



## TRANSMITTAL FROM CITY COUNCIL

### Infrastructure and Service Improvement Plan for the Emergency Shelter System

<b>Date:</b>	April 14, 2015
<b>To:</b>	Board of Health
<b>From:</b>	City Council
<b>Wards:</b>	All Wards

### City Council Decision

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City Council on March 31, April 1 and 2, 2015, adopted Item CD2.2 on Infrastructure and Service Improvement Plan for the Emergency Shelter System, and in so doing, has forwarded the report (March 9, 2015) from the General Manager, Shelter, Support and Housing Administration, in particular the workplan on a Mental Health and Substance Use strategy in shelters, to the Board of Health for information.

### Summary

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This Item sets out an infrastructure and service improvement plan to guide transformation of the emergency shelter system. This plan reflects the City's Housing First approach to ending homelessness by assisting people to move from emergency shelter into permanent housing as quickly as possible, while recognizing the importance of maintaining a robust and responsive emergency shelter system to provide assistance to people in crisis. The plan also supports the City's Poverty Reduction Strategy.

The Item provides a detailed overview of the emergency shelter system in a city that is seeing less and less affordable housing, rising property values, and increased poverty. It discusses how the system is structured, who uses it and current service use trends. It highlights areas that need to be changed in order for client needs to continue to be met in an effective and efficient manner. This analysis lays the foundation for a range of proposed actions, including:

- Development of a new program that focuses on housing long term shelter users to free up shelter beds for their original emergency purpose. The report outlines a range of Housing First approaches to achieve this objective, including partnership opportunities with Local Health Integration Networks (LHINs) to provide housing and supports for clients with complex physical, mental health and substance use issues.

- An overview of the additional shelter capacity required to meet a 90 percent occupancy target in each emergency shelter sector, while also responding to the need for relocation of multiple existing shelter sites, including those related to George Street Revitalization and the displacement of existing shelters caused by real estate development initiatives. The report sets out a clear process for identifying and seeking approval for new shelter sites that will be needed, and outlines a plan for the capital investments required.
- An update on a number of strategic initiatives underway to improve access and the effective operation of the emergency shelter system. These include updating the Shelter Standards, review of the use of transitional shelter programs, development of an enhanced centralized access system for emergency shelters, development of a harm reduction framework and development of strategic performance indicators and a new funding model that creates incentives to support clients in moving to permanent housing.