

### **Attachment 3: Additional Downtown HART Hub Updates**

Significant engagement is taking place to support the implementation of the Downtown HART Hub. This includes:

#### *Half-Day Operations Workshop*

On June 23, 2025, TPH hosted a half-day in-person workshop facilitated by external consultants. This session brought together approximately 30 representatives from the Downtown HART Hub partners, both internal and external to the City. The session focused on operations planning, referral pathways and case management processes across programs. The workshop led to the initiation of two new working groups: the Downtown HART Hub Operations Working Group and the Downtown HART Hub Data Management Working Group.

#### *Downtown HART Hub Operations Working Group*

In July, TPH convened the Downtown HART Hub Operations Working Group with representatives across HART Hub partners to develop detailed implementation plans for Hub programming and associated clinical and wraparound services. The working group has met bi-weekly with partners presenting their proposed plans for services including referral pathways, client eligibility, intended outcomes, hours of operation, outreach strategies, locations, staffing, and approaches to case management. This has led to collaborative discussions on building a spectrum of services based on the acuity of clients and working to ensure that programming and referrals effectively match individuals to appropriate supports.

#### *Downtown HART Hub Data Management Working Group and Initial Measures*

In July, TPH convened the Downtown HART Hub Data Management Working Group with representatives across HART Hub partners to shape a coordinated approach to measuring progress and outcomes of the Downtown HART Hub and associated clinical and wraparound services. The working group has met bi-weekly and reviewed a preliminary set of descriptive measures that are aimed at supporting early decision-making, operational oversight and reporting of program usage. These measures will continue to be assessed and modified as additional services are implemented and as the Province's program guidelines are released.

Initial measures:

- Number of client interactions for each available HART Hub service
- Number and type of referrals made to external (non-HART Hub) program
- Number and type of referrals within the HART Hub
- Number of case management cases
- Number of Hub clients initiated on substance use treatment

- Number of Hub clients connected to primary care services
- Number of clients housed in HART Hub supportive housing
- Number of clients transferred to Emergency Department
- Number of clients receiving withdrawal management bed services
- Number of clients receiving Rapid Access Addiction Medicine supports
- Sociodemographic data: Gender, Age, Race, Housing Status (aggregate percentage of all HART Hub clients)

The City is currently awaiting the Ministry's Program Requirements Guideline which will outline expectations and detailed reporting requirements for HART Hubs. In addition, the Province has indicated plans to conduct a third-party evaluation of HART Hubs.

### *HART Hub Supportive Housing Working Group*

A Supportive Housing Working Group, comprised of staff from the Housing Secretariat, Toronto Shelter and Support Services (TSSS) and Toronto Public Health, began meeting in the spring to guide the implementation of the Downtown HART Hub supportive housing program.

The Supportive Housing working group facilitated a focus group in October to engage with people with lived experience of homelessness and substance use. This engagement has been key to informing the types of the services that may be needed to support residents as they transition from homelessness into housing, as well as those needed to support long-term housing stability.

### *Other Partner Engagements*

TPH is participating in the Province's Community of Practice which is bringing together HART Hubs from across Ontario to support a shared understanding of HART Hub expectations, consistent and effective implementation, and to learn from one another. TPH is also involved in Ontario Health's Cross-Toronto HART Hub meeting which is bringing partners from the four Toronto HART Hubs to discuss the coordination of services in the city.

### **Update on HART Hub Program Implementation**

- Substance Use Treatment Program: Operational since April 1, 2025 at 117 The Esplanade, TPH's program offers opioid agonist treatment (i.e., Methadone, Sublocade, Kadian, Suboxone) by referral and to registered clients only. Services also include onsite nursing services such as wound care, sexually transmitted and blood-borne infections testing and treatment, access to HIV and HCV treatment, immunizations, and referrals to primary care and mental health services. Service navigation and referrals are available for social services including housing, financial and legal aid, addictions counselling, life skills, medication coverage, and identification assistance. A Methadone Support Worker provides health system navigation from the lens of someone with lived experience.

- Concurrent Disorders Assertive Community Treatment (ACT) Program: Unity Health Toronto's Concurrent Disorders ACT program is set to be launched by the end of the year. Hiring is underway to build the multidisciplinary team that will provide assertive outreach and comprehensive mental health support for individuals living with severe and persistent mental illness and co-occurring substance use. Services include psychiatric assessment, intensive case management, and outreach supports to meet clients where they are and provide ongoing support while reducing hospitalizations.
- Supportive Housing: In collaboration with the Housing Secretariat and Toronto Shelter and Support Services (TSSS), 25 new supportive housing units have been identified and allocated for eligible clients of the Downtown HART Hub. The location will be confirmed when HART Hub supportive housing funding terms and conditions are finalized with Ontario Health. The units are expected to be ready for occupancy by December 2025.
- In September, the Housing Secretariat launched a closed funding call competition to identify an experienced support services provider to deliver on-site, intensive case management services to the tenants of the Downtown HART Hub supportive housing program. The City aims to have the support services provider onboarded by the end of the year and to have the 25 HART Hub supportive homes tenanted within the first quarter of 2026.

More information about the Downtown HART hub can be found in the June 2025 Board of Health report ([Agenda Item History - 2025.HL25.2](#))