

## Routinely Disclosed Records and Information

Program	Information	Means of Release
<b>Program Support</b>	Nil	
<b>Hostel Services</b>	Hostel Listings and contact info	“Guide to Services for People Who are Homeless” annual publication in hard copy to mailing list for broad distribution (libraries, etc) and on internet
	Information on status of shelter initiatives	Included in “Status of Affordable Housing and Shelter Initiatives” in hard copy and on internet
	Toronto Shelter Standards	Hard copy and on the internet. Copies given to service providers.
	Information on new cases of TB in shelters	Public Health issues generic release which is forwarded by Hostel Services to shelters
	Occupancy rates	On request via email/phone.
	Details of programs offered at city-operated hostels	Individual brochures; Complaints telephone line operators also a source of information for callers
	QA information	Provided through regular staff reports made public and available on internet
Agency funding details	Regular staff reports made public on web.	

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<b>Emergency Planning</b>	Extreme Heat Alerts: location of cooling centres and drop-ins/shelters with extended hours of operation	Media release from Public Health; internet
	Extreme Cold Alert: Calling of the emergency and details of the plan	Media release and internet; info included in Guide to Services
<b>Community Housing Initiatives</b>	Agency funding information from City of Toronto Homelessness Initiative Fund	Annual staff reports available on internet.
	Housing Help Centres listings	“Guide to Services” publication and internet
	Drop in Review documents Drop in Centre listings	Individual brochures; internet Internet “Guide to Services” publication and internet
	Alternative Housing and Services Committee (AHSC) agenda and minutes	Via email to all members (over 1,000), soon to be put on Division website
	City (SSHA, TPH, etc) and community announcements and information	Via AHSC email list
	Major reports (e.g. From Tent City to Housing evaluation)	Internet

<b>Program</b>	<b>Information</b>	<b>Means of Release</b>
<b>Streets to Homes</b>	Results of Street Needs Assessment	Media and internet; presentations to various committees, Divisions and organizations
	Updates on program	Media and internet; update two-pagers; by email/phone request; presentations to various committees, Divisions and organizations
	Info on how to access services	“Guide to Services” publication and internet; cards; presentations to various committees, Divisions and organizations
	Info on city unit	By email/phone request; presentations to various committees, Divisions and organizations
<b>Supporting Communities Partnership Initiative</b>	Details of community plan	Internet
	Program updates	Internet
	Spending updates	Regular staff reports available online.

Program	Information	Means of Release
<p><b>Tenant Support &amp; Policy Development</b></p>	<p>Tenant Forum: discussion and background information</p> <p>General Information about Rental Housing issues and programs (e.g. Rent Bank, Tenant Survival Guide)</p> <p>Information on Tenant Defence Fund, and Tenant Hotline</p> <p>Tax Notification Program</p>	<p>Media and internet</p> <p>Brochures, internet</p> <p>Internet, memorandums about status of fund submitted regularly to Tenant Defence Subcommittee, annual reports on fund and hotline submitted to Tenant Defence Fund Sub-committee, information brochures</p> <p>General information about the program provided by briefing notes to Councillors for Councillors to disseminate as they choose; media; landlord and tenant information hotlines set up to provide information about program and respond to questions</p>

<b>Program</b>	<b>Information</b>	<b>Means of Release</b>
<b>Social Housing Unit</b>	Information on TCHC	Through TCHC publications and website—link from SSHA
	Information on how to apply for social housing	Through Housing Connections website—link from SSHA
	Information on social housing waiting list	Through Housing Connections website—link from SSHA
	Housing Provider Information	On internet and in face-to-face training sessions. Regular updates on legislation and best practices through online newsletters.
<b>Partnership Development</b>	Info on where to get immediate shelter and food	Pamphlet on request to community partners
	Information on services offered	Street helpline 24/7. Number broadly promoted online and in small card handouts available at SSHA offices and distributed on an ad hoc basis by staff to panhandlers on the street