

# Shelter Pressure and Refugee Crisis

Toronto City Council  
September 6, 2023



# Shelter System Data

Total overnight accommodation on the evening of August 27, 2023

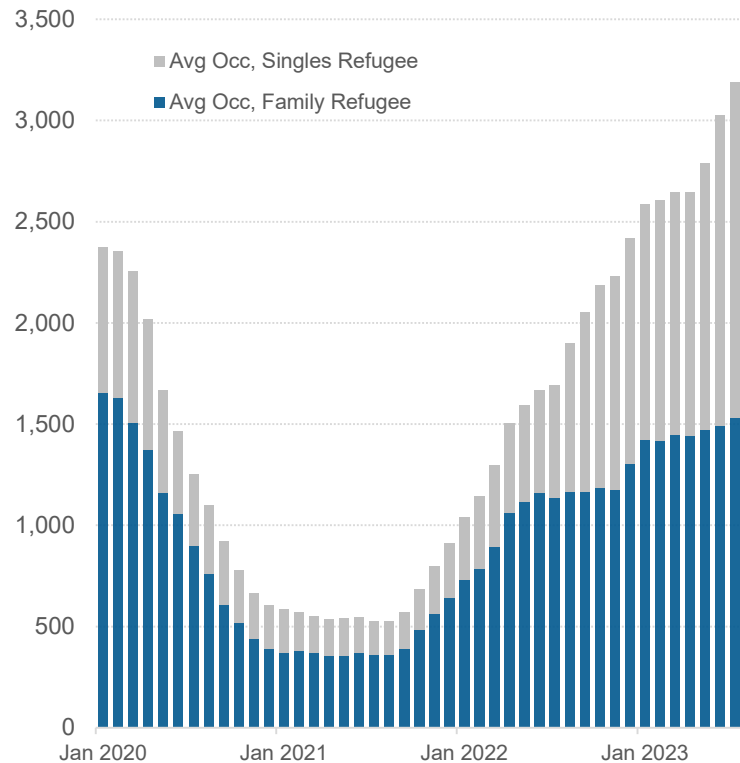
Program	People
Shelter system	8,847
Family placement list	983
Red Cross - Refugee claimant response	218
Red Cross - Ukraine response	196
<b>Total accommodated</b>	<b>10,244</b>

# Occupancy trends for refugees and refugee claimants

## Nightly shelter occupancy

August 27, 2023 3,344

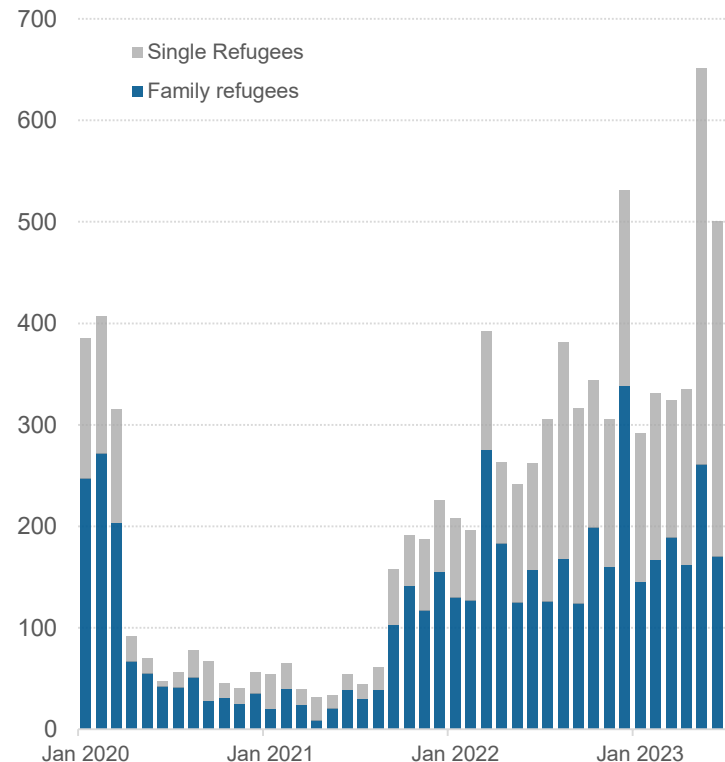
September 1, 2021 537



## Monthly new admissions

July 2023 323

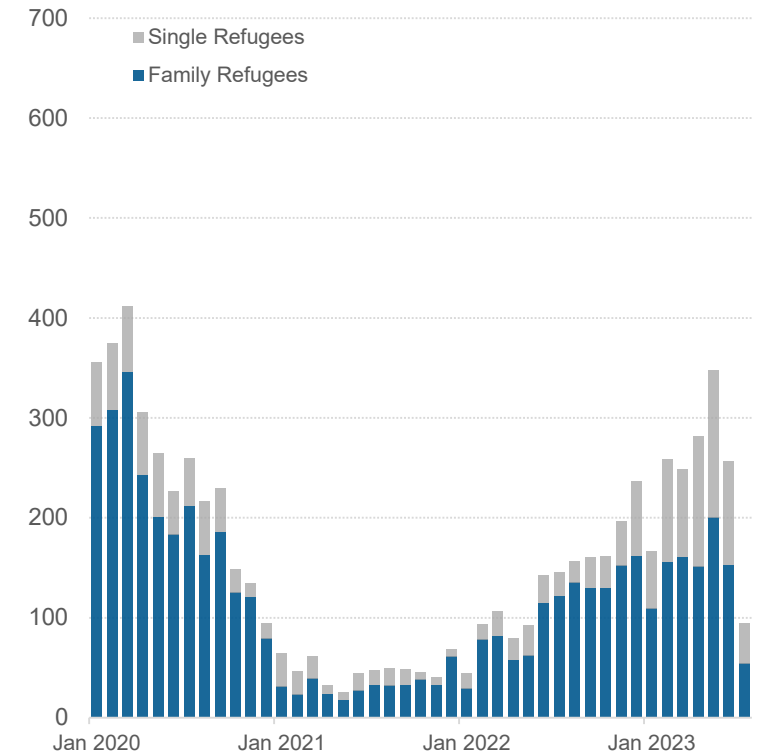
% of new admissions 54%



## Monthly moves to housing

July 2023 95

% of all housing discharges 38%



All counts refer to individuals identified as refugees or refugee claimants on their current program intake.  
Data retrieved from SMIS database, current as of [August 28, 2023](#)

# Shelter System Data

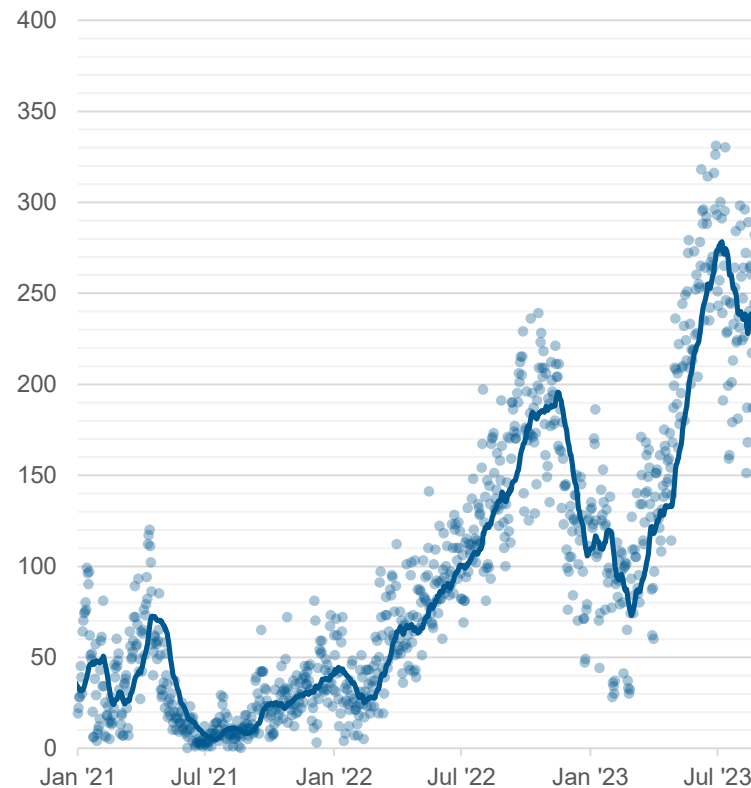
## Nightly shelter system occupancy

Following a reduction in system capacity in the early months of pandemic response, SSHA has since significantly increased number of individuals provided with shelter service each night.



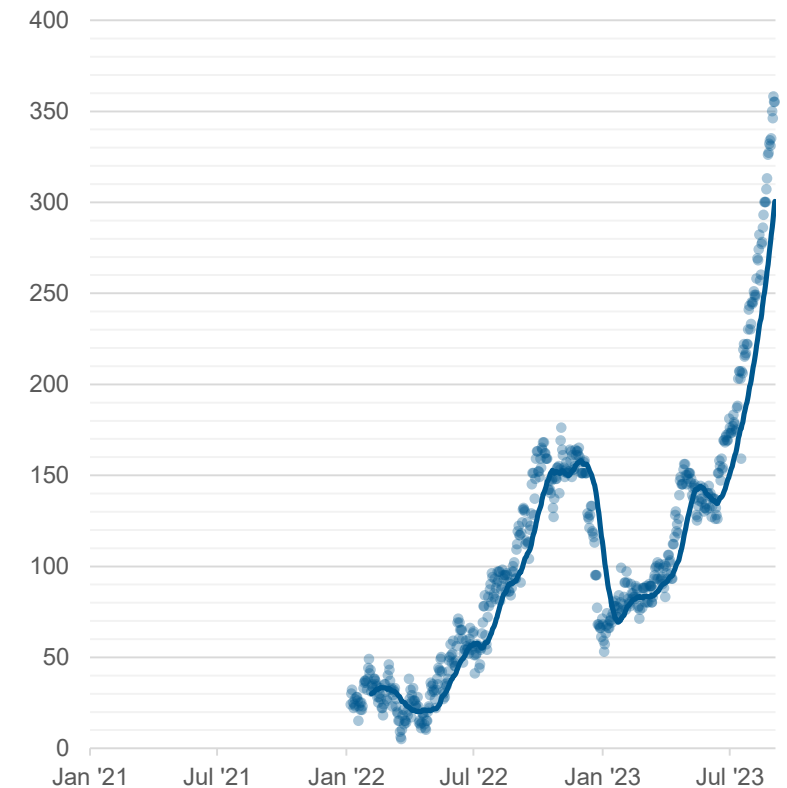
## Daily unmatched callers on Central Intake service queue

In late 2020, SSHA began tracking callers to its Central Intake referral service who could not be matched to a shelter space. Unmatched callers have reached all time highs in July 2023.

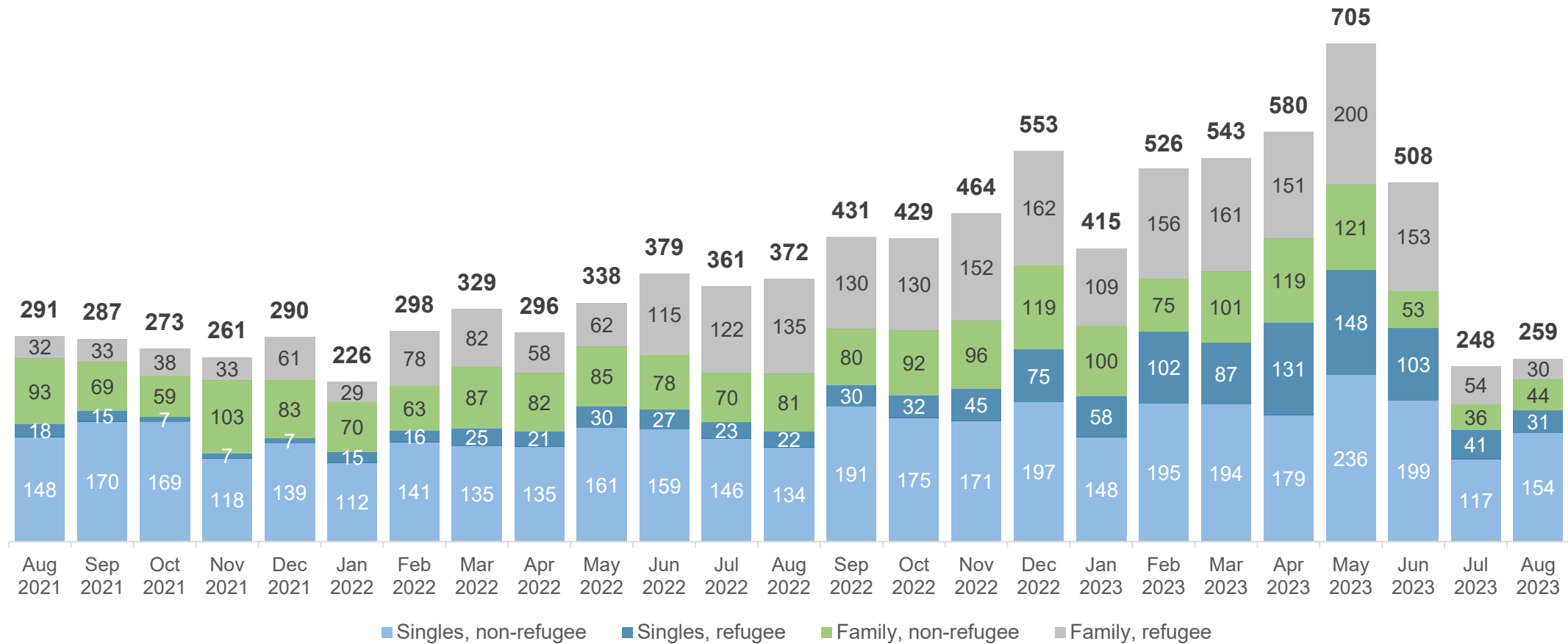


## Families on Central Intake placement list

In January 2022, SSHA reintroduced its family placement list. Where the unmatched callers metric tracks singles, the family placement list indicates the number of families waiting to access shelter. In August, 2023 the list has reached record levels.



# Overnight services client discharges to permanent housing, by status and sector



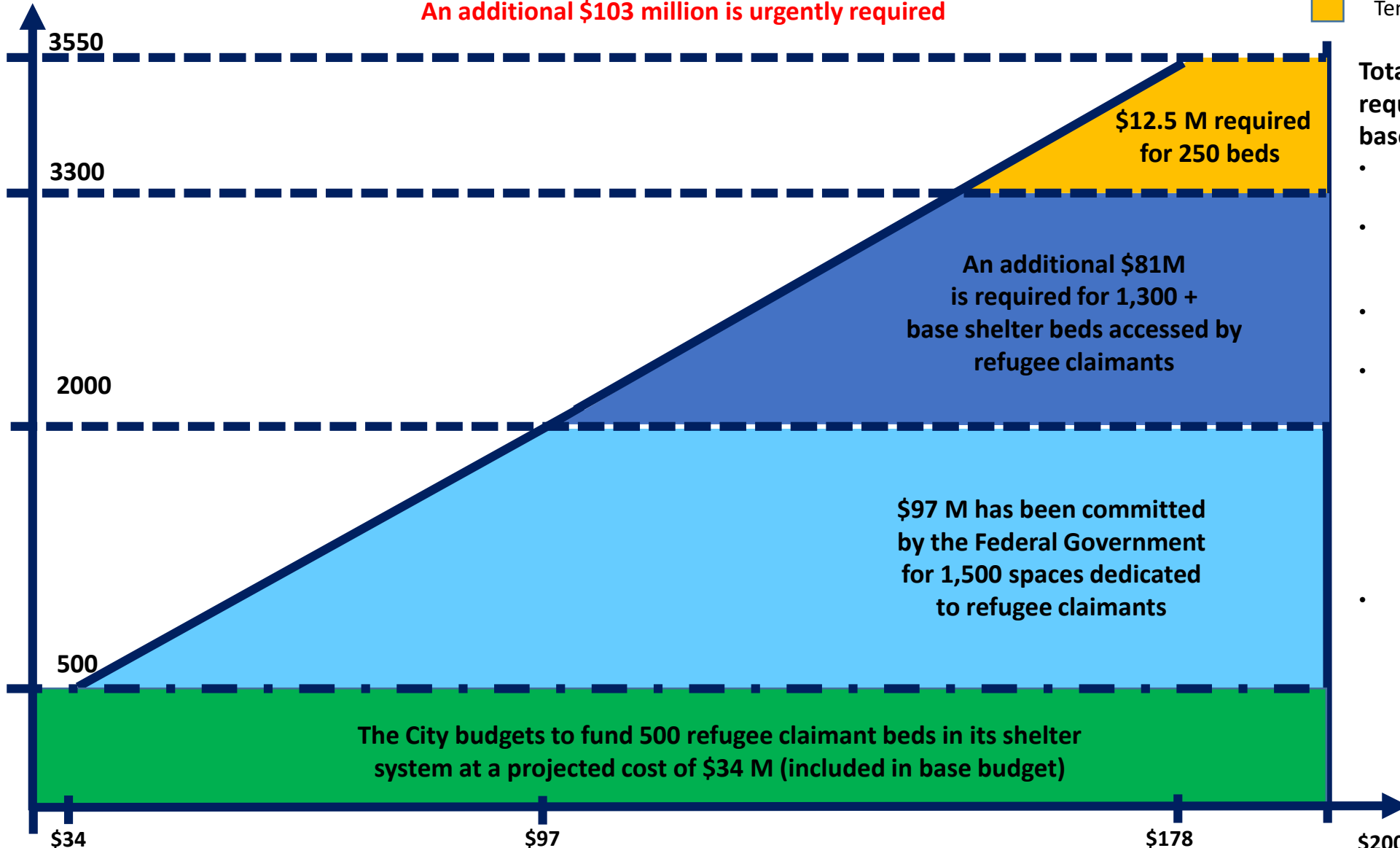
# 2023 Funding Required for Shelter Spaces for Refugee Claimants

Based on Current Demand - as at Sept. 3, 2023

**An additional \$103 million is urgently required**

- Base System (500 beds)
- Dedicated Program (1500 beds)
- Base System (1300+ beds)
- Temp Expansion (250 beds)

Number of Refugee Claimant Spaces in the Current Shelter System



The City budgets to fund 500 refugee claimant beds in its shelter system at a projected cost of \$34 M (included in base budget)

\$97 M has been committed by the Federal Government for 1,500 spaces dedicated to refugee claimants

An additional \$81M is required for 1,300 + base shelter beds accessed by refugee claimants

\$12.5 M required for 250 beds

**Total Reimbursement required for \$200 million based on:**

- **\$97M** – 1,500 spaced dedicated to refugee claimants
- **\$81.7M** – 1,300+ base shelter beds accessed by refugee claimants
- **\$12.5M** – 250 temporary expansion beds
- Further costs associated with:
  - **\$8.4M** – approx. 200 average nightly spaces for Ukrainian response
  - **\$0.9M** – Costs incurred by Churches and community organizations for temporary refugee shelter
- Reimbursement request **excludes** City funding associated with:
  - **\$34M** – 500 refugee claimant beds in shelter system
  - **\$6.67M** – Added City funding towards the Canada-Ontario Housing Benefit

# City of Toronto Actions taken

- Continued to scale our temporary response since the borders re-opened
- Most recently expanded capacity by 250 beds through Red Cross
- Contributed to COHB expansion for up to 1,350 households
- Activated the City's Refugee Capacity Plan to facilitate coordination
- Enhanced the DonateTO website
- Intensified intergovernmental advocacy and regional engagement
- Supported local churches providing space
- Identified solutions for immediate action by the federal government

# Options identified for Federal Response

Options	Potential Capacity	Estimated Cost
Hotel spaces available outside Toronto	Hotel options are available outside of Toronto. These could be stood up by regional partners or the Federal Government.	Approximately 500 spaces at estimated 3 month cost of \$6M
Increase the Canada Ontario Housing Benefit (COHB)	An investment from the Federal Government would provide support towards permanent housing to another 675 households in Toronto.	\$6.67M
Mobile Health Unit tents	The Federal Government to secure all-season Mobile Health Units to create capacity for up to 200 spaces.	Cost estimates for operating costs for 3 months at \$2.5-3M and initial setup of \$4-5M
Reception Centre	<p>Federal Government to establish a 24/7 reception centre as a welcoming space to offer centralized services for newly arrived refugee claimants.</p> <p>Canadian Red Cross and Toronto-based representatives from the Ontario Coalition of Agencies Serving Refugee Claimants have been identified to support operations.</p>	Annual costs TBD
Purchase of hotel or retrofitting a building	Shelter and/or housing for refugee claimants in Toronto or GTHA	TBD



# Thank you

