

Housing Focused Client Supports

Funding Opportunity Information Session

March 24, 2022





Welcome & Introductions

Housing Focused Client Supports

Funding Opportunity Information Session

March 23, 2022





Agenda

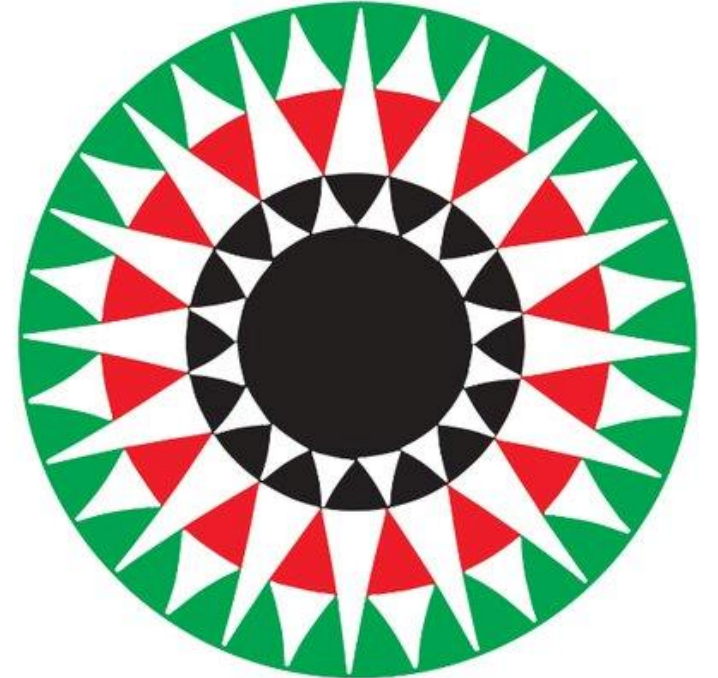
- Land Acknowledgement
- African Ancestral Acknowledgement
- Housing Focused Client Supports Funding Overview
 - Follow Up Support Program
 - Service Specific Support Programs
- Application Support
- General Questions

Land Acknowledgement

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

African Ancestral Acknowledgement

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.





Funding Overview

Funding Objective

Facilitate housing options and supports for diverse communities through funding partnerships that:

- Provide a range of opportunities for non-profit, community based organizations to provide a variety of housing supports and homelessness services to residents
- Build and strengthen a responsive, housing-focused and people-centered homelessness service system, while shifting towards more sustainable, permanent, affordable housing solutions
- Specific prioritization of Indigenous and Black led projects and organizations

Homelessness Services

- The Housing TO 2020-2030 Action Plan's key objective is to improve housing outcomes for current and future residents of Toronto
- Strategic Direction 3: Prevent Homelessness and Improve Pathways to Housing Stability
 - Ensure an effective and housing-focused emergency response to homelessness
 - Better connect people experiencing homelessness to housing and supports
 - Develop strategies and programs that meet the needs of specific populations



Goals

Funded programs will:

- Enhance service quality and impact through ongoing performance management
- Increase housing stability for people exiting homelessness or at risk of homelessness
- Work collaboratively with the City to ensure targets and key deliverables are met

Funding and Term

- The funding available in the category is approximately 10.5 Million annually
- The project term is 2.5 years (October 1, 2022 – March 31, 2025)
- All project proposals are received through the Toronto Grants Rebates and Incentives Portal (TGRIP)
- Materials and Instruction will be provided.
- TGRIP and Application Sessions will be held separately

Proposal Content

- The outcomes and targets are clear and achievable
- The quality of the Work Plan, demonstrating an understanding of the service delivery requirements
- Financial stability and oversight
- Demonstrate experience in collective impact, building community partnerships
- Experience and Capacity to work with people with histories of homelessness
- Willingness to increase knowledge and skills through participation in training opportunities

Assessment Process

- The Grant team is committed to ensuring that all proposals received are evaluated using a Housing First, Human Rights, Harm Reduction, People-Centred and Equity lens
- These principles are based on the Housing TO 2020-2030 Action Plan, Homelessness Solutions Service Plan, Meeting in the Middle Engagement Strategy and Action Plan to Confront Anti-Black Racism
- Project Applications received will be ranked in the Toronto Grants, Rebates and Incentives Portal (TGRIP)
- Supplementary Evaluation Tools will be created for review panels in consultation with City Indigenous and CABR unit experts

Timelines

Funding Launch Date	March 28, 2022
Virtual Information Session	March 24, 2022
Application Help Desk Information Sessions	April 14 & 28, 2022
Deadline for written Questions from Agencies	May 4, 2022
Submission Deadline	May 24, 2022
Decisions Sent to Agencies	July 2022
Funding Term	October 1, 2022- March 31, 2025

Housing Focused Client Supports



What are Housing Focused Client Supports ?

- Person- centered client-driven supports that assist people exiting homelessness to stabilize and maintain housing.
- Mobile supports during the transition period into permanent, safe housing.
- Provide customized wrap around services that increase housing stability and promote successful long-term housing outcomes.

Who accesses Housing Focused Client Supports?

Programs offering Housing Focused Client Support services work with individuals and families exiting homelessness. These include people who:

- Experienced chronic homelessness
- Are Indigenous
- Are seniors
- Are members of equity deserving groups
- Have mental health and substance use challenges
- Present with hoarding behaviours
- Have complex and episodic needs
- Have vulnerabilities exacerbated by increased isolation due to transitioning from congregate settings

What kind of proposals are we funding?

Follow Up Supports

- ✓ General
- ✓ Population specific
- ✓ Culturally specific

Service Specific Support

- ✓ Addresses a specific client need
- ✓ Contributes to wrap around housing stabilization supports

Support Principals

- Individualized, flexible, and responsive
- Person centred and client driven
- Grounded in Housing First, Harm Reduction and Eviction Prevention approaches
- Offer skill building opportunities to strengthen personal and community resiliency
- Focused on community integration
- Work collaboratively as part of a circle of support
- Contribute to long-term housing stabilization and success

Follow Up Supports



Program Details

Follow Up Support Programs:

- Connect with individuals and families exiting homelessness to work towards continued housing stability.
- Help clients integrate into their community and provide linkage to appropriate services and resources that help maintain housing and live independently.

Long-term Housing Stabilization and Success

- Provide housing specific supports
 - engagement with landlords
 - education around roles and responsibilities as a tenant
 - support with on-time payment of rent
- Supports that promote health and wellness
- Access to Income supports and education
- Complementary Supports
- Social Inclusion
 - Access to culturally relevant supports
- Direct referrals (internal) or through strategic partnerships

Service Delivery Requirements

- Adhere to Follow Up Support Transfer Guidelines
- Use of the City's Common Assessment Tool
- Service planning
 - Needs assessment
 - Initial intake
 - Case planning
 - Discharge planning
- Engage in assertive and mobile outreach
- Collaborative service model
- Compile, maintain and provide program statistics and submit activity data and program outcomes as required

Staffing

A Follow-Up Support team should include:

- Caseworkers (primarily low to moderate supports) and/or
- Case Managers (to support with complex and high/intensive needs)
- Dedicated Supervisors (for large teams 1:6+)

Frontline and Supervisory staff will be expected to participate in all meetings and case conferencing process established to support the Follow Up Supports program to function effectively

Case Management

As a part of the case management framework we are looking for supports that:

- Integrate the City's Common Assessment Tool
- Ensure comprehensive service planning
- Provide a clearly outlined discharge plan and,
- Proactively monitor and evaluate client's progress

Standardized Blended Caseloads

- 1:15- 1:20
- Low (0-1x/week), moderate (2-3x/week), high (4-5x/week)
- Fluctuating and episodic needs

Phased Approach (example)

- **Phase 1 (Months 1-3)**
 - High frequency of contact; 2-3x per week
 - Focus on building the relationship and trust
 - Develop a comprehensive service plan (discharge starts at intake)
- **Phase 2 (Months 4-8)**
 - Moderate frequency of contact; 1-2x per week
 - Focus on building clients formal and informal support network
- **Phase 3 (Months 9-12)**
 - Low frequency of contact; 1x per week
 - Discharge process initiated

Service Specific Support Programs



Program Details

- Service Specific Supports provide unique services to people who require additional support to achieve housing stability
- Centralized services available to provide time-limited supports
- Services may include, but are not limited to:
 - Voluntary financial trusteeship
 - Harm Reduction
 - Hoarding (Collecting) Supports
 - PSW and OT supports
 - Other supports as proposed by applicants

Service Delivery Requirements

- Prioritize direct referrals from Follow-Up Supports providers
- Works collaboratively with Follow Up as part of a circle of support (care team)
- Accept referrals through Coordinated Access
- Adhere to Transfer Guidelines as appropriate
- Compile, maintain and provide program statistics and submitting activity data and program outcomes as required
- Integrate the City's Common Assessment Tool



Core Services

- ✓ Offer person-centred services that are flexible and customized in a manner that is collaborative, non-judgemental and operates within a Harm Reduction and Eviction Prevention framework;
- ✓ Provide flexible, mobile services that meet people's needs, including within the community;
- ✓ Offer client-centred and goal-oriented support;
- ✓ Participate in and initiate (where appropriate) coordinated care planning in partnership with Follow Up and other service providers as required;



Referral Process

Referral Pathways

Follow- Up Supports

All referrals to Follow Up Supports will come through Coordinated Access who will match clients to the appropriate supports provider.

Service Specific Supports

Service Specific Supports will receive direct referrals from Follow Up Supports as well as through Coordinated Access.

Assessment and Matching

- Comprehensive Needs Assessment (STARS)
- Levels of Support

	0-1 times per week	2-3 times per week	4-5 times per week	6+ times per week
Housing supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finances, education & employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social & community supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication & organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal & immigration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & wellness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities of daily living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staying safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Coordinated Access commitment

- Strong communication between all stakeholders
- Clear communication channels
- Quick turn around time
- Collaborative working processes with all stakeholders
- Organize Monthly Community of Practice meetings
- Lead working groups for supervisors/managers*



Application Support

TGRIP – <https://cot.smartsimple.ca>



Login

✉ Email

🔑 Password

Login

[Forgot Password?](#)

Learn more about our

[Privacy & Security policies](#)

New to the System?

Register Here

Welcome to the City of Toronto

Welcome to the City of Toronto's Grants, Rebates and Incentives Portal.

Applying online is a three step process. You must:

1. Register
2. Activate your account
3. Fill out an application.

Please check individual funding and grant programs for eligibility criteria and application deadlines on the [City's Grants, Incentives & Rebates page](#).

TGRIP – Launching a Funding Opportunity

The screenshot shows the City of Toronto TGRIP portal dashboard. At the top, there is a blue header with the City of Toronto logo on the left and navigation links for 'Home' and 'Organization Profile' on the right. Below the header, there is a navigation bar with a back button and a 'Back' button. The main content area features a welcome message: 'Welcome Housing, to the City of Toronto Grants, Rebates and Incentives Portal (TGRIP)'. Below this, a sub-header reads 'Click the links below to access more information on each item.' The dashboard is organized into sections. The 'My Requests' section is highlighted with a red circle and contains four items: '4 My Funding Opportunities', '0 My Activities For Attention', '0 Follow Ups Action Required', and 'Payments'. Below this section is an 'Applications' section.

TORONTO Home Organization Profile

← Back

Welcome Housing, to the City of Toronto Grants, Rebates and Incentives Portal (TGRIP)

Click the links below to access more information on each item.

My Requests

4
My Funding Opportunities

0
My Activities
For Attention

0
Follow Ups
Action Required

Payments

Applications

TGRIP – Funding Opportunities List View

Funding Opportunity Name	Division	Funding Cycle	Submission Deadline	View Guidelines
Homelessness Prevention (HASS 2022-2025)	Shelter, Support & Housing Administration (SSHA)	Oct 1, 2022 - Mar 31, 2025	Tuesday 24 May, 2022 at 11:59:00 PM	View Guidelines Apply
Housing Focused Client Supports (HASS 2022-2025)	Shelter, Support & Housing Administration (SSHA)	Oct 1, 2022 - Mar 31, 2025	Tuesday 24 May, 2022 at 11:59:00 PM	View Guidelines Apply
Street Outreach (HASS 2022-2025)	Shelter, Support & Housing Administration (SSHA)	Oct 1, 2022 - Mar 31, 2025	Tuesday 24 May, 2022 at 11:59:00 PM	View Guidelines Apply

TGRIP – Eligibility Checklist

▼ Eligibility Checklist

The following eligibility requirements must be satisfied in order to apply for this funding opportunity:

- a. the organization shall be 1) located within the boundaries of the City of Toronto, or 2) an urban off-reserve Indigenous-led organization located in the City of Toronto who may also provide culturally-based programming outside the boundaries of the City of Toronto;
- b. the services funded through the grant shall take place within the boundaries of the City of Toronto, with the exception of services being delivered by urban off-reserve Indigenous-led organizations, that yield direct benefits for the urban Indigenous communities of Toronto;
- c. the organization shall provide information which demonstrates that it does not, in the absence of the grant, have the financial resources necessary to undertake the activity for which the grant is requested;
- d. the organization shall have legal not-for-profit or charitable status or be an urban off-reserve Indigenous-led organization;
- e. the organization shall not be or have been indebted to the City or be in default of the terms and conditions of any agreement (including any previous grant agreement) with any division, agency, board or commission of the City of Toronto under the discretion of the Division Head;

I declare that our organization meets all of the above criteria.

 Save Draft

 Begin Application

TGRIP – Returning to an Application

Welcome Housing, to the City of Toronto Grants, Rebates and Incentives Portal (TGRIP)

Click the links below to access more information on each item.

My Requests

3 My Funding Opportunities	0 My Activities <small>For Attention</small>	0 Follow Ups <small>Action Required</small>	 Payments
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Applications

ATTENTION REQUIRED (7) UNDER REVIEW (0) APPROVED/ACTIVE (0) DECLINED (0) CLOSED/HISTORICAL

#	Application ID	Application Type	Funding Opportunity	Project Name	Application Primary Contact	Submission Deadline (mm/dd/yyyy)	Status
1	00004386	Housing Access and Support Services	Housing with Supports (HASS 2022-2025)		Housing Worker	12/15/2021 11:59 PM	Draft
2	00002766	Housing Access and Support Services	Housing with Supports (HASS 2022-2025)		Housing Worker	12/15/2021 11:59 PM	Draft

Support and Resources

- Application Guide – Housing Focused Client Supports
 - Appendix A: Program Model – Housing Focused Client Supports
 - Appendix B: Budget & Work Plan – Housing Focused Client Supports
 - Appendix C: Work Plan definitions
- Help Desk Information Sessions – April 14th & 28th
- Please check the website for updates

[Housing Support & Homelessness Grants – City of Toronto](#)

- For questions email: HSS@toronto.ca

Questions?

HSS@toronto.ca