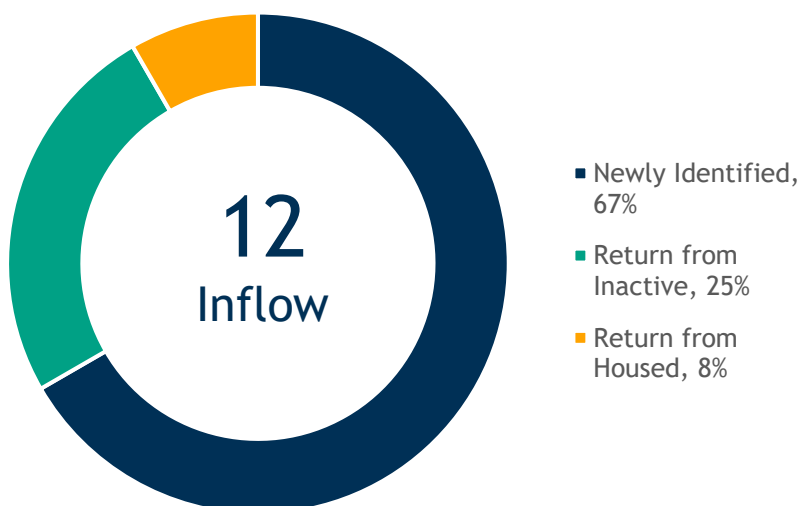
**Figure 2:**  
Q1 2025 Update, By-Name List Outflow by Category



**10** households were housed from the By Name List in Q1. This represents 100% of the BNL outflow movement..

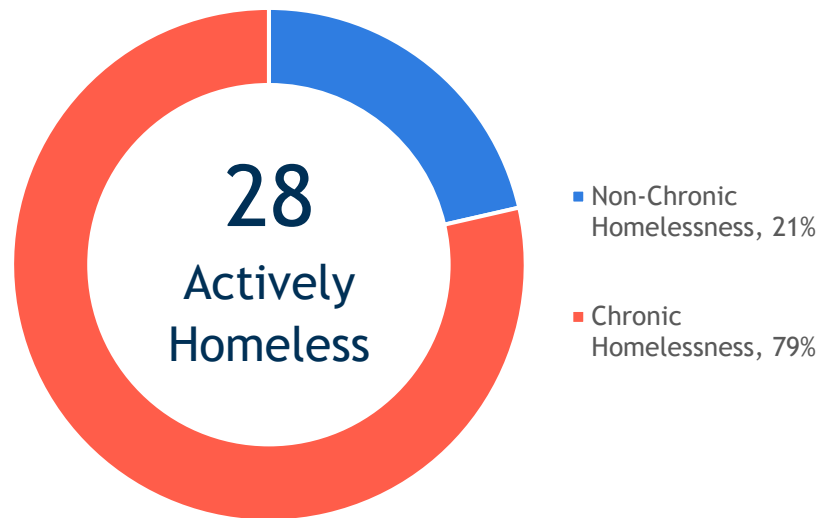
Inflow refers to households who enter the system for the first time or are reactivated on the BNL. The three categories of inflow are; newly identified, return from inactive and return from housed. Figure 3 illustrates the breakdown between these three categories.

**Figure 3:**  
Q1 2025 Update, By-Name List Inflow by Category



The goal of the BNL is to end chronic homelessness. A person is considered chronically homeless if they have been living without a home for six months (not consecutive) in one year. Figure 4 shows the chronicity breakdown of people on the BNL.

Figure 4:  
Q1 2025 Update, By-Name List Chronicity



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As a Service Manager, Bruce County is responsible for managing the Centralized Community Housing Waitlist. As of March 31st, 2025 there were **1,468 applicants on the waitlist** compared to 1194 in Q1 2024, an **increase of 23%**.



# Early Learning Programs and Supports for Licensed Child Care

## Licensed Child Care Applications

Bruce County uses OneList, an online child care registration system, to help families locate and apply for licensed child care. OneList provides County staff with information, quantifying child care needs by demographic area.

The total **number of Child Care Applications in Q1 2025 increased by 192** as compared to Q1 2024. Detailed information regarding the number of applications by municipality can be found in Table 1.

**Table 1: Child Care Applications and Children Placed in Licensed Child Care, by Municipality**

Applicant's Municipality	Children Placed from Waitlist in Q1 2024	Children Placed from Waitlist in Q1 2025	Child Care Applications at the End of Q1 2024	Child Care Applications at the End of Q1 2025
Arran-Elderslie	6	2	158	189
Brockton	6	8	226	263
Huron-Kinloss	0	6	114	129
Kincardine	7	12	343	340
North Bruce Peninsula	6	10	46	45
Saugeen Shores	35	26	475	457
South Bruce	3	5	80	116
South Bruce Peninsula	5	2	82	104
Other Counties	3	4	128	201
<b>TOTAL</b>	<b>71</b>	<b>75</b>	<b>1,652</b>	<b>1,844</b>

The Children Placed from Waitlist category includes children who were placed in child care but choose to remain on the waitlist until another child care location is available.

The waitlist continues to be impacted by a shortage of Registered Early Childhood Educators, along with an increase in child care demand. Staff is co-leading a Bruce-Grey Early Learning Educator (ELE) Recruitment and Retention Working Group that includes membership and support from local colleges, Boards of Education, workplace engagement services and corporate communications, to develop and

implement [local ELE recruitment and retention strategies](#).

To support the need for more Registered Early Childhood Educators, Bruce County has partnered with Fanshawe College to offer a part-time accelerated Early Childhood Education program, offered locally in Port Elgin.

Bruce County is licensed to directly operate up to 25 licensed homes for child care. In February, Bruce County completed a successful license renewal by the Ministry of Education. Licensed home child care contributes to the impact on waitlist numbers by offering high quality child care in a home setting.

## EarlyON Child and Family Programs

EarlyON Child and Family Centres offer high-quality, free drop-in and preregistered programs for children 0-6 and their families. They provide welcoming environments where children, families and caregivers can learn, grow and connect together. Services are offered through a variety of delivery methods to meet the unique needs of families in their communities, including mobile, virtual and outdoor programs as well as consultations. Table 2 outlines the quarterly data for the EarlyON Child and Family Programs.

**Table 2: EarlyON Child and Family Program Reach, Compared Year over Year**

EarlyON Child and Family Programs	Q1 2024	Q1 2025	Q2 2024	Q2 2025	Q3 2024	Q3 2025	Q4 2024	Q4 2025
Total Programs Offered	338	303	345		278		316	
Total Visits (adult and child)	4,248	3,193	4,612		3,240		3,158	
New participants (adult and child)	1,061	966	454		290		243	



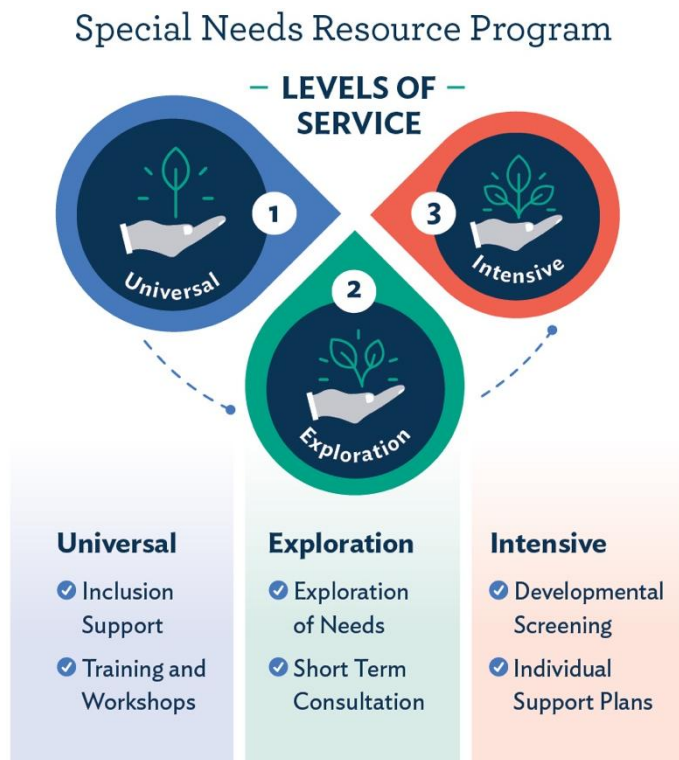
When comparing Q1 2024 with Q1 2025, there is a decrease in number of programs, participant visits, and unique registrations. Contributing factors include extreme weather events.

## Special Needs Resource Program

The Special Needs Resource Program supports the inclusion of children with special needs in licensed child care programs, camps, and authorized recreation programs at no additional cost to parents or guardians.

The three levels of services of the Special Needs Resource Program are to the right.

Table 3 outlines the quarterly data for the Special Needs Resource Program for the service areas of Level 2 and 3.



**Table 3: Number of Children Supported through Special Needs Resource Program, compared Year over Year**

Level of Service	Q1 2024	Q1 2025	Q2 2024	Q2 2025	Q3 2024	Q3 2025	Q4 2024	Q4 2025
Exploration - Level 2	38	26	29		28		39	
Intensive - Level 3	78	83	85		74		71	
<b>Total Supported</b>	<b>116</b>	<b>109</b>	<b>114</b>		<b>102</b>		<b>110</b>	

The Special Needs Resource Program provides Level 1 inclusion support to 47 different classrooms in licensed early learning programs.



# Financial and Stability Supports

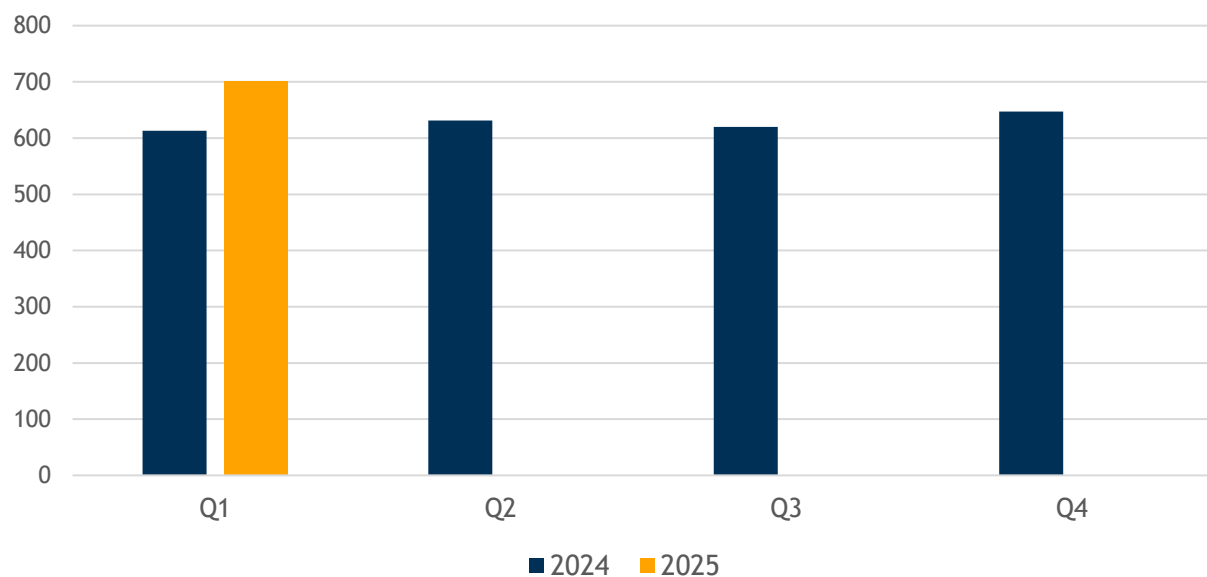
## Social Assistance Supports

Ontario Works is a provincial program that provides temporary financial assistance to individuals and families facing financial hardship, while supporting their path to improved stability and self-sufficiency. Bruce County serves as the local service delivery partner, responsible for administering Ontario Works benefits -including Temporary Care Assistance and Emergency Assistance -and supporting residents in overcoming barriers so they can move toward readiness for employment services and/or greater independence.

The Ontario Works caseload figure represents the average number of households that received financial assistance through the Ontario Works program during Q1. This includes households receiving Temporary Care Assistance. Each case reflects a unique household unit, which may consist of a single individual or multiple people, such as families or dependents being supported. This quarterly average provides an overview of the ongoing demand for income support services.

Figure 5 provides information on the number of households receiving Ontario Works each quarter.

**Figure 5: Number of Households Receiving Ontario Works**





Social assistance caseloads continue to rise, reflecting broader economic and social pressures impacting residents. **From January 1 to March 31, 2025, an average of 701 households per month received Ontario Works**, compared to 613 households during the same period in 2024—an increase of over 14%. The increase highlights a growing need for income support services in our communities and reinforces the importance of our role in providing responsive, integrated supports to help individuals and families move toward stability and employment readiness.

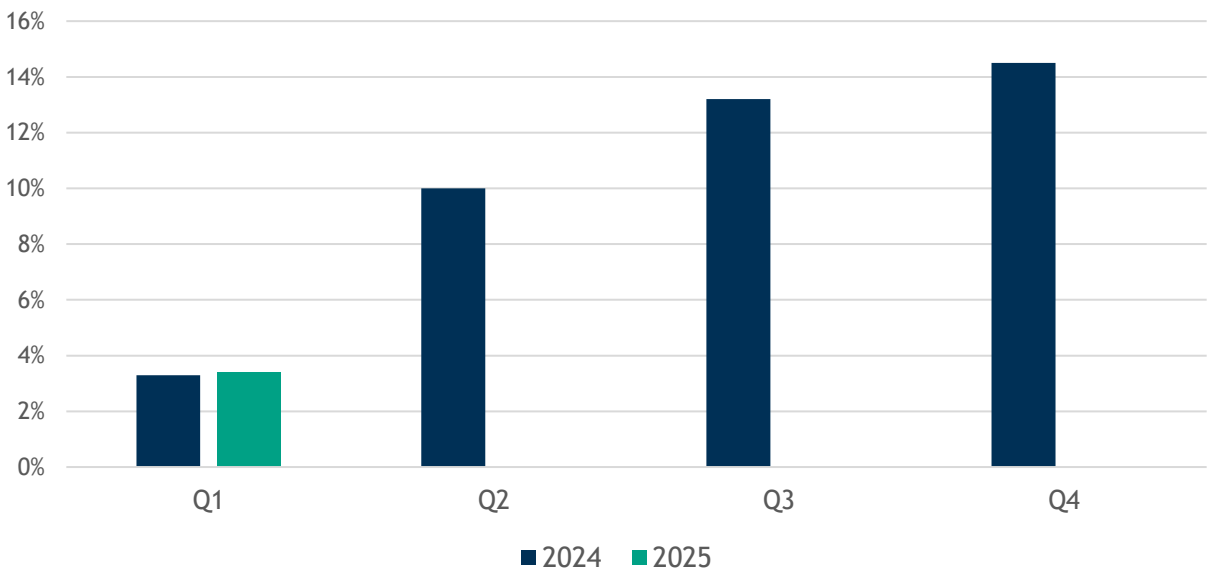
## Households Exiting to Employment

Integrated Employment Services (IES) is Ontario’s new model for delivering more streamlined, effective employment supports to job seekers, including those receiving social assistance. Under this model, Employment Ontario service providers are responsible for delivering core employment services, while Social Assistance delivery partners continue to play a key role in supporting clients with more complex needs.

Through ongoing collaboration and coordinated case management between Bruce County and local Employment Ontario service providers, clients are supported at every stage—from initial stabilization through to employment readiness and long-term job retention. This partnership ensures that individuals with more complex life circumstances receive the wraparound supports they need to achieve employment outcomes.

Figure 6 provides information on the number of households exiting to employment each quarter.

**Figure 6: Households Exiting to Employment**



As of March 31, 2025, 3.4% of Ontario Works cases have exited to employment, compared to 3.3% at the same point in 2024. This metric is cumulative and will continue to rise throughout the year as more cases exit to employment. In addition, an average of **10.5% of the ongoing caseload is reporting employment earnings each month**; however, these earnings are not yet sufficient to exit Ontario Works. These figures reflect both the ongoing need for support and the gradual progress being made through integrated, client-focused services.

## Stability Supports

Stability supports are services, resources, or financial assistance designed to help community members meet their basic needs and maintain a stable foundation in their daily lives. These supports address critical areas such as **housing security, food access, health and wellness, transportation, child care, digital connectivity, and personal safety**. Funding sources include multiple provincial ministries and levy funds.

Stability supports play a vital role in promoting well-being, preventing crises, and enabling people to fully participate in community life, education, and employment. They are essential for anyone facing barriers that compromise their ability to live with dignity, achieve independence, or maintain social and economic inclusion.

Table 4 shows the number of households supported between January 1<sup>st</sup> and March 31<sup>st</sup>, 2025.

**Table 4: Stability Supports by Type, Number of Households and Total Financial Supports**

Stability Supports	Number Of Households Supported*	Total Financial Supports
Housing Stability Supports	85	\$60,431
Food Security & Health Related Stability Supports	345	\$47,474
Other Supports (transportation, clothing, mobile phones, etc.)	190	\$32,512

\*Households may be in receipt of stability support benefits more than once per quarter.



# Strategic Community Initiatives

## Strategic Community Initiatives

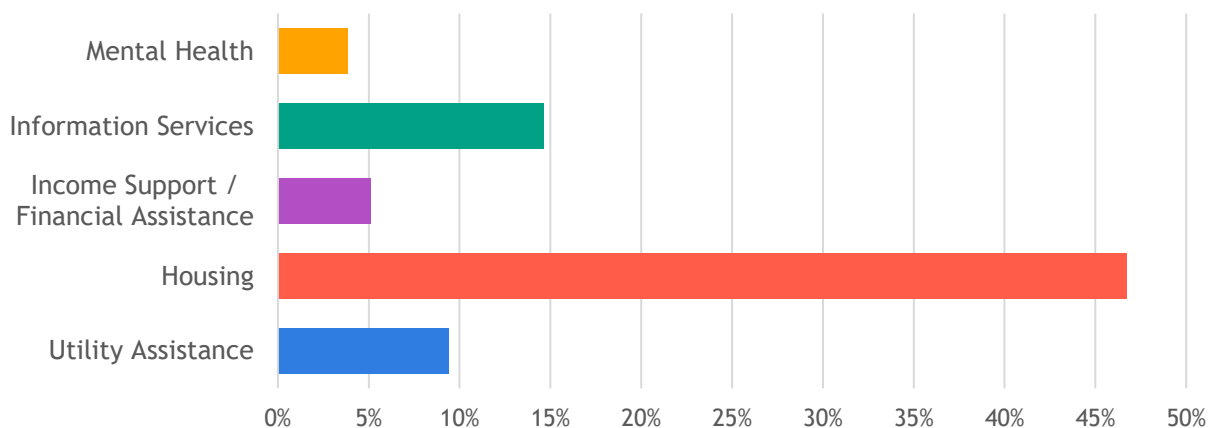
**\$48,000 in grants were awarded to three community-based initiatives** in Q1 2025. Funds will be used to expand an e-bike rental program for seasonal workers in Northern Bruce Peninsula, further the work of the Community Drug and Alcohol Strategy to reduced substance-related harms across Bruce County and the Saugeen Ojibway Nation and support for a Poverty Task Force Coordinator to bring together community agencies in their work to reduce poverty.

Of the **2372** calls received by Human Services in Q1 2025, **97% were answered live by staff.**

Clients responding to an intake survey included the following feedback: “Efficient and quick response time. Truly appreciated that!!!” and “Very helpful and resourceful. Lots of information about programs to get help where needed. Thank you so much”

211 Ontario is a service that connects residents to social and community supports. In Q1 2025, **660 contact reports with 860 needs were documented for Bruce County** callers. 211 reports almost 85% of calls result in a contact report with an average of 1-2 needs identified per tracked contact. **47% of callers indicated they were calling about Housing.** Figure 7 illustrates the top five needs identified as a percentage of the 660 calls.

**Figure 7: 211 Needs Identified as Percentage of Total Calls (Top 5)**





## Community Impacts

The following highlights Bruce County Human Services impact in community from January to March of this year:

- **18 applicants were housed** off the centralized waitlist
- **27 individuals** were supported outside of emergency shelter
- **70 visits were made to our CARE Cupboards** (Community Assistance for Resources and Essentials) which provide essential personal care items
- **32 students** enrolled in Fanshawe College accelerated Early Childhood Education program in Port Elgin

The following highlights our **investments** in community from January to March of this year:

- **\$12,740 was flowed in Child Activity Assistance Program** funds allowing children from 24 low-income families to participate in activities
- Residents living in the private sector were provided with **\$134,121 in rent subsidies**
- **\$4,100,320 in CWELCC funding** provided to licensed and home child care operators
- The **Housing Stability Fund provided over \$23,000 in funding** for rental arrears, first or last month's rent and moving expenses



Bruce County Human Services embraces an equitable and person-centred approach in our delivery of services. We all have a role in helping others, and our priority is to ensure everyone in our communities feels valued and included.

TINA METCALFE  
DIRECTOR, HUMAN SERVICES



### Did you know?

Edgewell Personal Care in Hanover supports the CARE Cupboard program with donations of essential personal care items for our distribution.