Friends of Shopping Bag Ladies - Review Findings

(City Council on February 29, March 1 and 2, 2000, adopted this Clause, without amendment.)

The Community Services Committee recommends the adoption of the following report (January 26, 2000) from the Commissioner of Community and Neighbourhood Services:

Purpose:
This report provides the findings of the Friends of Shopping Bag Ladies review and recommendations regarding the continuum of services for vulnerable men.

Financial Implications and Impact Statement:
There are no financial implications resulting from the adoption of this report.

Recommendations:
It is recommended that:

(1) Friends of Shopping Bag Ladies immediately redirect all men who are not vulnerable clients (as defined in this report) to other drop-in programs;

(2) the Shelter Housing and Support Division facilitate a process between Friends of Shopping Bag Ladies, the Central Neighbourhood House, Street Survivors Program and Regent Park Community Health Centre to jointly develop and implement an alternative service response to meet the multiple needs of vulnerable men currently accessing Friends of Shopping Bag Ladies;

(3) Friends of Shopping Bag Ladies immediately develop and implement a community relations strategy with the local community, including the resident associations;

(4) Friends of Shopping Bag Ladies implement a communications plan to inform other service providers of the agency’s mandate to ensure that appropriate referrals can be made;

(5) this report be forwarded to the Shelter Housing and Support Division for consideration as part of the service planning review process, and to the Ministry of Health and Long Term Care; and

(6) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.
**Background:**

Friends of Shopping Bag Ladies (FSBL), also known as the 416 Drop-In Centre, is located in the Dundas and Parliament Street area. The agency provides a daily drop-in primarily for homeless, transient and socially-isolated women. Programs and services include shower and laundry facilities, clothing, a food depot, breakfast and a hot lunch program, crisis intervention, a full medical clinic, trustee support, recreation activities, identification replacement support, escort support to appointments, and outreach and housing search supports. The drop-in is open seven days a week, 365 days of the year. The agency has stated that it serves 200 women per day at the drop-in program. The agency also operates an addiction case management program for women located on Ontario Street. This program provides counselling and support for individuals with alcohol and substance addictions.

In the past, the agency has received support from the former City of Toronto and the former Metro for the operation of the drop-in program located at 416 Dundas Street and a cleaning program aimed at vulnerable individuals, often with mental health conditions, who are at risk of losing their homes.

In July 1996, Metropolitan Council directed that funding to Friends of Shopping Bag Ladies be held pending the completion of a mediation process between the agency and local resident associations. On completion of the mediation process, Metropolitan Council released the Community Resources Fund grant of $16,000.00. In August 1997, Metropolitan Council recommended that the Commissioner of Community Services ensure that Friends of Shopping Bag Ladies develop and immediately implement a plan to redirect male clients to more appropriate service providers, undertake a property audit of the 416 Drop-in Centre, and that the 1997 Emergency Support Fund allocation, in the amount of $8,000.00, be held pending the completion of the property management consultation and audit. The agency complied with City staff and a property audit was conducted. The $8,000.00 was released to the agency to cover the costs of repairs indicated by the property audit. The issue of male clients was still unresolved at this time.

In November 1997, the agency informed City staff that the agency mission statement had been changed to include the following sentence: “to provide limited support to those men unable to access traditional male services.” Staff advised the agency that this change in mandate could influence future funding recommendations.

In 1998, the Community Services grant of $24,224.00 was held pending the development of a system to refer male clients to other service providers. This was based on the 1997 condition, which had not been met. The 1998 condition required the agency to meet regularly with other agencies providing services to homeless men and develop a system which documents the process of referral and when service is accessed or denied. The referral system was to be operationalized by August 14, 1998, with all male clients to have been referred to other appropriate service providers by this date.

In October 1999, Council recommended that the 1998 Community Services grant of $24,224.00 be released to Friends of Shopping Bag Ladies and that a review of the drop-in be conducted prior to consideration of any future grants funding for this agency. The review was to give particular attention to the male clientele being served by the Centre.
Men Accessing Services at Friends of Shopping Bag Ladies:

In 1998, the agency stated that there were between seven to ten men who accessed services at Friends of Shopping Bag Ladies, that these men could not be referred to other service providers due to their vulnerable state and that other service providers were unable to provide the intensive and comprehensive support required by these individuals. The agency has stated that it is responding to a visible gap in services for men with mental health diagnosis. At the Community Services Committee meeting of October 1999, the Chair of Friends of Shopping Bag Ladies conveyed that the agency has continued to take new vulnerable male clients.

The agency has described the vulnerable men that it serves as those who, because of ill health, frailty and/or because of addictions and mental health issues, are unable to access traditional male services. They have described the inability to access services to include fear, arguing that the vulnerable men they see are afraid to access services, including professionals such as physicians, at other drop-in programs or traditional settings. A number of the men they see have dual diagnosis suffering from both alcohol and substance addictions as well as complex mental health conditions that make compliance to medications critical. For these clients, the large format of most men’s drop-in programs can provoke difficult behaviours. This group of men primarily accesses medical services, through the physicians and the full-time nurse and the voluntary trusteeship program, clothing and food supports at Friends of Shopping Bag Ladies.

The agency is also accessed by men who do not fall into the category of vulnerable as described above. The number of men in this category accessing services at Friends of Shopping Bag Ladies will vary depending on variables such as the weather, the availability of the physicians, and the time of day. The early morning hours were identified as a time when some men congregate to receive food or shelter until other drop-in programs open. Friends of Shopping Bag Ladies opens at 4:30 a.m. during weekdays, while most other drop-in programs are not open until 8:00 a.m. or 9:00 a.m. For those not in the shelter system, the very early hours of the morning can be a difficult time to find a warm place.

Some men are associated with the women who use the agency, including, spouses, partners, sons, relatives or companions. Many of these men are brought to the agency by the female clients who feel that the men in their lives should also be able to access these services. The agency has argued that understanding and being respectful of the relationship between their female clients and the men associated with them is critical to developing trust with these women, many of whom will not use other services.

Community Issues:

The tension between Friends of Shopping Bag Ladies and the local residents groups came to a critical point in 1996 when deputations from the two groups, SOBRA and TEDRA/TEDNA resulted in the agency’s funding being held pending the completion of a mediation process between the parties. The resident associations had raised concerns about garbage, noise, drug dealers, and prostitutes, pimps, and transvestite and transgendered individuals that use the agency. The need for fencing in the front and back of the site was also raised. Both SOBRA and TEDRA/TEDNA have consistently argued that Friends of Shopping Bag Ladies is not a good
community neighbour, doing little to manage the behaviours and actions of the agency clients. The Lord Dufferin School, located directly behind the agency, also raised concerns about Friends of Shopping Bag Ladies and its clients. The School is concerned about the impact of the agency on the children of the community, many of whom fear walking on Dundas Street between Sherbourne and Parliament, or in the laneways behind the agency. Like the resident associations, the school has also stated that Friends of Shopping Bag Ladies is unresponsive to local community issues.

Friends of Shopping Bag Ladies has argued that it has been compliant in meeting the requirements of the funders and the local community. They participated in the mediation process, conducted the property audit and made the required repairs, placed lighting at the front of the building and dealt with the garbage problems. The agency asserts that they have also redirected many men who come to the site and that presently only seven to ten vulnerable men come regularly to access trustee, medical clinic and psychiatric supports at the agency. The agency has also instituted measures to restrict movement of the men at the site. Friends of Shopping Bag Ladies does, however, continue to accept new male referrals. The agency has stated that it cannot be held responsible for men who are not associated with the agency and who choose to congregate on the sidewalk, or laneway in the vicinity of Friends of Shopping Bag Ladies.

Comments:

This review was challenged by the complexity of the issues that required investigation. Although the primary mandate was to address the agency compliance with City requirements, it became clear that this could not be done in isolation of broader systemic issues facing this service sector.

The Review:

The review was intended to clarify the numbers of men accessing the agency, the nature of their needs and what makes these individuals vulnerable. The review was also designed to gather information regarding service gaps in the neighbourhood of Friends of Shopping Bag Ladies.

Since the focus of the review was specific to men accessing services, issues related to transgendered individuals were not explored. Transgendered individuals who identify as women are seen by the agency as female clients. At the Community Services Committee meeting in October 1999, the 519 Church Street Community Centre spoke to the issue and asserted that individuals should be served on the basis of the gender they identify with, and therefore this group should not be included in the category of male clients. It is, however, clear that this group faces multiple challenges and barriers in accessing appropriate services. They are not able to access many women’s only services and many feel unsafe in men’s programs or even those that are open to men and women. The issues impacting this group were beyond the mandate of this review, however, it is recommended that further attention be given to the service access issues impacting this group within the homeless population.
The Review Team:

A team comprised of City staff from the Shelter Housing and Support Division, Public Health and Social Development and Administration undertook the review. Public Health staff collected information from male clients of the agency, clinical staff, and other medical related interviews. The staff team developed a series of questions to be used with local agencies as well as clients of Friends of Shopping Bag Ladies. City staff conducted 26 interviews with agencies providing services to homeless men and women, clients, staff and Board of Friends of Shopping Bag Ladies, the two residents associations SOBRA and TEDNA/TEDRA, Lord Dufferin School, 51 Division and the local counsellors. Statistical information from the Toronto Police Service was also reviewed (see Appendix 2 for a list of all interviews).

Review Findings:
(See Appendix 1 for the a complete report of the review findings.)

Friends of Shopping Bag Ladies’ Service Model:

The range of programs at the Friends of Shopping Bag Ladies drop-in was cited as a key to the attraction of this agency. It has been described as a holistic model of care where all of the needs of the individual are considered. A number of agencies indicated that they had referred men to Friends of Shopping Bag Ladies because of the need for a hands on, integrated model of care that can respond to the unique issues and needs of each individual. Most of the drop-in programs interviewed stated that they were not able to provide this level of one-on-one support to individuals.

The more intimate setting of Friends of Shopping Bag Ladies, a former residential house, was also cited as contributing to the desirability of this agency. The overcrowded, informal environments of many drop-in programs, often with low staff-to-client ratios, were cited as a factor that can compound the symptoms people are experiencing placing individuals at risk in terms of elevating their condition(s) or vulnerability. Such individuals may end up being barred from specific programs producing further barriers to service.

Friends of Shopping Bag Ladies’ Services to Men:

The review identified that there are a variety of men that access or attempt to access services at the Friends of Shopping Bag Ladies. These men range from the vulnerable fragile men, as described above, to men who accompany women to assist them in carrying items or simply to provide company to men who come to the agency because other drop-in programs may not be open or because they have missed the meal-time or other services.

Vulnerable Men:

Friends of Shopping Bag Ladies provides a range of services to vulnerable men. These include: medical services provided by two physicians and follow up support and care from the agency’s full-time nurse; food; shelter; trustee services; escort support to appointments; identification replacement support; clothing; and information and referral. These services are provided in a
client centred model that attempts to respond to all the needs of the individual, limiting the need for the individual to have to see numerous service providers. The agency articulated that, for these men, their psychiatric and physical conditions do not allow them to navigate the homeless services system.

Other Men:

Other men primarily come in the early morning hours before 9:00 a.m. although some will come throughout the day asking for food or to access medical services. Some of these men are companions of the female clients or associated with them in some way. Friends of Shopping Bag Ladies statistics indicate these numbers have dramatically decreased from October 18-21 when an average of 12 men a day requested early morning support to 2.5 men each day, in the period from November 29-December 9, 1999. The agency has warned that it anticipates that requests for support will increase as the cold weather approaches and the homeless population becomes more desperate for warmth, shelter and food.

Agency Statistics:

The agency provided the review team with statistical information regarding the number of men accessing services provided by Friends of Shopping Bag Ladies. However, because of the informal operations of the agency and the desire to preserve anonymity for their clients, the statistical information provided is not comprehensive. It is unclear whether the numbers reflect actual individuals served or client contacts and how many of these men can be described as vulnerable. Client statistics do not appear to be collected in a consistent manner and are therefore difficult to verify.

Male clients access the following services: medical appointments (7-10 per week), food services (5-6 per day), early morning service (93 in November, 1999), trustee services (20 ongoing), identification replacement (10 per week), escort support (specific numbers not available), and the clothing bank.

The agency is not able to provide an analysis of services to men delineating between clients who are vulnerable, those who are accompanying a female client and others. The total number of men served by the agency in a given period of time is impossible to determine.

Community Issues and Concerns:

As part of the review, the two resident groups SOBRA and TEDRA/TEDNA were interviewed. Lord Dufferin School situated directly behind the Friends of Shopping Bag Ladies was also interviewed.

SOBRA and TEDRA/TEDNA articulated that little had changed in regards to Friends of Shopping Bag Ladies and its interaction with the neighbours. Both groups described the agency as defiant in its non-compliance with City funding conditions and the requests of the residents in the community. The groups asked that Friends of Shopping Bag Ladies develop a contract with the neighbourhood and accept that it must consider the needs of those that live and work in the community as well as the clients that access the agency.
The two groups did acknowledge that the numbers of men had decreased and that the garbage problem had also been addressed. However, they maintain that the agency is unco-operative and that the noise and unmanaged behaviours continue to have a negative impact on those who live in the area.

The School raised concerns about safety in the neighbourhood with so many services targeted at individuals who face multiple social, physical, mental health and addiction challenges, as well as the presence of individuals engaged in drug dealing or prostitution. The School raised questions about the concentration of services in the neighbourhood and the impact on community dynamics. The Principal shared concerns regarding the safety of the children that attend the School and urged the City of Toronto, local agencies, businesses and residents to develop a proactive response that places the safety of the communities’ children first. The Principal identified that, although Friends of Shopping Bag Ladies continues to be unresponsive to the systemic issues facing the community, Friends of Shopping Bag Ladies has made some positive changes in the past two years and that the community issues go beyond this one agency.

Police Interventions at Friends of Shopping Bag Ladies:

At various times both the resident associations and representatives of 51 Division Community Police Liaison Committee have stated that the police have had to make approximately 4.5 interventions at Friends of Shopping Bag Ladies each week.

The Toronto Police Service were able to provide a history report that identifies incidents associated with the Friends of Shopping Bag Ladies’ street address. This information provides a snapshot of the nature of the type of calls being placed and the subsequent police action.

The information, in the form that it was provided by the police, does not allow for conclusive, categorical statements without further investigation and probing into each individual incident.

Overall, it appears as though most police interventions associated with Friends of Shopping Bag Ladies’ street address are not prioritized as critical or urgent. The vast majority of incidents are associated with unwanted guests, or health related issues (medical complications, mentally ill, collapse). Of the total events, approximately 6.5 percent of events resulted in arrest, 4.3 percent of events resulted in charges being laid or pending, 3 percent when reports were taken, and 6.9 percent where the individual was gone when police arrived at the scene.

While the figures do indicate that the total number of events associated with Friends of Shopping Bag Ladies over the past three years has increased, it is difficult to correlate this to negative events associated directly with the agency. For example, event locations are identified by the nearest street address. Consequently, an event involving someone in front, behind or in the laneway next to the agency would be identified at the Friends of Shopping Bag Ladies street address regardless of whether the persons involved were directly associated with Friends of Shopping Bag Ladies. Further, the information provided did not distinguish if the event was called in by Friends of Shopping Bag Ladies’ staff, residents or neighbourhood businesses.
Fragmentation of Services:

Drop-in staff interviewed spoke about the general chronic under-funding of homeless services and specifically the lack of stable core funding. As a result, drop-in services are often provided in an emergency mode with little opportunity to provide intensive one to one supports to clients or participate in inter-agency co-ordination and service planning. Although it was clear that there is a strong informal network and awareness of services within the area, there is little if any formal service planning or co-ordination. These combined factors have resulted in the lack of an integrated service delivery model in this community. Service gaps are clearly visible especially in relation to supports to homeless individuals with substance addictions and complex mental health conditions.

The following gaps were identified consistently by those interviewed:

1. Varying hours of service in the area have resulted in times when a homeless person may have nowhere to go between the closing of one service and the opening of another. This is particularly a problem on weekends, statutory holidays, the early morning hours, especially for individuals not linked to a shelter program.

2. The lack of medical services for men provided in a community-based, non-institutional setting that is safe and non-threatening for the vulnerable homeless.

3. The lack of an agency specifically mandated to provide mental health services to men, with higher levels of support and care provided through a case management model.

4. An absence of services for homeless people who are suffering from a combination of addiction and mental illness.

5. Limited Ministry of Health and Long Term Care funded programs in the downtown east targeted at homeless men.

The Regent Park Community Health Centre has been funded by the Ministry of Health and Long Term Care to provide community health supports, including programs specifically focused on the homeless population. These programs include a voluntary trusteeship program, an art group for homeless women, identification replacement supports, dental care, medical staff, both nurses and physicians who work at the Health Centre and provide off-site support at local agencies serving the homeless, health card kiosks service and social workers. The Health Centre also provides the fee for physicians when treating a homeless client without a health card.

Some agencies did identify that because the Health Centre has moved into a new location some more vulnerable members of the homeless population may not feel comfortable there. The Health Centre is, however, making efforts to work with local service providers including drop-in programs and the Hospital to provide a comprehensive range of medical and social supports to the homeless population in the Toronto downtown east.

6. Limited resources combined with high demand at drop-ins resulting in limited ability for staff to address individual issues.
(7) Variation in services and service hours of programs and supports provided by drop-ins, resulting in confusion for some individuals experiencing mental health difficulties and/or dealing with addictions.

(8) Limited availability of appropriate outreach and case management services, or mechanisms which allow agency staff to connect with homeless individuals on a one-to-one basis, particularly as it relates to the transient homeless population.

(9) Trustee services for men, which are flexible and provide service on a daily basis, to assist vulnerable men who receive government assistance.

(10) Escort supports for clients to appointments (e.g., health related, identification, etc.) were identified by local agencies as a major gap. Drop-in programs stated that, despite their efforts to be responsive to this need, they find they do not have the capacity to provide this form of support on an ongoing basis.

(11) Transportation continues to be a barrier for the homeless, particularly when services are not in the immediate area.

(12) Identification replacement supports were identified as critical. The review identified that though clinics are provided by Street Health at several locations in the area for two-hour intervals once per week (Open Door, Toronto Friendship Centre, Regent Park Community Health Clinic, Fred Victor Centre), individuals must remember where and at what time the clinic is being held and there is a four to six week wait before the medical identification can be provided. The client is provided a temporary health number on a piece of paper, which they can use to attain health services until their card arrives. Support for attaining birth certificates, immigration papers and other forms of identification is available. It was noted that it can take a significant amount of time to attain some pieces of identification, depending on the individual’s circumstances.

(13) Some agencies providing services to homeless men have fees, usually minimal (e.g., Open Door - meals, Dixon Hall’s shelter - $6.00 per night). In some cases, it is necessary for funding purposes, in others it is identified as a means for the clients to feel a sense of pride or entitlement through their contributions to the service. Some homeless find it difficult to pay for these services even at minimal levels.

(14) The need for more harm reduction programs and services for the most difficult to serve has been identified as a key issue as part of Hostel Services planning process and the broader planning initiatives that the Shelter, Housing and Support Division is undertaking.

Friends of Shopping Bag Ladies, like others across the City of Toronto, cited the need for targeted resources for individuals with mental health diagnosis and those with dual diagnosis. Most of the drop-in programs, especially those available for men, clearly stated that they have little or no capacity to address the challenges faced by this population group. Drop-in programs available to men in the neighbourhood said that available funding limited them to providing basic supports such as food, clothing and limited medical care through collaborations with Street Health. Individual support to clients was either very limited or not possible since staff were dedicated to ensuring that the drop-in space simply operated safely.
Co-ordination and collaboration though evident in the work of some agencies was again limited to joint efforts where funding opportunities were available. Most agencies, including Friends of Shopping Bag Ladies, clearly stated that they did not have the resources available to participate in joint agency and community planning initiatives. This type of planning is also made more difficult as a result of the significant variations in funding available to similar types of organizations. Friends of Shopping Bag Ladies stated they have been effective at developing a supportive network with other appropriate service providers. This network enables front line staff to better meet the needs of their clients through referrals to other service providers or through the use of informal supports.

System Issues:

In addition to clarifying the services delivered by Friends of Shopping Bag Ladies, this review has identified a number of systemic challenges faced by the homeless service system. These include limited access to treatment and services for those with mental health diagnosis and dual diagnosis, as well as limited access to services for men who require intensive support to meet complex and multiple needs. These issues have also been identified by the Mayor’s Homelessness Action Task Force, and others.

Addressing these challenges will be a long-term process requiring the support and participation of other funders and levels of government, service providers and people who are homeless. To address these challenges, the Mayor’s Homelessness Action Task Force recommended the City enhance its role in efforts to plan and co-ordinate funding and services.

Work is already underway in some areas and beginning in others. Public Health is leading the development of a health strategy which includes strategies to develop additional harm reduction facilities. The Shelter Housing and Support division has identified the need to stabilize funding and improve access to the drop-in sector as a key priority. The findings of the review of Friends of Shopping Bag Ladies will be forwarded to appropriate staff engaged in these activities. The review will also be forwarded to the Ministry of Health and Long Term Care for consideration.

Short Term Strategies:

In the short term, the findings of the review suggest that the Street Survivors program offered by Central Neighbourhood House establish a relationship with Friends of Shopping Bag Ladies in responding to the needs of vulnerable men in the neighbourhood. The "Street Survivors" project's mandate is to find ways of providing services to socially-isolated men and women living rough in parks and ravines and who may not be connected to appropriate services. This program could assist the agency in the provision of services to these men at a location other than Friends of Shopping Bag Ladies.

Conclusions:

A draft report of the review findings was given to the FSBL and City staff met with agency Board and staff to discuss the report. Staff reviewed the recommendation with the agency and received clarification on a number of areas within the report. The agency indicated that while
they did not necessarily concur with all the recommendations, they did understand why the recommendations were made.

Friends of Shopping Bag Ladies has been funded by the City of Toronto to provide services to women, yet it continues to serve men and, therefore, it can be argued has not met the City’s funding conditions. The agency has met funding conditions related to participation in the community mediation process, the property audit required of the 416 Dundas Street site and responding to the garbage difficulties. The agency has not met the funding condition related to the continuance of men accessing services at the Friends of Shopping Bag Ladies drop-in. Although the agency has stated that the majority of men have been referred to other service providers, men do continue access services at this agency. Friends of Shopping Bag Ladies has articulated that, although the agency is and continues to be a women’s drop-in program, the service model is not one that requires a women’s only environment.

Friends of Shopping Bag Ladies provides an integrated range of supports acting as a one-stop shopping model where all the clients’ needs are assessed and responded to. The agency has been described consistently as a place where clients can be referred when they have been turned away from other sites because of disruptive behaviour, or an inability of other agencies to provide the intensive individualized care required, or because the large scale format of many of the drop-in programs triggers the complex mental health challenges of the client. The clients of this agency have been described as the ones no one else wants to serve, or can serve. The agency site, a residential house, allows for the clients to feel that this is their home, their living room, and their friends. It is a place that, even amongst all the chaos, is seen to be a safe place where the interests and needs of the clients come first. Consequently, Friends of Shopping Bag Ladies continues to provide needed services in the Downtown East to many members of the homeless and socially isolated community who, for a variety of reasons, choose to access this drop-in.

When looking for solutions to the issues and concerns raised about this agency and the people it serves “a distinction has to be made between intolerance towards homeless people themselves and intolerance towards the manifestations of the problem of homelessness such as behaviours that have a negative impact upon others. These behaviours need to be managed without attempting to banish homeless people from the community” (Out of Sight – Out of Mind produced by the National Law Centre on Homelessness and Poverty).

At a service level, the review found that there are significant gaps in this neighbourhood that may contribute to the continued presence of some men at the Friends of Shopping Bag Ladies drop-in. Drop-in programs for men articulated an inability to provide individualized one-to-one support, the lack of specialized drop-in and outreach supports for those with substance addictions and complex medical health conditions, the lack of Ministry of Health and Long Term Care funding in the area and the problems associated with a system that has developed in a piecemeal manner reacting to emerging needs and available funding.

The needs of the vulnerable homeless population combined with gaps in service present a risk to those who are most in need. The challenge is to keep homeless people connected to community support systems. The provision of a holistic service for men where a range of services are offered at one site in an informal and flexible manner is the approach that Friends of Shopping
Bag Ladies believes will most effectively address the needs of vulnerable homeless men. The recommendations from this review aim to provide an alternative for the vulnerable men currently accessing the Friends of Shopping Bag Ladies as well as highlighting the need to address these issues from a system-wide perspective.

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List of Attachments:

Appendix 1: Review of Friends of Shopping Bag Ladies
Appendix 2: List of all interviews

Appendix 2
List of all Interviews

1. 51 Division - Toronto Police Service
2. 519 Church Street Community Centre
3. All Saints Church Community Centre
4. Central Neighbourhood House/60 Richmond Street East
5. Dixon Hall Neighbourhood and Family Centre
6. Fred Victor Centre
7. FSBL Board members
8. FSBL Male Clients
9. FSBL Physicians
10. FSBL Staff
11. Good Shepherd Centre
12. Hostel Outreach Program (HOP)
13. Laneways Group
14. Lord Dufferin School
15. Door Centre and Rooms Registry Service Inc.
16. Parkdale Activity Recreation Centre
17. Regent Park Community Health Centre
18. Robertson House
19. Salvation Army
20. Seaton House
21. Sistering - A Woman's Place
22. St. Bartholomew’s Church Community Services
23. Street Haven At the Crossroads
24. Street Health Community Nursing Foundation
25. Toronto Christian Resource Centre
26. Toronto Council Fire Native Cultural Centre
27. Toronto Friendship Centre Inc.

(A copy of the Appendix 1, referred to in the foregoing report, was forwarded to all Members of Council with the agenda of the Community Services Committee for its meeting on February 10, 2000, and a copy thereof is on file in the office of the City Clerk.)

The Community Services Committee reports, for the information of Council, having also had before it during consideration of the foregoing matter a communication (February 8, 2000) from Mr. Don Purvis, Chairman, and Ms. Gerri Orwin, Co-Chair, Social Services Committee, Seaton Ontario Berkeley Residents Association Inc. (SOBRA), requesting that the Community Services Committee approve the recommendations as proposed in the January 26, 2000, report, and that the Committee adopt these recommendations as conditions to be met in their entirety by Friends of Shopping Bag Ladies before Friends of Shopping Bag Ladies is eligible to apply for future City funding (as was originally directed by City and Metro Councillors in 1997).

Ms. Madeline McDowell and Ms. Susan Davis, Board Members, Friends of Shopping Bag Ladies, appeared before the Community Services Committee in connection with the foregoing matter.