

**Toronto Housing and Homelessness Services Planning Forum Meeting  
April 7, 2021 – via Zoom**

10:00am	Introduction and Housekeeping	<ul style="list-style-type: none"> <li>• Zoom functions (muting, chat etc.)</li> <li>• Review format: Q+A time after each presentation; we will save the chat function and review for any unanswered questions.</li> <li>• Introduction of Forum Co-Chairs:             <ul style="list-style-type: none"> <li>○ Mark Aston, TAEH Chair and ED, Covenant House</li> <li>○ Ashleigh Dalton, Manager, Strategic Policy and Service Planning, SSHA</li> </ul> </li> </ul>
10:05am	Welcome and Land Recognition  Chanda Kennedy, SSHA IPDO	<ul style="list-style-type: none"> <li>• Land recognition</li> <li>• Agenda review by Ashleigh Dalton and solicitation of other business</li> </ul>
10:10am	Updates to the Shelter Management Information System (SMIS)	With Stephanie Malcher, SSHA <ul style="list-style-type: none"> <li>• Overview of recent and upcoming changes in SMIS as the first step towards an integrated common assessment tool</li> <li>• Stephanie shared a slide deck</li> <li>• Update on Coordinated Access and the STARS Common Assessment Tool</li> <li>• What is coordinated access; a homelessness system management approach. A consistent method to assess, prioritize and connect people experiencing homelessness to housing and supports</li> </ul>

		<ul style="list-style-type: none"><li>• Speaking specifically on the assessment piece today</li><li>• Chronic homelessness in the community is reduced</li><li>• Homelessness overall is reduced specifically key populations</li><li>• Reducing new inflows of homelessness (experiencing first time)</li><li>• Return to homelessness reduced (people who were homeless then housed and find themselves homeless)</li><li>• STARS Common assessment tool; previously called HSAT Housing support assessment tool a review completed</li><li>• Taking hard copies paper forms and translating and embedding into the SMIS. To make sure the system is better manageable then previously to reduce duplication etc.</li><li>• Asking all the questions up front before they have had time to develop a rapport with staff is not supportive to the client. The new module breaks this into 3 areas with time frames... allows to build relationships and trust over time<ul style="list-style-type: none"><li>○ Intake and Triage</li><li>○ Housing Module</li><li>○ Comprehensive Needs Assessment</li></ul></li><li>• Shelter Processes and the CA Processes:<ul style="list-style-type: none"><li>○ Do not want to duplicate the information collected</li><li>○ Gather basic information but not a full assessment</li><li>○ Supports they may need while experiencing homelessness</li><li>○ Progressive engagement start with the lightest level of service possible and increase it if a client is unable to find or retain housing without a more intensive intervention</li><li>○ Intake/Triage will be rolled out first using staggered approach.</li></ul></li><li>• Q: Would the housing help centres use the same assessment tool?</li></ul>
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10:40am	City of Toronto's Rapid Rehousing Program	<p>With Stephanie Malcher and Renee Lavallee, SSHA</p> <ul style="list-style-type: none"> <li>● Current status of the Rapid Rehousing program and its partnership with TCHC</li> <li>● Current challenges and how community agencies can support</li> </ul> <p>Renee Lavallee presentation:</p> <ul style="list-style-type: none"> <li>● Supervisor on the RRHI team</li> <li>● Renee shared a Slide Deck</li> <li>● High level overview of what has been done to this point</li> <li>● Phase 1 began in March 2020</li> <li>● 493 people were housed in 338 units</li> <li>● 91 people in 76 units</li> <li>● Is prioritized base not referral based</li> <li>● Asking to have conversations with clients is this unit a fit for you due to</li> </ul>

		<p>geographical location, location to supports</p> <ul style="list-style-type: none"> <li>• Outstanding essential housing documents <ul style="list-style-type: none"> <li>○ It is required for any housing opportunity but most times are missing</li> </ul> </li> <li>• Tax clinics being held virtually and telephone calls</li> <li>• Free ID clinics are not in operation but the paid ID clinic is operational Mon-Fri 9-3</li> <li>• Several calls from people on the Housing Connections/Access to Housing waitlist who are upset that others are accessing housing units they have been waiting for years <ul style="list-style-type: none"> <li>○ Do not meet the list criteria, based on prioritization</li> <li>○ RRHI was designed from COVID-19 to alleviate pressures from shelter system</li> </ul> </li> <li>• What is HIAR? <ul style="list-style-type: none"> <li>○ Housing income assets review</li> </ul> </li> <li>• Are youth eligible <ul style="list-style-type: none"> <li>○ Yes</li> </ul> </li> <li>• Phase 2 is committed to 300 units</li> <li>• Limited availability for supports</li> <li>• How can we work together to provide the supports needed to fill these units</li> <li>• Do you have communication materials <ul style="list-style-type: none"> <li>○ Have need to know documentation and flyers to be posted for clients. There are information sessions that is encouraged to attend.</li> </ul> </li> </ul>
10:55am	COVID-19 – Updates	<ul style="list-style-type: none"> <li>• Updates from SSHA and Forum participants + discussion</li> <li>• Laural Raine and Bonnie Wakely, SSHA provided a vaccination update</li> </ul> <p>Laural:</p> <ul style="list-style-type: none"> <li>• Background and context information provided</li> <li>• Active outbreaks in shelters</li> <li>• Currently 18 outbreaks; highest level of outbreaks throughout the entire pandemic</li> <li>• Recovery program has been very busy over the last several weeks outbreaks have increased</li> </ul>

		<ul style="list-style-type: none"><li>• Contingency plans to expand isolation / recovery spaces</li><li>• Additional spaces secured</li><li>• Working with all partners</li><li>• Additional IPAC measures; additional funding and supports or testing and vaccinations</li><li>• \$3M in recently announced funding</li><li>• \$1M to drop in spaces</li><li>• \$2M to go to shelters, 24-hour respites and drop ins</li><li>• Q: When the mayor announced this funding shelters, the wage enhancement was quickly picked up by front line staff and created an expectation of increased wage rates or wage enhancements similar to last year, is that being considered?<ul style="list-style-type: none"><li>○ Providing flexibility for the funding. How it will be best allocated in your programs.</li><li>○ Haven't heard from the province if that is being released again</li></ul></li><li>• Will SSHA release a list of shelters that have had their first vaccine clinic and when would there be a second vaccine clinic coming to the shelter?<ul style="list-style-type: none"><li>○ Working with TPH on how to share that information</li></ul></li><li>• Time frames for rolling out the funds.<ul style="list-style-type: none"><li>○ Contact your ARO, believe its occurring now</li></ul></li><li>• Will it be a requirement for drop ins as well to have IPAC and vaccination leads?<ul style="list-style-type: none"><li>○ Provinces is requiring only congregate settings to have an IPAC lead. It's a good practice but not required</li></ul></li><li>• Could someone please speak to the incentives that are being offered or promoted<ul style="list-style-type: none"><li>○ Still working out the details. The intent to provide cash incentives to residents. Currently gift cards are available.</li></ul></li><li>• Can you speak to vaccine roll out for people staying in encampments?</li></ul>
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11:25am	Emerging issues/priorities	<ul style="list-style-type: none"> <li>● Environmental scan with Forum attendees to identify emerging issues and priorities from the community to inform future agendas</li> </ul> <p>1145 – Future agenda items for the future</p> <ul style="list-style-type: none"> <li>● Interest in the data that was released. Making system changes based on the data coming in.</li> <li>● Immediate concern surrounding evictions specifically encampment evictions</li> </ul>
	TAEH Updates	<ul style="list-style-type: none"> <li>● See new webpages for the Forum on the TAEH website: <a href="http://taeh.ca/toronto-forum">taeh.ca/toronto-forum</a></li> </ul>
11:55am	Other business/close	<ul style="list-style-type: none"> <li>● Review any urgent next steps not already captured</li> <li>● Next meeting is Wednesday May 5</li> <li>● Meeting closed at 11:55am</li> </ul>