



better lives

empathy meets empowerment

- ✓ **Community, Stakeholders and Making Better Lives**
 - ✓ **Building Synergies**
 - ✓ **Co-Develop Solutions**
 - ✓ **We Can Help**



Making Better Lives

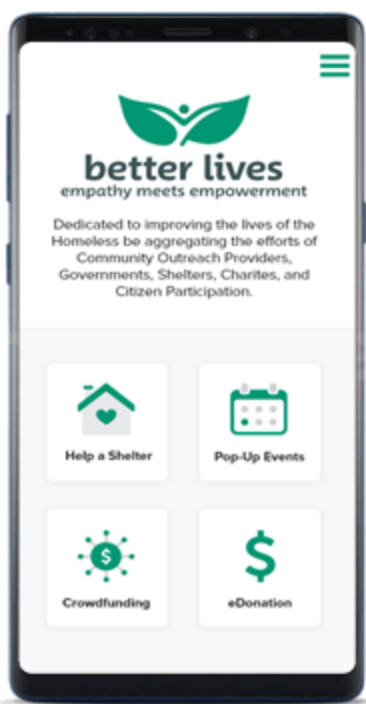
A Toronto based non-profit company, established 2019 with six volunteering members who want to give back. First Toronto, Province and Across Canada.

The Better Lives Digital Platform and the Better Lives App (A 24/7 Digital Tool)

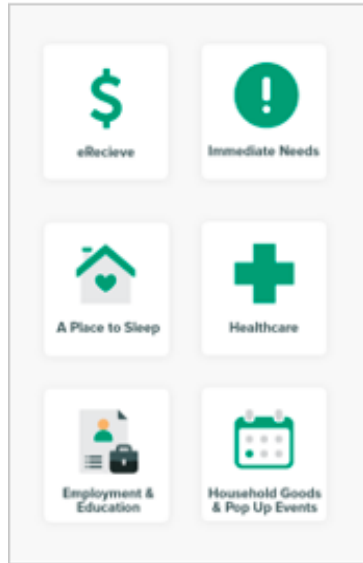
Mobilizing our community in an innovative way that **encourages direct engagement** and the allocation of non-financial and financial donations

A **24/7 digital tool** for our three User Groups.

We are not a Digital Yellow Pages App and will be free to the three User Groups.



Home Screen Icons (Zoomed In)



- Each User Group Has Their Own Section.
- In the beginning a lot of our design and development work was with S2H
- Digital Platform is supported by AWS.

Who We Are Aiming To Help - MBL's Three User Groups



+ Those Who Are Experiencing Homeless - Offering a digital tool that will help to connect them directly to their support workers, social/housing/financial service providers and citizens. We aim to put in the palm of their hand a 24/7 wrap around digital support companion |(avatar) that gives them the right resources, with the right people, at the right time, in the right place. This includes two specific groups:

- * Those sleeping rough on the streets and in encampments
- * Those who are going through the critical transitioning phase from streets to homes.
- * But anyone who can benefit from using our Better Lives App is welcome.

+ Housing and Social Service Providers + Their Support Workers - Offering a digital platform to connect directly with citizens and their clients to facilitate the transfer of much needed services and resources while providing digital support to their support workers.

+ The Citizen - Offering a digital tool that will help the community i) gain a better understanding of the local homelessness situation ii) engage with their preferred method of giving and iii) provide an additional source of resources

Bringing To Those Experiencing Homelessness

Digital + Financial + Social

INCLUSION

The Better Lives App/Tool and Digital Platform will Assist in Providing Life Stabilization Support Services In The Same Way The Local Community Does



Embedding the local Life Stabilization Support Services Program into our digital platform we can do our part to deliver digitally the support and resources needed to make the journey from streets to homes easier and faster. Those experiencing homelessness will have the following 10 Categories on their Better Lives App Homepage.

- eReceive
- Health Care
- Personal Well Being
- Household Goods
- Daily Walk In Centres



- Immediate Street Needs
- Education and Employment
- Street Advice
- Housing Help
- Connection to the Community

Our Objective, using the Better Lives App, is to provide a direct, personal, independence building digital experience accessing the vital community services and resources needed to have a Better Life.



Collaborative Work Groups

*** Banking Work Group**

*** Personal Digital ID Work Group**

*** Phone Campaign Work Group**

*** Financial Literacy Work Group**

***Housing Service Provider Work Group**

(24/7 Digital Life Stabilization Wrap Around Support Platform)

Co-developing Solutions For Digital + Financial + Social Inclusion ... Join Us

Banking Work Group



Established over 18 months ago with key community stakeholders

Reduce /remove barriers associate with P2P transactions for 'on the street donations'

Many ideas were investigated because at the time because not everyone could open a bank account. We pitched to a number of banks and got a NO until we found one that would accept opening a bank account with no Fixed Address and be willing to work with everyone experiencing homelessness and engage in P2P transactions.

Then we found having two pieces of required Personal ID, one with a photo was almost impossible. Ontario Health Cards were not accepted but Ontario Photo ID Cards

Then we found Ontario Photo ID Cards cost \$35.00 and who was going to pay for that.

Then the test pilots and everyone had a different idea to how a bank account was to be open but not so much the knowing the right way

The end results were incredible

The Opening A Bank Account Protocol Document is for everyone to use.

We are not finished yet – We need Phones, Digital ID, Financial Literacy



Banking Work Group

Bringing to Social and Housing Service Providers a Protocol Document explaining how to help their clients successfully open a bank account and immediately sign up for i) direct deposit payments of financial benefits at Service Ontario ODSP and OW, ii) timely direct debit payments for rent and phone expenses to reduce lack of retention and maintain connectivity, iii) much needed services and employment opportunities, iv) online banking and benefits services and v) “on the street’ donations in a cashless society.

Protocol Document for Opening Bank Accounts For Those Experiencing Homelessness and are Unbanked

Date: December 8, 2022

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Personal Digital ID Work Group

Bringing together key stakeholders to launch a verifiable data registry based digital wallet with four pieces of Personal ID acceptable to the banking community and other social service organizations.

Phone Campaign Work Group

We are looking for Service Providers who would benefit from their clients having a phone by improving the direct connection between them, their support workers, the resources and services they need as well as to the community network. If interested, please join us to help design and launch the campaign that will bring a sustainable supply and distribution network to those who are experiencing homelessness and cannot acquire a phone. Our goal is to promote financial, digital and social inclusion and advance their progress from streets to homes.

Financial Literacy Work Group

We are looking for Service Providers who are keen to bring financial stability and knowledge to those experiencing homelessness to work together to co-design a booklet and source the content.



Housing and Social Service Provider Work Group

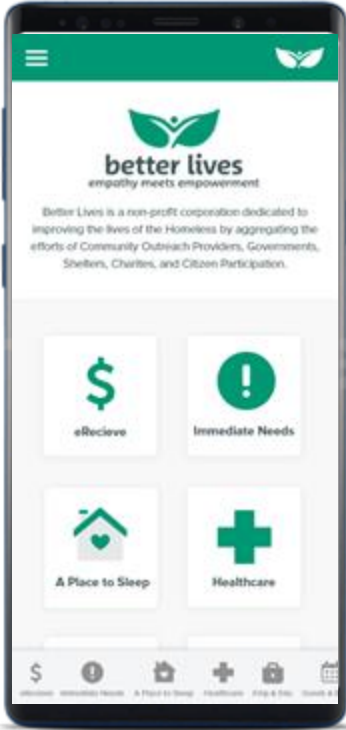
Bringing together local Housing Service Providers and Municipal Housing Corporations to i) reduce the barriers that prevent both existing and future supply of housing from being digitally accessible and fully utilized and ii) co-develop a Digital 24/7 Life Stabilization Wrap Around Support Platform that will assist both those experiencing homelessness in accessing the resources and service they need as well as the Housing and Social Service Providers and their support workers who deliver them.



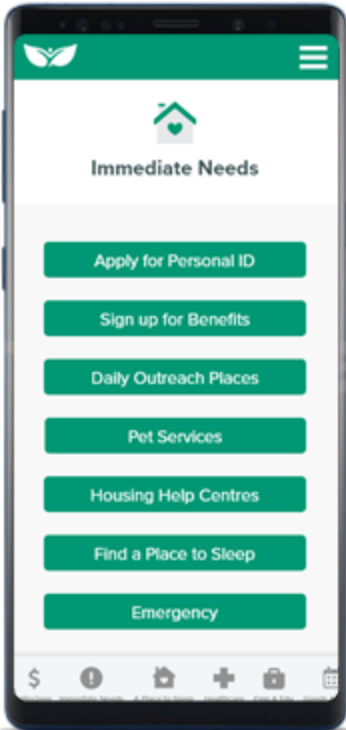
Homelessness Services – Example: Find a Place to Sleep



Click A Place to Sleep



Click Apply for ID



Dialing 311





Our Ask:

Join Us – Become part of our i) User Groups, ii) Project Work Groups, iii) Test Pilots and iv) Development Phases.

Everything we do is based on a Collaborative Effort and MUST be 100% Inclusive with the Housing and Homelessness Community. We bring you a ‘blank digital slate’.

Make a Connection With Us. It would help so much when we start a project we knew who to contact and could get a response back or know what you think. feedback.



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***Questions
and
Thank You***