



STAFF REPORT ACTION REQUIRED

2008 Funding Allocations from the City of Toronto Homelessness Initiatives Fund, the Provincial Consolidated Homelessness Prevention Program and Rent Bank Fund

Date:	October 22, 2007
To:	Community Development and Recreation Committee
From:	General Manager, Shelter, Support and Housing Administration Division
Wards:	All
Reference Number:	

SUMMARY

The purpose of this report is to seek approval for 2008 funding allocations to community agencies and City managed shelters to deliver street outreach, housing help (including Rent Bank), drop-in and other services for Torontonians who are homeless or at risk of homelessness. Funding is also recommended for seasonal responses in 2007 and 2008, appeals and the emergency health and safety fund.

Funds for these services are drawn from 2007 and 2008 funding for the City of Toronto Homeless Initiatives Fund (CT-HIF) in the Community Partnership and Investment Program, from the Ministry of Community and Social Services Consolidated Homelessness Prevention Program (CHPP), from the Ministry of Municipal Affairs and Housing Provincial Rent Bank Fund, and from the Shelter, Support and Housing Administration Operating Budget.

RECOMMENDATIONS

The General Manager, Shelter, Support and Housing Administration Division, recommends that:

1. The General Manager, Shelter, Support and Housing Administration be authorized to enter into service agreements with and allocate funds for:

- a. Street outreach services to 10 community agencies in the amounts shown in Appendix A, for a total allocation of \$2,093,343 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program;
 - b. Housing help services within shelters to 26 purchased service shelters/community agencies and six City managed shelters in the amounts shown in Appendix A, for a total allocation of \$6,238,705 gross and \$1,184,300 net. This amount comprises funds from both the 2008 Consolidated Homelessness Prevention Program (\$5,054,405 gross and \$0 net) and the 2008 Hostels Operating Budget (\$1,184,300 gross and net);
 - c. Housing help services outside of shelters to 38 community agencies in the amounts shown in Appendix A, for a total allocation of \$4,037,190 gross and \$2,156,793 net. This amount comprises funds from both the 2008 Consolidated Homelessness Prevention Program (\$1,880,397 gross and \$0 net) and the 2008 City of Toronto Homeless Initiatives Fund (\$2,156,793 gross and net);
 - d. Supports to Daily Living services to 12 alternative housing providers/community agencies in the amounts shown in Appendix A, for a total allocation of \$3,509,600 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program;
 - e. Drop-in services to 27 community agencies in the amounts shown in Appendix A, for a total allocation of \$2,000,513 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program;
 - f. Special projects to nine community agencies in the amounts shown in Appendix A, for a total allocation of \$460,197 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program;
 - g. The Toronto Enterprise Fund to the United Way of Greater Toronto, for an allocation of \$250,000 gross and net from the 2008 City of Toronto Homeless Initiatives Fund;
 - h. The Rent Bank Program to the Neighbourhood Information Post, the lead community agency coordinating the Program in Toronto, for a total allocation of \$1,679,210 gross and \$0 net, plus any accrued interest (estimated at \$25,000). This amount comprises funds from both the 2008 Provincial Rent Bank Fund (\$1,261,910 gross and \$0 net) plus accrued interest, and the 2008 Consolidated Homelessness Prevention Program (\$417,300 gross and \$0 net);
2. The General Manager, Shelter, Support and Housing Administration be authorized to receive \$1,261,910 gross and \$0 net for extension of the Provincial Rent Bank

Program, and to extend the agreement between the City of Toronto and the Minister of Municipal Affairs and Housing to December 31, 2008;

3. The General Manager, Shelter, Support and Housing Administration be delegated authority to enter into service agreements as appropriate and to allocate:
 - a. Up to \$100,000 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program for the 2008 Health and Safety fund consistent with the terms set out in Appendix B;
 - b. Up to \$234,736 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program to implement service plans to re-invest the funds in Supports to Daily Living services;
 - c. Up to \$191,335 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program to re-invest the funds in drop-in services;
4. The General Manager, Shelter, Support and Housing Administration be delegated authority to enter into service agreements as appropriate and to allocate:
 - a. Up to \$237,000 gross and \$137,000 net in unused 2007 funds from the 2007 Health and Safety fund (up to \$100,000 gross and \$0 net from the 2007 Consolidated Homelessness Prevention Program), 2007 appeals fund (\$37,000 gross and net from the City of Toronto Homeless Initiatives Fund in the Community Partnership Investment Program), and from the 2007 Assessment and Referral Centre (\$100,000 gross and net from the Hostel Services Operating Budget) be reallocated within 2007 to implement a cold weather response program in drop-in centres during the 2007/2008 winter season;
 - b. Up to \$200,000 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program to implement a hot weather response program in drop-in centres during the 2008 summer season;
5. Council designate up to \$37,000 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program for appeals of all projects recommended in this report;
6. Council adjust the 2008 Interim Operating Budget (Estimates) to include the funding required for the period between January 1 through April 30, 2008 for the City of Toronto Homeless Initiatives Fund within the Community Partnership Investment Program (\$1,750,755 gross and net) and for the Consolidated Homelessness Prevention Program within the Shelter, Support and Housing Administration Program (\$9,041,506 gross and \$592,150 net);

Financial Impact

In this report, staff recommend allocations of the 2008 Operating Budget, subject to Council's approval of the Budget. In total, staff recommend \$21,031,829 gross and \$3,591,093 net 2008 expenditures. The net amount is \$77,100 less than recommendations for 2007. Should the Operating Budget be reduced through the 2008 Budget approval process, allocations in this report will also be reduced in line with available funds. For 2007, staff recommend expenditures of \$237,000 gross and \$137,000 net from the approved 2007 Operating Budget.

2008 Allocations

The 2008 allocations recommended in this report (all recommendations excluding 4(a)) are within 2008 Operating Budget submission amounts for source funds. These allocations are contingent upon approval of the 2008/2009 provincial budget and the City's 2008 Operating Budget process. Overall, the net amount recommended for 2008 allocations is \$77,100 lower than approved for 2007.

This report recommends allocations from the City of Toronto Homeless Initiatives Fund (CT-HIF) in the 2008 Community Partnership and Investment Program Operating Budget submission. CT-HIF is 100% funded by the City. The 2008 CT-HIF Operating Budget submission is \$2,406,800 gross and net. The net amount is \$77,100 lower than 2007, as funds were transferred to Community Services Programs in CPIP for administration of six projects more suited for administration under this program.

The report also recommends allocations from the Provincial Consolidated Homelessness Prevention Program (CHPP) in the 2008 Shelter, Support and Housing Administration Operating Budget submission. CHPP is funded by the Ministry of Community and Social Services and the City, and administered by the City. CHPP funds for the first three months of 2008 have been approved by the provincial government as part of their 2007/2008 provincial budget. The City contribution to the Program ensures adequate levels of housing help services within shelters, to help clients make the transition to permanent housing. The 2008 CHPP Operating Budget submission is \$18,276,800 gross and \$1,184,300 net. The gross and net amounts for housing help within shelters, found in the Hostel Services Operating Budget, is identical to that in the 2007 Operating Budget.

In addition, the report recommends allocations from the Provincial Rent Bank Fund in the 2008 Shelter, Support and Housing Administration Operating Budget submission. The Provincial Rent Bank Fund is funded through the Ministry of Municipal Affairs and Housing. The City has received \$1,261,900 in 2007 from the province for this program. It is recommended these funds be allocated in 2008 for the Rent Bank program. The 2008 Provincial Rent Bank Operating Budget submission is \$1,261,900 gross and \$0 net. Program delivery funding for the Rent Bank program is also provided through the MCSS CHPP program.

Allocations from these programs are for the January 1 – December 31 service year, with cash flow beginning on January 1. Approvals are sought by Council at this time to ensure there is continuity in the delivery of homeless services through the end of 2007 into the first quarter of 2008. As such, the 2008 Interim Operating Budget (Estimates) will be adjusted to account for the required spending during this period estimated at \$1,750,755 gross and net for the City of Toronto Homeless Initiatives Fund, \$9,041,506 gross and \$592,150 net for the Consolidated Homelessness Prevention Program, and \$630,956 for the Provincial Rent Bank Fund.

As allocations are recommended on an annual basis, there are no financial impacts beyond 2008. The table below shows recommended allocations by service sector and funding source.

FUNDING SOURCE	CHPP		CT-HIF		Provincial Rent Bank		Total	
	Gross	Net	Gross	Net	Gross	Net	Gross	Net
RECOMMENDED								
Street Outreach Services	2,093,343	0	0	0	0	0	2,093,343	0
Housing Help Within Shelters	6,238,705	1,184,300	0	0	0	0	6,238,705	1,184,300
Housing Help Outside Shelters	1,880,397	0	2,156,793	2,156,793	0	0	4,037,190	2,156,793
Supports to Daily Living	3,744,336	0	0	0	0	0	3,744,336	0
Drop-in Services	2,191,848	0	0	0	0	0	2,191,848	0
Special Projects	460,197	0	0	0	0	0	460,197	0
Designated Projects and Funds	337,000	0	250,000	250,000	0	0	587,000	250,000
Rent Bank	417,300	0	0	0	1,261,910	0	1,679,210	0
Total Expenditures	17,363,126	1,184,300	2,406,793	2,406,793	1,261,910	0	21,031,829	3,591,093

2007 Allocations

The 2007 allocations recommended in this report for the winter drop-in response (recommendation 4(a)) are within the City's 2007 approved Operating Budget.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

Annual allocations for 2007 were recommended in the staff report to Council, dated August 23, 2006. The report was approved by Council at its meeting on September 25, 2006, and can be found at:

www.toronto.ca/legdocs/2006/agendas/committees/cms/cms060911/it017.pdf

The Toronto Enterprise Fund is governed by a three year partnership agreement. Council approved renewal of the Partnership Agreement at its meeting on September 28, 2005.

The report can be found at:

<http://www.toronto.ca/legdocs/2005/agendas/council/cc050928/cms7rpt/cl008.pdf>

The previous staff report to Council approving the Provincial Rent Bank allocations was dated June 19, 2006, and approved by Council on July 25, 2006. The report can be found at: www.toronto.ca/legdocs/2006/agendas/committees/cms/cms060705/it019.pdf.

Additional information about the program, including a review of program delivery costs, is contained in the report approved by Council at its meeting of March 29, 2006 as part of the 2006 Operating Budget. This report can be found at:

<http://www.toronto.ca/legdocs/2006/agendas/committees/pof/pof060327/pofdd.pdf>

ISSUE BACKGROUND

Since 1999, the City of Toronto has been the Consolidated Municipal Service Manager (CMSM) for homeless services, as designated by the provincial government. As well, the City supports program funding to community agencies through the Community Partnership and Investment Program.

In these capacities, the City is responsible for managing programs to help homeless people move from the streets to shelters or permanent housing, move from shelters to permanent housing, and assists those at risk of homelessness to maintain their housing. The City delivers homeless services in partnership with community agencies. Agencies receive program funding to deliver services. This report is prepared on an annual basis to recommend funding to community agencies and shelters to support the delivery of homelessness services.

Five sectors have been established to streamline, coordinate and fund homeless services:

- Street outreach: services delivered as part of the Streets to Homes program that connect unsheltered homeless individuals who live outside with housing and support;
- Housing help (within and outside of shelters): services that assist people who are living outside, living in a shelter or who are at risk of homelessness to find and keep housing;
- Supports to Daily Living: services that assist vulnerable tenants in rent-geared-to-income alternative housing to stabilize their housing;
- Drop-ins: services that assist people who are living outside, by providing day time shelter and service access points, and that assist people who are at risk of homelessness to keep their housing and access supports;
- Special projects: established to manage innovation and change. It includes projects that require further review in light of Council's policy direction aimed at ending street homelessness, and those that may need to be phased out or that may be transferred to another sector. It also includes projects that test new approaches, or are responding to emerging challenges.

The first four sectors are Partnership Programs, as they support ongoing activities. The Special Projects sector is an Investment Program which supports projects that are one-time or time-limited.

COMMENTS

1. Allocations by Service Sector

a) 2008 Application Process

Every agency approved for 2007 City of Toronto Homeless Initiatives Fund and the provincial program funding, and in good standing with the City, was invited to re-apply for funding in 2008. Each project was assigned to one of the five sectors through an administrative review process, and each agency completed the 2008 application form developed for that sector. Some projects were moved to a different sector based on evaluation of their submitted application.

A risk assessment and evaluation was conducted on each submitted application. The assessment criteria included organizational capacity and experience, past project performance, the project approach, the project alignment with Council's policy direction, the service needs in the area proposed, the service guideline or essential service implementation plan (as applicable), the cost-effectiveness of the project, and the overall quality and thoroughness of the submission.

On an ongoing basis, the administration of all programs follows policies and procedures established to administer the City of Toronto Community Partnership and Investment Program.

For 2008, the province has increased provincial annualized funding for CHPP by 2%. However, the net amount is \$77,100 less than in the 2007 Operating Budget. Recommended allocations of these funds have been incorporated into this report.

The proposed 2008 allocations result in the following:

- 10 per cent of the funds invested in street outreach services;
- 30 per cent of the funds invested in housing help services within shelters;
- 19 per cent of the funds invested in housing help services outside of shelters;
- 18 per cent of the funds invested in Supports to Daily Living services;
- 10 per cent of the funds invested in drop-in services;
- 2 per cent of the funds invested in special projects;
- 3 per cent of the funds for appeals, a health and safety fund, the Toronto Enterprise Fund, and hot and cold weather responses; and
- 8 per cent of the funds for the Rent Bank program.

The recommended funding is set out in Appendix A. Project descriptions and funding conditions are included in summary sheets in Appendix D.

b) Street Outreach Services

Streets to Homes is a City Council directed strategy which employs an outreach based approach to assist homeless persons achieve permanent housing. Street outreach services connect unsheltered homeless individuals who live outside in public places such as parks, sidewalks and under bridges, with housing and other supports. Outreach workers find unsheltered individuals on their own, or by responding to concerns from other service providers, business or the general public about homeless person(s) in a particular location.

Consistent with Council's policy direction, the focus of street outreach service is to end each person's homelessness. For many, this will be permanent, affordable housing. For others it may include returning to their home community, entering a treatment program, being admitted to a hospital or long-term care facility, or a specialized shelter program. To achieve these permanent solutions, street outreach workers help individuals connect with social assistance, obtain identification and fill out housing applications. Street outreach workers may also connect people with other programs and services such as shelters, drop-in centres, legal clinics and health care.

The length of time required to achieve these permanent solutions can vary from a few days to over a month, and even longer in more complex situations. Street outreach workers encourage homeless individuals to take advantage of interim solutions such as shelters while the more permanent solutions are being finalized.

The Streets to Homes Unit in the Shelter, Support and Housing Administration Division was established in 2005 and is responsible for the overall implementation of street outreach services. It provides support and oversight to City funded agencies delivering street outreach services, provides training, and provides front line supports to clients with more complex needs who are on their own or in encampments. The Street to Homes Unit is also a direct service provider of street outreach services, with housing and follow up support workers who respond to complex cases of people sleeping outdoors.

For the 2008 funding year, the application and evaluation criteria focused on the essential activities and skills needed to deliver street outreach services, with the objective of helping people to leave the streets. In reviewing applications, staff looked at geographic areas of service delivery, hours of service delivery, proposed outcomes in relation to program spending, previous years success in providing outreach and housing services, financial health of the agency, the ability of the agency to meet Council's direction and staff's reporting requirements, the ability of the project to meet the needs of clients as outlined in the Street Needs Assessment, and the policies of the agency related to the provision of outreach services.

For 2008, staff recommend allocations totalling \$ 2,093,343 to 10 community agencies delivering street outreach services, as set out in Appendix A.

c) Housing Help Services

Housing help services assist people who are living in a shelter or who are at risk of homelessness to find and keep housing. Housing access workers help people to find appropriate housing, secure income supports, and connect them with community supports in their new housing. Housing follow-up workers help people to keep their housing by working with landlords, mediating relationships with neighbours, ensuring tenants maintain a source of income, and helping them to avoid eviction in crisis situations. As well, projects that support the system overall are funded through this sector, including a service to connect landlords with housing workers through the posting of low-cost rental units and the provision of advice to tenants regarding the Landlord and Tenant Board process.

Housing help applications were split into two categories: housing help programs within shelters that serve homeless people living in shelters, and housing help programs outside of shelters largely for people who are precariously housed and need to move to new housing or help to keep their current home. Organizations were required to comment on how they were going to meet housing help objectives, the activities and services they planned to undertake, and how they have incorporated client intake and discharge guidelines into their operations.

Housing Help Within Shelters

For 2008, agencies applying for housing help within shelters funding were eligible to apply for ongoing funding up to the same ongoing amount they received in 2007. Staff are recommending total allocations for 26 purchased service shelters/community agencies and six City managed shelters for a total allocation of \$6,238,705 for housing help services within shelters in 2008. This funding supports services at 48 different shelter sites to assist people staying there to find housing. In addition, this funding supports four specialized housing help services that complement basic housing help services in shelters. Recommended funding is listed in Appendix A.

Housing Help Services Outside of Shelters

Agencies applying for housing help outside of shelters funding were eligible to apply for ongoing funding up to the same ongoing amount they received in 2007, and one-time funding equivalent to 2% of their base funding. For 2008, staff recommend allocations totalling \$4,037,190 to 38 community agencies to provide housing help services outside of shelters, as detailed in Appendix A.

Rent Bank Program

The recommended allocations to housing help projects outside of shelters include Rent Bank funding. The Rent Bank provides modest, interest free loans to tenants at imminent risk of eviction to help avoid the eviction. In 2006, 949 loans were provided averaging

\$1,542 each. Of the approved loans, 390 were provided to lone parent families; 339 were provided to singles; 178 to two parent families; and 42 to other household compositions.

On March 27, 2007, the Minister of Municipal Affairs and Housing (MMAH) announced additional funding for the provincial rent bank program. Toronto was allocated \$1,261,910 plus any accrued interest. As funds announced in 2006 were used for the 2007 loan fund, it is recommended that the funds announced for 2007 be used for the 2008 program. Any interest accruing and remaining funds from the 2007 loan fund (estimated at \$25,000) would be allocated for loans in 2008, as required under the agreement.

Seven Rent Bank Access Centres (located in Wards 1, 12, 17, 28, 37, and two in Ward 30, and providing service City-wide) and Neighbourhood Information Post (Central Coordination) deliver the Rent Bank program throughout Toronto. Under the agreement with MMAH, only 10% of MMAH funding can be used to deliver the program. A review of administration costs found that this amount was insufficient, and therefore CHPP funding from the Ministry of Community and Social Services has been used to make up the difference. Again in 2008, \$417,300 in CHPP funding is recommended to make up the difference.

d) Supports to Daily Living

The Supports to Daily Living Program (SDL) is a type of Housing Help program. Through this program, the City funds community agencies that manage social housing projects to provide support services to individuals and families with special needs to help them live independently and keep their housing. Types of support services provided include conflict mediation, crisis intervention, referrals regarding income supports, employment and health care, assistance with budgets, community living and personal care. Housing support services delivered along with rent-gear-to-income housing is one very effective way to assist people with complex issues to keep their housing.

For 2008, staff recommend allocations to 12 community agencies totalling \$3,509,600, as detailed in Appendix A.

In this report, staff recommend that the General Manager of Shelter, Support and Housing Administration be delegated authority to enter into service agreements as appropriate and to allocate an additional \$234,736 gross and \$0 net for Supports to Daily Living services in 2008.

e) Drop-in Centres

Drop-in centres operate at both the emergency and prevention ends of the homeless services continuum, meeting a number of essential functions in the homeless service system. For people who are homeless, drop-in centres provide daytime shelter and access points to housing and other service systems. Drop-in centres also provide supports that help people avoid homelessness. There is a range of services offered. Basic services,

including a place to socialize with acquaintances, meals, clothing, showers, laundry facilities, referrals and the use of a telephone are quite common. Enhanced services, including case management, and employment transition programs are also provided, but less common. Drop-in centres also offer their space for services provided by other agencies, including legal aid, housing help and health care. Some drop-in centres are open to all, while others focus on a specific group (e.g. youth, women, men over 55). According to the 2006 Street Needs Assessment, after shelters, drop-in centres are the service most used by people living outside.

Staff are reviewing the drop-in service sector. This review builds on the findings of earlier reviews of the drop-in sector, the housing help review and changes in street outreach services as they relate to the drop-in sector. It considers such matters as funding levels, basic and enhanced services, integrating drop-in services with other supports for this client group, and emergency responses. A report on findings is planned for 2008.

For 2008, staff recommend allocations totalling \$2,000,513 to drop-in projects to be delivered by 27 community agencies, as detailed in Appendix A.

In this report, staff recommend that the General Manager of Shelter, Support and Housing Administration be delegated authority to enter into service agreements as appropriate and to allocate an additional \$191,335 gross and \$0 net for drop-in services in 2008.

Seasonal Responses

The City undertakes a range of initiatives to respond to extreme weather conditions in the summer and winter months. Over the last few years, drop-in centres have supported hot and cold weather responses by providing safe places for people who are homeless or marginally housed during times when few other services are available (weekends and statutory holidays). People who come to the drop-in centres are encouraged and assisted to leave the streets and to resolve any issues that threaten their housing situation. Meals are also served. In hot weather, drop-in centres provide a cool space for people who are homeless and to people living in housing without air conditioning. As well, they can organize a registry of vulnerable people, and protocols to contact them during hot weather to ensure their safety. In cold weather, the drop-in centres provide a warm space mainly to people who are living outside. Further information about these programs is provided in Appendix C.

Staff are recommending allocations of up to \$237,000 for the winter response in 2007/2008 and up to \$200,000 for the summer response in 2008.

f) Special Projects

The special projects sector has been established to manage innovation and change within the homeless service system on an ongoing basis. In 2007, the sector was used primarily to provide funding for projects that required further review, for example, to determine if

they should be phased out or be transferred to another sector. It also includes projects that test new approaches, or are responding to emerging challenges.

Staff have determined that six former special projects are a better fit with programs administered by Social Development, Finance and Administration (SDFA). These projects focus on providing food, which is consistent with other projects administered under the Community Service Program of SDFA. Shelter, Support and Housing Administration funded these projects in 2007, however, agencies delivering these projects have been invited to apply through the Social Development, Finance and Administration Division for funding in 2008. Through the 2008 Operating Budget Submission process, the equivalent of total funding for these projects will be recommended for transfer from the CT-HIF budget to Community Services Programs in CPIP.

An additional four projects are recommended for funding through the drop-in services sector, as they are projects that align with or support an existing drop-in program. One project is recommended for funding through the housing help within shelters sector as it is delivered in a youth shelter setting, exclusively for residents of the shelter. One project has been transferred into the special projects sector in recognition of its unusual approach to eviction prevention among youth.

For 2008, staff recommend allocations totalling \$460,197 to nine agencies within the special projects sector, as detailed in Appendix A. As noted, some projects assigned to the special projects sector in 2007 have been re-assigned to other sectors. Information about these transfers is provided in Schedule A. During 2008, staff will continue to review the remaining projects regarding their fit with Council priorities or to identify other sources of possible funding.

g) Toronto Enterprise Fund

The Toronto Enterprise Fund is a joint initiative of the federal and provincial governments, the City of Toronto and the United Way of Greater Toronto. The program invests funds to support 12 local Community Economic Development projects for the homeless and those at risk of homelessness in Toronto. Examples of projects include the Phoenix Print Shop (training young people in a commercial print shop setting from which they can graduate to jobs and apprenticeships in the trade, located in Ward 19), Tumivut Earthkeepers (providing employment and horticultural training to youth in partnership with City of Toronto Parks, Forestry and Recreation, located in Ward 21), and St. John's Bakery (operates a retail bakery where marginalized people are employed and trained as apprentices, located in Ward 30).

The United Way administers the program on behalf of the funding partners. The Toronto Enterprise Fund is governed by a partnership agreement. Council approved renewal of the Partnership Agreement in 2005 (Community Services Committee Report 7, Clause 8, September 28, 2005). The recommended allocation of \$250,000 would fulfill the City's commitment for funding for the third year of the three year partnership agreement.

2) Fund Management

a) Health and Safety

Since 2004, Health and Safety funding has been established to permit staff to respond quickly to unexpected situations, stabilize agencies and maintain services. The 2008 criteria for Health and Safety funding are outlined in Appendix B. It is recommended that an allocation of up to \$100,000 be approved for Health and Safety purposes in the 2008 program year.

b) Appeals

City of Toronto policy requires that organizations be given the opportunity to appeal allocations involving City funded programs. For 2008, staff recommend that \$37,000 be designated for appeals of 2008 allocations made through this report. This amount for appeals is consistent with amounts set aside in previous years. It is anticipated that appeals will be considered by the Appeals Sub-Committee at the first available opportunity.

3. Service Achievements

All agencies in receipt of funding are required to submit performance reports. For housing help services, drop-in services and special projects, reports are made quarterly and for street outreach services, reports are made weekly. In addition, agencies are required to submit final reports. Reporting is designed to clearly link project activities with stated outcomes. Service outcome data are compared year over year to gauge performance and trends, and to report to City Council and the province.

Results of key performance indicators for 2006 are detailed in Appendix C.

CONTACT

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ATTACHMENTS

Appendix A: Summary Tables of 2008 Recommended Funding Allocations

Appendix B: Health and Safety Funding Criteria

Appendix C: 2006 Service Achievements

Appendix D: Summary Sheets (*Distributed to Community Development and Recreation Committee members*)

APPENDIX A: SUMMARY TABLES OF 2008 RECOMMENDED FUNDING ALLOCATIONS

Street Outreach Services

Organizations	Ward	2007 Allocated	2008 Requested	2008 Recommended
Agincourt Community Services Association Inc.	40	191,900.59	195,738.60	195,738.60
Albion Neighbourhood Services	1	277,811.00	283,367.22	283,367.22
Central Neighbourhood House	28	166,481.00	169,810.62	169,810.62
Christie/Ossington Neighbourhood Centre	19	122,103.94	124,546.02	124,546.02
COTA Health	15	6,975.47	7,114.98	7,114.98
Findhelp Information Services (Community Information Toronto/Streethelpline)	20	238,192.82	242,956.67	242,956.67
Native Men's Residence ¹	21	499,956.57	380,456.14	380,456.14
Salvation Army Gateway	28	141,264.02	144,089.30	144,089.30
St. Stephen's Community House	20	88,952.54	90,731.59	90,731.59
Toronto North Support Services ²	34	445,619.51	454,531.90	454,531.90
Total		2,179,257.46	2,093,343.04	2,093,343.04

¹ Recommendation includes Mobile Housing project (funded through Housing Help Within Shelters in 2007) and Street Outreach project. Recommended funding for the Street Outreach project was reduced in 2008 at the request of the agency.

² Recommendation includes funding for daytime outreach and evening outreach seven days per week in all Community Council Districts, funded on a one-time basis in 2007.

Housing Help Services Within Shelters

Organization	Ward	2007 Allocated	2008 Requested	2008 Recommended
Christie/Ossington Neighbourhood Centre	19	83,688.00	83,688.00	83,688.00
City of Toronto	27	1,602,213.00	1,602,213.00	1,602,213.00
Cornerstone Baptist Tabernacle of Ontario	21	55,792.00	55,792.00	55,792.00
Covenant House	27	111,584.00	111,584.00	111,584.00
Dixon Hall	28	329,945.00	329,945.00	329,945.00
Eva's Initiatives ¹	20	274,068.00	274,068.00	274,068.00
Fred Victor Centre	28	817,700.00	817,700.00	817,700.00
Good Shepherd Refuge Social Ministries	28	184,987.00	184,987.00	184,987.00
Habitat Services	14	52,429.99	52,429.00	52,429.00
Homes First Society	27	165,046.00	165,046.00	165,046.00
Horizons for Youth	17	83,688.00	83,688.00	83,688.00
Native Child and Family Services of Toronto	20	27,896.00	27,896.00	27,896.00
Native Men's Residence	21	129,367.00	129,367.00	129,367.00
Nellie's	30	55,792.00	55,792.00	55,792.00
Salvation Army Ontario Central Division	40	708,658.00	708,658.00	708,658.00
Second Base (Scarborough) Youth Shelter	35	111,584.00	111,584.00	111,584.00
Society of St Vincent de Paul	27	223,168.00	223,168.00	223,168.00
Street Haven at the Crossroads	27	55,792.00	55,792.00	55,792.00
The MUC Shelter Corporation (Sojourn House)	28	55,792.00	55,792.00	55,792.00
Toronto Community Hostel	20	55,792.00	55,792.00	55,792.00
Touchstone Youth Centre	29	83,688.00	83,688.00	83,688.00
Turning Point Youth Services	27	345,688.00	272,636.00	272,636.00
WoodGreen Red Door Family Shelter	30	223,168.00	223,168.00	223,168.00
World Vision Reception Centre	20	111,584.00	111,584.00	111,584.00
YMCA of Greater Toronto	27	111,584.00	111,584.00	111,584.00
Youth Without Shelter (YWS)	01	83,688.00	83,688.00	83,688.00
YWCA of Greater Toronto ²	22	167,376.00	167,376.00	167,376.00
Total		6,311,757.99	6,238,705.00	6,238,705.00

1. Eva's Harm Reduction project was funded through the Special Projects sector in 2007.

2. Beatrice House was funded as a separate organization in 2007. Staff have recommended that this project be combined with other YWCA funding for 2008.

Housing Help Services Outside of Shelters

Organization	Ward	2007 Allocated	2008 Requested	2008 Recommended
Albion Neighbourhood Services	01	307,588.00	312,739.76	312,739.76
Central Neighbourhood House	28	52,053.00	53,094.06	53,094.06
Centre for Equality Rights in Accommodation	20	76,050.00	77,571.00	77,571.00
Children's Aid Society of Toronto	27	52,933.22	53,991.88	53,991.88
COSTI Immigrant Services	17	410,826.00	418,042.52	418,042.52
Cross Toronto Community Development Corporation (Fresh Start Cleaning)	19	57,596.00	57,596.00	57,596.00
East York/East Toronto Family Resources	30	349,052.72	355,033.77	355,033.77
Evangel Hall	20	52,052.72	53,093.77	53,093.77
Fife House	27	52,052.72	53,093.77	53,093.77
Flemingdon Neighbourhood Services	26	237,625.00	242,377.50	242,377.50
Fred Victor Centre	28	52,052.72	53,093.77	53,093.77
John Howard Society of Toronto	28	86,616.13	88,348.45	88,348.45
LOFT Community Services	20	54,135.00	55,217.70	55,217.70
Massey Centre for Women	29	52,052.72	53,093.77	53,093.77
Metropolitan United Church	27	51,936.00	52,974.72	52,974.72
Midaynta Community Services	22	54,134.83	55,217.53	55,217.53
Native Child and Family Services of Toronto	20	52,052.70	53,093.75	53,093.75
Native Women's Resource Centre of Toronto	27	53,178.00	54,241.56	54,241.56
Neighbourhood Information Post	28	143,324.99	143,845.52	143,845.52
Neighbourhood Link Support Services	32	52,052.72	53,093.77	53,093.77
Oolagen	27	52,936.28	53,995.01	53,995.01
Parkdale Activity Recreation Centre	14	27,067.41	27,608.76	27,608.76
Regent Park Community Health Centre	28	45,689.81	46,603.61	46,603.61
Scarborough Housing Help Centre	37	365,477.00	371,786.54	371,786.54
Sistering: A Woman's Place	19	113,248.78	115,513.76	115,513.76
St. Stephen's Community House	20	56,459.30	57,588.49	57,588.49
Stonegate Community Health Centre	05	52,052.72	53,093.77	53,093.77
Syme-Woolner Neighbourhood & Family Centre	12	78,599.00	80,170.98	80,170.98
The MUC Shelter Corporation (Sojourn House)	28	104,105.00	106,187.10	106,187.10
Toronto Refugee Community Non-Profit Homes & Services	14	52,052.72	53,093.77	53,093.77
VHA Home Healthcare	22	32,481.30	33,130.63	33,130.63
Warden Woods Community Centre	35	62,335.00	63,581.70	63,581.70
West Hill Community Services	36	52,052.72	53,093.77	53,093.77
West Toronto Community Legal Services	19	228,147.50	232,710.45	232,710.45
Wigwamen	22	52,052.72	53,093.77	53,093.77
WoodGreen Community Services	30	416,278.73	423,604.31	423,604.31
Yonge Street Mission	28	52,052.00	53,093.04	53,093.04
York Community Services	12	234,006.10	237,686.22	237,686.22
Total¹		4,376,459.28	4,454,490.25	4,454,490.25

1. For 2008, recommendations include a total of \$417,300 for the program delivery of the Toronto Rent Bank at seven different access sites, and coordinated by a central office.

Supports to Daily Living

Organization	Ward	2007 Allocated	2008 Requested ¹	2008 Recommended
Dixon Hall	28	185,017.65	190,568.18	188,718.00
Ecuhome Corporation	20	1,043,465.90	1,074,769.88	1,064,335.22
Fred Victor Centre	28	137,500.00	149,350.00	145,000.00
Homes First Society	27	739,807.69	762,002.00	754,603.84
Houses Opening Today Toronto (HOTT)	36	94,813.91	97,658.33	96,710.19
Nazareth House	19	115,997.82	119,477.93	118,317.78
Portland Place Non-Profit Housing Corp.	20	113,857.26	117,273.00	116,134.41
Riverdale Housing Action Group	32	33,792.31	34,806.08	34,468.16
Toronto Christian Resource Centre Self-Help Inc.	30	104,040.26	107,161.47	106,121.07
WoodGreen Community Services	30	277,072.62	285,384.80	282,614.07
YSM Genesis Place Homes Inc.	28	128,198.57	132,044.53	130,762.54
YWCA of Greater Toronto	22	462,563.53	476,440.44	471,814.80
Total²		3,436,127.52	3,546,936.64	3,509,600.08

1. Agencies were invited to apply for an up to 3% increase. It was subsequently decided to provide a 2% increase.

2. For 2008, the total amount recommended does not include \$234,736 recommended for allocation through delegated authority (Recommendation 3b).

Drop-in Services

Organization	Ward	2007 Allocated	2008 Requested	2008 Recommended
519 Church Street Community Centre	27	92,120.00	93,962.40	93,962.40
Agincourt Community Services Association Inc.	40	66,060.00	67,381.20	67,381.20
Bloor-Bathurst Interchurch Gathering Spot	20	26,370.99	26,898.41	26,898.41
Christie/Ossington Neighbourhood Centre ¹	19	114,137.00	116,419.74	116,419.74
Davenport-Perth Neighbourhood Centre	17	58,537.32	59,708.07	59,708.07
Evangel Hall	20	14,317.00	14,603.34	14,603.34
Fred Victor Centre ²	28	212,259.59	215,379.87	215,379.87
Good Neighbours Club	27	53,600.00	54,672.00	54,672.00
Good Shepherd Refuge Social Ministries	28	54,510.00	55,600.20	55,600.20
Houselink Community Homes	19	39,351.44	40,138.47	40,138.47
Native Child and Family Services of Toronto	20	19,430.29	19,818.90	19,818.90
Parkdale Activity Recreation Centre	14	10,226.47	10,431.00	10,431.00
Second Base (Scarborough) Youth Shelter	35	40,906.00	41,724.12	41,724.12
Sistering: A Woman's Place	19	120,029.09	122,429.67	122,429.67
St. Christopher House ³	19	101,168.00	102,178.36	102,178.36
St. Stephen's Community House	20	68,926.00	70,304.52	70,304.52
Stop Community Food Centre	17	18,923.05	19,301.51	19,301.51
Street Haven at the Crossroads	27	61,359.00	62,586.18	62,586.18
Syme-Woolner Neighbourhood & Family Centre	12	76,094.00	77,615.88	77,615.88
Toronto Christian Resource Centre	28	138,413.19	141,181.45	141,181.45
Toronto Friendship Centre Inc.	28	179,372.23	182,959.67	182,959.67
Touchstone Youth Centre	29	40,905.00	41,723.10	41,723.10
Warden Woods Community Centre	35	49,548.00	50,538.96	50,538.96
Wychwood Open Door Drop In-Centre	21	59,025.00	60,205.50	60,205.50
Yonge Street Mission	28	26,588.81	27,120.59	27,120.59
York Community Services	12	56,245.57	57,370.48	57,370.48
Youthlink	35	164,960.00	168,259.20	168,259.20
Total⁴		1,963,383.04	2,000,512.79	2,000,512.79

1. The Co-ordinating Community Capacity project was funded through the Special Projects sector in 2007. Staff have recommended this project be combined with the existing Drop-in and Meal Program for 2008.

2. The Community Food Access and RPCHC Women's Project were funded through the Special Projects sector in 2007. Staff have recommended that these projects be funded through the Drop-in Services sector in 2008.

3. The Leadership project was funded through the Special Projects sector in 2007. Staff have recommended that this project be combined with existing Drop-in project in 2008.

4. For 2008, the total amount recommended does not include \$191,335 recommended for allocation through delegated authority (Recommendation 3c).

Special Projects

Organization	Ward	2007 Allocation	2008 Requested	2008 Recommended
Anishnawbe Health Toronto	28	287,000.00	400,000.00	287,000.00
Central Toronto Community Health Centres	19	8,385.00	8,385.00	8,385.00
Ernestine's Women's Shelter	1	4,899.50	4,899.50	4,899.50
Hispanic Development Council ¹	20	52,052.00	52,052.00	52,052.00
Mixed Company	28	10,737.79	10,737.79	10,737.79
Street Health Community Nursing Foundation	28	8,661.82	8,661.82	8,661.82
Toronto Christian Resource Centre	28	69,542.02	69,542.02	69,542.02
Trinity Square Enterprises	27	10,737.79	10,737.79	10,737.79
Women's Habitat of Etobicoke	6	8,181.17	8,181.17	8,181.17
Total²		460,197.09	573,197.09	460,197.09

1. This project was funded through the Housing Help Outside Shelters sector in 2007.

2. The number of projects recommended for funding through the Special Projects sector has decreased by 12 since 2007. For 2008, six projects were invited to apply for food security grants through Social Development Finance Administration, five projects were recommended for funding through other homeless service sectors, and one project received funding from another source.

Recommended Allocations by Community Council District

Community Council District ¹	# of Agencies	# of Projects	2008 Recommended Allocation
Etobicoke York	11	20	1,779,553.08
North York	3	4	704,024.38
Scarborough	8	13	1,929,056.28
Toronto & East York	71	111	14,344,214.51
Totals	93	148	18,756,848.25

1. Based on location of project and not the service area, which may go beyond the Community Council borders.

APPENDIX B: HEALTH AND SAFETY FUNDING CRITERIA

Purpose:

This fund enables the Shelter, Support and Housing Administration Division to provide support to agencies and services in unexpected situations. The funding is to assist agencies which incur expenses due to changes in operation or operating situations that impact upon the health and safety of staff and/or clients.

Funding Conditions:

The funding conditions were first approved by Council at its meeting of July 22, 23, and 24, 2003, Report Number 6, Clause 17. All projects in the following service sectors are eligible to apply for Health and Safety Funds:

- Street outreach services,
- Housing help services outside of shelters,
- Drop-in services, and
- Special projects.

Allocation of these funds may not exceed \$10,000.00 per agency and must meet the following criteria:

1. Programs/agencies must already be approved for funding through one or more of the named service sectors;
2. Requests for funding must be provided in writing to the Shelter, Support and Housing Administration Division, and include information and documentation on the need for the funds and projected or incurred expenses;
3. The requests must be for one-time costs only and cannot be for on-going operating costs;
4. The applicant must demonstrate that it does not have unrestricted reserves that it can access for the purpose and amount that Health and Safety funds are requested;
5. The approved amount may not exceed \$10,000.00; and
6. Agencies will report to the Shelter, Support and Housing Administration Division on the use of the funds.

APPENDIX C: 2006 SERVICE ACHIEVEMENTS

The Shelter, Support and Housing Administration Division has a performance measurement system which is used in the allocation and monitoring of all homelessness programs. Measures have been revised from time to time to reflect policy changes and provincial reporting requirements.

In 2006, projects funded through the Division were required to report on specific measures based on the type of service they provided. Data and outcomes for the following service sectors are shown below:

- Street outreach services
- Housing help services
- Supports to Daily Living services
- Drop-in services, and
- Special projects.

The data reflects key measures from 2006 for all projects funded by service sector. The data is collected by agency and type of service accessed, so some households may be counted by more than one agency or in more than one category of service. For example, a family using an eviction prevention service may later use a drop-in program. The results below reflect the achievements of individual service sectors.

(a) Street Outreach Services:

Street outreach workers in community agencies work closely with City Streets to Homes staff to find permanent housing for people who are living outside. In 2006, through their combined efforts, outreach workers encountered 1361 new clients who were absolutely homeless and sleeping outdoors. Outreach workers assist their clients through each step needed to find housing, such as replacing identification, accessing income supports, completing housing applications, and searching for apartments. More than 414 people living outdoors were housed, 60 per cent of whom were housed in the private market.

(b) Housing Help Services:

The Housing Help sector provides services that help individuals and families who are homeless or at risk of homelessness to find and keep housing and prevent evictions. Programs, supports and activities include assistance to find affordable housing, support and assistance once housed in the community, and prevention activities for households at risk of eviction.

Finding Housing

In 2006, projects delivering housing help services in shelters assisted 8,000 households or approximately 9,500 people. Not everyone that housing workers engage are ready to be housed, and for many people, it takes perseverance and repeated efforts. Of these

households engaged by housing workers in shelters, 4,700 were housed during the year, with 58 per cent in private market housing.

Housing help services provided outside of shelters assisted approximately 8,600 households in 2006, most of who were at risk of losing their housing. These households, many of them families, reflect an estimated 17,200 individuals. Housing workers outside of shelters assisted 5,100 of these households to secure new housing, 56 per cent of who were housed in the private market.

Keeping Housing

When people access housing, it is often necessary to provide supports to stabilize them in their housing, such as assistance with making decisions, providing orientation to a new community, linking clients to community supports, helping with budgets and counselling and negotiating with landlords to be flexible about any arrears payments. In 2006, housing help projects within shelters provided supports to stabilize 5,300 households in their housing. Housing stabilization supports in housing help projects outside of shelters were provided to 7,700 households in 2006.

Preventing Eviction

Once people are housed, community agencies work hard to prevent evictions from happening again, through supports such as the Rent Bank, landlord-client mediation and referrals to legal clinics. In 2006, housing help projects within shelters worked with 600 households at serious risk of eviction – in many cases an application for eviction had already been filed with the Ontario Rental Housing Tribunal. During this period, agencies report that 400 evictions were prevented.

Eviction prevention is an extensive service for housing help projects outside of shelters. In 2006, these projects worked with 5,800 households at risk of eviction. In 4,100 cases, the eviction was prevented.

Rent Bank Loans

The Rent Bank provides modest, interest free loans to tenants at imminent risk of eviction to help avoid the eviction. In 2006, over 2,000 households were screened for loans, with 1,490 applications completed. Of the completed applications, 949 loans were approved averaging \$1,542 each.

The maximum loan available to a household is the equivalent of up to two months' rent, or \$2,500, whichever is less. Of the approved loans, 390 were provided to lone parent families; 339 were provided to singles; 178 to two parent families; and 42 to other household compositions.

(c) Supports to Daily Living

Supports to Daily Living help people who are housed in alternative housing, stay housed. For example, some projects provide support services such as budgeting, assistance with homemaking, community living and personal care, to enable people with special needs to live independently in the community and to prevent evictions. In 2006, 1,900 households in alternative housing (mostly single people) were provided with supports to assist them in maintaining their housing.

(d) Drop-In Services:

Drop-in centres operate at both the emergency and prevention ends of the homeless services continuum. They provide daytime shelter for people who are homeless, act as access points to other service systems, provide supports, and help reduce social isolation for people in marginal housing arrangements to prevent them from becoming homeless.

Drop-in service providers see a large volume of clients on any given day. On an average weekday in the previous funding year, the 28 drop-in centres funded through CHPP served an estimated 2,600 individuals. On an average weekend day (when fewer drop-in centres open) an average of 1,300 people were served. Drop-in centres also made a total of 18,400 referrals to shelters and 14,100 referrals to housing over the year.

Seasonal Responses

In 2006, 432 extra hours of drop-in services were provided at six drop-in centres on weekends and statutory holidays from June 3 to August 20. On average 78 people attended each day they were open. People came to cool off, to get water, to eat and for TTC tickets to return home or get to a shelter. Drop-in centre staff referred 70 households to shelters during this time.

During the winter of 2006/2007, 687 extra hours of drop-in services were provided at four drop-in centres on weekends and statutory holidays from December 22, 2006 – April 1, 2007. 1465 different people attended to warm up, to eat and to obtain TTC tickets. Drop-in centre staff referred over 700 people to shelters.

(e) Special Projects:

In 2006, the special projects sector included some meal and food preparation programs, social purpose enterprise programs, harm reduction and various other programs for homeless and marginally housed people. These projects have a variety of positive outcomes, but are different for each type of project.

In 2006, an estimated 5,900 people who were homeless or at-risk of homelessness were served by special projects. Of these clients, 3,300 were involved in food programs, 800 were engaged in skill building and counselling programs, 410 received TTC tokens for

appointments and to get to shelters, 830 received harm reduction counselling, and 170 were involved in other housing related programs.

APPENDIX D: SUMMARY SHEETS

(Distributed to Community Development and Recreation Committee members)