

Supporting 2SLGBTQ+ Communities in Toronto's Shelter and Overnight Services System

September 27, 2021





Overview of Toronto's shelter & overnight services system

Shelter, Support and Housing Administration



OUR VISION

Toronto is a city where everyone has a safe and affordable place to call home



OUR MISSION

SSHA manages 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

OUR VALUES

We are building a positive workplace:

We will develop engaged, high-performing, and diverse employees by building capacity and embracing inclusion.

We are collaborative:

We will work together with service users, colleagues, service delivery partners, and stakeholders to achieve common goals.

We are accountable:

We will manage resources responsibly and work with integrity and transparency to provide service delivery excellence.

We are client-centred:

We will treat service users with respect, dignity, and kindness and provide services that are responsive to their unique and changing needs.

We are inclusive:

We will ensure that all individuals have fair and equitable access to all of our services and will work to eliminate barriers.

We are solution-focussed:

We will be bold in seeking creative ways to improve services and outcomes, working from an evidence and strengths-based approach.

What We Do

Homelessness and Housing First Solutions



Homeless Outreach and Overnight Services



Services to Find Housing and Prevent Homelessness



Housing Support Services

Social and Affordable Housing System



Housing Benefits



Social and Affordable Housing

Toronto's shelter system

11

City-run
Shelters



53

Agency-operated
Shelters



4

Shelters hotels
for families and refugees



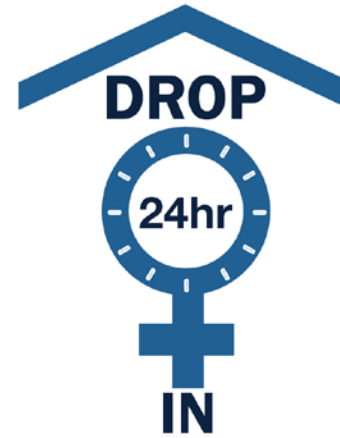
6

Agency-operated
24-hr Respite
Sites



2

24-hr
Women's
Drop-ins



Over 25

Temporary Sites to help with
physical distancing



Forecast of Permanent Shelter Bed Openings: 2018-2024

Number of New Shelter Beds				
	New Beds	Replacement Beds	GSR Beds	Total By Year
2018	45	84	0	129
2019*	396	53	106	555
2020	30	47	67	144
2021	239	158	94	491
2022	0	35	80	115
2023	0	0	0	0
2024	75	0	0	75
Total by Category	785	377	347	1,509

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



2SLGBTQ+ Transitional Youth Shelters



[Opening of YMCA Spratt House in January 2016](#)



[Location of second 2SLGBTQ+ transitional shelter program opened in Toronto operated by Friends of Ruby](#)

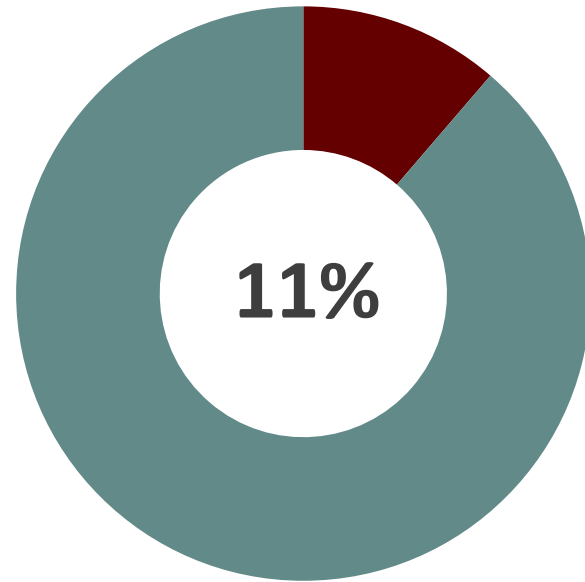


Street Needs Assessments

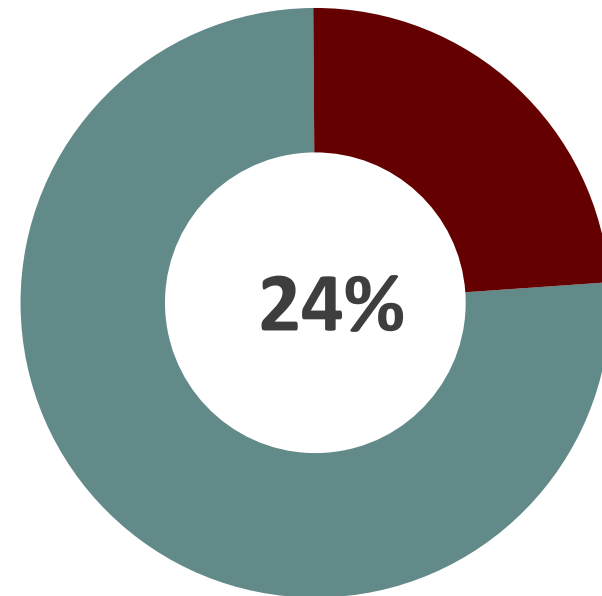
One in four youth identify as LGBTQ2S

11% of respondents identify as LGBTQ2S

This was even higher among youth respondents (24%)



All respondents

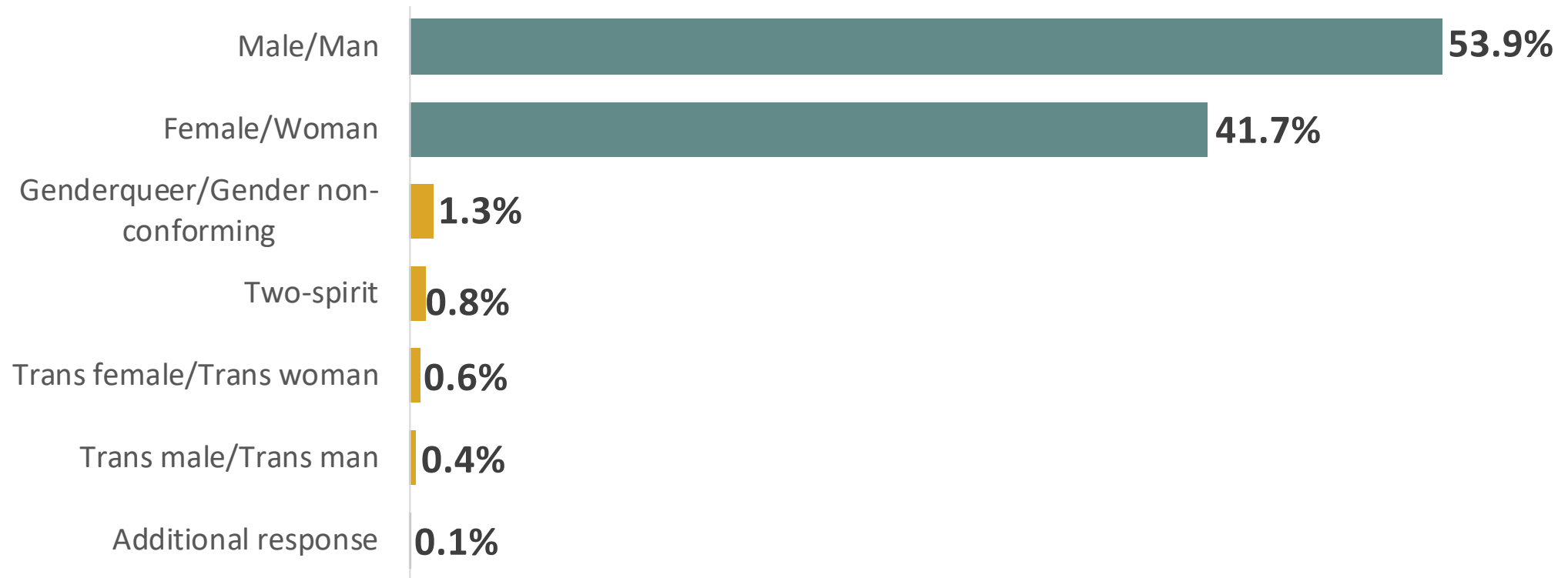


Youth respondents
(16 to 24 years)

3% of respondents identify as transgender, genderqueer/non-conforming or two-spirit

54% of respondents identify as men (73% of those outdoors)

42% of respondents identify as women (75% of those in family shelters)



Street Needs Assessment 2021 Overview

- Toronto's fifth SNA was held in April, 2021:
 - Indoor Survey Week: April 19 to 23, 2021
 - Indoor and Outdoor Count: April 21, 2021
 - Outdoor Survey: April 27, 2021
- The SNA is a needs assessment survey and point-in-time count of people experiencing homelessness in Toronto
- Provides a better understanding of trends and the needs and experiences of different groups and is a direct input into Shelter, Support and Housing Administration's Service Plan
- The Street Needs Assessment 2021 results will be presented along with SSHA's Service Plan at the Economic and Community Development Committee meeting on October 21st.

Implementing a 2SLGBTQ+ Inclusive 2021 Street Needs Assessment

- Collaborated with Dr. Alex Abramovich to create:
 - Gender identity and sexual identity questions with a diverse and inclusive range of options included on the SNA survey
 - New question added around identification as 2SLGBTQ+
 - Training provided to staff conducting surveys on [creating a 2SLGBTQ+ inclusive SNA](#)
- Consultation with Dr. Abramovich around the analysis, reporting and contextualization of gender identity, sexual identity and 2SLGBTQ+ questions for the 2021 SNA



How 2SLGBTQ+ Inclusive Data has Informed Service Delivery

- Previous Street Needs Assessment data, which showed an over representation of 2SLGBTQ+ youth in the emergency shelter system, informed the implementation of changes:
 - 2SLGBTQ+ cultural competency training made mandatory for all shelter staff, including maintenance, facilities, hospitality, and management staff
 - 2SLGBTQ+ Workgroup reviewed and provided input towards Toronto Shelter Standards update in 2015
 - City Council approved funding for two 2SLGBTQ+ youth shelters in Shelter, Support and Housing Administration's 2015 operating budget.

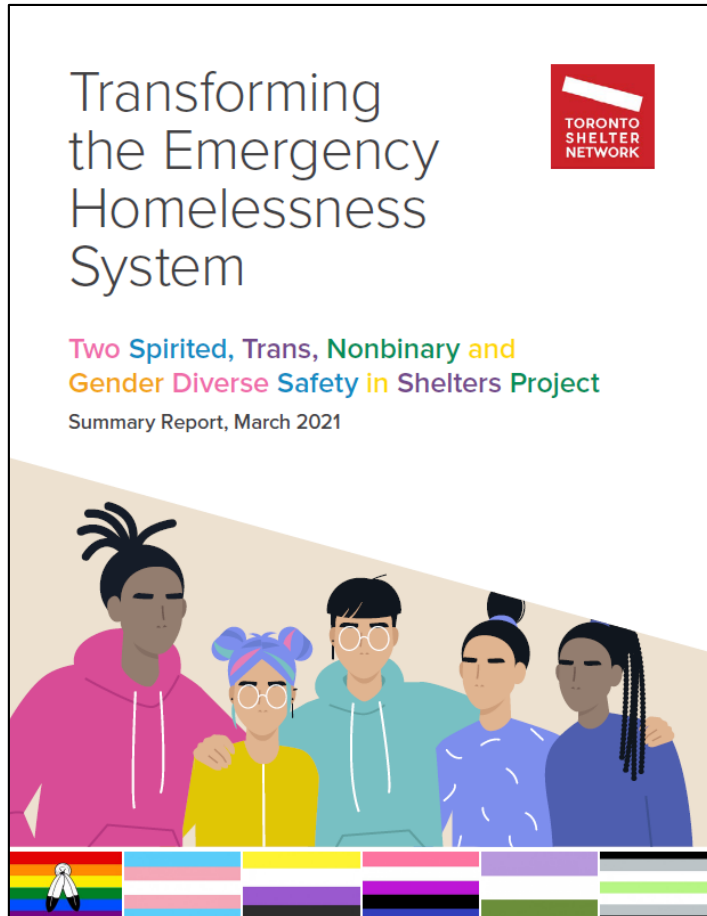
Homelessness Solutions Service Plan

- The Service Plan identifies our priorities for the next three years, as we continue to build and strengthen a responsive homelessness service delivery system which uses an integrated and person-centred approach to address homelessness.
- These priorities will advance our shared goal of ending chronic homelessness in Toronto.
- The Service Plan will be presented along with 2021 Street Needs Assessment at the Economic and Community Development Committee meeting on October 21st.



Plans to Support 2SLGBTQ+ Population in Shelters

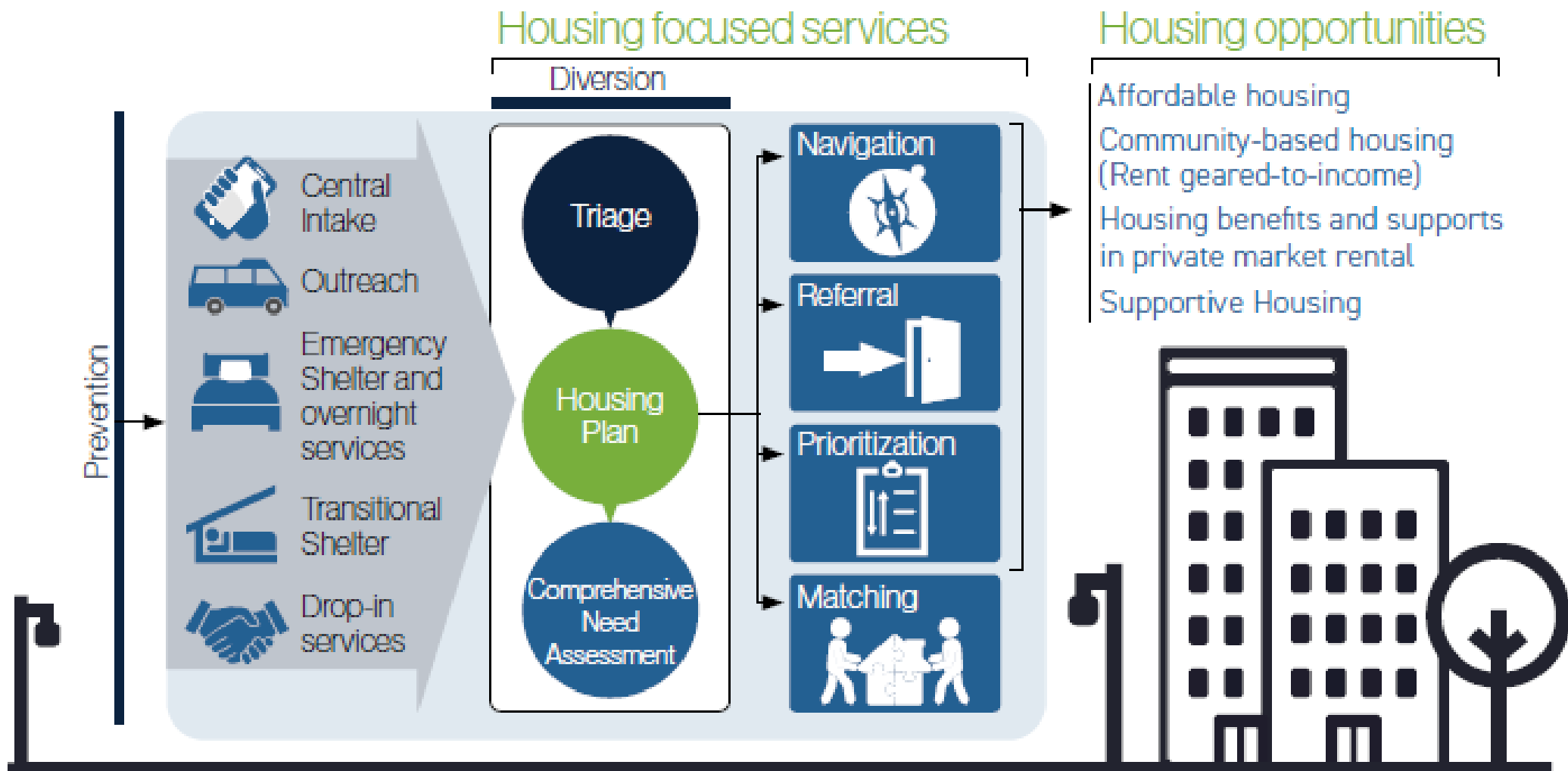
Two Spirited, Trans, Nonbinary and Gender Diverse Safety In Shelters Project



- In 2020, the Toronto Shelter Network, in collaboration with the Trans Working Group conducted a study regarding the safety of two spirit, trans, nonbinary and gender diverse clients in Toronto's shelters
- Recommendations from the study and consultation with community partners have already led to changes to the gender intake question in the Shelter Management Information System (SMIS) and key actions in SSHA's new service plan

Plans to Support 2SLGBTQ+ Population in Shelters

- Partnering with CAMH on a study to look at best practices to improve shelter safety among service users and staff
- Homelessness Solutions Service Plan will include a focus on equity and inclusion



Questions?

