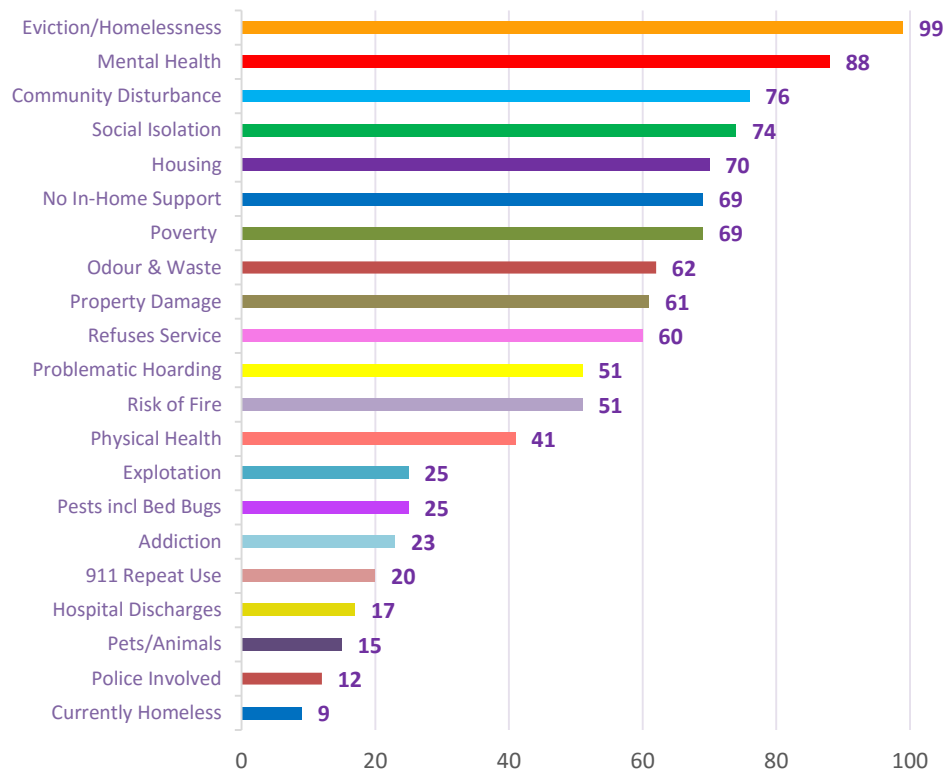




What is SPIDER? SPIDER (Specialized Program for Inter-Divisional Enhance Responsiveness) is an innovative City of Toronto program which delivers coordinated and enhanced City and community services customized to the needs of vulnerable individuals and their situation (vulnerability related to aging, chronic health challenges, diminished capacity, mental health issues, social isolation, and other factors.). SPIDER's Mission is to reduce the recurrence of risks and ensure the safe inclusion of vulnerable Torontonians in their communities.

Top Risk Factors Coming to SPIDER Toronto in 115 Situations (as of August 2017):

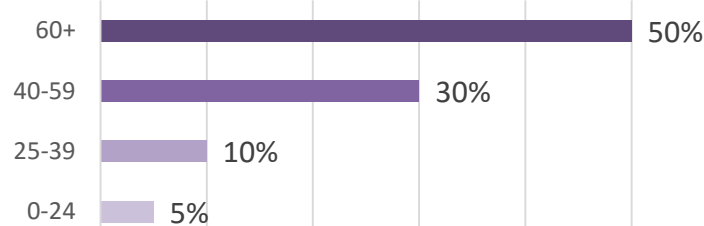


WHO > Are We Serving?

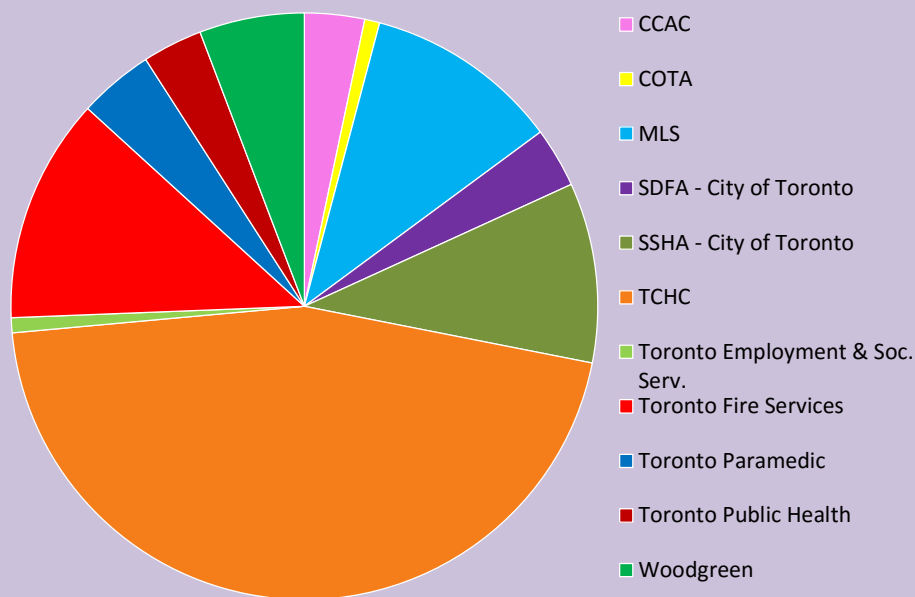
- Female – 49%
- Male – 49%
- Transgender – 02%
- Individuals – 87%
- Families – 11%
- Tenant - 68%
- TCHC Resident - 45%
- Property Owner - 21%
- Homeless/Shelter - 08%
- Animals/Pets - 13%

SPIDER is involved in situations involving the chronic hoarding of animals, possessions and refuse; multiple property standard and fire code violations; bed bug and other pest infestations, due to a person experiencing vulnerability. Since launching in Sep 2014 SPIDER has strengthened the effectiveness of timely, coordinated City services and improved safety and well-being for vulnerable individuals and the communities they live in 115 situations. 50% of these have been deescalated within 2 months

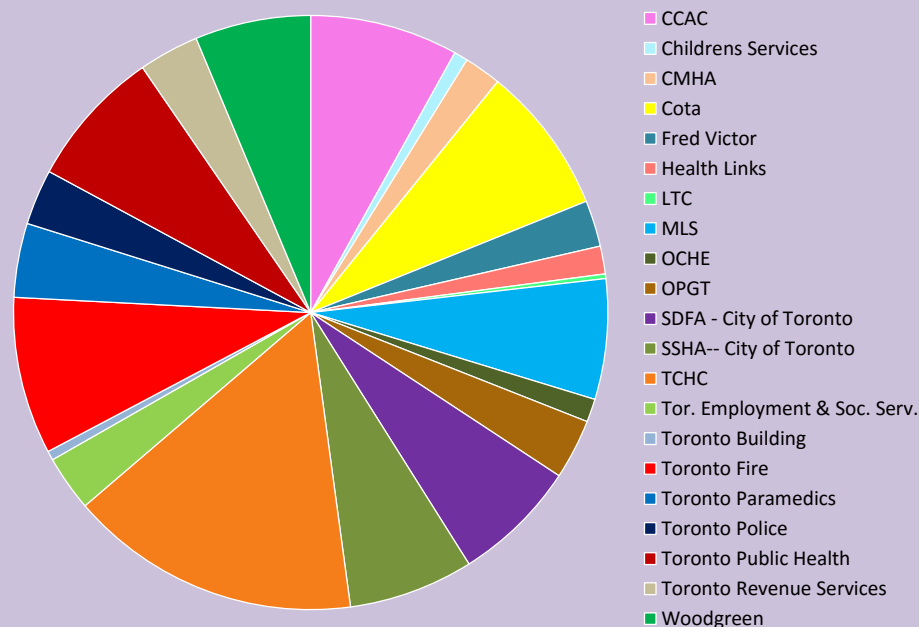
Age Ranges % of ALL situations



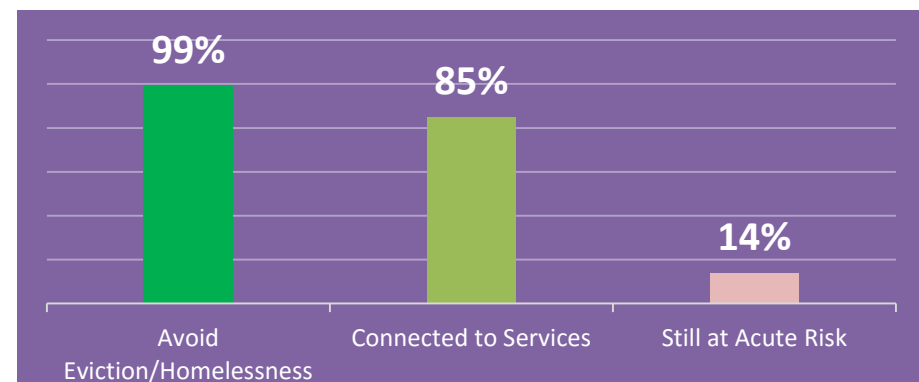
SPIDER Toronto | Originating Agency



SPIDER Toronto | Intervening Agencies



RESULTS > Of 77 closed SPIDER Situations



How FAST is SPIDER?

- Of all Closed Situations...
- 46% closed within 2 Months
 - 25% closed within 4 Months
 - 17% closed within 6 Months
 - 12% closed at 6+ Months