

RE: 26.5

New Homeless Services Model

Community Development & Recreation Committee

February 28, 2018



Overview

- Background
- New Service Model
- New Health Model
- Opportunities for Collaboration
- Next Steps

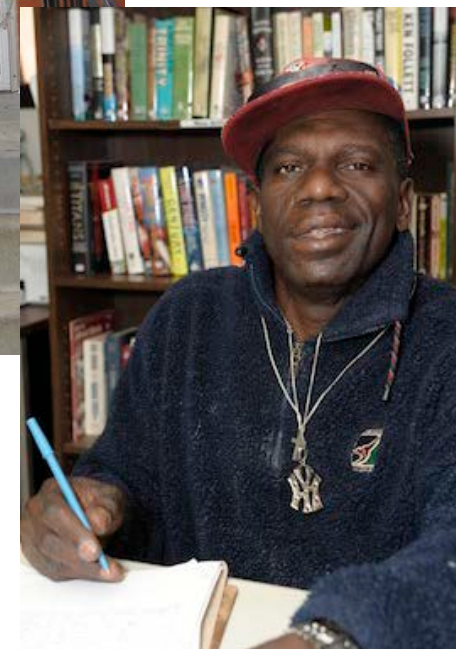


Background

- Increasing Demand for Shelters
- Need to locate new shelters in neighborhoods throughout the city
- Review of Community Information Process
- Councillor Champions
- Changing the Conversation

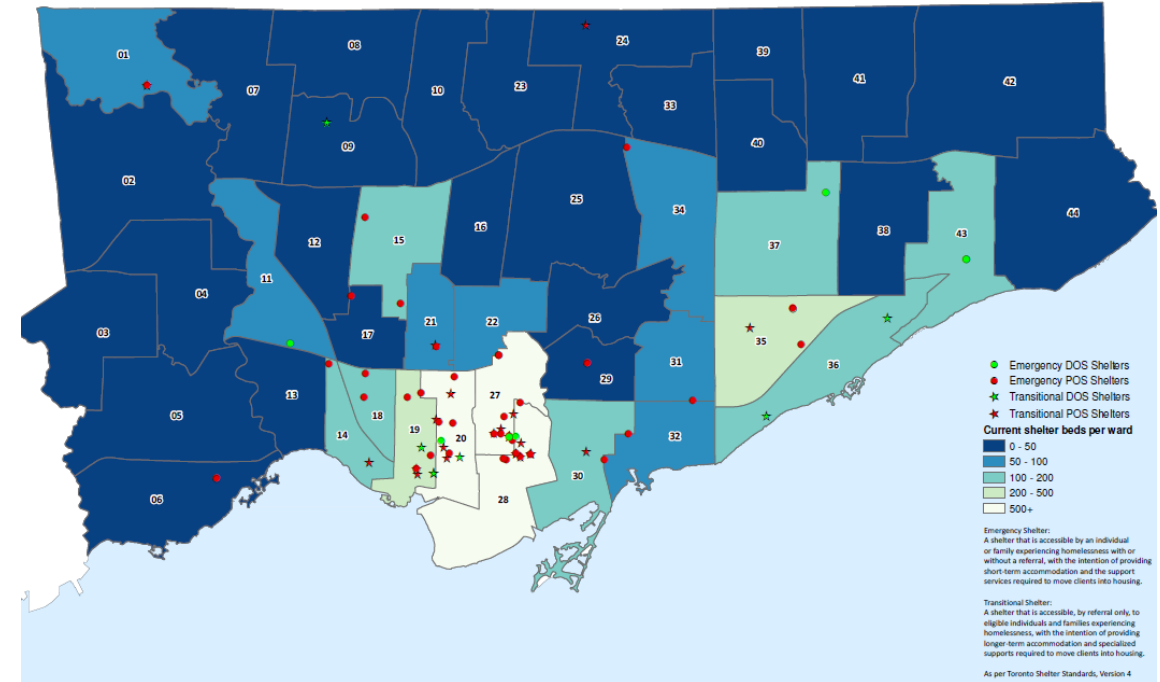
New Service Model Overview

- New Site Location Process
- New Community Engagement Process
- New Housing Focussed Service Model
- Neighbourhood Integration
- Best Practice Design Guidelines



New Site Location Process

- ✓ Annual service plan approved by Council
- ✓ Opportunities for co-location with other city services
- ✓ Leverages city-wide development
- ✓ A Corporate responsibility



New Community Engagement Process

- ✓ Clear purpose for engaging the community
- ✓ Professional third party facilitator
- ✓ Individualized community engagement plan
- ✓ Diversity of engagement activities and tools
- ✓ Community input into programming for community space
- ✓ City Divisions and Agencies input in development of service plan



Housing Focussed Services Model

- ✓ Housing First approach
- ✓ Strengths focused
- ✓ Individualized service plans
- ✓ Client-centred case management
- ✓ System navigation and coordination



New Staffing Model

In addition to front-line shelter staff, each site will have:

- ✓ Supervisor/team lead
 - System navigator & service resolution role
 - Community outreach and integration
 - Caseload management and oversight
- ✓ Housing workers/ case managers
 - 1:20 client ratio
 - Conduct full assessments
 - Individualized service planning & housing search
- ✓ Peer support, harm reduction and/or other complementary services



Neighbourhood Integration

- ✓ Open 24/7
- ✓ Access to community services
- ✓ Services open to clients and community by range of providers
- ✓ Co-location with housing and other services



Best Practice Design Guidelines

- ✓ Attractive interior and exterior designs
- ✓ Inclusive of community space
- ✓ Smaller facility and bedrooms in range of sizes
- ✓ Storage space
- ✓ CPTED
- ✓ Access to technology supports
- ✓ Green building standards
- ✓ Consistent branding and signage design
- ✓ Considers needs of clients



2018 Pilot Sites



**731 Runnymede Rd
3306 Kingston Rd**

747 Warden Ave

29 Leslie Street

702 Kennedy Rd

Partnering for a Healthier Toronto

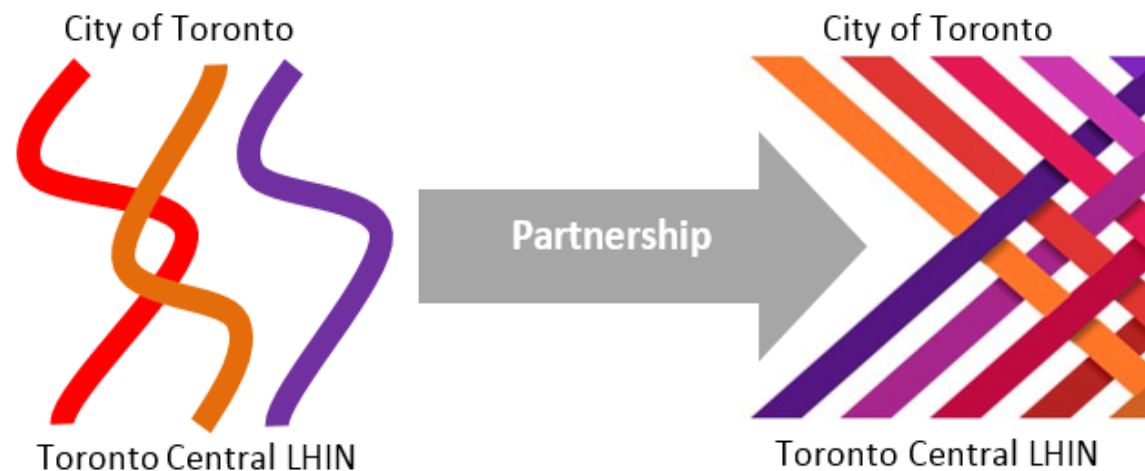
- As the City implements its new shelter service model, it has also partnered with the **Toronto Central LHIN** in a commitment to better integrate health services for shelter clients.
- The Shelter Health Services Design Project is one of five priority action areas under the **City-LHIN Partnership**, which was signed by the City Manager and the CEO of the Toronto Central LHIN in November 2017.

City-LHIN Partnership Agreement

Partnership Objectives:

- 1) Planning for Population Growth and Demographic Change
- 2) Effective, Coherent Program Delivery
- 3) Advancing Population Health

The Partnership Agreement weaves the 'threads' of current relationships and shared initiatives into a 'cloth' of lasting strategic and operational partnership that best serves the population of the City.



Shelter Health Services Design Project

✓ **Commitment**

The City and the TC LHIN commit to joint governance and accountability for ensuring that health services are provided at the right place, right care, right time, while recognizing that shelters are for emergency and temporary accommodation.

✓ **Vision**

Shelter client needs are met through seamless collaboration between health and shelter/housing providers

✓ **Goals**

- Shared approach

- Clear mandates, roles and responsibilities

- Joint accountability

✓ **Ongoing Monitoring and Evaluation**

Framework for Coordinated Health Services for Shelter Clients

Informed by the Shelter Health Services Advisory Committee, the Framework for Coordinated Health Services recommends:

- ✓ Local Shelter Health Services Working Group:
 - Shelter clients, local health service providers, shelter operators

- ✓ Memorandum of Understanding between shelter operator and lead health service provider to establish:
 - Joint governance and accountability
 - Clear roles

- ✓ Coordinated Oversight and Accountability
 - Local Health Integration Networks
 - City of Toronto
 - Shelter Health Services Advisory Committee

Shared Approach

- ✓ Intake and assessment
- ✓ Coordinated care plan
- ✓ Shared service delivery
- ✓ Care conferences
- ✓ Transition to community



Opportunities for Collaboration

George Street Revitalization



Next steps

- Launch of new housing focussed service model
- Additional sites to be launched as shelters are opened
- Joint LHIN EOI (Toronto Central and Central East)
- Options for a new name for the homeless service model
- Report back to Council in June on progress update as part of 2019 Shelter Infrastructure Plan
- Evaluation and data analysis of performance indicators