



# 2021 Toronto Street Needs Assessment

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# Background & Context

- SSHA's fifth SNA in 2020 postponed due to the City's response to the Covid-19 pandemic
- Will now be held in April, 2021 (previous: 2018, 2013, 2009, 2006)
- Led by Shelter, Support and Housing Administration Division with support from:
  - People experiencing homelessness
  - Partner agencies
  - City of Toronto staff
- Requirement of federal Reaching Home funding, between March 1 and April 30, 2021
- Part of national coordinated point-in-time count with communities across Canada
- National methodology standards and common national survey questions prescribed by Employment and Social Development Canada
  - Must provide estimate of number of people experiencing homelessness in sheltered and unsheltered locations on a single night and individual-level survey data

# What is the Street Needs Assessment?



## Point-in-Time Count

- Of people experiencing homelessness:
  - Outdoors/encampments
  - Shelters (incl. refugee motel/hotel programs and Covid-19 response/ recovery/isolation sites)
  - 24-hour respite sites (incl. 24-hour women's drop-ins and winter services in operation)
  - Violence Against Women shelters
  - Health and treatment facilities
  - Correctional facilities



## Survey

- Approximately 20 + question survey
- To better understand profile, homeless experience, and service needs
- Hear directly from people experiencing homelessness

# What is the Purpose of the SNA?



## **Determine Scope**

Determine scope and profile of people experiencing homelessness in Toronto

## **Identify Service Needs**

Hear directly from people experiencing homelessness about service needs



## **Engage**

Engage the public and key stakeholders around issue of homelessness

## **Build Partnerships**

Build and strengthen partnerships with homeless-serving and allied sectors



## **Inform Service Planning**

Ensure results are broadly shared to guide service planning and program development

# What Do We Do with the Results?

Results are used to improve programs and services, for example:



Creation of two LGBTQ2S youth shelters



Development of Indigenous funding stream with 20% allocation of funding to Indigenous organizations

Increase in funding to the Drop-in sector



Identification of client groups for new shelter development

Determining target groups for housing allowance programs

# New SNA Approach

Well aligned with Covid-19 protocols

- ✓ Surveys conducted online
  - ✓ Administered by agency staff
  - ✓ Indoor surveys conducted over one week
  - ✓ Outdoor count and survey conducted on separate dates
  - ✓ All training moved to online format
- x Paper-based surveys
  - x External volunteers
  - x Deployed Interpreters
  - x In-person training

# New SNA Approach

- Leverages expertise of agency and outreach staff
- Builds sector capacity around routine reporting of these data
- More manageable scale
- Greater predictability/Reduced risk
- Modernized data collection and management
- Meets public health protocols and practices related to Covid-19
- Ensures data and service planning needs will be met
- Ensures federal Reaching Home funding requirements will be met

# Dates for SNA Count and Survey

**Count  
(Indoor & Outdoor)**



**April 21,  
2021  
(Wed)**

**Indoor  
Survey**



**April 19-  
23, 2021  
(Mon-Fri)**

**Outdoor  
Survey**



**April 27,  
2021  
(Tues)**



# Where we're at

- Connecting with all sites/teams
  - ❑ Identify SNA Study Coordinators
  - ❑ Support site/team level planning
- Consulting with a reference group of indoor study coordinators (SCs) and meeting regularly with the Outdoor study teams
- Developing online asynchronous and VILT learning series for roll-out in late March

**Thank You!**

# For More Information

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