

# Highlights of the 2024 Street Needs Assessment

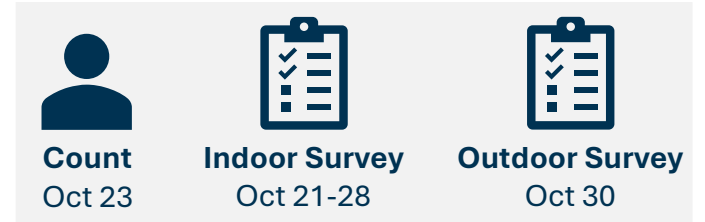
Gord Tanner, General Manager  
Joseph Stalteri, Director, Service Planning & Integrity  
Linda Wood, Manager, Strategic Programs  
Toronto Shelter and Support Services

Economic and Community Development Committee  
July 9, 2025



# Street Needs Assessment 2024 Overview

- Toronto's sixth Street Needs Assessment (SNA) was held in October of 2024
- The SNA is a needs assessment survey and point-in-time count of people experiencing homelessness in Toronto
- Federal Reaching Home funding requirement
- Provides a better understanding of trends and needs of different groups, drives evidence-informed decision-making, and will inform Toronto Shelter and Support Services' Multi-Year Strategic Plan
- We heard from **3,682** people experiencing homelessness staying:
  - Outdoors, including in encampments
  - City-administered sites (emergency and transitional shelters, hotel/motel shelters, 24-hour respites, 24-hour women's drop-ins, bridging and triage programs)
  - Provincially-administered Violence Against Women shelters, health and treatment facilities, and correctional facilities
- Thank you to the people who spoke with us and to the City staff and community partners who led the SNA!



# Context for 2024 SNA Results



## October 2024 context

**6,350** refugee claimants accommodated  
(as of Oct 23, 2024)

**528<sup>‡</sup>** encampments city-wide  
(as of Oct 25, 2024)

<sup>‡</sup>Refers to structures or tents, not people

- Mandated to conduct in Fall – no baseline comparison
- Delays in COHB between April and October – reduced flow in and out of shelter system – potentially impacting number counted
- Increase in refugee claimants in shelter system since 2021 (when borders were closed due to pandemic)



## What has changed since then?



**3,734** refugee claimants accommodated  
(as of July 3, 2025)

**301<sup>‡</sup>** encampments city-wide  
(as of June 27, 2025)

<sup>‡</sup>Refers to structures or tents, not people

**1,468** encampments reduced from parks  
(Oct 24, 2024 – June 6, 2025)

**3,355** people moved to permanent housing  
(Nov 2024 – May 2025, inclusive)

# SNA 2024 Key Highlights

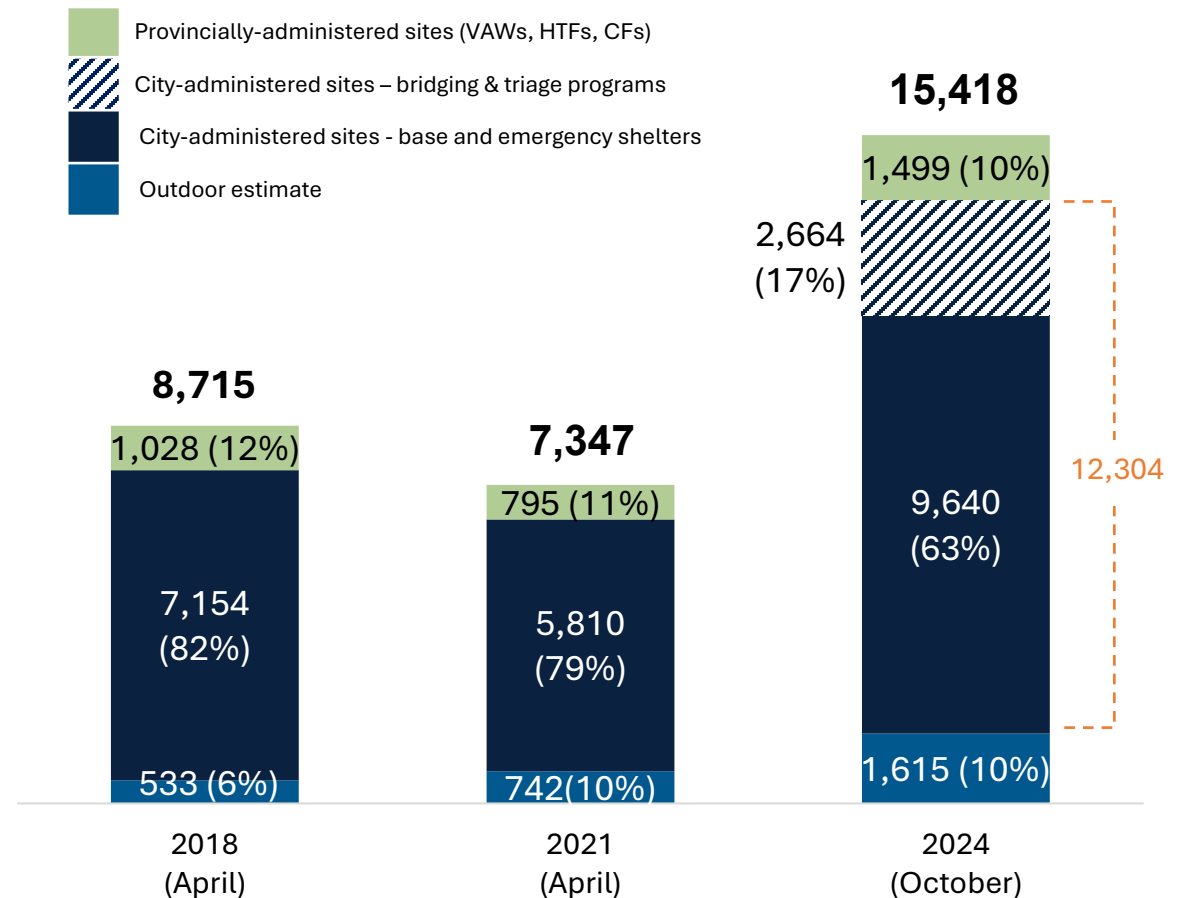
1. **Homelessness is the result of failures across multiple systems**, such as housing, health care, mental health, income support, and the justice system. The shelter system is the last resort when people have nowhere else to turn.
2. **Homelessness is driven by a lack of affordable housing and unmet health needs**. These unmet needs significantly impact the lives of vulnerable people experiencing homelessness.
3. **Specific groups continue to be overrepresented** among those experiencing homelessness, requiring targeted investments and specialized supports.
4. **A coordinated multi-sectoral and intergovernmental approach** across different service systems continues to be needed to address homelessness.



- 1. Homelessness is the result of failures across multiple systems** – such as housing, health care, mental health, income support, and the justice system. The shelter system is the last resort when people have nowhere else to turn.

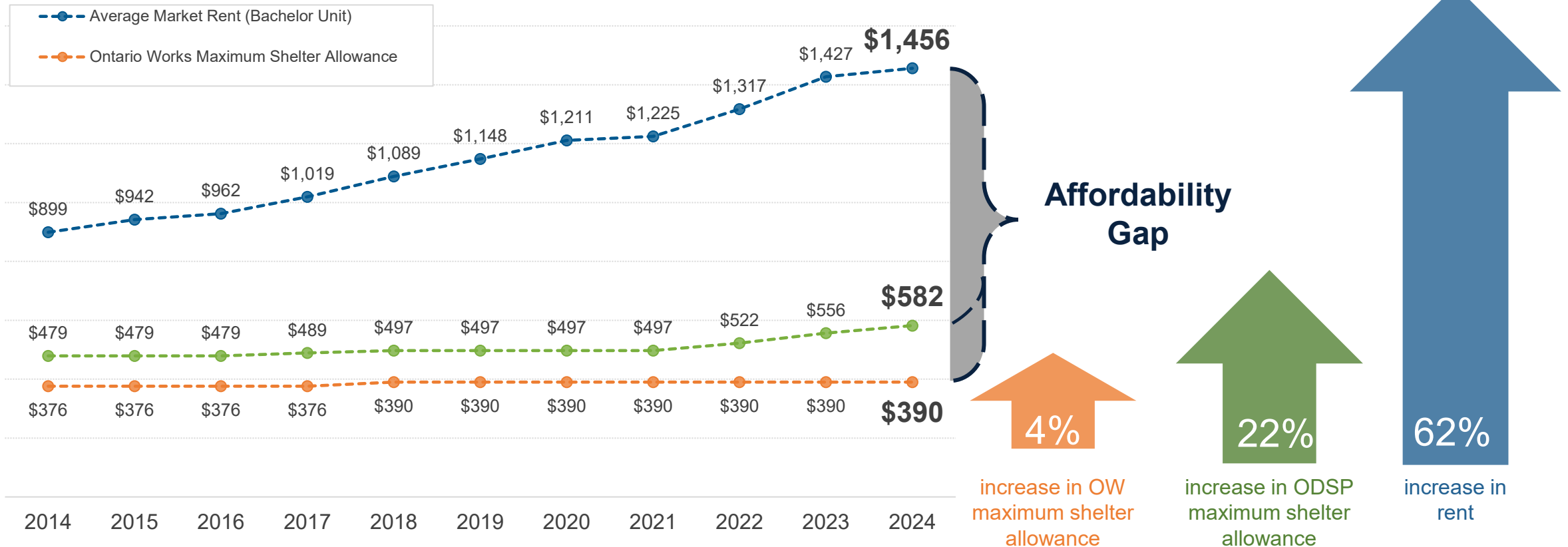
# There has been an overall increase in the number of people experiencing homelessness

- Homelessness has been increasing across Ontario and Canada
- Association of Municipalities of Ontario report – more than 80,000 people experiencing homelessness in Ontario
- Toronto shelters continue to be at full capacity with current demand exceeding availability each night
- Despite this, the share of total homelessness has remained mostly consistent since 2018



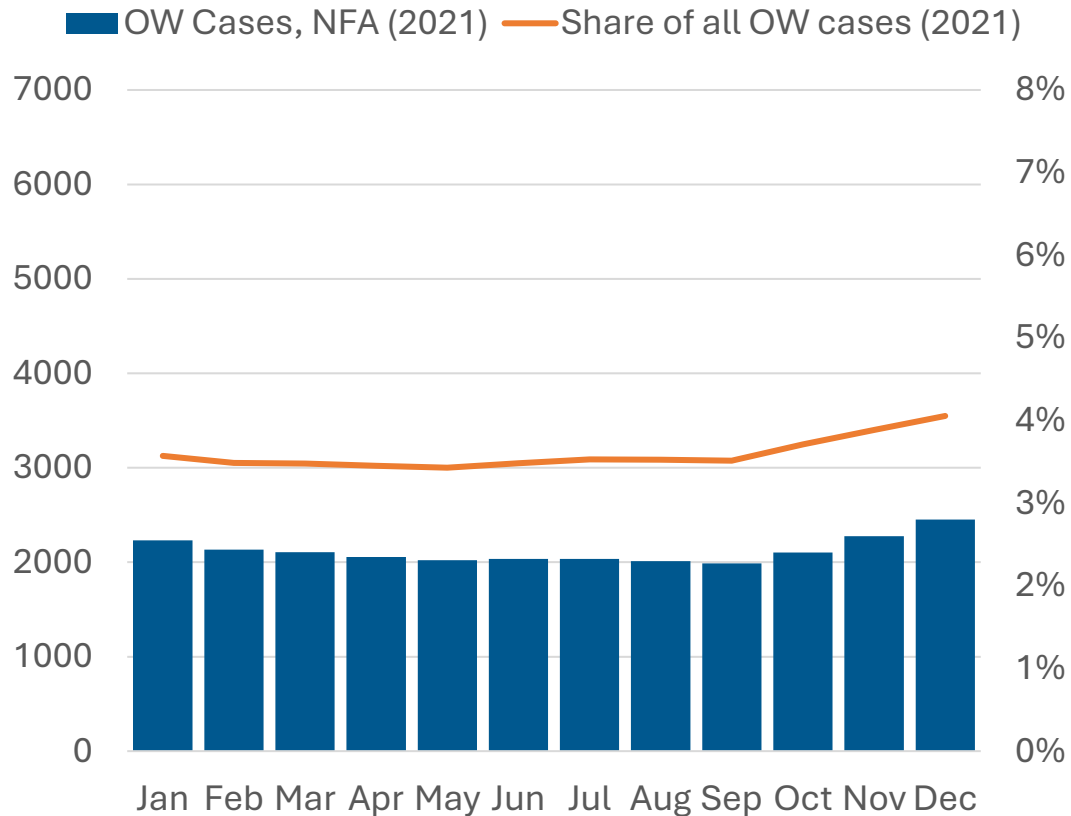
# The growing affordability gap is a key driver of the homelessness crisis

OW & ODSP Maximum Shelter Allowance (one person) & Average Market Rent  
Bachelor Unit, Toronto, 2014-2024

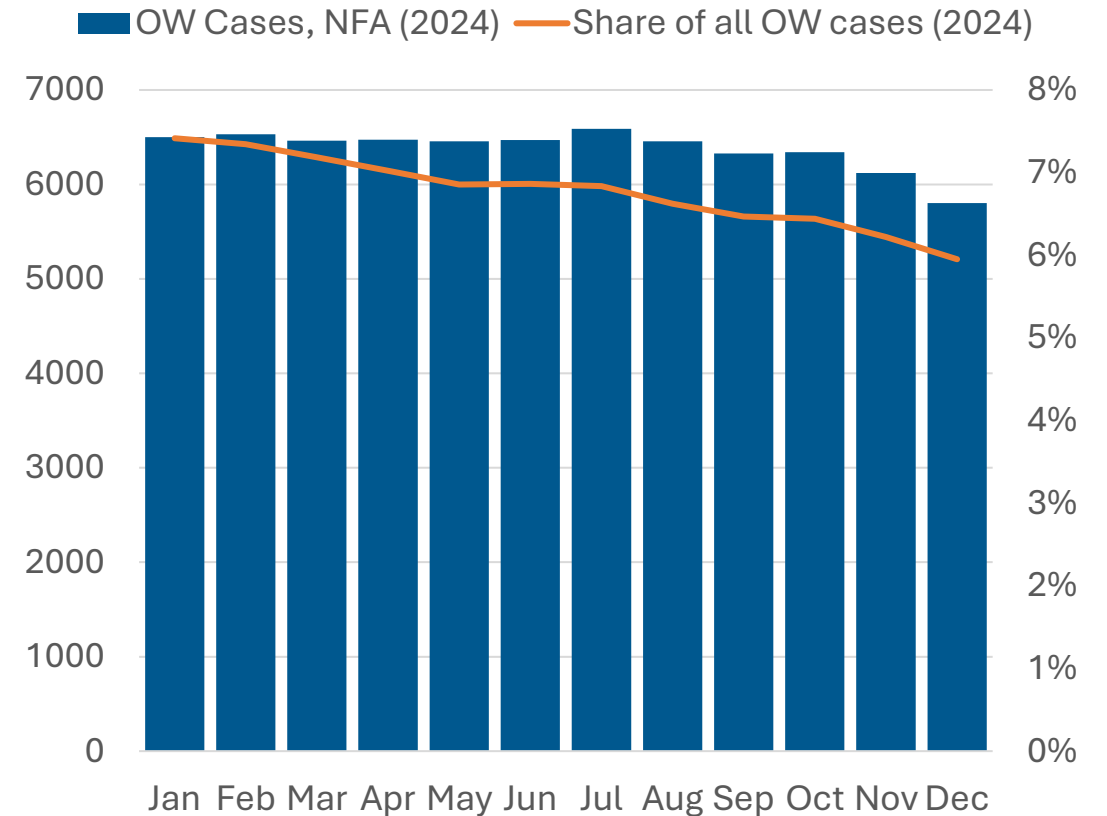


# The monthly average number of Ontario Works cases with no fixed address was 3 times higher in 2024 than in 2021

Average monthly OW cases, no fixed address (2021)



Average monthly OW cases, no fixed address (2024)

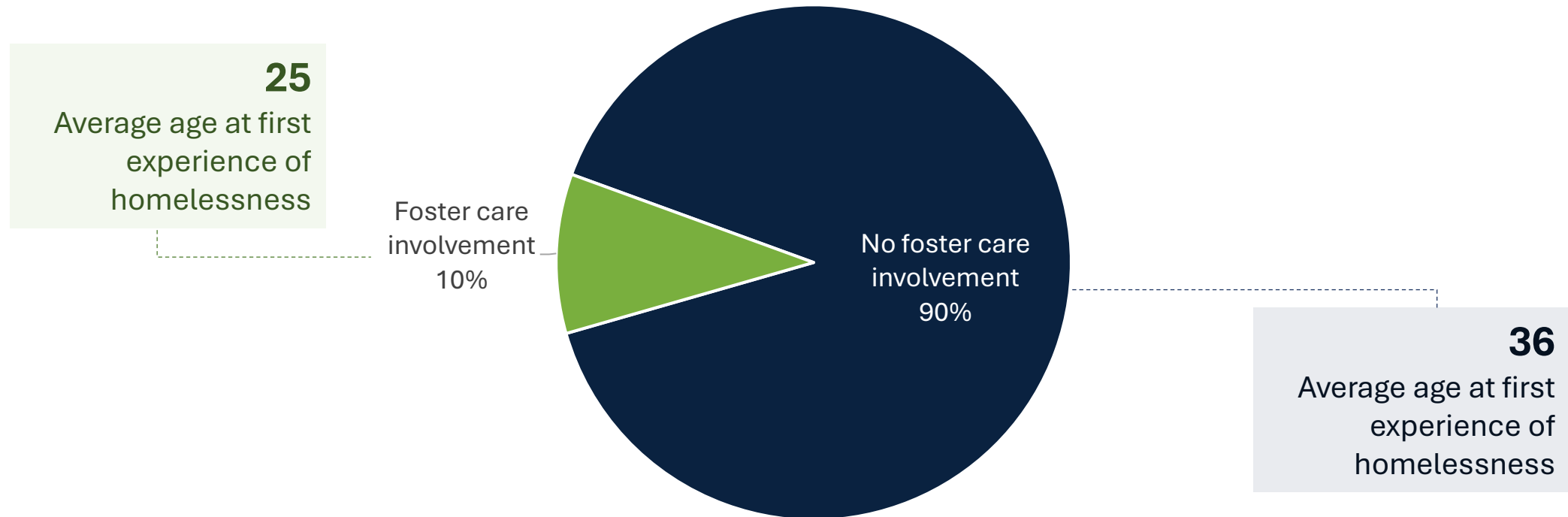




# Gaps in service systems are key contributors to homelessness

- Respondents with a history of foster care or youth group homes first entered homelessness an average of **11** years earlier than those without foster care/youth group home involvement.

Experience with foster care or youth group homes

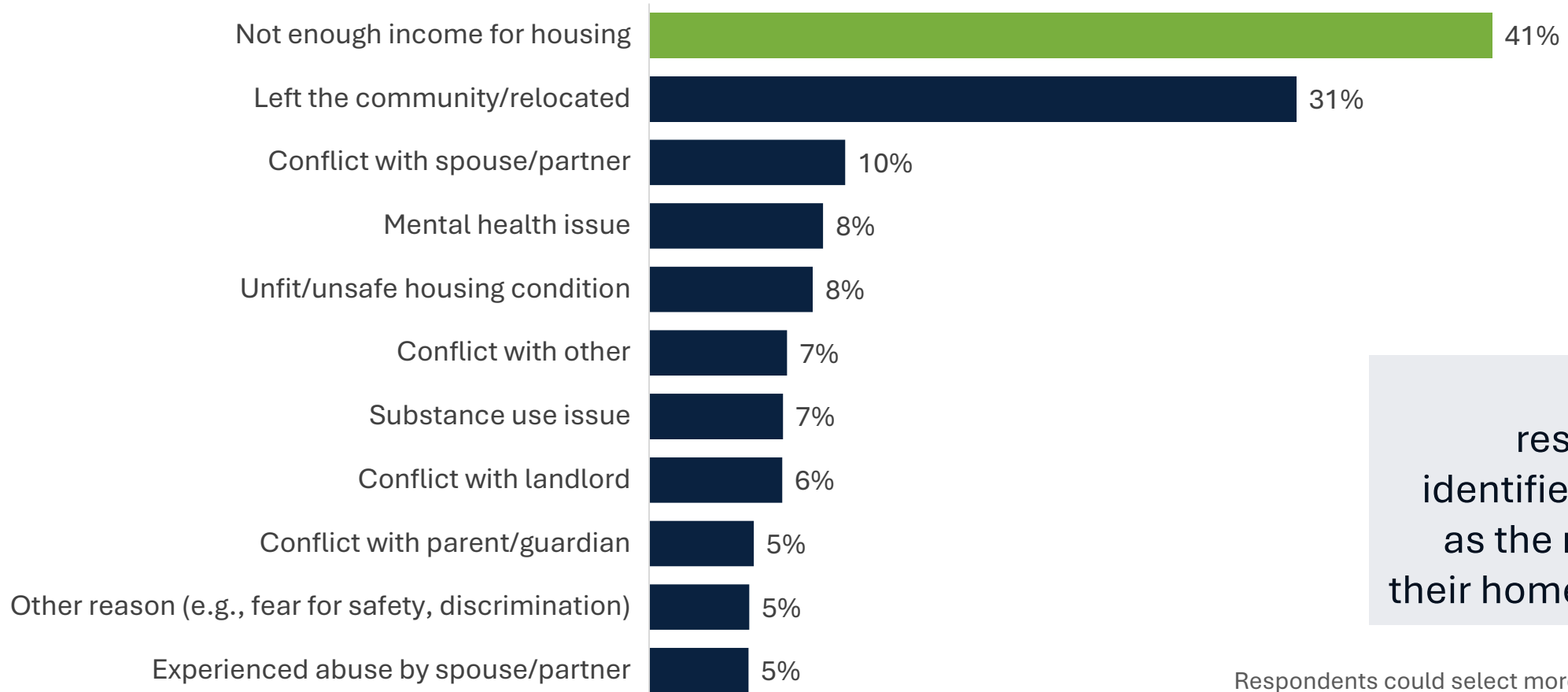




**2. Homelessness is driven by a lack of affordable housing and unmet health needs. These unmet needs significantly impact the lives of vulnerable people experiencing homelessness.**

# The most frequently identified reason for housing loss was not enough income

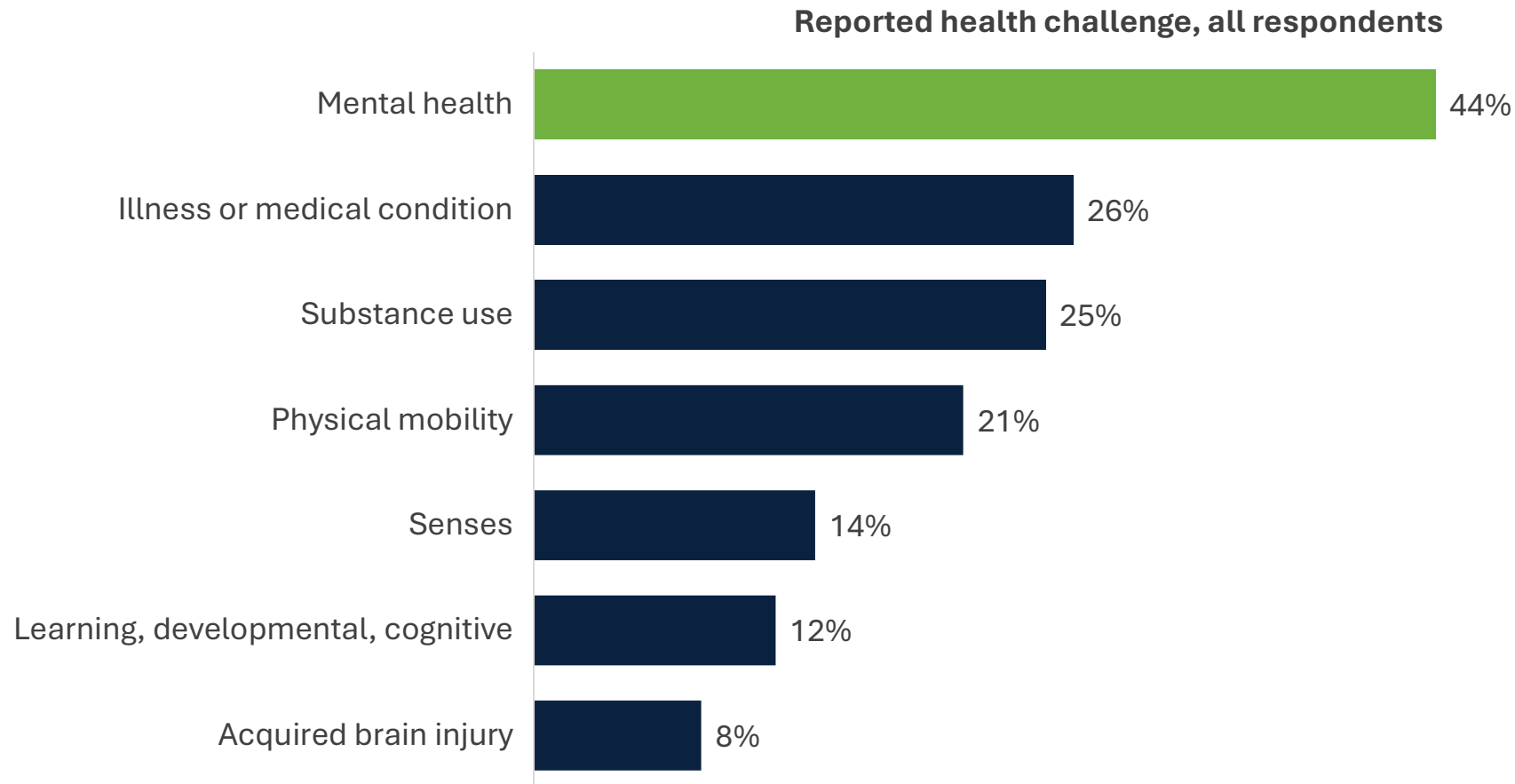
Reasons for housing loss, all respondents



**22%** of respondents identified eviction as the reason for their homelessness

Respondents could select more than one answer

# Mental health issues was the most frequently reported health challenge

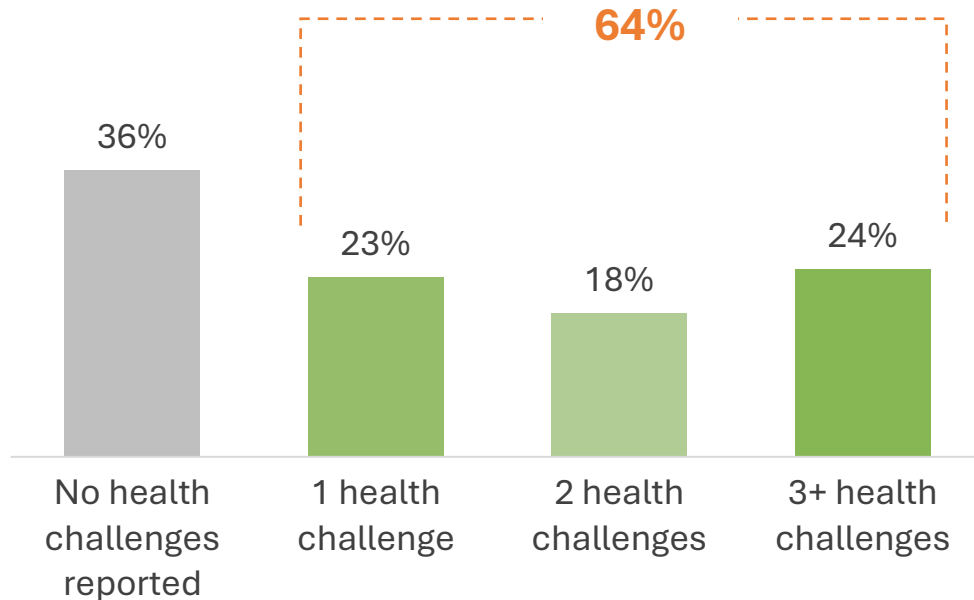


Respondents could select more than one answer

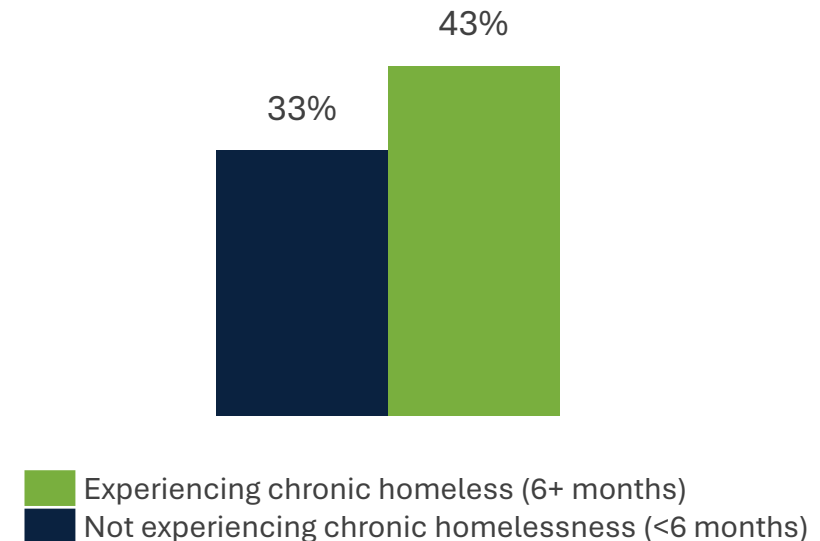
# Multiple health challenges were more prevalent amongst those experiencing chronic homelessness

- Nearly two-thirds (64%) of respondents reported having one or more health challenges

Number of health challenges,  
all respondents

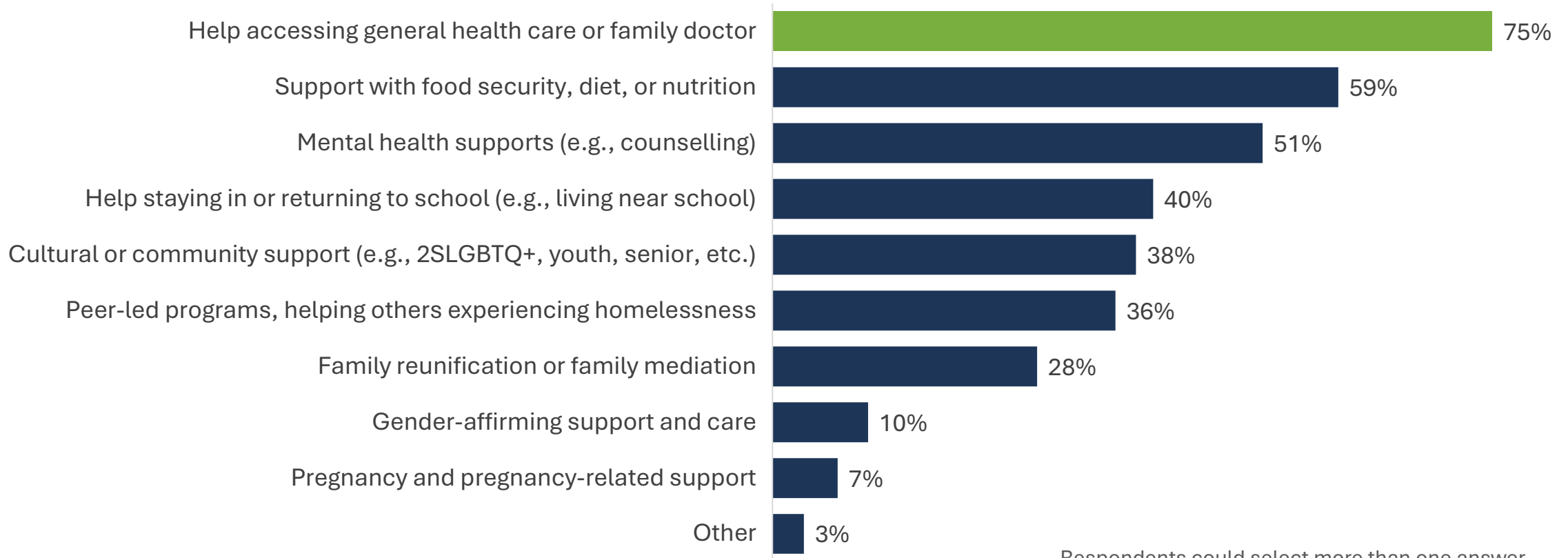


Multiple health challenges by length of  
homelessness over past year,  
all respondents



# Three-quarters of all respondents need help accessing health care to support their health and well-being

Supports for health and well-being, all respondents



Respondents could select more than one answer

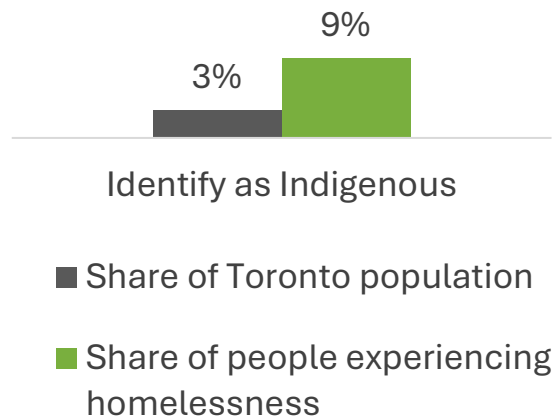


3. **Specific groups continue to be overrepresented** among those experiencing homelessness, requiring targeted investments and specialized supports

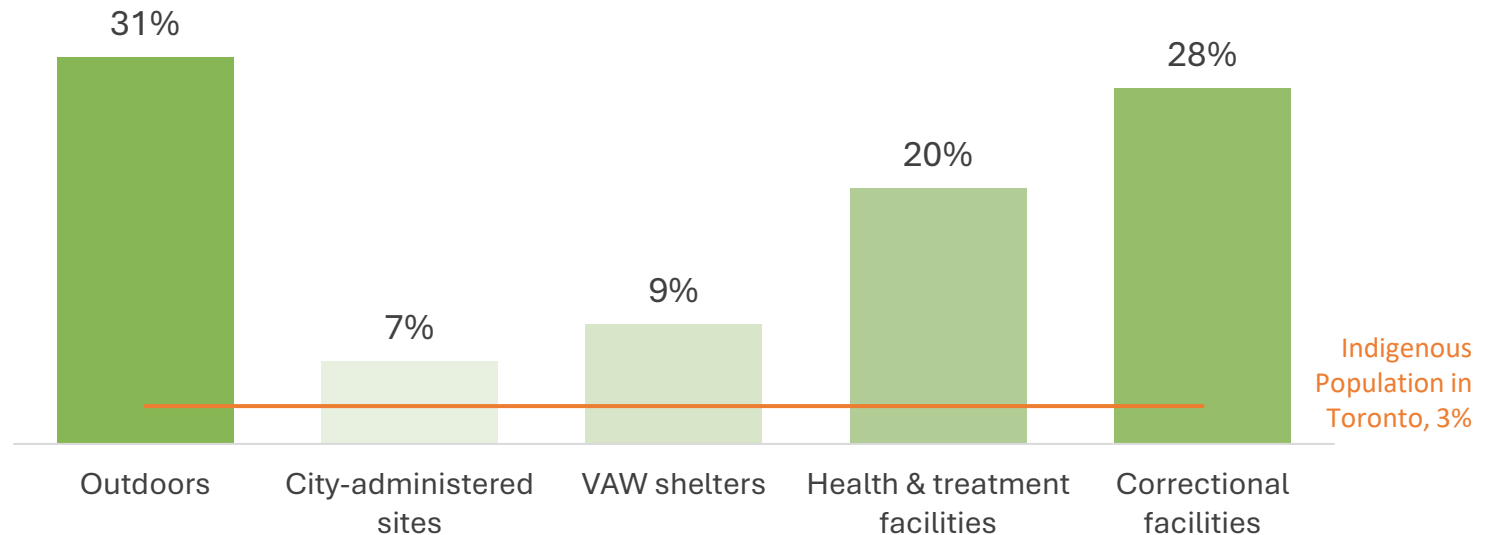
# Indigenous people continue to be overrepresented, especially outdoors

- At the time of the survey, 9% of respondents identified as Indigenous – yet Indigenous people represent 3% of the Toronto population

Overrepresentation of Indigenous people



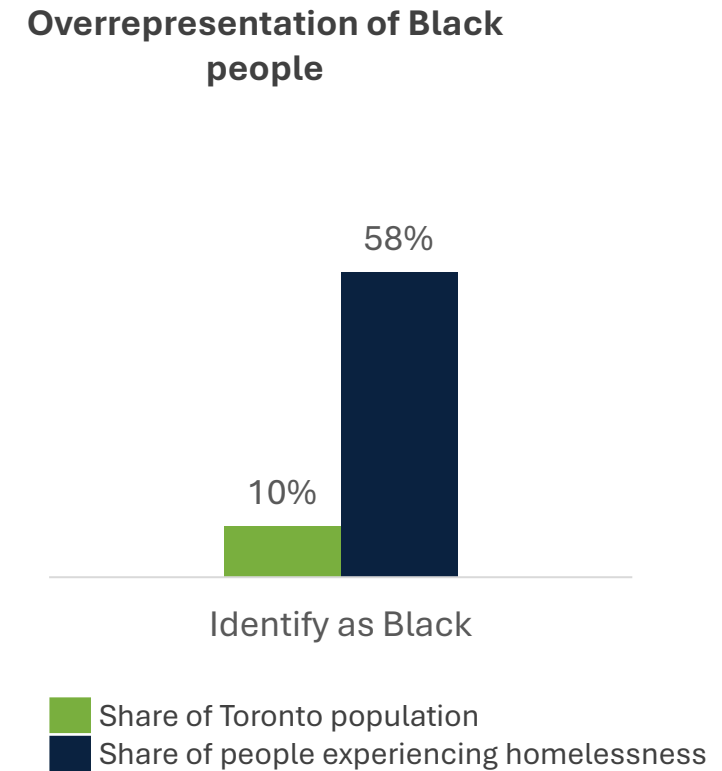
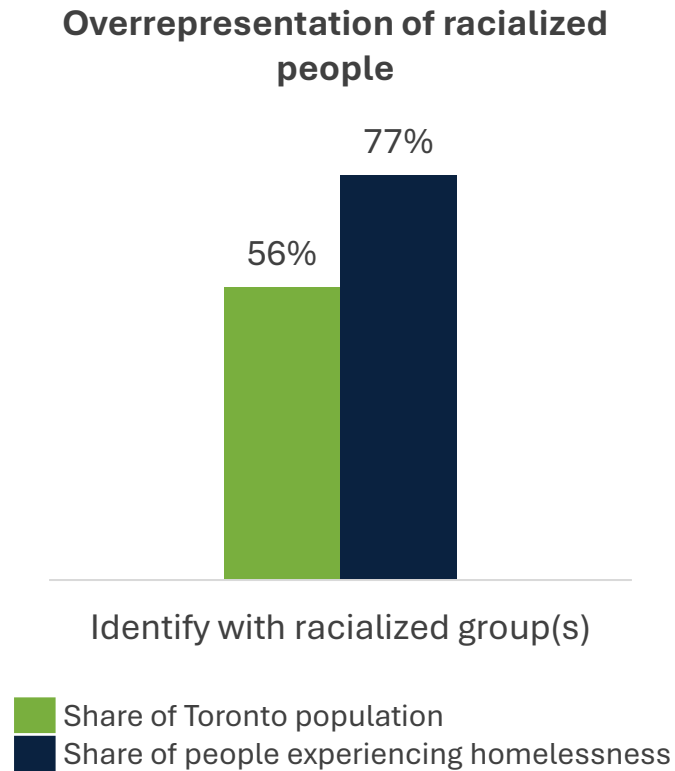
Share of respondents who identify as Indigenous by survey setting





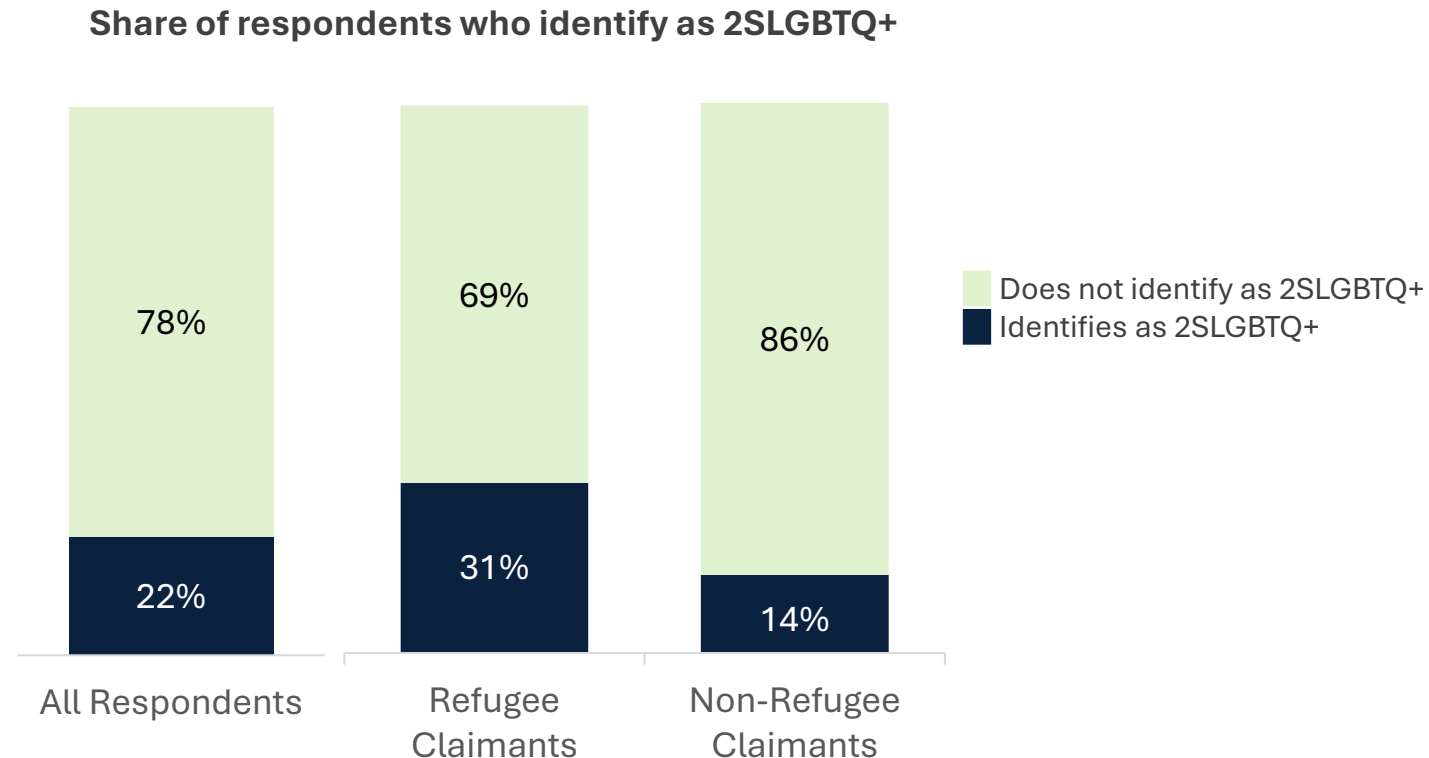
# Racialized people and Black people are overrepresented

- At the time of the survey, 77% of respondents identified as racialized, and 58% identified as Black



# More than one-fifth of respondents identify as 2SLGBTQ+

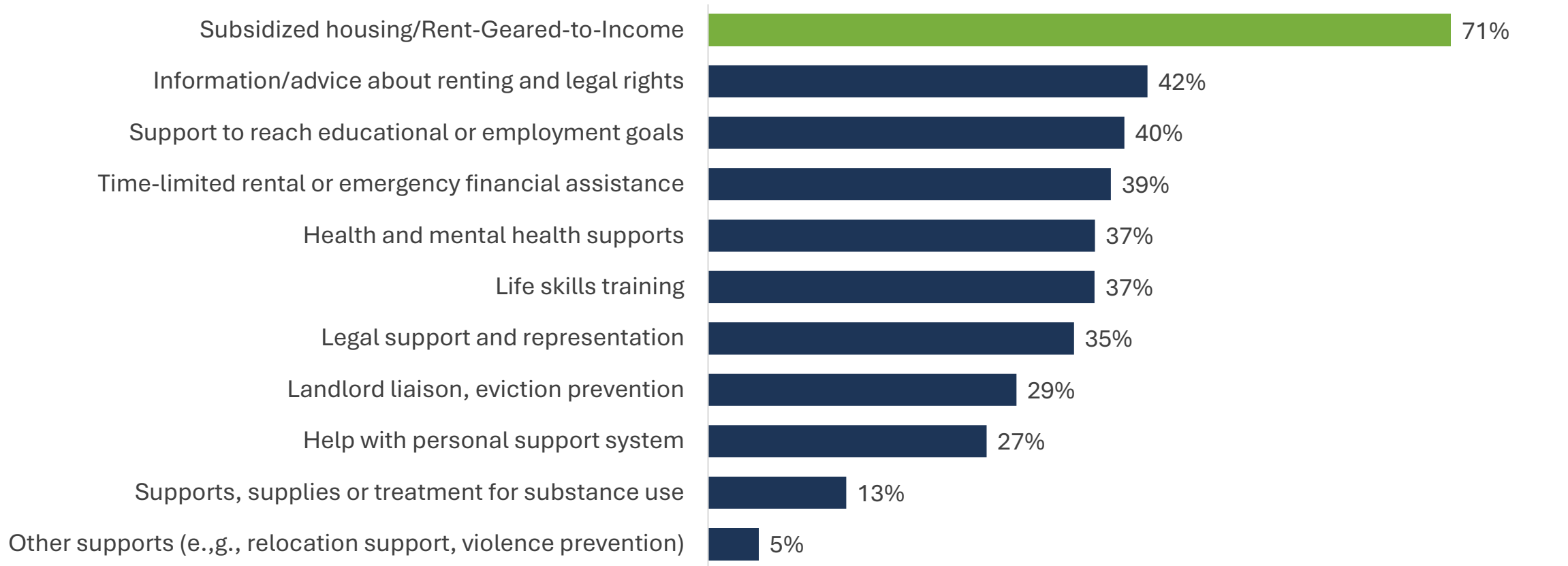
- The share of respondents who identify as 2SLGBTQ+ has nearly doubled since 2021
- Nearly one-third of refugee claimant respondents identified as 2SLGBTQ+





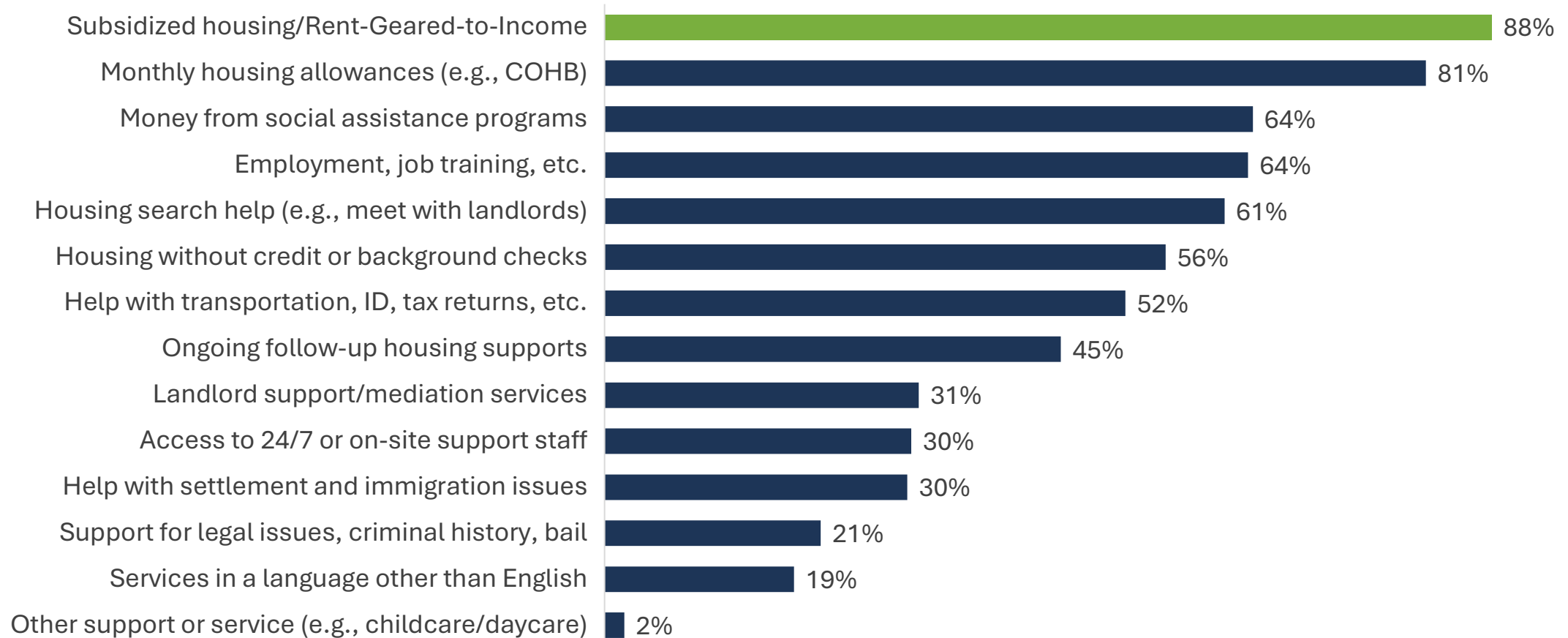
**4. A coordinated multi-sectoral and intergovernmental approach across different service systems continues to be needed to address homelessness.**

# Rent-Geared-to-Income (subsidized) housing was the most frequently reported support that respondents said could have prevented their homelessness



Respondents could select more than one answer

# Respondents identified increasing housing affordability and income as the top supports to end their homelessness



Respondents could select more than one answer

# Advancing the Homelessness Services Capital Infrastructure Strategy (HSCIS)

- HSCIS focuses on stabilizing the shelter system, reducing operating costs, and transitioning out of costly shelter hotels.
- This includes increasing the total number of new permanent spaces in the shelter system by approximately 1,600 spaces across 20 sites
- The new HSCIS sites will prioritize equity deserving populations identified in the SNA. The City has announced sites for adults, youth, seniors, and Indigenous women.
- Based on 2025 operating costs, every month a new 80-bed site is delayed, it will cost the City \$280,000 in foregone operating cost efficiencies. **Over a 10-year period, the cost savings for each new site is \$33.6M compared to shelter hotels.**



# 2024 Street Needs Assessment Report



Read the 2024 Street Needs Assessment Results Report here:

[www.toronto.ca/StreetNeedsAssessment](http://www.toronto.ca/StreetNeedsAssessment)