



# 2025-2026 Highlights



people served

**32,694**

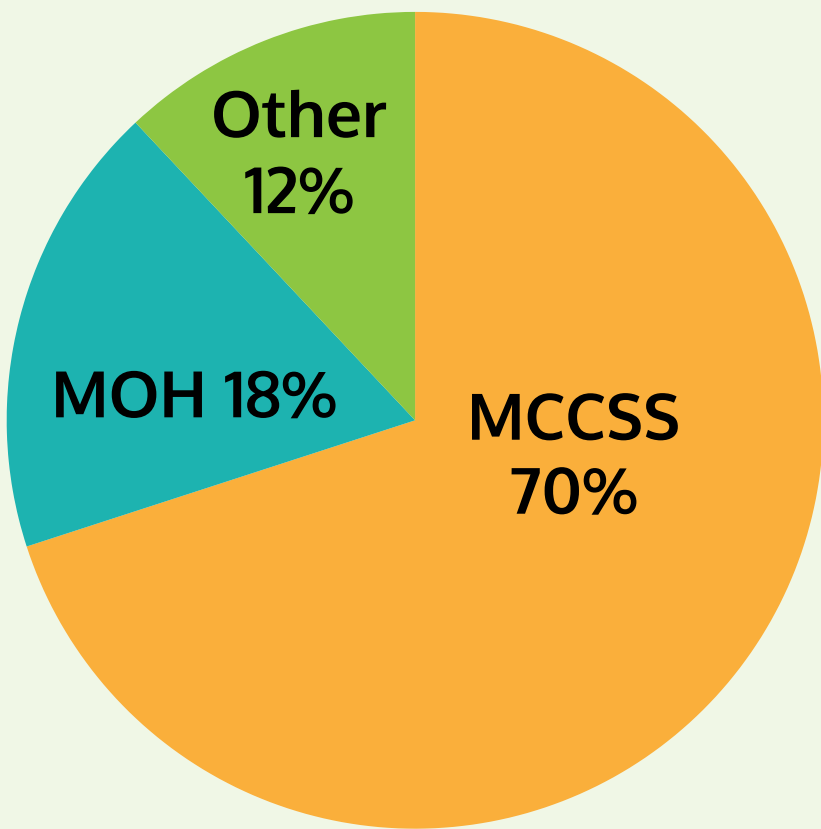


**+1.6%**



contacts/visits

**107,789**



*Budget*  
**\$46,691,581**



**+4.2%**

## *Human Resources*

**260**

staff



**18**

new hires



**+96%**

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



**10,792**  
people served

**+10%**

### *Streamlined Access*



**2,616**  
people

**7,088**  
contacts/visits

**1,941**  
referrals received  
**+1.8%**

**+6.7%**

### *DSO Central East*



**8,176**  
people

**+13.6%**

**29,553** contacts/visits

**1,548**  
intakes  
completed

**1,291**  
applications  
completed

**+25.6%**



## 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



**3,316**

**people served**

## Mental Health



people  
**1,197**



contacts/visits  
**26,297**

## Developmental Services



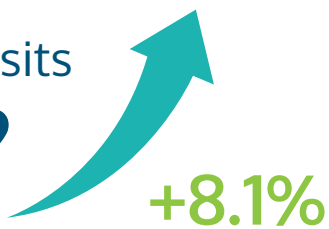
people  
**2,119**

contacts/visits  
**14,916**



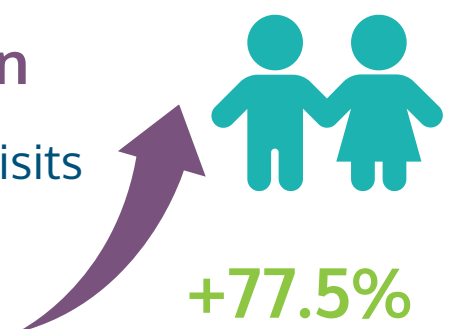
### Adults

contacts/visits  
**9,319**



### Children

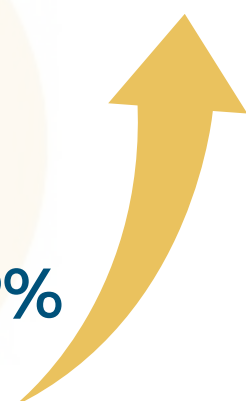
contacts/visits  
**5,597**



## Passport Program

people  
**4,112**

**+5.9%**



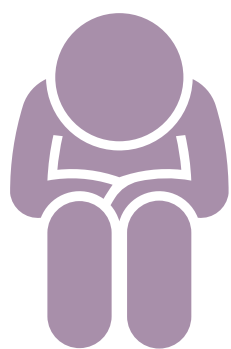
**78.1%**

utilization of funds  
(as of May 6/26)



## Crisis Services

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



**16,874**  
people served

**33,707**  
contacts/  
visits

### *Mobile Crisis Response Teams*

people  
**4,699**

**+12.6%**

### *Call Diversion Unit*

contacts  
**2,856**

**+19%**

**801** calls diverted from direct police involvement through CDU intervention

**+34.8%**

### *Crisis and Safe Beds*



**2,373**  
resident days



**154**  
people served

**+31.6%**

### *Community Outreach*



**2,836**  
people reached

**163**  
community events

