

Re: EC18.6

Update on COVID-19 response for Homelessness Services

Economic and Community Development Committee

December 7, 2020

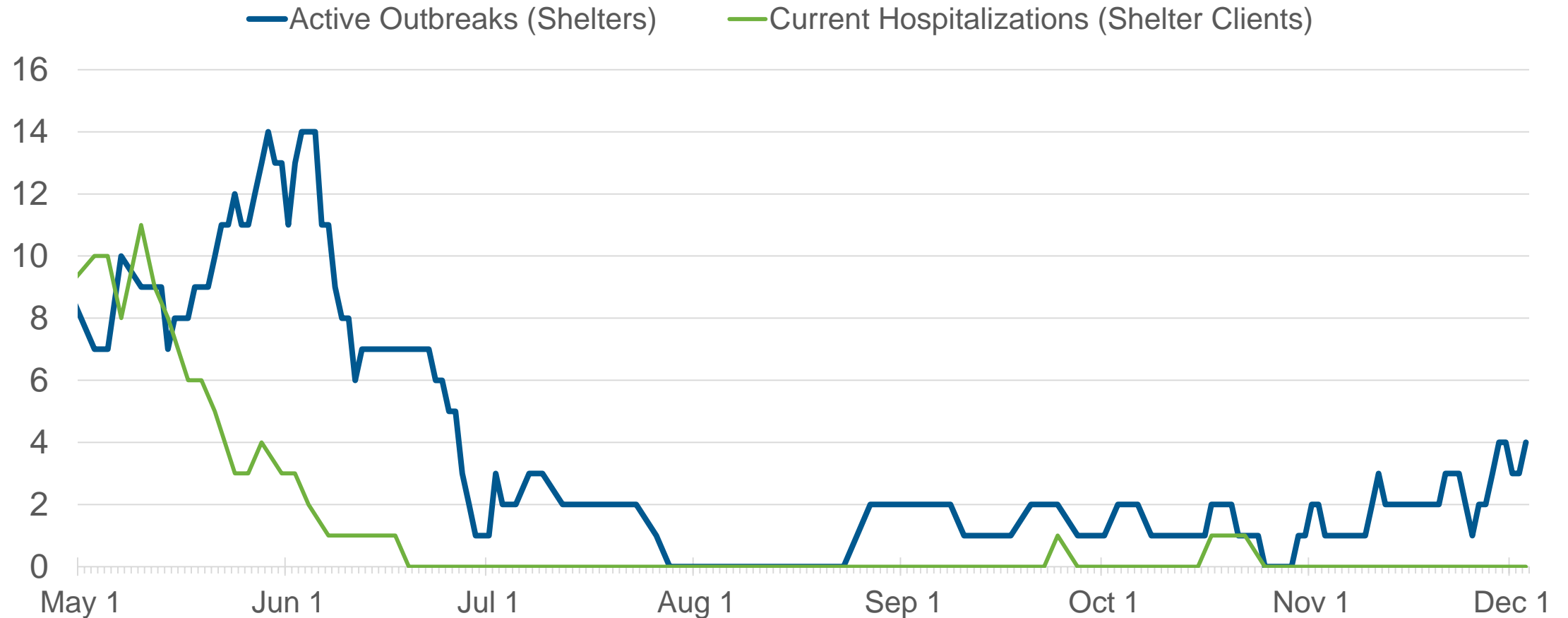


Interim Shelter Recovery and Infrastructure Strategy

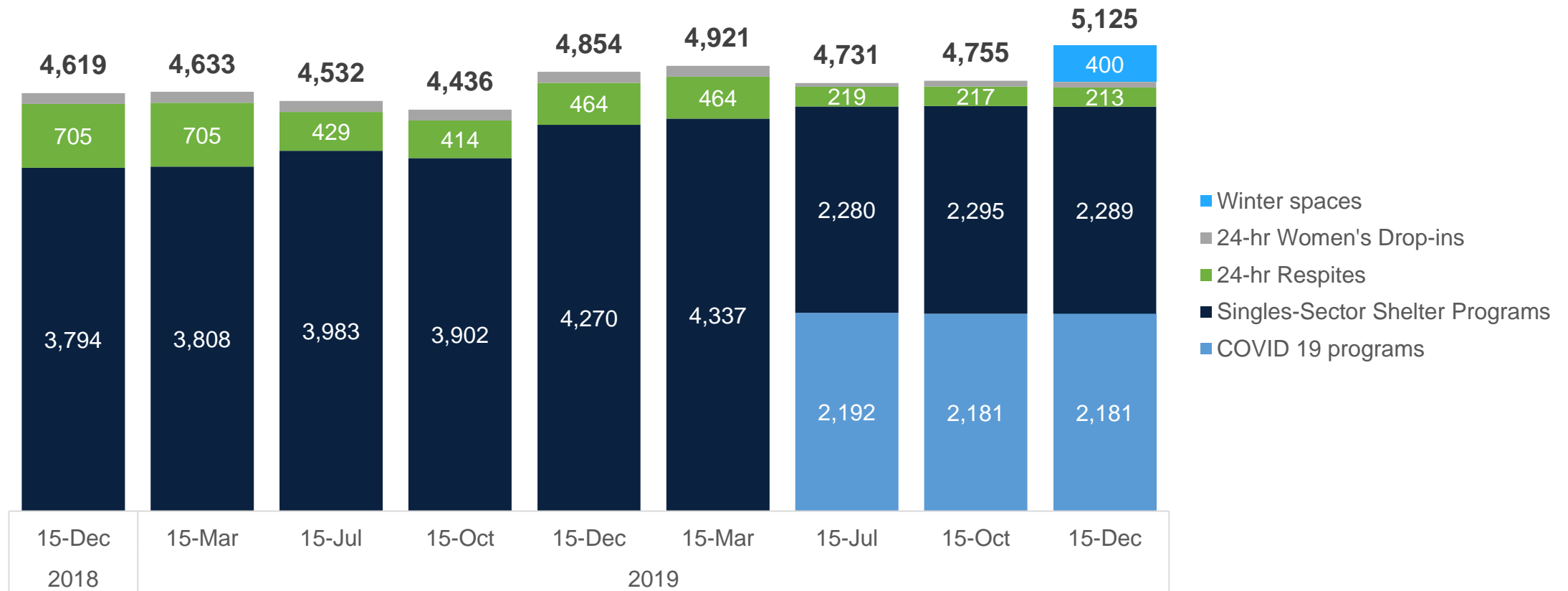
Five key themes in the Implementation Plan approved by Council in October:

1. Ensuring preparedness for resurgence
2. Adapt service models to the COVID-19 context
3. Leveraging opportunities for housing and the Shelter Infrastructure Plan
4. Minimize the flow of people into homelessness
5. Ensure recovery addresses inequitable outcomes

Active outbreaks (shelters) & active hospitalizations (shelter clients)

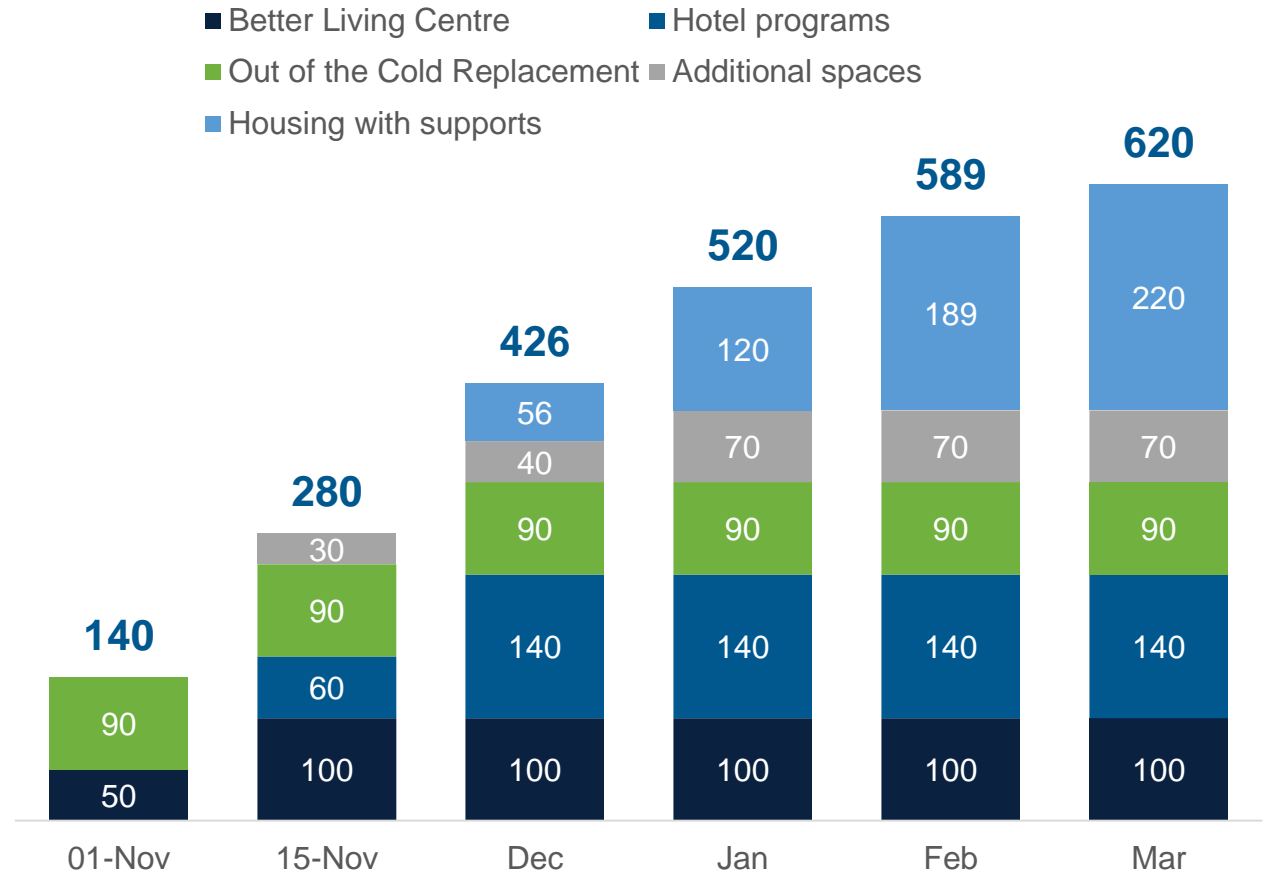


Capacity for single individuals has increased



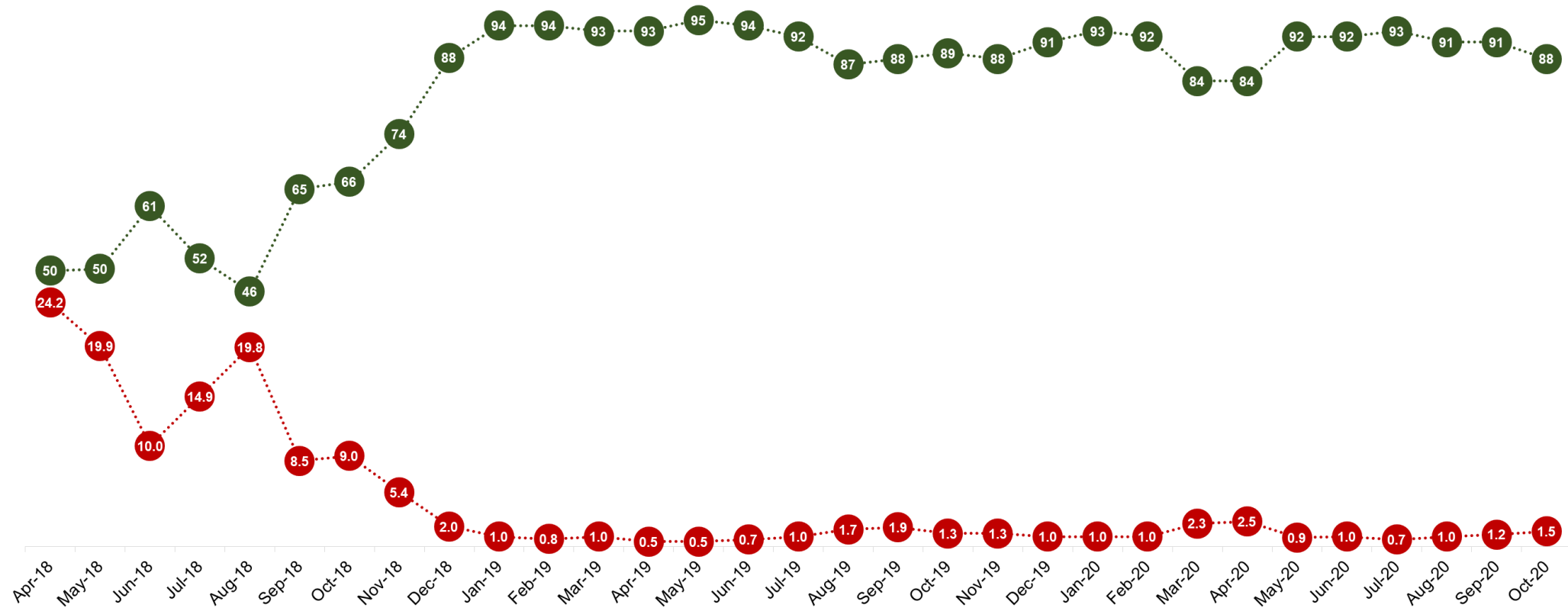
Winter Service Plan

- 620 spaces being added (increased from 560)
- Currently 65% of shelter spaces occupied
- Additional hotel spaces being secured for activation
- 220 housing units with support to be filled in December and January



Central Intake continues to meet KPIs despite increased call volumes

In 2018, Central Intake dramatically improved its call answer rate, and dramatically reduced the time to answer calls. These improvements have been sustained to-date.



New Service Queue Tracking – NOV 3-17

377

Total calls on average a day to Central Intake

6.6% (25)

On average, number of people who were not offered space that met their need, the same day, who called once.

3.4% (13)

On average, number of people who were not offered space that met their need, the same day, who called more than once.

Service Improvements Underway

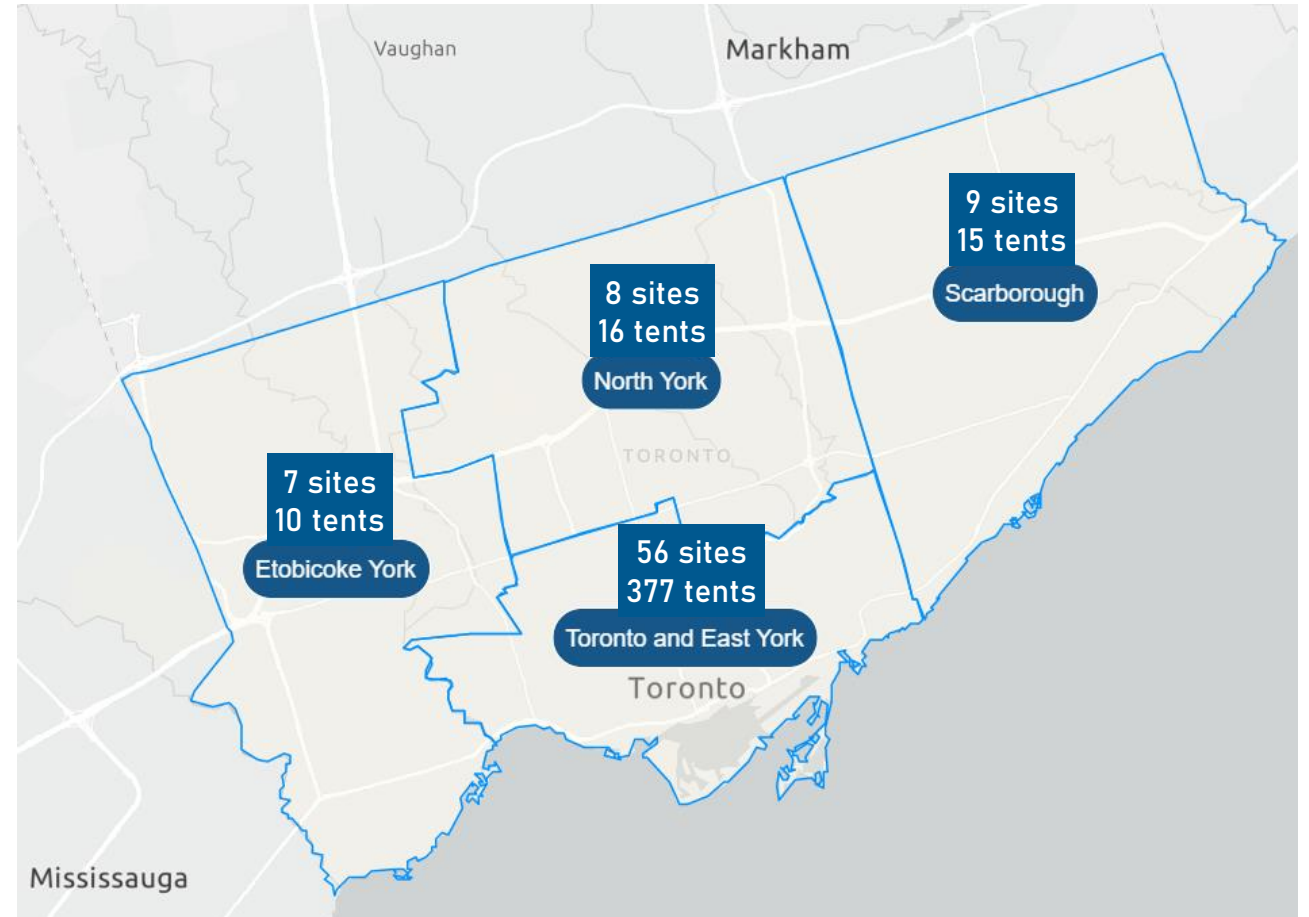
- Further analysis and monitoring of service queue to understanding needs
- Activating additional winter shelter spaces
- Increasing supportive housing opportunities
- Working with shelter providers to ensure quick turnover of spaces while maintaining COVID-19 cleaning protocols
- Enhancements to the Shelter Management Information System to improve real-time accuracy of reporting and assessment of needs

Street Outreach & Encampments

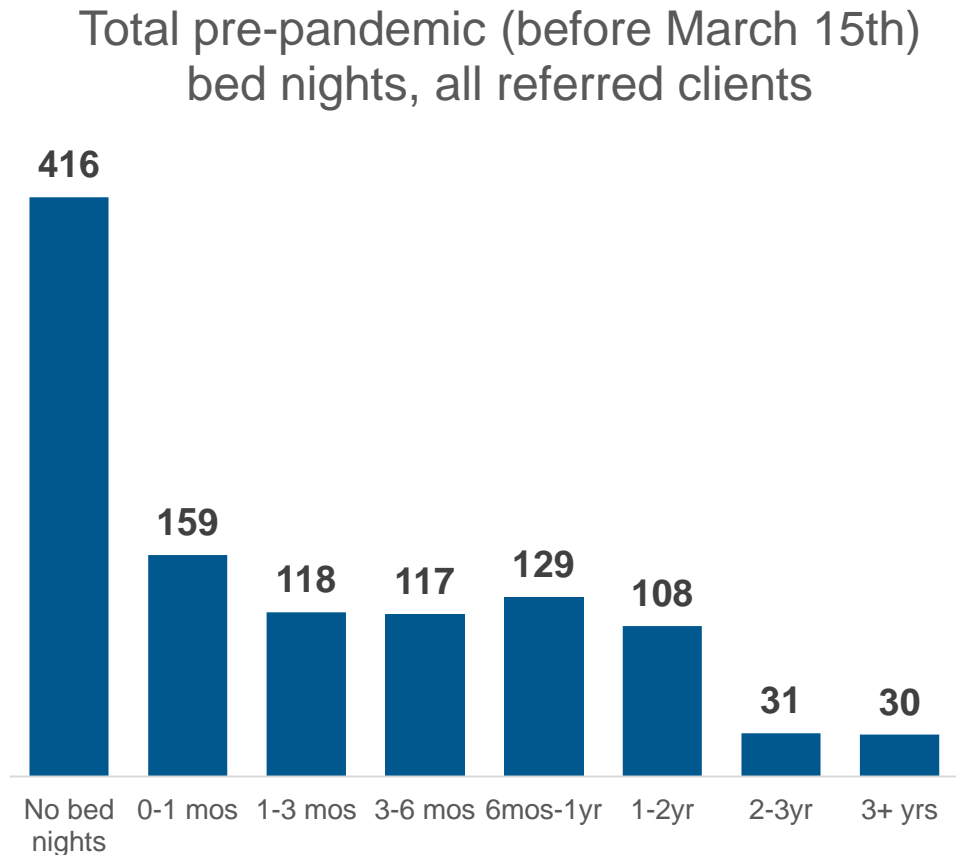
- S2H and partners provide outreach across the City 365 days a year, to build trusting relationships and housing plans with people living outdoors
- Wellness checks and safety assessments at encampments are carried out by multi-divisional City teams
- The safest place for anyone experiencing homelessness in Toronto is inside, in a shelter or housing, which is why the City is focused on investing significant public funding on these services
- More than 1,100 people referred to indoor spaces from encampments
- S2H has housed more than 350 people directly from the street this year

Encampments are located throughout the city

- Currently 66 encampments in City parks with 395 tents
- Currently 14 encampments in transportation right of ways
- Developing additional methods for ongoing comprehensive estimate of outdoor homelessness



Nearly 4 of 10 referred clients from encampments have not used shelter before



- Of **1,108** referred clients, 692 had bed nights in the system pre-covid
- A total of **416 (38%)** of referred clients have no bed nights pre-covid
- Average pre-covid bed nights total is **269**

Encampment referral outcomes

1,108

Unique individuals referred by S2H to an available space in a shelter or hotel program



956

Unique individuals admitted into a shelter or hotel program

509
(53%)

Remain in shelter

447
(47%)

Are not currently in a shelter program

Discharge status of those not currently in a program

116 Discharge location known
e.g. housing, health facility

331 Unknown discharge location

Overdose Prevention

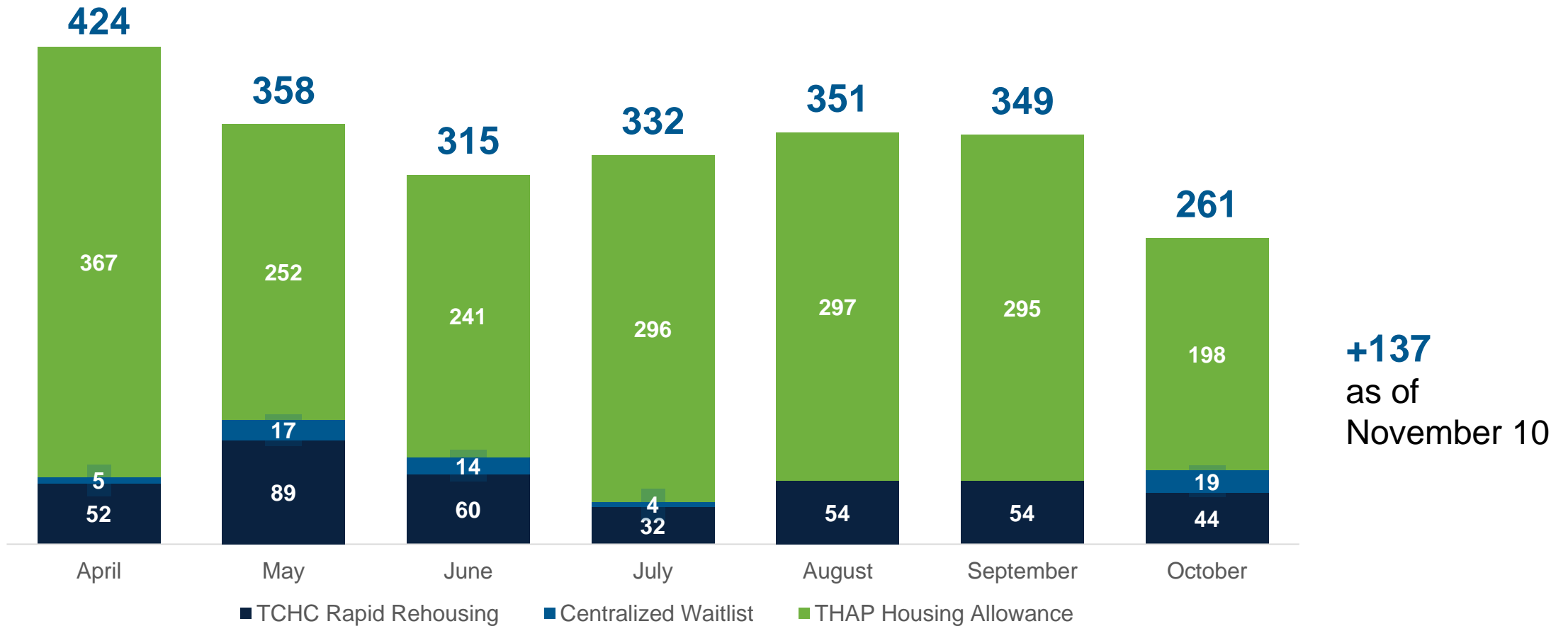
- Need to take urgent action to address the significant impacts of the opioid crisis, which are compounded by the pandemic
- Ensure integration of a range of harm reduction supports in shelters including peer supports and naloxone
- Increased investments of \$7.61 mil, including:
 - \$2.76 million for a range of harm reduction supports to hotels set up to create physical distancing in the shelter system and other shelter programs across Toronto
 - \$1.47 million for enhanced intensive mental health case management supports
 - \$3.38 million for a range of harm reduction services provided by Toronto Public Health The Works

Rent Bank and EPIC programs

- A number of current actions are underway to expand access to the Toronto Rent Bank and the Eviction Prevention in the Community programs
 - \$2 mil increase to Rent Bank
 - \$1.07 mil enhancement to EPIC
- Increased flexibility of Rent Bank program rules – increased loan amount, automatic deferral of repayment for 12 months
- Demand has been lower than anticipated so far
- Options for the short- and medium-term to increase access are being explored
 - Increasing referral partners
 - Improving communication strategies

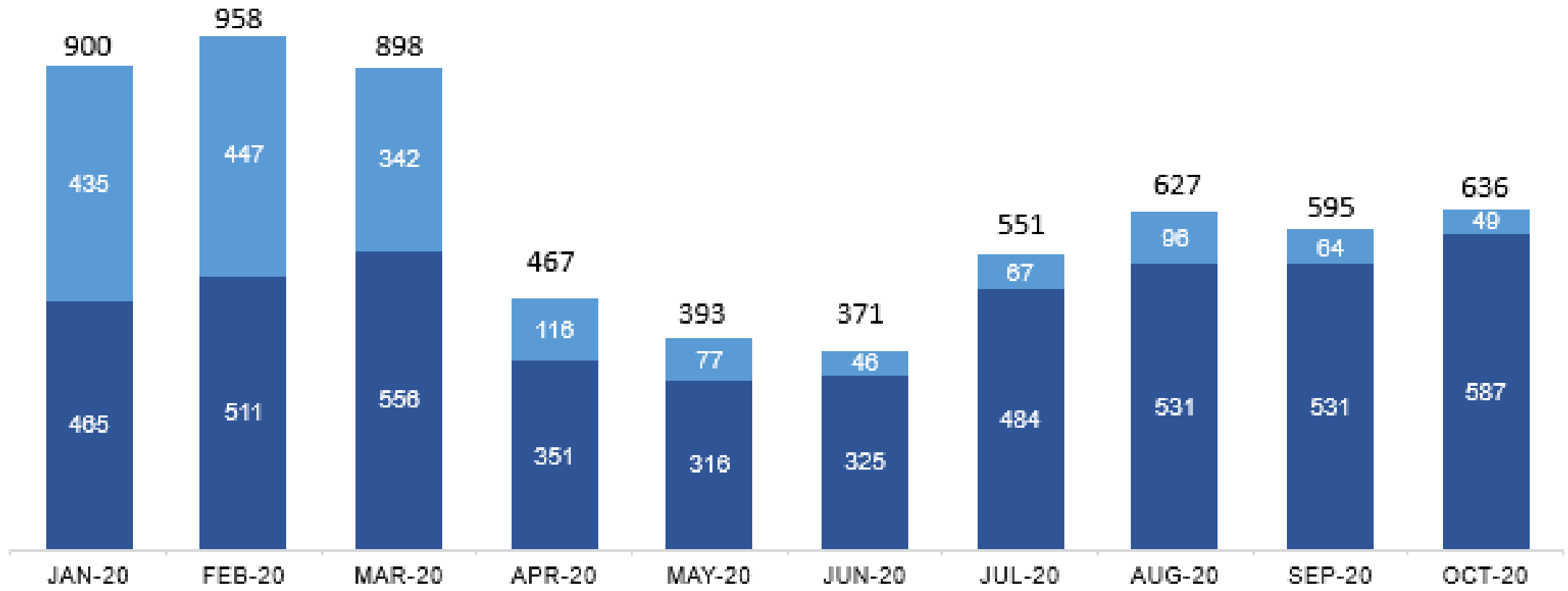
Continuing to focus on housing solutions

More than 2,500 people assisted to exit shelter with a housing benefit



Shelter inflow

More than 600 individuals enter the shelter system for the first time each month



Financial Impacts

All orders of government have made significant and unprecedented investments to protect people experiencing homelessness

Projected cost to
end of 2020

\$171M

\$171M

Federal and
Provincial
investments 2020

Projected costs to
end of 2021

\$276M

\$39M

Confirmed
Federal/ Provincial
funding to March
31, 2021

=

\$237M

Current unfunded
pressure for 2021