



# Homelessness Service System Update

EC25.5 Results of the 2021 Street Needs Assessment and Shelter, Support and Housing Administration's Homelessness Solutions Service Plan

EC25.6 2022 Shelter Infrastructure Plan, Community Engagement Review and Amendments to Contracts and Purchase Orders to Support Shelter Services

**October 2021**

**Economic and Community Development Committee**



# Outline

- Current context and COVID-19 response
- Winter Response Plan 2021/22
- Hotel Transition and Relocation Plan
- Continuing to strengthen the homelessness service system

# Current status of COVID-19 Homelessness Response

## Active outbreaks in shelters



# Ongoing efforts to continue to prevent the spread of COVID-19 in shelters

- Vaccination efforts ongoing in shelters with mobile clinics, incentives and peer ambassador supports to continue to increase uptake
  - 69% of clients have received a 1<sup>st</sup> dose, 57% second dose
- Standardized IPAC assessment site visits and specialized training to maintain and enhance good practices
- Ventilation improvements
- On-site rapid testing for clients
- Recovery site continues to have space available

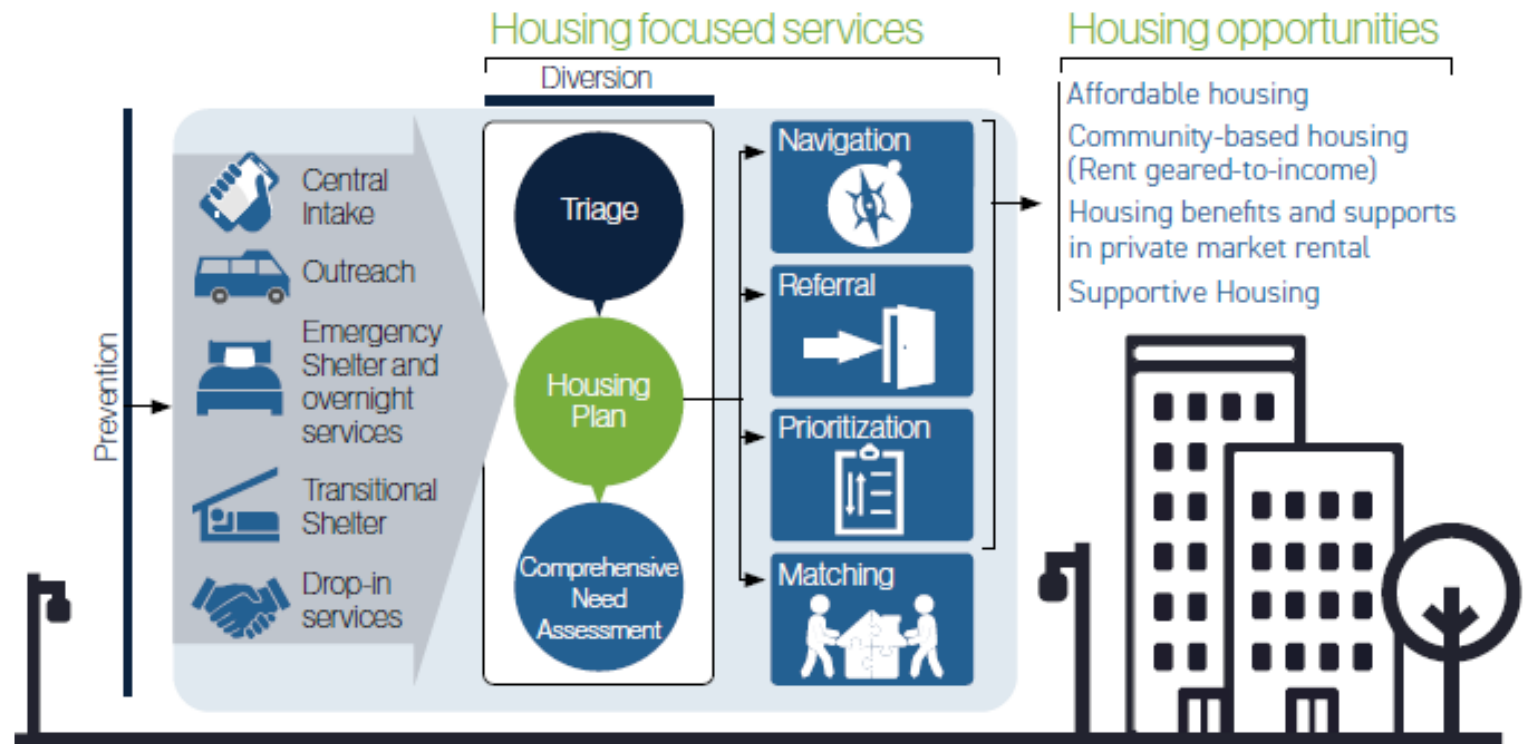
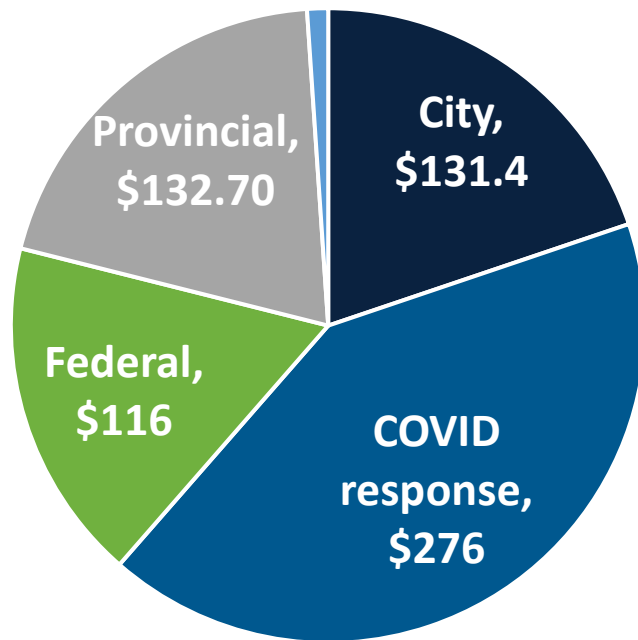
# Integrated Prevention and Harm Reduction initiative (iPHARE)

Multi-pronged effort by the City and community agencies to address opioid-related deaths in Toronto's shelter system which includes:

- Providing funding for increase harm reduction and mental health supports
- Establishing Urgent Public Health Needs Sites (UPHNS), also known as overdose prevention sites or supervised consumption services within shelter locations
- Introducing a range of harm reduction measures in all shelter locations, including on-site harm reduction supplies, mandatory training, and peer witnessing supports

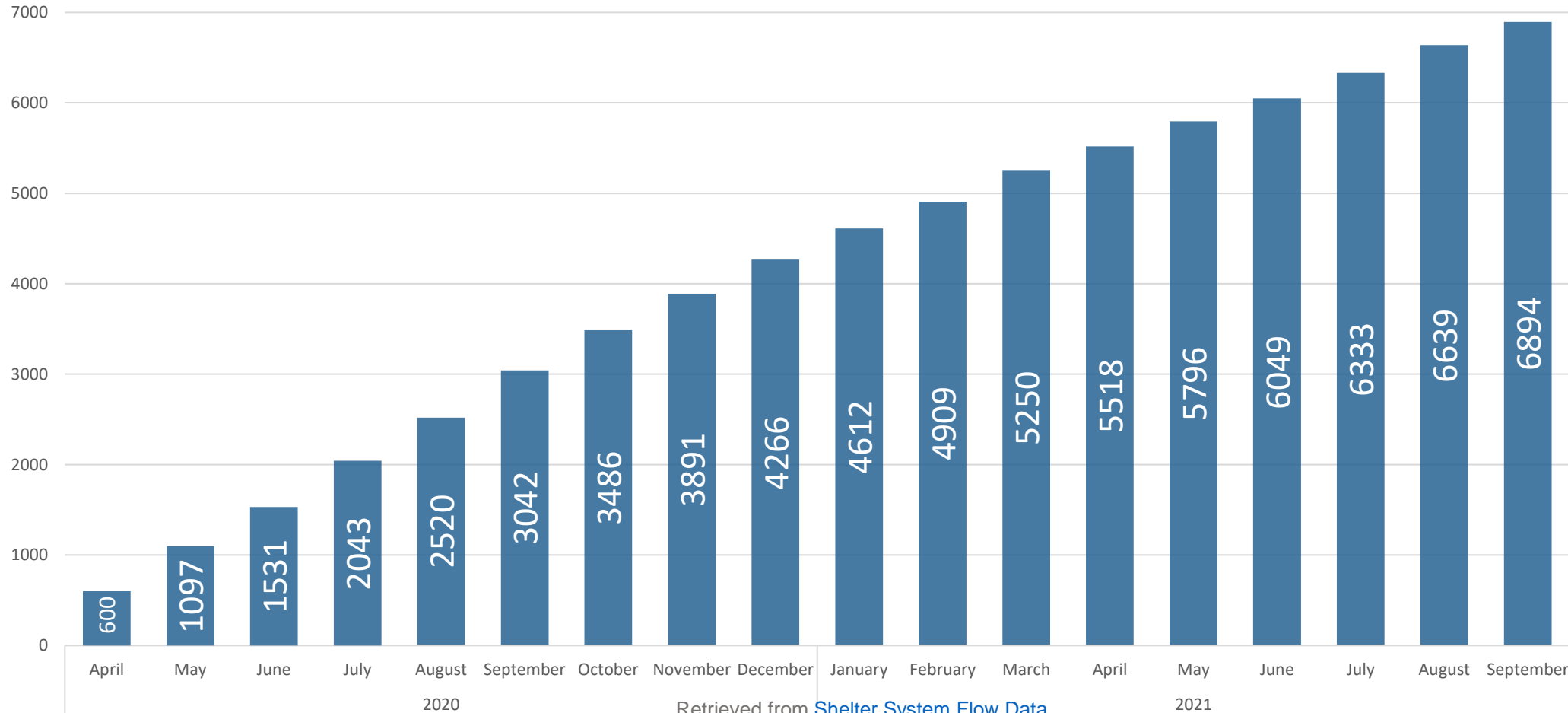
# \$663.2 M Investments in Homelessness and Housing First Solutions

The City – with the help of the federal and provincial governments – is investing \$663.2 million this year to continue to support homelessness and housing first solutions

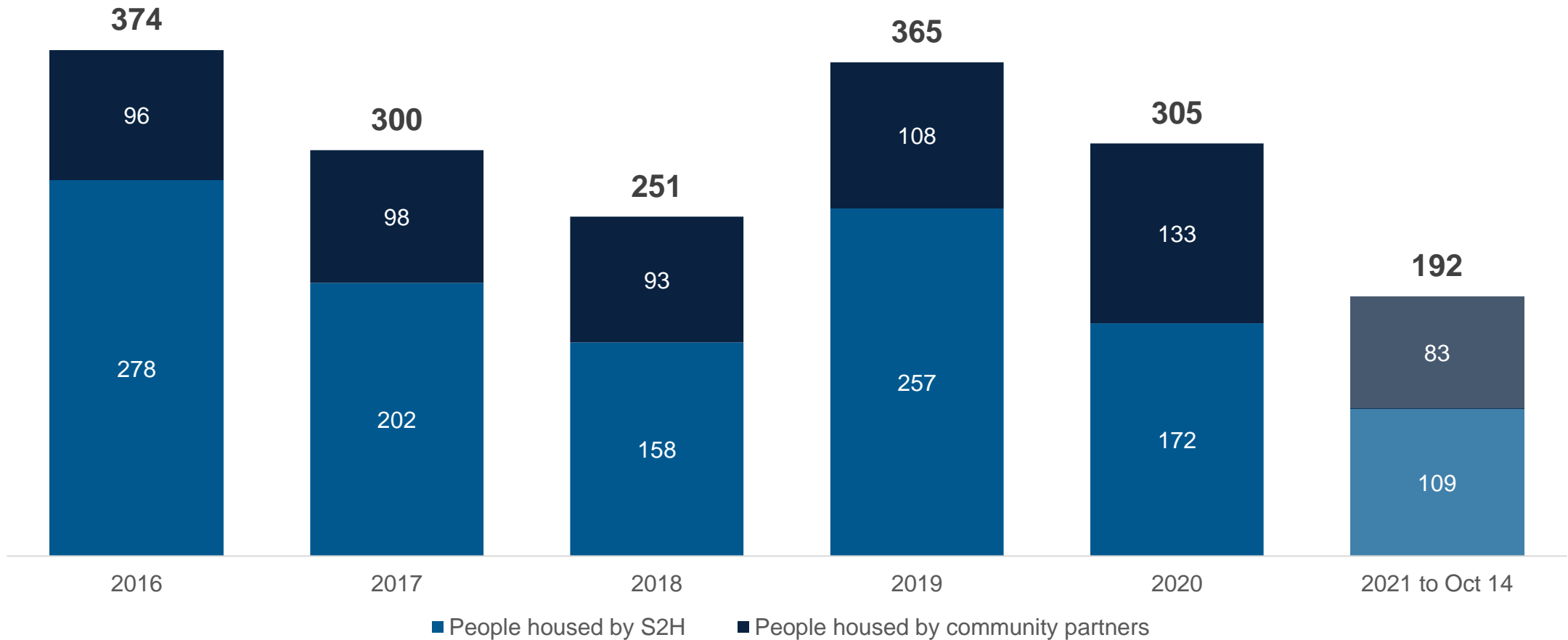


# Continuing to focus on permanent housing solutions to homelessness

People housed from shelter

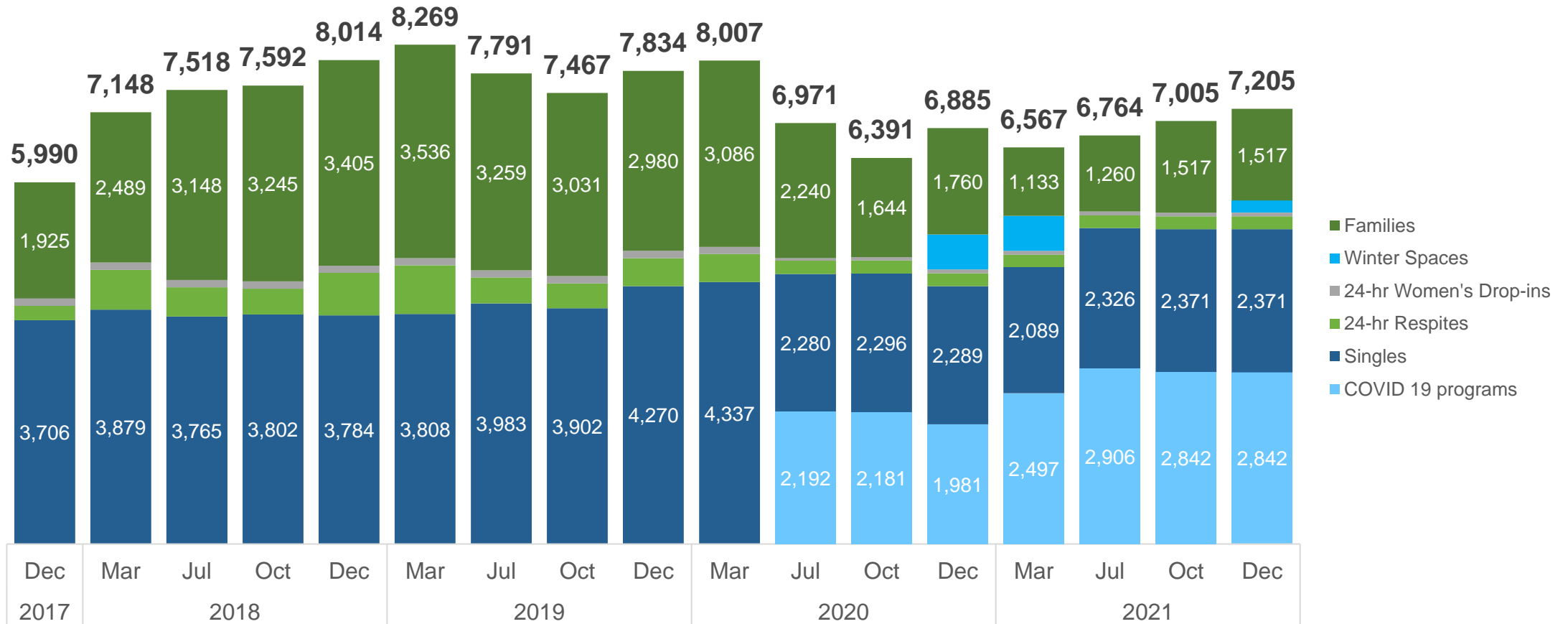


# Streets to Homes assists people sleeping outside to move directly into housing

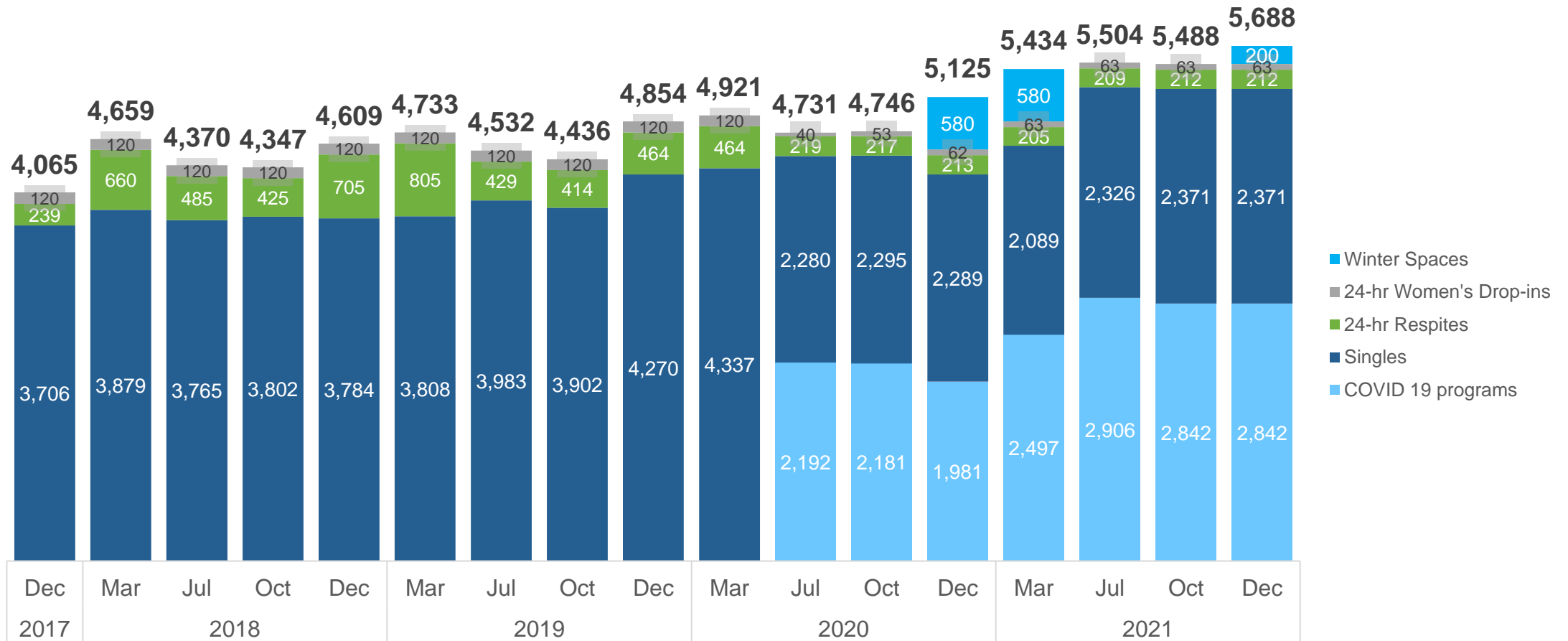




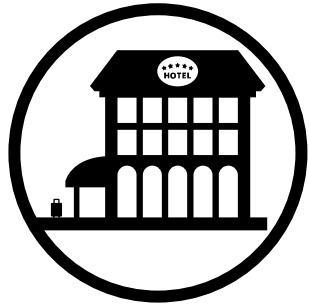
# Shelter system capacity 2017-2021



# Shelter capacity for single individuals has increased each year



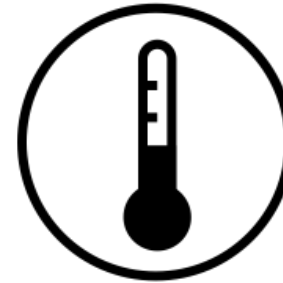
# Planned Winter 2021/2022 Service Response



Maintain and  
Increase Capacity



Supportive  
Housing



Warming Centres  
during ECWAs



Enhanced street  
outreach response

# Hotel Transition and Relocation Plan



26 Temporary COVID-19 response sites are currently operating  
23 are hotel/motels



Working to extend leases until at least April 2022 to mitigate transitions during the winter



Dedicated project team leading the relocation plan



Transition scenarios being developed that respond to variety of pressures/restraints to inform a detailed work plan over the next 12 months

# Physical distancing and shelter capacity

- Timelines to decommission any of the COVID-19 response programs will depend on:
  - any future changes to physical distancing public health guidance
  - availability of additional affordable and supportive housing opportunities
  - indicators of shelter demand
- Provincial Ministry of Health guidance for congregate living settings related to physical distancing has not changed

# Housing and Client Transition Plans

- Profiles of clients and their needs at each of the temporary hotel response sites will be assessed
- Matching and referral to available housing opportunities:
  - New affordable and supportive housing
  - Rapid Rehousing Initiative (TCHC)
  - Portable housing benefits in private market rental
- Engagement with shelter residents, providers and Toronto Shelter Network in collaborative planning

# Site Specific Plans and Restoration

- Professional assessment of each property to determine scope of work and cost of the restoration
- Engagement with local Councillors, stakeholders, Business Improvement Areas, and other City divisions and agencies
- More information on specific sites and timelines will be posted to the City's website as specific details are known

# Street Needs Assessment 2021 Overview

## STREET NEEDS ASSESSMENT 2021

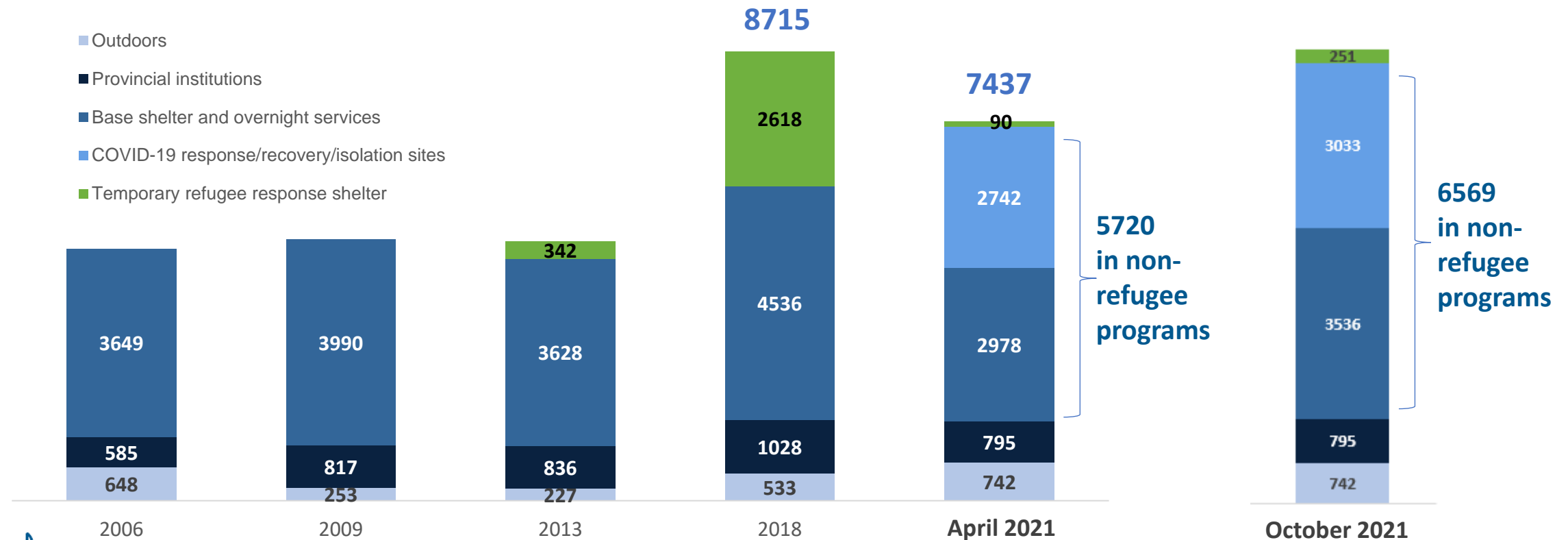


- Toronto's fifth SNA was held in April, 2021:
  - Indoor Survey Week: April 19 to 23, 2021
  - Indoor and Outdoor Count: April 21, 2021
  - Outdoor Survey: April 27, 2021
- The SNA is a needs assessment survey and point-in-time count of people experiencing homelessness in Toronto
- Provides a better understanding of trends and the needs and experiences of different groups and is a direct input into Shelter, Support and Housing Administration's Service Plan
- We heard from **2,629** people experiencing homelessness staying:
  - Outdoors and in encampments
  - City-administered sites (i.e., base emergency shelter and overnight services and transitional shelters, COVID-19 response sites and recovery/isolation sites)
  - Provincially-administered Violence Against Women shelters
- Thank you to the people who spoke with us and to City staff and community partners who led the 2021 SNA!

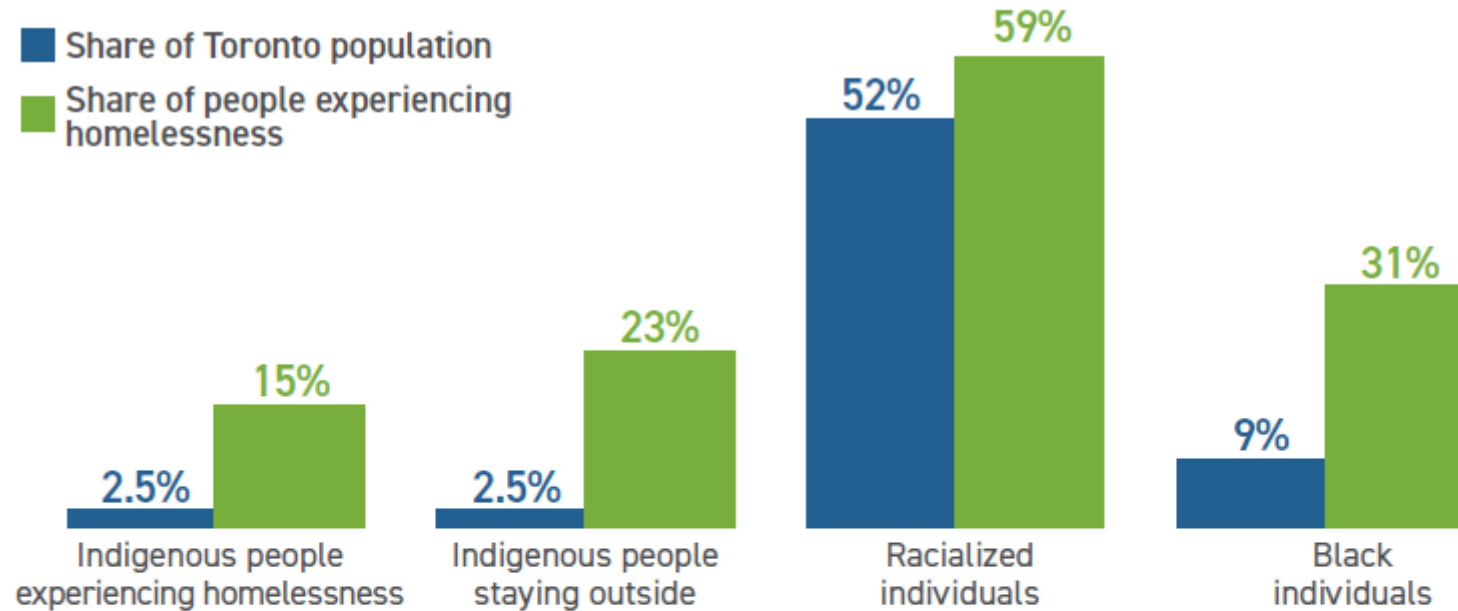


# 1. The profile of those experiencing homelessness has changed during the COVID-19 pandemic

- Overall decrease primarily due to fewer refugee families as a result of border restrictions
- The number of people sheltered in non-refugee programs has increased as a result of the City's COVID-19 response



## 2. Homelessness affects people from different backgrounds but specific groups are overrepresented in Toronto



**32%**  
 of people who are homeless first experienced homelessness as a child or youth



**18%**  
 of people who are homeless have foster care experience

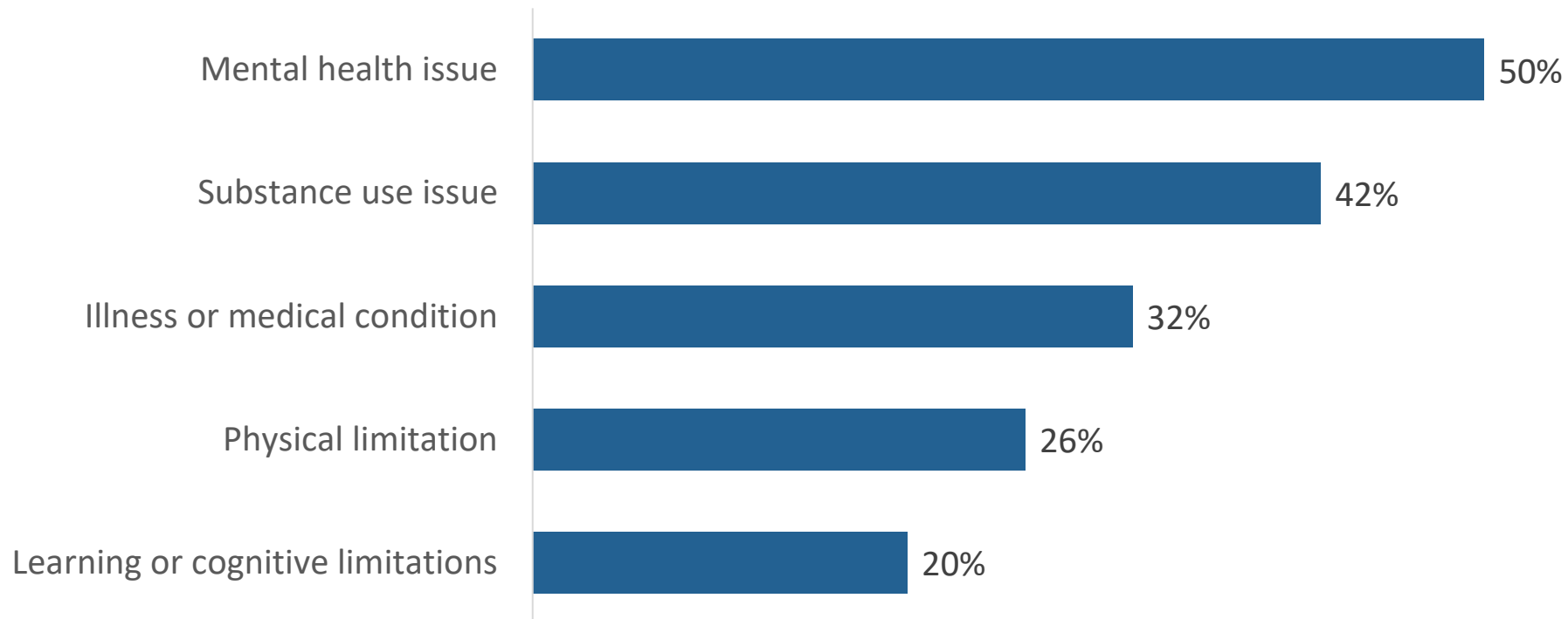


**26%**  
 of youth who are homeless identify as 2SLGBTQ



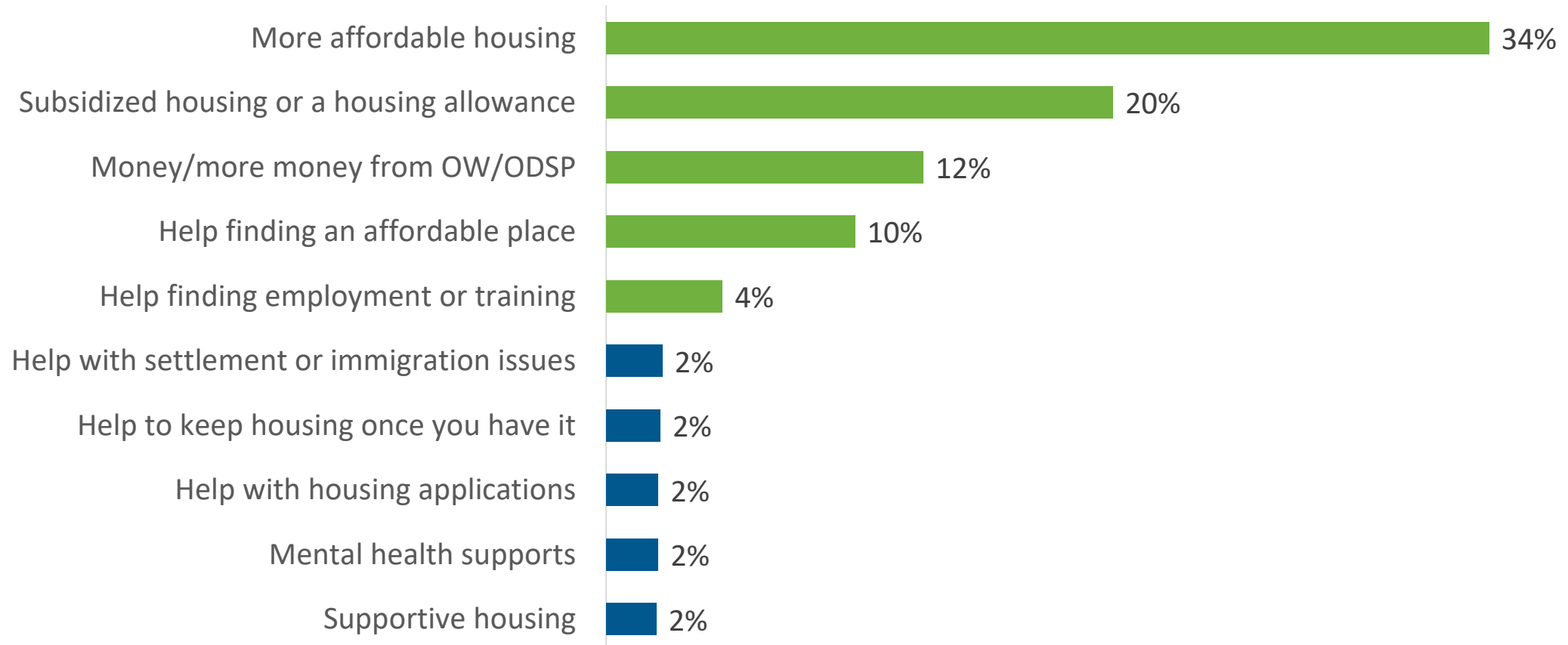
# 3. Gaps in other service systems are key contributors to homelessness

- 76% of respondents identified having one or more type of health challenges
- People who are chronically homeless are 6x more likely to have multiple health challenges
- 33% of people who are not currently in treatment for a substance use issue are interested in accessing treatment



## 4. The key solutions to homelessness are increasing income and access to affordable and supportive housing

80% of respondents noted that the most important services to help them find housing were those related to increasing housing affordability and income.



Source: 2021 Toronto Street Needs Assessment Survey Results

# Homelessness Solutions Service Plan

## Outcomes:

1. People experiencing homelessness in Toronto have access to safe, high quality emergency shelter.

2. People are provided housing-focused supports that ensure homelessness is rare, brief and non-recurring.

## Priorities:

1

**Advancing reconciliation**

Meaningfully address Indigenous homelessness

2

**Focusing on equity**

Address Anti-Black racism

Incorporate an intersectional and inclusive approach

3

**Delivering high quality services**

Improve access to homelessness services

Enhance safety and quality

Provide a range of person-centred supports

4

**Reducing chronic homelessness**

Enhance housing focused service delivery

Prioritize available housing resources for maximum impact

5

**Developing an integrated systems response**

Implement shelter diversion approaches

Increase system coordination and planning

Enhance collaboration and engagement

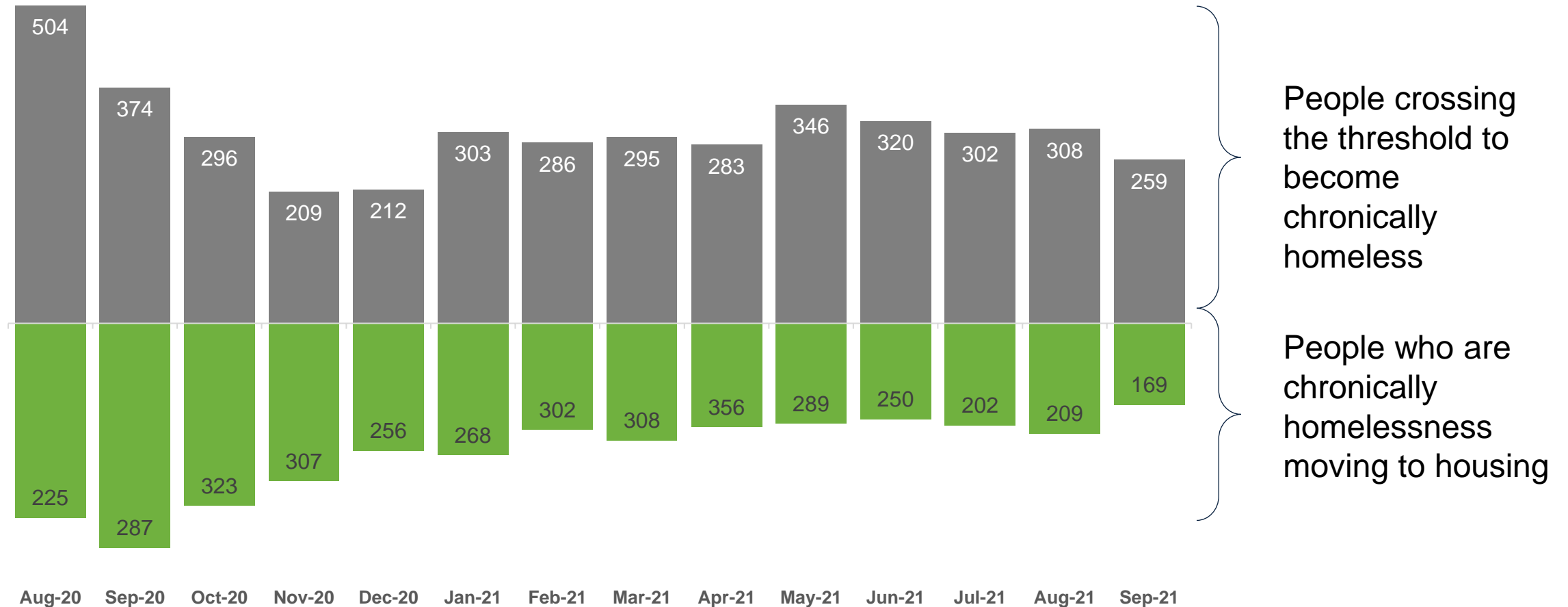
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**Strengthening and modernizing the sector**

Enhance system tools and data

Invest in staff and sector capacity

# Measuring progress





**Thank you**