



STAFF REPORT ACTION REQUIRED

2017/18 Community Grants to Address Homelessness

Date:	September 1, 2016
To:	Community Development and Recreation Committee
From:	General Manager, Shelter, Support and Housing Administration
Wards:	All
Reference Number:	

SUMMARY

This report seeks authority to enter into funding agreements with community agencies that help people to increase housing stability.

All of the funding in this report is from the provincially funded Community Homelessness Prevention Initiative (CHPI), Ministry of Community and Social Services (MCSS) funds and/or the City of Toronto Homeless Initiatives Fund (HIF), and the City funded Poverty Reduction Initiatives:

Year	Provincial Funding	City Funding	Total Gross Allocation
2016	291,360		291,360
2017	6,716,342	590,723	7,307,065
2018	1,646,683	33,241	1,679,924
Total	8,654,385	623,964	9,278,349

Funding for the 2016 allocation is already approved in the 2016 City Operating Budget. The 2017/2018 allocations are subject to the approval of the 2017 and 2018 Operating budgets for Shelter, Support and Housing Administration.

RECOMMENDATIONS

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

1. City Council authorize the General Manager, SSHA, to extend funding and enter into agreements with currently funded transitional housing and other housing

support projects, as outlined in Appendix A, for up to two years for up to \$986,028 gross and \$0 net of CHPI funding subject to the approval of the 2017 and 2018, and subsequent Operating Budgets for SSHA as follows:

- i. from April 1 to December 31, 2017 for up to \$739,521 gross and \$0 net; and
 - ii. from January 1 to March 31, 2018 for up to \$246,507 gross and \$0 net;
2. City Council authorize the General Manager, SSHA, to extend funding and enter into an agreement with Neighbourhood Information Post for the Rent Bank Program, as outlined in Appendix B, for up to two years for up to \$1,798,674 gross and \$0 net of CHPI funding subject to approval of the 2017 and 2018, and subsequent Operating Budgets for SSHA as follows:
 - i. from January 1 to December 31, 2017 for up to \$1,438,939 gross and \$0 net; and
 - ii. from January 1 to March 31, 2018 for up to \$359,735 gross and \$0 net;
3. City Council authorize the General Manager, SSHA, to extend funding and enter into an agreement with Regent Park Community Health Centre for the women's art program, as outlined in Appendix C, up to two years for up to \$26,875 gross and \$0 net in CHPI funding subject to the approval of the 2017 and 2018, and subsequent Operating Budgets for SSHA as follows:
 - i. from January 1 to December 31, 2017 for up to \$20,156 gross and \$0 net; and
 - ii. from January 1 to March 31, 2018 for up to \$6,719 gross and \$0 net;
4. City Council authorize the General Manager, SSHA, to extend funding and enter into a new agreement with the Daily Bread Food Bank for Creating Health +, as outlined in Appendix D, from April 1, 2017 to March 31, 2018 for up to \$330,000 gross and \$0 net in CHPI funding subject to the approval of the 2017 and 2018, and subsequent Operating Budgets for SSHA as follows:
 - i. from April 1 to December 31, 2017 for up to \$247,500 gross and \$0 net; and
 - ii. from January 1 to March 31, 2018 for up to \$82,500 gross and \$0 net;
5. City Council authorize the General Manager, SSHA, to enter into new agreements or amend existing agreements and allocate funds of up to 5% of CHPI and HIF project funds for up to two years for up to \$737,852 gross and \$132,964 net to respond to:
 - a. emerging issues and/or unexpected situations impacting the community; and
 - b. realign projects and fund new projects resulting from an Application for Continued Funding for currently funded and approved projects as follows:

- i. from April 1 to December 31, 2017 for up to \$553,389 gross and \$99,723 net; and
 - ii. from January 1 to March 31, 2018 for up to \$184,463 gross and \$33,241 net;

- 6. City Council authorize the General Manager, SSHA, to allocate funds for the 2017/18 Health and Safety Fund for up to \$200,000 gross and \$0 net of CHPI funding consistent with the terms set out in Appendix H subject to the approval of the 2017 and 2018 Operating Budgets for SSHA as follows:
 - i. from April 1 to December 31, 2017 for up to \$150,000 gross and \$0 net; and
 - ii. from January 1 to March 31, 2018 for up to \$50,000 gross and \$0 net;

- 7. City Council authorize the General Manager, SSHA, to allocate CHPI funds for up to \$10,000 per agency funded by SSHA for a 2017 Capacity Building Fund pilot project for up to \$100,000 gross and \$0 net of CHPI funding subject to the approval of the 2017 Operating Budget for SSHA as follows:
 - i. from January 1 to December 31, 2017 for up to \$100,000 gross and \$0 net;

- 8. City Council authorize the General Manager, SSHA, to extend funding and enter into agreements with Margaret's Housing and Community Support and St. Felix Social Ministries Outreach to provide enhanced cold weather drop-in services, as outlined in Appendix E, during 2016 and 2017 for up to \$852,000 gross and \$416,000 net subject to the approval of the 2017 City Operating Budget as follows:
 - i. from October 15 to December 31, 2016 for up to \$170,400 gross and \$0 net; and
 - ii. from January 1 to April 15, 2017 for up to \$681,000 gross and \$416,000 net;

- 9. City Council authorize the General Manager, SSHA, to extend funding and enter into an agreement, if feasible, with a community agency to operate overnight cold weather drop-in services, as outlined in Appendix E, during 2016 and 2017 for up to \$300,000 gross and \$0 net of CHPI funding subject to the approval of the 2017 City Operating Budget as follows:
 - i. from October 15 to December 31, 2016 for up to \$60,000 gross and \$0 net; and
 - ii. from January 1 to April 15, 2017 for up to \$240,000 gross and \$0 net;

- 10. City Council authorize the General Manager, SSHA, to extend funding and enter into agreements with Fred Victor Centre and Sistering: A Woman's Place, as

- outlined in Appendix F, to provide 24-hour women's drop-in services for up to two years for up to \$3,750,000 gross and \$0 net of CHPI funding subject to the approval of the 2017 and 2018, and subsequent City Operating Budgets as follows:
- i. from January 1, 2017 to December 31, 2017 for up to \$3,000,000 gross and \$0 net; and
 - ii. from January 1, 2018 to March 31, 2018 for up to \$750,000;
11. City Council authorize the General Manager, SSHA, to enter into agreements with agencies funded through the Poverty Reduction Initiatives – Enhanced Tenant Support RFP for up to \$0 gross and \$75,000 net of Poverty Reduction Initiatives funding subject to the approval of the 2017 City Operating Budget as follows:
- i. from January 1, 2017 to December 31, 2017 for up to \$0 gross and \$75,000 net;
12. City Council authorize the General Manager, SSHA, to extend additional funding and enter into any agreements as necessary with the Inner City Family Health Team and Community Living Toronto, as outlined in Appendix G, to provide the Bridges to Housing program for up to two years for up to \$26,920 gross and \$0 net of Ministry of Community and Social Services funding subject to the approval of the 2017 City Operating Budget as follows:
- i. from October 15, 2016 to December 31, 2016 for up to \$13,460 gross and \$0 net; and
 - ii. from January 1, 2017 to December 31, 2017 for up to \$13,460 gross and \$0 net;
13. City Council authorize the General Manager, SSHA, to extend funding and enter into an agreement with St. Michael's Hospital, Centre for Research on Inner City Health, to undertake a program evaluation of Bridges to Housing, as outlined in Appendix G, for up to two years for up to \$95,000 gross and \$0 net of MCSS funding subject to approval of the 2017 City Operating Budget, as follows:
- i. from October 15, 2016 to December 31, 2016 for up to \$47,500 gross and \$0 net; and
 - ii. from January 1, 2017 to December 31, 2017 for up to \$47,500 gross and \$0 net; and
14. City Council authorize the General Manager, SSHA, to enter into agreements to deliver projects in accordance with the terms and conditions of the amended contribution agreement with Service Canada for the Homelessness Partnering Strategy.

Financial Impact

Funding for the 2017 and 2018 allocations is subject to the availability of 2017 and 2018 Provincial MCSS and CHPI and 2017 and 2018 City of Toronto funding and the approval of the 2017 and 2018 Operating Budgets for Shelter, Support and Housing Administration.

The impact of these recommendations is noted in the following table:

2017 to 2018 Budget

Recommendation and Number		Provincial Funding		City Funding		2016*	2017	2018	Total 2016 to 2018
		CHPI	MCSS	HIF	Poverty Reduction Initiatives				
1	Transitional Housing and Other Housing Supports	986,028					739,521	246,507	986,028
2	Neighbourhood Information Post - Rent Bank Loan Fund	1,798,674					1,438,939	359,735	1,798,674
3	Regent Park Community Health Centre	26,875					20,156	6,719	26,875
4	Daily Bread Food Bank - Creating Health +	330,000					247,500	82,500	330,000
5	Emerging Needs and Project Application	604,888		132,964			553,389	184,463	737,852
6	Health and Safety	200,000					150,000	50,000	200,000
7	Capacity Building	100,000					100,000		100,000
8	Cold Weather Drop-In Services	436,000				170,400	681,600		852,000
9	Cold Weather Drop-In - new site	300,000				60,000	240,000		300,000
10	24-Hour Women's Drop-In Services	3,750,000					3,000,000	750,000	3,750,000
11	Poverty Reduction Initiatives - Enhanced Tenant Supports						75,000		75,000
12	Bridges to Housing - Project		26,920			13,460	13,460		26,920
13	Bridges to Housing - Evaluation		95,000			47,500	47,500		95,000
	Total Recommendations	8,532,465	121,920	132,964	491,000	291,360	7,307,065	1,679,924	9,278,349

*For the period October 15 to December 31, 2016.

Year	Provincial Funding		City Funding		Total
	CHPI	MCSS	HIF	Poverty Reduction Initiatives	
2016	230,400	60,960			291,360
2017	6,655,382	60,960	99,723	491,000	7,307,065
2018	1,646,683		33,241		1,679,924
Total	8,532,465	121,920	132,964	491,000	9,278,349

Funding for the 2016 allocations is included in the 2016 Approved Operating Budget. Future year allocations will be subject to the approval of the 2017 and future year Operating Budgets for Shelter, Support and Housing Administration.

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

Equity Impact

Projects and programs funded from the allocations recommended in this report seek to improve the lives of people who are homeless or at risk of homelessness, which includes equity seeking groups such as Aboriginal people, women, seniors, people with disabilities, individuals with mental health issues, and other vulnerable groups in the City of Toronto. Support for these programs is consistent with the priorities and directions in the City's Poverty Reduction Strategy.

DECISION HISTORY

The City of Toronto is the Consolidated Municipal Service Manager and Community Entity for homelessness services in Toronto, as designated by the provincial and federal governments. The City supports grant funding to community agencies through the Provincial Community Homelessness Prevention Initiative, Federal Homelessness Partnering Strategy and the City of Toronto Homeless Initiatives Fund.

Reports have been prepared on an annual basis by the General Manager, SSHA for Council approval of funding allocations to agencies providing homelessness services. A copy of the *2015 to 2017 Community Homelessness Partnership Initiative, City of Toronto Homeless Initiatives Fund and Toronto Rent Bank Repaid Loan Fund Allocations* report CD7.5 approved by City Council on November 3-4, 2015 can be found at: <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.CD7.5>

In December 2013, Council approved SSHA's Housing Stability Service Planning Framework, which identifies key strategic directions to prevent homelessness, support the transition to housing and help people to stabilize in housing. The Framework is SSHA's five year plan for working with community partners to provide a full range of housing and homelessness services. A copy of the *2014-2019 Housing Stability Service Planning Framework* report CD25.10 approved by City Council on December 16, 17, and 18, 2013

can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.CD25.10>

SSHA is now in the process of implementing the strategic directions identified in the HSSPF. The *Update on Implementation of the 2014-2019 Housing Stability Service Plan* report CD11.8 adopted by Community Development and Recreation Committee on April 13, 2016 provides an update on the progress made to date and can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.CD11.8>

To ensure full use of provincial homelessness funding, the agreement between the City of Toronto and the Ministry of Municipal Affairs and Housing allows for the transfer of up to 25% of CHPI funding from one service category to another. The full report EX23.15 *Changes to Provincial Funding Approaches for Homeless Prevention and Social Assistance Programs: Implementation Strategies and Issues* approved by City Council on October 30, 31 and November 1, 2012 can be found at:

<http://www.toronto.ca/legdocs/mmis/2012/ex/bgrd/backgroundfile-50494.pdf>

On May 3, 2016, City Council adopted CD11.5, *Bridges to Housing Funding Allocation*, authorizing the General Manager, SSHA to allocate funds from the Ministry of Community and Social Services for the Bridges to Housing project, which provides housing with supports to 25 homeless individuals with developmental disabilities. A copy of the report can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.CD11.5>

The federal government has announced an enhancement to the existing Homelessness Partnering Strategy (HPS) for two years from April 1, 2016 to March 31, 2018. On July 12, 13, 14 and 15, 2016, City Council adopted CD13.7, *2016 - 2018 Enhanced Federal Homelessness Partnering Strategy (HPS) Allocations*, authorizing the General Manager, SSHA, in consultation with the City Solicitor, to amend the 2014 contribution agreement with Service Canada, effective April 1, 2016. A copy of the report can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.CD13.17>

ISSUE BACKGROUND

The City of Toronto plays a critical role in helping vulnerable and low-income residents to stabilize in housing. SSHA is responsible for administering social housing programs, shelters and programs and services that help people who are homeless or at risk of homelessness find and stabilize in housing.

Since its adoption in 2009, the Housing Opportunities Toronto (HOT) 10 year affordable housing strategy has set out Council's strategic directions to guide Toronto Housing services, including a Housing First approach to end homelessness.

In December 2012, City Council unanimously approved the Housing Stability Service Planning Framework. SSHA is in the process of implementing the Housing Stability Service Plan (HSSP), which guides the planning, management and delivery of the

division's full range of housing and homelessness services. The HSSP sets out nine strategic directions and 33 actions to transform the service system from one focussed on emergency response to one that is an integrated, client centred and outcome focussed service system that focuses on homelessness prevention and improving housing stability for Torontonians.

COMMENTS

Transitional Housing and Other Housing Support Projects (Recommendation 1)

SSHA currently funds four transitional housing projects and one other housing support project to assist tenants with complex needs. SSHA plans to conduct a service review of these projects over the next year to ensure service effectiveness.

Council approval is requested to fund these five projects, outlined in Appendix A, for up to two years, for up to \$739,521 gross and \$0 net of 2017 CHPI and up to \$246,507 gross and \$0 net of 2018 CHPI, subject to approval of the 2017 and 2018, and subsequent City Operating Budgets.

Neighbourhood Information Post (Recommendation 2)

The Toronto Rent Bank provides interest-free loans to low income tenants in imminent danger of losing their homes due to rental arrears and to low income tenants for first and/or last month's rent deposits who are moving to more affordable and/or stable housing. It is delivered through eight currently funded Rent Bank Access Centres which are located throughout the City.

In 2015, Neighbourhood Information Post was awarded the Toronto Rent Bank Program contract for up to five years through a Request for Proposals process, which includes the administration of the Rent Bank Program. Since almost 50% of loans are repaid by tenants on an annual basis, SSHA was not required to provide any CHPI funding for the Rent Bank Loan Fund for the period January 1 to December 31, 2016, instead rent bank loans were funded from the Rent Bank Repaid Loan Fund. In 2017, CHPI funding will once again be required to provide rent bank loans.

Council approval is requested to fund Neighbourhood Information Post, as outlined in Appendix B, for up to two years, for up to \$1,438,939 gross and \$0 net of 2017 CHPI and up to \$359,735 gross and \$0 net of 2018 CHPI, subject to approval of the 2017 and 2018, and subsequent City Operating Budgets.

Regent Park Community Health Centre (Recommendation 3)

Drop-in programs play a significant role in providing housing stability for low income Toronto residents who are homeless or at risk of homelessness. They offer a safe, dedicated space for the provision of services to meet basic needs such as meals and laundry, and also offer a range of support services such as housing supports and referrals.

SSHA issued a Request for Proposals for Drop-in Services, which closed in January 2015. Projects funded through the RFP commenced October 1, 2015. Due to program changes that took place in 2015 at the Adelaide Resource Centre for Women, the art program operated by Regent Park Community Health Centre was only funded on a one-time basis for the period January 1, 2016 to March 31, 2017. SSHA supports the continued funding of this service. Providing up to two years of funding will coincide with other drop-in projects which were funded through the Drop-in RFP.

Council approval is requested to fund Regent Park Community Health Centre to operate a women's art program at the Adelaide Resource Centre for Women, as outlined in Appendix C, for up to two years, for up to \$20,156 gross and \$0 net of 2017 CHPI, and up to \$6,719 gross and \$0 net of 2018 CHPI, subject to approval of the 2017 and 2018, and subsequent City Operating Budgets.

Daily Bread Food Bank (Recommendation 4)

The *Toronto Drop-ins: Creating Health +* is a partnership among SSHA, Toronto Public Health, Daily Bread Food Bank (DBFB) and drop-in providers. Through the Creating Health + project, the DBFB purchases eggs, milk, yoghurt, fresh fruit and vegetables which are delivered weekly to 26 drop-in programs across the City of Toronto. In 2017, total funding from the project partners decreased. The requested allocation includes an additional \$30,000 to cover a portion of this reduction.

Council approval is required on an annual basis for Investment projects, defined as time-limited projects. This project is unique as it supports the overall drop-in sector.

Council approval is requested to extend funding for this project as outlined in Appendix D, for up to \$330,000 gross and \$0 net in CHPI funding (\$247,500 gross and \$0 net from the 2017 CHPI and \$82,500 gross and \$0 net from the 2018 CHPI), subject to approval of the 2017 and 2018 City Operating Budgets.

CHPI/HIF Funds for New and/or Existing Agreements (Recommendation 5)

a. Emerging Issues and/or Unexpected Situations Impacting the Community

Occasionally unexpected events arise that require an immediate response by SSHA. This may be a financial investment required in the community to respond to a potential closure of or change to an essential service for people who are homeless or at risk of homelessness. It is critical that SSHA has the flexibility to respond to these situations to ensure that vulnerable people do not lose access to services which are essential to their well-being.

b. Application for Current Projects

In 2013, SSHA issued a Housing Support Services (HSS) Request for Proposals (RFP) for Housing Help (community based and in shelters), Streets to Homes, Employment Supports, and System Support and Shared Resource projects. These projects have been operating since October 1, 2014 and have approval under previous Council authority for funding for up to five years.

In order to ensure these new projects funded through the HSS RFP are meeting their performance targets and using project funding in accordance with their Agreements, SSHA plans to release an Application for Continued Funding this fall.

In the event this Application, or regular project monitoring, results in funding changes in some projects, staff recommend that this funding be used to amend existing agreements with currently funded agencies and, if appropriate, enter into new agreements with agencies to provide services leading to housing stability.

Council authority is requested for up to 5% of CHPI and/or HIF funds for a total of up to \$553,389 gross and \$99,723 net of 2017, and up to \$184,463 gross and \$33,241 net of 2018 CHPI and HIF funding to realign funds resulting from the Application for Continued Funding and to address emerging needs from the 2017 and 2018 budgets subject to Council approval of the 2017 and 2018 City Operating Budgets.

Health and Safety Funds (Recommendation 6)

Health and Safety funding has been available to agencies since 2004. It is a valuable tool to assist agencies to respond quickly to unexpected situations that impact the agency or staff, and/or client's health and safety. Examples of such situations include upgrading of fire alarms to meet code, repairing water damage and implementing security measures. The criteria for this fund is identified in Appendix H.

There is a continuous need for this funding as 120 agencies are eligible to apply for these funds. SSHA carefully reviews all requests for funds to ensure the Health and Safety criteria is met and tracks the use of all funds on an annual basis. Typically, this fund is fully utilized each year.

Council approval is requested for up to \$150,000 gross and \$0 net of 2017 CHPI and up to \$50,000 gross and \$0 net of 2018 CHPI for Health and Safety funding, subject to approval of the 2017 and 2018 City Operating Budgets.

Capacity Building Funds (Recommendation 7)

Through regular project monitoring, SSHA staff occasionally identify agencies that are struggling to meet the terms and conditions of their funding due to organizational issues in areas such as financial planning and budgeting, human resources policies and procedures, results reporting and strategic planning. In these situations, SSHA may

conduct operational reviews and/or work with agencies to build capacity in these and other areas. Similarly, funded agencies will occasionally approach SSHA staff with requests for assistance to build the capacity of their agencies to further deliver efficient and effective services.

While SSHA staff will continue to provide support and guidance to agencies, some capacity building could be met more effectively if a fund was available for agencies to hire subject matter experts to work with them on short-term, defined projects. For example, SSHA staff may identify human resource issues in an agency that prevent them from hiring direct service staff in a timely manner. Providing one-time funding will enable the agency to hire an expert to improve their human resource practices, thereby resulting in improved service outcomes for clients.

SSHA plans to pilot a Capacity Building Fund in 2017, assess its effectiveness and, if recommended, continue the funding in 2018 by developing on-going application criteria.

Council approval is requested for up to \$100,000 gross and \$0 net of 2017 CHPI, subject to approval of the 2017 City Operating Budget.

Cold Weather Drop-in Services (Recommendations 8 and 9)

Cold weather drop-in services have been provided between November 15 and April 15 of the 2014/2015 and 2015/2016 winters by two community agencies: Margaret's Housing and Community Support and St. Felix Social Ministries Outreach. In the *Feasibility of Enhanced Cold Weather Drop-In Services* report CD4.4, approved by City Council June 10, 11 and 12, 2015, SSHA recommended moving from an alert-based model of service, which was used in 2014/2015, to a hybrid model of continuous service in January and February and alert-based service for the remainder of the cold weather season.

In the *Update on Toronto's Cold Weather Protocol* report HL7.3, City Council, on an interim basis, authorized the Deputy City Manager and Chief Financial Officer to provide funding from the Property Tax Stabilization Fund, in order to implement continuous 24-hour cold weather drop-in services for January and February 2016.

This model was implemented in 2016. On average, over 405 individuals used both drop-in services each day and the overnight average was over 106. As part of an evaluation of 24-hour women's drop-in services, the researchers also interviewed clients from the cold weather drop-ins. The results of interviews and focus groups were overwhelmingly positive, demonstrating an ongoing need for this service.

For the 2016/2017 cold weather season, SSHA recommends that continuous service run from December 15, 2016 to February 28, 2017, with service during the remainder of the season based on Extreme Cold Weather Alerts (ECWAs). This approach is supported by findings from an analysis conducted by Toronto Public Health of emergency department visits in Toronto for January 1, 2006-December 31, 2015. The analysis found elevated numbers of cold-related emergency department visits among homeless individuals for the

second half of December, similar to what was observed during January and February. A report summarizing new research on health impacts of cold in Toronto and including these findings will be considered by the Board of Health on September 30, 2016.

Council authority is requested to enter into agreements and extend funding to Margaret's Housing and Community Support and St. Felix Social Ministries Outreach for the 2016/2017 cold weather drop-in program, as outlined in Appendix E, for up to \$170,400 gross and \$0 net in 2016 CHPI funding, up to \$265,600 gross and \$0 net in 2017 CHPI funding and up to \$0 gross and \$416,000 net in 2017 Poverty Reduction Initiatives funding, subject to approval of the 2017 Operating Budget.

In addition, given the significant overnight service usage during the 2015/2016 season, and concerns raised about health and safety standards, SSHA recommends that a third site be opened to provide continuous overnight only service from December 15, 2016 to February 28, 2017 and operated by a community agency. This third service would help to address health and safety concerns related to operating overnight services in which service need surpasses capacity in the evening. This will enable the drop-ins to re-direct clients prior to meeting their nightly capacity. SSHA is currently looking for a suitable location and operator. If a suitable site cannot be found, it will not be feasible to open a third site for the 2016/2017 season and SSHA will continue to work with the current service providers to ensure health and safety concerns continue to be addressed on an ongoing basis.

Council authority is requested, if feasible, to enter into agreements and extend funding to either Margaret's Housing and Community Support, St. Felix Social Ministries Outreach and/or a third community agency to operate an overnight cold weather drop-in service for the 2016/2017 ECWA season, for up to \$60,000 gross and \$0 net in 2016 CHPI funding and up to \$240,000 gross and \$0 net in 2017 CHPI funding.

24-Hour Women's Drop-Ins (Recommendation 10)

On June 10, 2014, City Council adopted CD29.1, *Feasibility of 24 Hour Drop-in Service for Women*, authorizing SSHA to issue a Request for Expression of Interest (REOI) for the provision of service for two 24-hour low-barrier drop-ins for the most vulnerable women, many of whom sleep outdoors. This was followed by an RFP through which two successful applicants were chosen to operate these services in the downtown west (Sistering: A Woman's Place) and downtown east (Fred Victor Centre). CHPI funding was approved for these projects through the 2015 City Operating Budget.

Fred Victor Centre began operations in June 2015. Sistering began their services later as they required additional time to design their space and program. Sistering began offering extended hours until 11:00 p.m. on September 15, 2015 and moved to 24-hour services on November 1, 2015.

Council approved funding within SSHA's 2015 base budget for these services with an annualized impact of \$3,000,000. An evaluation of both services took place in the spring

and early summer of 2016, which included interviews with 215 service users, staff of both drop-ins and community providers who serve vulnerable women.

The evaluation results indicated that many of the women preferred to access these drop-ins to shelters because of the low-barrier nature of the service; for example, women are able to come and go throughout the night and bring their pets. Both drop-ins serve women who are street-involved and have suffered from significant physical, substance use and/or mental health issues, who, for a variety of reasons, find it difficult to successfully connect with other services.

Since opening, the average nightly occupancy in both drop-ins is approximately 38, with Sistering experiencing a significant increase in their service numbers over the last few months. SSHA will continue to work with the drop-ins to ensure that the key findings and recommendations emerging from the evaluation are implemented.

Council approval is requested to extend funding and enter into new agreements, for up to two years, with Fred Victor Centre and Sistering, to operate 24-hour women's drop-ins and allocate funds for up to \$3,000,000 gross and \$0 net in 2017 and \$750,000 gross and \$0 net in 2018 CHPI funding, as outlined in Appendix F, subject to approval of the 2017 and 2018 City Operating Budgets.

Poverty Reduction Initiatives – Enhanced Tenant Supports (Recommendation 11)

As part of the Poverty Reduction Initiatives created in 2015, SSHA funded Native Women's Resource Centre and Wigwamen Incorporated to provide Aboriginal tenant supports in 2015 and 2016. The projects will conclude by December 31, 2016, providing SSHA with effective models of tenant and eviction prevention support for Aboriginal people. The projects were funded on a one-time basis. In 2017, SSHA plans to issue an RFP for similar projects for the LGBTQ2S community.

Council approval is requested to extend funding and enter into new agreements with the agency or agencies selected through an RFP process, to pilot models of tenant and eviction prevention support to the LGBTQ2S community for up to \$75,000 gross and net in 2017 Poverty Reduction Initiatives funding from January 1 to December 31, 2017, subject to approval of the 2017 City Operating Budget.

Bridges to Housing (Recommendations 12 and 13)

Bridges to Housing is a two-year initiative intended to identify, diagnose, house, support and connect 25 people with developmental disabilities who have been homeless for long periods.

On May 3, 2016, City Council adopted CD11.5, *Bridges to Housing Funding Allocation*, authorizing the General Manager, SSHA to enter into two-year service agreements with the Inner City Family Health Team and Community Living Toronto to provide services for the Bridges to Housing Program for up to \$398,080 gross and \$0 net of Ministry of

Community and Social Services (MCSS) funding. To ensure efficient use of available MCSS funding, Council approval is requested to extend additional funding of up to \$13,460 gross and \$0 net in 2016 MCSS funding and \$13,460 gross and \$0 net in 2017 MCSS funding to the Inner City Family Health Team and Community Living Toronto, as outlined in Appendix G.

The pilot project approved by MCSS also includes a program evaluation component with a focus on identifying key lessons and best practices for serving individuals with developmental disabilities. Council approval is requested to extend funding and enter into an agreement with St. Michael's Hospital, Centre for Research on Inner City Health, to undertake a program evaluation of Bridges to Housing for up to \$47,500 gross and \$0 net of 2016 MCSS funding and \$47,500 gross and \$0 net of 2017 MCSS funding, from October 15, 2016 to December 31, 2017, as outlined in Appendix G, subject to approval of the 2017 City Operating Budget.

Homelessness Partnering Strategy Additional Allocation (Recommendation 14)

On July 12, 13, 14 and 15, 2016, City Council adopted CD13.17, *2016 - 2018 Enhanced Federal Homelessness Partnering Strategy (HPS) Allocations*, authorizing the General Manager, SSHA, in consultation with the City Solicitor, to amend the 2014 contribution agreement with Service Canada for up to \$8,648,194 in funding over a two-year period under an enhancement of the HPS, effective April 1, 2016.

Council approval is requested to enter into agreements and extend funding to community agencies, at the discretion of the General Manager, in accordance with the terms and conditions of the amended contribution agreement with Service Canada.

CONTACT

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SIGNATURE

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Acting General Manager
Shelter, Support and Housing Administration

ATTACHMENTS

Appendix A: Transitional Housing and Other Housing Support Projects (Rec. 1)

Appendix B: Neighbourhood Information Post (Rec. 2)

Appendix C: Regent Park Community Health Centre (Rec. 3)

Appendix D: Daily Bread Food Bank (Rec. 4)

Appendix E: Cold Weather Drop-Ins (Recs. 8 and 9)

Appendix F: 24-Hour Women's Drop-Ins (Rec. 10)

Appendix G: Bridges to Housing (Recs. 12 and 13)

Appendix H: 2017 Health and Safety Funding Criteria (Rec. 6)

Appendix A
Transitional Housing and Other Housing Support Projects
(Recommendation 1)

Organization	Project	Ward	April 1, 2017 - March 31, 2018
Humewood House Association	1900 Sheppard Housing Project	9	52,020
Native Child and Family Services of Toronto	Native Men's Transition House - 1558 Davenport Road	17	212,212
Native Child and Family Services of Toronto	Native Women's Transition House - 179 Dowling Avenue	14	254,690
Native Child and Family Services of Toronto	Native Women's Transition House - 184 Dowling Avenue	14	265,476
WoodGreen Community Services	Strong Communities Rent Supplement Portable Project	30	201,630
Total			986,028

Appendix B
Neighbourhood Information Post
(Recommendation 2)

Organization	Project	Ward	January 1, 2017 - March 31, 2018
Neighbourhood Information Post	Toronto Rent Bank Program	28	1,798,674
Total			1,798,674

Appendix C
Regent Park Community Health Centre
(Recommendation 3)

Organization	Project	Ward	January 1, 2017 - March 31, 2018
Regent Park Community Health Centre	Women's Art	28	26,875
Total			26,875

Appendix D
Daily Bread Food Bank
(Recommendation 4)

Organization	Project	Ward	April 1, 2017 - March 31, 2018
Daily Bread Food Bank	Creating Health +	6	330,000
Total			330,000

Appendix E
Cold Weather Drop-Ins
(Recommendations 8 and 9)

Organization	Project	Ward	October 15, 2016 - April 15, 2017
Margaret's Housing & Community Support	24-Hour Cold Weather Drop-In Services	28	406,000
St. Felix Social Ministries Outreach	24-Hour Cold Weather Drop-In Services	20	446,000
Third Site	Overnight Cold Weather Drop-In Services	TBD	300,000
Total			1,152,000

Appendix F
24-Hour Women's Drop-Ins
(Recommendation 10)

Organization	Project	Ward	January 1, 2017 - March 31, 2018
Fred Victor Centre	24/7 Women's Drop-In	28	1,875,000
Sistering: A Woman's Place	24-Hour Drop-In Services for Women	19	1,875,000
Total			3,750,000

Appendix G
Bridges to Housing
(Recommendations 12 and 13)

Organization	Project	Ward	October 15, 2016 - December 31, 2017
Inner City Family Health Team	Bridges to Housing	28	20,000
Community Living Toronto	Bridges to Housing	20	6,920
St. Michael's Hospital	Bridges to Housing Evaluation	27	95,000
Total			121,920

Appendix H
Shelter, Support and Housing Administration
Health and Safety Funding Criteria

Effective: January 1, 2017

Purpose:

This fund enables Shelter, Support and Housing Administration to provide support to not-for-profit agencies facing unexpected situations that may negatively affect the health and safety of agency staff and/or clients.

Funding Terms:

Each allocation of these funds may not exceed \$15,000 per agency and must meet the following criteria:

- (a) Agencies must already be approved for funding through the Community Homelessness Prevention Initiative, the City of Toronto Homeless Initiatives Fund, the Homelessness Partnering Strategy, and/or the Tenant Program Fund and have an executed agreement with SSHA and;
- (b) Requests for funding must be provided in writing to the Shelter, Support and Housing Administration Division, and include information and documentation on the need for the funds and projected or incurred expenses;
- (c) Funding must be for one-time costs only and cannot be for on-going operating costs;
- (d) An agency can receive a maximum of \$15,000 in Health and Safety funding once per funding term;
- (e) Funding may be used to assist agencies which have projected or incurred expenses as a result of changes to their operation or operating environment, including the relocation of their operation;
- (f) Funding must be used for the purposes described in the request for funding; and
- (g) Agencies will report to the Shelter, Support and Housing Administration Division on the use of the funds.

Allocations will be awarded on the basis of relative need and the potential impact on addressing the identified health and safety issue.