



OLIVIA CHOW
MAYOR

May 21, 2024

Dear Members of Economic and Community Development Committee,

The City of Toronto's Toronto Shelter and Support Services Division (TSSS) has prepared the Encampment Approach and Strategy report, along with an updated Interdivisional Protocol for Encampments in Toronto, in response to the Toronto Ombudsman's investigation and recommendations regarding the City of Toronto's clearings of encampments in 2021.

Alongside this report and update, there is more important work required to support people in need of a roof over their heads.

That means working with refugee-serving organizations to design shelter and housing services that meet the unique needs of refugee claimants. It also means piloting a new case management approach to supporting unhoused people with complex mental and physical health needs, one that brings together health organizations, hospitals, and community agencies. This way, each person can get the right supports all in one place.

By working together to rethink how we provide shelter and housing services, we can increase access to safe, secure housing and shelter for people.

Recommendations:

1. That the Economic and Community development Committee direct the General Manager, Toronto Shelter and Support Services, to develop and implement key actions to increase access to safe, secure housing and shelter for people who are living outdoors, and respond to the unique housing needs of shelter-seekers, including:
 - a. Convening a roundtable meeting with refugee-serving organizations and agencies to develop a work plan to build out shelter and housing options for refugee claimants arriving in Toronto that meets their unique shelter and support needs; and,
 - b. Providing recommendations for a pilot program of enhanced, multi-sectoral case management support for people living outdoors with complex mental and physical health needs, including working in partnership with the Medical Officer of Health, Gerstein Crisis Centre, Family Service Toronto, and other health organizations, hospitals, and community agencies; and reporting back to the Economic & Community Development Committee in Q3 2024.



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2. That the Economic and Community Development Committee request the Government of Ontario to immediately allocate \$54 million to the City of Toronto for the Year 5 administration of the Canada-Ontario Housing Benefit program, to meet demand and continue to support transitions for people living outdoors and in our shelter system to permanent housing.

Mayor Olivia Chow

Alejandra Bravo – Chair, Economic and
Community Development Committee