

# City of Toronto Divisions Addressing Poverty, Housing and Homelessness

## **Shelter, Support & Housing Administration**

<http://www.toronto.ca/housing/index.htm>

Shelter, Support and Housing Administration funds and administers approximately 90,000 social housing units in the City, oversees the operation of over 60 shelters and a range of supports to help people who are homeless find and keep permanent housing, funds affordable housing initiatives and provides a range of supports to tenants, including administration of the City's Tenant Defence Fund. SSHA also delivers the federal Homelessness Partnering Strategy and the City's Streets to Homes program. In delivering these services, SSHA works in partnership with over 300 community agencies.

## **Toronto Employment and Social Services**

[www.toronto.ca/socialservices](http://www.toronto.ca/socialservices)

Toronto Employment and Social Services provides employment services such as career planning, education, training and help for job seekers. It also assists residents to apply for and access provincial income assistance programs such as Ontario Works and Ontario Disability Support Program.

## **Affordable Housing Office**

<http://www.toronto.ca/affordablehousing/index.htm>

The Affordable Housing Office administers funding for housing repairs and modifications and facilitates the development of new affordable rental and ownership housing.

## **Long Term Care Homes and Services**

<http://www.toronto.ca/ltc/>

Long Term Care Homes and Services provides housing, programs and services to help residents maintain an active and independent lifestyle within the community.

## **Children's Services**

<http://www.toronto.ca/children/index.htm>

Children's Services delivers child care in high needs communities and manages child care subsidies and programs that support children, families and caregivers.

## **Social Development, Finance and Administration**

<http://www.toronto.ca/sdfa/>

Social Development, Finance and Administration oversees youth employment and engagement opportunities to over 3,200 youth and provides support to the 13 underserved neighbourhoods. It administers community service funding programs and provides project management for neighbourhood revitalization initiatives.

## **Toronto Public Health**

<http://www.toronto.ca/health/>

Toronto Public Health offers a variety of services including vaccinations, free and low-cost dental care, and information and programs related to the health and safety of residents.

## **Tower Renewal**

[www.towerrenewal.ca](http://www.towerrenewal.ca)

The Tower Renewal Project aims to create a greener, cleaner city, increase social and cultural benefits and create stronger communities, and improve local economic activity within Toronto's aging concrete apartment towers.

## **Municipal Licensing & Standards Division**

[www.toronto.ca/licensing/mrab.htm](http://www.toronto.ca/licensing/mrab.htm)

Municipal Licensing & Standards Division operates the Multi-Residential Apartment Building Audit Strategy, a program to systematically maintain and enforce building standards in Toronto.

## **Other Resources**

### **Your City Can Help**

<http://www.toronto.ca/torontohelps/index.htm>

Your City Can Help is a gateway to many of the programs and services offered to Toronto residents and businesses including Employment and Social Services, Shelter, Support and Housing Administration and the Toronto Public Library.

### **Toronto Community Housing**

<http://www.torontohousing.ca>

Toronto Community Housing provides 58,500 social housing homes. It is also responsible for the revitalization of several neighbourhoods including Regent Park through initiatives to improve social cohesion, community services, housing and employment.

### **Housing Connections**

[www.housingconnections.ca](http://www.housingconnections.ca)

Housing Connections oversees the wait list for social housing and provides information and assistance to people to complete applications and access affordable housing.

### **Housing Help Services**

<http://www.toronto.ca/housing/housing-help-services.htm>

[www.toronto.ca/housing/rentbank.htm](http://www.toronto.ca/housing/rentbank.htm)

Housing Help Workers help people find and keep permanent housing by providing information on available affordable housing, liaising with landlords, advising on housing issues, income support programs and eviction prevention. Housing Help Workers also help people complete applications for social housing and access Rent Bank loans to avoid eviction.

### **Housing Portal**

<http://www.toronto.ca/housingportal/>

The Housing Portal is a gateway to the Affordable Housing Office, City Planning, Housing Connections, Municipal Licensing and Standards, Shelter, Support & Housing Administration and Social Housing websites.

### **211 Community Connections (Toronto)**

[www.211Toronto.ca](http://www.211Toronto.ca)

211 Community Connections Toronto provides a directory to community, social, health and government services.

### **311 Toronto**

<http://www.toronto.ca/311/>

311 Toronto provides a "one-stop" directory to City of Toronto services.