

It's your journey, it's your way.

2023-2024 Corporate Updates



people served
29,456

+3.1%



contacts/visits
103,843

+8.6%

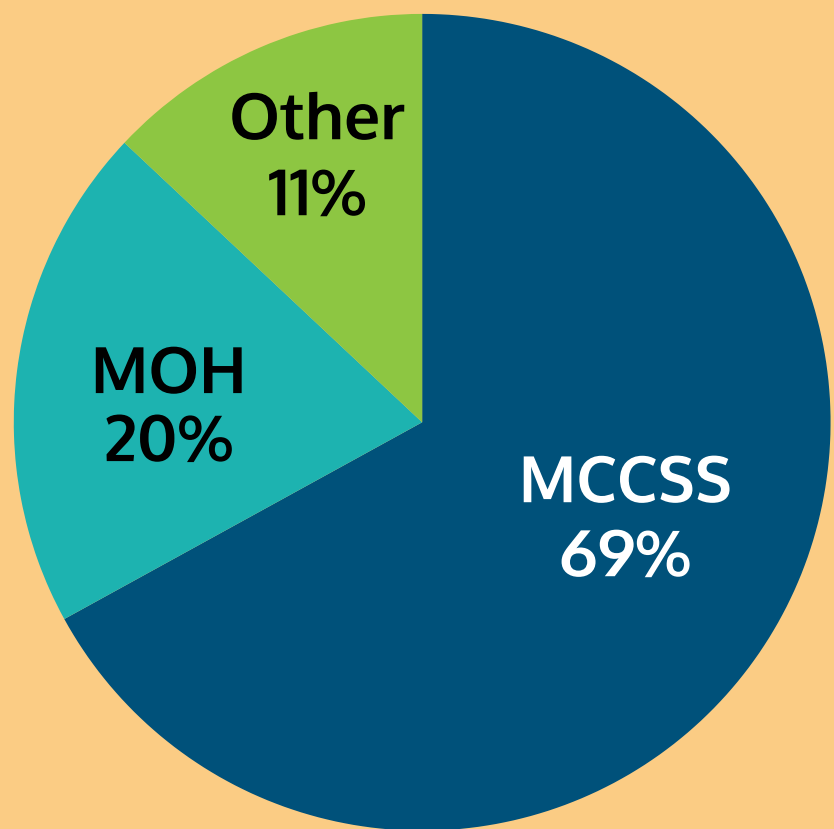


Budget

\$40,827,263



+21%



Human Resources

258 staff



+13.2%

53
new hires



+93%
staff retention rate



+43%

2023-2024 Highlights



Access
Services

Navigating people to supports and services – includes Streamlined Access, DSO CER



9,049
people served

+12.1%



Streamlined Access



2,801
people



11.4%

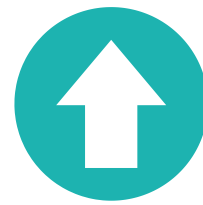
1,817
referrals received

5,119
contacts/visits

DSO Central East



6,248
people



12.4%

25,482 contacts/visits



+21.5%

1,306 intakes completed

1,027

applications completed



Coordination Services

2023-2024 Highlights

Supporting people to build connections; includes case management, Ontario Autism Program, Foundational Family Services, Family Supports, Developmental Services Access, Children's Case Coordination, Passport program



Mental Health



people
1,311

contacts/visits
30,388



+3.1%

Developmental Services



+3.4%

people
1,847

contacts/visits
9,999



+33.1%

Foundational Family Services

719

Children's Case Coordination

94



Passport Program



+8.3%

people
3,486



\$29,161,943

Funding processed

**people can be supported by more than one program*

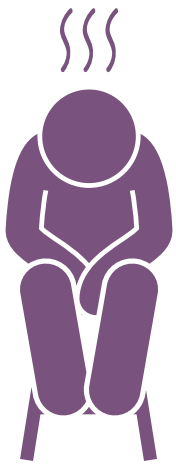


2023-2024 Highlights



Crisis
Services

Responding to people's urgent needs; includes 310-COPE, Crisis Beds, Safe Beds, Mental Health Support Teams and Call Diversion Unit



19,540
people served

contacts/visits
33,871



+5%

Mobile Crisis
Response Teams

people
3,260

+8.7%

Call Diversion
Unit

contacts
1,815

+54.7%

821

calls diverted from direct police
involvement through CDU intervention



Crisis and safe beds

people served **98**

resident days
1,582

+154%

+12%

Note: New Safe beds
opened throughout the year