

Update on the New Hope Shelter

Date: March 30, 2017

To: Community Development and Recreation Committee

From: General Manager, Shelter, Support and Housing Administration

Wards: 32

SUMMARY

In February 2016, City Council approved the location at 29 Leslie Street in Ward 32 for the Salvation Army's New Hope Shelter for men. The shelter's original site at College and McCaul Streets closed in 2015 as the site's owner sold the property for redevelopment.

When City Council approved the new site, it directed City staff to establish a Community Liaison Committee as well as work with a number of other stakeholders to identify the client services and community supports needed to ensure the shelter's successful transition into the local neighbourhood.

This report responds to Community Development and Recreation Committee's request for an update on the New Hope Shelter and the identification of the existing resources and any new resource requirements to achieve the desired program model and client services at the new site.

RECOMMENDATIONS

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

1. Community Development and Recreation Committee receive this report for information.

FINANCIAL IMPACT

Many of the contributions offered by partner divisions to support the integration of the New Hope Shelter to the Leslieville neighbourhood can be made within the existing resources approved through the 2017 budget process. In a few instances, additional funding will be required to fulfill aspects of the plan. These will be included in the

respective divisions' proposed 2018 operating and capital budgets and will be subject to the 2018 budget process.

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

EQUITY IMPACT STATEMENT

The emergency shelter system in Toronto serves equity-seeking groups such as seniors, people with disabilities, individuals with mental health issues, the working poor, Aboriginal peoples, people who identify as LGBTQ2S and other vulnerable groups. The effective integration of emergency shelters into neighbourhoods across the city is essential to providing services for a variety of equity seeking groups and is an important component of the City's efforts to address poverty.

DECISION HISTORY

At its meeting of March 6, 2017, Community Development and Recreation Committee requested that the Deputy City Manager, Cluster A report to the April 13, 2017 committee meeting on the identification of existing resources and requirements for any new resources that will accomplish the desired program mix - including health, recreation, job training - and any other client services that have been identified and considered since the February 2016 approval of the Hope Shelter.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD18.11>

At its meeting of February 3 and 4, 2016, City Council approved the location of a new shelter for men at 29 Leslie Street in Ward 32 to be operated by the Salvation Army. It also directed City staff to establish a Community Liaison Committee and to work with stakeholders to ensure that a number of community and clients supports be in place to support the integration of the shelter into the local community.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.CD9.1>

COMMENTS

In February 2016, City Council approved the location at 29 Leslie Street in Ward 32 for the Salvation Army's New Hope Shelter for men. The shelter's original site at College and McCaul Streets closed in 2015 as the site's owner sold the property for redevelopment.

When City Council approved the new site, it directed City staff to establish a Community Liaison Committee as well as work with a number of other stakeholders in Wards 32 and 30, as the location is adjacent to Ward 30, to identify the client services and community supports needed to ensure the shelter's successful transition to the local community.

After City Council approved the site, the Salvation Army made a conditional offer to purchase the property. After a few environmental and planning issues were resolved, they were able to take possession of the site in November 2016. It is anticipated the New Hope Centre will open before the end of 2017, adding 60 beds for men experiencing homelessness to the shelter system. The additional beds will assist SSHA to move towards the 90% occupancy rate in the shelter system as directed by City Council.

Development of Collaborative Structures

As per the Council direction, a Community Liaison Committee (CLC) was established and their first meeting was held on February 13, 2017. The CLC includes local residents from the area surrounding 29 Leslie St., the local Business Improvement Area, the Councillors for Wards 32 and 30, representatives from the Salvation Army, and City staff from Shelter, Support and Housing Administration (SSHA) and Social Development, Finance and Administration (SDFA).

The CLC's terms of reference was developed in consultation with the Councillors for Wards 32 and 30. The CLC's purpose is to work collaboratively with relevant City agencies and the Salvation Army Hope Shelter to achieve the best possible outcomes for clients and the neighbourhood. Additionally, an independent Community Facilitator has been retained by the Salvation Army to organize, coordinate, and facilitate the CLC's meetings as well as reaching out and communicating with the broader neighbourhood.

The CLC will continue meeting, as per the City Council recommendation, as long as it is considered by the General Manager, SSHA and the local Councillors to be required to ensure the success of the shelter in building support with the local community.

In addition to the CLC, an Interdivisional Directors' Table led by SDFA brings together a number of City divisions and agencies to support the success of new shelter programs. Participating divisions include but are not limited to:

- Shelter, Support and Housing Administration
- Toronto Paramedic Services
- Parks, Forestry and Recreation (PF&R)
- Toronto Employment and Social Services (TESS)
- Transportation Services
- Toronto Public Health (TPH), and
- Toronto Public Libraries

Part of the work of the Directors' table is focused on supporting the integration of new shelters into communities through the identification of existing or new programming and resources that would benefit both the clients of the service and local residents. To ensure the Leslieville neighbourhood is a good host for the New Hope Shelter, three local community centres - Applegrove Community Complex, Eastview Neighbourhood Community Centre and Ralph Thornton Community Centre - have also participated in this scan of local services.

Achieving the Desired Program Mix - Actions to Date

When Council approved the site at 29 Leslie for the New Hope Shelter, it also approved a set of recommendations to ensure there was an appropriate mix of services and supports to ensure the program's successful integration into the Leslieville community. Progress has been made on many of Council's recommendations.

As per the Council direction, the partners at the Interdivisional Directors' Table have identified a number of actions to support the New Hope Shelter as well as to enhance local programming and community assets. Please see Attachment 1 - New Hope Shelter Strategic Plan for an exhaustive list of actions. They are focused on four key areas, outlined below.

These key actions, including the contributions from the City divisions and agencies at the Interdivisional Directors' Table, were reviewed and discussed with the CLC at their meeting on March 16, 2017. The CLC supported all of the suggested contributions.

1. Enhanced health and mental health supports

SDFA is creating a working group with SSHA, the South Riverdale Community Health Centre, the East End Community Health Centre, and the Toronto-Central Local Health Integration Network (LHIN) to determine what services or service enhancements will be needed to support men using the shelter. A review of any service gaps will identify the need for increased case management coordination, social work and nursing supports and access to ongoing primary health care. This collaborative work will also help inform a new health service planning approach to be used for future shelter openings in other communities.

Toronto Public Health has also identified key actions they will undertake to ensure the shelter is connected to public health services including providing a liaison contact to Salvation Army, supporting partnership development between the shelter and community health agencies, as well as access to a Community Health Officer so clients can be linked to appropriate TPH programs. Toronto Paramedic Services will also provide access to their Community Medicine Program, technical input into the building design to support EMS access when required, and resources focused on infection protection and control at the shelter site.

2. Enhanced community services

Many of the partner divisions and agencies will support the enhancement of community services through their strategic actions. For example, PF&R will provide access to a number of recreation programs including drop-in programs at the SH Armstrong Community Centre, links to the Homeless Softball League, and the free programming at Jimmie Simpson Community Centre. Community Development Workers will also engage the clients and facilitate their orientation to the recreation opportunities in the community as well as the Welcome Policy.

As part of the discussion regarding enhanced community services, the CLC was concerned about the changes happening with the pool at SH Armstrong Community Centre.

The City of Toronto will be transferring the delivery of aquatic programs and services currently offered at three selected Toronto District School Board (TDSB) pools including SH Armstrong to other local City facilities. In the future, should the demand for aquatics programs and services exceed the capacity of these other facilities, the City may reconsider this approach.

TESS will ensure that the shelter residents have access to information about employment-focused services and that eligible recipients of Ontario Works have access to appropriate financial, employment and social supports. A liaison worker will be assigned to navigate access to these programs.

Toronto Public Libraries will provide special registration services for the shelter residents and bookmobile outreach to 29 Leslie. If funding is made available, they could also expand their Community Librarian program to this site and others. The Community Librarian reduces barriers to library service by connecting with vulnerable residents at their point of need. They work to facilitate access to library services, help resident's gain digital literacy skills and provide access to reading material in a format and language of choice.

The local community centres will also provide access to meeting space and to the range of their current programming including drop-in services, meal programs, fitness and exercise rooms and computer access. For a nominal increase in funding, as outlined in the table below, the Applegrove Community Complex could also provide recreational drop-in programs two nights per week and access to life skills programming and food preparation on the weekend.

3. Community safety

Several strategic actions are focused on improving community safety for all residents. To date, two community walks have been held with CLC members to identify concerns regarding lighting, traffic and to assess the upkeep of trees and the local park. Toronto Hydro will be recommending lighting enhancements to Transportation Services for funding consideration. A full community safety audit is being planned during warmer weather with participation from Toronto Police - 55 Division, Transportation Services and the PF&R Park Ambassador Program.

4. Public realm beautification and improvements

Lastly, several strategic actions are focused on public realm beautification and improvements. These will make the immediate area around the New Hope Shelter more inviting to both the community and shelter residents. Key actions identified by the divisional partners include PF&R assessing park revitalization opportunities for the Maple Leaf Forever and Leslie Grove parks. In addition, Transportation Services is exploring opportunities for neighbourhood improvement projects which could include improved lighting, community murals, street furniture, and signs.

Resource Requirements

Although most of the contributions offered by partner Divisions and Agencies can be made within existing resources, some additional funding will be required to fulfill some aspects of this plan. The following table provides an early estimate on these costs.

Table 1 - Estimate of Resource Requirements

Division / Agency	Activity	Budget
Applegrove Community Complex	Offer recreational and leisure programming two nights per week in the lounge	\$20,000
	Offer life skills around food preparation and cooking classes on Saturdays in the family resource room	\$12,000
Parks, Forestry & Recreation	Assess park revitalization opportunities. Staff will be conducting site visits to determine future options.	Unfunded - To be determined
Toronto Public Library	Enhance the Community Librarian Program and assign these services to local shelter programs in East Toronto	\$106,000
Transportation Services	Cost to enhance Toronto Hydro lighting in the area around 29 Leslie St.	To be determined
Total		\$138,000

Next Steps

The community development approach taken for the New Hope Shelter at 29 Leslie allows the City to pilot a new way of integrating shelters into communities that can be applied in neighborhoods across the city when new shelter services are planned.

The strategic actions identified by the key community partners and reviewed by the CLC will be further refined over the coming months leading up to the shelter's projected opening in late 2017. The resource requirements identified by City partners will be submitted as part of each division's 2018 operating and capital budget submissions.

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SIGNATURE

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ATTACHMENT

Attachment 1 - New Hope Shelter Strategic Action Plan