



**STAFF REPORT
ACTION REQUIRED**

**2011 Funding Allocations from the Provincial
Consolidated Homelessness Prevention Program**

Date:	June 14, 2010
To:	Community Development and Recreation Committee
From:	General Manager, Shelter, Support and Housing Administration
Wards:	All
Reference Number:	

SUMMARY

The purpose of this report is to seek approval for 2011 funding allocations to community agencies for people who are homeless or at risk of homelessness. Funding is recommended for the General Manager’s delegated authority to enter into updated service agreements and reallocate funds to programs in the Street Outreach, Housing Help Outside of Shelters, Housing Help Within Shelters, Supports to Daily Living, and Drop-In Services sectors, the Health and Safety Fund and Appeals. Allocations recommended in this report are funded by the Ministry of Community and Social Services - Consolidated Homelessness Prevention Program (CHPP) with zero net.

RECOMMENDATIONS

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

1. delegated authority be given to the General Manager, Shelter, Support, and Housing Administration to enter into service agreements and allocate funds to one time investment programs in the amounts shown in Appendix A for a total allocation of up to \$350,000 gross and \$0 net from the 2011 Consolidated Homelessness Prevention Program, subject to approval of the 2011 Operating Budget; to:
 - a. continue the Nutritious Food to Drop-in Project, in partnership with the Daily Bread Food Bank, for a total allocation up to \$200,000 gross and \$0 net; and

- b. support sector-wide training and capacity building initiatives in the drop-in and housing help sectors, for a total allocation of up to \$150,000 gross and \$0 net; and
2. delegated authority be given to the General Manager, Shelter, Support, and Housing Administration, to enter into service agreements and allocate funds for a total allocation of up to \$737,000 gross and \$0 net from the 2011 Consolidated Homelessness Prevention Program, subject to approval of the 2011 Operating Budget for Shelter, Support and Housing Administration, to:
 - a. invest in Street Outreach, Housing Help Outside of Shelters, Housing Help Within Shelters, Supports to Daily Living, and Drop-In Services for a total allocation of up to \$600,000 gross and \$0 net from the 2011 Consolidated Homelessness Prevention Program, subject to approval of the 2011 Operating Budget for Shelter, Support and Housing Administration;
 - b. provide financial resources for the 2011 Health and Safety fund consistent with the terms set out in Appendix C, for a total allocation up to \$100,000 gross and \$0 net from the 2011 Consolidated Homelessness Prevention Program, subject to approval of the 2011 Operating Budget for Shelter, Support and Housing Administration; and
 - c. provide up to \$37,000 gross and \$0 net in 2011 appeals funding from the 2011 Consolidated Homelessness Prevention Program, subject to approval of the 2011 Operating Budget for Shelter, Support and Housing Administration. This funding is to be used for appeals made to new or changed partnership programs and/or to investment programs. In the event that there are no appeals, or that less than \$37,000 is required for appeals, the funds would be reallocated to the Health and Safety fund.

Implementation Points

Each fall Council is requested to approve allocations from the provincial Consolidated Homelessness Prevention Program (CHPP), once Ministry of Community and Social Services (MCSS) funding details are known and early enough to ensure service continuity (projects end December 31st unless funding is committed). As there are no meetings of the Community Development and Recreation Committee this fall, it is necessary to seek delegated authority at this time in advance of MCSS funding details. The CHPP program is expected to be continued in 2011; what is not known is whether or not the funding level will be higher. Final decisions on allocations to community agencies for CHPP funded projects will therefore be made once Ministry of Community and Social Services funding details for 2011 are provided.

The allocations recommended in this report are from the provincial Consolidated Homelessness Prevention Program, and are all zero net. If not spent, funds would be returned to the Ministry of Community and Social Services at year end.

All expenditures for 2011 funding contained in recommendations 1 and 2 are subject to the 2011 Operating Budget process.

The allocations recommended in this report are for services that help people find and keep their housing using funds from the Ministry of Community and Social Services (MCSS) Consolidated Homelessness Prevention Program. In addition to the recommendations made in this report, funding is currently provided to 89 community agencies delivering 146 projects, as set out in Appendix B of this report, under authority previously delegated by Council to the General Manager, Shelter, Support and Housing Administration. The amount of funds available to partnership projects (Appendix B) may vary for 2011 depending primarily on the funds to be provided by MCSS for the CHPP program in 2011.

The City of Toronto grants policy requires that organizations be given the opportunity to appeal allocations involving City funded programs. For 2011 up to \$37,000 gross and \$0 net from the 2011 Consolidated Homelessness Prevention Program has been designated for appeals for investment programs outlined in Recommendation 1 subject to approval of the 2011 Operating Budget. 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 early in 2011.

Allocations recommended for delegated authority (recommendations 1 and 2 a) and for the Health and Safety Fund (recommendation 2 b) will be made within 2011. 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 up to \$1,087,000 gross and \$0 net from the 2011 provincial Consolidated Homelessness Prevention Program (total of all recommendations):

2011 Expenditures	CHPP	
	Gross	Net
Investment Projects (rec.1)	350,000	0
Special Projects (rec.2a)	600,000	0
Health and Safety Fund (rec.2b)	100,000	0
Appeals Fund (rec.2c)	37,000	0
Total	1,087,000	0

Funding for these grants is contingent on approval of 2010/2011 provincial budget funding and sufficient funding from the Ministry of Community and Social Services for the 2011 CHPP program. Should the provincial funding be less than in 2010, the allocations recommended in this report would be reduced in line with available funds.

In addition, the allocations are subject to Council's approval of the 2011 Operating Budget for Shelter, Support and Housing Administration. Should the Operating Budget be reduced through the 2011 budget approval process, allocations recommended in this report and funding which would otherwise be allocated under authority delegated to the General Manager, Shelter, Support and Housing Administration, would be adjusted to reflect reduced funding.

There are no net financial impacts on the Operating Budget beyond 2011. All recommendations would be funded from the Provincial Consolidated Homelessness Prevention Program (CHPP) in the 2011 Shelter, Support and Housing Administration Operating Budget submission. 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 2011 will be approved by the Provincial government as part of their 2010/2011 Provincial budget. The total amount of funding recommended in this report, with the possibility of technical adjustments, is \$1,087,000.

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

DECISION HISTORY

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 to deliver services for people who are homeless.

This report is prepared on an annual basis by the Shelter, Support and Housing Administration Division to make funding recommendations from the Provincial Consolidated Homeless Prevention Program. As directed by Council, this report seeks authority to provide funding to investment projects, invest in Street Outreach, Housing Help Outside of Shelters, Housing Help Within Shelters, Supports to Daily Living, and Drop-In Services, and continue the Health and Safety and Appeals funds.

Funding approvals for ongoing partnership projects were delegated to Division heads by Council on June 23 and 24, 2008, provided the allocation amount remains the same with the exception of technical adjustments such as inflation (<http://www.toronto.ca/legdocs/mmis/2008/cd/bgrd/backgroundfile-13492.pdf>). This report does not recommend funding for any new partnership projects.

The Housing Opportunities Toronto Affordable Housing Action Plan 2010-2020, approved by Council at its meeting of August 5 and 6, 2009, identifies as a key City action to: “Co-ordinate and provide supports and housing to ensure homeless and vulnerable people are able to keep their homes by ... Allocating funding to community programs and services which help people find and keep homes.”

<http://www.toronto.ca/legdocs/mmis/2009/cc/decisions/2009-08-05-cc38-dd.htm>

ISSUE BACKGROUND

The City is responsible for managing programs to help homeless people move from the streets or shelters into permanent housing, and to assist 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, partnerships, and supports 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 people that are homeless 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, and services include the rent bank, housing help centres, and specialized projects aimed at specific community needs (for example, helping youth, Aboriginal people, ethno-racial groups, to find and keep housing);
- **Supports to Daily Living:** services that assist vulnerable tenants in rent-geared-to-income housing to stabilize their housing and remain housed;
- **Drop-in Services:** services that assist people who are homeless and at risk of homelessness by connecting them with housing access services, by providing basic services (e.g. meals, washrooms, telephones, information and referral, a warm place in winter and a cool place in summer) and space for housing workers to meet their clients. Drop-in centres help people to keep their housing and avoid eviction by providing practical supports, access to housing help services, and programs that help isolated people to connect to social supports; and
- **Investment/Special Projects:** established to manage innovation and change. This includes projects that support capacity building within the community, strengthen partnerships and services, improve quality measures, and meet an identified community need.

The first four sectors are primarily partnership programs, as they support ongoing services. The Special Projects sector is an investment program which supports projects that are time-limited.

A list of partnership projects for which funding is expected to be allocated in 2011, subject to MCSS funding of CHPP, is provided for information purposes as Appendix B. Generally the allocation to partnership projects is increased annually by 2%. The allocations shown on Appendix B include a potential increase of 2% (with the exception of the Toronto Enterprise Fund, which is funded annually at a fixed amount). However, the final amount to be allocated is not yet determined. Final allocation amounts will be decided this fall once more information about 2011 funding by MCSS for the CHPP program and City operating budget guidelines are available.

COMMENTS

Allocation Process

The Consolidated Homelessness Prevention Program (CHPP) is administered based on the Toronto Grants Policy. Projects were invited to submit applications for 2011 funding, and risk assessments and evaluations were undertaken for each project. As in past years, all projects are required to submit regular reports on service outcomes and to participate in site visits with City staff.

As per the June 2008 report, authority is delegated to the General Manager, Shelter, Support and Housing Administration to allocate funds to partnership projects. These decisions will be made in the fall once details about the CHPP 2011 funding are available. Appendix B provides a summary of 2011 partnership projects to be considered by the General Manager, Shelter, Support and Housing Administration. Detailed information on each project approved for 2011 funding will be available once approvals are finalized on the city website at www.toronto.ca/housing.

Council approval is required for new or changed partnership projects, investment projects (one-time funding) and for delegated authority in addition to that set out in the June 2008 partnerships report. These are explained in more detail below.

New and Changed Partnership Programs

There are no new partnership programs recommended in this report.

Investment Programs

This report recommends three investment projects for 2011, as set out in Appendix A.

Nutritious Drop-in Meals (Recommendation 1 a)

Toronto Drop-ins: Creating Health + is a partnership between Shelter, Support, and Housing Administration, Toronto Public Health, Daily Bread Food Bank and George Brown College. Shelter, Support and Housing Administration and Daily Bread Food Bank provide joint funding to buy and make weekly delivery of eggs, milk, yoghurt, fresh vegetables and fruit to 25 drop-in centres across the City of Toronto. Daily Bread Food Bank manages the project and the weekly food deliveries. Toronto Public Health contributes valuable nutritional expertise and staff time, while the George Brown Centre for Hospitality and Culinary Arts contributes teaching time and resources. With the help of Toronto Public Health, key nutritional gaps and the food to meet those gaps were identified in most drop-in meals.

The cook's training component through George Brown College has expanded to four training days in 2010 with 100 people attending each session. Demand for the fresh food delivery has exceeded the capacity of current funding, and the project currently has a waiting list of drop-ins requesting food delivery. The amount of funding recommended is \$200,000.

RENT Core Curriculum Training (Recommendation 1 b)

East York East Toronto Family Resources Centre operates the RENT program (Resources Exist for Networking and Training) which supports the Housing Help sector. RENT provides information to housing help workers, ensures consistency in practice between agencies, and supports housing workers through an interactive website, training materials and workshops. RENT is now operating a core curriculum training program for housing help workers which consists of 10 sessions identified as key competencies in effective housing help work. A housing help certificate is given to all the housing workers who complete all of the training sessions. In 2010, the training certificate program is being offered twice with the goal of providing 50 to 60 housing workers with standardized competency skills. With the demand for housing help services and the complexity of clients served, training will continue to be a priority in 2011. The amount of funding recommended for this project is \$75,000.

Toronto Drop-In Network Sector Training (Recommendation 1 b)

The Toronto Drop-in Network operates a training program for drop-in workers. Drop-in workers must complete the program to receive a skills training certificate. The training program is being offered in 2010 with a goal of providing drop-in workers and volunteers with standardized competency skills. In 2011, the training will include implementation of new reporting procedures. The amount of funding recommended for this project is \$75,000.

Fund Management

2010 Delegated Authority for Support to Daily Living, Drop-In Services, and Housing Help Outside of Shelters (Recommendation 2 a)

Delegated authority is requested in 2011 to support agencies in the following sectors: Street Outreach, Housing Help Outside of Shelters, Housing Help Within Shelters, Supports to Daily Living, and Drop-In Services (Recommendation 2 a). Such authority is requested to ensure the General Manager, Shelter, Support and Housing Administration is able to respond quickly to community needs as they arise.

It is recommended that the General Manager, Shelter, Support and Housing Administration, be given delegated authority to enter into service agreements as appropriate and to allocate up to a total of \$600,000 gross and \$0 net in delegated authority for Street Outreach, Housing Help Outside of Shelters, Housing Help Within Shelters, Supports to Daily Living, and Drop-In Services in 2011.

2011 Health and Safety Fund (Recommendation 2 b)

Since 2004, Health and Safety funding has been established to permit staff to respond quickly to unexpected situations, stabilize agencies and maintain services. In 2010, \$137,000 was allocated (\$100,000 plus an additional \$37,000 re-allocated by Council from the unused Appeals Fund). To date, \$39,042 has been spent from this fund in 2010. This funding has been used to increase the safety of a busy client waiting room, replace chairs infested by bed bugs in a drop-in centre, install new boilers, and purchase food for a women's drop-in which has seen their numbers increase.

It is recommended that an allocation of up to \$100,000 be approved for Health and Safety purposes in the 2011 program year. The 2011 criteria for Health and Safety funding are outlined in Appendix C, and are unchanged from criteria approved by Council in 2008.

2011 Appeals Fund (Recommendation 2 c)

The City of Toronto requires that investment and/or new or changed partnership programs be given the opportunity to appeal allocations involving City funded programs. It is recommended that \$37,000 be designated for appeals for the investment programs proposed in recommendation 2 c. The amount is consistent with amounts set aside in previous years. It is anticipated that the appeals will be considered by the Appeals Sub-Committee at the first available opportunity early in 2011.

If some or all of the Appeals Fund are not allocated, or there are no appeals made, it is further recommended that any remaining funds be reallocated to the 2011 Health and Safety fund (recommendation 2 c). In 2010 there were no appeals, and the full \$37,000 was reallocated to the Health and Safety Fund.

Service Achievements

All agencies in receipt of funding are required to submit performance reports. Reports for Housing Help, Drop-In Services, and Supports to Daily Living are provided quarterly, and reports for Street Outreach Services are provided monthly. In addition, agencies are required to submit interim and final reports. Reporting is designed to clearly link project activities with stated outcomes. Service outcome data are reported to City Council and the province. Service achievements for 2009, the latest period for which complete annual data are available, are set out in Appendix D.

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ATTACHMENTS

Appendix A: 2011 Investment Projects
Appendix B: Summary Tables of 2011 Partnership Program Allocations
Appendix C: Health and Safety Funding Criteria
Appendix D: 2009 Service Achievements and Updates

Appendix A
2011 Investment Projects

Organization Name	Project	Ward	2010 Funding	2011 Recommended Increase*	2011 Recommended Amount *
Daily Bread Food Bank	Nutritious Food to Drop-ins	6	150,000	50,000	200,000
East York/East Toronto Family Resources	RENT (Resources Exist for Networking and Training) Training Initiative	30	50,000	25,000	75,000
St. Stephen's Community House	Toronto Drop-in Sector Training and Measuring Success	20	60,000	15,000	75,000
Total			260,000	90,000	350,000

** The actual allocation shall not exceed these amounts, and may be less, depending upon finalization of MCSS funding of the 2011 CHPP.*

Appendix B
Summary Tables of 2011 Partnership Program Allocations

Street Outreach Services

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
Agincourt Community Services Association Inc.	Street Outreach	41	203,646	4,073	207,719
Albion Neighbourhood Services	Etobicoke Street Outreach Services	1	294,815	5,896	300,711
Anishnawbe Health Toronto	Outreach Services	28	292,740	5,855	298,595
Central Neighbourhood House	Street Survivors	28	176,671	3,533	180,204
Christie-Ossington Neighbourhood Centre	Street Outreach	19	129,578	2,592	132,170
COTA Health	Safe Bed	15	7,402	148	7,550
***Findhelp Information Services (Community Information Toronto)	Street Helpline	20	252,772	5,055	257,827
Native Men's Residence	Street Outreach & Housing Support	21	395,827	7,917	403,744
Salvation Army Gateway	Gateway Outreach	28	149,911	2,998	152,909
St. Stephen's Community House	St. Stephen's Voluntary Trustee Program	20	94,397	1,888	96,285
Toronto North Support Services	Street Outreach and Follow-up Services	34	472,895	9,458	482,353
Trinity Square Enterprises	Food Ticket Initiative	27	10,953	219	11,172
Total			2,481,607	49,632	2,531,239

** All agencies funded as partnership projects in 2010 are expected to be funded in 2011. Approvals and final decisions on actual funding levels shall be made in fall 2010 after confirmation of 2011 CHPP funding.*

*** A technical adjustment of 2% may be allocated subject to funds being available.*

**** The services provided by this project have changed significantly and the funding level is being reconsidered.*

Housing Help Within Shelters

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
Christie Refugee Welcome Centre	Christie Refugee Housing Help	20	116,092	2,322	118,414
Christie-Ossington Neighbourhood Centre	Christie-Ossington Men's Shelter Housing Help	19	87,069	1,741	88,810
Cornerstone Place	Cornerstone Housing Help	21	58,046	1,161	59,207
Covenant House	Covenant House Housing Help	27	116,092	2,322	118,414
Dixon Hall	Dixon Hall Housing Help	28	343,275	6,865	350,140
Eva's Initiatives	Eva's Shelters Housing Help	20	232,184	4,644	236,828
Eva's Initiatives	Eva's Satellite Harm Reduction	20	52,956	1,059	54,015
Fred Victor Centre	Fred Victor Shelters Housing Help	28	116,092	2,322	118,414
Fred Victor Centre	Housing, Access and Support Services	28	734,643	14,693	749,336
Good Shepherd Refuge Social Ministries	Good Shepherd Housing Help	28	192,460	3,849	196,309
Habitat Services	Specialized Housing Help	14	54,547	1,091	55,638
Homes First Society	Savards and Strachan House Housing Help	27	171,714	3,434	175,148
Housing for Youth in the City of York Corporation (Horizons for Youth)	Horizon's for Youth Housing Help	17	87,069	1,741	88,810
MUC Shelter Corporation (Sojourn House)	Sojourn House Housing Help	28	58,046	1,161	59,207
Native Child and Family Services of Toronto	Eagle's Nest Housing Help	20	29,023	580	29,603
Native Men's Residence	Na-Me-Res Housing Help	21	134,593	2,692	137,285
Nellie's	Nellie's Housing Help	30	58,046	1,161	59,207
Salvation Army Governing Council in Canada	Salvation Army Shelters Housing Help	26	737,288	14,746	752,034
Second Base (Scarborough) Youth Shelter	Second Base Youth Housing Help	35	116,092	2,322	118,414
Society of St Vincent de Paul	St. Vincent de Paul Housing Help	27	232,184	4,644	236,828
Street Haven at the Crossroads	Street Haven Housing Help	27	58,046	1,161	59,207
Toronto Community Hostel	Toronto Community Hostel Housing Help	20	58,046	1,161	59,207
Touchstone Youth Centre	Touchstone Housing Help	29	87,069	1,741	88,810

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
Turning Point Youth Services	Project Going Home	27	182,070	3,641	185,711
Turning Point Youth Services	Turning Point Housing Help	27	101,580	2,032	103,612
WoodGreen Red Door Family Shelter	Red Door - Queen Housing Help	30	232,184	4,644	236,828
YMCA of Greater Toronto	YMCA House Housing Help	27	116,092	2,322	118,414
Youth Without Shelter	Youth Without Shelter Housing Help	1	87,069	1,741	88,810
YWCA of Greater Toronto	YWCA Shelters Housing Help	22	174,138	3,483	177,621
Total			4,823,805	96,476	4,920,281
<p><i>** All agencies funded as partnership projects in 2010 are expected to be funded in 2011. Approvals and final decisions on actual funding levels shall be made in fall 2010 after confirmation of 2011 CHPP funding.</i></p> <p><i>** A technical adjustment of 2% may be allocated subject to funds being available.</i></p>					

Housing Help Outside of Shelters

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
Albion Neighbourhood Services	Etobicoke Housing Help	1	218,172	4,363	222,535
Albion Neighbourhood Services	Rent Bank Access Centre	1	52,020	1,040	53,060
Albion Neighbourhood Services	Streets to Homes Follow-up Services	1	55,183	1,104	56,287
Central Neighbourhood House	Vulnerable Seniors Housing Support Project	28	55,239	1,105	56,344
Centre for Equality Rights in Accommodation	Early Intervention	20	80,705	1,614	82,319
Children's Aid Society of Toronto	One Stop Housing	27	56,173	1,123	57,296
COSTI Immigrant Services	North York Housing Help Services	17	327,729	6,555	334,284
COSTI Immigrant Services	Rent Bank Access Centre	17	52,020	1,040	53,060
COSTI Immigrant Services	Streets to Homes Follow-up Services	17	55,183	1,104	56,287
Cross Toronto Community Development Corporation (Fresh Start Cleaning)	Extreme Cleaning	19	59,923	1,198	61,121
East York/East Toronto Family Resources	EYET Housing Help Centre	30	55,239	1,105	56,344
East York/East Toronto Family Resources	Landlord Connect	30	206,936	4,139	211,075
East York/East Toronto Family Resources	Rent Bank Access Centre	30	52,020	1,040	53,060
East York/East Toronto Family Resources	Streets to Homes Follow-up Services	30	55,183	1,104	56,287
Evangel Hall	Housing Support	20	55,239	1,105	56,344
Fife House	Access to Housing and Support	27	55,239	1,105	56,344
Flemingdon Neighbourhood Services	Housing Support Services	26	196,987	3,940	200,927
Flemingdon Neighbourhood Services	Streets to Homes Follow-up Services	26	55,183	1,104	56,287
Fred Victor Centre	Harm Reduction	28	55,239	1,105	56,344

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
	Housing Access and Support				
Hispanic Development Council	Hispanic Homelessness Prevention	20	54,155	1,083	55,238
John Howard Society of Toronto	First Things First: Offender Treatment & Housing	27	91,918	1,838	93,756
LOFT Community Services	SOS - Access to Housing	20	57,448	1,149	58,597
Massey Centre for Women	Housing Support for Young Families	29	55,239	1,105	56,344
Metropolitan United Church	Housing Help Services	27	55,115	1,102	56,217
Midaynta Community Services	Housing Support Services for Somalis	22	57,448	1,149	58,597
MUC Shelter Corporation (Sojourn House)	Newcomer Housing Support Program	28	110,477	2,210	112,687
Native Child and Family Services of Toronto	Native Youth Housing Program	20	55,239	1,105	56,344
Native Women's Resource Centre of Toronto	Housing Program	27	56,433	1,129	57,562
Nazareth House	Housing Help Supports	19	123,098	2,462	125,560
Neighbourhood Information Post	Rent Bank Access Centre	28	52,020	1,040	53,060
Neighbourhood Information Post	Rent Bank Central Coordinating Office	28	70,017	1,400	71,417
Neighbourhood Information Post	Trusteeship Project	28	27,619	552	28,171
Neighbourhood Link Support Services	Seniors Housing Access and Support	32	55,239	1,105	56,344
Oolagen Community Services	Homeless Young Families	27	56,176	1,124	57,300
Parkdale Activity Recreation Centre	Money Matters - Voluntary Trusteeship Program	14	28,724	574	29,298
Regent Park Community Health	African Housing	28	48,486	970	49,456

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
Centre	Support Program				
Scarborough Housing Help Centre	Rent Bank Access Centre	37	52,020	1,040	53,060
Scarborough Housing Help Centre	Scarborough Housing Help	37	279,604	5,592	285,196
Scarborough Housing Help Centre	Streets to Homes Follow-up Services	37	55,183	1,104	56,287
Sistering: A Woman's Place	Sistering Housing Support	19	120,181	2,404	122,585
St. Stephen's Community House	Corner Drop-in Housing Help	20	59,915	1,198	61,113
Stonegate Community Health Centre	Homelessness Prevention Program	5	55,239	1,105	56,344
Syme-Woolner Neighbourhood & Family Centre	York Housing Supports	12	83,410	1,668	85,078
Toronto Christian Resource Centre	Project Connect - Rooming House Tenant Support	28	72,352	1,447	73,799
Toronto Refugee Community Non-Profit Homes & Services	Housing Support for New Canadians	14	55,239	1,105	56,344
VHA Home Healthcare	Extreme Cleaning Service	22	34,469	689	35,158
Warden Woods Community Centre	Prevention of Homelessness Among Older Adults	35	66,150	1,323	67,473
West Hill Community Services	Community Support Project	36	55,239	1,105	56,344
West Toronto Community Legal Services	Homelessness Prevention Project	19	57,462	1,149	58,611
West Toronto Community Legal Services	West Toronto Housing Help Services	19	184,650	3,693	188,343
Wigwamen	Aboriginal Housing Support Centre	22	55,239	1,105	56,344
WoodGreen Community Services	Comprehensive Housing Help & Eviction Prevention	30	129,620	2,592	132,212
WoodGreen Community Services	Rent Bank Access Centre	30	52,020	1,040	53,060

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
WoodGreen Community Services	Rooming House Emergency Relocation Project	30	57,448	1,149	58,597
WoodGreen Community Services	Strong Communities Rent Supplement Portable Project	30	201,630	4,033	205,663
Yonge Street Mission	Evergreen Housing Access for Youth	28	55,238	1,105	56,343
York Community Services	Rent Bank Access Centre	12	52,020	1,040	53,060
York Community Services	Streets to Homes Follow-up Services	12	55,183	1,104	56,287
York Community Services	York Housing Help	12	140,086	2,802	142,888
Total			4,884,060	97,682	4,981,742

*** All agencies funded as partnership projects in 2010 are expected to be funded in 2011. Approvals and final decisions on actual funding levels shall be made in fall 2010 after confirmation of 2011 CHPP funding.*

*** A technical adjustment of 2% may be allocated subject to funds being available.*

Drop-in Services

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
519 Church Street Community Centre	Sunday & Meal Trans Drop-In	27	97,758	1,955	99,713
Agincourt Community Services Association Inc.	Drop-in and Meal Program	41	249,681	4,994	254,675
Bloor-Bathurst Interchurch Gathering Spot	The Gathering Spot	20	27,985	560	28,545
Christie-Ossington Neighbourhood Centre	Drop-in and Meal Program	19	223,817	4,476	228,293
Davenport-Perth Neighbourhood Centre	Homeless Prevention Drop-in	17	62,120	1,242	63,362
Evangel Hall	Drop-in	20	94,567	1,891	96,458
Fred Victor Centre	Community Food Access Program	28	37,239	745	37,984
Fred Victor Centre	RPCHC Women's Project	28	21,279	426	21,705
Fred Victor Centre	Women's Day Program	28	165,563	3,311	168,874
Good Neighbours Club	Drop-in Project	27	113,192	2,264	115,456
Good Shepherd Refuge Social Ministries	Good Shepherd Centre Drop-in	28	57,846	1,157	59,003
Houselink Community Homes	Drop-In and Food Program	19	41,760	835	42,595
Lakeshore Area Multiservice Project (LAMP)	Adult Drop-in	6	37,740	755	38,495
Native Child and Family Services of Toronto	Drop-in for Native Youth	20	20,620	412	21,032
Parkdale Activity Recreation Centre	Drop-In	14	91,172	1,823	92,995
Second Base (Scarborough) Youth Shelter	Drop-In	35	43,410	868	44,278
Sistering: A Woman's Place	Drop-in Centre and Outreach	19	138,205	2,764	140,969
St. Christopher House	The Meeting Place Community Drop-In Programs	19	106,306	2,126	108,432
St. John The Compassionate Mission	Drop-in	30	26,520	530	27,050
St. Stephen's Community House	Corner Drop-in	20	73,145	1,463	74,608
Stop Community Food Centre	The Stop Drop-in	17	20,081	402	20,483

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
Syme-Woolner Neighbourhood & Family Centre	Drop-In	12	199,665	3,993	203,658
Toronto Christian Resource Centre	Drop-in Program	28	146,885	2,938	149,823
Toronto Friendship Centre Inc.	General Drop-in and Meal Program	28	243,444	4,869	248,313
Touchstone Youth Centre	Drop-In Program	29	43,409	868	44,277
Warden Woods Community Centre	Teesdale Drop-in	35	52,581	1,052	53,633
Weston King Neighbourhood Centre	Drop-in Program	12	146,665	2,933	149,598
Wychwood Open Door Drop-In Centre	Drop-in	21	95,311	1,906	97,217
Yonge Street Mission	Evergreen Parent Relief	28	28,216	564	28,780
Youthlink	Drop-in	35	175,057	3,501	178,558
Total			2,881,239	57,623	2,938,862
<p><i>* All agencies funded as partnership projects in 2010 are expected to be funded in 2011. Approvals and final decisions on actual funding levels shall be made in fall 2010 after confirmation of 2011 CHPP funding.</i></p> <p><i>** A technical adjustment of 2% may be allocated subject to funds being available.</i></p>					

Supports to Daily Living

Organization Name	Project	Ward	*2011 Proposed Funding	Potential 2% increase	**2011 Amount including 2% increase
Dixon Hall	Dixon SDL	28	196,342	3,927	200,269
Ecuhome Corporation	Ecuhome SDL	20	1,396,164	27,923	1,424,087
Fred Victor Centre	SDL at 319 Dundas St. East	28	150,858	3,017	153,875
Homes First Society	Homes First SDL	27	785,090	15,702	800,792
Houses Opening Today Toronto (HOTT)	HOTT SDL	36	100,617	2,012	102,629
Portland Place Non-Profit Housing Corp.	Portland Place SDL	20	120,826	2,417	123,243
Riverdale Housing Action Group	RHAG SDL	32	35,861	717	36,578
Toronto Christian Resource Centre Self-Help Inc.	TCRC Self-Help SDL	30	110,408	2,208	112,616
WoodGreen Community Services	WoodGreen SDL	30	294,032	5,881	299,913
YSM Genesis Place Homes Inc.	Genesis Place SDL	28	136,045	2,721	138,766
YWCA of Greater Toronto	Pape/Humewood SDL	22	490,876	9,818	500,694
Total			3,817,119	76,343	3,893,462
<p><i>* All agencies funded as partnership projects in 2010 are expected to be funded in 2011. Approvals and final decisions on actual funding levels shall be made in fall 2010 after confirmation of 2011 CHPP funding.</i></p> <p><i>** A technical adjustment of 2% may be allocated subject to funds being available.</i></p>					

Toronto Enterprise Fund

Organization name	Project	Ward	2011 Proposed Funding*
United Way Toronto	Toronto Enterprise Fund	All Wards	250,000
<p><i>* Expected to be funded in 2011. Approvals and final decisions on actual funding levels shall be made in fall 2010 after confirmation of 2011 CHPP funding.</i></p>			

Appendix C
Shelter, Support and Housing Administration Division
Health and Safety Funding Criteria

Effective: January 1, 2011

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 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 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 D

2009 Service Achievements and Updates

The Shelter, Support and Housing Administration Division has a performance measurement system which is used in the allocation and monitoring of all homelessness programs.

In 2009, projects funded through the Division reported 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,
- Toronto Enterprise Fund.

The data reflects key measures from 2009 for all projects funded by service sector. The data is collected by agency and type of service accessed, therefore 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 attend a drop-in program.

The results below reflect the achievements of individual service sectors.

Street Outreach Services

Street outreach workers from partner community agencies that are part of the Streets to Homes program work closely with City staff to find permanent housing for people who are homeless and living on the street, as well as providing follow up supports and other services to support clients in maintaining their housing. In 2009, 272 clients were housed by community agencies funded to provide Street Outreach, 226 clients received follow-up supports to assist them in maintaining their housing, and 176 clients were supported through other related services such as the Voluntary Trusteeship Program, the Safe Bed Project, and the Food Ticket Project. As a result, the total number of Streets to Homes clients receiving services through community agencies funded to provide Street Outreach services in 2009 was more than 600.

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, and activities include assistance to find affordable housing, stabilization support and assistance once housed in the community, and prevention activities for households at risk of eviction.

Finding Housing:

In 2009, projects delivering housing help services in shelters provided 5,688 housing services and 3,258 support services to households seeking permanent housing. For some clients that housing workers engage who have more complex needs, it takes perseverance and repeated efforts to assist them to find housing. Of the services provided by housing workers in shelters, 1,731 resulted in successful housing outcomes.

Housing help services located outside of shelters provided 8,830 housing services and 6,865 support services to help households find housing in 2009. 2,210 of these services resulted in permanent housing.

Keeping Housing:

When people are housed, 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 2009, housing help projects within shelters and outside of shelters provided over 13,871 housing services and 5,828 support services to stabilize households in their housing.

Preventing Eviction:

Community agencies also work hard to prevent evictions from happening, to help households avoid homelessness in the first place by providing supports such as landlord-client mediation and referrals to legal clinics. In 2009, housing help projects within shelters and outside of shelters provided 2,395 services to 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, 1,739 services resulted in evictions being prevented.

Rent Bank Loans:

The Rent Bank provides modest, interest free loans to tenants at imminent risk of eviction to help them to avoid losing their housing. In 2009, 1,238 clients received loans from 2,159 applications. Follow-up with 449 of the loan recipients demonstrated that 90% were still residing at the same location after six months. Over its history, the program has experienced a 43% loan repayment rate.

Supports to Daily Living Services

Supports to Daily Living help people who are housed in alternative housing to 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 2009, 2,900 households in alternative housing (mostly single people) were provided with supports to assist them in maintaining their housing.

Drop-In Services

Drop-in centres operate at both the emergency and prevention ends of the homeless services continuum. They provide daytime space 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. During 2009, more than 10,775 services were delivered to individuals through drop-ins.

Toronto Enterprise Fund

The Toronto Enterprise Fund is a funding partnership between the City of Toronto (Homelessness Initiatives Fund), United Way Toronto, the Province of Ontario (MCSS Disability Supports Program), and the federal government (Homelessness Partnerships Initiatives). The Fund supports social enterprises that create employment for people who are homeless or at risk of homelessness. In 2009, 12 enterprises provided secure employment or training to 316 participants. Participants new to the enterprises in 2009 reported their housing status as: 2% living on the street, 18% living in shelters or transitional housing, 30% under housed, and 36% housed but at risk of homelessness (1% were in hospital or prison and 14% were in secure housing). In 2009, 26% of all participants reported an improvement in their housing, the vast majority of which came in the form of a move from a shelter to independent accommodation.

Partners make an annual contribution and the Fund is administered by United Way Toronto through a 3-year Memorandum of Understanding between all funding partners.