

# Overview of Housing, Homeless and Shelter Services for the Francophone Communities

Toronto Francophone Affairs Advisory Committee

Toronto Shelter and Support Services  
and Housing Secretariat

July 11, 2025





# Purpose

- To present an overview of housing, homelessness, and shelter services and supports for the Francophone communities.
- This supports the Work Plan for the Toronto Francophone Affairs Advisory Committee 2023 to 2026 ([FA2.6](#)).

## 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.

# 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 respites
  - Drop-in programs

# Access to French-Language Services for Francophone Clients

- TSSS provides homelessness services to clients with diverse backgrounds and who speak diverse languages.
- If a French-speaking client reaches out to access shelter services or to the complaint line, 911 interpreters are used.
- Toronto shelters will access translation and interpretation services through two contracted vendors (one over the phone and one in person) as needed to support clients.



# Francophone Shelter Service for Refugees



- TSSS has partnered with La Passerelle-I.D.E to launch *L'Agapanthe*, the first mixed adult transitional shelter for francophone refugees of African descent.
- Located at 179 Gerrard Street East, the shelter has a capacity of 50 individuals.
- The shelter provides comprehensive wraparound and case management supports including housing and employment support, skills development opportunities, assistance to obtain income support, and a culturally sensitive meal program.
- The contract funding period is January 1, 2024 – December 31, 2025, with an annual operating budget of \$2.9M, primarily funded through the federal Interim Housing Assistance Program (IHAP).

# Follow-up Supports for Francophone Clients

La Passerelle Intégration et Développement Économique (I.D.E) provides follow-up supports to help French-speaking people exit shelter to help maintain their housing.



- This includes a Francophone Service Navigation provider through Housing Focused Client Supports that supports Francophones of Black/African descent between the ages of 16-64, residing in Toronto, who are experiencing homelessness and/or at risk of homelessness.



- Services include counseling, employment training and support, education, assistance obtaining income support, and financial literacy. Staff also provide referrals to connect clients to culturally appropriate and local social and community services to support their stability and integration.



- These supports are funded through the provincial Homelessness Prevention Program (approx. \$388,000 annually from 2025-2028).

# The Housing Secretariat & HousingTO 2020-2030 Action Plan



# About the Housing Secretariat

The Housing Secretariat works in partnership to strengthen and maintain the housing system so Torontonians have access to safe and affordable housing options that are right for them.



**Delivering New  
Affordable  
Homes**



**Preserving  
Existing  
Rental Stock**



**Supporting  
Reconciliation  
& Equity**



**Improving  
Housing  
Stability**



**Supporting  
Access to  
Housing**



**Supporting  
Climate Action**



# HousingTO 2020-2030 Action Plan

- The HousingTO 2020-2030 Action Plan (“HousingTO Plan”) was adopted by City Council in December 2019.
- The HousingTO Plan is the City’s umbrella housing and homelessness plan, and provides a blueprint for actions and investments across the full housing continuum over 10 years.



# Housing TO 2020-2030 Action Plan

The HousingTO Plan guides action on the following outcome areas:

- Creating new supply;
- Protecting and preserving existing supply;
- Supporting renters and improving housing stability;
- Responding to diverse housing needs; and
- Transforming housing policies.

## HOW WILL IT BE DONE?

1. Adopt a revised "Toronto Housing Charter – Opportunity for All"
2. Enhance Partnerships with Indigenous Community Partners
3. Prevent Homelessness and Improve Pathways to Housing Stability
4. Provide Pathways to Support Women
5. Maintain and Increase Access to Affordable Rents
6. Meeting the Diverse Housing Needs of Seniors
7. Ensure Well-Maintained and Secure Homes for Renters
8. Support Toronto Community Housing and its Residents
9. Continue the Revitalization of Neighbourhoods
10. Create New Rental Housing Responsive to Residents' Needs
11. Help People Buy and Stay in Their Homes
12. Improve Accountability and Transparency in Delivery of Housing Services to Residents
13. Enhance Partnerships and Intergovernmental Strategy



# Key Partnerships and Initiatives

- The City funds Francophone agencies to deliver housing services, including:
  - **Centre francophone du Grand Toronto** provides walk-in and mobile housing stability services to the Francophone communities, including housing navigation, application support for rent-geared-to-income (RGI) housing and access to Rent Bank.
    - Services include facilitating RGI workshops, finding and securing affordable housing, housing set up, personalized support plans, referrals to employment, legal and substance use resources and culturally-appropriate, trauma-informed care.



# Key Partnerships and Initiatives (continued)

The City works with housing providers serving Francophone communities, including:

- **Les Centres D'Accueil Heritage**, which serves French Speaking Seniors at Place Saint-Laurent.
  - Approximately 100 units are rent-geared-to-income (RGI) housing, with remaining units leased at an affordable market rent.

The City also works with two Francophone-serving referral partners to deliver the Canada-Ontario Housing Benefit (COHB):

- **L'Auberge Francophone**
  - Supporting clients experiencing homelessness
- **La Maison**
  - Supporting survivors of gender-based violence.

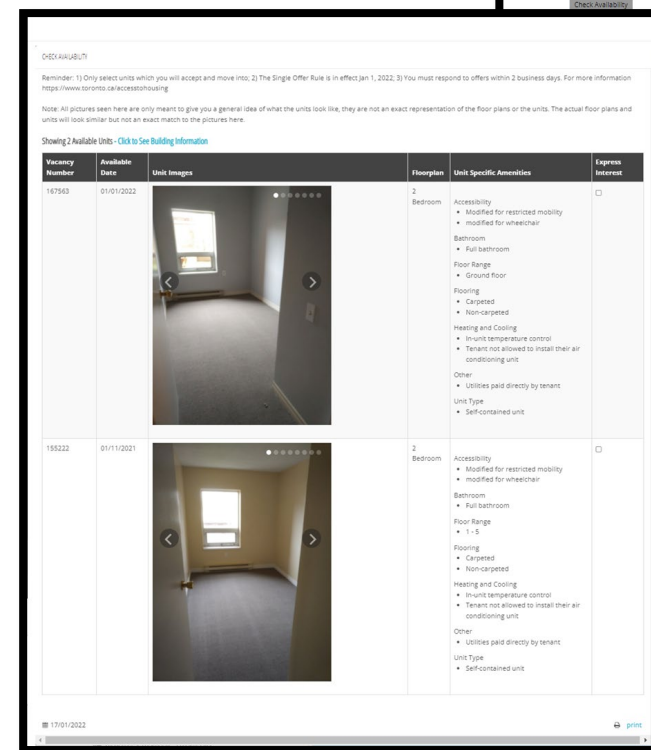
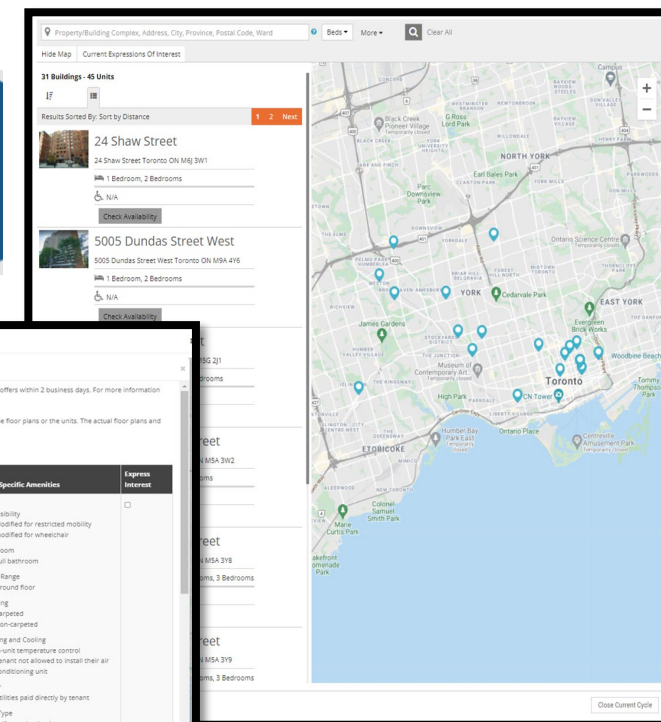
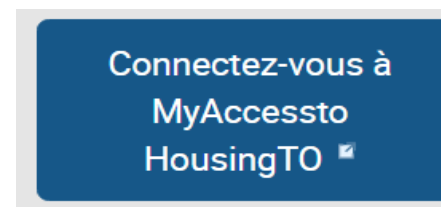


# Access Support available in French

Information materials regarding access to Rent-Geared-to-Income and other housing subsidies are available in French.

In-person and phone support are available in French, either through French-speaking staff or with the assistance of professional interpretation.

Google Translate function enables the City of Toronto webpages to be fully translated into French, as well as Rent-Geared-to-Income applications within the MyAccesstoHousingTO online applicant portal.



# Next Steps & Opportunities

The Housing Secretariat continues to strengthen and maintain Toronto's housing system by increasing affordable housing options and improving access to housing programs.

There are also opportunities build on our progress to-date, through:

- Implementation of the **HousingTO 2020-2030 Action Plan.**
- **Continued engagement with this Committee on new housing programs, policies** and ensuring Francophone communities are aware of housing services and programs provided by the City.
- **Working with organizations serving Francophone communities** interested in housing development opportunities to participate in housing development and acquisition programs offered by the City.





**Thank you**