



# COUNTY OF WELLINGTON

## COMMITTEE REPORT

**To:** Chair and Members of the Social Services Committee  
**From:** Luisa Artuso, Social Services Administrator  
**Date:** Wednesday, November 08, 2023  
**Subject:** **2024 100% Municipal Contribution to Daytime Drop-In Services in Guelph**

### Background:

In September 2022, Council approved the report, Extension of Daytime Drop-In Hours Downtown Guelph, [AD-22-07](#). The approval provided a 100% municipal contribution of \$27,872 to Royal City Mission (RCM) in concurrence with the City of Guelph’s contribution of \$250,850 for the 2023 calendar year. As per the report, the funding to extend hours at RCM would be reviewed in the Fall of 2023 by County and City staff and considered for funding by the County and the City in 2024.

### Update:

RCM continues to provide individuals with a warm and welcoming environment in downtown Guelph. Three meals are now provided daily and some support services are on-site to assist people that are accessing the space. RCM submits service data as a requirement through the agreement with the County and an annual report is to be submitted to the County by the end of March 2024.

The chart below provides a daily average of the number of individuals accessing RCM to receive meals in 2023. Data for January and February is not available as RCM was focused on ramping up their service delivery and putting client tracking systems in place. Breakfast tracking was not included until April.

2023 Activity Type	March	April	May	June	July	Aug	Sept
Breakfast	N/A	47	46	39	41	41	53
Lunch	73	70	81	74	76	84	84
Dinner	153	153	158	153	145	167	159

In addition, RCM tracks the number of individuals accessing the space as a drop-in service and support. Between the period of March and September, RCM has helped 495 unique individuals. There are also several individuals that have chosen not to identify themselves that have received drop-in or assistance with meals.

The chart below provides a daily average of the number of identified and anonymous individuals that have utilized drop-in services at RCM.

2023 Activity Type	March	April	May	June	July	Aug	Sept
Drop In	90	146	146	169	177	180	162

In September, Housing Services and Ontario Works staff began providing regular outreach social services at RCM. This outreach includes a two-hour session, twice weekly. Activity tracking for the first 7.5 weeks of these outreach services is summarized below:

- 15 outreach sessions offered.
- 59 identified individuals assisted.
- 34 anonymous individuals assisted.
- Average of 7 individuals assisted per outreach session.

It is important to note that all individuals accessing meals or drop-in services through RCM are a mix of housed and homeless individuals. Further analysis and tracking of housing status is being completed, however the choice of some individuals to remain anonymous will present challenges in having complete and accurate data in this area.

Service tracking data demonstrates that there is a consistent and significant demand for the drop-in and meal supports offered through RCM. If services offered through RCM were reduced or discontinued and not replaced in some manner, it would present many challenges to the individuals that are accessing these services on a regular basis. RCM has informally reported to County staff that the demand for services has been high and costs have been growing throughout 2023, placing a strain on the organization to maintain 12-hour service levels.

On October 17, 2023, Guelph City Council approved the Guelph City staff report, "Housing in Guelph Workshop Actions and Responses," which included the following two recommendations related to ongoing operations of daytime drop-in services, including those offered through RCM:

- "That City staff are directed to seek feedback from the Downtown Guelph Business Association, local downtown social service agencies and the County of Wellington to consider the best location(s) and delivery method for the provision of 12-hour service, 7 days a week daytime shelter space, reporting back to City Council on recommended next steps no later than November 2023. Options presented should consider issuing a Request for Proposals to identify interested service partners, and identification of possible funding sources."
- "City staff are also directed to work with Royal City Mission to consider a month-to-month extension of the current Community Benefit Agreement, to ensure consistent service provision until Council has time to consider next steps."

County staff are engaging with City staff in relation to the provision of a 7 day, 12-hour daytime shelter space in Guelph. Staff therefore recommend for \$27, 872 be added to the 2024 County preliminary budget and 10-year plan to continue concurrent funding with the City of Guelph to support the provision of daytime drop-in services in Guelph. Staff will provide updates to the Social Services Committee on any decisions made by the City for the provision of daytime drop-in services in Guelph.

**Financial Implications:**

The Preliminary 2024 Budget and 10-year plan as presented on this agenda today includes an annual allocation of \$27,872 to support the ongoing operation of daytime drop-in services in Guelph. This allocation represents the County's portion of funding only.

**Recommendation:**

That the County include \$27,872 100% municipal funds in the 2024 preliminary budget for the provision of daytime drop-in services in Guelph; and

That the County provide funds to the service provider selected by the City of Guelph; and

That if Guelph City Council approves the Royal City Mission contract extension, the County extend the current service agreement with Royal City Mission, to provide \$2,323 on a monthly basis commencing January 1, 2024, until such time the City of Guelph selects a new service provider.

Respectfully submitted,

A handwritten signature in black ink that reads "Luisa Artuso". The signature is written in a cursive, flowing style.

Luisa Artuso  
Social Services Administrator