

Toronto Housing and Homelessness Services Planning Forum Meeting  
 Wednesday, May 18, 2022  
 10:00am – 12:00pm  
 Notes

|       |   | Item  |
|-------|---|---|
| 10:00 | 1 | Introduction and Housekeeping   |
| 10:05 | 2 | Welcome and Land Recognition <ul style="list-style-type: none"> <li>• Land recognition</li> <li>• Agenda review</li> </ul>  |
| 10:10 | 3 | <p>Shelter Flow Data – Reducing Returns to Homelessness<br/>           Lindsay Allan, Program Officer, Coordinated Access<br/>           Wonda Amenu, Research Analyst, Coordinated Access, SSHA</p> <ul style="list-style-type: none"> <li>• Monthly system flow data highlights key data points required to create an effective coordinated access system. Data is limited to those staying in an emergency shelter, so it does not include people sleeping exclusively outdoors</li> <li>• Focus is on clients returned from permanent housing indicators. Currently in the process of coordinating street outreach data, and so this will become a more complete picture of people experiencing homelessness in Toronto</li> <li>• People exiting homelessness into permanent housing and who are at imminent risk of homelessness can be referred through Coordinated Access to follow up supports</li> <li>• Follow up supports provide short term case management services that are person centered, responsive and are able to assist clients transition from homelessness to permanent housing, by focusing on clients' strengths needs, and goals</li> <li>• In addition to immediate stabilizing interventions, follow up supports are aimed at building people's formal and informal support networks to be able to effectively integrate people into their new community (Examples in slides)</li> <li>• In July 2021, the City of Toronto's coordinated access team started testing a process to identify people housed in private market or through a program that connects people to a specific housing program such as the RGI rapid rehousing initiative</li> <li>• Data is used to trigger an assertive outreach response from support partners, who then engage with the individual identify why that person may have returned to shelter system or re-entered the shelter system and quickly implement solutions and supports to stabilize people back in their housing</li> <li>• Data process: Time stamped data is collected through SMIS, which contains data for intake, admission, and discharge. Through this data it is possible to find out when a client has been admitted, discharged and where the person was discharged to, when a person has entered and left the system. The By Name List is generated from this data.</li> </ul> |

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|  | <ul style="list-style-type: none"><li>• BNL data is generated monthly and daily, and data from the daily list is used to match clients with existing housing opportunities.</li><li>• There are standard operating procedures for all shelter DOS and POS shelter sites</li><li>• Admission and discharge parameters, are the two critical data points used to determine the extent of the population returning to shelters from permanent housing. This data is also used to compare rate of return with those of other cities in North America.</li><li>• SMIS automatically turns on when a client meets the chronically homeless criteria, this alert helps identify clients who may meet the criteria for existing housing opportunities</li><li>• When a person is admitted and discharged to permanent housing, the next immediate admission to shelter that counts as return from permanent housing. (Example of what this looks like in slides)</li></ul> <p>Operational Process:</p> <ul style="list-style-type: none"><li>• Each monthly BNL data is shared with CA. Report provides details on for the operations process such as SMIS ID, name, date of birth and the site location where the client most recently appeared in the shelter system</li><li>• Once operation staff has verified that the client is currently or very recently active in the shelter system, according to SMIS, they reach out to follow up support providers that the client is connected with and advise them that the client is showing active in the shelter follow up supports then typically advise a service summary that outlines recent service engagement with the client this insight helps follow up supports and operations staff identify possible reasons why a client may have left their housing. Follow up support then engage in outreach trying to connect back to the client, either by phone or working collaboratively with the shelter staff to facilitate contact as needed at the site where the client is staying</li><li>• Once contact is made with the client, follow up support work with the individual to understand why the client has entered the system and identify possible solutions that would enable the client to return to their housing</li><li>• Follow up support providers have been increasing the frequency of service following the time a client returns to housing with a focus on re-establishing the client worker relationship and rebuilding trust if necessary</li><li>• For individuals who have chosen not to engage with follow up supports, Support providers have been able to remain available and asked not to discharge that client for a period of time in order to continue efforts to reconnect with that client</li><li>• In the case of the rapid rehousing initiative, coordinated access operation staff work closely with the Tenancy Resolution Office in the Toronto Community Housing Corporation to facilitate collaborative problem solving and coordinated response</li></ul> |
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|       |   | <ul style="list-style-type: none"> <li>• For example, with a unit take over TCHC was able to support with locks being changed, the community safety unit assisted with the removal of the unwanted guest, follow up supports and TCHC worked closely with the client to create a comprehensive safety plan that is also supported by the CSU in the Toronto police and if necessary work together to apply for a crisis transfer</li> <li>• Follow up supports and the TRO office work together to support ongoing case management which is led by follow up supports and aimed at re-establishing and stabilizing tenancy</li> <li>• All services offered to client are client driven, which sometimes slows down the process and may require revisiting steps and conversations in order to move things forward. Clients do not always consent or engage with the supports that are available</li> <li>• Between July and December 2021, 15 people were identified through this process that had returned to the shelter system. Of the 15 people, 80% were re-stabilized in their housing or there were data quality control issue (e.g. clients were not properly discharged through SMIS) which resulted in clients reappearing in the monthly report when they should not have been</li> </ul> <p>Next steps:</p> <ul style="list-style-type: none"> <li>• Expanding the data to include all returns to shelter from permanent housing not just those connected through follow up supports (e.g. Individuals being Housed through the Priority Access to Housing (PATHS) portfolio)</li> <li>• Increase real time data collection. Responding to individuals who return to shelters from permanent housing in real time as well (currently a month behind)</li> <li>• Engage clients eviction prevention and shelter diversion work</li> </ul> <p>Questions</p> <p>Q: Is there the capacity to review this data to discover what other dispositions may count for the decrease in returns (e.g. hospitalizations deaths, etc.)?</p> <p>A: Strong connections across all institutions dealing with homelessness in the City is needed to provide this kind of data. Currently, there is no integrated system that collects the kind of data needed to discover other reasons for low rates of re-entry into the shelter system</p> |
| 10:30 | 3 | <p>SSHA Items and Updates<br/>                 Open Funding Call – Updates With Don Nichols, Manager, Housing Stability Services, Housing Secretariat</p> <ul style="list-style-type: none"> <li>• Updates from Grants Team and Housing Secretariat and SSHA. Deadlines are approaching for Open Funding Call</li> </ul>  |

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|       |   | <ul style="list-style-type: none"> <li>• The first three categories are street outreach services, homelessness prevention services, and housing focus clients' supports. Those will be closing on Tuesday May 24 2022</li> <li>• Next three funding opportunities are, Housing Access or Housing Help, Housing Focus Systems Supports and Daytime Drop-In programs, and they will be closing Monday June 6. Please go to grants web page to apply. Website also contains all of the supports and guides for each category, as well as service delivery models etc. Website also houses video recordings of engagement sessions in case any agencies missed them.</li> <li>• There are guides for each specific category, that include budget guides to fill out targets and work plan, as well as guides related to the Toronto grants rebates and incentives portal.</li> <li>• Information sessions are recorded and posted on the website, as well as questions received through the hss@toronto.ca inbox.</li> <li>• Applicants may also send their questions and/or concerns to that inbox as well.</li> <li>• Questions and Comments:</li> <li>• Centralized waiting list/seniors issues may be a future agenda item for the next TAEH forum. Don suggested that Access to Housing Manager could be invited to speak on the topic for the next forum.</li> <li>• Veronica from the DREAM Team asked if the funding available for homelessness prevention work. Especially for individuals who have never been in the shelter system</li> <li>• Don –There have been efforts made to get the funding call shared throughout the sector. Suggested that Veronica review the information available on the webpage and anyone interested is welcomed to email Don specifically</li> </ul> |
| 10:50 | 5 | <p>Housing Secretariat Updates<br/>         Discussion regarding accessibility of supportive housing RFP process and upcoming schedule With Valesa Faria, Director, Housing Secretariat</p> <ul style="list-style-type: none"> <li>• Purpose of presentation: Provide an overview of the Request for proposals (RFPs) planned for the rest of 2022, as well as to provide an overview of our standard RFP processes, and receive input on what's working from a sector perspective as agencies apply for these proposals, as well as gather advice for how to streamline these processes, so that it is easier to apply to some of these opportunities as they come on-line and identify opportunities for the City to continue to work with the TAEH to better coordinate resources from a systems perspective</li> <li>• There are several Affordable and Supportive Housing Operator Opportunities that will be made over the next few months/years</li> <li>• See slide deck for overview of upcoming opportunities.</li> </ul>   |

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|  | <p>Questions:</p> <p>Q: Is there funding for the repairs for the UHN units? Many of these homes have fallen into disrepair.</p> <p>A: The boarded up units will be demolished to clear the site for development of new housing. As for the homes that are not slated for demolition, the City requires that UHN allow for inspectors to review health and safety issues as well as repairs that need to be done in the short-term, so that will be done by UHN prior to their transfer to the City. The new operator will receive a cash flow to fix the minor repairs that are needed in the short term, prior to the longer term redevelopment of the site. More details will be included in the RFP.</p> <p>Q: Is there an opportunity to designate a percentage of the opportunities for supportive housing to people with developmental disabilities? For the City, does disabilities include developmental disabilities?</p> <p>A: Yes, opportunities for housing for people with developmental disabilities and mental health issues is included in the 10 year HousingTO Plan.</p> <p>Q: Are there a targeted timelines for the next call from MURA, if there is a next call?</p> <p>A: The 2021-22 call was just issued. This year, the annual allocation for housing was combined, and now the call is offering 20 million. There will be a 2023 call as well. This grant provides funding through an open call, to repair and acquire funds to operate homes. Funds from this program can be used in the acquisition of rooming housing and support units</p> <p>Q: What is the turnaround time between formally issuing the RFP submissions?</p> <p>A: Minimum 8 weeks, but more likely 10-12 weeks with the understanding that those submissions require a lot more due diligence and coordination with consultants. RFPs for support for providers may be quicker because the homes are opening faster</p> <p>Toronto Alliance to End Homelessness Updates</p> <ul style="list-style-type: none"> <li>• TAEH has taken carriage of the Supportive Housing Growth Plan, and will be a key and central part of the work going forward.</li> <li>• TAEH has also been working with the Housing Secretariat to see where their strategic interests align with the HousingTO action plan. To maximize their respective impacts on the goals and targets of that plan.</li> <li>• New members of the housing development working group have been brought on to provide more expertise and a stronger focus on housing</li> </ul> |
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|       |   | <p>development for people living with disabilities. The Housing Secretariat has a seat on that working group, which has opened up new opportunities for collaboration such as work looking to identify barriers to non-profit competitiveness within the RFP process and in competing with for profit developers. Including looking at some of those barriers to non-profit competitiveness, what more can we do to enhance the capacity of the non-profit sector to be competitive</p> <ul style="list-style-type: none"> <li>• Working with the growth plan, we are exploring what an operating model for supportive housing look like in Toronto and within the tax and funding structure along with the other orders of government who have not traditionally been funders of other supports related to supportive housing. Advocacy work with these orders of government will centre on the question, "What is needed for a made in Toronto approach?"</li> <li>• A future agenda item will be making sure that there is enough supportive and affordable housing for people living with developmental disabilities as well.</li> <li>• TAEH has welcomed two new steering committee members from that sector as part of their commitment to exploring overall systems change and work to prevent net homelessness. This can include strategies centred on people with developmental disabilities and the agencies that serve them.</li> <li>• Launching a one year systems coordination project to try to bring the city and provincial systems in more strategic alignment to support people with developmental disabilities seeking housing</li> </ul> <p>Questions:<br/>       Q: When will the consultants be hired to do the research around the new definition of affordability?<br/>       A: July and August is when the RFP will be issued. The work is will most likely get completed in the fall at the earliest</p> |
| 11:30 | 5 | <p>TAEH Items and Updates</p> <ul style="list-style-type: none"> <li>• Vote 4 Housing Ontario and other election news/activities           <ul style="list-style-type: none"> <li>• Housing Asks for Candidates – 5 demands are being asked of candidates, and it's the campaign is called the, "Vote for Housing Ontario Campaign." Demands may be read on their website</li> <li>• Development and policy work will be developed for the new government after June 2, in partnership with some provincial organizations as well connected to their work being done with the Supportive Housing Growth</li> </ul> </li> </ul>  |

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|  |  | <p>Plan, which has a number of items for the province. They are looking to do more with the provincial government in the coming years</p> <p><b>New Associate Director for TAEH</b></p> <ul style="list-style-type: none"> <li>• TAEH has hired a new associate director, Savhanna Wilson, and it is a critical new role and is a permanent position which will allow them to leverage the work done to date and exponentially increase impact. This person will direct manage TAEH policy and advocacy work and other working groups and communications. There will be a focus on improving internal communications (e.g. newsletters for partners) and the broader sector, along with increased social media and attention.</li> <li>• In person events may be possible both for the forum and community partners (e.g. a symposium or conference in 2023)</li> </ul> <p><b>Updates on Beyond Housing Project from New Associate Director – Savhanna Wilson</b></p> <ul style="list-style-type: none"> <li>• There is renewed focus on addressing communications gaps within TAEH post-pandemic. The goal is to improve internal communications for the broader sector and have increased social media presence and will have in person events again for the forum and for clients for 2023</li> </ul> <p><b>Beyond Housing Updates</b></p> <ul style="list-style-type: none"> <li>• TAEH have been developing and messaging out the process for a care conference approach</li> <li>• Care conference table successes</li> <li>• TAEH have been using the care conference table to offer residents of the 3 Dixon Hall a consent based client driven process of having tailored support and care plans created through a care conferencing table approach</li> <li>• The consent and client driven approach is key because it is the cornerstone for launching many program related processes. This approach not only centres client in a client centered way, but also allows them to lead and offers more transparent accountability for clients.</li> <li>• Referrals come from key workers (e.g. housing workers, referral workers, nurses, doctors etc.) anyone with an existing relationship with a client. Referrals come out in the form of a conversation and a consent form.</li> <li>• Clients are not brought to the care conference table unless they have consented to be brought there</li> <li>• TAEH has been using the City's comprehensive needs assessment tool to do intake, gather information about clients and focus on the narrative, story and strength of the clients. The aim is to understand what circumstances the clients are in, contextualizing people and the history of their lives is crucial in developing care coordination plans that can be successful</li> <li>• The clients also collaborate on an agenda that will be brought forward to the table with the client, so clients have an opportunity to co-develop the issues that should be brought forward to the table for strategic outcomes and oriented conversations that they have had</li> </ul> |
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|       |   | <ul style="list-style-type: none"> <li>• TAEH has also built a table of service providers and key community partners, like Dixon Hall, MAP, and LOFT as well as other agencies that may be able to offer specific supports as well as agencies that offer services specific to the needs of the client as well as population specific services</li> <li>• The table itself uses a systems barrier lens to offer an opportunity to have strategic conversations that will identify referrals that may help clients achieve their housing goals and the creation of care coordination plan is drafted and then offered to client. This however is a proposal and not a prescription so the client has to consent to any and all options identified at the table</li> <li>• So far 4 tables for 13 people have been held at varying degrees of housing readiness and 3 of the clients at the table were able to secure housing. Success does not always look like housing for everyone, significant progress has also been made in the areas of client engagement and onboarding clients very far from services and have been refusing housing and supports for years due to lack of trust</li> <li>• A posting for a table coordinator will be posted shortly</li> <li>• The table component was divided into two phases, the first being development and the second being implementation. So TAEH has moved through the development phase and they are now engaged in the implementation process, so the next phase of the table will continue that work and the new coordinator will run those tables for the remainder of the project focusing on specifically an optimal table and testing different approaches to challenging conversations rooted in the value that all clients deserve access to care and supports and that engagement and care planning should be tailored and transparent and accountable to the expectations of the clients</li> </ul> <p>• Others TBD</p> |
| 11:45 | 7 | <p>Emerging priorities<br/>         Environmental scan to inform future agendas.<br/>         Slide decks will be circulated<br/>         Would it be possible to add an update regarding COHB applications and agencies providing assistance to complete will be done by email – Ashleigh will follow up with program team and see if it can be updated through email</p>   |
|       | 8 | <p>Other business/close Review of any urgent next steps not already captured</p>   |