

INTERIM SHELTER RECOVERY AND INFRASTRUCTURE IMPLEMENTATION PLAN

Shelter, Support and Housing Administration

October 7, 2020



Overview

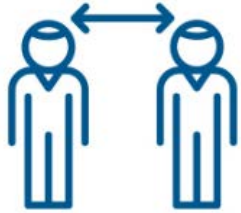
- Implementation action plan for the City's COVID-19 response for homelessness services for the next 12 months
- Identify opportunities to leverage actions for more permanent solutions to homelessness
- SSHA's 2021 Shelter Infrastructure Plan
 1. **Ensuring preparedness for resurgence**
 2. **Adapt service models to the COVID-19 context**
 3. **Leveraging opportunities for housing and the Shelter Infrastructure Plan**
 4. **Minimize the flow of people into homelessness**
 5. **Ensure recovery addresses inequitable outcomes**

Interim Shelter Recovery Task Force

- Sector stakeholders were engaged through a Task Force to help guide the strategy development
- The task force's advice was supplemented with consultations with a broad range of stakeholders. Consultations were conducted with:
 - Clients and people with lived experience
 - Leaders of community organizations operating shelters, and hotel programs
 - Health partners
 - Black-led and Black-serving organizations
 - Violence Against Women (VAW) shelter sector
 - Research and data specialists
 - SSHA staff
 - Frontline staff across the health, homelessness, and broader community sectors
- A separate, parallel Indigenous process and strategy co-created with Toronto Indigenous Community Advisory Board

1. Ensure preparedness for resurgence

2 metres apart

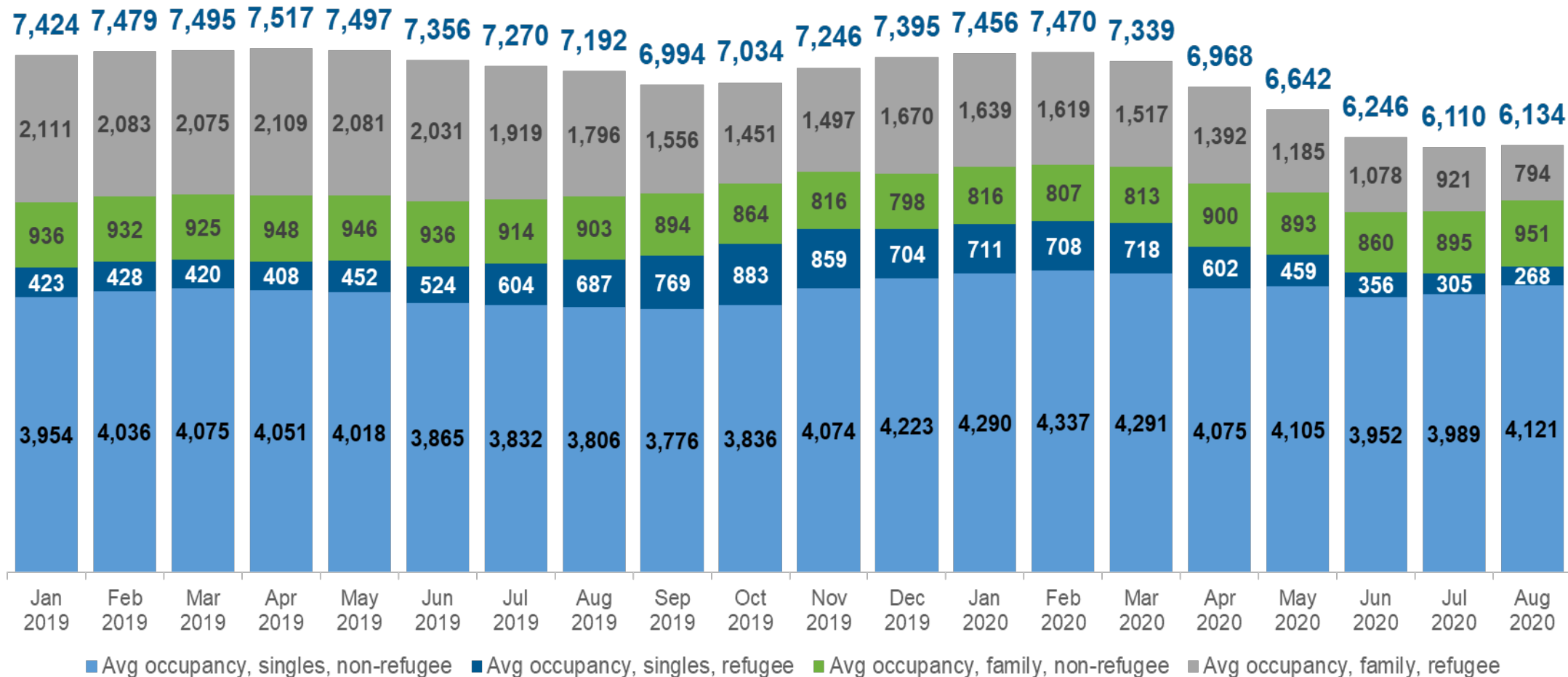


- Maintain physical distancing in the shelter system through expanded facilities (extend lease for existing hotel programs)
- Explore design options to further reduce transmission of the virus
- Continue proactive mobile testing in partnership with TPH and health partners
- Maintain mandatory masking for staff and clients
- Work with TPH and health partners to provide additional in-person IPAC training and supports
- Continue and enhance strategies for outbreak management, isolation and recovery
- Ensure staffing capacity needed to maintain essential service delivery and expanded service locations

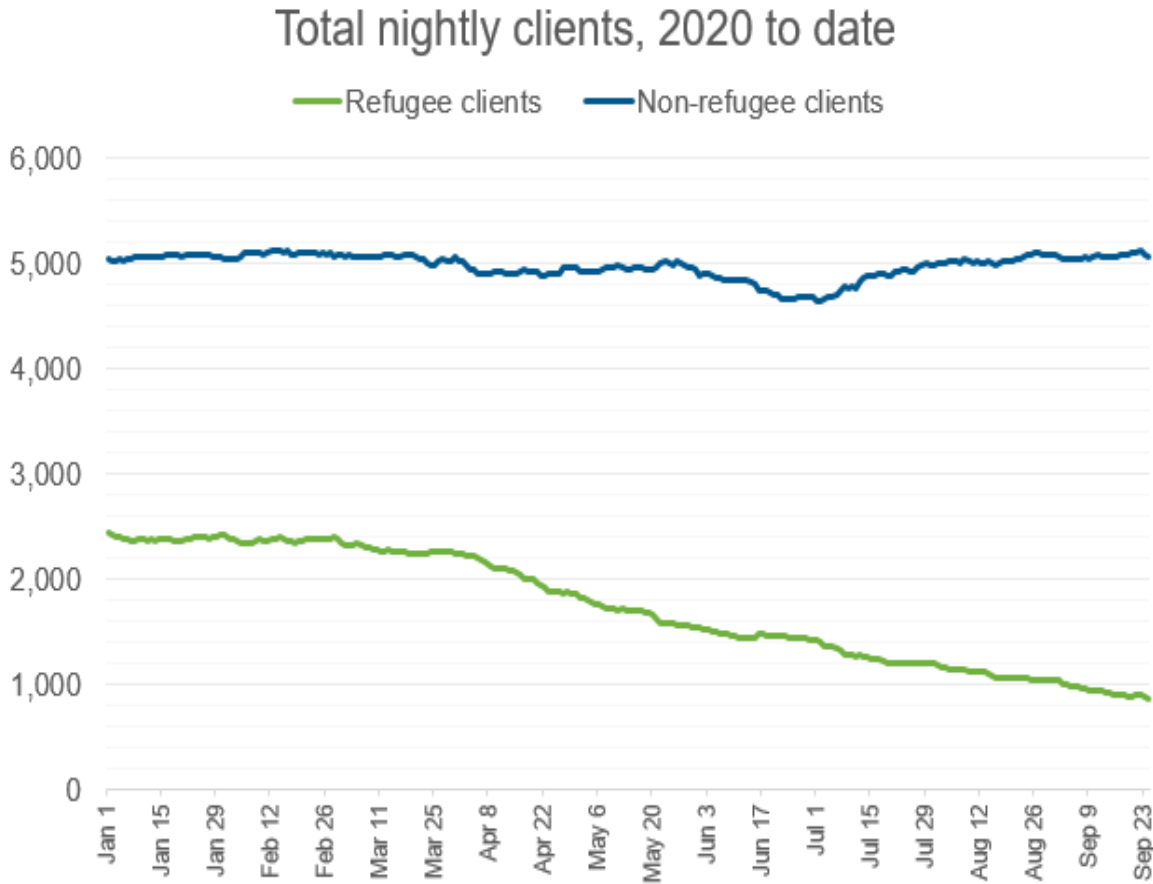


2. Adapt Service Models to the COVID-19 Context

Shelter System Occupancy

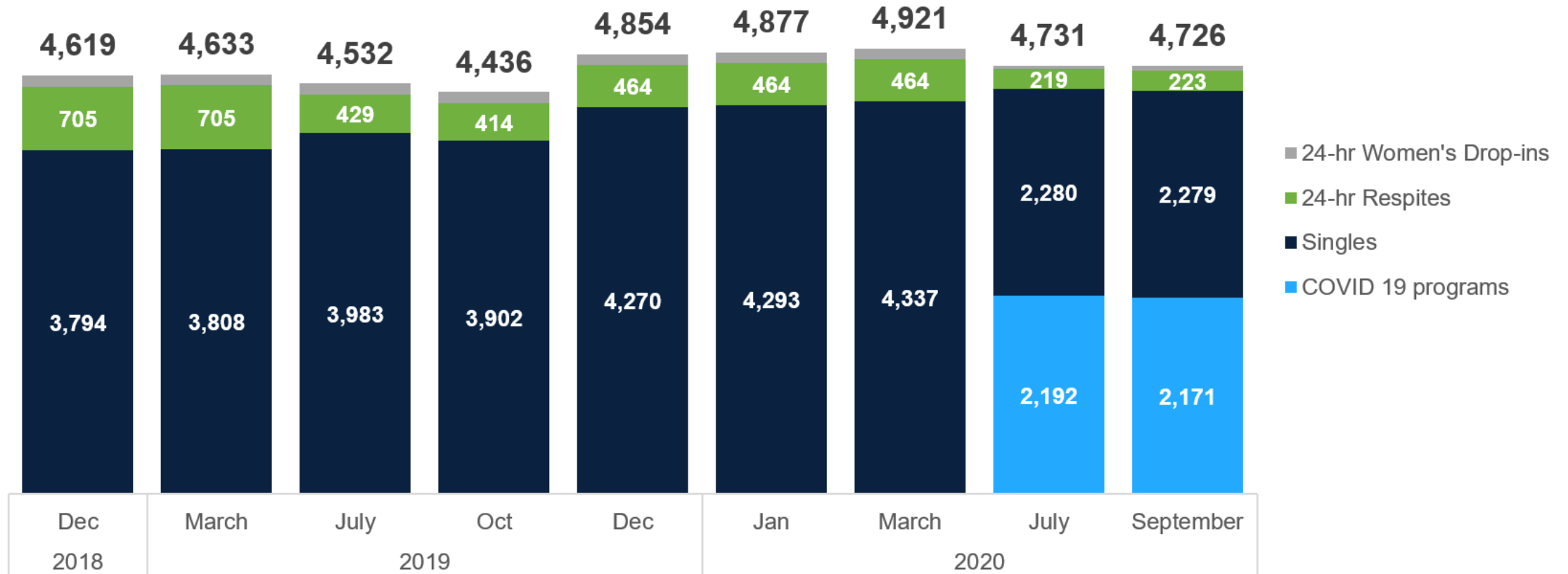


Shelter System Capacity: Refugee and non-refugee clients in shelter



Date in 2020	Non-refugee clients	Refugee/ asylum claimant clients
March 15	5,076	2,266
April 1	5,019	2,245
April 15	4,902	2,067
May 1	4,932	1,824
May 15	4,960	1,703
June 1	4,894	1,537
June 15	4,809	1,442
July 1	4,650	1,420
July 15	4,891	1,245
August 1	5,001	1,173
August 15	5,001	1,084
September 1	5,057	1,033
September 15	5,068	910

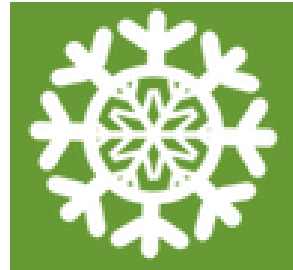
Singles Shelter System Capacity



2020/21 Winter Service Plan



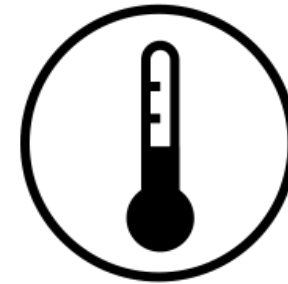
Additional
winter
capacity



Replace Out
of the Cold
Capacity



Supportive
Housing



Warming
Centre
during
ECWAs



Enhanced
street
outreach
response

Encampments

- COVID-19 response strategy for outreach and encampments:
 - Access to safe indoor space, shelter and housing
 - COVID-19 education and infection prevention
 - Access to City-operated facilities with showers, washrooms, and drinking water
 - Harm reduction and encampment health and safety



Strengthen service model at temporary response shelters

- Providing enhanced mental health case management and harm reduction services in new shelter locations as an interim measure.
- Greater funding and partnership from other orders government is needed.
- Commitment to engage with communities to mitigate issues and to ensure the programs successfully integrate into the community





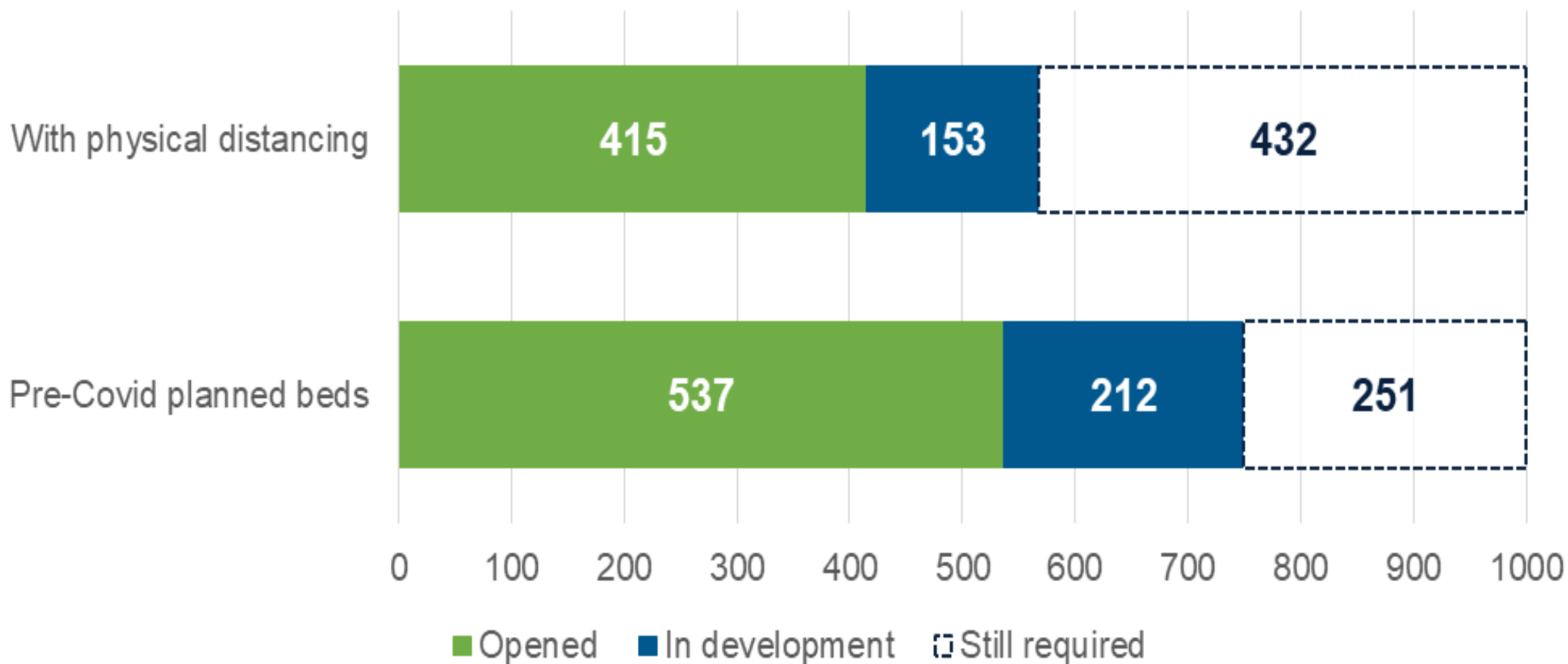
3. Leveraging opportunities for housing and the Shelter Infrastructure Plan

Continue to increase housing efforts

2,000 people moved into permanent housing through rapid re-housing, housing allowances, and rent-geared-to-income



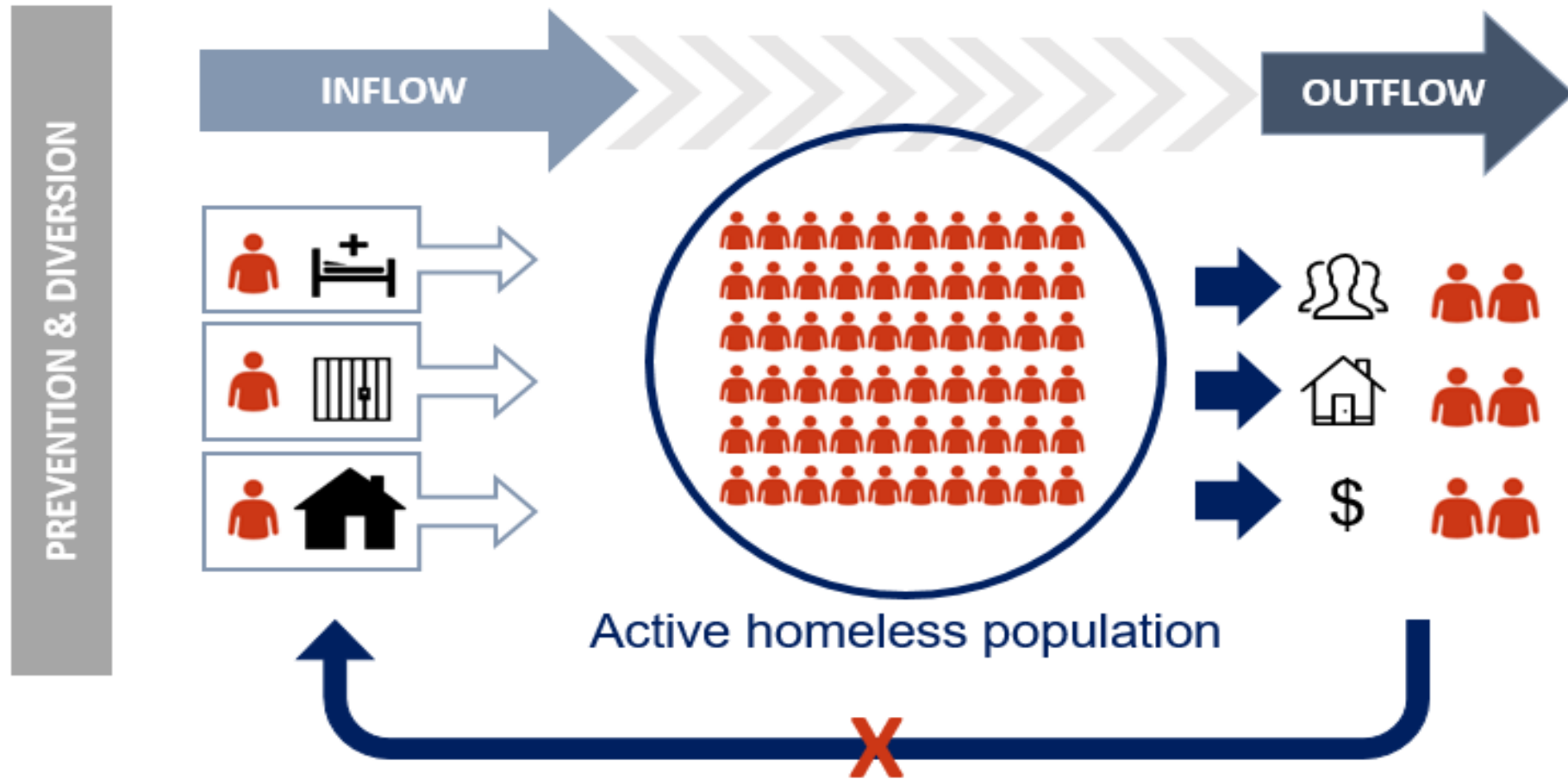
Shelter Infrastructure Plan



Redevelopment of shelter sites for housing

- Portfolio review of existing shelter facilities
- Identify two to three pilot projects to be implemented in the next 6-12 months to convert shelter sites to supportive housing for long-term shelter stayers
- Identify the cost-benefit of an alternative service model

4. Minimize the flow of people into homelessness





5. Ensure recovery addresses inequitable outcomes

Confronting Anti-Black Racism

- Collect, share, and act on race-based data
- Center the voices of Black individuals
- Promote Black leadership
- Recognize the importance of shared experience in support
- Expand invitations to tender to Black-led service providers to lead solutions in their own communities

Addressing distinct needs of Indigenous Communities

- Prioritize Indigenous-specific housing in strategies to secure more permanent housing infrastructure
- Expand Indigenous-led outreach and supports for Indigenous individuals during the pandemic
- Establish protocol to ensure Indigenous individuals who have been moved into new housing are connected with an Indigenous provider
- Support Indigenous providers to act quickly and lead solutions

Priority on Permanent Housing Solutions

What the City of Toronto wants to accomplish

Create **3,000** permanent housing opportunities (2,000 of which are intended to be supportive housing) through:



1,000 permanent modular homes



1,000 new units through acquisition, renovations and shovel-ready projects.

1,000 new portable (and flexible) Canada-Ontario Housing Benefits (COHB)

Questions?

