

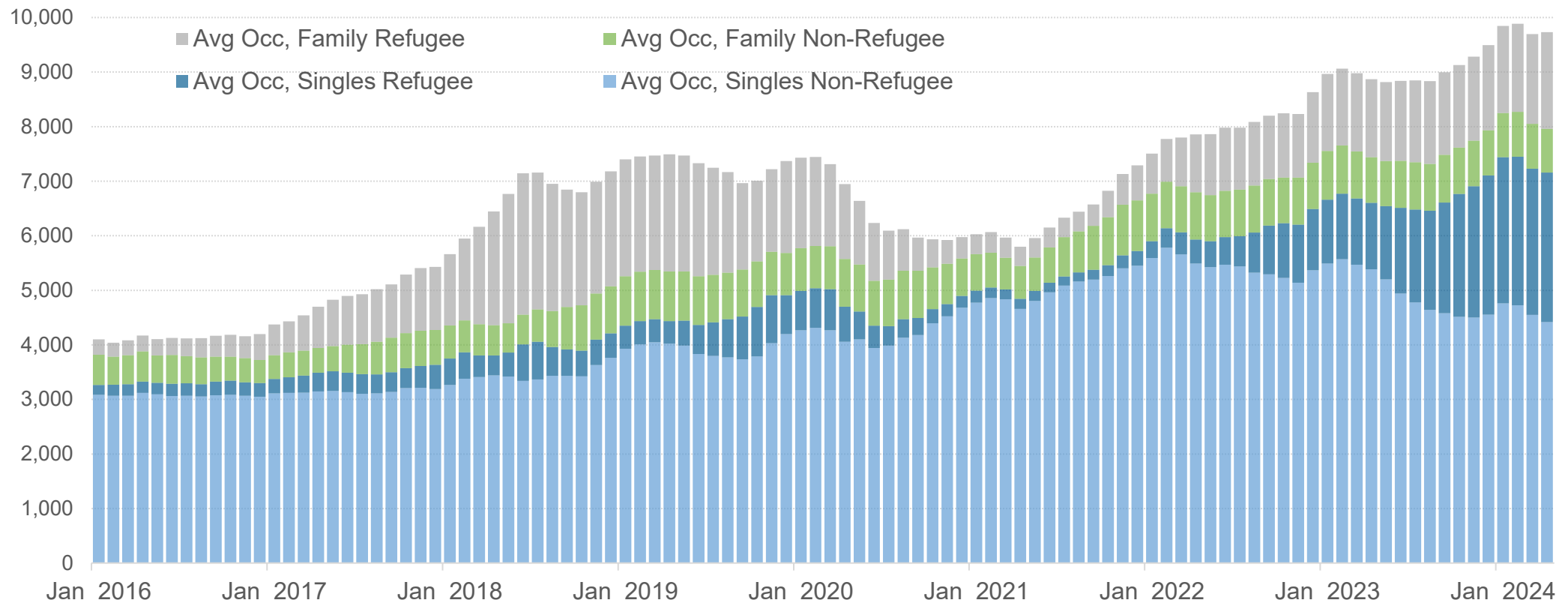
The City's Encampment Approach and Strategy

Gord Tanner, General Manager
Toronto Shelter and Support Services
Economic and Community Development Committee
May 29, 2024



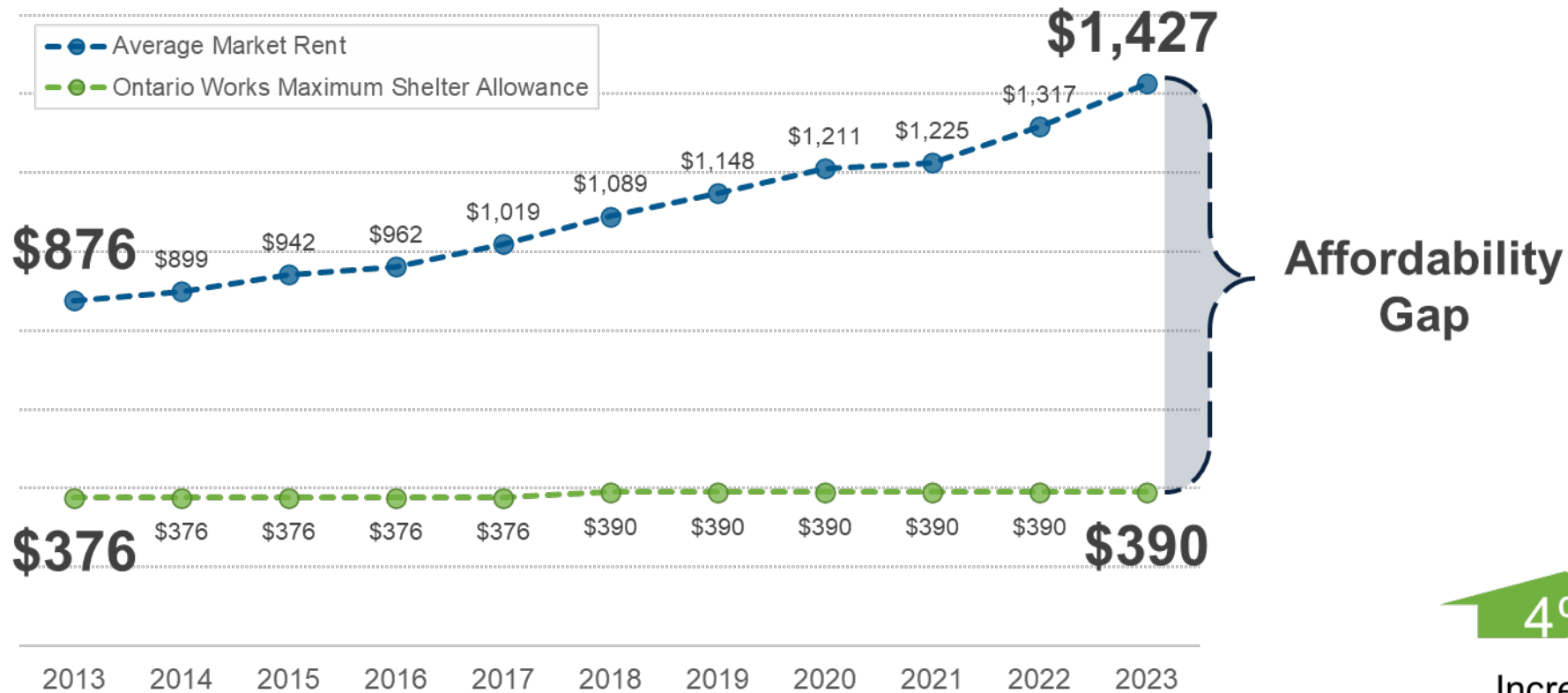
Toronto continues to see unprecedented pressures on the shelter system

Average nightly occupancy, by sector and refugee status



Growing gap in housing affordability is a key driver of homelessness

Ontario Works Maximum Shelter Allowance & Average Market Rent
Bachelor Unit, Toronto, 2013-2023



4%

Increase
in shelter
allowance

63%

Increase
in rent

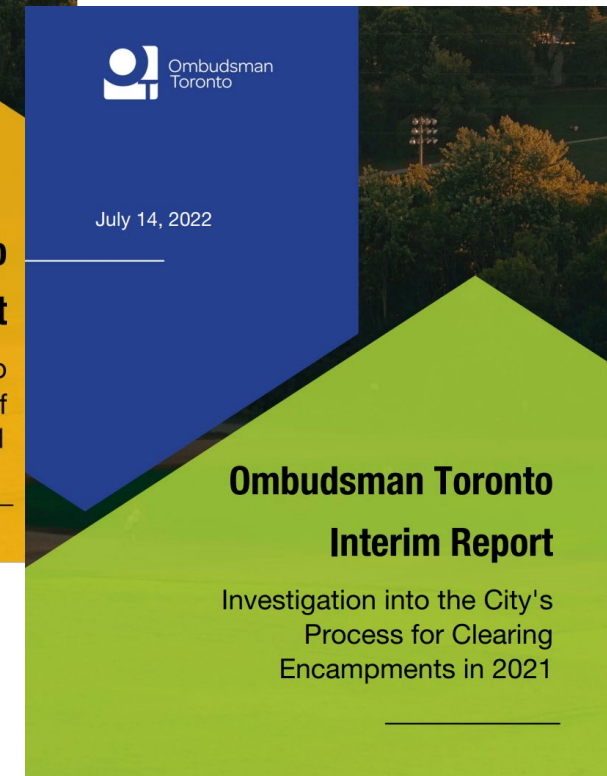
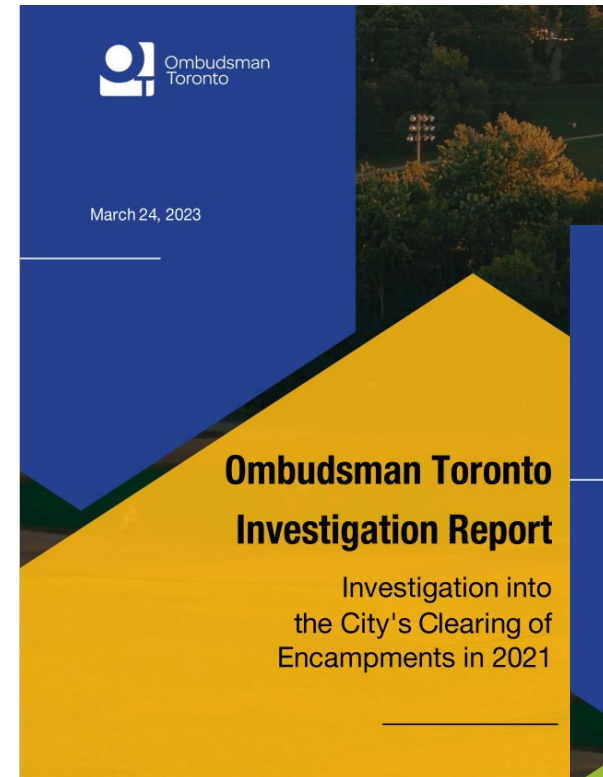
Increase in unsheltered homelessness and encampments across Canada

- Rise in unsheltered homelessness and encampments across Canada
- Symptom of housing affordability crisis, shelter demand exceeding availability, inadequate income supports and other social crises
- As of May 5, 2024, there are 256 encampments at 131 City-owned properties
- Complex socio-economic issue that requires multi-sectoral and intergovernmental investments and coordination



Ombudsman Toronto Reports

- Total of 31 recommendations
- Recommendation to update the “City of Toronto Interdepartmental Service Protocol for Homeless People Camping In Public Spaces” (IDP)
- Inclusion of a “rights-based approach to housing”

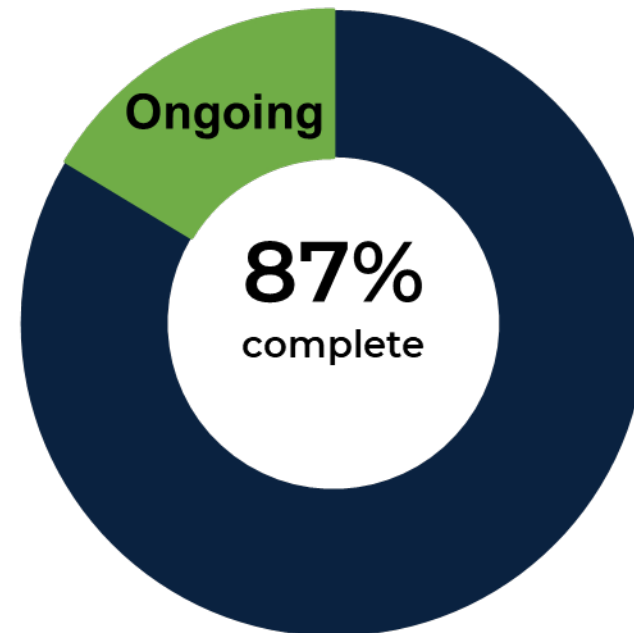


City's Implementation of the Ombudsman's Recommendations

Interim report



Final report



Stakeholder Engagement Process

- Over **300** stakeholders engaged
- **106** people with lived experience of encampments
- Distinct engagement with Indigenous communities
- **Thank you to everyone who shared their feedback and input with the City!**



What We Heard – Key Themes

- Housing is the solution to encampments!
- Divisional coordination is key to success
- Approach must recognize the distinct rights of Indigenous People
- Clear, transparent and accessible communication for all
- Meet people where they are at and treat them with dignity, empathy, and compassion
- Businesses and events are impacted by safety concerns, litter and debris related to encampments
- All viable options should be considered before enforcement

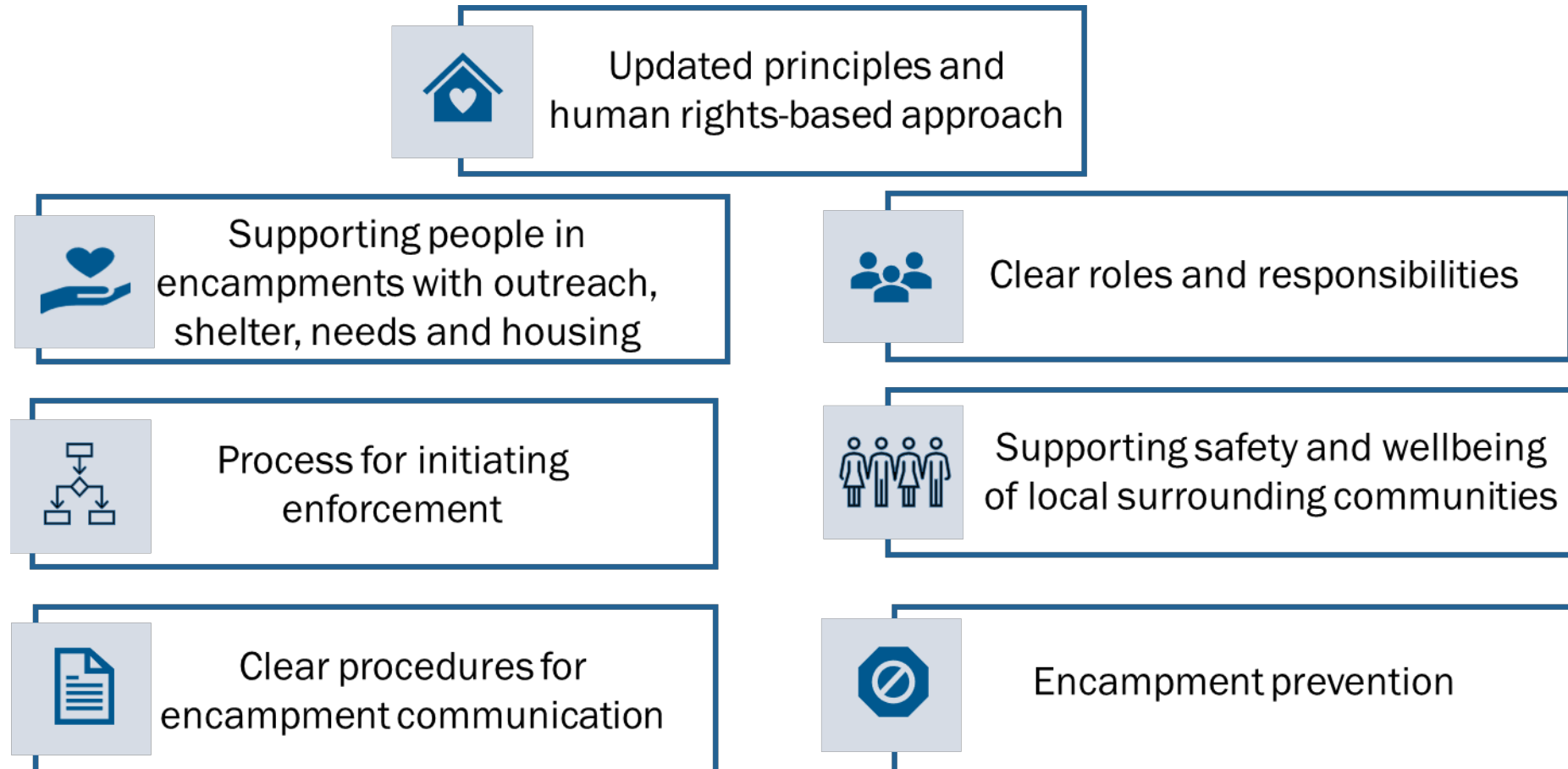


What We Heard – People with Lived Experience



- Clearer pathways out of homelessness
- Shelters feel institutional, unsafe, or unable to accommodate their needs
- Clear and transparent communication
- Access to basic needs and supports
- More outreach and information
- Treated with dignity and respect
- Clear understanding of how they will be engaged
- Opportunity to contribute to solutions!

Key Updates to the *Interdivisional Protocol for Encampments in Toronto*



The City of Toronto's Encampment Approach and Strategy



Enhanced Housing-
Focused Outreach and
Support Model



Explore New Service
Models

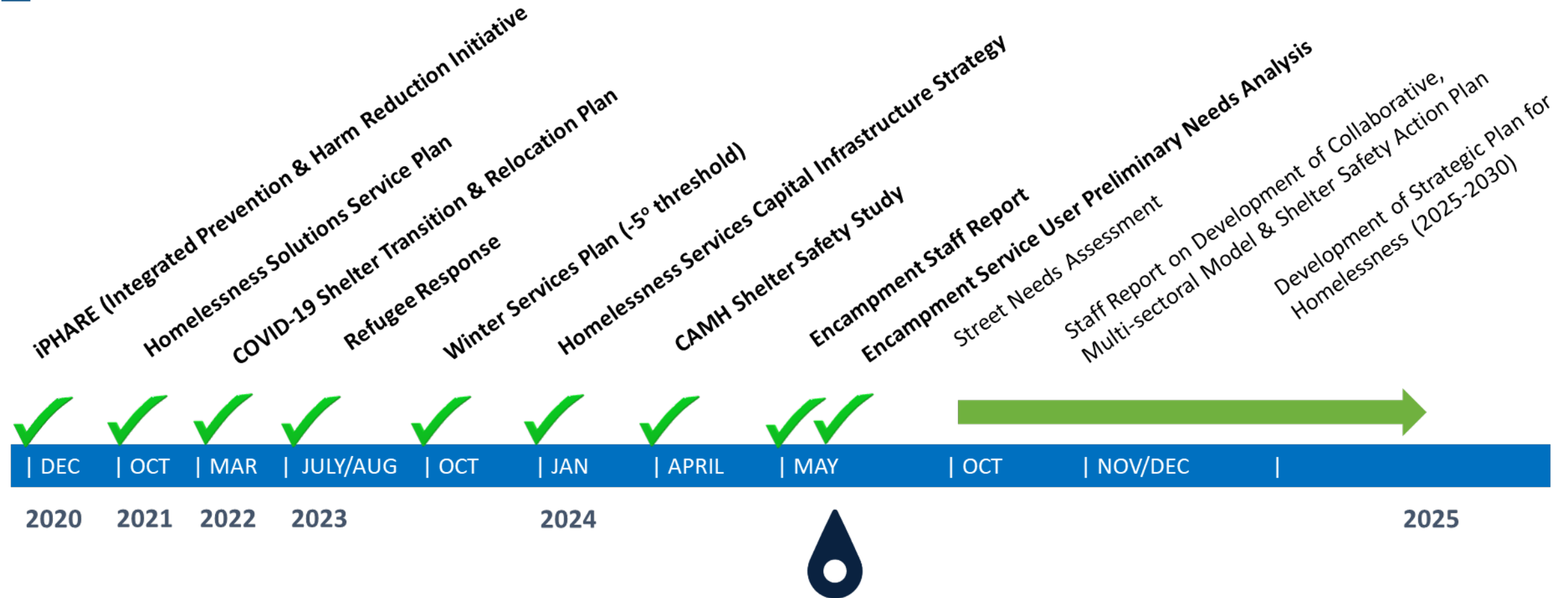


Enhancing Safety
In Shelters



Permanent
Housing

Building on Key Strategic Work



Expanding the Enhanced Outreach and Support Model

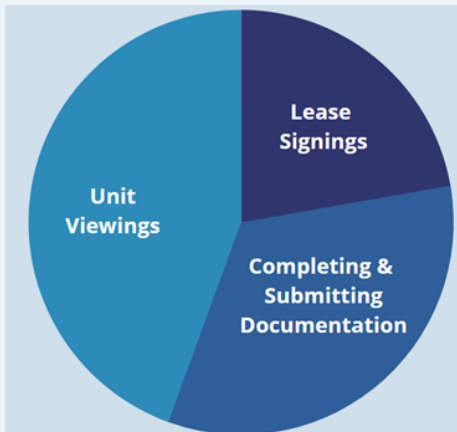
Allan Gardens Key Accomplishments since January 1, 2023



775 Encampment Reductions

Includes Housing Events, Shelter Referrals, Abandoned Items, and educational prevention

1 Person with Housing Pending



People Successfully Housed

97



Referrals to Shelter

328



Active Housing Plans

5



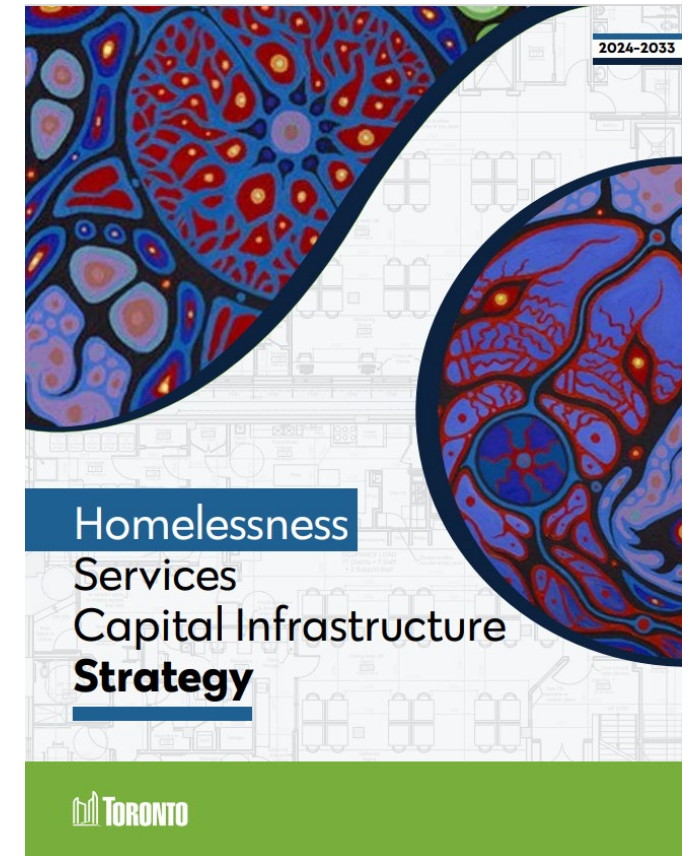
Connected to TESS

43



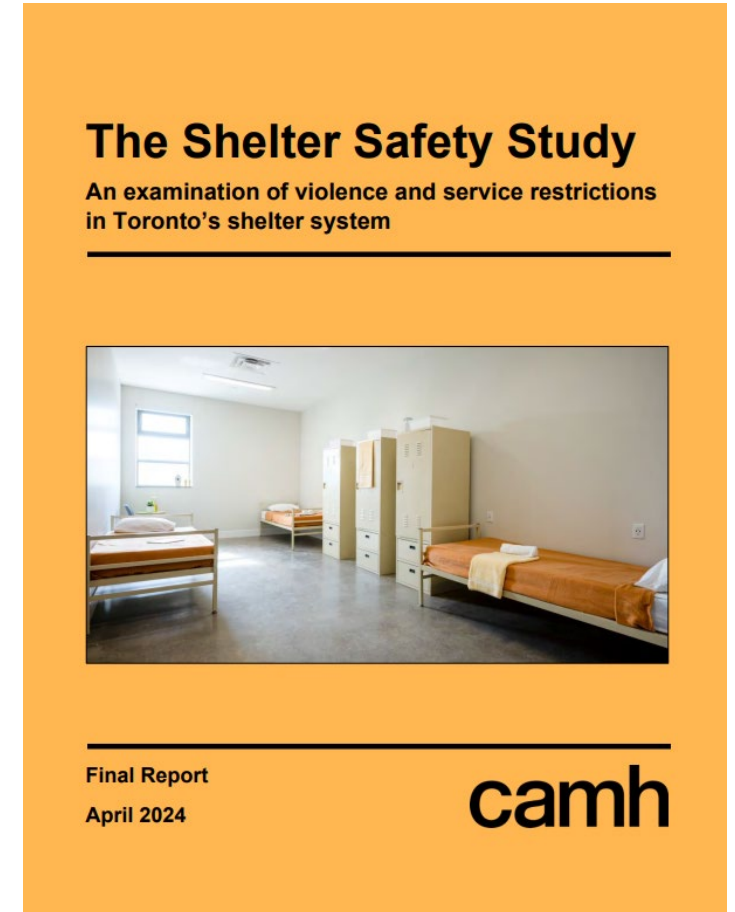
Exploring New Service Models for People in Encampments

- Council direction in November 2023 to explore use of City-owned sites for use of permanent and temporary programs, including modular and micro shelters
- Work is taking place through the Council approved Homelessness Services Capital Infrastructure Strategy
- Work to replace large-scale, temporary hotel sites with smaller shelters and add 1,600 shelter spaces (over 10 years)
- Exploring different service models and forms including modular micro shelters



Safety in the Shelter System

- TSSS is developing a Shelter Safety Action Plan to prioritize and continuously improve shelter safety for service users and staff
- Informed by key initiatives underway such as:
 - CAMH study and recommendations
 - Updating Toronto Shelter Standards
 - Launching a Behavioural Risk Alert Safety System in the Shelter Management Information System
 - Facilitating access to health and mental health services across the homelessness service system



Housing is the Solution

- Flow out of the City's shelter system has stopped, yet more people continue to arrive and access the shelter system every day
- Without adequate income, subsidized housing or a significant housing benefit, people are unable to leave the shelter system
- Ongoing and sustainable funding for shelter services, supportive housing, housing benefits and mental health and substance use supports is needed
- Multi-sectoral, intergovernmental and coordinated approach is critical



Thank You