

Supporting Unhoused Rights Holders Working Group Meeting 7 – March 10, 2026

HRAC Members

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City Staff

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The meeting of the Housing Rights Advisory Committee's Supporting Unhoused Rights Holders Working Group started at 2:30 p.m.

Notes

1. Chair Updates

- Members would like to request an update from staff at Toronto Shelter and Support Services (TSSS) on the Service User Advisory Group (SUAG) including its proposed governance structure and recruitment strategy, at the next HRAC meeting.
- Members shared interest in inviting the Toronto Underhoused and Homeless Union (TUHU) to a future Working Group meeting, and potentially the final meeting of HRAC (on June 22, 2026) to share: its key priorities; how they are organizing around key issues; and what issues require increased advocacy and attention.

2. Discussion: Outcomes Advanced through of the City's Enhanced Outreach Model

- **Overview:**
 - Per [HS7.5](#), HRAC requested that City Staff provide an update on human rights outcomes advanced through the implementation of the Enhanced Outreach Model (EOM).
 - In response to this direction, staff from Toronto Shelter and Support Services (TSSS) prepared a written response, inclusive of available data on the housing outcomes and experiences of encampment residents. Data was pulled primarily from the Shelter Management Information System (SMIS) and Streets to Homes data from Q3 2024-Q3 2025.
 - TSSS staff were present to respond to any questions from members with respect to the written response.
- **Working Group Discussion**
 - **Questions and Answers:**

- Will the City's cancellation of contracts with One Community Solutions impact its ability to implement the EOM?
 - No, the City has two contractors who deploy Community Safety Teams (CST) as part of the EOM. The second contractor will provide community safety services for EOM deployment.
 - The City does not have the authority to implement the [Interdivisional Protocol for Encampments in Toronto](#) (IDP) for encampments on private property, but does offer staff resources to support the encampment resident.
- Why are referrals to shelters provided after a Notice of Trespass has been issued?
 - Referrals to shelter opportunities are provided at multiple points of engagement with encampment residents, both leading up to and following a Trespass Notice.
- **Outcomes of EOM**
 - The objective of the data request was to see if the Enhanced Outreach Model (EOM) was more or just as successful as the ongoing support offered by the City's Streets to Homes staff.
 - The goal of the EOM is to get people living in encampments support including housing and ensuring that they have the unique supports they need to maintain their housing. Staff shared that:
 - There have been many success stories with the EOM, and that without it, there would likely be less encampment residents connected to services, and/or entering the shelter system or permanent housing.
 - While it is early for the City to confirm the efficacy of the EOM, Staff shared that clients housed through the EOM have not been observed living in other encampments.
 - The EOM functions as an opportunity to create awareness and training for divisions outside TSSS to respond to encampments in alignment with a human rights-based approach.
 - Since the deployment of the IDP, police intervention has only been used in one unique instance.
 - Working Group members noted that from a community perspective, it is concerning that the IDP permits evictions even while the EOM is deployed.
- **Intergovernmental Advocacy**
 - Governmental responses to encampments have become extremely politicized, especially with respect to the Province's *Safer Municipalities Act, 2025*. The EOM is currently a best practice in North America. It is critical that the practice and the resources devoted do not get cut.
 - Telling this story is key in ensuring that resources continue to be deployed towards this program.
 - Working Group members recommended that TSSS translate qualitative and quantitative data to demonstrate how the EOM and broader IDP is a more successful way to respond to encampments (in comparison to enforcement and/or displacement).

- **Challenges to Monitoring Long-term Outcomes**
 - For the encampment sites where the EOM was deployed, it is concerning that over 50% of those that accepted shelter offers subsequently exited the shelter system to an 'unknown location'.
 - 'Unknown location' could mean a referral to a non-City operated shelter program, admission to a health or treatment facility, or incarceration.
 - Staff noted that sometimes encampment residents and service users chose not to disclose where they are moving, which can be a major barrier to comprehensive data.
 - Encampment residents may provide different names (or nicknames) to different outreach workers depending on their relationship to that individual. This makes it harder to track person-specific data.
 - Working Group members noted that when people transition from an encampment to a shelter, it can be a very hard transition because there are more rules and guidelines that apply within the shelter system. This can result in former encampment residents exiting the shelter system because they feel a loss of agency and dignity.
 - Further analysis and research will need to be done to monitor the experiences of encampment residents who have moved into permanent housing. This data rests with the Housing Secretariat, some of which will be included in its forthcoming evaluation of City-supported and led supportive housing program.

3. Next Steps

- Plan to request an update from staff at Toronto Shelter and Support Services (TSSS) on the Service User Advisory Group (SUAG), including its proposed governance structure and recruitment strategy, at the next HRAC meeting.
- Plan to invite representative(s) from the Toronto Underhoused and Homeless Union (TUHU) to a future Working Group meeting, and potentially the final meeting of HRAC (on June 22, 2026) to share: its key priorities; how they are organizing around key issues; and what issues require increased advocacy and attention.

Meeting ended at 4:15 pm.