

Supportive Housing Evaluation

Presentation to the Housing Rights Advisory Committee

February 20, 2026





Contents

1. HousingTO Action Plan
2. Background on Supportive Housing
3. Evaluation Overview
4. Preliminary Findings
5. Discussion

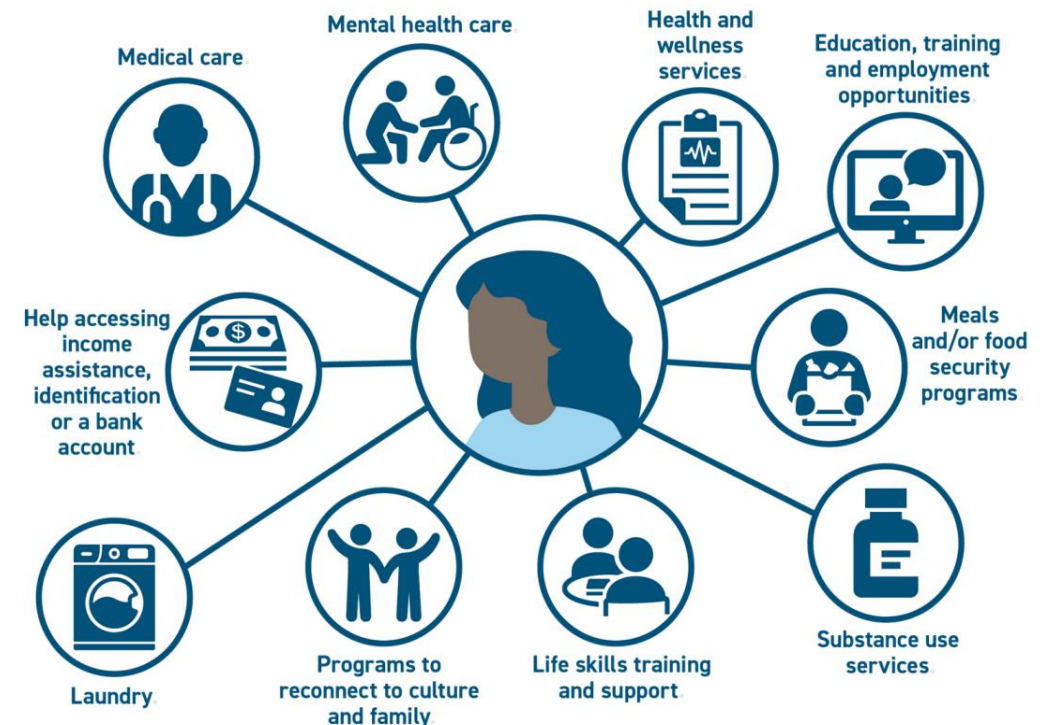
HousingTO 2020-2030 Action Plan

- The HousingTO 2020-2030 Action Plan (“HousingTO Plan”), Canada’s first human rights-based housing plan, was adopted by City Council in December 2019.
 - Provides a blueprint for actions and investments across the full housing continuum over the next 10 years
 - Sets targets for approval of 18,000 supportive homes by 2030, as well as other affordable housing, protecting existing supply, and enhancing housing stability and eviction prevention measures.



What is Supportive Housing?

- Supportive housing is:
 - Affordable and in most cases, rent-geared-to-income;
 - Designed to provide access to a range of services that support residents to live independently and improve their housing stability, health and well being;
 - Based on tenant choice, and provides the same rights and obligations for tenants and landlords as other rental housing; and
 - Prioritized for individuals who are experiencing homelessness, particularly chronic homelessness.
- Supportive housing in Ontario is supported through a complex system of federal, provincial, municipal, and non-government partners



Creating New Supportive Homes

The City and its non-profit partners have pursued a number of strategies to quickly create new supportive housing opportunities:

- New modular construction on City-owned or controlled land
- Acquisition and conversion of non-residential properties (such as motels, hotels)
- Leveraging existing supply and layering on support services
- Funding the delivery of new supportive housing by non-profit and Indigenous partners.



The City's delivery of new supportive housing has depended on partnerships across the public, non-profit, private, and community sectors.



Evaluation Approach

Supportive Housing Evaluation

- To assess our progress and identify opportunities for continuous improvement, the Housing Secretariat procured an external evaluation consultation, Blueprint, to evaluate supportive housing programs administered by the City. This evaluation was also directed by Council through [PH1.9](#) in 2023.
- The evaluation includes a variety of program types including permanent supportive housing sites, such as the modular housing sites, as well as the Rapid Rehousing Initiative.
- Blueprint, a Toronto-based non-profit, was selected through a competitive RFP process, and bring experience working in housing, homelessness, and social services alongside individuals from equity-deserving groups to recommend real world solutions for complex systems

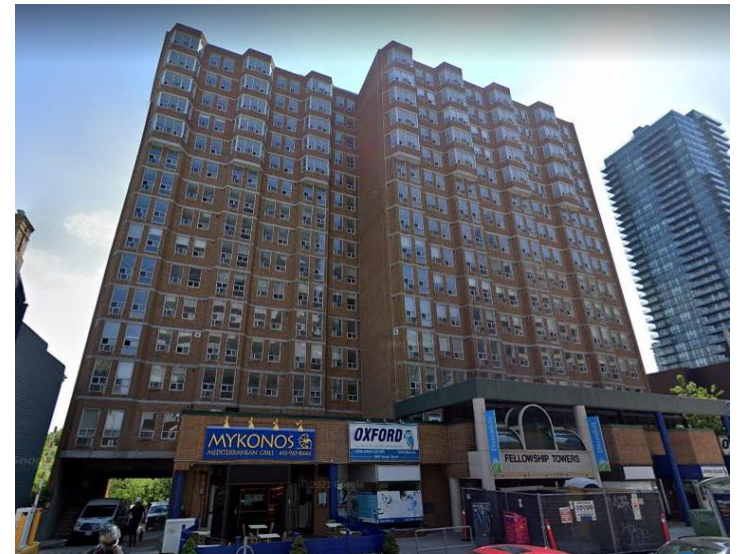
The evaluation approach is rooted in the principles of housing as a human right, particularly when engaging with service providers, their staff, and equity-deserving communities and people living in supportive housing.

Evaluation Goals and Scope

To assess our progress and identify opportunities for continuous improvement, the Housing Secretariat procured an external evaluation consultation, Blueprint, to evaluate supportive housing programs administered by the City. This evaluation was also directed by Council through [PH1.9](#) in 2023.

The evaluation aims to:

- Assess housing stability and tenant outcomes, including how well programs prevent returns to homelessness
- Examine program design and implementation, including documenting key features of programs and how they are experienced by providers and tenants;
- Identify opportunities for system improvement, including collection of data, monitoring of outcomes, and recommendations for all orders of government
- Contribute to ongoing efforts to expand access to Supportive Housing in line with [HousingTO 2020-2030 Action Plan](#) targets.



Programs in Scope for Evaluation

	Permanent Fixed Site Supportive Housing	Rapid Rehousing Initiative
Purpose	Provides stable, long-term housing with on-site support	Helps people transition from homelessness to stable housing
Duration	Long-term or permanent	Short-term (usually 12–18 months)
Support Services	Typically 24/7 support available on-site	Mobile support services, not always on-site
Housing Type	New or renovated buildings	Scattered units (e.g., rented apartments)
Target Population*	People experiencing chronic homelessness needing additional support to live independently	People experiencing homelessness
Example of buildings	Newly completed modular/rapid build sites and conversion sites (e.g. from hotels)	TCHC, TSHC

In Scope:

- City-funded and administered programs
- 21 permanent supportive housing sites
- 20 different supports providers
- Over 2,000 units

Out of Scope:

- Provincially administered programs

Evaluation Methods and Data

The evaluation draws on four lines of inquiry:

- 🔍 **Administrative data analysis** – Assessed housing stability and other outcomes using City-held datasets.
- 🔍 **Tenant and provider engagement** – Examined program experiences through four tenant focus groups (55 tenants), six provider focus groups (38 staff), 3 key informant interviews, and an online survey of 24 providers.
- 🔍 **Document review** – Reviewed City policies, program design and funding structures, building configurations, matching processes, and equity targets.
- 🔍 **Jurisdictional scan and evidence review** – Situated Toronto's outcomes within the broader research evidence and benchmarks performance against comparable jurisdictions.



Preliminary findings

Housing stability

Supportive housing is achieving its core outcome of housing stability

- **Fixed site supportive housing:** Only 3.6% returned to shelter in one year and only 6.7% returned within two years.
- **Rapid Rehousing:** Only 1.5% of individuals returned to shelter within the first year of tenancy, and 3.2% within two years.
- Performance compares favourably to other jurisdictions

Return to shelter rates by year after tenancy start

Program	Number of years after tenancy start	Individuals in sample	Proportion who returned to shelter (cumulative)
RRHI	Year 1	1,318	1.5%
	Year 2	933	3.2%
PATHS*	Year 1	695	3.6%
	Year 2	476	6.7%

*PATHS refers to permanent supportive housing programs

Tenant well-being



Nearly all tenants we spoke to described improvements in quality of life, often across more than one area of daily life

- **The most common changes were:**
 - **Overall comfort, happiness, and life satisfaction**, driven by the stability and pride of having a place to call “home”
 - **Greater choice and control over daily life and routines**, especially compared to shelters or other temporary settings
 - **Greater ability to access support and help**, such as managing appointments, medications, and household responsibilities

Whether tenants said they experienced changes often depended on the building environment and relationships (staff support, tenant dynamics, and safety), as well as access to the right supports for the specific challenge (especially mental health)

Tenant perspectives

- Most tenants have a positive view of their housing, despite some day-to-day building issues
- Most tenants feel supports align with needs, but perceived appropriateness and adequacy varies by whether supports are available on site
- Tenants emphasized the importance of strong relationships with provider staff and support workers
- Tenants also indicated that some supports are more difficult to access (e.g., mental health supports) due to systemic barriers

“I get a lot of support. Especially from the staff over [at my building]. The meal program, medication management issues, even booking appointments for me to a family doctor or psychiatrist in case of an overdose. The way [staff] support with calling 911 paramedics...it’s out of this world. I mean like after living in the streets, shelter, detox, rehab...when you get your own place like this and all this support, you rock.” – Supportive housing tenant

“In the last 14 years, I have lived on the street, shelter, detox, rehab and now having this particular housing... [there is] so much relief. My perception to life has changed after moving here.” – Supportive housing tenant

Housing Provider perspectives

Providers bring substantial experience and expertise in delivering supportive housing but identified critical systems challenges

- Programs and funding arrangements need to be flexible to respond to changing needs over time (e.g., as tenants age or stabilize in housing after extended periods of homelessness)
- Supportive housing works within and alongside other publicly funded systems including primary care, mental health care, substance use and treatment services, long-term care, and others.
 - Capacity limits, waitlists, and barriers in supporting tenants to access these other systems.
 - Persistent gaps in physical and mental health care, substance use treatment and recovery, and services for people with physical and intellectual disabilities.

Discussion

- From your perspectives, what is it most important for the evaluation team to consider as we prepare recommendations for the City team?
- Where would you like to see the City invest in additional research, evaluation, or data gathering (e.g., to better understand the extent to which the City is realizing their commitment to the right to adequate housing)?



QUESTIONS?
THANK YOU!