

# Streets to Homes and Toronto Transit Commission Partnership

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In Toronto, the phenomenon of outdoor homelessness is not new. Since 2005, the Streets to Homes program has provided outreach supports to those living outdoors and accessing public transit

## **Program Goals**

- Referrals into the shelter system
- Create individualized and culturally appropriate housing plans
- Assistance with obtaining identification documents (ID) and income supports
- Referrals to relevant outreach partners
- Wellness checks
- Clothing and supplies
- Harm reduction supplies and harm reduction services

# Evolving partnership between Streets to Homes (S2H) and TTC

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## **TTC/S2H Service Agreement (October 2022- February 2023)**

- 1 dedicated TTC team in the morning
- 1 dedicated TTC team in the afternoon
- Outreach Staff participated in joint outreach alongside TTC constables.

## **Change in Service delivery (February 2023)**

- Joint outreach with TTC Constables ended as of February 15.
- S2H are now attending TTC locations and engaging with clients independent of TTC constables.

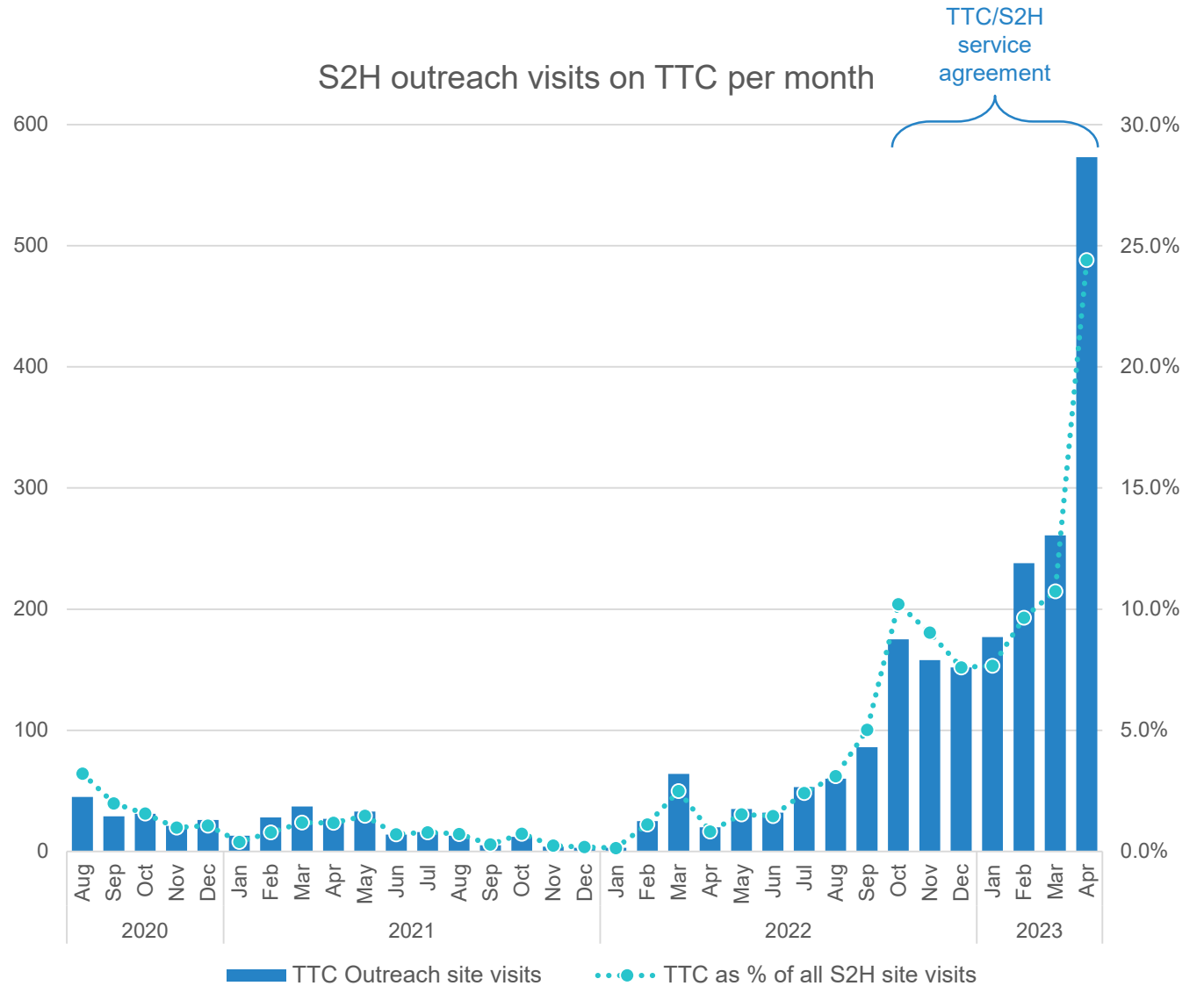
Staffing increased to 24 hour coverage beginning February 22:

- 1 dedicated TTC team in the morning
- 1 dedicated TTC team in the afternoon
- 1 dedicated TTC team on the overnight

# Streets to Homes

## TTC Outreach site visits conducted by Streets to Homes

- From August 2020 to June 2022, S2H averaged **28.3** site visits on TTC per month, or 1.3% of all S2H site visits.
- Site visits increased significantly under TTC/S2H service agreement in place from October 5, 2022 to February 2023.
- From October 2022 to March 2023, S2H averaged **193.5** site visits on TTC per month, or 9.2% of all S2H site visits.
- Site visits increased significantly in April 2023 with **573** total site visits, 24.4% of all site visits conducted by Streets to Homes in the month.

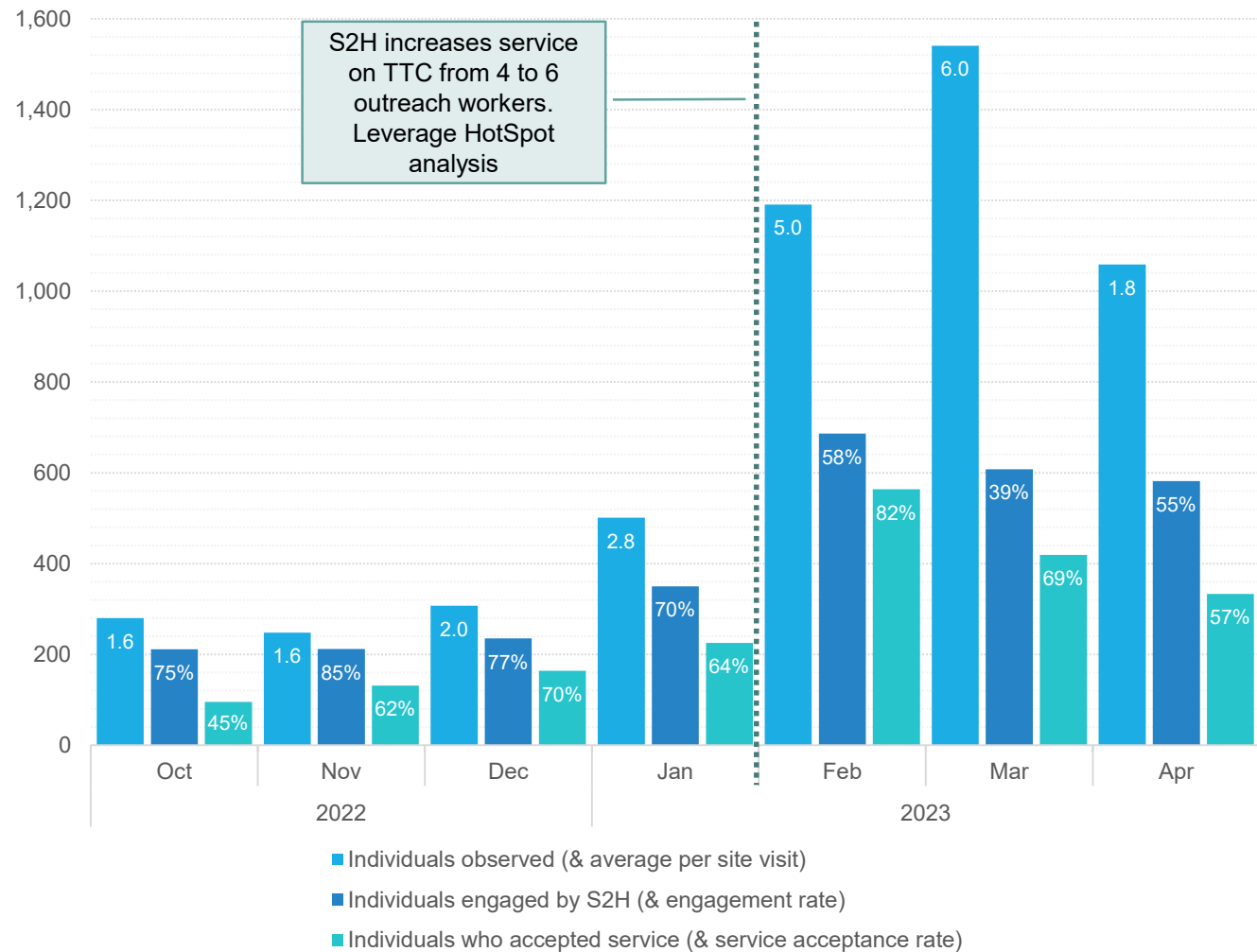


Data retrieved from S2H Outreach Tracker  
Current as of May 1 2023

# Individuals observed, engaged, and accepted service during Streets to Homes TTC site visits

- With changes in service delivery in February 2023, the number of people observed per site visits has increased significantly in February (5.0) and March (6.0), 2023. Proactive station visits based on HotSpot analysis rather than incident responses.

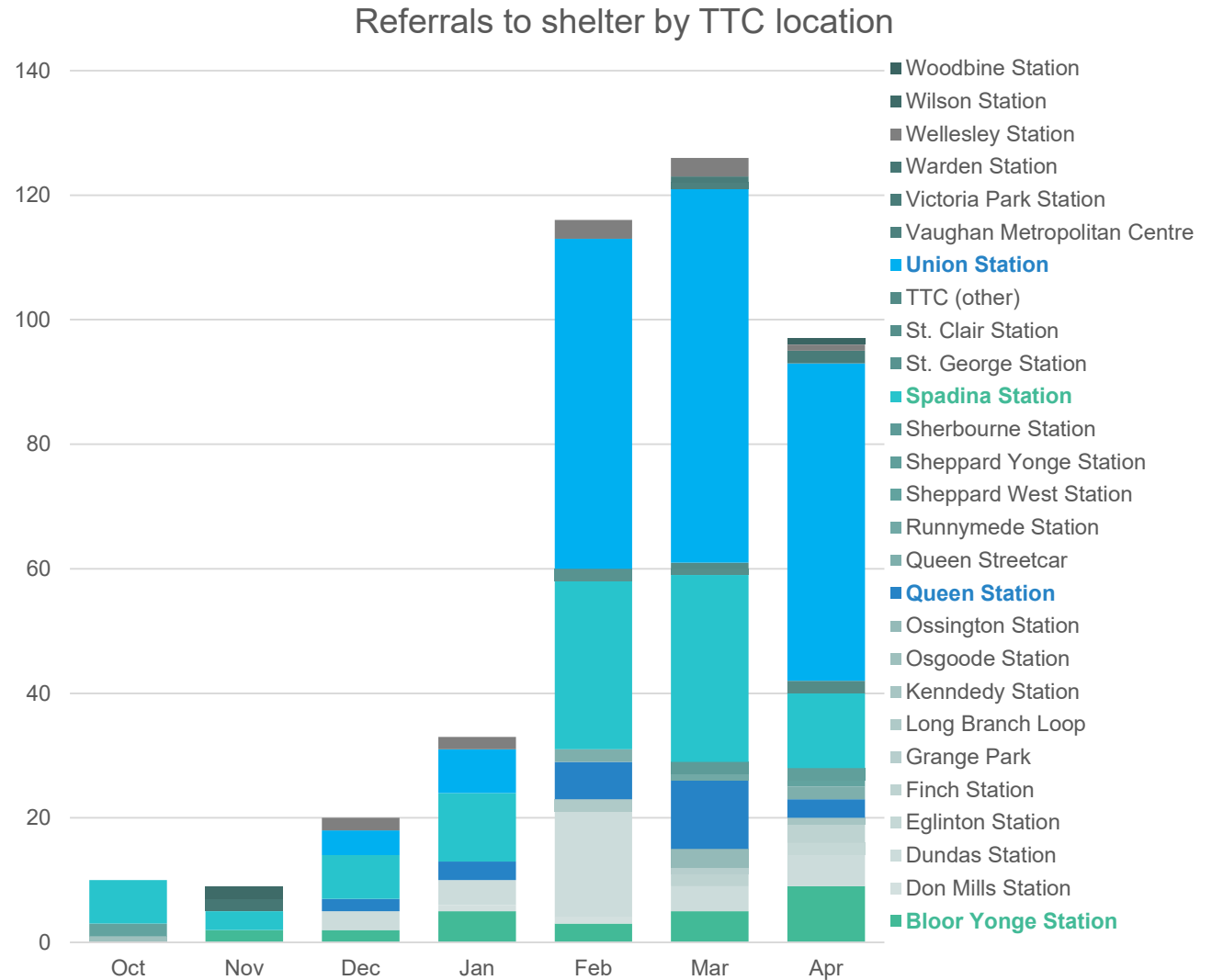
Individuals Observed, engaged, and accepted service



Data retrieved from S2H Outreach Tracker  
Current as of May 1, 2023

# Shelter referrals completed by S2H from TTC locations

- Enhanced tracking of location data for TTC Outreach began in February 2023
- 314** Referrals to shelter from TTC completed from October 2022 through March 2023
- Referrals increased significantly with increase in service level as of February 2023, but were slightly lower in April, at **97** total for the month
- Referrals have been made from many locations, but two locations have dominated. In April, Union Station was the location of over half (**53%**) all referrals. Referrals from Spadina Station dropped in April, but still comprised **12%** of all shelter referrals in the month



Data retrieved from S2H Referrals Tracker  
Current as of May 1 2023

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## Mid-February: SPRINT pilot

S2H started Union Station Pilot Project to implement a wrap-around client-centred case management and housing-first approach

Will constructively, and in a non-confrontational way, enhance outreach efforts with a focus on connecting individuals experiencing homelessness within the TTC to the supports and resources needed to successfully transition into indoor spaces.

Partners who worked alongside S2H in the SPRINT pilot included:

- The WORKS
- M-DOT
- YMCA

## Planned service increases

Streets to Homes have made short term contingency plans to increase staffing on the TTC system until Street Outreach Worker hiring is completed in May.

These actions will allow for the following by April 19, 2023:

- 3 dedicated TTC team in the morning
- 3 dedicated TTC teams in the afternoon
- 1 dedicated TTC team on the overnight

Once fully staffed in May, service levels will be:

- 3 dedicated TTC team in the morning
- 3 dedicated TTC teams in the afternoon
- 3 dedicated TTC team on the overnight

# Roles: S2H vs. M-DOT

## S2H Team

- Provides 24/7 housing-focused supports to **people sleeping outdoors** and **experiencing homelessness** with a team of outreach workers
- S2H Staff work with clients to:
  - Provide direct referrals into indoor shelter space
  - Connect individual to housing workers
  - Support with referrals to needed services (e.g. securing income supports)
  - Provide harm reduction supplies & items to keep warm

## M-DOT Team

- Provide mental-health focused services, from Mon-Fri, to individuals **experiencing mental health challenges** and **homelessness**
- M-DOT **staff are specialized** in providing services to individuals experiencing **significant mental health challenges**; with a staffing model comprised of **case managers & a nurse & access to psychiatrist**
- M-DOT Team works with clients, by referral, to:
  - Support client's various health, mental health & substance use needs
  - Increase access and connection to health & community services
  - Reduce barriers to accessing housing and shelter supports
  - Provides ongoing intensive case management for clients

# TTC Operational Model

Ongoing Partnership Outreach w/ TTC Constables & S2H

Referrals based on Brief Assessment Completed by S2H/TTC

Person on TTC Requiring Supports

Referral from S2H/TTC to M-DOT

M-DOT Deploys Case Management & Nurse Team to Location

M-DOT Completes Assessment

Support Client with Accessing immediate Health Supports & Follow Ups

Support Client in Getting Indoors, As Feasible; Follow up/ Ongoing Supports

M-DOT Team Collects information on Interaction

**M-DOT Hours of Operation:** Mon-Fri, 9am-5pm & Extended to 8pm some weekdays



# Role on the TTC

Teams work on an west, central and east catchment framework:

Teams will attend identified priority locations, followed by other locations within their catchment areas.

Transit Control can connect with Shift Leaders directly if clients are requesting an S2H Outreach team, and can facilitate referrals through TTC staff.

