MyAccesstoHousingTO
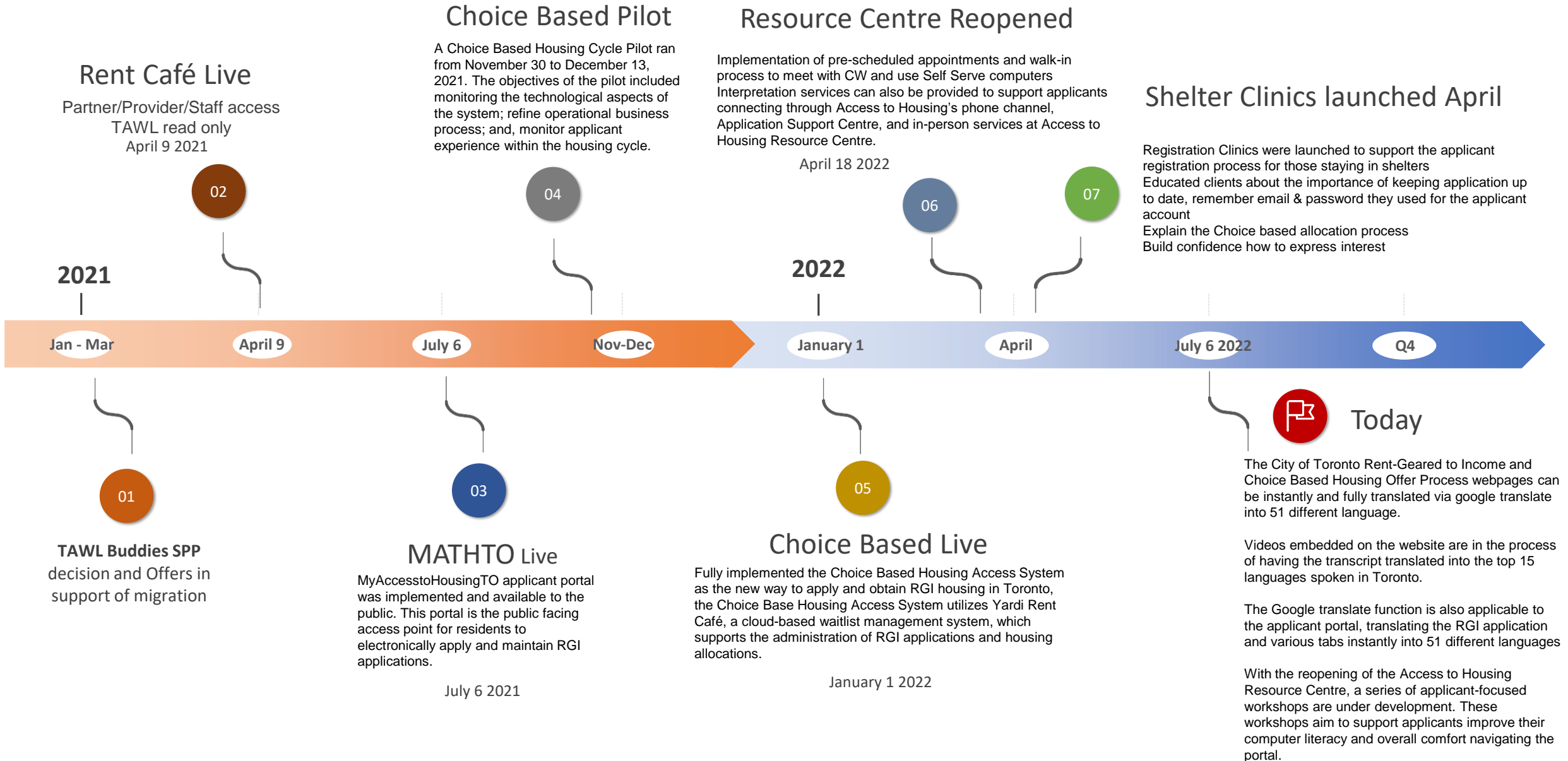
Presentation for Toronto Alliance to End Homelessness
July 13, 2022

MATHTO Adoption Milestones: High Level Overview

Choice Based Pilot

A Choice Based Housing Cycle Pilot ran from November 30 to December 13, 2021. The objectives of the pilot included monitoring the technological aspects of the system; refine operational business process; and, monitor applicant experience within the housing cycle.

Resource Centre Reopened

Implementation of pre-scheduled appointments and walk-in process to meet with CW and use Self Serve computers Interpretation services can also be provided to support applicants connecting through Access to Housing's phone channel, Application Support Centre, and in-person services at Access to Housing Resource Centre.

April 18 2022

Rent Café Live

Partner/Provider/Staff access
TAWL read only
April 9 2021

Shelter Clinics launched April

Registration Clinics were launched to support the applicant registration process for those staying in shelters
Educated clients about the importance of keeping application up to date, remember email & password they used for the applicant account
Explain the Choice based allocation process
Build confidence how to express interest

2021

2022

| Jan - Mar | April 9 | July 6 | Nov-Dec | January 1 | April | July 6 2022 | Q4 |

TAWL Buddies SPP

decision and Offers in support of migration

MATHTO Live

MyAccesstoHousingTO applicant portal was implemented and available to the public. This portal is the public facing access point for residents to electronically apply and maintain RGI applications.

July 6 2021

Choice Based Live

Fully implemented the Choice Based Housing Access System as the new way to apply and obtain RGI housing in Toronto, the Choice Base Housing Access System utilizes Yardi Rent Café, a cloud-based waitlist management system, which supports the administration of RGI applications and housing allocations.

January 1 2022

Today

The City of Toronto Rent-Geared to Income and Choice Based Housing Offer Process webpages can be instantly and fully translated via google translate into 51 different language.

Videos embedded on the website are in the process of having the transcript translated into the top 15 languages spoken in Toronto.

The Google translate function is also applicable to the applicant portal, translating the RGI application and various tabs instantly into 51 different languages

With the reopening of the Access to Housing Resource Centre, a series of applicant-focused workshops are under development. These workshops aim to support applicants improve their computer literacy and overall comfort navigating the portal.

Addressing Technology Accessibility Challenges

Identified Applicant Groups

Support Networks

Actions Taken to Support Community Needs

TORONTO

Vulnerable applicants & access issues

Applicant Group	Access issues	Waitlist Priority?
Homeless (in shelter, street homeless)	Access to technology/device, mental health, transient/hard to reach, missing documents	Yes
Victims/Survivors of Domestic Abuse and Human Trafficking	Access to technology/device, access to documents, trauma/mental health barriers	Yes
Terminally Ill	May have mobility or other medical issues	Yes
Seniors	Access to technology/device, mobility issues	No
Others with barriers to using self-service technology	Language or literacy barriers, mental health barriers, mobility barriers, legal barriers may prevent accessing technology in a sustained way	No

TORONTO

Established support network for vulnerable clients

- A2H Resource Centre: 176 Elm St
  - Applicants can receive assistance in uploading documents, accessing online account
  - Applicants participating in CB can use self-serve computer to express interest
- Application Support Centre
  - Interpretation services available
  - Application can be filled over the phone, though client required to upload documents
  - ASC can assist client in booking a Resource Centre appointment
- Housing Help Centres + Housing Help Service Providers
  - Agencies funded for providing housing help (in person, over the phone)
  - 44 agencies including 8 Housing Help Centres
- Community Agency Partners, and City Divisions
  - Violence Against Women agencies,
  - Shelters, Street outreach programs, Toronto Public Library, Seniors Services and Long Term Care, Toronto Employment and Social Services

Partners have their own access to the system, and can create and update applications

TORONTO

Further actions taken to support community needs

- NOA: Alternate documents acceptations made
  - Newcomers who have been in Canada less than one year; victims of domestic abuse or human trafficking; applicants experiencing homelessness
- Accepting documents via mail in exceptional circumstances
- Call outs to unregistered senior and SPP households
- Shelter Registration Clinics April 2022 – July 2022
  - Identified and targeted unregistered clients experiencing homelessness
  - A2H staff have visited 11 shelter locations to date
- Sent unregistered applicant list to VAW shelters
- Revised Correspondence Letters for clients
  - In progress of updating client decision letters
  - Letters will include clearer instructions, resources and how to book an appointment

ıᴒᴒᴏ TORONTO

Community training and support

- Toronto Public Library Client Workshop Project Approved June 2022
  - To be implemented August 2022 through October 2022
  - Purpose is support clients in registering, applying and understanding how to navigate the computerized online system (computer basics)
  - Goal: 50 Workshops, 15 branches
- Connected with 12 new agencies for information sessions
- RentCafé Partner training sessions offered on a monthly basis
  - Easier and faster online registration process implemented June 6 2022

TORONTO

How you can help

- Build Awareness & encourage applicants to register:
  - If your client is on the Centralized Waiting List, let them know they are required to login to keep their application active
  - Reassure applicants they will not lose their place on the waiting list
  - Promote upcoming workshops
- Support clients to be "Document Ready"
  - i.e. NOA and Status Documents
- Help Applicants Access Computers/Login to the Portal
  - Help clients create an email address
  - Direct applicants to website to access portal link
  - Support them to use the correct browser/basic navigation
- Direct Applicants to a nearby Housing Help Centre, A2H Resource Centre or Tax Clinic
  - 8 Housing Help Centres in the City, 44 Housing Help Service Providers
  - Resource Centre Appointment Booking system on our website
  - Tax Clinic Search Tool available on our website

TORONTO