

Shelter, Support and Housing Administration 2021-2025 Service Plan

February 3, 2021



Development of the 2021-2025 Service Plan

- SSHA is starting the process of developing the 2021-2025 Service Plan, in collaboration with our many partners and stakeholders.
- The 2021-2025 Service Plan will replace the previous [2014-2019 Housing Stability Service Plan](#) and will build upon SSHA's mission, align with our values, and move towards our shared vision.



Alignment

- The Service Plan will align with the following Council approved documents:
 - [HousingTO 2020-2030 Action Plan](#), Toronto's 10-year housing and homelessness plan
 - City of Toronto's [Corporate Strategic Plan](#), with its focus on people, partnerships, performance and priorities
 - SSHA's [Interim Shelter Recovery Strategy](#), an implementation action plan for the COVID-19 response for homelessness services, including a focus on anti-Black racism and Indigenous reconciliation in recovery.

Strategic Direction

The purpose of the SSHA 2021-2025 Service Plan is to:

- Identify specific actions that SSHA and our partners need to take in the next five year to achieve the directions and outcomes in the [HousingTO 2020-2030 Action Plan](#)
- Inform the next round of funding for our grants program
- Inform a prioritization approach to connecting people experiencing homelessness to permanent housing

The focus will be on permanent housing solutions to homelessness and a "pivot to housing", highlighting our commitment to shifting from emergency responses to longer term housing options.

Engagement Process

- Engagement with key partners and stakeholders is an important part of the development of the Service Plan.
- The engagement plan includes a survey and a series of engagement sessions with staff, sector partners, community providers, service users, and people with lived experience of homelessness.
- The first phase of engagement is the online survey.

Virtual Engagement Sessions

- A series of virtual engagement sessions will be facilitated by a professional facilitator.
- The engagement sessions will be held following the survey, in order to discuss and gather feedback on the findings of the survey.
- This will provide the opportunity for more in-depth input, elaboration and discussion.
- To include targeted sessions to service users, people with lived experience of homelessness, and specific engagement with the Toronto Indigenous Community Advisory Board, Black led and Black service organizations, and youth experiencing homelessness.

Guidance from the Steering Committee

- We are working with the Service Plan Steering Committee, which includes internal staff and external members including:
 - Toronto Alliance to End Homelessness, Toronto Indigenous Community Advisory Board, Toronto Shelter Network, and the United Way of Greater Toronto
- To include an engagement session with the Toronto Alliance to End Homelessness' People with Lived Experience Caucus, and identify opportunities to engage service users.
- To develop self-consultation kits for groups to engage independently and submit. This is a method to increase the participation of groups that may otherwise experience barriers to participation.



Timelines

- Survey – February 2021
- Engagement – February-April 2021
- Draft Service Plan – Summer 2021
- Council approvals – September 2021

