

Homeless System Pressures and Service Responses

Re:EC11.5

January 14, 2020

Outline:

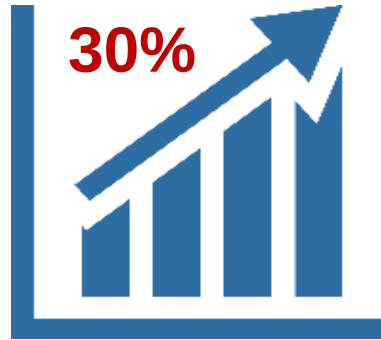
1. Current Context
2. How has the City Responded?
3. A new way of engaging
4. Long term solutions



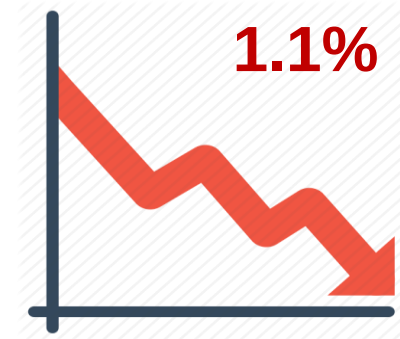
Key drivers of ongoing capacity pressure



**Housing
affordability**



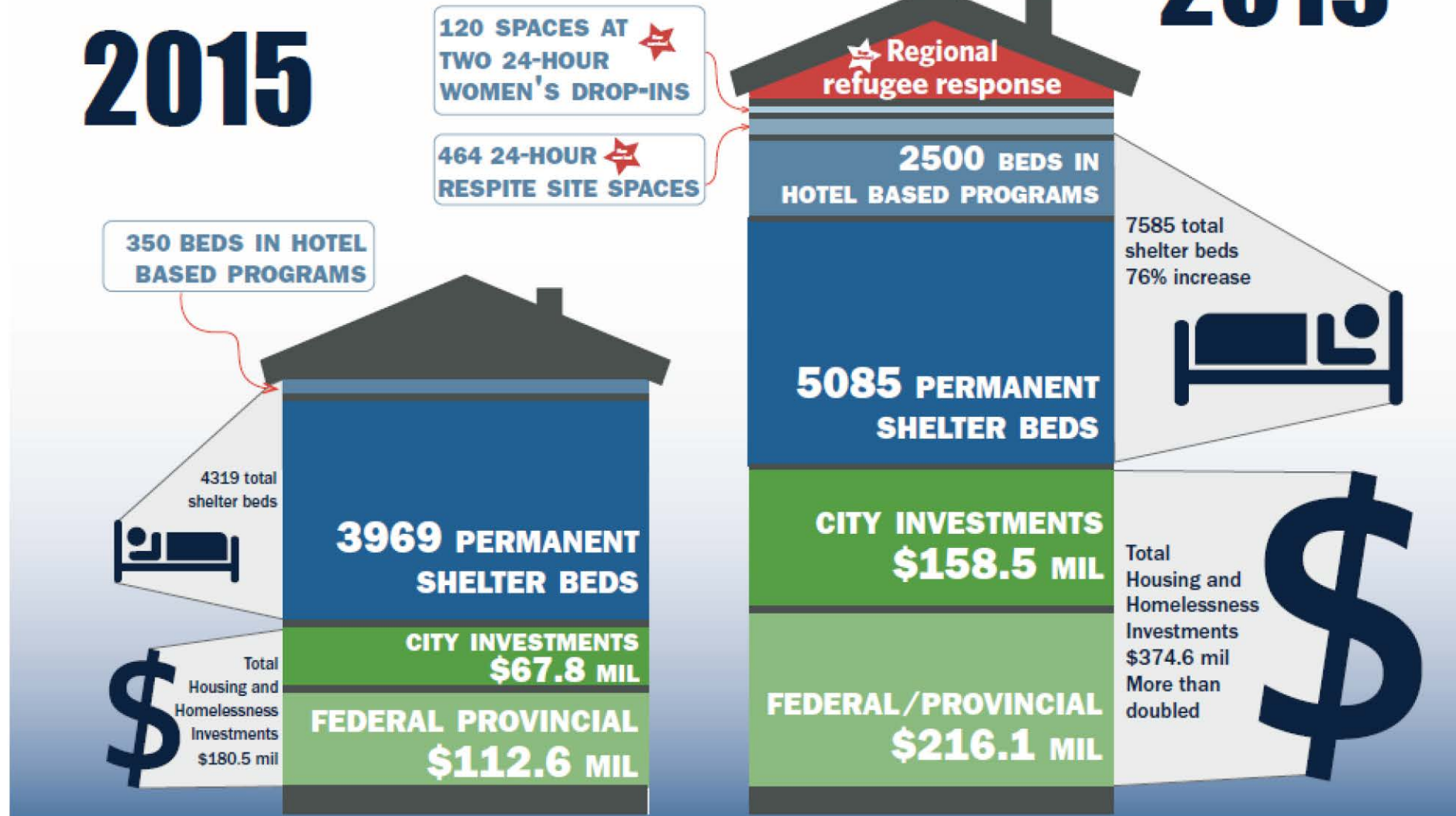
**Average
market rent**



**Rental
vacancy rate**

Shelter System

2015



Winter Response 2015

100 SPACES

Two 24-hour winter drop-in programs with 100 spaces
available only during Extreme Cold Weather Alerts

OVERNIGHT OUTREACH

only during Extreme Cold Weather Alerts

OOTC PROGRAM

2019

947 TOTAL SPACES

in a mixed model tailored to specific needs

464 LOW-BARRIER SPACES

24-hour respite sites

199

temporary winter shelter beds

84 BEDS

in a pre-housing hotel based program

200 SPACES

for refugee response

WARMING CENTRE (50 SPACES)

during Extreme Cold Weather Alerts

24/7 OUTREACH

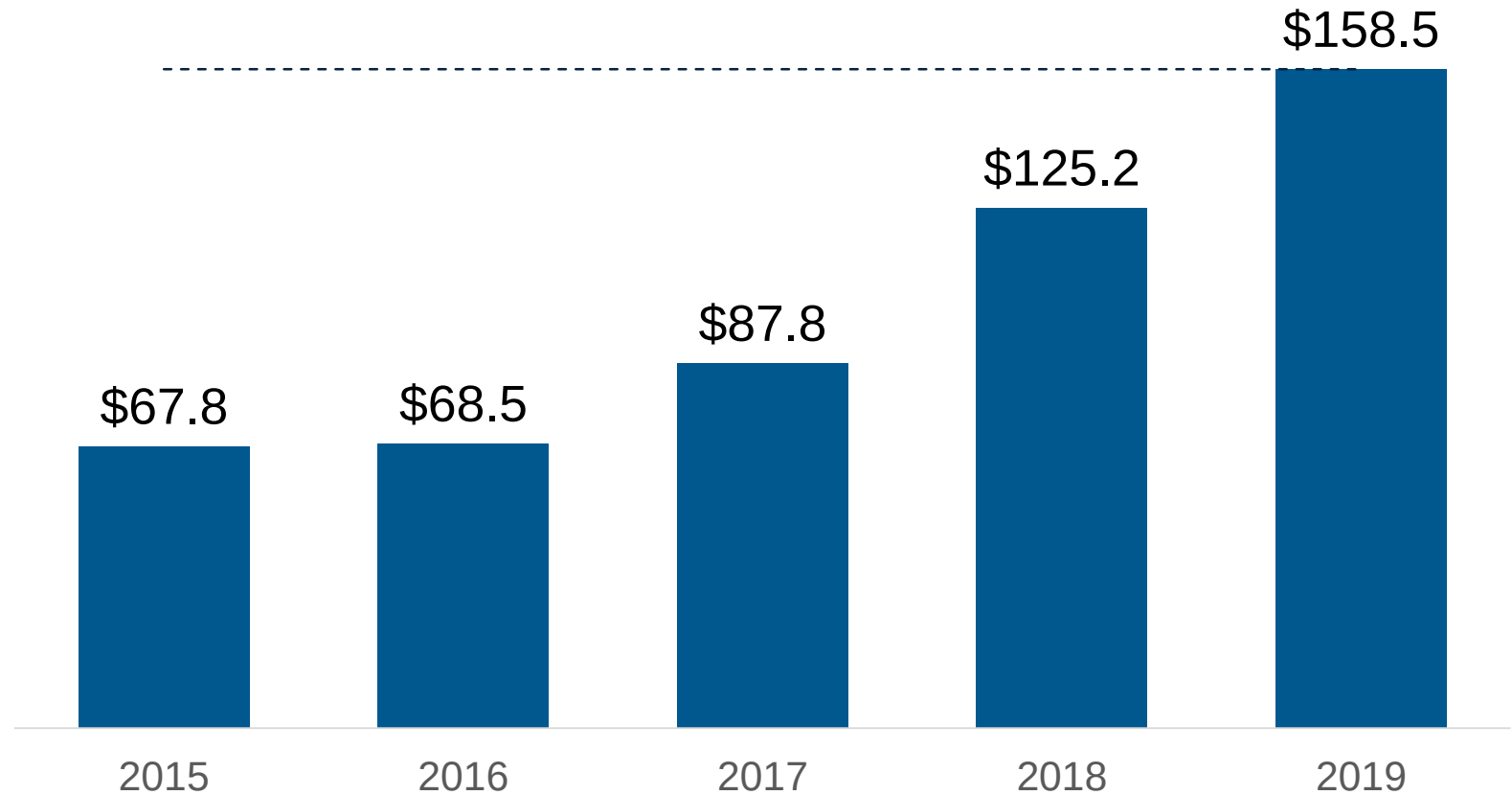
OOTC PROGRAM

Toronto's total investment has more than doubled in four years

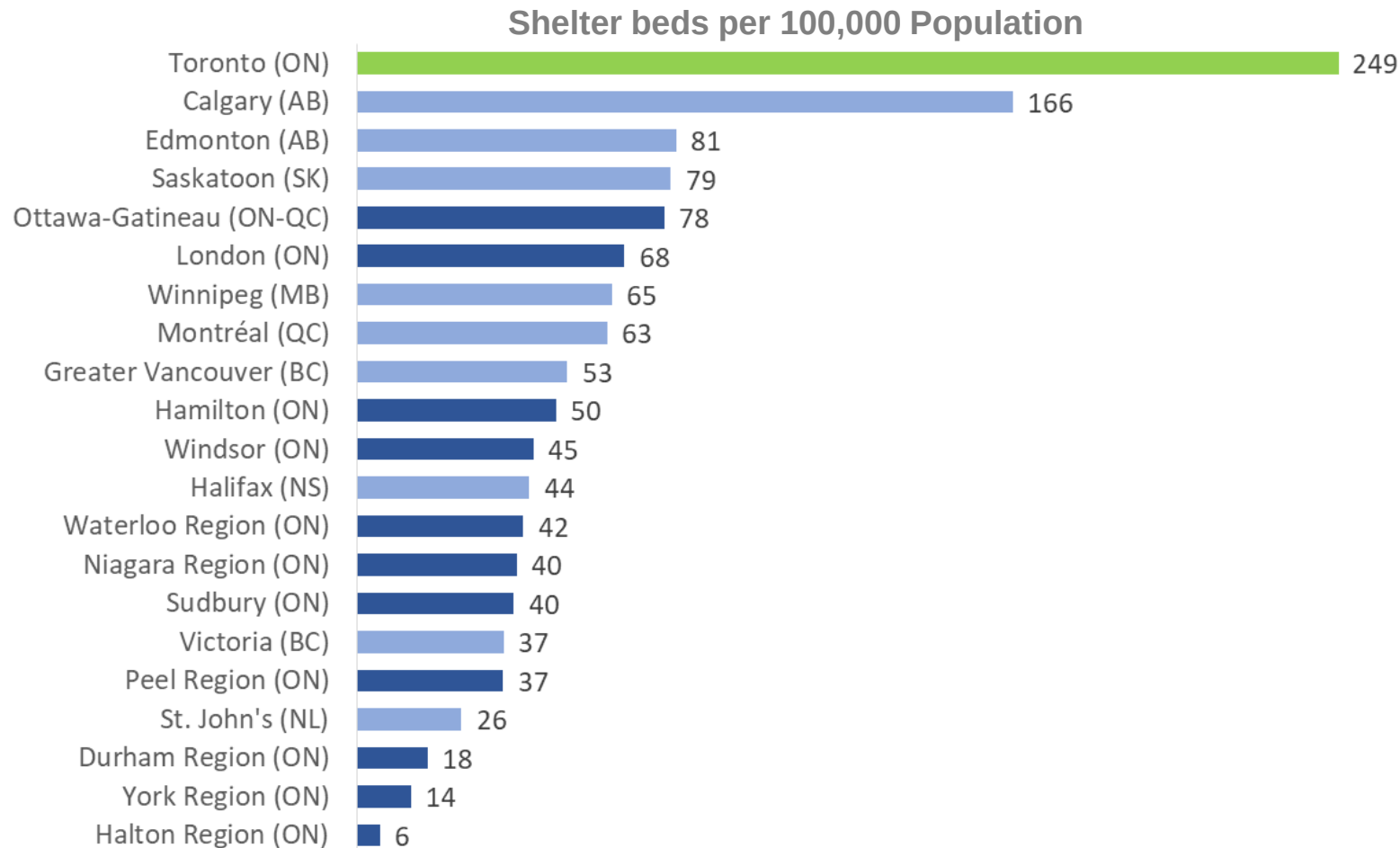
134%

increase
in 4 years

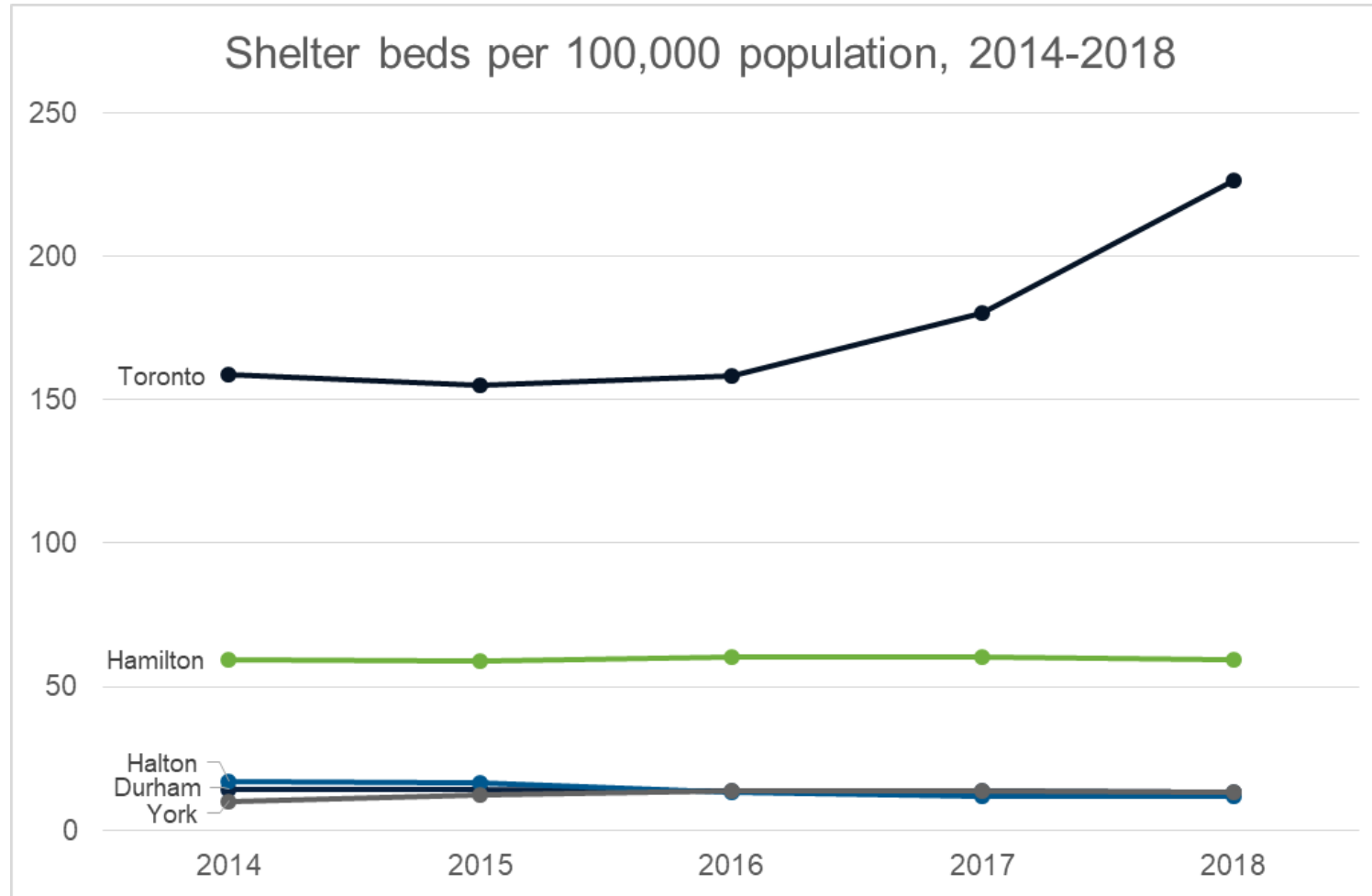
■ City of Toronto investment (\$M)



Toronto has the most shelter beds per capita in Canada



Change in GTHA per capita shelter beds



Source: Municipal Benchmarking Network Canada (Emergency Shelter Measures)
Note: Peel data was not available in MBNC reporting.

Shelter Planning, Development & Infrastructure Objective

- 1000 net new shelter beds secured by December 2020
- 400 GSR beds opened by Q1 2021
- Maintain shelter system capacity
- Maintain adequate respite capacity during development of new shelter beds to meet demand



Site Location Process

- Annual infrastructure plan
- Delegated authority
- Key criteria:
 - Adequate space
 - Zoning
 - Cost
 - Accessibility
 - Proximity to public transit
 - Related community services

The search for new shelters

A Prospective Location

The City's goal is to open new shelters in neighbourhoods across Toronto so that people can stay within their communities. Prospective buildings for emergency shelters also need to provide high quality services with connections to supports for housing, health, employment, culture and recreation. With this in mind, City staff look for key features below when seeking out properties for new shelters.



Adequate Space



Prospective buildings need to have a large space of over 20,000 square feet to accommodate requirements for beds, kitchens, laundry, storage, recreation programs, support services and more. Where possible, community spaces are also included to provide programming and event opportunities for residents of the entire neighbourhood.

Accessibility

To meet Accessibility for Ontarians with Disabilities Act (AODA) requirements, all new emergency shelters are accessible. Examples of accessibility requirements include main floor buildings or access to an elevator.



Proximity to Public Transit

Emergency shelters need to be reasonably close to public transit to ensure clients can access the location.

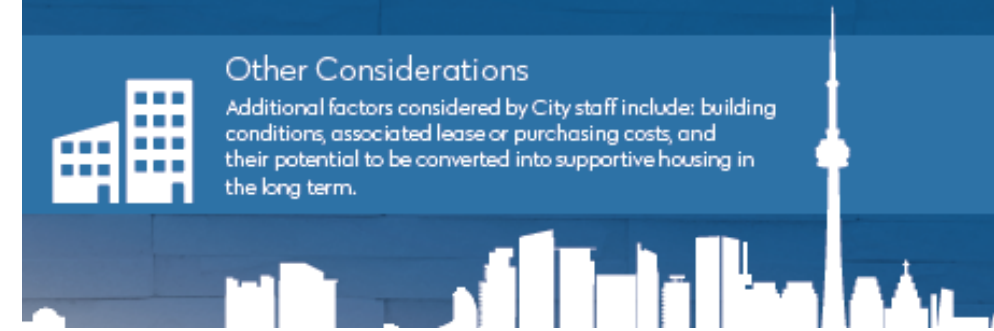
Proximity to Related Community Services

Due diligence is done by City staff to assess the viability of a potential location based on the availability of related community services in the area. Emergency shelters should also be located close to public parks, pharmacies, health care services and more.

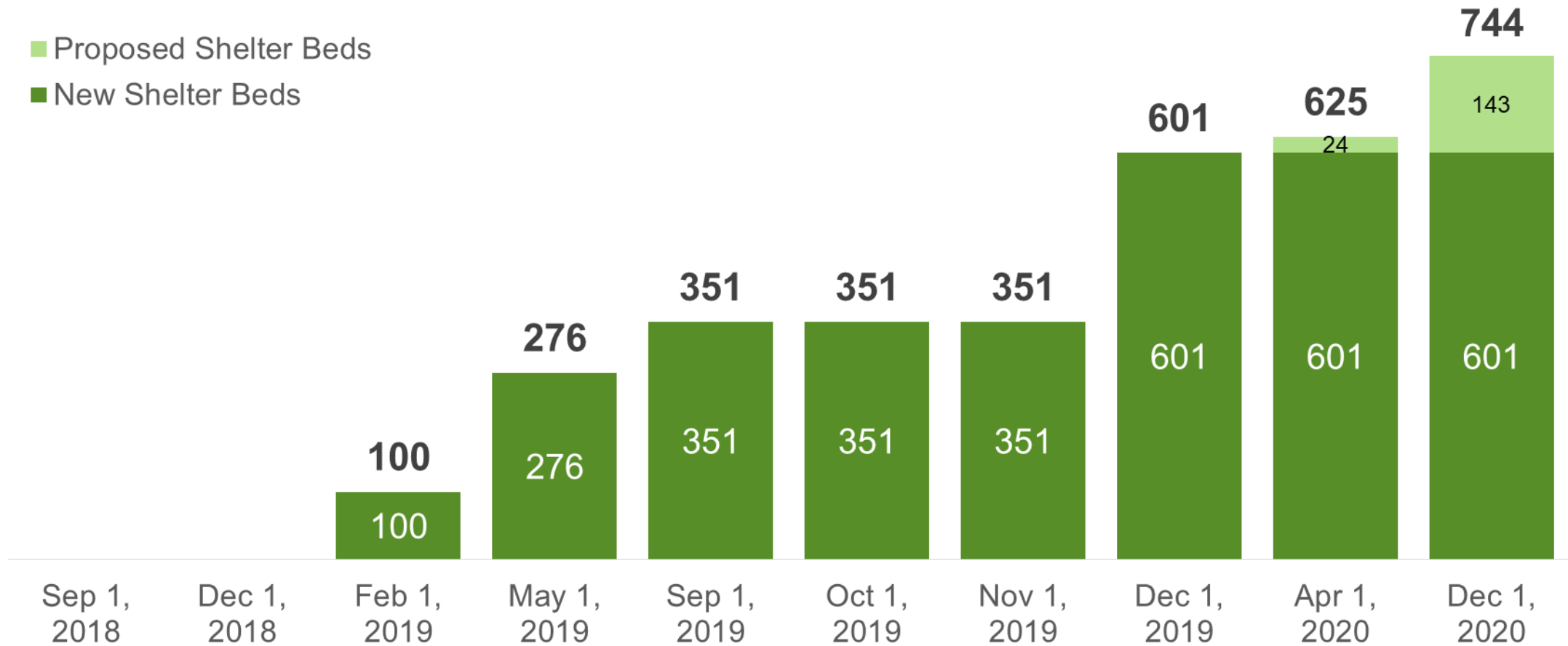


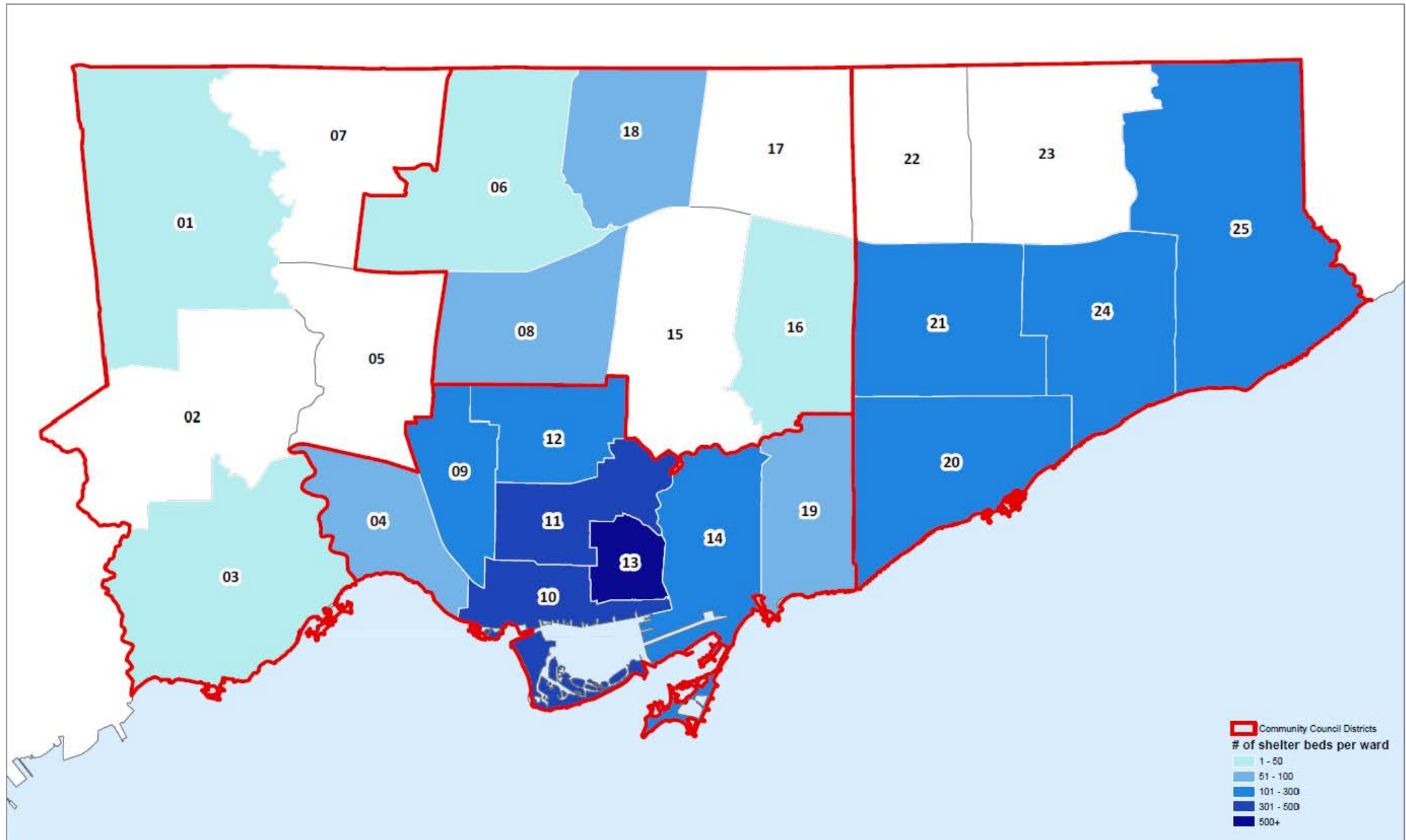
Other Considerations

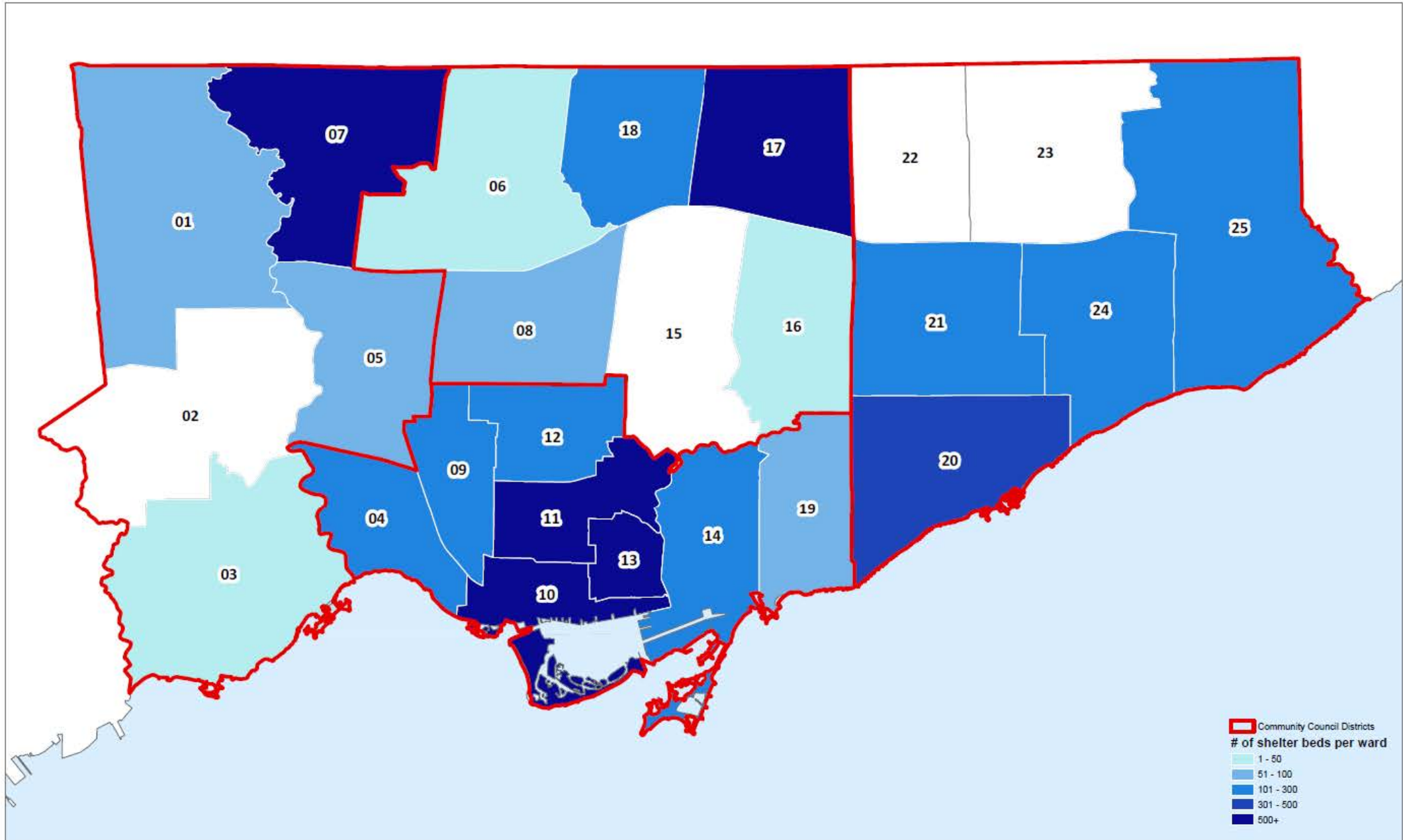
Additional factors considered by City staff include: building conditions, associated lease or purchasing costs, and their potential to be converted into supportive housing in the long term.



1,000 New Beds = 78% Secured, 60% Open







New Shelter Services

- Are open 24/7
- Offer access to community space
- Are client-centered
- Pet friendly
- Best practice design guidelines
- Integrated into neighbourhoods
- Meet green building standards
- Meet accessibility standards (AODA)
- Housing focused service model



Designing with housing in mind

New shelters will be constructed in a way that facilitates future conversion into supportive housing. This means:

- Buildings with room sizes and configurations that can be easily converted into independent support units
- Built-in wiring, drainage and water in rooms to facilitate this future change in use.
- Maximizing shelter sites to build housing where possible



Community Engagement Process

- Involvement of local Councillor
- 3rd party Community Engagement Facilitator
- Website and newsletter
- Public Information Notice
- Community Information Session
- Community Liaison Committee
- Open House Event

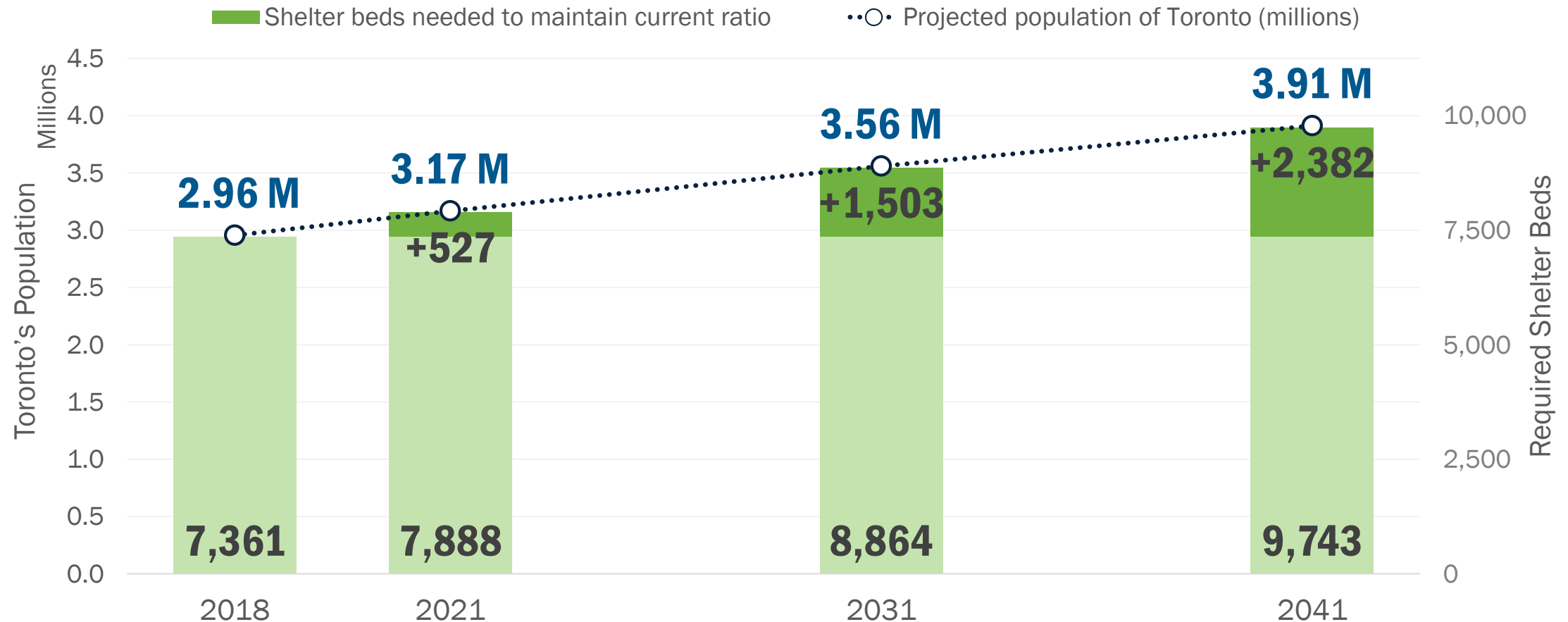


Public Awareness Campaign

- Demystify what it means to be homeless in Toronto
- Build empathy for people experiencing homelessness
- Support a broader understanding of the City's approach to shelter planning and development
- Describe new shelter service model and people are supported to move from the shelter into housing
- Have residents become more knowledgeable about the process for opening new shelters in communities across the city



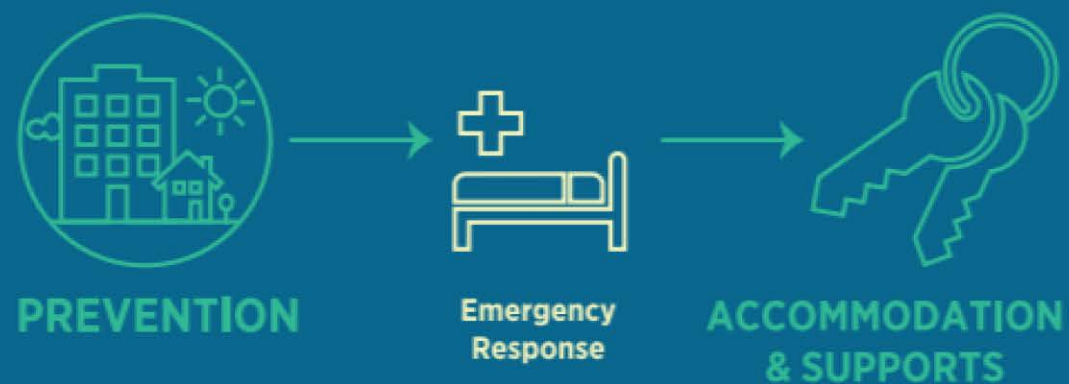
Shelter capacity required to keep pace with population growth



Can we move from this...

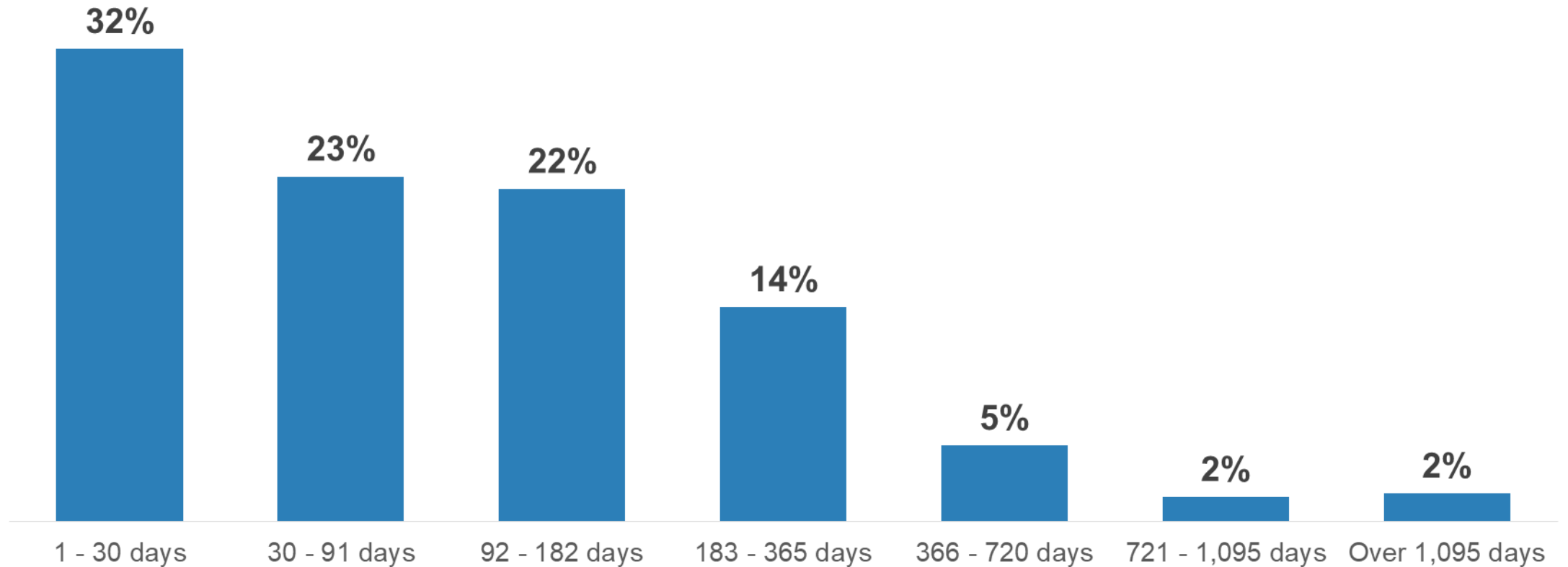


...to this!



How long are shelter users homeless

Shelter users' length of homelessness in 2018



Coordinated Access to Housing and Supports



BY NAME
LIST



ASSESSMENT



PRIORITIZATION

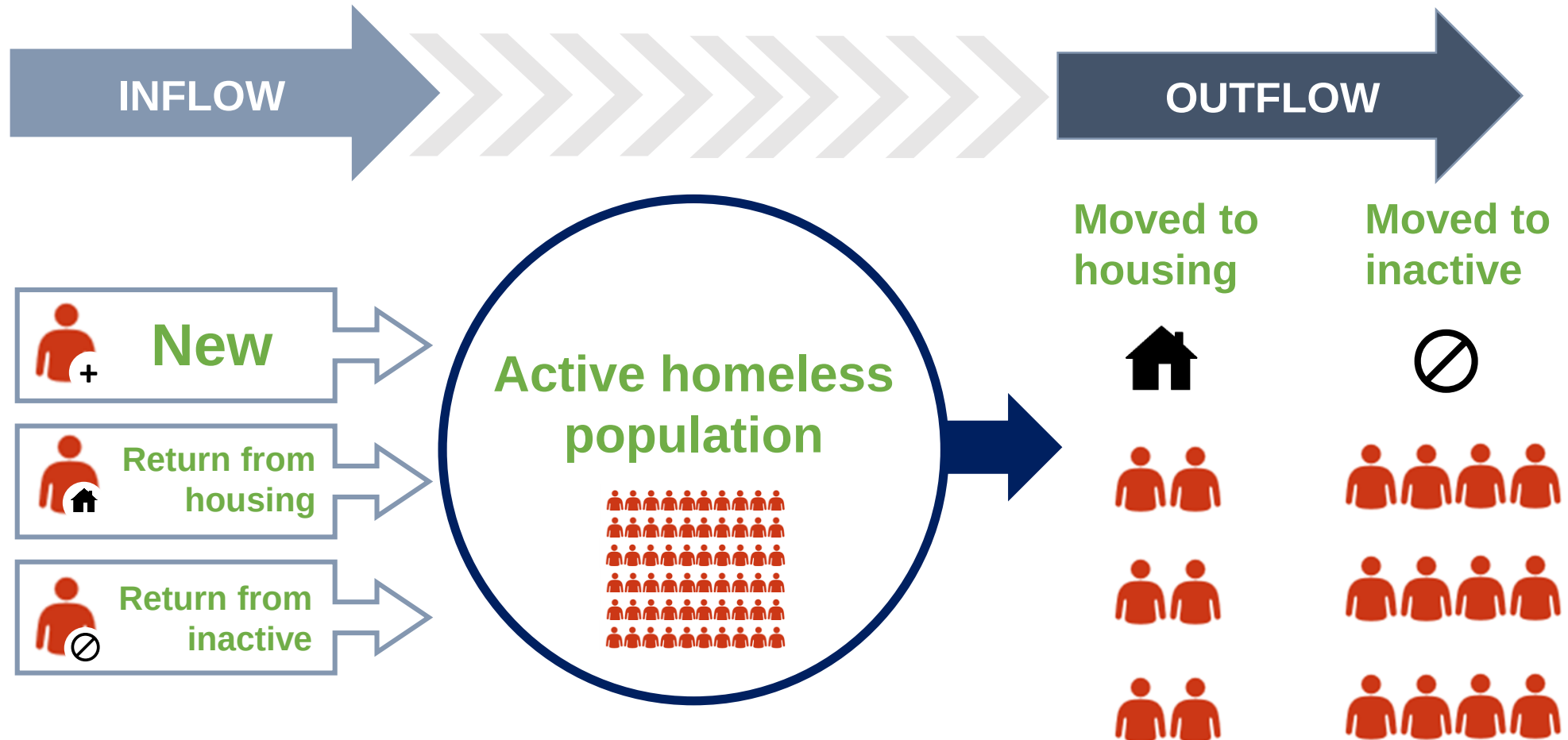


CONNECTION

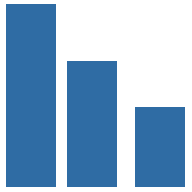


HOUSING
OUTCOMES

Better data to track client flow



Developing indicators to measure reducing homelessness



Rare

Fewer people experiencing homelessness

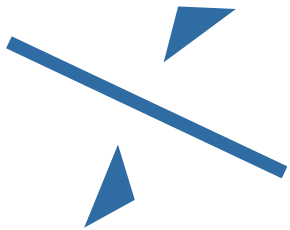
Increase the number of people prevented from becoming homeless



Brief

Reduce the length of time people experience homelessness

Increase the number of people supported to access housing



Non-recurring

Reduce the number of people re-entering homelessness

Increase the number of people prevented from losing their housing

