

Presentation to the Disability, Access and Inclusion Advisory Committee

February 16, 2016

Presentation Overview

- Overview of what SSHA does
- SSHA Housing Stability Services Plan
- Current State of the Shelter System
- Challenges and Barriers
- Opportunities
- Next Steps

What SSHA Does: Housing & Homelessness services

- City is the “service system manager” for the delivery of housing and homelessness programs in Toronto
- Approved 2015 gross operating budget is \$650.9 million (\$284 million paid for by local property tax payers the remainder from federal and provincial governments)
- \$468 m (72%) to social housing
- \$182.8 m to homeless and housing first solutions

SSHA by the numbers

- 700 FTEs
- Most in 24/7 City shelters
- 1.5 million bed nights of emergency shelter a year—more than 4,000 men, women and children a night
- Funds 240 housing providers—including TCHC—home to more than 94,000 households
- Administers grants to 115 community agencies for such services as drop-ins and housing help
- Streets to Homes, outreach and housing for street-involved –helped to house more than 4,600 directly from the street since 2005

Toronto's Shelter System

- 4,476 full-time beds
 - 3,395 emergency shelter beds
 - 1,081 transitional shelter beds
- 59 shelter sites across the city
 - 10 directly operated
 - 49 operated through purchase of service contracts

SSHA's Role in Overseeing Shelters

- SSHA funds:
 - 49 contracted and 11 directly operated shelters
 - Assessment and Referral Centre (Walk-in support)
 - the 24 hour Central Intake call centre
 - Streets to Homes Program
- Toronto Shelter Standards:
 - set of expectations, guidelines and minimum requirements for the provision of shelter services

Who Uses Shelter Services?

- In Toronto, about 4300 individuals are in shelters on any given night
- Some have been on the streets for a long time, some are recently homeless
- Almost half of the homeless population are on the Housing Connections waiting list
- Many clients identify additional challenges related to: disability, substance use, mental health, physical health, incarceration, immigration status, etc.
- Compounding the issues faced by clients are the long wait lists for housing and other services

2014-2019 Housing Stability Service Plan

- **Nine strategic directions for service system:**
 1. Preventing homelessness
 2. Supporting the transition to housing
 3. Creating housing opportunities
 4. Fostering system stewardship and innovation
 5. Improving access and equity
 6. Delivering high quality service
 7. Strengthening partnerships and coordination
 8. Maintain a strong emergency shelter system
 9. Advocacy to others orders of government
- Each direction is linked to a set of key actions that support and strengthen the service delivery system

Improving Access and Equity

- Two new LGBTQ2S youth transitional shelters
- Two 24-hour women's drop-ins up and running
- Two 24-hour cold weather drop-ins open January and February 2016
- New Senior's Shelter

Maintaining a Strong Emergency Shelter System

- Completed shelter infrastructure plan
 - Report approved by Council March 2015
- Report details
 - Status of occupancy in shelter system
 - Areas of vulnerability
 - Actions needed

Toronto Shelter Standards

- Principles of service delivery
- Access to shelter services
- Access request and customer service
- Case management and support
- Mandatory training
- Recent Request For Application – December 2015
 - To assist shelter providers in implementation of AODA requirements

Challenges and Barriers

- Shelter system physical infrastructure
 - 27 of 54 shelters have some wheelchair access
- Funding for capital renovations
- Aging demographic and changes in level and complexity of need
- Health care system and impacts on the shelter system

Opportunities

- **New Shelter Development**
 - Up to 12 new shelter sites
- **Partnership Initiatives**
 - Hostels To Homes Pilot
 - Toronto Transitional Housing Allowance Program
 - Collaborating with Toronto Central Local Health Integration Network and Toronto Central Community Care Access
- **Harm Reduction Framework**
 - access and services for people using substance

GSR Project Snapshot

- Demolition of Seaton House, restoration & integration of heritage buildings
- New programs:
 - Long-term care—378 beds
 - Transitional assisted living—130 beds
 - Emergency shelter for men—100 beds
 - Affordable housing—21 units
 - Community service hub
- City to operate all three bedded programs
- Overall harm reduction policy
- Enhanced public realm (CPTED principles)



Next Steps

- Commitment to increase the number of fully accessible shelter beds
 - Identifying strategies to increase number of physically accessible shelter beds
- Commitment to address accessibility gaps
 - Develop accessibility assessment plan for shelters

Thank you

Karen Smith

Director, Hostel Services

Shelter, Support and Housing
Administration

City of Toronto

416 392-5417

ksmith@toronto.ca