
2020 OPERATING BUDGET BRIEFING NOTE

Shelter, Support and Housing Administration (Motion 5g)

Issue/Background:

On January 17, 2020, Budget Committee requested that the General Manager, Shelter Support and Housing Administration provide budget briefing notes on the following:

1. Current resources allocated to finding suitable housing and supports for people staying in ravines and options for increasing supports and housing outcomes for those individuals;
2. Information on the expansion of the EPIC program, as part of a Faulkner's Coroner's Inquest;
3. The gross and net funding for the poverty reduction strategy by year since its inception; and
4. A full list of the 18 buildings to be included in the implementation of the integrated service model for Toronto Community Housing seniors buildings.

This briefing note is in response to these requests.

Key Points:

- 1. Current resources allocated to street outreach and housing supports for people who are sleeping outdoors or who are street-involved.**
 - The Streets to Homes program with a 2020 Budget of \$8.42 million, provides street outreach services and housing follow-up supports to assist people who are sleeping outdoors or who are street-involved to find and keep housing.
 - As part of regular operations, street outreach is provided 24/7. Outreach is provided through a combination of direct City staff and community agency staff.
 - Services levels for directly operated City staff is as follows:
 - There are three shifts each day, with oversight by a shift leader
 - During the day (7am-3pm) there are three teams of two staff available. In addition, two additional staff during weekdays, provide additional outreach to encampment locations. There are a total of eight outreach staff deployed during the day shift.

- During the evening (3pm-11pm), there are three teams of two staff, for a total of six staff.
- During the overnight (11pm-7am), there are two teams of two staff, for a total of four staff.
- When an Extreme Cold Weather Alert (ECWA) is issued by Environment Canada, Streets to Homes additional outreach is available, with four teams of two staff on all shifts (total of eight staff). Mobile teams are dispatched 24/7 to connect with people living outside encouraging them to come indoors.
- SSHA also funds partnering agencies with \$1.33 million annually to provide Monday–Friday 9am-5pm outreach service to provide additional coverage on a geographic basis
 - Albion – one team of two staff
 - Agincourt – one team of two staff
 - Gateway – One team of two staff
 - Native Men's Residence – one team of two staff.
 - Na-Me-Res provides specialized Indigenous outreach service, recognizing that for many of their clients, homelessness is connected to a loss of culture and identity. Twice a week, an Elder accompanies our Outreach staff to engage with clients where they are at their residence, on the street, or in local drop-ins.
- SSHA's direct operated outreach teams also assist partnering agencies for weekend coverage and during Extreme Cold Weather Alerts. This requires a redistribution of team resources and results in an overall reduction in service levels.

Options to increase supports and improve housing outcomes for people who are sleeping outdoors or who are street-involved:

- The 2020 Staff Recommended Budget for SSHA includes enhanced funding of \$0.805 million gross and net adds eight (8) Street Outreach workers and \$0.100 million in community grant funding in response to City Council direction in EC7.10 "Implementation of Coroner's Recommendations from the Faulkner and Chapman Inquests" adopted on October 2, 2019. EC7.10 directs the City to provide additional resources and funding to expand street outreach during Extreme Cold Weather Alerts by reaching more clients and responding to more concerned citizen calls.
- The enhancement will increase outreach services for the overnight shift from two team to four teams during Extreme Cold Weather alerts and provide affiliation outreach teams available throughout the winter.
- The City's approach to encampments is set out in the 2004 Interdepartmental Protocol that guides the multidisciplinary effort involving staff from Parks, Forestry and Recreation, Shelter Support and Housing Administration, Transportation Services and Toronto Police to address homeless encampments

and ensure the safety of all. SSHA is reviewing the existing Interdepartmental Protocol to identify ways to improve and enhance our service response. A fulsome review of the protocol through the collaboration of the interdepartmental group, will refine and improve our work based on recent experience and with the new Housing Charter as part of the Council approved HousingTO 2020-2030 Plan.

2. Information on expansion of the Eviction Prevention in the Community (EPIC) program as part of the Coroner's Inquest.

- The Coroner's Jury from Faulkner's Inquest did not make any recommendations to expand the EPIC Program. The Coroner's Jury recommended that the City "ensure adequate funding to the Street Outreach program that connects service workers to the homeless, specifically mobile services."
- However, EC7.10 *"Implementation of the Coroner's Recommendations from the Faulkner and Chapman Inquests"* adopted by City Council on October 2, 2019, requested that the General Manager, SSHA include in its 2020 base Budget submission:
 - \$100,000 in community grant funding,
 - an additional 8 street outreach workers, and
 - A business case to expand the Eviction Prevention in the Community (EPIC) program; required to implement the recommendations from the Coroner's Inquests into the deaths of Grant Faulkner and Bradley Chapman.
- As earlier mentioned in this briefing note, The 2020 Staff Recommended Budget for SSHA includes enhanced funding of \$0.805 million gross and net, adds eight (8) Street Outreach workers and \$0.100 million in community grant funding in response to the recommendations in EC7.10.
- The 2020 Staff Recommended Budget for SSHA includes base funding for EPIC of \$0.920 million gross, \$0 net, funded through provincial and federal grant streams.
- As well, SSHA's 2020 Budget Notes (Appendix 4 on page 25) includes a business case for a proposed expansion of EPIC with additional funding of \$2.156 million gross and net and 5 new permanent positions which is not included in SSHA's 2020 Staff Recommended Budget.
- This expansion will enable an increase in the number of households served the program from 433 in 2019 to 800 and prevent homelessness for more than 2,500 people annually.
- EPIC is an early intervention service program that is proactive in preventing homelessness, while remaining responsive to client needs. Using a blended model of direct and contracted community agency service delivery, the program provides mobile and rapid supports, including services outside of regular business hours and in the community at the client's location.

- Specific supports provided by the program include short-term intensive wraparound case management supports, mediation with landlords to stabilize housing, accompaniment to the Landlord Tenant Board, rehousing assistance, system navigation and referrals to other public and community services & supports, as well as access to financial supports available for eligible households to meet their housing related needs that are not covered through other programs or services.

EPIC program outcomes, 2017- 2019

Year	Total # of Households Remained Housed	Total # of Persons Remained Housed
2017	95	190
2018	231	390
2019	433	1,213

3. SSHA alignment with the Poverty Reduction Strategy

- SSHA's mission is to manage a coordinated and effective system of shelter and housing services to improve the housing stability of people who are at risk of or experiencing homelessness in Toronto. All of SSHA's activities and budget are aligned with poverty reduction efforts at the City.
- There are three recommendations related to the theme of "housing stability" in the Poverty Reduction Strategy:
 - Improve the quality of all affordable housing
 - Assist low-income individuals and families to secure and maintain affordable housing
 - Increase the supply of affordable housing
- The actions to achieve these themes in the Poverty Reduction Strategy are aligned with the HousingTO 2020-2030 Action Plan.
- SSHA has also been able to continue successful harm reduction programs through Federal the Reaching Home program. Specifically, an additional \$70,000 in 2020 has been allocated for Neighbourhood Information Post's Trusteeship Program to hire an additional full-time employee to maintain 1:50 caseloads, reduce waitlist for service, and manage clients with increasingly complex needs.

4. A full list of the 18 buildings to be included in the implementation of the integrated service model for Toronto Community Housing seniors buildings.

- The 18 seniors designated buildings selected for Phase 1 of the Integrated Service Model implementation plan are in the chart below:

BldgID	DevID	OU	Development Name	Building Address
5437	184	A	The Overlea	12 Thorncliffe Park Dr.
5527	133	A	May Birchard Apartments	859 Dundas St. E.
5532	138	A	Greenwood Towers	145 Strathmore Blvd.
5537	143	A	Sunrise Towers	1420 Victoria Park Ave.
5539	145	A	Broadview Manor	80 Danforth Ave.
5540	146	A	Byng Towers	3330 Danforth Ave.
5542	148	A	St. George Manor	17 Brimley Rd.
5554	159	A	Frances Beavis Manor	369 Pape Ave.
5562	167	A	Blair Court	266 Donlands Ave.
5617	103	A	Scarborough Acres	575 Danforth Rd.
5620	105	A	Woodbine Acres	133 Merrill Ave. E.
5629	109	A	East York Acres	9 Haldon Ave.
5632	112	A	Glen Stewart Acres	828 Kingston Rd.
5638	117	A	Kinsmen Manor	2287 Gerrard St. E.
5639	118	A	Beaches Lions Centennial	50 Norway Ave.
5640	190	A	Glenyan Manor	10 Deauville Lane
6009	204	A	Hanson House	7 Coatsworth Cr.
80061	363	A	Broadview Ave. (717)	717 Broadview Ave.

Further information: Mina Fayez-Bahgat, Director, Program Support, Shelter, Support and Housing Administration, 416-397-4161

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