

Lessons Learned from Shelter Hotel Operations

Date: August 11, 2022

To: Economic and Community Development Committee

From: City Council

Wards: Ward: All

CITY COUNCIL DECISION

City Council on July 19, 20, 21 and 22, 2022, referred Motion MM47.55 to the Economic and Community Development Committee.

RECOMMENDATIONS

Councillor Anthony Perruzza, seconded by Councillor Mike Colle, recommends that:

1. City Council direct the General Manager, Shelter, Support and Housing Administration to work with the Medical Officer of Health to ensure all current and future shelters provides a safe and healthy environment for all and to report back to City Council on the success rate of its strategy in helping transition individuals into transitional or permanent housing.
2. City Council direct the General Manager, Shelter, Support and Housing Administration, in consultation with the Executive Director, Corporate Real Estate Management, to:
 - a. develop an immediate strategy to transition away from shelter services in hotels commencing with the hotel operators that have invoiced and charged the City of Toronto for services not in accordance with the express terms of contract, as found by the City's Auditor report on Item 2022.AU12.2; and
 - b. prioritize within the strategy a plan to develop alternate forms of shelters, including creating additional transitional housing to address homelessness.
3. City Council immediately revoke the delegated authority for the General Manager, Shelter, Support and Housing Administration to enter into or alter agreements with shelter providers without City Council approval.

SUMMARY

Sustainable emergency shelter services by the City that can meet its long-term shelter plan goals under the Housing and Homelessness Plan, need to both centre its objectives on the health and well-being of individuals that are homeless and be financially prudent in order to help the greatest number of individuals.

The City's process of contracting for hotel rooms, which allowed the overspending of \$13 million dollars, and continues to pay retail day rates for hotel rooms instead of for long-term transitional housing, undermines the ability to meet the City's own objectives. The expense is taking resources that could be used in different ways to help more people that are currently without housing options.

Background Information (City Council)

(July 19, 2022) Fiscal Impact Statement from the Chief Financial Officer and Treasurer (<http://www.toronto.ca/legdocs/mmis/2022/mm/bgrd/backgroundfile-228951.pdf>)