

September 15, 2025

RE: EC23.6 - Toronto's Multi-Divisional Response to the Needs of People Experiencing Homelessness

To Members of the Economic and Community Development Committee,

As a person experiencing homelessness, I have found system navigation to be a significant barrier to accessing critical shelter and support services. When I became homeless, I didn't know about all the available pathways into housing or understand how they worked, creating challenges for me to find safe, adequate housing and exit homelessness.

As a member of the Housing Rights Advisory Committee (HRAC) and its Unhoused Rights Holders Working Group, I deeply appreciate the need for an All-of-City response to homelessness that is coordinated, multi-sectoral, and intergovernmental. However, this response must also be transparent and achieve clear human rights outcomes if we are to make homelessness in Toronto rare, brief, and non-recurring.

Creating a [Homelessness Services Resources Inventory](#) is an important step toward achieving this transparency. However, what the inventory cannot do in-itself is illuminate how people move through programs, services, and supports to secure permanent, safe, affordable, and adequate housing.

At a recent meeting of the HRAC Supporting Unhoused Rights Holders working group, members identified that system navigation poses a significant barrier for people who are homeless and seeking access to housing. Multiple pathways into housing exist, both through City-funded and supported programs, yet these pathways are not easily understood by either unhoused people or the service providers who work with them.

To support system navigation, the City should build upon its Homelessness Services Resource Inventory to provide a clear and transparent mapping of all the pathways into housing for people who are homeless. This includes pathways for both sheltered and unsheltered people through the Coordinated Access System, MyAccessToHousingTO, The Access Point, the Canada-Ontario Housing Benefit, and all other available programs and initiatives.

While undertaking this mapping would strengthen public understanding of the housing and homelessness system, it would also improve understanding of what human rights-based outcomes can be progressively achieved at each step in the process towards housing. This is central to the work of HRAC, as well as vital to operationalizing the [City of Toronto's Housing Charter](#).

I ask that members of the Economic and Community Development Committee consider requesting that Toronto Shelter and Support Services, in consultation with the Housing Secretariat, conduct a mapping of all available pathways from homelessness into housing. I also ask that an update on this mapping be provided to the Housing Rights Advisory Committee by Q2 of 2026.

Many thanks for your time and attention,

Bee Lee Soh
Member, Housing Rights Advisory Committee