

# Street Outreach

## Funding Opportunity Information Session

March 23, 2022





# Welcome & Introductions

# Agenda

- Land Acknowledgement
- African Ancestral Acknowledgement
- Street Outreach Funding Overview
  - Street Outreach program
  - Encampments
- 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 aim to:

- 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 2.8 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, including timelines, shows an understanding of the scope of the work
- 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 SSHA 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 SSHA and City Indigenous and CABR unit experts

# Timelines

Funding Launch Date	March 28, 2022
Virtual Information Session	March 23, 2022
Application Help Desk Information Sessions	April 14 <sup>th</sup> & 28 <sup>th</sup> 2022
Deadline for Written Questions from Agencies	May 4 <sup>th</sup> , 2022
<b>Funding Submission Deadline</b>	<b>May 24, 2022</b>
Decisions Sent to Agencies	July 2022
<b>Funding Term</b>	October 1, 2022- March 31, 2025

# Street Outreach



# What is Street Outreach?

Street outreach programs work with people who are experiencing homelessness and living outside or spending a significant amount of their time on the streets.

The areas of service are:

- street outreach services
- Indigenous- specific street outreach,
- specialized multi-disciplinary street outreach.


# Who does Street Outreach work with?

Programs offering Street outreach services work with people who do not have a fixed address and face multiple barriers in securing and maintaining housing and require significant support in the transition to living indoors.





# Street Outreach Supports



**Streets to Homes**  
street outreach and support program

**24/7 services**


To access Streets to Homes outreach services, **call 311**

To access inside space, **call 311** or **Central Intake** at **416-338-4766**, **1-877-338-3398**

**911** In case of emergency, call 911 (illegal activity, trespassing, violence and medical distress)

Services for people who are 16 years or older, who are sleeping outside and are not working with any other housing workers/agencies:

- food and water
- warming/ cooling centres during Extreme Weather Alerts
- housing
- ID and income supports
- medical supports/ resources, wellness checks
- blankets and sleeping bags in winter
- shelter bed or 24-hour respite space (Streets to Homes Transitional Bedded Program)
- clothing and supplies
- harm reduction supplies and harm reduction services



Call **3-1-1**

# Spectrum of Support

Supports will include:

- assessment and intake
- creating sustainable housing case plans
- system navigation
- resource application
- referral to additional supports
- development and maintenance of a rental housing inventory

# Spectrum of Support – (con't)

Supports will:

- Be individualized, flexible, and responsive
- Be client-driven
- Be culturally-specific ( eg: Indigenous tenants)
- Be based on a Housing First, Harm Reduction approach
- Promote social supports
- Connect tenants to ongoing community-based resources
- Offer skill building opportunities to strengthen personal and community resiliency.

# Service Delivery Requirements

- Conduct intentional street outreach within the city of Toronto, including parks, under bridges and in ravines and offer support to find and secure housing
- Provide client centered services 24 hours a day, 7 days a week, 365 days a year
- Respond to Outreach requests for service within 2 to 3 hours
- Future State: Document client interactions and case plans on the Shelter Management Information System (SMIS)

# Service Delivery Requirements (con't)

- Respond to calls for service in collaboration with S2H.
- Participate in all meetings and case conferencing processes established by S2H
- Distribute lifesaving supplies such as sleeping bags, blankets, water, and harm reduction supplies.
- Respond to and investigates enquiries, complaints and urgent situations involving clients.

# Service Delivery Requirements

- Refer clients into safe indoor spaces
- Provide harm reduction supports / education
- Connect clients to medical supports
- Develop housing case plans with people, including preparing documents required to secure housing, and work with landlords to secure housing.

# Service Delivery Requirements (con't)

- Develop and nurture neighbourhood connections and recognition within catchment area served using community development principles.
- Liaise with staff from other programs and community agencies (e.g., hospitals, social workers, doctors, courts, immigration, shelters, drop-ins, health clinics, legal programs, other City Programs, etc) to provide program information or in advocating for transfers/placements of clients.

# Service Delivery Requirements (con't)

- Refer people who have been housed to the Coordinated Access Follow-Up Support Program and participate in client transfer meetings with the assigned follow-up worker. Provide housing support and follow up while waiting for transfer completion.
- Participate in new and ongoing processes to move people to permanent housing, such as the Rapid Rehousing Initiative and Priority Access to Housing and Supports (PATHS) process.



# Service Delivery Requirements (con't)

- Access to vehicles
- Client pick up and transfers
- 1:10 ratio of staff to clients
- Teams of two workers
- Advise when unable to attend or perform outreach
- Provides comprehensive development opportunity to peer workers or pair with agencies that do have peer supports

# Extreme Weather Alert Requirements

- Response during Extreme Weather Alerts constitutes a periodic but critical part of the work that outreach teams must provide. These fluctuations in weather occur year round and include both Heat Alerts and Cold Weather Alerts.
- Outreach agencies will be expected to pivot during Extreme Weather Alerts to providing wellness checks and responding to service requests on a 24/7 basis for the duration of the alert.

# Harm Reduction requirements

- Provide and administer naloxone
- Referral to community supports
- Increase awareness and use of supervised injection services throughout Toronto
- Collect discarded harm reduction supplies found while doing outreach
- Provide safer drug use education, including overdose prevention and response
- Provide safer drug use supplies, and distribute naloxone
- Encourage safer drug use supply disposal

# Encampments



# Define Encampments

## What is an Encampment?

- An Encampment is when an individual or group is occupying space as temporary accommodation.
- This can be done with tents, huts, cardboard structures, etc

## Who lives in an Encampment?

- Someone experiencing homelessness
- A community of people; friends, couples, single individuals & pets



# Defining Encampments (con't)

Why might someone choose to live there?

- Feeling of independence, freedom and community
- Reduced options due to the pandemic
  - for people to stay with friends, family or other temporary accommodations;
  - fears related to COVID-19 in the shelter system;
  - an increase in the number of people discharged from provincial correctional facilities, who may not have housing to return to;
  - the closure of other provincial programs and services
- Negative experiences at shelters or drop ins
  - Theft, assault, unpredictable behaviour, institutional like policies, drug use, illegal activities, general cleanliness and pest control issues etc.

# Encampment Office

- The EO's role is to coordinate services, community development, communication about encampments and fill gaps.
- The EO is City wide and represents SSHA and all City divisions on encampment work.
- SSHA leads all responses related to encampments:
  - Abandoned
  - Outreach and offers of safer indoor space with supports
- EO will reach out to funded partners directly or through S2H to make determinations around next steps for each encampment site
- The EO is ensuring that all City Divisions and our Community Partners are working towards a goal of 0 encampments City-wide

# Health and Safety

Multiple City divisions including Toronto Public Health, Toronto Fire and the City's Encampment Office have identified several health and safety risks associated with encampments including:

- Limited access to clean drinking water and food
- Individual experiencing acute mental health challenges
- Risk of death due to drug overdose
- Risk of death due to extreme weather conditions
- Elevated risk of fire
- Limited access to hygiene and sanitation stations.



# Outreach and Engagement Approach to Encampment Residents

## Client Centred Approach

- Meeting an individual where they are at by respecting and working with their values and personal priorities

## Strength Based Approach

- Acknowledging inherent capacity, strengthens, and resiliency

## Trauma Informed Approach

- Being mindful of an individual's history, and how past experiences impacts current behaviours, coping mechanisms and needs, informing services approach

## Housing First Approach

- no housing readiness requirements, client choice, strengths based and client-centered supports, and a focus on community integration.

# Outreach Role at Encampments

- Build rapport with encamped clients with the aim of developing housing plans
- Provide clients with immediate referrals to safe indoor spaces (Shelter/ Hotel)
- Provide clients with referrals to health and mental health supports
- Connect clients with specialized services provided by S2H and its funded partners.

# Relevant Policies and Regulation

## City of Toronto By-Law:

- Relates to the prohibition of the installation, attachment or erection of any permanent or temporary tent, structure or shelter on City property
- Toronto Municipal Code Chapter 743 section 9, Use of Streets and Sidewalks
- Toronto Municipal Code Chapter 608 section, Parks
- Toronto Municipal Code Chapter 636 section 23, Public Squares

# Relevant Policies and Regulation (con't)

## City of Toronto Interdivisional Protocol (IDP)

- The interdivisional protocol (IDP) is a policy developed by Parks Forestry and Recreation and approved by City council 2005 to improve coordination between city divisions as they address the presence of encampments and homelessness across the city
- The Interdivisional Protocol is organized and lead by the City of Toronto Encampment Office and Encampment Steering Committee
- Outreach role within this protocol is to offer services and support clients in advance of and throughout the City's posting and clearing process..



# Enforcement Action

**Outreach teams are not associated with and have no involvement with any enforcement actions**

# Expectations for funded Agencies

- Respond to calls for service in collaboration with S2H to respond to encampment sites across geographical areas
- Responds to and investigates enquiries, complaints and urgent situations involving clients.
- Performs walkthrough of encampment sites to assess safety hazards and recommends safety measures.
- Maintains current knowledge of legislation, community services, resources, policies, programs, procedures and issues affecting client population.

# Expectations (con't)


- Report and provide status updates as required
- Ensure any Fire Safety issues are reported
- Food Distribution
- Provide Harm Reduction Supplies and Education



# 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

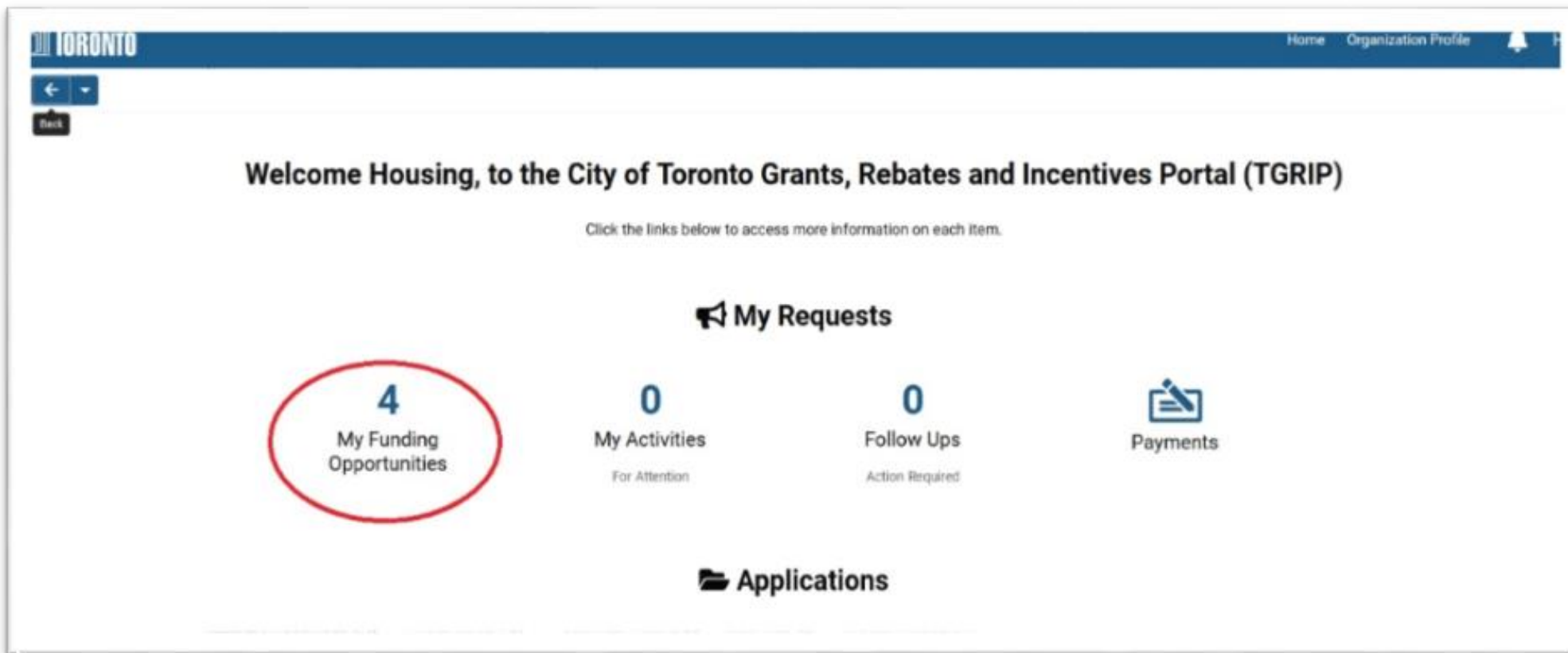
Welcome to the City of Toronto's Grants, Rebates and Incentives Portal.

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



# 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	<a href="#">View Guidelines</a>	<a href="#">Apply</a>
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	<a href="#">View Guidelines</a>	<a href="#">Apply</a>
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	<a href="#">View Guidelines</a>	<a href="#">Apply</a>

# 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

Home Organization Profile  H



## 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  
For Attention

**0**  
Follow Ups  
Action Required

  
Payments

### 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 –Street Outreach
  - Appendix A: Program Model – Street Outreach
  - Appendix B: Budget & Work Plan – Street Outreach
  - Appendix C: Work Plan definitions
- Help Desk Information Sessions – April 14<sup>th</sup> & 28<sup>th</sup>
- Please check the website for updates

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

Questions?