

Toronto Shelter and Support Services (TSSS)

Presentation to 2SLGBTQ+ Council Advisory Committee

April 16, 2024





Toronto's shelter & overnight services system overview

OUR VISION

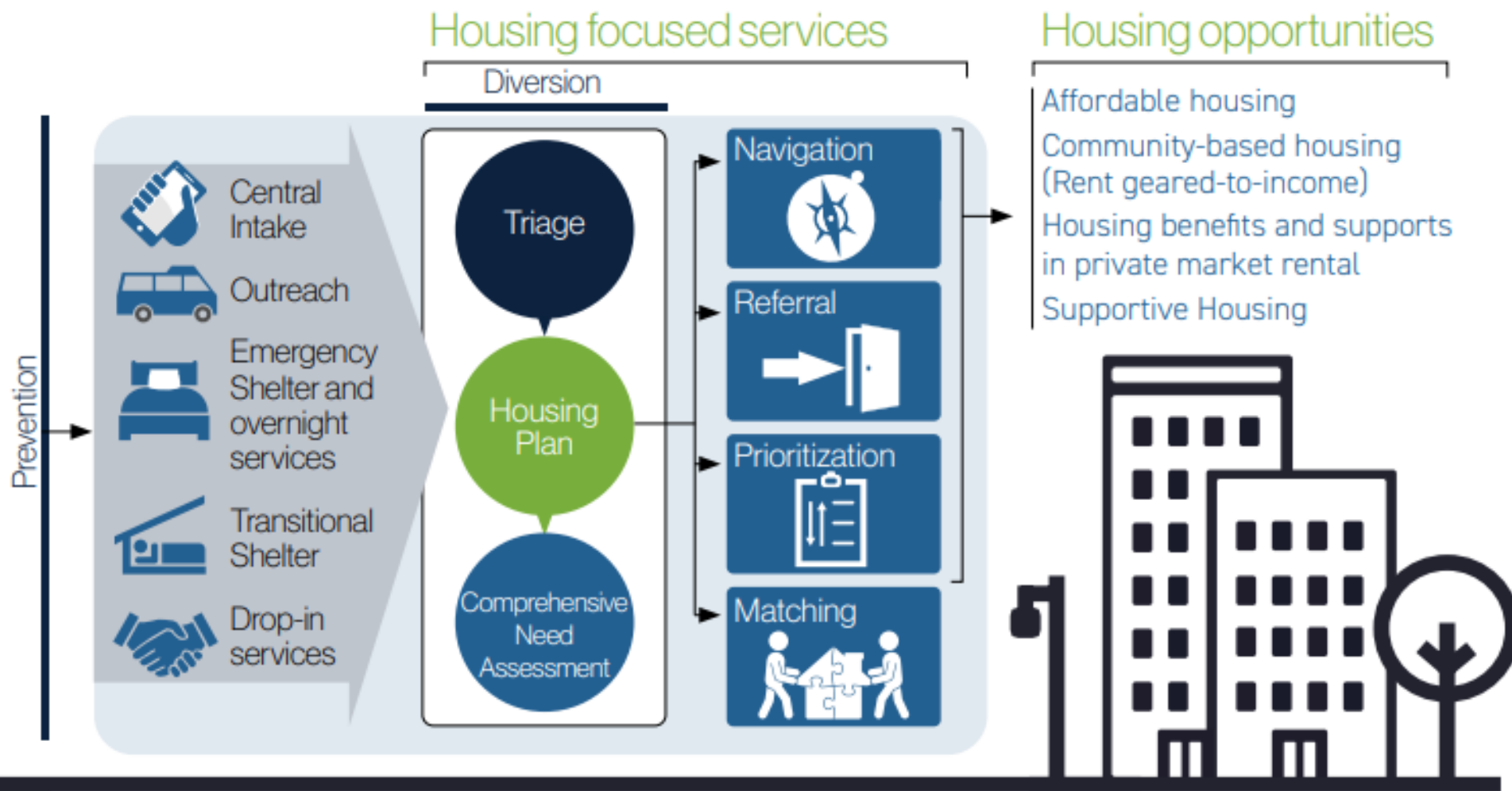
Toronto is a city where homelessness is rare, brief and non-recurring, and where people experiencing homelessness are supported using a Housing First approach.



OUR MISSION

As Toronto's shelter service system manager, we oversee and coordinate shelter, support services, and outreach to connect people experiencing homelessness with housing.

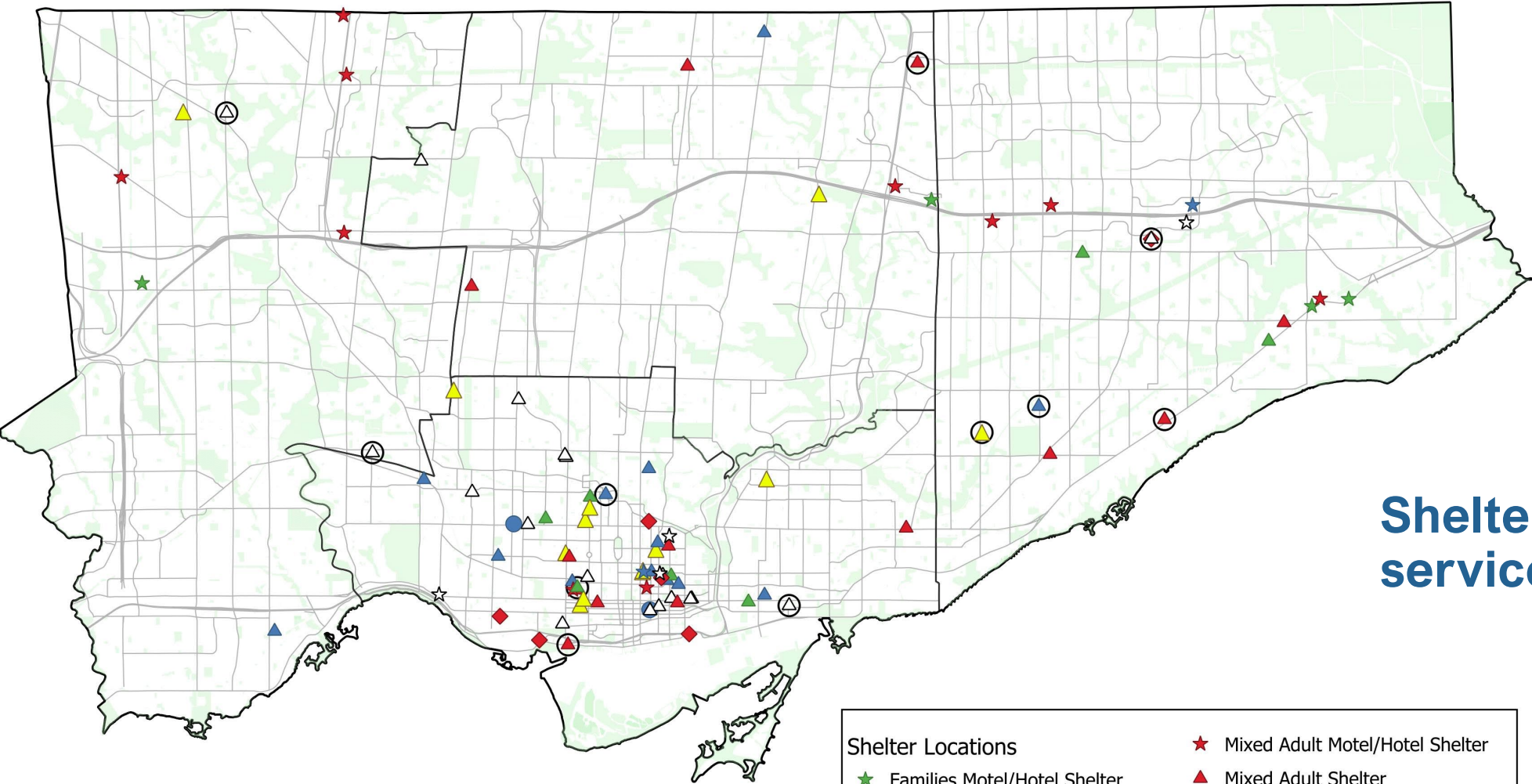
Homelessness Service System



Toronto Shelter System

- Toronto Shelter and Support Services (TSSS) ensures that people experiencing homelessness have access to emergency shelter and wrap-around supports, while assisting them to develop permanent housing plans. Our services fall under three main areas:
 - Emergency shelter and support programs
 - Street outreach
 - 24-hour respite and drop-in programs
- TSSS is currently accommodating more than 12,000 people.
 - More than 9,800 people are in the City's shelters and approximately 2,200 people are being supported outside the shelter system in bridging hotels and other programs run by the Canadian Red Cross.

Toronto Shelter Locations by Sector & Overnight Service Type - March 2024



Shelter and overnight service locations

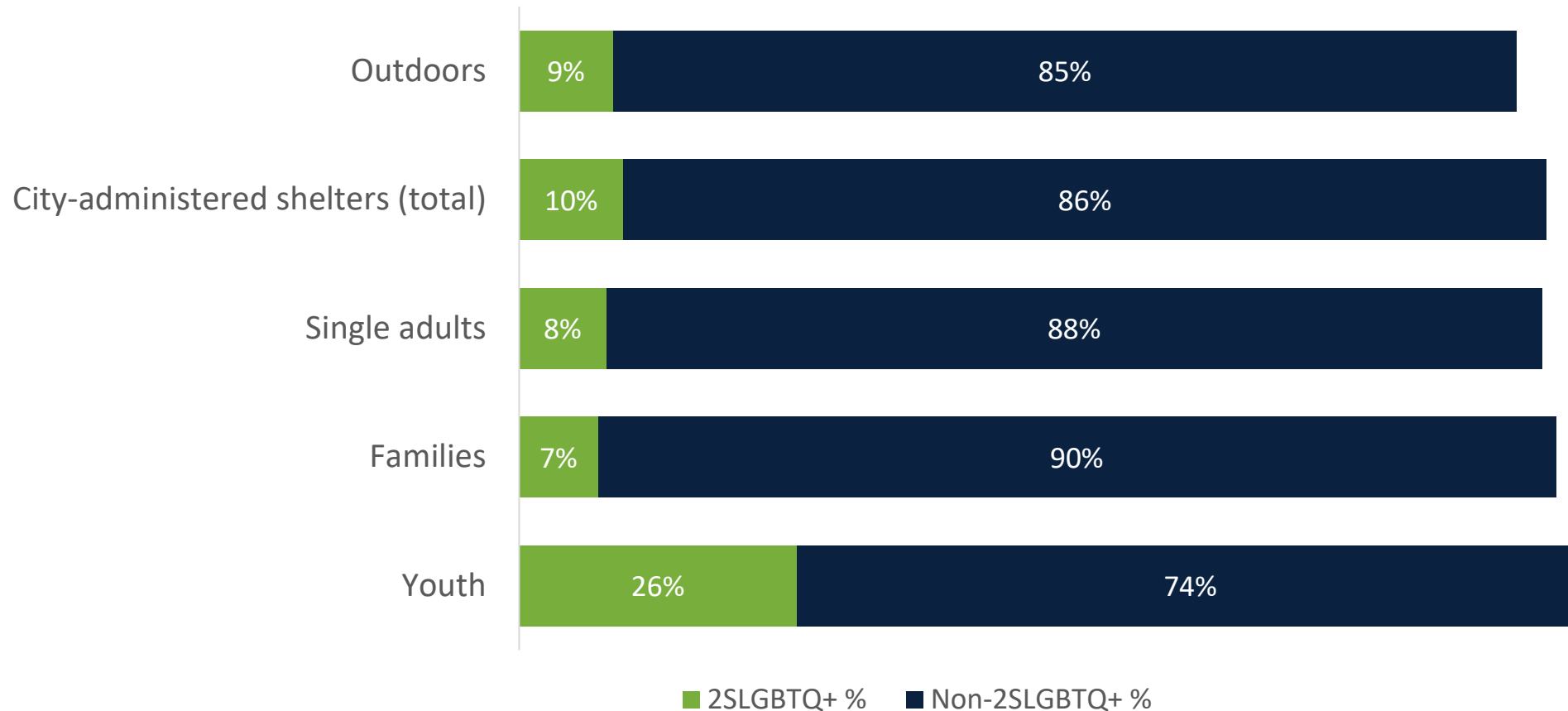
Shelter Locations	
★ Families Motel/Hotel Shelter	★ Mixed Adult Motel/Hotel Shelter
▲ Families Shelter	▲ Mixed Adult Shelter
☆ Men Motel/Hotel Shelter	● Women 24-Hour Women's Drop-in
△ Men Shelter	★ Women Motel/Hotel Shelter
◆ Mixed Adult 24-Hour Respite Site	▲ Women Shelter
✚ Mixed Adult Isolation/Recovery	▲ Youth Shelter
	○ NSSM Site





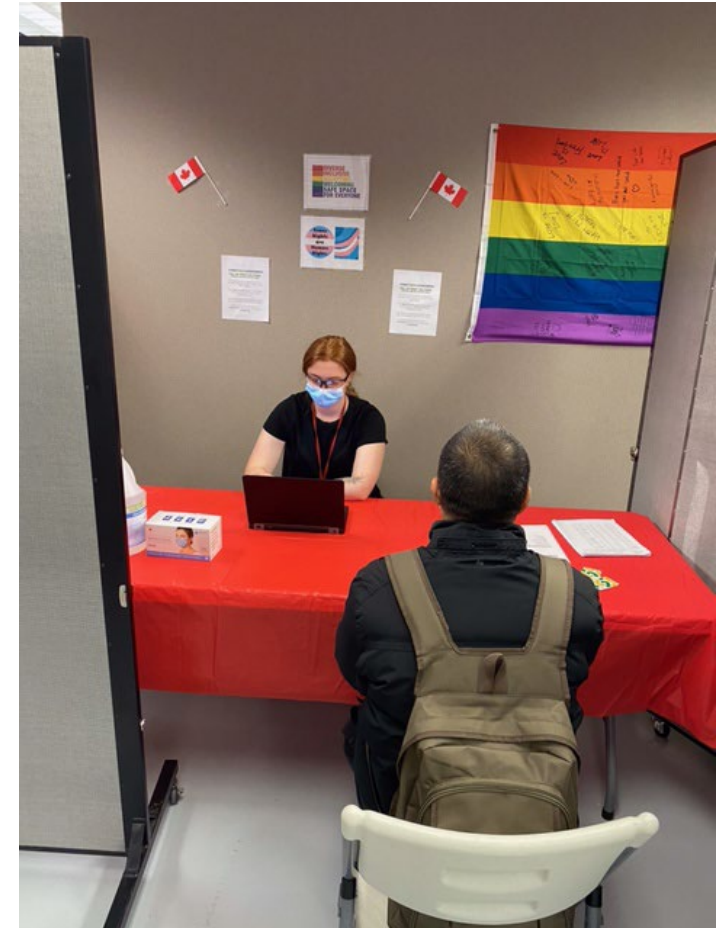
Initiatives to support 2SLGBTQ+ experiencing homelessness

26% of youth experiencing homelessness identified as 2SLGBTQ+



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

Street Needs Assessment data, which showed an over-representation of 2SLGBTQ+ youth in the emergency shelter system, informed the implementation of changes:



Initiative (RRHI) 2SLGBTQ+ cultural competency training made mandatory for all shelter staff, including maintenance, facilities, hospitality, and management staff



Prioritization of specialized shelter programs in Request for Proposals for new shelters



City Council approved funding for two 2SLGBTQ+ youth shelters in Toronto Shelter and Support Services' 2015 operating budget



2021 SNA results were a direct input into the Homelessness Solutions Service Plan



Regularly inform service delivery and policy development, such as the housing targets for the Priority Access to Housing and Supports (PATHS) and the Rapid Rehousing

Best Practice Design Guidelines

- Inclusive and user-centered design principles
- Appropriate private spaces and less surveillance
- Gender neutral washrooms and bathing facilities
- Private sleeping rooms and recovery space for clients who are post-surgery
- Positive and safer spaces



New Shelters for 2SLGBTQ+ People



YMCA Sprott House – first transitional shelter for 2SLGBTQ+ youth aged 16-24

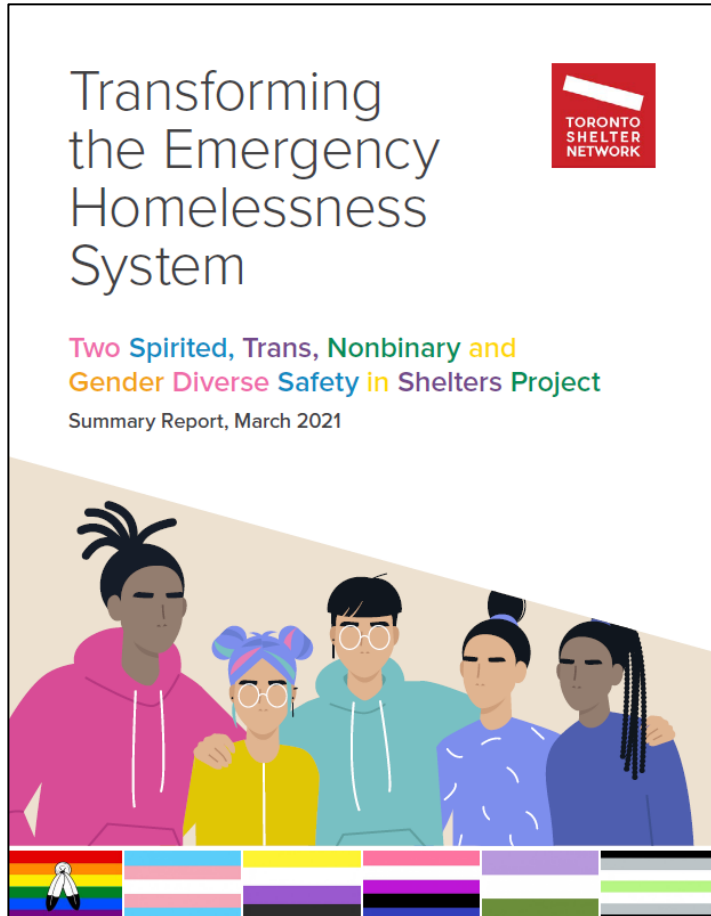


Friends of Ruby – transitional housing program for 2SLGBTQ+ youth aged 16-29



Pacewood – first dedicated shelter for 2SLGBTQ+ adults, with a focus on newcomers and refugees

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



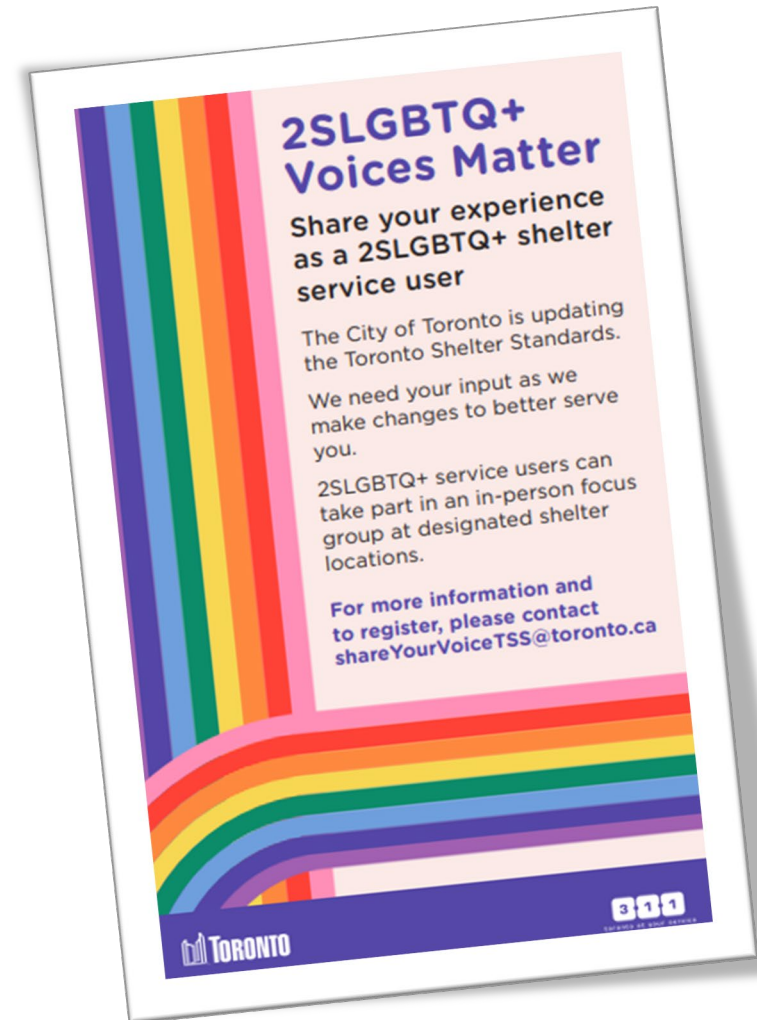
- In 2020, the Toronto Shelter Network, in collaboration with the Trans Working Group conducted a study regarding the safety of two spirit, trans, non-binary and gender diverse clients in Toronto's shelters
- In fulfillment of the recommendations from the study and consultation with community partners, TSSS is conducting a review and update of the gender intake question in the Shelter Management Information System (SMIS)



Current and upcoming opportunities for 2SLGBTQ+ service inclusion

Updating Toronto Shelter Standards for 2SLGBTBQ+ clients

- Project underway to update the Toronto Shelter Standards (TSS) to address the specific needs of 2SLGBTQ+ people staying in City-funded shelters, with a focus on clients who are trans and non-binary
- Consultations are in-progress with 2SLGBTQ+ service users, subject matter experts and shelter staff



Plans to Support 2SLGBTQ+ Populations in Shelters



Shelter development
and safety



Training and
resources



Engagement and
knowledge sharing

Questions?

