



2024 - 2025

# Annual Report

Working together to create lasting impact through connection, service, and support.



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This report has been prepared on the traditional territory of the Anishinaabe, Huron-Wendat, and Haudenosaunee people. Central Hastings Support Network acknowledges the unique and enduring relationship that exists between Indigenous Peoples and their traditional territories. We respect the sovereignty, lands, histories, languages, knowledge systems and cultures of all First Nations, Metis, and Inuit people.





# About Us

**Company Name:**

Central Hastings Support Network

**Date of Incorporation:**

October 30, 1985

**Our Vision**

Central Hastings communities are sustainable and poverty-free.

**Our Mission:**

To create lasting solutions to poverty in Central Hastings.

**Purpose**

1. Provide services which address the socioeconomic needs of the communities of Central Hastings.
2. Provide a means of cooperation and communication among the people concerned with the wellbeing of the communities of Central Hastings.
3. Identify, investigate and implement community based solutions.





# From the Board of Directors



**Shannon Lee**

Board Chairperson

This year has been one of significant growth and transition for CHSN. Our rural transit program expanded more rapidly than anticipated, requiring thoughtful restructuring to ensure long-term sustainability. This transition was expertly led by our Executive Director and implemented with care and diligence by CHSN's dedicated staff.

We also saw a marked increase in food bank utilization, placing greater demands on our team, volunteers, and donors. The Christmas Sharing program welcomed several new families in need of support. Thanks to the leadership of our Food Bank Coordinator, with strong support from the Executive Director and more than 20 committed volunteers, we continued to meet the growing needs of our community.

As the year came to a close, we bid farewell to our long-serving Food Bank Coordinator upon her retirement. She leaves behind a strong and capable team that will carry forward her legacy of compassion and service—ensuring continued access to food for those in need, both within our community and beyond.

The Board of Directors extends its sincere gratitude to the Executive Director, staff, and the many volunteers who give their time and energy to CHSN. It is through their commitment that CHSN continues to fulfill its mission: to create lasting solutions to poverty.



**Andrea Markham**

Board Vice Chairperson



## OUR TEAM

CHSN is guided by a dedicated volunteer board, with each member serving on a committee and contributing their time to support our work. We thank them sincerely for their service.

### BOARD OF DIRECTORS

|                |             |
|----------------|-------------|
| Shannon Lee    | Chairperson |
| Andrea Markham | Vice-Chair  |
| JoAnne Albert  | Secretary   |
| Tina Frantz    | Treasurer   |
| Tonny Braden   | Director    |
| Judy Brant     | Director    |
| Julie Bowen    | Director    |
| Amy Beaton     | Director    |
| Cindy Cassidy  | Director    |
| Roy Dullege    | Director    |

### STAFF

Our staff are the heart of CHSN. Their dedication, resilience, and compassion are evident in everything we do—from delivering essential services to responding to emerging community needs. This year, their work has been especially impactful as we navigated growth and change. We thank each member of our team for their unwavering commitment to CHSN's mission. We'd like to recognize the following staff for their invaluable contributions this year:

|                       |                    |
|-----------------------|--------------------|
| Executive Director    | Victoria Treverton |
| Executive Assistant   | Brooke Berry       |
| Transit Coordinator   | Darelle Winterburn |
| Food Bank Coordinator | Jane McCulloch     |
| Finance Coordinator   | Judy Hagerman      |
| Transit Driver        | Alexx McCann       |
| Custodial Staff       | Kara Frantz        |





## Letter from the Executive Director

During the 2024–25 fiscal year, I marked my first full year with CHSN — and what a whirlwind it's been! It has been a year full of energy, activity, learning, and yes, a few growing pains along the way.

Over the past twelve months, we've stretched ourselves in new directions, and we doubled down on what continues to work. We leaned into partnerships - old and new - and were deeply engaged in fundraising throughout the year. We hosted two fantastic fashion shows, our first-ever concert (Vive la VanJam!), and showed up at food drives, community events, and just about everywhere we could be present, visible, and helpful.

So, what did I learn?

I learned a lot about impact reporting and strategic directions and spreadsheets and budgets. All the fun stuff! But I also learned that at the absolute core of everything we do is *community*.

And this community? This one is extraordinary.

I am constantly in awe of the generosity, compassion, and grit of the people I get to work alongside — our volunteers, board members, and staff — each of whom brings something unique and irreplaceable to this mission. I'm bursting with pride to be part of it.



I feel very privileged to be able to hold space for the voices and stories that need to be heard. I sat across the table from people sharing their lived experiences — stories of personal challenges, advocacy, hope, relapse, housing insecurity, and the power of wraparound supports. It taught me how critical it is to stay grounded in the real lives behind the numbers.

I was also fortunate to have many meaningful conversations with caseworkers, government representatives, and community partners who reminded me what deep, effective collaboration really looks like.

Most of all, I learned that every one of us will stumble or will face challenges beyond our control. And the best of us — the kindest, most courageous among us — are the ones who reach out with helping hands.

There are many success stories still to come. But for now, I just want to say thank you. For showing up. For believing in this work. For being part of something bigger than any one of us: our community

With gratitude,

Victoria



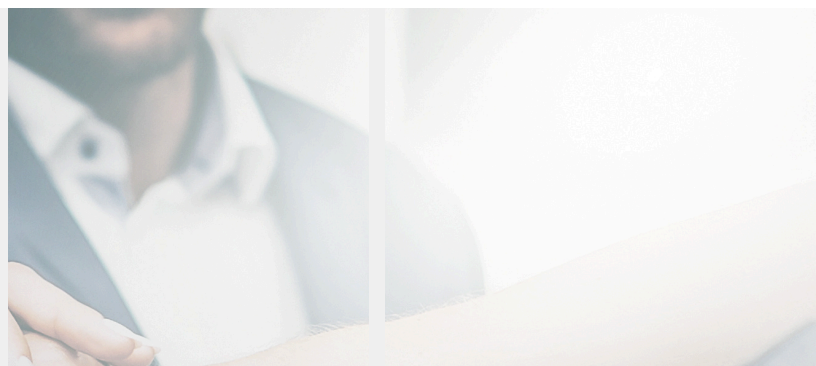


# What We Do

Central Hastings Support Network provides services and programs that address critical service gaps in Central Hastings. We offer a wraparound approach to combat issues of poverty that integrates accessible transportation, food security, and free tax preparation services. This model enables individuals and families facing barriers to access - such as low income, mobility challenges, developmental disabilities, and rural isolation - to access the essential supports they need to move toward stability and improved well-being.



On-Demand Micro Transit



Emergency  
Food Access



Tax Services



Volunteer Drivers







FOOD BANK

# Madoc Food Bank

Our food bank serves as a critical support for individuals and families facing food insecurity. In addition to meeting immediate nutritional needs, we work to reduce the financial pressure on low-income households so that they can cover other essentials - like rent, utilities, or medications - without having to go without meals. We provide a respectful, welcoming environment where everyone is treated with dignity.

This year CHSN addressed food insecurity by :

- ✓ Actively engaging sponsors and donors.
- ✓ Holding food drives in schools, workplaces, and community spaces
- ✓ Creating public visibility through campaigns and social media engagement
- ✓ Building relationships with local businesses, farms, and community partners
- ✓ Seeking funding opportunities through grants and charitable contributions
- ✓ Participating in Second Harvest and other food recovery programs
- ✓ Sourcing and growing a variety of fresh, healthy food
- ✓ Tracking and reporting usage trends to adjust services as needed
- ✓ Offering referrals to additional supports such as housing, employment, and healthcare
- ✓ Advocating for food security and raising awareness about poverty and hunger

IMPACT  
SNAPSHOT

3,954

FOOD BANK  
VISITS

*1 Staff Coordinator*

*20 Volunteers*

*4 Days a Week*

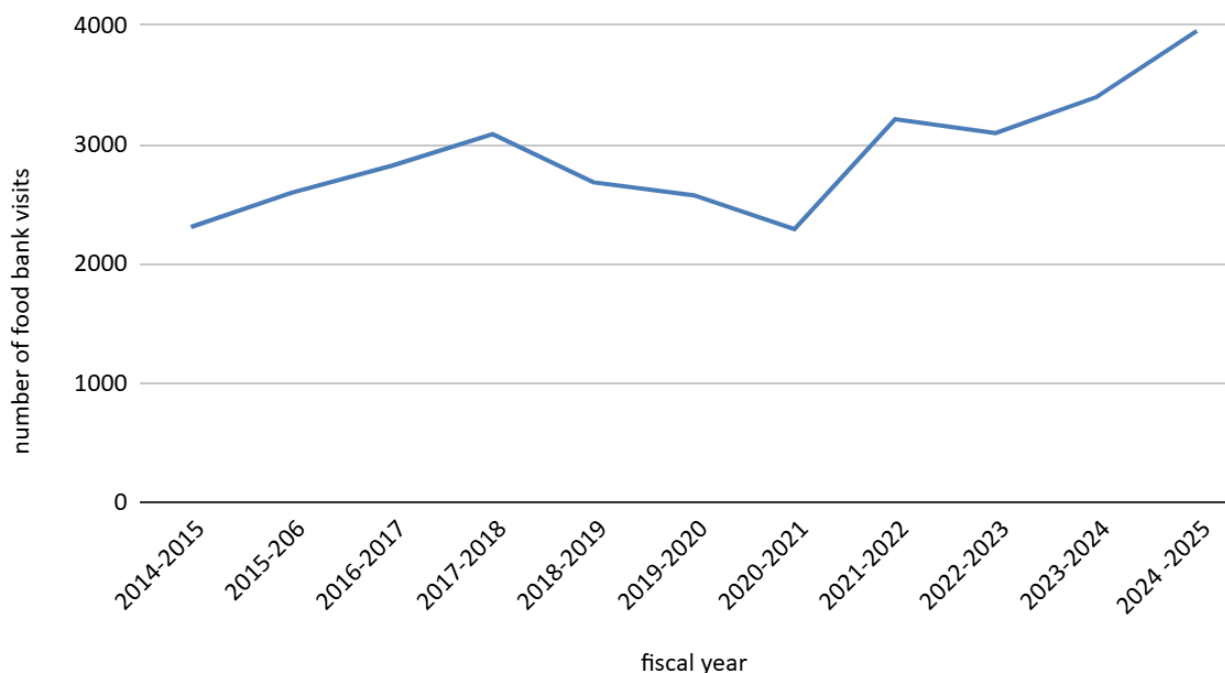
ADVOCATING IN OUR  
*community*



FOOD BANK

## Tracking the Rise in Food Bank Visits

Visits to our food bank have grown year over year, reflecting the increasing need in our community. This past year, we've served an unprecedented number of individuals and families — more than ever before in our history.



As the cost of living rises and more people face financial hardship, CHSN continues to adapt services to match the demand for food assistance. We are committed to expanding our efforts to bring in new investments to ensure food security for community members in need.

MEETING THE NEED IN OUR  
*community*



TRANSIT

# Specialized Transit

HEALTH

INDEPENDENCE

DIGNITY

Operated primarily by our dedicated volunteer drivers and supported by our accessible transit vans, this service is a lifeline for some of the most vulnerable members of our community, including individuals living with:

- physical disabilities
- medical needs
- mental health challenges
- mobility needs
- developmental conditions

It ensures safe, reliable transportation to medical appointments, developmental disability programs, and other essential services — helping people maintain their health, independence, and dignity.

IMPACT  
SNAPSHOT

6,408

Volunteer Drives



## Central Hastings Transit

My adult son Daniel uses the volunteer driver program 3 times per week.

His drivers are reliable, kind and friendly, always take the time to make sure that he meets his connections after leaving the vehicle, and every trip ends with a smile and a wave.

~Debbie B

PROMOTING DIGNITY IN OUR  
*community*



TRANSIT

# Addressing A Larger Issue



In rural communities, where public transit is limited or nonexistent, access to medical care & specialized programs is often compromised by transportation barriers.

**48%**

**of people with disabilities report unmet transit needs\***

**1 in 4**

**rural Ontarians report having to cancel a medical appointment due to transportation barriers\***

\*HPEC Survey & Stats Canada results respectively

✓ The impact of providing rural transit to vulnerable populations is critical to help with the following:

- Reduce missed or delayed medical appointments
- Prevent long-term health complications due to untreated conditions
- Support equity for vulnerable and marginalized populations
- Improve access to essential healthcare services (e.g., specialists, diagnostics, follow-up care)
- Enhance overall health outcomes across the community
- Increase quality of life and preserve personal dignity
- Reduce reliance on emergency services and hospital admissions
- Alleviate caregiver stress and burden
- Enable aging in place for seniors and people with disabilities
- Support public health goals by improving continuity of care
- Strengthen social inclusion by reducing isolation linked to lack of mobility

CREATING EQUITY IN OUR  
*community*





TRANSIT

# On-Demand Transit

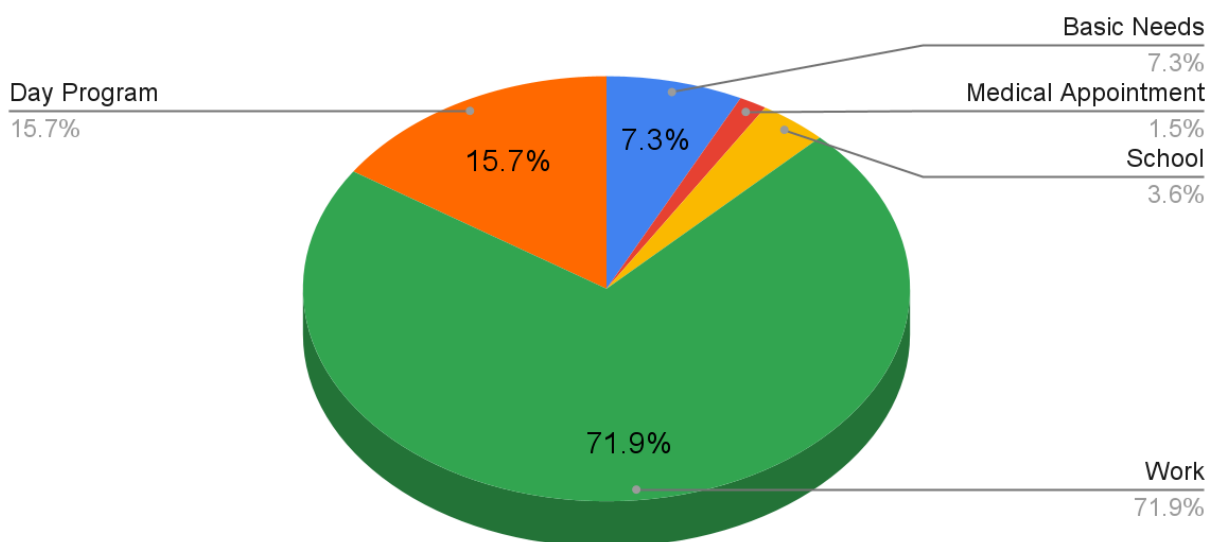
**IMPACT  
SNAPSHOT**  
**19,114**  
Transit Rides

Our on-demand transit program is designed to support individuals who need reliable transportation to get to school, work, and essential services. We currently serve five municipalities across a rural regional area of 2,300 square kilometers — more than three times the size of the entire city of Toronto — so yes, we cover a lot of ground!

Access to transit isn't just about getting from point A to B — it's about reducing poverty by connecting people to opportunities—supporting economic mobility, offering dignity & independence, and improving overall quality of life.

## Purpose of Trip

April 1 - September 30, 2024



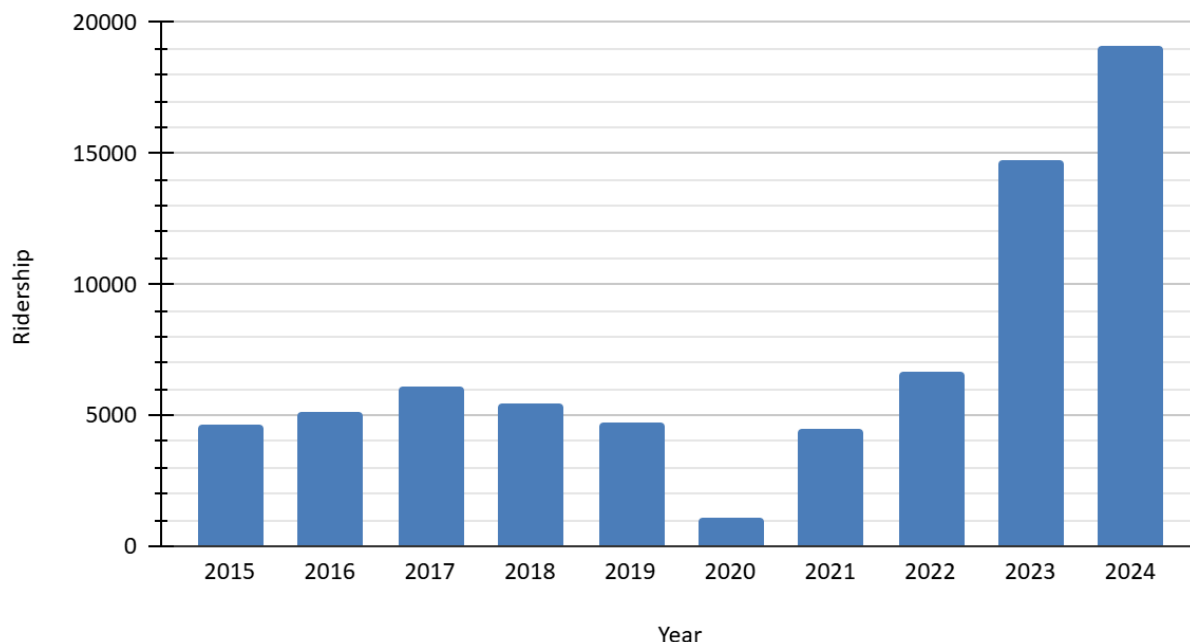
IMPROVING ACCESS IN OUR  
*community*



# Ridership

The demand for rural transit has grown significantly, driven by the transition to a more flexible, on-demand model. After phasing out buses in the previous year due to low ridership and high costs, in 2023 and 2024, word spread about our volunteer-based, door-to-door service—and the response was overwhelmingly positive.

Ridership Data By Year



## A Critical Turning Point

Faced with the high demand, CHSN encountered new challenges: rising costs, a service model we weren't funded to sustain, and overwhelming administrative demands. Our original bus-based program had shifted to reimbursed volunteer drivers—an approach that proved financially unsustainable. To remain viable, we had to make some difficult decisions.

DRIVING CHANGE IN OUR  
*community*



## TRANSIT

# A New Transit Plan

We paused non-essential transit services and partnered with United Way Hastings Prince Edward to identify necessary changes for sustainability. The Rural Transit Community Advisory Committee was reestablished, and CHSN now meets with them quarterly to discuss impact and strategy. Below is our scorecard showing how we're progressing on the goals outlined in that plan.

| Initiative                                                            | Status                         |
|-----------------------------------------------------------------------|--------------------------------|
| Re-establish the Rural Transit Partners Committee                     | Implemented                    |
| Increase reliance on ride-sharing (staff /volunteer vans prioritized) | Implemented                    |
| Dedicated use of CHSN transit vans where costs are not recoverable    | Implemented                    |
| Advance payment for services                                          | Progress - with challenges     |
| Cap on service numbers                                                | Implemented                    |
| Prioritization of workers, students & vulnerable populations          | Implemented                    |
| Fixed transit schedule                                                | Implemented                    |
| Fixed stops for Belleville trips                                      | Implemented as demand dictates |
| Dedicated times and days for in-town transit                          | Progress - with challenges     |
| No town-to-town transit until funding secured                         | Implemented                    |
| Monthly pass rate adjustment (\$200 → \$250)                          | Implemented - scaled           |
| Fare adjustment (\$8 local / \$22 Belleville)                         | Progress - with challenges     |
| Advanced scheduling to reduce admin costs                             | Implemented                    |
| Collaboration with Belleville/Bancroft                                | Exploratory Stage              |
| Online booking software implementation                                | Exploratory Stage              |

BUILDING RESILIENCE FOR OUR  
*community*



TRANSIT

# Financial Highlights

2023-2024  
**14,710**  
Rides

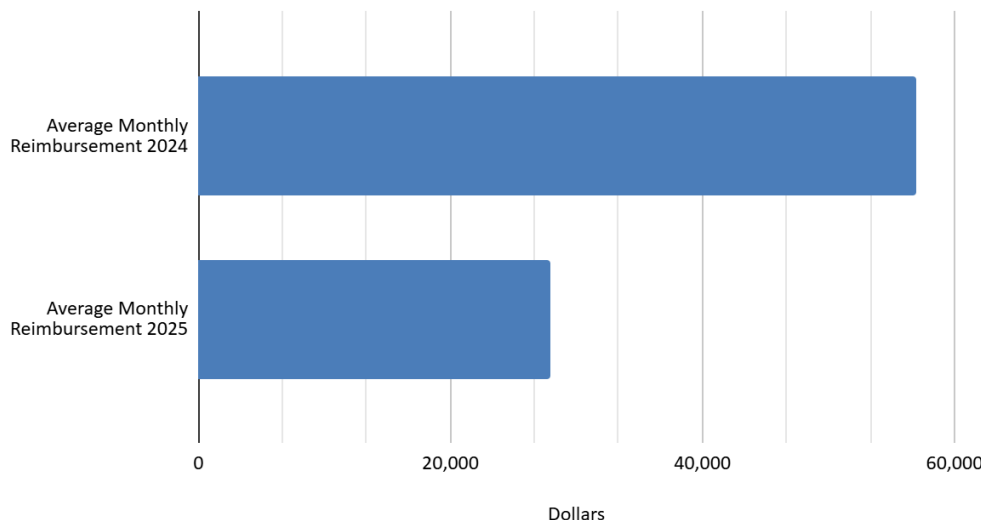
CHSN experienced a **30%** rise in demand for transit services over last year, but key service and operational changes we implemented had an immediate impact, reducing overall expenses by nearly 1%.

**1%**  
**C H A N G E**

2024-2025  
**19,114**  
Rides

While this appears modest on the surface, it marks the first year-over-year decrease in expenses since COVID and reflects a deliberate effort to improve efficiency, even as demand and inflation continued to rise.

## Direct Costs



With a renewed focus on ridesharing and pre-booking, our volunteer reimbursement costs fell dramatically, cutting it by half.

CREATING CHANGE IN OUR  
*community*



TRANSIT

# Redirecting Resources for Greater Impact

5

municipalities

31

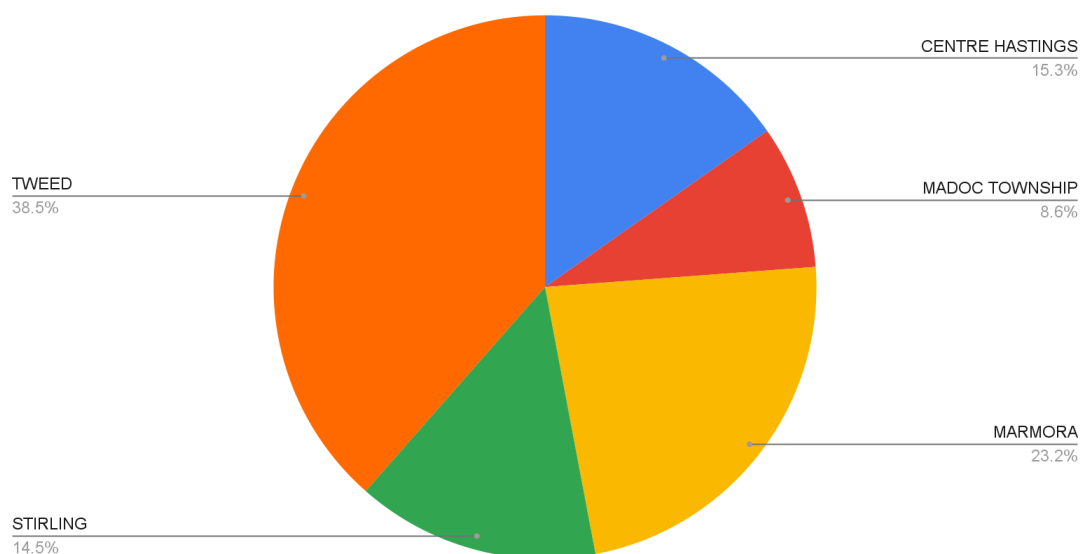
volunteer drivers

2

transit vans

At the end of 2025, we concluded transit services operating outside of our core service area. This strategic decision allows us to focus our efforts and resources on serving our own community more effectively, rather than duplicating transit services already available in neighboring areas. By redirecting these resources—such as staff time, funding, and vehicle use—we can enhance service reliability, improve frequency on key routes, and invest in infrastructure that directly benefits the residents who rely on our system every day. While the full impact of this won't be measurable until next year, we look forward to seeing improved service delivery, more equitable access for rural populations, and increased cost savings.

Public Transit Rides by Municipality



OPTIMIZING SERVICE FOR OUR  
*community*





PROGRAMS

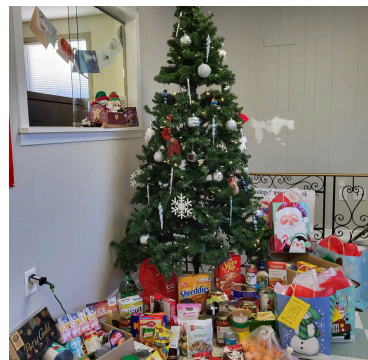
# Bringing Hope for the Holidays

Through our annual Christmas Sharing Program, we partnered with community organizations, private donors, churches, and service groups to ensure families in need experienced a joyful and dignified holiday. This collaborative effort provided ingredients for three full meals on Christmas Day and gift support for children, reaching households who might otherwise go without. By working together, we were able to extend our impact beyond what we could do alone—strengthening community ties while relieving seasonal financial pressure for hundreds of local families.

Made possible through the collaboration of Madoc service clubs, churches, local cadets, and several community agencies—including the Kiwanis Club of Madoc, Madoc Lions, TD Bank—along with local businesses, private donors, and countless volunteers, this program is a powerful example of how collective generosity can bring comfort, joy, and hope during the holidays. Together, our community came together to ensure no one was left behind during the season of giving.

Funds Raised

**\$19,487**



Over

**200**

gifts donated for  
local children



Meals Served

**826**

in December

CELEBRATING OUR  
*community*



## PROGRAMS

# Tax Help That Opens Doors

Through our partnership with the Canada Revenue Agency's Community Volunteer Income Tax Program (CVITP), we provide free, year-round tax filing support to local individuals and families. While many think of tax help as a seasonal need, we recognize that for people living in poverty, filing taxes is often the key to maintaining critical supports like social assistance, dental care, rent supplements, and other income-based benefits.

Our entirely volunteer-led program ensures that no one misses out on the help they're entitled to—whether it's accessing overdue benefits or preventing service interruptions.

This work goes far beyond paperwork—it's a lifeline that helps people stabilize, access resources, and take steps toward long-term security.

## 2024-2025 Tax Help Program Improvements: Streamlining for Greater Access

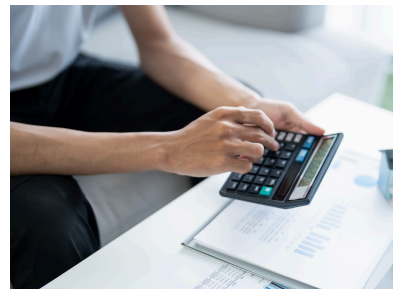
To better support community members in need, we took several steps this year to make our free tax assistance program more accessible, efficient, and user-friendly:

- ✓ Made key forms available online through our website
- ✓ Created plain-language forms and documents to improve clarity and reduce confusion
- ✓ Designated a staff member to be available during business hours to answer questions
- ✓ Developed a step-by-step guide to help clients fill out forms independently and confidently
- ✓ Focused all changes on reducing barriers and ensuring that community members could get the help they need without unnecessary delays or complications

These changes reflect our ongoing commitment to making essential services accessible, especially for individuals navigating poverty and complex systems.

money recovered in benefits

**\$625,000**



**3**

volunteer tax preparers

tax returns completed

**225**

EMPOWERING PEOPLE IN OUR  
*community*



# The True Value of Our Volunteers

IMPACT  
SNAPSHOT

**34,000**

volunteer hours



While it's common to assign a dollar value to volunteer hours, we know that such numbers only tell part of the story. Our volunteers bring far more than their time—they bring compassion, dedication, and a deep commitment to community. Their efforts strengthen not just our programs, but also community connections, trust, and public goodwill. From highly skilled tax support to food distribution and event coordination, the range of expertise and impact varies greatly, making it impossible to capture their true value with a single rate or statistic. What we do know is this: our work simply wouldn't be possible without them. Volunteers are at the heart of everything we do, and their contributions are invaluable in every sense of the word.

COMMUNITY SERVING  
*community*



# YOUR CONTRIBUTIONS MAKE A REAL DIFFERENCE!





We couldn't have  
done it without your  
generous *support.*



Ontario



United Way  
Hastings &  
Prince Edward



FOODLAND

Madoc Thrift Store

CLOTHING AND MORE

Tim Hortons





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 151 St Lawrence St East | PO Box 13 Madoc, ON K0K 2K0

 [www.chsn.support](http://www.chsn.support)

