

2012 Funding Allocations from the Provincial Consolidated Homelessness Prevention Program

Date:	March 14, 2012
To:	Community Development and Recreation Committee
From:	General Manager, Shelter, Support and Housing Administration
Wards:	All
Reference Number:	

SUMMARY

This Staff Report requests approval for the allocation of a portion of the funds from the Consolidated Homelessness Prevention Program (CHPP). CHPP is funded entirely by the provincial Ministry of Community and Social Services (MCSS). It is made available to the City of Toronto to support agencies that help people who are homeless or at risk of homelessness improve their living conditions, maintain health and safety and move toward independence.

CHPP funding for 2012 is \$17.5M. This amount has already been approved for spending in the 2012 City Operating Budget. Most of the 2012 CHPP funds have already been allocated to ongoing projects by the General Manager, Shelter, Support and Housing Administration (SSHA) under previous Council authorization. These projects include Street Outreach, Housing Help Outside Shelters, Housing Help Within Shelters, Supports to Daily Living, and Drop-In Services.

\$1.2M of the CHPP funds has not been allocated for 2012, and requires Council approval to be spent. This report makes recommendations to Council on the allocation of this remaining \$1.2M.

RECOMMENDATIONS

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

1. Council authorise the General Manager, Shelter, Support and Housing Administration (SSHA), to enter into service agreements and allocate funds for up to \$400,000 gross \$0 net from the 2012 Consolidated Homelessness Prevention

- Program, within the available funding in the 2012 SSHA Operating Budget, for the purpose of providing services to address and prevent homelessness in Toronto, specifically to:
- a. continue the Nutritious Food to Drop-Ins Project, in partnership with the Daily Bread Food Bank, for a total allocation up to \$250,000 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;
2. Council authorise the General Manager, Shelter, Support, and Housing Administration to enter into service agreements and change two existing Partnership Projects, within the available funding in the 2012 SSHA Operating Budget, specifically to:
- a. provide up to \$121,400 to Findhelp Information Services (Community Information Toronto) Street Outreach Services, which is a reduction of \$102,797 from their allocated 2012 Partnership funding; and
 - b. increase funding by up to \$40,000 to VHA Home HealthCare, Extreme Cleaning Service project, Housing Help Outside of Shelters, to provide additional extreme cleans for vulnerable tenants facing eviction due to unsafe living conditions, which often includes bed bug infestations, for a total allocation of up to \$74,469 in 2012 Partnership funding; and
3. Council delegate authority to the General Manager, Shelter, Support and Housing Administration to enter into service agreements and allocate funds for a total allocation of up to \$767,000 gross and \$0 net from the 2012 Consolidated Homelessness Prevention Program, within the available funding in the 2012 SSHA Operating Budget, 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 \$630,000 gross and \$0 net from the 2012 Consolidated Homelessness Prevention Program;
 - b. provide financial resources for the 2012 Health and Safety Fund consistent with the terms set out in Appendix B, for a total allocation up to \$100,000 gross and \$0 net from the 2012 Consolidated Homelessness Prevention Program; and
 - c. provide up to \$37,000 gross and \$0 net in 2012 Appeals funding from the 2012 Consolidated Homelessness Prevention Program. This funding is to be used for appeals made to new or changed projects. 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

All allocations totalling \$1.2M recommended in this report are from the provincial Consolidated Homelessness Prevention Program (CHPP), and are all zero net. If not spent, funds would be returned to the Ministry of Community and Social Services at year end. All recommended CHPP expenditures for 2012 are within the Council-approved SSHA Operating Budget for 2012.

The City of Toronto Grants Policy requires that organizations be given the opportunity to appeal allocations involving City-funded programs. For 2012 up to \$37,000 gross and \$0 net from the 2012 CHPP has been designated for Appeals for new and changed projects outlined in Recommendations 1 and 3 and is included within the 2012 SSHA 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 Subcommittee of Community Development and Recreation Committee on June 11, 2012.

Allocations recommended for delegated authority for the Health and Safety Fund (Recommendation 3 b) will be made within 2012. Final allocation amounts and recipients will be considered throughout the year as the need arises.

Financial Impact

In this report, recommendations are made for expenditures of up to \$1,207,000 gross and \$0 net from the 2012 provincial CHPP (total of all recommendations):

2012 Expenditures	CHPP	
	Gross	Net
Nutritious Food to Drop-Ins (rec. 1 a)	250,000	0
Drop-In and Housing Help Training (rec. 1 b)	150,000	0
VHA Home HealthCare (rec. 2 b)	40,000	0
Investment Projects (rec. 3 a)	630,000	0
Health and Safety Fund (rec. 3 b)	100,000	0
Appeals Fund (rec. 3 c)	37,000	0
Total	1,207,000	0

Funding for these grants is based on the approval of 2012/2013 funding from the Ministry of Community and Social Services for the 2012 CHPP program. Should the provincial funding be reduced for any reason, the allocations recommended in this report would be reduced in line with available funds.

There are no financial impacts beyond what is included in the 2012 Approved Operating Budget for Shelter, Support and Housing Administration. CHPP is 100% funded by the Ministry of Community and Social Services, and administered by the City.

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

DECISION HISTORY

The City of Toronto is the Consolidated Municipal Service Manager (CMSM) for homelessness services, as designated by the provincial government. The City supports program funding to community agencies through the provincial Consolidated Homelessness Prevention Program (CHPP).

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

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. It does, however, recommend changing two existing Partnership Projects (Recommendations 2 a) and b) to improve service delivery and efficiency of available funding.

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.

Four 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; 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.

A list of Partnership Projects is provided for information purposes in Appendix A. Funding is provided to 90 community agencies delivering 137 projects. These have already been approved by the General Manager, Shelter, Support and Housing Administration under existing authority provided by Council. These Partnership Projects are funded by CHPP (\$17.5M) and/or the City of Toronto – Homeless Initiatives Fund (\$2.5M).

COMMENTS

Allocation Process

The CHPP is administered based on the Toronto Grants Policy. Projects were renewed in 2012 and were approved in the 2012 SSHA Operating Budget. As in past years, all projects are consistently monitored through agency participation in site visits by City staff and the review of quarterly, interim and final reports on service outcomes.

As per the June 2008 report, authority is delegated to the General Manager, Shelter, Support and Housing Administration, to allocate funds to Partnership Projects. Appendix A provides a summary of Partnership Projects already approved for 2012 by the General Manager, Shelter, Support and Housing Administration. Detailed information on each project approved for 2012 funding will be available on the city website at www.toronto.ca/housing once approvals are finalized.

Council approval is required for new or changed Partnership Projects, Investment Projects and for delegated authority in addition to that set out in the June 2008 partnerships report. These are explained in more detail below.

Projects Requiring Approval

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, and yoghurt to 24 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. George Brown Centre for Hospitality and Culinary Arts contributes teaching time and provided three training days in 2011 to 250 drop-in and shelter cooks and volunteers.

Demand for fresh food delivery has exceeded the capacity of current funding and the project has a waiting list of drop-ins requesting the weekly food delivery. Because service demand and food costs increased in 2011, the delivery of fresh fruit and vegetables was no longer affordable and was discontinued.

The amount of funding recommended for this project is \$250,000, which is an increase of \$50,000 from the allocated budget in 2011. If approved, the additional \$50,000 will be used for weekly deliveries of fresh fruit and vegetables to the participating drop-ins and to ensure the three drop-ins currently on the wait list receive weekly food deliveries.

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, offered twice a year, identifying 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 2011, 63 housing workers enrolled in the program, and 50 housing workers received certificates of completion.

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 provides drop-in workers and volunteers with standardized competency skills. In 2011, drop-ins have worked in collaboration with City staff to develop and implement reporting standards which are outcome based and demonstrate how drop-ins help people to find and keep housing. A reporting tool has been developed and reporting requirements will be implemented for 2012. In 2011, 371 staff, volunteers, and drop-in participants received training.

The amount of funding recommended for this project is \$75,000.

Findhelp Information Services (Community Information Toronto), Street Outreach Services - Ward 20 (Recommendation 2 a)

In 2011, this project received \$224,197. Over time the demand for technical support by agencies for reporting purposes has diminished. The voice mail project is being phased out and is not recommended for further funding at this time. Finally, funding for information and referral calls will continue until the end of the year. It is recommended that the funding for this Partnership Project be reduced to \$121,400.

VHA Home HealthCare: Extreme Cleaning Service, Housing Help Outside of Shelters - Ward 22 (Recommendation 2 b)

VHA Home HealthCare currently receives \$34,469 in funding. The project provides extreme cleaning services to low-income tenants facing eviction, who have been unable to keep their living environment up to public health standards and often experience bed bug infestations. Tenants also receive follow-up home making services to help them learn the skills to maintain their housing, thereby minimizing relapses and keeping them housed. The agency serves a client group with complex needs. In 2011, 77% of clients had mental health issues, 23% had a physical-related disability, and 20% were compulsive hoarders. VHA Home HealthCare has consistently identified that the level of Partnership Program funding for their Extreme Cleaning Services project has not been sufficient to meet demand. This is demonstrated by a steady increase in requests for extreme cleaning, and a wait list for service.

The project has provided over 70 extreme cleans each year since 2008, with 100 extreme cleans completed in 2011 when one time funding of \$30,000 was made available. A client satisfaction survey conducted by VHA Home HealthCare in 2010 showed that clients were highly satisfied with the extreme cleaning service.

It is recommended that the funding for this Partnership Project be increased by \$40,000 to a total of \$74,469. With the enhanced funding, 60 additional extreme cleans can be provided.

2012 Investment Projects: Delegated Authority for Street Outreach, Housing Help Within Shelters, Housing Help Outside of Shelters, Supports to Daily Living, and Drop-In Services (Recommendation 3 a)

Delegated authority is requested in 2012 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 3 a). This authority is requested to ensure that the General Manager, Shelter, Support and Housing Administration will be able to respond quickly to emerging community needs and to develop and fund projects as required.

It is recommended that the General Manager, Shelter, Support and Housing Administration, be given delegated authority to enter into service agreements as appropriate and allocate up to a total of \$630,000 gross and \$0 net for Street Outreach, Housing Help Outside of Shelters, Housing Help Within Shelters, Supports to Daily Living, and Drop-In Services in 2012.

Fund Management

2012 Health and Safety Fund (Recommendation 3 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 2011, \$133,000 was allocated (\$100,000 plus an additional \$37,000 re-allocated by Council from the unused Appeals Fund). In 2011, 17 agencies received Health and Safety funding, with examples of its use ranging from the purchase of security cameras for a shelter reception, installation of fire alarms in housing units, and replacing air conditioners in a drop-in.

It is recommended that an allocation of up to \$100,000 be approved for Health and Safety purposes in 2012. The 2012 criteria for Health and Safety funding are outlined in Appendix B, and are unchanged from criteria approved by Council in 2008.

2012 Appeals Fund (Recommendation 3 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 Recommendations 1 a) and b) and for the changed Partnership Projects outlined in Recommendations 2 a) and b). 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 on June 11, 2012.

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 2012 Health and

Safety Fund (Recommendation 3 b). In 2011 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 2010 are set out in Appendix C.

CONTACT

Julie Western Set
Director (Acting), Housing and Homelessness Supports and Initiatives
Phone: 416-338-1141; Fax: 416-338-1144; E-mail: jwester@toronto.ca

Alice Broughton
Manager, Community Initiatives
Phone: 416-392-1031; Fax: 416-338-1144; E-mail: abrough@toronto.ca

SIGNATURE

Phil Brown
General Manager
Shelter, Support and Housing Administration

ATTACHMENTS

Appendix A: Summary Tables of 2012 Partnership Program Allocations
Appendix B: Health and Safety Funding Criteria
Appendix C: 2010 Service Achievements and Updates

Appendix A
Summary Tables of 2012 Partnership Program Allocations

Street Outreach Services
Approved by General Manager, Shelter, Support and Housing Administration

Organization Name	Project	Ward	2012 Approved
Agincourt Community Services Association Inc.	Street Outreach	41	203,646
Albion Neighbourhood Services	Etobicoke Street Outreach Services	1	294,815
Anishnawbe Health Toronto	Outreach Services	28	292,740
Central Neighbourhood House	Street Survivors	28	176,671
Christie-Ossington Neighbourhood Centre	Street Outreach	18	129,578
COTA Health	Safe Bed	15	7,402
Native Men's Residence	Street Outreach & Housing Support	21	395,827
Salvation Army Gateway	Gateway Outreach	28	149,911
St. Stephen's Community House	St. Stephen's Voluntary Trustee Program	20	94,397
Toronto North Support Services	Street Outreach and Follow-up Services	34	472,895
Trinity Square Enterprises	Food Ticket Initiative	27	10,953
Total			2,228,835

Housing Help Within Shelters
Approved by General Manager, Shelter, Support and Housing Administration

Organization Name	Project	Ward	2012 Approved
Christie Refugee Welcome Centre	Christie Refugee Housing Help	20	116,092
Christie-Ossington Neighbourhood Centre	Christie-Ossington Men's Shelter Housing Help	18	87,069
Cornerstone Place	Cornerstone Housing Help	21	58,046
Covenant House	Covenant House Housing Help	27	116,092
Dixon Hall	Dixon Hall Housing Help	28	343,275
Eva's Initiatives	Eva's Satellite Harm Reduction	20	52,956
Eva's Initiatives	Eva's Shelters Housing Help	20	232,184
Fred Victor Centre	Fred Victor Shelters Housing Help	28	116,092
Fred Victor Centre	Housing, Access and Support Services	28	734,643
Good Shepherd Refuge Social Ministries	Good Shepherd Housing Help	28	192,460
Habitat Services	Specialized Housing Help	14	54,547
Homes First Society	Savards and Strachan House Housing Help	27	171,714
Housing for Youth in the City of York Corporation (Horizons for Youth)	Horizon's for Youth Housing Help	17	87,069
MUC Shelter Corporation (Sojourn House)	Sojourn House Housing Help	28	58,046
Native Child and Family Services of Toronto	Eagle's Nest Housing Help	27	29,023
Native Men's Residence	Na-Me-Res Housing Help	21	134,593
Nellie's	Nellie's Housing Help	30	58,046
Salvation Army Governing Council in Canada	Salvation Army Shelters Housing Help	40	737,288
Second Base (Scarborough) Youth Shelter	Second Base Youth Housing Help	35	116,092
Society of St Vincent de Paul	St. Vincent de Paul Housing Help	27	232,184
Street Haven at the Crossroads	Street Haven Housing Help	27	58,046
Toronto Community Hostel	Toronto Community Hostel Housing Help	20	58,046
Touchstone Youth Centre	Touchstone Housing Help	29	87,069
Turning Point Youth Services	Project Going Home	27	182,070
Turning Point Youth Services	Turning Point Housing Help	27	101,580
WoodGreen Red Door Family Shelter	Red Door - Queen Housing Help	30	232,184
YMCA of Greater Toronto	YMCA House Housing Help	27	116,092
Youth Without Shelter	Youth W/O Shelter Housing Help	01	87,069
YWCA of Greater Toronto	YWCA Shelters Housing Help	22	174,138
Total			4,823,805

Housing Help Outside of Shelters
Approved by General Manager, Shelter, Support and Housing Administration

Organization Name	Project	Ward	2012 Approved
Albion Neighbourhood Services	Etobicoke Housing Help	1	218,172
Albion Neighbourhood Services	Rent Bank Access Centre	1	52,020
Central Neighbourhood House	Vulnerable Seniors Housing Support Project	28	55,239
Centre for Equality Rights in Accommodation	Early Intervention	20	80,705
Children's Aid Society of Toronto	One Stop Housing	27	56,173
COSTI Immigrant Services	North York Housing Help Services	17	327,729
COSTI Immigrant Services	Rent Bank Access Centre	17	52,020
Cross Toronto Community Development Corporation (Fresh Start Cleaning)	Extreme Cleaning	19	59,923
East York/East Toronto Family Resources	Landlord Connect	30	206,936
East York/East Toronto Family Resources	Rent Bank Access Centre	30	52,020
East York/East Toronto Family Resources	EYET Housing Help Centre	30	55,239
Evangel Hall	Housing Support	20	55,239
Fife House	Access to Housing and Support	27	55,239
Flemingdon Neighbourhood Services	Housing Support Services	26	196,987
Fred Victor Centre	Harm Reduction Housing Access and Support	28	55,239
Hispanic Development Council	Hispanic Homelessness Prevention	20	54,155
John Howard Society of Toronto	First Things First: Offender Treatment & Housing	27	91,918
Massey Centre for Women	Housing Support for Young Families	29	55,239
Metropolitan United Church	Housing Help Services	27	55,115
Midaynta Community Services	Housing Support Services for Somalis	22	57,448
MUC Shelter Corporation (Sojourn House)	Newcomer Housing Support Program	28	110,477
Native Child and Family Services of Toronto	Native Youth Housing Program	27	55,239
Native Women's Resource Centre of Toronto	Housing Program	27	56,433

Organization Name	Project	Ward	2012 Approved
Nazareth House	Housing Help Supports	19	123,098
Neighbourhood Information Post	Rent Bank Central Coordinating Office	28	70,017
Neighbourhood Information Post	Rent Bank Access Centre	28	52,020
Neighbourhood Information Post	Trusteeship Project	28	27,619
Neighbourhood Link Support Services	Seniors Housing Access and Support	32	55,239
Oolagen Community Services	Homeless Young Families	27	56,176
Parkdale Activity Recreation Centre	Money Matters - Voluntary Trusteeship Program	14	28,724
Regent Park Community Health Centre	African Housing Support Program	28	48,486
Scarborough Centre for Healthy Communities*	Community Support Project	36	55,239
Scarborough Housing Help Centre	Scarborough Housing Help	37	279,604
Scarborough Housing Help Centre	Rent Bank Access Centre	37	52,020
Sistering: A Woman's Place	Sistering Housing Support	19	120,181
St. Stephen's Community House	Corner Drop-in Housing Help	20	59,915
Stonegate Community Health Centre	Homelessness Prevention Program	05	55,239
Syme-Woolner Neighbourhood & Family Centre	York Housing Supports	12	83,410
Toronto Christian Resource Centre	Project Connect - Housing Support Services	28	72,352
Toronto Refugee Community Non-Profit Homes & Services	Housing Support for New Canadians	14	55,239
Unison Health and Community Services**	Rent Bank Access Centre	12	52,020
Unison Health and Community Services	York Housing Help	12	140,086
Warden Woods Community Centre	Prevention of Homelessness Among Older Adults	35	66,150
West Toronto Community Legal Services***	West Toronto Housing Help Services	19	242,112
Wigwamen	Aboriginal Housing Support Centre	22	55,239
WoodGreen Community Services	Comprehensive Housing Help & Eviction Prevention	30	129,620
WoodGreen Community Services	Strong Communities Rent Supplement Portable Project	30	201,630
WoodGreen Community Services	Rent Bank Access Centre	30	52,020
WoodGreen Community Services	Rooming House Emergency Relocation Project	30	57,448

Organization Name	Project	Ward	2012 Approved
Yonge Street Mission	Evergreen Housing Access for Youth	28	55,238
Total			4,461,045

* In 2011 this organization was named West Hill Community Services

** In 2011, this organization was named York Community Services

*** This project, comprised of 2 partnership projects in 2011, has been combined as a single partnership project in 2012

Drop-in Services
Approved by General Manager, Shelter, Support and Housing Administration

Organization Name	Project	Ward	2012 Approved
519 Church Street Community Centre	Sunday & Meal Trans Drop-in	27	97,758
Agincourt Community Services Association Inc.	Drop-in and Meal Program	41	249,681
Bloor-Bathurst Interchurch Gathering Spot	The Gathering Spot	20	27,985
Christie-Ossington Neighbourhood Centre	Drop-in and Meal Program	19	223,817
Davenport-Perth Neighbourhood & Community Health Centre	Homeless Prevention Drop-in	17	62,120
Evangel Hall	Drop-in	20	94,567
Fred Victor Centre	RPCHC Women's Project	28	21,279
Fred Victor Centre	Women's Day Program	28	165,563
Fred Victor Centre	Community Food Access Program	28	37,239
Good Neighbours Club	Drop-in Project	27	113,192
Good Shepherd Refuge Social Ministries	Good Shepherd Centre Drop-in	28	57,846
Houselink Community Homes	Drop-in and Food Program	19	41,760
Lakeshore Area Multiservice Project (LAMP)	Adult Drop-in	6	37,740
Native Child and Family Services of Toronto	Drop-in for Native Youth	27	20,620
Parkdale Activity Recreation Centre	Drop-in	14	91,172
Second Base (Scarborough) Youth Shelter	Drop-in	35	43,410
Sistering: A Woman's Place	Drop-in Centre and Outreach	19	138,205
St. Christopher House	The Meeting Place Community Drop-in Programs	19	106,306
St. John The Compassionate Mission	Drop-in	30	26,520
St. Stephen's Community House	Corner Drop-in	20	73,145
Stop Community Food Centre	The Stop Drop-in	17	20,081
Syme-Woolner Neighbourhood & Family Centre	Drop-in	12	199,665
Toronto Christian Resource Centre	Drop-in Program	28	146,885
Toronto Friendship Centre Inc.	General Drop-in and Meal Program	28	243,444
Touchstone Youth Centre	Drop-in Program	29	43,409
Warden Woods Community Centre	Teesdale Drop-in	35	52,581
Weston King Neighbourhood Centre	Drop-in Program	11	146,665
Wychwood Open Door Drop-In Centre	Drop-in	21	95,311
Yonge Street Mission	Evergreen Parent Relief	28	28,216
Youthlink*	Drop-in	28	43,764
Total			2,749,946

*This project has been funded for 3 months and will not be providing services after March 31, 2012.

Supports to Daily Living
Approved by General Manager, Shelter, Support and Housing Administration

Organization Name	Project	Ward	2012 Approved
Dixon Hall	Dixon SDL	28	196,342
Ecuhome Corporation	Ecuhome SDL	20	1,396,164
Fred Victor Centre	SDL at 319 Dundas St. East	28	150,858
Homes First Society	Homes First SDL	27	785,090
Houses Opening Today Toronto (HOTT)	HOTT SDL	36	100,617
Portland Place Non-Profit Housing Corp.	Portland Place SDL	20	120,826
Riverdale Housing Action Group	RHAG SDL	32	35,861
Toronto Christian Resource Centre Self-Help Inc.	TCRC Self-Help SDL	30	110,408
WoodGreen Community Services	WoodGreen SDL	30	294,032
YSM Genesis Place Homes Inc.	Genesis Place SDL	28	136,045
YWCA of Greater Toronto	Pape/Humewood SDL	22	490,876
Total			3,817,119

Toronto Enterprise Fund
Approved by General Manager, Shelter, Support and Housing Administration

Organization Name	Project	Ward	2012 Approved
United Way Toronto	Toronto Enterprise Fund	All Wards	250,000

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

Effective: January 1, 2012

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 Homelessness 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 C

2010 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 2010, 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 2010 for all projects funded by service sector. The data is collected by agency and type of service accessed. Therefore, it is possible that 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 within individual service sectors.

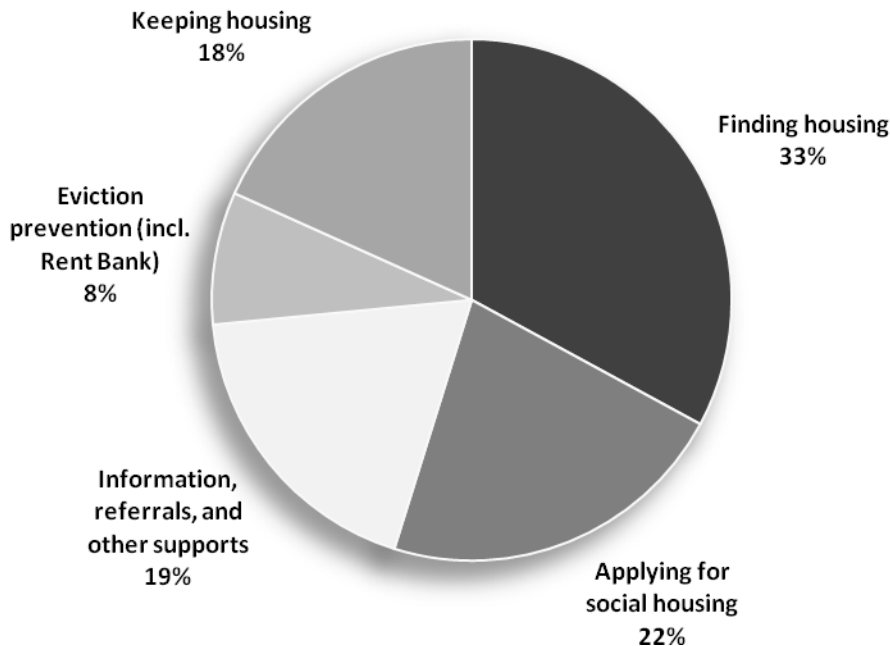
Street Outreach Services:

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 2010, community agencies funded to provide Street Outreach found housing for 202 clients and provided follow-up support to 84 clients.

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. Programs and activities include assistance to find affordable housing, stabilization support and assistance once housed in the community, and eviction prevention activities for households facing an imminent risk of losing their housing. In total, 32,704 households received Housing Help services in 2010. Housing Help services are delivered both within emergency shelters and at locations throughout the community. Housing Help services within shelters served 7,727 households and Housing Help services located in other community agencies served 24,977 households. The various types of services delivered by Housing Help programs are detailed in the chart on the next page.

Housing Help services by type



Finding Housing:

In 2010, projects delivering housing help services in shelters served 3,807 homeless households to find suitable housing. For some clients who have more complex needs, it takes perseverance and repeated efforts by housing workers to help them find housing. Of the services provided by housing workers in shelters, 1,502 resulted in successful housing outcomes.

Housing help services located outside of shelters served 7,506 households seeking permanent housing or to improve their current housing. Of these services, 2,075 resulted in permanent housing in 2010.

Applying for Social Housing:

Social housing, in which rents are geared to household income, enables vulnerable tenants to access affordable housing. Housing Help services assist households with the completion and updating of social housing applications. In 2010, 8,664 social housing application services were delivered by Housing Help service providers.

Keeping Housing:

When people are housed, it is often necessary to provide supports to stabilize them in their housing, such as 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 2010, housing help projects helped 6,103 households to stabilize their housing.

Preventing Eviction:

Community agencies provide much needed support to prevent evictions and help households avoid homelessness in the first place by offering assistance such as landlord-client mediation and referrals to legal clinics. In 2010, Housing Help projects provided 1,696 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, 970 services resulted in evictions being prevented.

The Toronto Rent Bank provides modest, interest free loans to tenants at imminent risk of eviction to help them to avoid losing their housing. In 2010, 798 clients received loans from 1,564 applications. Follow-up with 198 of the loan recipients demonstrated that 88% were still residing at the same location after six months. In 2010, the program had a loan repayment rate of 43%.

Other Support and Information Services:

Some households seeking service from Housing Help programs require information, a referral, and/or personal supports. In 2010, housing help projects helped 7,392 households with support and information services.

Supports to Daily Living:

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 2010, 2,713 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 2010, more than 12,275 services were delivered to individuals through drop-ins.

Toronto Enterprise Fund:

The Toronto Enterprise Fund is a funding partnership between the City of Toronto (Homeless Initiatives Fund), United Way Toronto, the Province of Ontario (MCSS Disability Supports Program), and the federal government (Homelessness Partnering Strategy). The Fund supports social enterprises that create employment for people who are homeless or at risk of homelessness. In 2010, 13 enterprises provided secure employment or training to 280 participants. Participants new to the enterprises in 2010 reported their housing status at the start of the program as: 1% living on the street, 19% living in shelters or transitional housing, 14% under housed, and 53% housed but at risk of homelessness (3% were in hospital or incarcerated and 10% were in secure housing). In 2010, 28% of all participants reported an improvement in their housing.