Shelter, Support and Housing Administration

**Schedule C**

**Housing Stability Services**

**REPORTING REQUIREMENTS AND SERVICE INDICATORS**

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| PROJECT TYPE : | **Housing First Program :**   * Community-Based Housing Help and Support Services * Housing Help for Shelter Clients * Streets to Homes |
| AGENCY NAME: |  |
| PROJECT NAME: |  |
| PROJECT (TOR) #: | (Internal Use Only) |

**Background:**

The 2014 - 2019 Housing Stability Service Planning Framework is the road map for Housing and Homelessness Support Services provided by Shelter, Support and Housing Administration (SSHA). <http://www.toronto.ca/legdocs/mmis/2013/cd/bgrd/backgroundfile-64008.pdf>

This framework guides the type of services contracted and administered by the division and how these services are delivered to residents of the City of Toronto who experience homelessness or are at-risk of homelessness. The City of Toronto follows a Housing First (HF) approach to addressing homelessness. Housing First focuses on moving, as rapidly as possible, people who are experiencing homelessness from the street or emergency shelters into permanent housing with or without supports depending on client's need. **All funded projects are expected to contribute to reducing or preventing homelessness, by assisting the long term and episodically homeless, as well as, those at-risk of homelessness.**

Nine strategic directions are outlined in the framework. Out of these nine, the following three strategic directions help guide and target our community investments:

**Strategic Direction 1: Preventing Homelessness:** Providing services to help people keep their housing or find housing better suited to their needs is one of the best ways to reduce homelessness. Preventing homelessness requires not only collaboration with a wide range of service providers but also effective, timely, and appropriate service interventions tailored to the individual needs of clients.

**Strategic Direction 2: Supporting the Transition to Housing:** Building on the Housing First approach, the division will seek to transform services for those experiencing homelessness from strictly temporary solutions to those focused on supporting a transition to permanent, stable housing.

**Strategic Direction 7: Strengthening Partnerships and Coordination:** Partnerships and collaboration between the division and a wide range of community sector agencies and service providers are key and critical components of the service system. The division will engage on ways to enhance service delivery by leveraging existing opportunities, identify service needs and gaps, implementing best practices.

Key service indicators have been identified within each strategic direction that will measure the success of funded projects in helping to achieve the outcomes identified in the framework.

Funding projects **are not required to track all of the Housing First service indicators below**, however your project does contribute to the City's Housing First approach through the activities identified in your work plan. Therefore you must provide HF outcomes as they relate to your work plan. All projects are expected to put in place mechanisms or systems that will enable them to collect the data for these service indicators.

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**In the table below, please provide target numbers your Housing First caseload – the homeless and at risk clients/households who you will be working with in a case management capacity during the contract time period:**

**HOUSING FIRST CASELOAD (Pages 3 – 6):** Count unique clients only. Clients on a caseload **do not receive one-time, drop-in or short-term services.** A caseload consists of clients who received continuous, more intensive service during the reporting period. For recording one-time services, please refer to indicators on page 7.

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|  | | **Annual Target** |
| 1) Annual estimate # of homeless clients/households on caseload | |  |
| **From your homeless caseload, please estimate the percentage of:** | |  |
| Street homeless | % |
| Shelter homeless | % |
| Temporarily housed | % |
| **Total percentage (street, shelter, temporarily must equal 100%)** | **0%** |
| Long-term homeless | % |
| Episodically homeless | % |
| Short-term homeless | % |
| **Total percentage (street, shelter, temporarily must equal 100%)** | **0%** |
| 2) Annual estimate # of at risk clients/households on caseload | |  |
| **\*Total estimate caseload (Homeless and At Risk)** | | **0** |

*\*Note:* the total caseload (homeless and at risk) will be the reporting number for outcomes listed below. During semi-annual reporting, the numbers entered into the outcome indicators **must equal and cannot be greater** than the actual caseload of clients served within the reporting period.

**HOMELESS CLIENTS/HOUSEHOLDS SERVICE INDICATORS** – The following indicators must be completed if your project serves homeless clients identified by a number entered in Indicator 1. Please provide an annual target for Indicator 3 – all other outcomes are required during semi-annual reporting.

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| --- | --- |
|  | **Annual Target** |
| 3) # of homeless clients/households who will move into housing (= or less than Indicator 1) |  |
| **At semi-annual reporting, provide the following actual numbers:** |  |
| # of homeless clients **on caseload** who received housing access services **but are not yet housed** |
| # of homeless clients/households who moved from: Street to transitional housing |
| Street to permanent housing |
| Emergency shelter to transitional housing |
| Emergency shelter to permanent housing |
| Temporary to transitional housing |
| Temporary to permanent housing |  |
| Transitional to permanent housing |
| 4) Average # of days to move into permanent housing after initial intake |

The following indicators must be completed if any homeless clients/households will be assisted to secure housing (Indicator 3) and will receive **housing stabilization supports.** Please provide an annual target for Indicator 5 – all other outcomes are required during semi-annual reporting.

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| --- | --- |
|  | **Annual Target** |
| 5) # of formerly homeless clients/households who will receive housing stabilization supports |  |
| **At semi-annual reporting, provide the following actual numbers:** |  |
| # of formerly homeless clients/households who: Received income supports |
| Started part- time/full-time employment |
| Started part- time/full- time education |
| Started job training |
| Completed job training |
| Received life skills training |
| Experienced positive changes in social participation |
| Participated in volunteer work |
| Engaged in recreational or cultural programs |
| Were assisted in obtaining/retaining identification |
| Received help to obtain furniture |
| Received referrals to community services |
| Received help to secure other housing (re-housed but not at imminent risk) |

The following indicators must be completed if any homeless clients/households from Indicator 3 will become **at imminent risk of losing their housing.** Please provide an annual target for Indicator 6 – all other outcomes are required during semi-annual reporting.

|  |  |
| --- | --- |
|  | **Annual Target** |
| 6) # of formerly homeless clients/households who will receive eviction prevention services |  |
| **At semi-annual reporting, provide the following actual numbers:** |  |
| # of evictions prevented – i.e. # of successful outcomes |
| # of clients/households who were re-housed |
| # of clients/households who returned to homelessness |
| # of clients/household continuing to receive help for pending eviction |

**AT RISK CLIENTS/HOUSEHOLDS SERVICE INDICATORS** – The following indicators must be completed if your project serves at risk clients identified by a number entered in Indicator 2. Please provide an annual target for Indicator 7 – all other outcomes are required during semi-annual reporting.

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| --- | --- |
|  | **Annual Target** |
| 7) # of at risk clients/households who will receive housing stabilization supports |  |
| **At semi-annual reporting, provide the following actual numbers:** |  |
| # of at risk clients/households who: Received income supports |  |
| Started part- time/full-time employment |
| Started part- time/full- time education |
| Started job training |
| Completed job training |
| Received life skills training |
| Experienced positive changes in social participation |
| Participated in volunteer work |
| Engaged in recreational or cultural programs |
| Assisted in obtaining/retaining identification |
| Received help to obtain furniture |
| Received referrals to community services |
| Received help to secure other housing (re-housed but not at imminent risk) |

The following indicators must be completed if any at risk clients/households from Indicator 2 will become **at imminent risk of losing their housing.** Please provide an annual target for Indicator 8 – all other outcomes are required during semi-annual reporting.

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|  | **Annual Target** |
| 8) # of at risk clients/households who will receive eviction prevention services |  |
| **At semi-annual reporting, provide the following actual numbers:** |  |
| # of evictions prevented – i.e. # of successful outcomes |
| # of clients/households who were re-housed |
| # of clients/households who returned to homelessness |
| # of clients/household continuing to receive help for pending eviction |

**HOUSING STABILITY INDICATORS** - For all at risk clients/households on the caseload who were **formerly homeless** **and moved into housing since October 2014,** the project must make contact at 6, 12, and 24 months to determine housing stability and/or to identify if additional supports are needed.

The project is also **required** to identify all clients/households who have been discharged from the program during the reporting period.

**DEMOGRAPHIC DATA** – All projectsare **required** to track the following demographic information. Age group and gender category totals MUST EQUAL the total caseload (Indicators 1 and 2).

|  |  |
| --- | --- |
| **Age Group** | # of children on the HF caseload |
| # of youth on the HF caseload |
| # of adults on the HF caseload |
| # of seniors on the HF caseload |

|  |  |
| --- | --- |
| **Household Type** | # of two-parent families on the HF caseload |
| # of lone-parent or single-led families on the HF caseload |
| # of single clients on the HF caseload |
| # of couples (without children/youth) on the HF caseload |

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| --- | --- |
| **Gender** | # of male clients on the HF caseload |
| # of female clients on the HF caseload |
| # of transgender clients on the HF caseload |

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| --- | --- |
| **Target Population** | Aboriginal |
| New immigrants and refugees |
| War veterans |
| LGBTQ2S |
| Women |
| Young mothers |
| Ex-offenders – criminal justice system |
| Seniors |

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| --- | --- |
| **Special Needs** | Mental health issues |
| Addictions/substance abuse issues |
| Physical or developmental disabilities |
| HIV/AIDS or other infectious diseases |
| Victims of domestic violence |

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| --- | --- |
| **Other** | # of clients/households on HF caseload on the Social Housing waitlist |
| # of clients/households on HF caseload living in Social Housing units |

**ONE-TIME/DROP-IN/SHORT TERM ASSISTANCE SERVICE INDICATORS** – The following indicators must be completed during semi-annual reporting if your project serves homeless and at risk clients on a one-time, drop-in or short term basis (for clients not served in a case management capacity).

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| 14) # of clients/households who received referrals to community services |
| 15) # of clients/households who received application services |
| 16) # of clients/households who received basic needs services |

**CAPACITY BUILDING INDICATORS** – The following indicators must be completed only if capacity building is part of your work plan/funding agreement. Please provide an annual target for all.

|  |  |
| --- | --- |
|  | **Annual Target** |
| # of new landlords registered |  |
| # of community partnerships developed |  |
| # of workshops, consultations, forums/sessions completed |  |
| # of research projects completed |  |
| # of staff trained |  |

**OTHER OUTCOMES/INFORMATION**

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| --- |
| Is your project able to provide services in French?  Yes   No  If you are unable to provide French language services, we expect that you will make arrangements for your clients to receive these services. Please explain how you propose to do this. |

***Note:*** completion of the Schedule C/results reporting is a condition of funding. Should you require assistance in collecting data or completing required reports, **please contact your lead SSHA staff.** The agency will comply with requests from the City for any additional information, reports or evaluations and the City reserves the right to modify or alter the reporting requirements.

**Glossary of terms**

* ***Application services*** refers to all activities that advise and support clients to access, complete and manage housing applications including other types of applications such as utility/rent deposits.
* ***At risk of homelessness\*\**** refers to households that have difficulty maintaining appropriate housing that is safe, adequate, affordable and secure. A range of factors can put housing security at risk, including: low income, health issues/illness (including mental health issues), substance use, incarceration or other legal issues, hospitalization, family breakdown, violence, discrimination, inadequate and/or unsafe housing.
* ***At imminent risk of eviction*** is defined as having a formal eviction notice, or at-risk of losing housing within 60 days. Households are having difficulty maintaining appropriate housing that is safe, adequate, affordable and secure. A range of factors can put housing security at risk, including: low income, health issues/illness (including mental health issues), substance use, incarceration or other legal issues, hospitalization, family breakdown, violence, discrimination, inadequate and/or unsafe housing.
* ***Basic needs services*** refers to essential assistance and supports such as food services, clothing, laundry, showers, ID clinics, household supplies, and transportation expenses.
* ***Capacity building services*** are system support services and activities with an emphasis on capacity building, community engagement, collaborations, partnerships, research initiatives, networking and training.
* ***Caseload*** refers to all Housing First clients whose outcomes are being monitored for reporting by case management approach.
* ***Emergency shelter*** is defined as a shelter that is accessible by individuals and families experiencing homelessness, with or without a referral. Emergency shelters provide short-term accommodation and a variety of support services that assist clients with finding and maintaining suitable housing.
* ***Episodically homeless\**** refers to individuals, often with disabling conditions, who are currently homeless and have experienced three or more episodes of homelessness in the past year (of note, episodes are defined as periods when a person would be in a shelter or place not fit for human habitation, and after at least 30 days, would be back in the shelter or inhabitable location).
* ***Eviction prevention*** *s****ervices*** are services directly linked to support housing retention or assist a household to be re-housed, where the household is at imminent risk of eviction. At imminent risk of eviction is defined as having a formal eviction notice, or at-risk of losing housing **within 60 days.** Eviction prevention activities are focused on housing loss prevention only (not housing stabilization services). **Eviction prevention activities include:** housing applications for re-housing, landlord mediation and supports, access to information on tenant rights and responsibilities, referrals to Rent Banks, trusteeship, financial literacy programs, individual client-centered money management, liaising with landlords, employers, creditors, income security programs, extreme clean services, and more intensive cleaning services .
* ***Household\*\**** refers to a person or group of persons who occupy the same dwelling and do not have a usual place of residence elsewhere in Canada or abroad. The dwelling may be either a collective dwelling or a private dwelling. The household may consist of a family group such as a census family, of two or more families sharing a dwelling or of a person living alone.
* ***Housing access services*** are activities that include all aspects of searching for and securing housing, from conducting individualized housing searches to accompanying clients, if necessary, to appointments with prospective landlords.
* ***Housing stabilization services*** are housing support services and activities with an emphasis on longer-term support resulting in economic and social well-being. **Housing stabilization services include:** case management and coaching supports, referrals to local services, on-going mediation with landlords, follow up contacts with clients, conflict mediation services, crisis intervention services, budgeting supports, employment supports, education, skills training, volunteering, socio-recreational, cultural, life skills supports, and other support services.
* ***Long term homeless\****refers to individuals, often with challenging or complex issues(e.g. chronic physical or mental illness, substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter [[1]](#footnote-1)or place not fit for human habitation).
* ***Re-housing \**** refers to all subsequent housing placements that follow the initial placement into permanent housing.
* ***Short term homeless\****refers to individuals who are currently homeless and have been homeless for less than six months in the past year (i.e., have spent less than 180 cumulative nights in a shelter or place not fit for human habitation).
* ***Street homelessness\** \***refers topeople living in public or private spaces without consent or contract and places not intended for habitation.
* ***Temporarily housed\*\*\**** refers specifically to persons who live temporarily with others without the guarantee of continued residency or immediate prospects for accessing permanent housing.
* ***Transitional housing* \*\*** refers to **h**ousing that is provided for less than one year, which includes the provision of on- or off-site support services to help individuals move towards independence and self-sufficiency.

1. \*\*\*Definition of terms used by the Canadian Observatory on Homelessness/Homeless Hub, York University [www.homelesshub.ca](http://www.homelesshub.ca)

   \*\*Definition of terms used in Community Homelessness Prevention Initiative (CHPI) documents and service delivery models by the Province of Ontario

   \*Definition of terms used in Homelessness Partnering Strategy (HPS) documents and service delivery models by the Federal government of Cana*d*a [↑](#footnote-ref-1)