

Hastings County Performance Measures	2007	2008	2009	2010	2011	2012	2013	2014
Social Services Department								
Ontario Works								
% of General Population Receiving Assistance	5.70%	5.50%	6.34%	6.42%	6.22%	5.92%	5.37%	5.40%
% of Caseload Reporting Earned Income (4th highest in O	20.39%	19.42%	15.34%	18.26%	14.69%	13.52%	14.22%	14.60%
Average Monthly Income Reported	\$755.64	\$770.43	\$765.65	\$628.07	\$819.22	\$882.92	\$844.19	\$896.57
Employment Connection Initiative	2111	2283	1903	2146	2200	2055	1760	1454
Housing Services								
Average Days Vacant Between Tenants in a Unit (Seniors)	18.83 days	14.55 days	22.46 days	28.11 days*	21.37 days	22.82 days	24.52 days	22.59 days
Average Days Vacant Between Tenants in a Unit (Families)	29.79 days	24.03 days	26.04 days	32.38 days*	41.48 days	27.56 days	39.12 days	32.79 days
Intake Access Centre								
Average Answer Time (min)	0:57	0:57	0:53	1:05	1:06	1:16	1:07	1:13
Average Daily Contacts	56	63	74.6	64.1	56.9	54.3	48.9	53.2
% Calls Booked to Local Interview	56.50%	51.30%	50.20%	53.40%	48.80%	49.80%	50.30%	56.50%
Average Talk Time (min)	11:05	9:54	10:36	9:24	9:28	9:45	9:57	8:49

* Pest control issues (bed bugs and fleas) account for much of the increase as units need to be left empty to eradicate the pests