



2024-2025 Highlights



people served

32,171

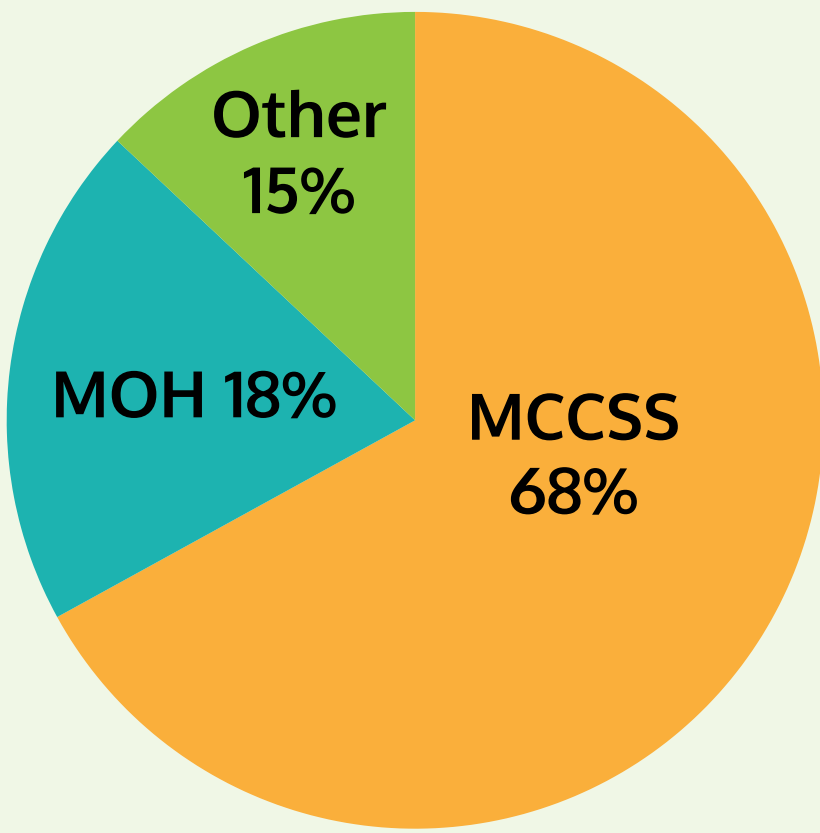
+9.2%



contacts/visits

106,156

+2.2%



Budget
\$44,812,388



+11%

Human Resources

259

staff



31

new hires



+94%

staff retention rate



YOUR SUPPORT SERVICES NETWORK

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



Access Services

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



9,812
people served

+8.4%



Streamlined Access



2,618
people

6,645
contacts/visits

1,906
referrals received
+5%

+30%



DSO Central East



7,194
people

+15%



30,013 contacts/visits

+17.8%



1,546
intakes completed
+18.4%

1,028
applications completed



Coordination Services

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



3,716
people served

+17.7%

Mental Health



people
1,075

contacts/visits
29,172

Developmental Services

+43%

people
2,641

contacts/visits
11,771

+17.7%

Foundational Family Services

743

Children's Case Coordination

70



Passport Program

people
3,884

+11.4%

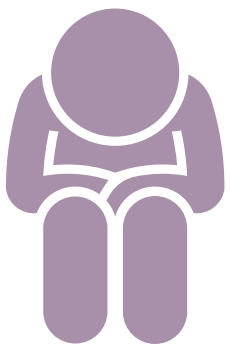
79.45%
utilization of funds





Crisis Services

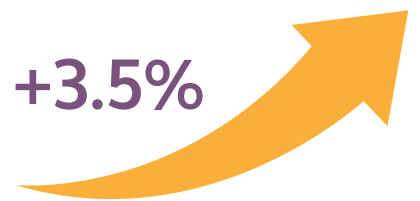
Responding to people's urgent needs; includes 310-COPE, Crisis Beds, Safe Beds, Mental Health Support Teams and Call Diversion Unit



17,438
people served

contacts/visits
35,053

+3.5%



Mobile Crisis Response Teams

people
4,173

+28%



Call Diversion Unit

contacts
2,399

+32.2%



594 calls diverted from direct police involvement through CDU intervention

Crisis and Safe Beds



2,445
resident days

people served 117

+19.4%

+54.5%

