



## STAFF REPORT ACTION REQUIRED

### 2009 Funding Allocations from the Toronto Homelessness Initiatives Fund, the Provincial Consolidated Homelessness Prevention Program and Rent Bank Fund

<b>Date:</b>	October 30, 2008
<b>To:</b>	Community Development and Recreation Committee
<b>From:</b>	General Manager, Shelter, Support and Housing Administration Division
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### SUMMARY

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The purpose of this report is to seek approval for 2009 funding allocations to community agencies for Torontonians who are homeless or at risk of homelessness. Funding is also recommended for projects beginning in 2008 and the health and safety fund.

This report also provides information on funding for 2009 partnership programs administered by the Shelter, Support and Housing Administration Division including street outreach, housing help services within and outside of shelters, the Supports to Daily Living program, and drop-in services, approved through Council delegated authority to the General Manager, Shelter, Support and Housing Administration Division.

Funds for these services are drawn from the City of Toronto Homeless Initiatives Fund (CT-HIF) in the Community Partnership and Investment Program (CPIP), 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 2009 proposed Shelter, Support and Housing Administration Operating Budget.

## **RECOMMENDATIONS**

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

The General Manager, Shelter, Support and Housing Administration, be:

1. delegated authority to enter into service agreements and allocate funds to partnership programs to establish eleven new or changed housing help, street outreach and social enterprise partnership programs in the amounts shown in Appendix A, for a total allocation of \$2,157,706 gross and \$0 net, comprised of up to \$1,907,706 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program and up to \$250,000 gross and net from the 2009 City of Toronto Homeless Initiatives Fund, subject to approval of the 2009 Operating Budget;
2. delegated authority to enter into service agreements and allocate funds to investment programs to:
  - a. ensure basic services are delivered at four drop-in centres from May to December 2009 for a total allocation of up to \$100,897 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program, as shown in Appendix B, subject to approval of the 2009 Operating Budget;
  - b. provide extended hours of service at nine drop-in centres during the 2008/2009 winter season, for a total allocation of up to \$154,855 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program, as shown in Appendix B under Priority 1;
  - c. provide extended hours of service at nine drop-in centres during the 2009 spring and summer seasons, for a total allocation of up to \$203,938 gross and \$56,062 net, comprised of up to \$147,876 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program and up to \$56,062 gross and net from the 2009 City of Toronto Homeless Initiatives Fund, as shown in Appendix B under Priority 2, subject to approval of the 2009 Operating Budget;
  - d. provide extended hours of service at nine drop-in centres during the 2009 fall and winter seasons, for a total allocation of up to \$203,938 gross and net from the 2009 City of Toronto Homeless Initiatives Fund, as shown in Appendix B under Priority 3, subject to approval of the 2009 Operating Budget;
  - e. support four drop-in investment programs and one housing help investment program to support sector-wide training and capacity building, and address gaps in drop-in service, in the amounts shown in Appendix C,

for a total allocation of \$487,000 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program; and

- f. provide one-time transitional funding for five special project investment programs identified in Appendix C to promote an orderly transition from investment funding by providing agencies with time to identify alternative sources of funding or wind down their operations, for a total allocation of \$20,433 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program;
3. delegated authority to enter into service agreements to:
    - a. provide financial resources for the 2009 Health and Safety fund consistent with the terms set out in Appendix E, for a total allocation up to \$100,000 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program, subject to approval of the 2009 Operating Budget;
    - b. invest in Supports to Daily Living services for a total allocation of up to \$250,000 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program, subject to approval of the 2009 Operating Budget; and
    - c. invest in drop-in services for a total allocation of up to \$200,000 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program, subject to approval of the 2009 Operating Budget; and
  4. authorized to allocate \$1,823,757 gross and \$0 net, plus accrued interest, from the 2009 Provincial Rent Bank Fund to the Neighbourhood Information Post, the lead community agency coordinating the Rent Bank Program in Toronto, subject to approval of the 2009 Operating Budget.

### **Implementation Points**

All expenditures are subject to the 2009 Operating Budget process. The spending requested for the January – April time frame will be included in the 2009 Interim Operating Budget estimates.

The allocations recommended in this report are for services that help Torontonians find and keep their housing using funds from the City of Toronto Homeless Initiatives Fund (CT-HIF) in the Community Partnership and Investment Program (CPIP), 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 2009 proposed Shelter, Support and Housing Administration Operating Budget.

2008 allocations from the Consolidated Homelessness Prevention Program (CHPP) are all zero net, and if not spent, would be returned to the Ministry of Community and Social Services at year end.

Allocations for extended drop-in service during the coldest time of the year (Recommendation 2b) are for December 15, 2008 to April 30, 2009. The total cost for these services is \$230,314, and \$75,000 has already been allocated under an existing delegated authority to the General Manager, Shelter, Support and Housing Administration for this purpose. Authority is needed to allocate the further 2008 funds (\$154,855) required to cover the full cost of the winter drop-in program. Allocations for training, outcome development and food projects (Recommendations 2e) are for December 15, 2008 to December 31, 2009. Allocations for transitional funding for special projects (Recommendation 2f) are for December 15, 2008 to June 15, 2009.

Allocations for drop-in, street outreach and other partnership programs, and the Rent Bank (Recommendations 1 and 4) are for the 2009 service year (January 1 to December 31), with cash flow beginning on January 1, 2009. Approvals are sought at this time to ensure there is continuity in the delivery of homeless services through the end of 2008 into the first four months of 2009. Allocations for drop-in services (Recommendations 2a, 2c, 2d) are for operations beginning May 1, 2009, and are subject to approval of the 2009 Shelter, Support and Housing Administration Operating Budget.

Up to \$37,000 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program has been set aside for appeals of recommendations 1, 2a, 2c, 2d, 2e and 2f, subject to approval of the 2009 Operating Budget.

Allocations made through delegated authority for the Health and Safety Fund (Recommendation 3a), the Supports to Daily Living services (Recommendation 3b) and drop-in services (Recommendation 3c) will be made within 2009. Delegated authority for these funds is sought as decisions on final allocation amounts and recipients are not known at this time.

## **Financial Impact**

In this report, staff recommend expenditures of \$662,288 gross and \$0 net from the 2008 Consolidated Homelessness Prevention Program (Recommendations 2b, 2e and 2f). Sufficient funds are available in the 2008 approved Operating Budget for these expenditures, due to savings from programs previously approved.

The table below provides a summary of the 2009 expenditures recommended in this report. Information is provided on 2009 Operating Budget submissions for reference purposes.

2009 Expenditures	CHPP		CT-HIF		Provincial Rent Bank		Total	
	Gross	Net	Gross	Net	Gross	Net	Gross	Net
Street Outreach Services	1,662,996	0	0	0	0	0	1,662,996	0
Housing Help Outside Shelters	244,710	0	0	0	0	0	244,710	0
Supports to Daily Living	250,000	0	0	0	0	0	250,000	0
Drop-in Services	448,773	0	260,000	260,000	0	0	708,773	260,000
Designated Projects and Funds	100,000	0	250,000	250,000	0	0	350,000	250,000
Rent Bank	0	0	0	0	1,823,757	0	1,823,757	0
<b>Total</b>	<b>2,706,478</b>	<b>0</b>	<b>510,000</b>	<b>510,000</b>	<b>1,823,757</b>	<b>0</b>	<b>5,040,235</b>	<b>510,000</b>

\* Net is from the 2009 Community Partnership and Investment Program Operating Budget

Staff recommend allocations from the 2009 Operating Budget, subject to Council's approval of the Budget. In total, staff recommend \$5,040,235 gross and \$510,000 net 2009 expenditures. Should the Operating Budget be reduced through the 2009 Budget approval process, allocations in this report will also be reduced in line with available funds. As Operating Budgets are approved on an annual basis, and as allocations of partnership programs are contingent on sufficient budgets, there are no financial impacts beyond 2009.

Some recommended allocations would be funded from the City of Toronto Homeless Initiatives Fund (CT-HIF) in the 2009 Community Partnership and Investment Program Operating Budget submission (Recommendations 1, 2c, and 2d) CT-HIF is 100% funded by the City. The 2009 CT-HIF Operating Budget submission is \$2,714,929 gross and net. The net amount is \$308,136 higher than 2008, as additional funds have been requested to address cost of living increases for community agency operations (\$48,136 gross and net) and to increase funding to drop-in centres (\$260,000 gross and net). However, the enhanced funding of \$308,136 requested in 2009 for CT-HIF in CPIP is subject to the 2009 Operating Budget process.

Other recommended allocations would be funded from the Provincial Consolidated Homelessness Prevention Program (CHPP) in the 2009 Shelter, Support and Housing Administration Operating Budget submission (Recommendations 1, 2a, 2c, 2d, and 3). CHPP is 100% funded by the Ministry of Community and Social Services, and administered by the City. CHPP funds for the first three months of 2009 have been approved by the provincial government as part of their 2008/2009 provincial budget. The 2009 CHPP Operating Budget submission is \$19,026,400 gross and \$1,543,900 net.

The City received \$1,823,757 gross and \$0 net in the Provincial Rent Bank Fund in the 2008 Shelter, Support and Housing Administration Operating Budget from the Minister of Municipal Affairs and Housing. This report recommends allocating 100% of these funds to the Neighbourhood Information Post, the community agency coordinating the delivery of the Rent Bank Program in Toronto, for operation from January 1 to December 31, 2009 (Recommendation 4).

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

## **DECISION HISTORY**

This report is prepared on an annual basis by the Shelter, Support and Housing Administration Division to recommend funding from the City of Toronto Homelessness Initiatives Fund, the provincial Consolidated Homeless Prevention Program, the Provincial Rent Bank and the Shelter, Support and Housing Administration Operating Budget to community agencies and shelters to provide services to people who are homeless or at risk of homelessness.

A new approval process for partnership programs is outlined in the staff report CD16.5 “Options to Streamline and Improve Funding Administration”, and was approved by Council on June 23 and 24, 2008. Recommendation 4 of the report gave delegated authority to division heads to allocate funds to all partnership programs, provided the allocation is identical to the previous year’s allocation, with the exception of technical adjustments (such as inflationary type increases); and the partnership organization has not requested an increased allocation. As directed by Council, this report seeks authority for allocations only to new or changed partnership projects, and to investment projects. The Options to Streamline report can be found at:

[www.toronto.ca/legdocs/mmis/2008/cd/bgrd/backgroundfile-13492.pdf](http://www.toronto.ca/legdocs/mmis/2008/cd/bgrd/backgroundfile-13492.pdf).

Recommendations for 2008 allocations were made in the staff report CD10.8, “2008 Funding Allocations from the City of Toronto Homelessness Initiatives Fund, the Provincial Consolidated Homelessness Prevention Program and Rent Bank Fund,” approved by Council on November 19 and 20, 2007. The report provides information on 2008 allocations to partnership projects and a record of past approvals of partnership programs by the Shelter, Support and Housing Administration Division. It can be found at: [www.toronto.ca/legdocs/mmis/2007/cd/bgrd/backgroundfile-7904.pdf](http://www.toronto.ca/legdocs/mmis/2007/cd/bgrd/backgroundfile-7904.pdf). A listing of partnership projects approved by Council in 2008 and for which funding has been allocated for 2009 pursuant to the Options to Streamline report is provided for information purposes as Appendix D.

An enhancement to the Street to Homes program was recommended in the staff report EX20.1, “Enhancing Streets to Homes Service to Address the Needs of People who are Street Involved, Including Those who Panhandle,” approved by Council on May 26 and 27, 2008. This report can be found at:

[www.toronto.ca/legdocs/mmis/2008/ex/bgrd/backgroundfile-12533.pdf](http://www.toronto.ca/legdocs/mmis/2008/ex/bgrd/backgroundfile-12533.pdf). This enhancement resulted in changes to the services of five street outreach projects in the downtown area, which are funded by CHPP. Approval of allocations for the changed partnership projects is sought in this report, shown in Appendix A.

## **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 by providing program funding and coordinating services, based on a “housing first” model. This model is aimed at ending homelessness through a range of approaches that help people to find and keep housing.

Five sectors have been established to streamline, coordinate and fund homeless services within this housing first context:

- **Street Outreach:** services delivered as part of the Streets to Homes program that connect street involved people to housing and supports.
- **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. These projects are also aimed at eviction prevention.
- **Supports to Daily Living:** services that assist vulnerable tenants in rent-geared-to-income alternative housing to stabilize their housing and remain housed.
- **Drop-in Services:** services that assist people who are homeless and at risk of homelessness, by providing day time space, basic services, access to other services, and help them to find and keep housing.
- **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**

### **New Approval Process for 2009**

The staff report from the Executive Director, Social Development Finance and Administration, “Options to Streamline and Improve Funding Administration,” outlines an amended approval process for City partnership programs. The report was approved by Council on June 23 and 24, 2008. To reduce the approval timeline and issue advance payments, the report recommended that authority to approve partnership programs be updated to reflect the City’s 2005 administrative restructuring and mirror other City

processes for the purchase of goods and services. It recommended that only those partnership organizations where there is a change in the allocation go forward to Council for approval. Organizations that have already had their assessment as a partnership organization and corresponding allocation approved by Council in a previous funding period, would not require Council approval so long as only technical adjustments to the allocation were made. Program-wide cost of living adjustments is an example of a technical adjustment.

The City of Toronto Homeless Initiatives Fund (CT-HIF) and Consolidated Homelessness Prevention Program (CHPP) are administered based on the Toronto Grants Policy. All partnership programs funded through the Shelter, Support and Housing Administration Division were approved by Council as part of the 2008 allocations process. These included street outreach, housing help (within and outside of shelters), Supports to Daily Living, and drop-in partnership programs.

Applications for 2009 funding were received for each partnership program, and a risk assessment and evaluation was conducted on each application. As required under the Toronto Grants Policy, 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.

Based on the delegated authority issued to the General Manager of Shelter, Support and Housing Administration Division through the Options to Streamline report, all partnership programs with no change to the requested amount, and assessed favourably based on the above criteria, were recommended for the same allocation as for 2008 plus a technical adjustment of 2% towards addressing rising operating costs. Drop-in Partnership Programs approved last year were included in this streamlined process. As in past years, all programs will be required to submit regular reports on service outcomes and participate in site visits with City staff. All allocations are subject to Council approval of sufficient funds in the relevant 2009 Operating Budgets.

This streamlined process has provided tangible benefits to funded community agencies. It has reduced the approval timeline, allowed for advance payments to flow so that service to vulnerable people is uninterrupted, and provided enough funding security to help agencies retain staff. When the funding approval is too close to the start of the operating period, agencies are often put in the difficult situation of having to issue layoff notices to competent staff to provide enough notice in the event that funding is not continued, and service may be compromised.

Appendix D provides a summary of 2009 partnership programs approved through this approach subject to available funds. Detailed information on each project will be available on the City website at: [www.toronto.ca/housing](http://www.toronto.ca/housing)



## **Multi-year Funding Agreements**

The “Options to Streamline and Improve Funding Administration” report names the lack of multi-year funding as a key issue frustrating community agency operations. It states that annual application cycles increase the administrative burden on organizations and compromise longer term planning. To address this issue, Council approved a recommendation for the Community Services Partnership Program to provide organizations with options for up to four year funding periods.

The Shelter, Support and Housing Administration Division is implementing a multi-year funding initiative. Starting in 2009, all Housing Help Partnership Programs Outside of Shelters and the Toronto Enterprise Fund (a partnership with the United Way of Greater Toronto) have been invited to sign three year funding agreements. Over the next two funding cycles, they will not be required to submit full applications for funding, but will be required to submit regular reports and an annual financial statement. The agreements contain clauses that stipulate continued funding is contingent on Council approval of Operating Budgets, the good standing of the agency, and satisfactory program performance. This approach will save agency and City staff efforts, and facilitate longer term planning by the agency. Partnership programs in other sectors of service will be invited to sign multi-year agreements starting in 2010.

## **New or Changed Partnership Programs**

Seven projects currently funded through Shelter, Support and Housing Administration are recommended for funding as partnership projects. These projects are listed in Appendix A.

The first project was previously funded through the Support to Daily Living partnership program, and was found to be a better fit under the Housing Help Services Outside of Shelters partnership program as the agency is not an alternative housing provider (all other projects are delivered in alternative housing projects). The second and third projects were formerly in the Special Projects Investment Program. After review, these projects have been determined to be a good fit with the Council priority to end homelessness, and are recommended as partnership programs within the Housing Help Outside Shelters sector requiring a long term commitment. The fourth project has been funded through a multi-year partnership agreement since 2001 between Shelter, Support and Housing Administration, the United Way and the Ministry of Community and Social Services. Shifting this project to partnership project status formalizes the existing relationship, and will streamline administration in future years. In addition, the City and the federal government have supported this program through the Supporting Communities Partnership Initiative and the Homelessness Partnering Strategy.

The fifth and sixth projects were formerly in the Special Projects investment program. After review, these projects have been determined to be Street Outreach Partnership Programs requiring ongoing funding.

## Street Outreach Partnership Programs:

Streets to Homes is a City Council directed strategy and program which uses an outreach based approach to assist homeless persons achieve permanent housing. Street outreach services connect street involved people (homeless and living outdoors, those in shelter at night but on the street during the day, and housed and panhandling) to permanent 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 a homeless or street involved person in a particular location.

Following the enhancement of the Streets to Homes program in the spring of this year, the services delivered by some downtown Street Outreach Partnership Programs has changed to complement the enhancement. Street outreach services are now being provided directly by City staff in the downtown, thereby reprofiling five projects to address complementary service priorities. In consultation with City staff on service gaps, the agencies have restructured their programs to meet the needs of Streets to Homes clients in ways other than directly providing street outreach services, such as trusteeship and follow-up supports once housed. Changes to each program are described in Appendix A.

## Drop-in Services

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 shelter from the elements, meals/refreshments, washrooms, telephone, information and referral and individualized support are quite common. Other services, including case management and employment transition programs are also provided, but are 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 who are homeless.

### Service Gaps:

A review of drop-in services in Toronto was undertaken to ensure all funding related to housing and homelessness was adhering to the City's priority of helping people find and keep housing. Initial results of the review have identified a number of service gaps at drop-in centres.

1. Low levels of front line staff, with some drop-in centres operating with one staff person on the floor and no backup;
2. Limited service on weekends, and statutory holidays;

3. Limited service outside the downtown core;
4. Need for staff training due to high turnover rates; and
5. Support to provide nutritious meals.

Funding priorities were developed to address these gaps, in consultation with a drop-in review advisory group. To address gaps 1, 2 and 3, applications for drop-in services in 2009 for the first time included an opportunity to submit a separate business case for funding of these priorities. Gaps 4 and 5 are discussed in the Investment Programs section of this report. In all, recommendations are made for funding allocations to help address all five gaps listed. Business cases were also invited for increased staffing to improve the individualized service to drop-in clients for 2009 funding, however, given the magnitude of requests and available funding, these cases were not considered for funding at this time and no recommendations are made.

Basic services are a priority because clients cannot access them elsewhere. Drop-in centres provide a service entry point to people who are homeless and help clients who are living in housing to be able to pay their rent by providing non-monetary benefits. The Division will be introducing service standards for drop-in services in 2009 and some of the centres that currently receive funding will require additional staff in order to meet the service standards. Recommendations 2a, c and d in this report recommend 2009 funding for additional staff and service hours starting May 1, 2009 to help meet these standards. These recommendations will support addressing gaps 1, 2 and 3 by improving staffing levels and hours of service.

#### Seasonal Responses:

Over the last few years, drop-in centres have supported seasonal responses during cold and hot weather by providing safe places and basic services for people who are homeless or precariously housed. In cold weather, the drop-in centres provide a warm space to people who are living outside, and others who are vulnerable in the winter. In hot weather, drop-in centres provide a cool space for people who are homeless and for people living in housing without a place to cool down. Beginning in 2009, during extreme weather alerts, all drop-in centres funded by the City will be required to check in with clients to ensure they have a place to go safe from the weather when they leave the drop-in, and to help them find appropriate shelter if they do not have it.

In past years, all drop-in centres in Toronto were eligible to apply for one-time funding through a special Request for Proposals process each season to extend their hours during the winter and summer months. Funding was on a one-time basis and for a specified period of time within the year. For 2009, a new approach to applications was used to extend hours that would cover the winter of 2008/09 and the summer of 2009. Current Drop-in Partnership Programs were invited to request funding for year round service during weekends and statutory holidays, rather than making the request open to all 50 homeless drop-in centres in the City as was done in past years. The reason for this approach was to provide predictable hours of service to clients, to streamline the application process for agencies consistent with the City's efforts to reduce the

administrative burden on non-profit agencies, and to improve funding stability to our partnership agencies by building upon the current services that the City funds. As in past years, the focus has been on prioritizing those areas of the City and times of the week with limited service and high demand. As a result of this new approach, drop-in centres which may have been eligible for funding based on the old approach could not apply for new one-time seasonal funding for extended hours.

In 2008, the City supported a heat registry pilot project, developed and implemented by the Parkdale Activity and Recreation Centre, where people in the west end of Toronto vulnerable to extreme heat could register, and have someone contact them during hot weather to ensure their safety. This project will again be funded for delivery in 2009 using 2008 CHPP funds for which authority has already been delegated to the General Manager, Shelter, Support and Housing Administration.

## **Investment Programs**

### Toronto Drop-In Network Training Initiative:

Training is a key to supporting front line staff, and is one of the five gaps identified in the initial results of the review of drop-in services. With appropriate training, many workers feel they could be better equipped to help the people who walk through the door and to keep up to date on changes in services and program requirements. Executive Directors and Managers identify training for their staff (and back-filling positions during training in order to be able to operate the drop-in centres) as a priority in recruiting and retaining staff, and have noted the challenge of training staff given high turnover-rates. With the support of federal Supporting Communities Partnership Initiative funding, a Certificate Training program has been developed that focuses on core competencies in the drop-in centres. In past years, when funds were available, one-time funding has been used to support training for staff on core competencies. Recommendation 2e continues this important work. Staff from all 50 drop-in centres in Toronto would be eligible, and the Toronto Drop-In Network would administer the project.

### Nutritious Drop-in Meals:

Food is a cornerstone of drop-in services, and is one of the five gaps identified in the initial results of the review of drop-in services. People who come to drop-in centres depend on the meals provided to meet daily nutritional needs. The Nutritious Food to Drop-in pilot project, approved beginning in 2007 and again in 2008 using delegated authority of the General Manager of Shelter, Support and Housing Administration, used the existing food distribution infrastructure of the Daily Bread Food Bank to assist drop-in kitchens to serve healthier meals and to investigate the use of bulk-purchasing to stretch scarce funding for food even further. During the pilot, each \$1.00 of funding purchased over 1.66 pounds of nutrient rich foods. In 2008, the Daily Bread Food Bank enhanced its contribution to the partnership by matching the City investment in the project. In total, \$200,000 was put towards improving the quality of food at 17 drop-in centres. Recommendation 2e permits the continuation and enhancement of the Nutritious

Food to Drop-in project into 2009. The Daily Bread Food Bank would again be invited to match City funding in 2009.

#### Toronto Drop-In Network Measuring Success Initiative:

It can take repeated and sustained efforts to assist clients to find and keep housing. The drop-in review has supported a process to develop measures to enable drop-in centres and their participants to evaluate the effectiveness of services on an ongoing basis. While there is evidence that the work of drop-in centres does result in positive outcomes, more work needs to be done to complete the development of measures and reporting processes. Recommendation 2e allows the completion of robust outcome measures for the drop-in sector and to support implementation.

#### Lakeshore Area Multi-Service Project:

The Lakeshore Area Multi-Service Project (LAMP) operates a drop-in centre outside the central core of the City in the Islington Avenue – Lake Shore Blvd West area. LAMP has received project funding from federal homeless programs (Homeless Partnering Initiative and Supporting Communities Partnership Initiative) for the past eight years, and is currently funded until March 31, 2009, with a potential three month extension. Recommendation 2e, if approved, would allow clients to continue to access this drop-in centre. Investment funding is being recommended. The agency was not part of the application process for 2009. Priority is being placed on this site because the initial results of the drop-in review identified the area outside the central core as having few services in comparison with other parts of the City. One time funding is being recommended as the program is new to the CHPP funding stream.

#### RENT Training:

East York East Toronto Family Resources Centre operates the RENT program (Resources Exist for Networking and Training) to build the capacity of the housing help sector. RENT has received project funding from the federal homelessness programs for the past six years. During this time, RENT has supported housing workers through an interactive website, developing training materials and leading workshops. RENT has prepared a plan to develop a formal training program for workers in the housing help sector. The training curriculum would be developed in consultation with an advisory committee of community agencies, City staff and the Hostels Training Centre. Recommendation 2e, if approved would allow the training plan to be developed and continue the development of RENT's role as a sector support to front line workers.

#### Special Projects Investment Program:

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 identified five special projects that are not well integrated with other services funded through the Division, or are more appropriately supported through other funding streams, such as Local Health Integration Networks, the Violence Against Women system or arts funding. The agencies delivering these projects have been advised for consecutive years that their funding was under review. These five special projects have been determined to no longer be a strong fit with Council priorities. This is consistent with their status as investment projects, meaning that funding was only intended on a one-time basis. In order to provide additional time for these agencies to secure alternate funding or wind down their operations, six months of transitional funding is recommended. These projects are listed in Appendix C. Funds saved by phasing out these projects have been included in Recommendation 2e, aimed at improving access to better quality food in drop-in centres.

## **Fund Management**

### **Health and Safety Fund:**

Since 2004, Health and Safety funding has been established to permit staff to respond quickly to unexpected situations, stabilize agencies and maintain services. The 2009 criteria for Health and Safety funding are outlined in Appendix E, and are unchanged from criteria approved by Council in 2008. It is recommended that an allocation of up to \$100,000 be approved for Health and Safety purposes in the 2009 program year.

### **Appeals Fund:**

City of Toronto policy requires that organizations be given the opportunity to appeal allocations involving City funded programs. For 2009, staff designated up to \$37,000 for appeals of 2009 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 of Community Development and Recreation Committee at the first available opportunity.

### **Supports to Daily Living:**

The Supports to Daily Living Program (SDL) assists tenants of alternative rent-geared-to-income housing to keep their housing. 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-geared-to-income housing is one very effective way to assist people with complex issues to keep their housing.

In this report, staff recommend that the General Manager, Shelter, Support and Housing Administration, be delegated authority to enter into service agreements as appropriate and to allocate up to \$250,000 gross and \$0 net for Supports to Daily Living services in 2009.

#### Drop-in Services:

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 \$200,000 gross and \$0 net for drop-in services in 2009. Funds will be used to support related needs in the drop-in sector in consultation with the Toronto Drop-in Network.

### **Provincial Rent Bank**

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. This approach has been demonstrated to be considerably more cost-effective than waiting until someone is homeless before helping them to get housing. Service achievements for the Rent Bank are provided in Appendix F.

In May of 2008, the Minister of Municipal Affairs and Housing (MMAH) announced additional funding for the provincial rent bank program. Toronto was allocated \$1,823,757 plus any accrued interest. As funds announced in 2007 were used for the 2008 program, it is recommended that the funds announced in 2008 be used for the 2009 program. \$1,823,757 plus any accrued interest (estimated at \$40,000) would be allocated for loans and administration in 2009, as required under the agreement with the Ministry of Municipal Affairs and Housing (MMAH).

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 by the City 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 2009, \$425,645 in CHPP funding has been approved through delegated authority to this partnership project to make up the difference.

### **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 monthly. In addition, agencies are required to submit final reports. Reporting is designed to clearly link project activities

with stated outcomes. Service outcome data are reported to City Council and the province. Results of key performance indicators for 2007, the latest period for which complete annual data are available, are detailed in Appendix F.

## **CONTACT**

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## **SIGNATURE**

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Phil Brown  
General Manager  
Shelter, Support and Housing Administration

## **ATTACHMENTS**

- Appendix A: New or Changed 2009 Partnership Programs
- Appendix B: Recommendations to Address Service Priorities through Drop-in Investment Programs
- Appendix C: 2008 Special Projects Investment Programs
- Appendix D: Summary Tables of 2009 Approved Partnership Program Allocations
- Appendix E: Health and Safety Funding Criteria
- Appendix F: 2007 Service Achievements



## Appendix A: New or Changed 2009 Partnership Programs

#	Organization	Project	Service Sector	Funding Source	2009 Recommended Allocation	Comment
1	Nazareth House (Ward 19)	On-site Housing Supports	Housing Help Outside Shelters	CHPP	120,684	Better fit with housing help as it is not RGI housing
2	Hispanic Development Council (Ward 20)	Hispanic Homelessness Prevention	Housing Help Outside Shelters	CHPP	53,093	To improve integration with HH Outside Shelters sector
3	Toronto Christian Resource Centre (Ward 28)	Project Connect - Rooming House Tenant Support	Housing Help Outside Shelters	CHPP	70,933	To improve integration with HH Outside Shelters sector
4	United Way of Greater Toronto (all Wards)	Toronto Enterprise Fund	Social Purpose Enterprises	CT-HIF	250,000	Partnership with United Way and the Ministry of Community and Social Services
5	Anishnawbe Health Toronto (Ward 28)	Babishkhan	Street Outreach	CHPP	287,000	Re-integrated with S2H and partner agencies
6	Trinity Square Enterprises (Ward 27)	Food Ticket Initiative	Street Outreach	CHPP	10,738	To enhance access to food for people living outdoors without distributing food outdoors
7	Central Neighbourhood House (Ward 28)	Street Survivors	Street Outreach	CHPP	173,207	Follow up support for recently housed individuals
8	Findhelp Toronto (Ward 20)	Phone Service	Street Outreach	CHPP	247,816	Streamlining and improving quality of reporting
9	Native Men's Residence (Ward 21)	Street Outreach and Housing Support	Street Outreach	CHPP	388,065	Street Outreach, integrated with Enhanced S2H program
10	Toronto North Support Services (Ward 34)	Street Outreach and Follow-up Supports	Street Outreach	CHPP	463,623	Street Outreach, integrated with Enhanced S2H program
11	St. Stephen's Community House (Ward 20)	Voluntary Trusteeship Program	Street Outreach	CHPP	92,547	Trusteeship service
	<b>TOTAL</b>				<b>2,157,706</b>	

## Appendix B: Recommendations to Address Service Priorities through Drop-in Investment Programs

### 2009 Additional Staffing to Provide Basic Services (May- Dec. 2009)

Organization Name	Program Name	Ward	Request	Recommended Allocation
Agincourt Community Services Association	Drop-in and Meal Program	41	20,577	13,718
Syme-Woolner Neighbourhood & Family Centre	Jane's Place Drop-In	12	23,922	23,922
Wychwood Open Door Drop In-Centre	Wychwood Open Door Drop-in Centre	21	21,355	21,355
York Community Services	Weston King Drop-in	12	41,902	41,902
<b>TOTAL</b>			<b>107,756</b>	<b>100,897</b>

Note: Requests and recommendation amounts have been pro-rated for the period May to December, 2009.

### Extended Hours (Weekends, Statutory Holidays and Some Weekdays)

Organization Name	Ward	Total Request	Recommended			Total
			Priority 1: Winter Extended Hours (Dec.2008 - Apr. 2009)*	Priority 2: Spring/ Summer Extended Hours (May - Aug. 2009)	Priority 3: Fall/ Winter Extended Hours (Sep. - Dec. 2009)	
Agincourt Community Services Association	41	161,459	58,125	51,667	51,667	161,459
Christie/Ossington Neighbourhood Centre	19	104,552	37,639	33,457	33,457	104,552
Evangel Hall	20	80,811	29,092	25,859	25,859	80,811
Good Neighbours Club	27	122,854	20,930	18,200	18,200	57,330
Houselink Community Homes	19	3,125	0	0	0	0
Parkdale Activity Recreation Centre	14	81,773	22,110	19,653	19,653	61,416
Sistering: A Woman's Place	19	11,025	3,675	3,675	3,675	11,025
St. Stephen's Community House	20	12,999	0	0	0	0
Street Haven at the Crossroads	27	55,738	0	0	0	0
Syme-Woolner Neighbourhood & Family Centre	12	83,803	30,169	26,817	26,817	83,803
Toronto Friendship Centre Inc.	28	100,678	19,734	17,160	17,160	54,054
Touchstone Youth Centre	29	25,482	0	0	0	0
York Community Services (Weston-King)	12	23,281	8,381	7,450	7,450	23,281
<b>TOTAL</b>		<b>867,580</b>	<b>229,855</b>	<b>203,938</b>	<b>203,938</b>	<b>637,731</b>

Note: Funding is one-time, to enhance Drop-in Partnership Programs shown in Appendix D. \*Winter Extended Hours (Dec.2008 - Apr. 2009) would be funded through 2008 CHPP funds on a one-time basis. Of the \$229,855, \$75,000 gross and \$0 net from the 2008 CHPP Operating Budget have already been approved using delegated authority to the GM of SSHA. Approval for the remaining \$154,855 is in Recommendation 2b.

### Appendix C: 2008 Special Projects Investment Programs

#	Organization	Project	Service Sector	Funding Source	2008 Recommended Allocation	Comment
1	St. Stephen's Community House (Ward 20)	Toronto Drop-in Network Training Initiative	Drop-in Services	CHPP	100,000	To provide core curriculum training to front-line workers
2	St. Stephen's Community House (Ward 20)	Toronto Drop-in Network Measuring Success	Drop-in Services	CHPP	50,000	To implement new outcome measures for drop-in
3	Daily Bread Food Bank (Ward 6)	Nutritious Food To Drop-ins	Drop-in Services	CHPP	200,000	To enhance nutrition of meals served at drop-ins
4	Lakeshore Area Multiservice Project (Ward 20)	Adult Drop-in	Drop-in Services	CHPP	37,000	Provide drop-in service in area with limited service
5	East York East Toronto Family Resources (Ward 20)	RENT Training Initiative	Housing Help Outside Shelters	CHPP	100,000	To provide core curriculum training to front-line workers
	<b>SUBTOTAL</b>				<b>487,000</b>	
6	Ernestine's Women's Shelter (Ward 1)	Start-up Kits	Special Projects	CHPP	2,450	No longer a strong fit with Council priorities. Transitional funding (6 months).
7	Mixed Company (Ward 28)	Cobblestone Theatre	Special Projects	CHPP	5,369	No longer a strong fit with Council priorities. Transitional funding (6 months).
8	Women's Habitat of Etobicoke (Ward 6)	Shelter Support	Special Projects	CHPP	4,091	No longer a strong fit with Council priorities. Transitional funding (6 months).
9	Central Toronto Community Health Centres (Ward 19)	Food to Health Program	Special Projects	CT-HIF	4,193	No longer a strong fit with Council priorities. Transitional funding (6 months).
10	Street Health Community Nursing Foundation (Ward 28)	Transportation Support	Special Projects	CHPP	4,331	No longer a strong fit with Council priorities. Transitional funding (6 months).
	<b>SUBTOTAL</b>				<b>20,433</b>	
	<b>TOTAL</b>				<b>507,433</b>	

Funds would be allocated in 2008 and would be used in 2008 and 2009.

## Appendix D: Summary Tables of 2009 Approved Partnership Program Allocations

Street Outreach Services			
Organization	Project	Ward	2009 Approved
Agincourt Community Services Association Inc.	Scarborough Street Outreach	41	199,653.37
Albion Neighbourhood Services	Etobicoke Street Outreach Services	1	289,034.56
Christie-Ossington Neighbourhood Centre	Street Outreach	19	127,036.94
COTA Health	Safe Room	15	7,257.28
Salvation Army Gateway	Gateway Outreach	28	146,971.00
<b>Total</b>			<b>769,953.15</b>
<i>All projects funded as partnership projects in 2008 have been funded in 2009, with the exception of five projects that require Council approval. For information about Street Outreach Services projects that require Council approval, see Appendix A.</i>			

Housing Help Within Shelters			
Organization	Project	Ward	2009 Approved
Christie Refugee Welcome Centre	Christie Refugee Housing Help	20	113,815.68
Christie-Ossington Neighbourhood Centre	Christie-Ossington Men's Shelter Housing Help	19	85,361.76
Cornerstone Place	Cornerstone Housing Help	21	56,907.84
Covenant House	Covenant House Housing Help	27	113,815.68
Dixon Hall	Dixon Hall Housing Help	28	336,543.90
Eva's Initiatives	Eva's Shelters Housing Help	20	227,631.36
Eva's Initiatives	Eva's Satellite Harm Reduction	20	51,918.00
Fred Victor Centre	Fred Victor Shelters Housing Help	28	113,815.68
Fred Victor Centre	Housing, Access and Support Services	28	720,238.32
Good Shepherd Refuge Social Ministries	Good Shepherd Housing Help	28	188,686.74
Habitat Services	Specialized Housing Help	14	53,477.58
Homes First Society	Strachan House, Savards Housing Help	27	168,346.92
Housing for Youth in the City of York Corporation (Horizons for Youth)	Horizon's for Youth Housing Help	17	85,361.76
MUC Shelter Corporation (Sojourn House)	Sojourn House Housing Help	28	56,907.84
Native Child and Family Services of Toronto	Eagle's Nest Housing Help	20	28,453.92
Native Men's Residence	Na-Me-Res Housing Help	21	131,954.34
Nellie's	Nellie's Housing Help	30	56,907.84
Salvation Army Governing Council in Canada	Salvation Army Shelters Housing Help	26	722,831.16
Second Base (Scarborough) Youth Shelter	Second Base Youth Housing Help	35	113,815.68
Society of St Vincent de Paul	St. Vincent de Paul Housing Help	27	227,631.36
Street Haven at the Crossroads	Street Haven Housing Help	27	56,907.84
Toronto Community Hostel	Toronto Community Hostel Housing Help	20	56,907.84
Touchstone Youth Centre	Touchstone Housing Help	29	85,361.76
Turning Point Youth Services	Turning Point Housing Help	27	99,588.72
Turning Point Youth Services	Project Going Home	27	178,500.00
WoodGreen Red Door Family Shelter	Red Door - Queen Housing Help	30	227,631.36
YMCA of Greater Toronto	YMCA House Housing Help	27	113,815.68
Youth Without Shelter	Youth Without Shelter Housing Help	1	85,361.76
YWCA of Greater Toronto <sup>1</sup>	YWCA Shelters Housing Help	22	170,723.52
<b>Total</b>			<b>4,729,221.84</b>
<i>1 Staff have combined the two projects delivered by YWCA of Greater Toronto in 2008 into one to streamline administration in 2009. All projects funded as partnership projects in 2008 have been funded in 2009.</i>			

<b>Housing Help Outside Shelters</b>			
<b>Organization</b>	<b>Project</b>	<b>Ward</b>	<b>2009 Approved</b>
Albion Neighbourhood Services	Rent Bank Access Centre	1	51,000.00
Albion Neighbourhood Services	Streets to Homes Follow-up Services	1	54,100.80
Albion Neighbourhood Services	Etobicoke Housing Help	1	213,893.76
Central Neighbourhood House	Vulnerable Seniors Housing Support Project	28	54,155.94
Centre for Equality Rights in Accommodation	Early Intervention	20	79,122.42
Children's Aid Society of Toronto	One Stop Housing	27	55,071.72
COSTI Immigrant Services	Streets to Homes Follow-up Services	17	54,100.80
COSTI Immigrant Services	Rent Bank Access Centre	17	51,000.00
COSTI Immigrant Services	North York Housing Help Services	17	321,302.57
Cross Toronto Community Development Corporation (Fresh Start Cleaning)	Extreme Cleaning	19	58,747.92
East York/East Toronto Family Resources	EYET Housing Help Centre	30	54,155.65
East York/East Toronto Family Resources	Landlord Connect	30	202,878.00
East York/East Toronto Family Resources	Rent Bank Access Centre	30	51,000.00
East York/East Toronto Family Resources	Streets to Homes Follow-up Services	30	54,100.80
Evangel Hall	Housing Support	20	54,155.65
Fife House	Access to Housing and Support	27	54,155.65
Flemingdon Neighbourhood Services	Streets to Homes Follow-up Services	26	54,100.80
Flemingdon Neighbourhood Services	Housing Support Services	26	193,124.25
Fred Victor Centre	Harm Reduction Housing Access and Support	28	54,155.65
John Howard Society of Toronto	First Things First: Offender Treatment & Housing	27	90,115.42
LOFT Community Services	SOS - Access to Housing	20	56,322.05
Massey Centre for Women	Housing Support for Young Families	29	54,155.65
Metropolitan United Church	Housing Help Services	27	54,034.21
Midaynta Community Services	Housing Support Services for Somalis	22	56,321.88
MUC Shelter Corporation (Sojourn House)	Newcomer Housing Support Program	28	108,310.84
Native Child and Family Services of Toronto	Native Youth Housing Program	20	54,155.63
Native Women's Resource Centre of Toronto	Housing Program	27	55,326.39
Neighbourhood Information Post	Trusteeship Project	28	27,077.83
Neighbourhood Information Post	Rent Bank Central Coordinating Office	28	68,644.60
Neighbourhood Information Post	Rent Bank Access Centre	28	51,000.00
Neighbourhood Link Support Services	Seniors Housing Access and Support	32	54,155.65
Oolagen Community Services	Homeless Young Families	27	55,074.91
Parkdale Activity Recreation Centre	Money Matters - Voluntary Trusteeship Program	14	28,160.94
Regent Park Community Health Centre	African Housing Support Program	28	47,535.68
Scarborough Housing Help Centre	Streets to Homes Follow-up Services	37	54,100.80
Scarborough Housing Help Centre	Rent Bank Access Centre	37	51,000.00
Scarborough Housing Help Centre	Scarborough Housing Help	37	274,121.47
Sistering: A Woman's Place	Sistering Housing Support	19	117,824.04
St. Stephen's Community House	Corner Drop-in Housing Help	20	58,740.26
Stonegate Community Health Centre	Homelessness Prevention Program	5	54,155.65
Syme-Woolner Neighbourhood & Family Centre	York Housing Supports	12	81,774.40
Toronto Refugee Community Non-Profit Homes & Services	Housing Support for New Canadians	14	54,155.65
VHA Home Healthcare	Extreme Cleaning Service	22	33,793.24
Warden Woods Community Centre	Prevention of Homelessness Among Older Adults	35	64,853.33
West Hill Community Services	Community Support Project	36	54,155.65
West Toronto Community Legal Services	Homelessness Prevention Project	19	56,335.06
West Toronto Community Legal Services	West Toronto Housing Help Services	19	181,029.60
Wigwamen	Aboriginal Housing Support Centre	22	54,155.65

<b>Housing Help Outside Shelters</b>			
<b>Organization</b>	<b>Project</b>	<b>Ward</b>	<b>2009 Approved</b>
WoodGreen Community Services	Rooming House Emergency Relocation Project	30	56,321.88
WoodGreen Community Services	Comprehensive Housing Help & Eviction Prevention	30	127,078.52
WoodGreen Community Services	Strong Communities Rent Supplement Portable Project	30	197,676.00
WoodGreen Community Services	Rent Bank Access Centre	30	51,000.00
Yonge Street Mission	Evergreen Housing Access for Youth	28	54,154.90
York Community Services	Streets to Homes Follow-up Services	12	54,100.80
York Community Services	Rent Bank Access Centre	12	51,000.00
York Community Services	York Housing Help	12	137,339.14
<b>Total</b>			<b>4,543,580.10</b>
<i>All projects funded as partnership projects in 2008 have been funded in 2009.</i>			

<b>Drop-In Services</b>			
<b>Organization</b>	<b>Project</b>	<b>Ward</b>	<b>2009 Approved</b>
519 Church Street Community Centre	Sunday & Meal Trans Drop-In	27	95,841.65
Agincourt Community Services Association Inc.	Drop-in and Meal Program	41	68,728.82
Bloor-Bathurst Interchurch Gathering Spot	The Gathering Spot	20	27,436.38
Christie-Ossington Neighbourhood Centre	Drop-in and Meal Program	19	118,748.13
Davenport-Perth Neighbourhood Centre	Homeless Prevention Drop-in	17	60,902.23
Evangel Hall	Drop-in	20	14,895.41
Fred Victor Centre (Adelaide Resource Centre)	Women's Day Program & RPCHC Women's Project	28	183,178.98
Fred Victor Centre (145 Queen St. East)	Community Food Access Program	28	36,508.48
Good Neighbours Club	Drop-in Project	27	55,765.44
Good Shepherd Refuge Social Ministries	Good Shepherd Centre Drop-in	28	56,712.20
Houselink Community Homes	Drop-In and Food Program	19	40,941.24
Native Child and Family Services of Toronto	Drop-in for Native Youth	20	20,215.28
Parkdale Activity Recreation Centre	Hunger Initiatives Program	14	10,639.62
Second Base (Scarborough) Youth Shelter	Drop-in	35	42,558.60
Sistering: A Woman's Place	Drop-in Centre and Outreach	19	124,878.26
St. Christopher House	The Meeting Place Community Drop-In Programs	19	104,221.93
St. Stephen's Community House	Corner Drop-in	20	71,710.61
Stop Community Food Centre	The Stop Drop-in	17	19,687.54
Street Haven at the Crossroads	Drop-in Program	27	63,837.90
Syme-Woolner Neighbourhood & Family Centre	Jane's Place Drop-In	12	79,168.20
Toronto Christian Resource Centre	Drop-in Program	28	144,005.08
Toronto Friendship Centre Inc.	General Drop-in and Meal Program	28	186,618.86
Touchstone Youth Centre	Drop-In Program	29	42,557.56
Warden Woods Community Centre	Teesdale Drop-in	35	51,549.74
Wychwood Open Door Drop In-Centre	Wychwood Open Door Drop-in Centre	21	61,409.61
Yonge Street Mission	Evergreen Parent Relief	28	27,663.00
York Community Services	Weston King Neighbourhood Centre Drop-in	12	58,517.89
Youthlink	Drop-in	35	171,624.38
<b>Total</b>			<b>2,040,523.02</b>
<i>All agencies funded as partnership projects in 2008 have been funded in 2009. For information about Drop-in Services projects that require Council approval, see Appendices B and C.</i>			

<b>Supports to Daily Living</b>			
<b>Organization</b>	<b>Project</b>	<b>Ward</b>	<b>2009 Approved</b>
Dixon Hall	Dixon SDL	28	192,492.36
Ecuhome Corporation	Ecuhome SDL	20	1,085,621.92
Fred Victor Centre	SDL at 319 Dundas St. East	28	147,900.00
Homes First Society	Homes First SDL	27	769,695.92
Houses Opening Today Toronto (HOTT)	HOTT SDL	36	98,644.39
Portland Place Non-Profit Housing Corp.	Portland Place SDL	20	118,457.10
Riverdale Housing Action Group	RHAG SDL	32	35,157.52
Toronto Christian Resource Centre Self-Help Inc.	TCRC Self-Help SDL	30	108,243.49
WoodGreen Community Services	Woodgreen SDL	30	288,266.35
YSM Genesis Place Homes Inc.	Genesis Place SDL	28	133,377.79
YWCA of Greater Toronto	Pape/Humewood SDL	22	481,251.10
<b>Total</b>			<b>3,459,107.94</b>
<i>All agencies funded as partnership projects in 2008 have been funded in 2009.</i>			

**Appendix E:  
Shelter, Support and Housing Administration Division  
Health and Safety Funding Criteria**

Effective:

January 1, 2009

Purpose:

This fund enables the Shelter, Support and Housing Administration Division to provide support to not-for-profit agencies facing unexpected situations that may negatively affect the health and safety of agency staff and/or clients.

Funding Terms:

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

- (a) Agencies must already be approved for funding through the Consolidated Homeless Prevention Program, the City of Toronto Homeless Initiatives Fund and/or the Tenant Program Fund;
- (b) 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;
- (c) Funding must be for one-time costs only and cannot be for on-going operating costs;
- (d) An agency can receive a maximum of \$10,000.00 in Health and Safety funding per calendar year;
- (e) Funding may be used to assist agencies which have projected or incurred expenses as a result of changes to their operation or operating environment, including the relocation of their operation;
- (f) Funding must be used for the purposes described in the request for funding; and
- (g) Agencies will report to the Shelter, Support and Housing Administration Division on the use of the funds.

Allocations will be awarded on the basis of relative need and the potential impact on addressing the identified health and safety issue.



## Appendix F: 2007 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 2007, 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 2007 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 2007, outreach workers assisted 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 400 people living outdoors were housed, 63 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 2007, projects delivering housing help services in shelters assisted 10,500 households or approximately 12,400 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, 4,300 were housed during the year, with 53 per cent in private market housing.

Housing help services provided outside of shelters assisted approximately 15,000 households in 2007, most of who were at risk of losing their housing. Housing workers outside of shelters assisted 4,100 of these households to secure new housing, 44 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 2007, housing help projects within shelters provided supports to stabilize 4,600 households in their housing. Housing stabilization supports in housing help projects outside of shelters were provided to 4,400 households in 2007.

#### 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 2007, 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 2007, these projects worked with 2,900 households at risk of eviction. In 2,100 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 2007, 2,600 households were screened for loans, with 1,900 applications completed. Of the completed applications, 975 loans were approved averaging \$1,657 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, 410 were provided to lone parent families; 370 were provided to singles; 150 to two parent families; and 45 to other household compositions, such as couples with no children.

(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 2007, 2,900 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.

On an average weekday in the previous funding year, the 28 drop-in centres funded through CHPP served an estimated 2,200 individuals. On an average weekend day (when fewer drop-in centres open) an average of 1,000 people were served. Drop-in centres also made a total of 17,400 referrals to shelters and 13,900 referrals to housing over the year.

(e) Special Projects:

The special projects sector was established to manage innovation and change within the homeless service system. The sector has been used primarily to fund projects that test new approaches, or respond to emerging challenges. In 2007, this sector provided funding for projects such as food preparation programs, transportation support through TTC tickets, and an arts project. In 2007, an estimated 3,400 people who were homeless or at-risk of homelessness were served by special projects.