

2010 Funding Allocations from the Provincial Consolidated Homelessness Prevention Program

Date:	October 23, 2009
To:	Community Development and Recreation Committee
From:	General Manager, Shelter, Support and Housing Administration
Wards:	All
Reference Number:	

SUMMARY

The purpose of this report is to seek approval for 2010 funding allocations to community agencies for people who are homeless or at risk of homelessness. Funding is also recommended for projects beginning in 2009 and the health and safety fund.

This report also provides information on funding for 2010 partnership programs administered by the Shelter, Support and Housing Administration (SSHA) Division including Street Outreach, Housing Help Services Within and Outside of Shelters, the Supports to Daily Living program, and Drop-In Services, approved through Council delegated authority to the General Manager, Shelter, Support and Housing Administration Division. Funds for these services are drawn from the: City of Toronto Homeless Initiatives Fund (CT-HIF) in the Community Partnership and Investment Program (CPIP) and from the Ministry of Community and Social Services Consolidated Homelessness Prevention Program (CHPP).

RECOMMENDATIONS

The General Manager, Shelter, Support and Housing Administration, recommends that the General Manager, Shelter, Support and Housing Administration, be:

1. delegated authority to enter into service agreements and allocate funds to partnership programs in the amounts shown in Appendix A, for a total allocation of up to \$803,452.91 gross and \$0 net from the 2010 Consolidated Homelessness Prevention Program, subject to approval of the 2010 Operating Budget, and up to

- \$275,398.16 gross and \$0 net from the 2009 Consolidated Homelessness Prevention Program, already approved in the 2009 Operating Budget; to:
- a. establish two new drop-in partnership projects;
 - b. increase funding for four existing partnership drop-in projects to help ensure basic services are delivered;
 - c. provide extended hours of service at nine existing partnership drop-in centres; and
 - d. increase funding for one Supports to Daily Living project to permit an expansion in the provision of support services to individuals at three additional housing projects.
2. delegated authority to enter into service agreements and allocate funds to one time investment programs in the amounts shown in Appendix B for a total allocation of up to \$628,300.00 gross and \$0 net from the 2010 Consolidated Homelessness Prevention Program, subject to approval of the 2010 Operating Budget; to:
- a. provide interim funding to Eva's Initiatives for Harm Reduction programming at Eva's Satellite;
 - b. continue the Nutritious Food to Drop-in Project, in partnership with the Daily Bread Food Bank;
 - c. support consistent sector-wide training in the drop-in and housing help sectors; and
3. delegated authority to enter into service agreements to:
- a. provide financial resources for the 2010 Health and Safety fund consistent with the terms set out in Appendix D, for a total allocation up to \$100,000 gross and \$0 net from the 2010 Consolidated Homelessness Prevention Program, subject to approval of the 2010 Operating Budget for Shelter, Support and Housing Administration; and
 - b. invest in Supports to Daily Living, Drop-In Services, and Housing Help Outside of Shelters for a total allocation of up to \$210,000 gross and \$0 net from the 2010 Consolidated Homelessness Prevention Program, subject to approval of the 2010 Operating Budget for Shelter, Support and Housing Administration.

Implementation Points

Recommended 2009 allocations from the Consolidated Homelessness Prevention Program are all zero net, and if not spent, would be returned to the Ministry of Community and Social Services at year end. For this reason, unallocated 2009 CHPP funds are being used for extended hours for drop-in services from December 15, 2009 to May 15, 2009 with the remainder of 2010 funded from the 2010 allocation (recommendation 1c). In future years, the annualized amount for 2010 would be added to partnership funding levels for each of the nine drop-ins as outlined in Appendix A.

All expenditures for 2010 funding contained in recommendations 1, 2 and 3 are subject to the 2010 Operating Budget process.

The allocations recommended in this report are for services that help people find and keep their housing using funds from the Ministry of Community and Social Services (MCSS) Consolidated Homelessness Prevention Program. In addition to the recommendations made in this report, further funding is provided to 89 community agencies delivering 139 projects, as set out in Appendix C of this report, under authority previously delegated by Council to the General Manager, Shelter, Support and Housing Administration. Funding for these projects will be increased by two percent in 2010.

The 2% funding increase to non-profit agencies to deliver services for people who are homeless is possible because MCSS has increased base funding of the CHPP program by 3.4% beginning April 1, 2009. The 2% increase also applies to partnership projects funded by CT-HIF. The MCSS increase permits a number of strategic investments, as set out in Recommendations 1 and 2, and the transfer of \$220,000 in CHPP funding towards program delivery costs incurred by the City in the delivery of the CHPP program (which will reduce City spending by the same amount and will be included as part of the Shelter, Support and Housing Administration Division's 2010 Operating Budget Submission).

The City of Toronto grants policy requires that organizations be given the opportunity to appeal allocations involving City funded programs. For 2010 up to \$37,000 gross and \$0 net from the 2010 Consolidated Homelessness Prevention Program has been designated for appeals of Recommendations 1 and 2 for 2010 allocations, subject to approval of the 2010 Operating Budget. This amount for appeals is consistent with amounts set aside in previous years. It is anticipated that appeals will be considered by the Appeals Subcommittee of Community Development and Recreation Committee at the first available opportunity.

Allocations recommended for the Health and Safety Fund (Recommendation 3a) and for delegated authority (Recommendation 3b) will be made within 2010. Delegated authority for these funds is sought as decisions on final allocation amounts and recipients are not known at this time.

Financial Impact

In this report, staff recommend expenditures of \$275,398.16 gross and \$0 net from the 2009 Consolidated Homelessness Prevention program (Recommendations 1). Sufficient funds are available in the 2009 approved Operating Budget for Shelter, Support and Housing Administration for these expenditures. These funds are available for reallocation due to a realignment of projects previously approved. In addition, it is beneficial to flow funds beginning in 2009 to assist agencies in ensuring a smooth service delivery to clients over the holiday season and into 2010, and to accommodate extended hours which are needed as part of the City's cold weather response.

The table below provides a summary of 2010 Consolidated Homelessness Prevention Program expenditures which are recommended in this report. These recommendations include drop-in projects that are being recommended to become partnership projects, increased funding for existing Supports to Daily Living (SDL) and Drop-in partnership projects, investment projects (in the drop-in, SDL and Housing Help sectors) and projects to be approved in 2010 through delegated authority.

2010 Expenditures	CHPP	
	Gross	Net
Drop-in Services – New	64,260	0
Drop-in Services – Basic Services	154,372	0
Drop-in Services – Extended Hours	370,991	0
Supports to Daily Living	213,830	0
Health and Safety Fund	100,000	0
Investment Projects	628,300	0
Special Projects (based upon needs identified in 2010)	210,000	0
Total	1,741,753	0

Consolidated Homelessness Prevention Program recommendations made in this report total \$1,741,753 gross and \$0 net 2010 expenditures. The allocations recommended are subject to Council's approval of the 2010 Operating Budget for Shelter, Support and Housing Administration. Should the Operating Budget be reduced through the 2010 Budget approval process, allocations recommended in this report and funding which would otherwise be allocated under authority delegated to the General Manager, Shelter, Support and Housing Administration, would be reduced in line with available funds.

There are no net financial impacts on the Operating Budget beyond 2010. All recommendations would be funded from the Provincial Consolidated Homelessness Prevention Program (CHPP) in the 2010 Shelter, Support and Housing Administration Operating Budget submission. CHPP is 100% funded by the Ministry of Community and Social Services, and administered by the City. CHPP funds for the first three months of

2010 have been approved by the Provincial government as part of their 2009/2010 Provincial budget. The total amount of funding recommended in this report, with the possibility of technical adjustments, is \$1,741,753.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

Since 1999, the City of Toronto has been the Consolidated Municipal Service Manager (CMSM) for homeless services, as designated by the Provincial government. As well, the City supports program funding to community agencies through the Community Partnership and Investment Program to deliver services for people who are homeless.

This report is prepared on an annual basis by the Shelter, Support and Housing Administration Division to make funding recommendations from the Provincial Consolidated Homeless Prevention Program. As directed by Council, this report seeks authority for new or changed partnership projects, and to continue the Health and Safety fund.

Funding approvals for ongoing partnership projects were delegated to Division heads by Council on June 23 and 24, 2008, provided the allocation amount remains the same with the exception of technical adjustments such as inflation (<http://www.toronto.ca/legdocs/mmis/2008/cd/bgrd/backgroundfile-13492.pdf>). For this reason, this report recommends two new drop-in partnership projects (Recommendation 1a) and increased funding for 14 current partnership projects operated by eleven community agencies (Recommendations 1b, c and d).

The Housing Opportunities Toronto Affordable Housing Action Plan 2010-2020, approved by Council at its meeting of August 5 and 6, 2009, identifies as a key City action to: “Co-ordinate and provide supports and housing to ensure homeless and vulnerable people are able to keep their homes by ... Allocating funding to community programs and services which help people find and keep homes.”
<http://www.toronto.ca/legdocs/mmis/2009/cc/decisions/2009-08-05-cc38-dd.htm>

ISSUE BACKGROUND

The City is responsible for managing programs to help homeless people move from the streets or shelters into permanent housing, and to assist those at risk of homelessness to maintain their housing. The City delivers homeless services in partnership with community agencies by providing program funding and coordinating services, based on a Housing First model. This model is aimed at ending homelessness through a range of approaches, partnerships, and supports that help people to find and keep housing.

Five sectors have been established to streamline, coordinate and fund homeless services within this Housing First context:

- **Street Outreach:** services delivered as part of the Streets to Homes program that connect street involved people to housing and supports;
- **Housing Help** (within and outside of shelters): services that assist people who are living outside, living in a shelter or who are at risk of homelessness to find and keep housing. These projects are also aimed at eviction prevention, and services include the rent bank, housing help centres, and specialized projects aimed at specific community needs (for example, helping youth, Aboriginal people, ethno-racial groups, etc. to find and keep housing);
- **Supports to Daily Living:** services that assist vulnerable tenants in rent-geared-to-income housing to stabilize their housing and remain housed;
- **Drop-in Services:** services that assist people who are homeless and at risk of homelessness by connecting them with housing access services, by providing basic services (e.g. meals, washrooms, telephones, information and referral, a warm place in winter and a cool place in summer) and space for housing workers to meet their clients. Drop-in centres help people to keep their housing and avoid eviction by providing practical supports, access to housing help services, and programs that help isolated people to connect to social supports; and
- **Investment/Special Projects:** established to manage innovation and change. This includes projects that support capacity building within the community, strengthen partnerships and services, improve quality measures, and meet an identified community need.

The first four sectors are primarily partnership programs, as they support ongoing services. The Special Projects sector is an investment program which supports projects that are time-limited.

A list of partnership projects for which funding has been allocated for 2010 is provided for information purposes as Appendix C. The funding amounts include an increase of two percent over 2009 funding levels for each project (with the exception of the Toronto Enterprise Fund, which is funded annually at a fixed amount).

COMMENTS

Allocation Process

The Consolidated Homelessness Prevention Program (CHPP) is administered based on the Toronto Grants Policy. Projects funded in 2009 were invited to submit applications, which were significantly streamlined this year, and risk assessments and evaluations were undertaken for each project. All partnership projects were assessed favourably, and have been approved by the General Manager, Shelter, Support and Housing Administration to receive the same allocation approved for 2009 plus an adjustment of 2% towards rising

operating costs. As in past years, all projects are required to submit regular reports on service outcomes and to participate in site visits with City staff. Appendix C provides a summary of 2010 partnership projects approved by the General Manager, Shelter, Support and Housing Administration. Detailed information on each project approved for 2010 funding will be available on the city website at www.toronto.ca/housing.

New and Changed Partnership Programs

The projects discussed in this section were approved for funding in 2009 as investment projects. In this report, each is recommended for funding as a partnership project beginning in 2010. The reasons for recommending partnership status are that each of these projects have been determined to be a good fit with the Council priority to end homelessness, are compliant with funding requirements, and provide needed services by established agencies. Furthermore, sufficient provincial funding has been identified to ensure ongoing funding. These projects are listed in Appendix A, with descriptions of each provided below:

Add Two Drop-in Centres as Partnership Projects

Drop-in centres operate at both the emergency and prevention ends of the homelessness services continuum, meeting a number of essential functions in the homeless service system. For people who are homeless, drop-in centres provide daytime shelter and access points to housing and other service systems. Drop-in centres provide supports that help people avoid homelessness. A range of services are offered, including shelter from the elements, meals/refreshments, washrooms, telephone, information and referral and individualized support are quite common. Drop-in centres also offer their space for services provided by other agencies, including legal aid, housing help and health care. Some drop-in centres are open to all, while others focus on a specific group. According to the 2006 Street Needs Assessment, after shelters, drop-in centres are the service most used by people who are homeless.

In 2009, 28 drop-in centres received partnership funding. It is recommended that the two drop-in projects below move from being investment projects to partnership projects:

- Lakeshore Area Multi-Service Project (LAMP) (Ward 6)
- St. John the Compassionate Mission (Ward 30)

LAMP operates a drop-in centre outside the central core of the City in the Islington Avenue – Lake Shore Blvd West area. LAMP received project funding from the Federal homeless programs (Homeless Partnering Initiative and Supporting Communities Partnership Initiative) for eight years prior to receiving CHPP investment funding in 2009. This project is a priority as it provides services outside of the central core and is located in an area which has few services in comparison with other parts of the City.

St. John the Compassionate Mission serves men, women, and families living on the east side of the Don River and south of the Danforth, where the number of drop-in centres and

meal programs are extremely limited. It began receiving CHPP investment funding in 2008.

The addition of two drop-in projects as partnership projects will offset the loss of one partnership project that occurred in 2009. Street Haven, a women's drop-in (Ward 27) ceased providing drop-in services in August 2009, and funds previously used for this partnership project would now support LAMP and St. John the Compassionate Mission.

Where a change to an existing partnership project is beyond a technical adjustment, Council approval of the change is required. It is recommended that ten existing partnership drop-ins and one Supports to Daily Living project, as set out in Appendix A receive increased funding on an ongoing basis, as set out below.

Extend Hours and Add Additional Staffing at Ten Drop-in Centres

In 2009 Council approved additional investment funding to fourteen drop-in projects operating in ten drop-in centres to allow them to increase hours of service on weekends and statutory holidays, and increase staff levels to provide basic services. These increases were recommended based on analysis of service level gaps. As a result of this increased funding, many service gaps were filled. By the end of 2009, as a result of the one-time funding approved in 2008, drop-in centres will have provided up to 4,800 hours of additional service to vulnerable and homeless people including improved availability of services on weekends and statutory holidays. As the additional hours and staffing have been helpful in meeting needs, and the need for these services is continuing, this report recommends increasing partnership funding at each of the ten drop-in centres to ensure ongoing service provision.

To maintain ongoing funding for extended hours of service at nine drop-in centres \$646,388.68 is required, and \$154,372.41 is required to maintain increased staffing to provide basic services at four drop-in centres. As noted, the 2010 recommended amount for extended hours is \$370,990.52 as \$275,398.16 is recommended to be allocated from 2009 funding.

Add Supports to Daily Living to Three Alternative Housing sites

Supports to Daily Living Program (SDL) funds are given to community agencies that manage alternative housing programs and work with vulnerable individuals and families with complex needs to help them live independently and keep their housing. The types of support services provided include conflict mediation and crisis intervention, help accessing and managing income supports, employment and health care, and assistance with budgets, community living and personal care. Housing supports delivered along with affordable housing is one very effective way to assist people with complex issues to keep their housing.

Ecuhome is one of 11 community agencies funded through the SDL program. Ecuhome receives partnership funding to provide supports services at approximately fifty-eight

shared homes and four apartment buildings. Ecuhome received one-time funding in 2009 to permit expansion of their SDL services to three new housing sites, comprising 115 self contained rental units and a 60-person rooming house. As the supports are required on an ongoing basis, and the quality of programming has been demonstrated, it is recommended that partnership funding to Ecuhome be increased to \$288,830.00 annually to permit continuation of SDL services at the three locations (76 Pembroke Street, Ward 27; 2 Murray Street, Ward 20 and 647-657 Lawrence Avenue West, Ward 15). Of the funding required, \$75,000 has already been allocated from 2009 CHPP funds, and Council approval is sought for allocation of the remaining \$213,830 required from 2010 CHPP funds.

Investment Programs

This report recommends three investment projects for 2010, as set out in Appendix B:

Eva's Initiative: Harm Reduction Programming at Eva's Satellite (Ward 23)

- Eva's Satellite, previously located at 5248 Yonge Street, is a 32-bed facility for youth with substance use issues, and uses a harm reduction approach. The shelter has recently moved to a new facility at 25 Canterbury Place (Ward 23). The proposed service delivery model at this new location will include specialized harm reduction programming which will include: harm reduction counselling and referrals, education on drug use, client workshops, peer support, referrals to treatment facilities, outreach, partnership development, and data collection and program evaluation. One-time funding of \$368,300 is recommended to provide this service in 2010.

RENT Core Curriculum Training

- East York East Toronto Family Resources Centre operates the RENT program (Resources Exist for Networking and Training) to build the capacity of the housing help sector. RENT has supported housing workers through an interactive website, developing training materials and leading workshops. RENT has done extensive community consultation on training needs for housing workers, including the establishment of an Advisory Committee of community agencies and City staff. Because of the high demand for the services of housing help workers and the complexity of the clients served, training is a priority need in this sector, and funding is recommended to support implementation of the training plan. The amount of funding recommended for this project is \$50,000.

Toronto Drop-In Network Sector Training

- Sector training addresses one of the gaps identified in drop-in services. In 2009, the Toronto Drop-In Network received one time funding to revise their training curriculum, and evaluate and upgrade the Drop-in Skills Training Certificate program. Given the high demand for drop-in services, complexity of the clients served, and need to facilitate opportunities for outcome reporting, it is recommended that additional funding be allocated to continue this initiative. Goals for 2010 include: ensure training is offered (to front line staff, managers, volunteers and peers); develop training opportunities that reflect the results of consultations; and support the implementation of the Measuring Success outcomes. It is recommended that \$60,000 be allocated to St. Stephen's Community House as the trustee of the Toronto Drop-In Network.

Nutritious Drop-in Meals

- Toronto Drop-ins: Creating Health + is a partnership between SSHA, Toronto Public Health, Daily Bread Food Bank and George Brown College. The project provides twenty-five drop-in centres with weekly delivery of fresh fruit, juice, eggs and yoghurt, and provides training to drop-in centre cooks through George Brown College. In addition, Daily Bread Food Bank manages the project and the weekly food deliveries. Toronto Public Health contributes valuable nutritional expertise and staff time, while the George Brown Centre for Hospitality and Culinary Arts contributes teaching time and resources. So far about 100 cooks have benefited from the training workshops held twice each year. The amount of funding recommended is \$150,000.

Fund Management

2010 Health and Safety Fund

Since 2004, Health and Safety funding has been established to permit staff to respond quickly to unexpected situations, stabilize agencies and maintain services. The 2010 criteria for Health and Safety funding are outlined in Appendix D, and are unchanged from criteria approved by Council in 2008. It is recommended that an allocation of up to \$100,000 be approved for Health and Safety purposes in the 2010 program year (recommendation 4 a), which is the same allocation as in 2009. To date, \$59,824.94 has been spent on six projects. With more requests now submitted, it is expected that all of the funds allocated for this purpose in 2009 will be used by year end.

2010 Delegated Authority for Support to Daily Living, Drop-In Services, and Housing Help Outside of Shelters

Delegated authority is requested in 2010 to support agencies in the following sectors: Supports to Daily Living, Drop-In Services, and Housing Help Outside Shelters (Recommendation 4 b). Due to increasing financial pressures experienced by agencies

and declining donations, it is essential that there be sufficient funds available to meet community needs and flexibility for the General Manager, Shelter, Support and Housing Administration, to respond quickly as needs arise.

It is recommended that the General Manager, Shelter, Support and Housing Administration, be delegated authority to enter into service agreements as appropriate and to allocate up to a total of up to \$210,000 gross and \$0 net in delegated authority for Supports to Daily Living, Drop-In Services, and/or Housing Help Outside Shelters in 2010.

Service Achievements

All agencies in receipt of funding are required to submit performance reports. Reports for Housing Help, Drop-In Services, and Supports to Daily Living are provided quarterly, and reports for Street Outreach Services are provided monthly. In addition, agencies are required to submit interim and final reports. Reporting is designed to clearly link project activities with stated outcomes. Service outcome data are reported to City Council and the province. Service achievements for 2008, the latest period for which complete annual data are available, are set out in Appendix E.

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ATTACHMENTS

Appendix A: New or Changed 2010 Partnership Programs
Appendix B: 2010 Investment Programs
Appendix C: Summary Tables of 2010 Approved Partnership Program Allocations
Appendix D: Health and Safety Funding Criteria
Appendix E: 2008 - 2009 Service Achievements and Updates

**Appendix A
New or Changed 2010 Partnership Programs**

New Drop-in Partnerships (Rec 1a)

Organization	Project	Ward	2010 Recommended Allocation*
Lakeshore Area Multiservice Project	Adult Drop-in	6	37,740.00
St. John the Compassionate	Multi-age Drop-in	30	26,520.00
TOTAL			64,260.00

2010 Additional Staffing to Provide Basic Services at Drop-in Centres (Rec 1b)

Organization	Project	Ward	2010 Recommended Allocation*
Agincourt Community Services Association	Drop-in and Meal Program	41	20,988.54
Syme-Woolner Neighbourhood & Family Centre	Jane's Place Drop-In	12	36,600.66
Wychwood Open Door Drop-in-Centre	Wychwood Open Door Drop-in Centre	21	32,673.15
Weston King Neighbourhood Centre	Weston King Drop-in Program	12	64,110.06
TOTAL			154,372.41

**Includes 2% increase over the 2009 funding levels.*

**Extended Hours at Drop-in Centres (Rec 1c)
(Weekends, Statutory Holidays and Some Weekdays)**

Organization	Project	Ward	Recommended		Total
			Dec 15, 2009- May 15, 2010**	May 16, 2010- December 31,2010	
Agincourt Community Services Association		41	67,567.73	91,020.89	158,588.62
Christie/Ossington Neighbourhood Centre		19	43,753.58	58,940.70	102,694.28
Evangel Hall		20	33,817.55	45,555.83	79,373.38
Good Neighbours Club		27	23,991.59	32,319.21	56,310.80
Parkdale Activity Recreation Centre		14	34,220.55	46,098.71	80,319.26
Sistering: A Woman's Place		19	4,613.77	6,215.23	10,829.00
Syme-Woolner Neighbourhood & Family Centre		12	35,070.07	47,243.10	82,313.17
Toronto Friendship Centre Inc.		28	22,620.64	30,472.40	53,093.04
Weston-King Neighbourhood Centre		12	9,742.68	13,124.43	22,867.11
TOTAL*			275,398.16	370,990.50	646,388.66

*Includes 2% increase.

**\$275,398.16 will be allocated from 2009 CHPP funds, and \$370,990.50 from 2010 CHPP funding, Rec 1c. The recommended annualized funding for these partnership projects is \$646,388.66.

Supports to Daily Living (Rec 1d)

Organization	Project	Ward	2010 Recommendation
Ecuhome	76 Pembroke Street (Operation Springboard)	27	61,000.00
	647-657 Lawrence Avenue West (Trellis Gardens) *	15	18,840.00
	2 Murray Street	20	133,990.00
TOTAL			213,830.00

* Total annual funding for the Trellis Gardens project is \$93,840. \$75,000 gross and 0 net was paid from the 2009 CHPP Operating Budget.

Appendix B
2010 Investment Programs (Rec 2)

Organization	Project	Ward	Service Sector	2010 Recommended
St. Stephen's Community House	Toronto Drop-in Network Training Initiative	20	Drop-in Services	60,000
Daily Bread Food Bank	Nutritious Food To Drop-ins	6	Drop-in Services	150,000.00
East York East Toronto Family Resources	RENT Training Initiative	30	Housing Help Outside Shelters	50,000.00
Eva's Initiatives (for the Harm Reduction Programming at Eva's Satellite Ward 23)	Harm Reduction	20	Housing Help Within Shelters	368,300.00
TOTAL				628,300.00

Appendix C
Summary Tables of 2010 Approved Partnership Program Allocations

Street Outreach Services

Organization	Project	Ward	2010 Approved*
Agincourt Community Services Association Inc.	Scarborough Street Outreach	41	203,646.44
Albion Neighbourhood Services	Etobicoke Street Outreach Services	1	294,815.25
Anishnawbe Health Toronto	Babishkhan	28	292,740.00
Central Neighbourhood House	Street Survivors	28	176,670.97
Christie-Ossington Neighbourhood Centre	Street Outreach	19	129,577.68
COTA Health	Safe Room	15	7,402.43
Findhelp Toronto	Phone Service	20	252,772.12
Native Men's Residence	Street Outreach and Housing Support	21	395,826.57
Salvation Army Gateway	Gateway Outreach	28	149,910.51
St. Stephen's Community House	Voluntary Trusteeship Program	20	94,397.14
Toronto North Support Services	Street Outreach and Follow-up Supports	34	472,894.99
Trinity Square Enterprises	Food Ticket Initiative	27	10,952.76
Total			2,481,606.85
<i>All projects funded as partnership projects in 2009 have been funded in 2010.</i>			
<i>*Includes 2% increase.</i>			

Housing Help Within Shelters

Organization	Project	Ward	2010 Approved*
Christie Refugee Welcome Centre	Christie Refugee Housing Help	20	116,091.99
Christie-Ossington Neighbourhood Centre	Christie-Ossington Men's Shelter Housing Help	19	87,069.00
Cornerstone Place	Cornerstone Housing Help	21	58,046.00
Covenant House	Covenant House Housing Help	27	116,091.99
Dixon Hall	Dixon Hall Housing Help	28	343,274.78
Eva's Initiatives	Eva's Shelters Housing Help	20	232,183.99
Eva's Initiatives	Eva's Satellite Harm Reduction	20	52,956.36
Fred Victor Centre	Fred Victor Shelters Housing Help	28	116,091.99
Fred Victor Centre	Housing, Access and Support Services	28	734,643.09
Good Shepherd Refuge Social Ministries	Good Shepherd Housing Help	28	192,460.47
Habitat Services	Specialized Housing Help	14	54,547.13
Homes First Society	Strachan House, Savards Housing Help	27	171,713.86
Housing for Youth in the City of York Corporation (Horizons for Youth)	Horizon's for Youth Housing Help	17	87,069.00
MUC Shelter Corporation (Sojourn House)	Sojourn House Housing Help	28	58,046.00
Native Child and Family Services of Toronto	Eagle's Nest Housing Help	20	29,023.00
Native Men's Residence	Na-Me-Res Housing Help	21	134,593.43
Nellie's	Nellie's Housing Help	30	58,046.00
Salvation Army Governing Council in Canada	Salvation Army Shelters Housing Help	26	737,287.78
Second Base (Scarborough) Youth Shelter	Second Base Youth Housing Help	35	116,091.99
Society of St Vincent de Paul	St. Vincent de Paul Housing Help	27	232,183.99
Street Haven at the Crossroads	Street Haven Housing Help	27	58,046.00
Toronto Community Hostel	Toronto Community Hostel Housing Help	20	58,046.00
Touchstone Youth Centre	Touchstone Housing Help	29	87,069.00
Turning Point Youth Services	Turning Point Housing Help	27	101,580.49
Turning Point Youth Services	Project Going Home	27	182,070.00
WoodGreen Red Door Family Shelter	Red Door - Queen Housing Help	30	232,183.99
YMCA of Greater Toronto	YMCA House Housing Help	27	116,091.99
Youth Without Shelter	Youth Without Shelter Housing Help	1	87,069.00

Organization	Project	Ward	2010 Approved*
YWCA of Greater Toronto	YWCA Shelters Housing Help	22	174,137.99
Total			4,823,806.28
<i>All projects funded as partnership projects in 2009 have been funded in 2010.</i>			
<i>*Includes 2% increase.</i>			

Housing Help Outside of Shelters

Organization	Project	Ward	2010 Approved*
Albion Neighbourhood Services	Rent Bank Access Centre	1	52,020.00
Albion Neighbourhood Services	Streets to Homes Follow-up Services	1	55,182.82
Albion Neighbourhood Services	Etobicoke Housing Help	1	218,171.64
Central Neighbourhood House	Vulnerable Seniors Housing Support Project	28	55,239.06
Centre for Equality Rights in Accommodation	Early Intervention	20	80,704.87
Children's Aid Society of Toronto	One Stop Housing	27	56,173.15
COSTI Immigrant Services	Streets to Homes Follow-up Services	17	55,182.82
COSTI Immigrant Services	Rent Bank Access Centre	17	52,020.00
COSTI Immigrant Services	North York Housing Help Services	17	327,728.62
Cross Toronto Community Development Corporation (Fresh Start Cleaning)	Extreme Cleaning	19	59,922.88
East York/East Toronto Family Resources	EYET Housing Help Centre	30	55,238.76
East York/East Toronto Family Resources	Landlord Connect	30	206,935.56
East York/East Toronto Family Resources	Rent Bank Access Centre	30	52,020.00
East York/East Toronto Family Resources	Streets to Homes Follow-up Services	30	55,182.82
Evangel Hall	Housing Support	20	55,238.76
Fife House	Access to Housing and Support	27	55,238.76
Flemingdon Neighbourhood Services	Streets to Homes Follow-up Services	26	55,182.82
Flemingdon Neighbourhood Services	Housing Support Services	26	196,986.74
Fred Victor Centre	Harm Reduction Housing Access and Support	28	55,238.76
Hispanic Development Council	Hispanic Homelessness Prevention	20	54,154.90
John Howard Society of Toronto	First Things First: Offender	27	91,917.473

Organization	Project	Ward	2010 Approved*
	Treatment & Housing		
LOFT Community Services	SOS - Access to Housing	20	57,448.49
Massey Centre for Women	Housing Support for Young Families	29	55,238.76
Metropolitan United Church	Housing Help Services	27	55,114.89
Midaynta Community Services	Housing Support Services for Somalis	22	57,448.32
MUC Shelter Corporation (Sojourn House)	Newcomer Housing Support Program	28	110,477.06
Native Child and Family Services of Toronto	Native Youth Housing Program	20	55,238.74
Native Women's Resource Centre of Toronto	Housing Program	27	56,432.92
Nazareth House	On-site Housing Supports	19	123,097.82
Neighbourhood Information Post	Trusteeship Project	28	27,619.39
Neighbourhood Information Post	Rent Bank Central Coordinating Office	28	70,017.49
Neighbourhood Information Post	Rent Bank Access Centre	28	52,020.00
Neighbourhood Link Support Services	Seniors Housing Access and Support	32	55,238.76
Oolagen Community Services	Homeless Young Families	27	56,176.41
Parkdale Activity Recreation Centre	Money Matters - Voluntary Trusteeship Program	14	28,724.16
Regent Park Community Health Centre	African Housing Support Program	28	48,486.39
Scarborough Housing Help Centre	Streets to Homes Follow-up Services	37	55,182.82
Scarborough Housing Help Centre	Rent Bank Access Centre	37	52,020.00
Scarborough Housing Help Centre	Scarborough Housing Help	37	279,603.90
Sistering: A Woman's Place	Sistering Housing Support	19	120,180.52
St. Stephen's Community House	Corner Drop-in Housing Help	20	59,915.07
Stonegate Community Health Centre	Homelessness Prevention Program	5	55,238.76
Syme-Woolner Neighbourhood & Family Centre	York Housing Supports	12	83,409.89
Toronto Christian Resource Centre	Project Connect - Rooming House Tenant Support	28	72,351.52
Toronto Refugee Community Non-Profit Homes & Services	Housing Support for New Canadians	14	55,238.76
VHA Home Healthcare	Extreme Cleaning Service	22	34,469.10

Organization	Project	Ward	2010 Approved*
Warden Woods Community Centre	Prevention of Homelessness Among Older Adults	35	66,150.40
West Hill Community Services	Community Support Project	36	55,238.76
West Toronto Community Legal Services	Homelessness Prevention Project	19	57,461.76
West Toronto Community Legal Services	West Toronto Housing Help Services	19	184,650.19
Wigwamen	Aboriginal Housing Support Centre	22	55,238.76
WoodGreen Community Services	Rooming House Emergency Relocation Project	30	57,448.32
WoodGreen Community Services	Comprehensive Housing Help & Eviction Prevention	30	129,620.09
WoodGreen Community Services	Strong Communities Rent Supplement Portable Project	30	201,629.52
WoodGreen Community Services	Rent Bank Access Centre	30	52,020.00
Yonge Street Mission	Evergreen Housing Access for Youth	28	55,238.00
York Community Services	Streets to Homes Follow-up Services	12	55,182.82
York Community Services	Rent Bank Access Centre	12	52,020.00
York Community Services	York Housing Help	12	140,085.92
Total			4,884,055.95
<i>All projects funded as partnership projects in 2009 have been funded in 2010.</i>			
<i>*Includes 2% increase.</i>			

Drop-In Services

Organization	Project	Ward	2010 Approved*
519 Church Street Community Centre	Sunday & Meal Trans Drop-In	27	97,758.48
Agincourt Community Services Association Inc.	Drop-in and Meal Program	41	70,103.40
Bloor-Bathurst Interchurch Gathering Spot	The Gathering Spot	20	27,985.11
Christie-Ossington Neighbourhood Centre	Drop-in and Meal Program	19	121,123.09
Davenport-Perth Neighbourhood Centre	Homeless Prevention Drop-in	17	62,120.27
Evangel Hall	Drop-in	20	15,193.32
Fred Victor Centre (Adelaide Resource)	Women's Day Program & RPCHC	28	186,842.56

Organization	Project	Ward	2010 Approved*
Centre)	Women's Project		
Fred Victor Centre (145 Queen St. East)	Community Food Access Program	28	37,238.65
Good Neighbours Club	Drop-in Project	27	56,880.75
Good Shepherd Refuge Social Ministries	Good Shepherd Centre Drop-in	28	57,846.44
Houselink Community Homes	Drop-In and Food Program	19	41,760.06
Native Child and Family Services of Toronto	Drop-in for Native Youth	20	20,619.59
Parkdale Activity Recreation Centre	Hunger Initiatives Program	14	10,852.41
Second Base (Scarborough) Youth Shelter	Drop-In	35	43,409.77
Sistering: A Woman's Place	Drop-in Centre and Outreach	19	127,375.83
St. Christopher House	The Meeting Place Community Drop-In Programs	19	106,306.37
St. Stephen's Community House	Corner Drop-in	20	73,144.82
Stop Community Food Centre	The Stop Drop-in	17	20,081.29
Syme-Woolner Neighbourhood & Family Centre	Jane's Place Drop-In	12	80,751.56
Toronto Christian Resource Centre	Drop-in Program	28	146,885.18
Toronto Friendship Centre Inc.	General Drop-in and Meal Program	28	190,351.24
Touchstone Youth Centre	Drop-In Program	29	43,408.71
Warden Woods Community Centre	Teesdale Drop-in	35	52,580.73
Wychwood Open Door Drop-in-Centre	Wychwood Open Door Drop-in Centre	21	62,637.80
Yonge Street Mission	Evergreen Parent Relief	28	28,216.26
Weston King Neighbourhood Centre Drop-in	Weston King Neighbourhood Centre Drop-in	12	59,688.25
Youthlink	Drop-in	35	175,056.87
Total			2,016,218.81
<i>All agencies funded as partnership projects in 2009 have been funded in 2010. For information about Drop-in Services projects that require Council approval, see Appendices A and B.</i>			
<i>* Includes 2% increase. Street Haven is no longer offering services.</i>			

Supports to Daily Living

Organization	Project	Ward	2010 Approved*
Dixon Hall	Dixon SDL	28	196,342.21
Ecuhome Corporation	Ecuhome SDL	20	1,107,334.36
Fred Victor Centre	SDL at 319 Dundas St. E	28	150,858.00
Homes First Society	Homes First SDL	27	785,089.84
Houses Opening Today Toronto (HOTT)	HOTT SDL	36	100,617.28
Portland Place Non-Profit Housing Corp.	Portland Place SDL	20	120,826.24
Riverdale Housing Action Group	RHAG SDL	32	35,860.67
Toronto Christian Resource Centre Self-Help Inc.	TCRC Self-Help SDL	30	110,408.36
WoodGreen Community Services	Woodgreen SDL	30	294,031.68
YSM Genesis Place Homes Inc.	Genesis Place SDL	28	136,045.35
YWCA of Greater Toronto	Pape/Humewood SDL	22	490,876.12
Total			3,528,290.10
<i>All agencies funded as partnership projects in 2009 have been funded in 2010.</i>			
<i>*Includes 2% increase.</i>			

Toronto Enterprise Fund

Organization	Project	Ward	2010 Recommended
United Way Toronto	Toronto Enterprise Fund	All Ward	250,000.00
<i>This project was funded as a partnership project in 2009.</i>			

Appendix D
Shelter, Support and Housing Administration Division
Health and Safety Funding Criteria

Effective: January 1, 2010

Purpose:

This fund enables the Shelter, Support and Housing Administration Division to provide support to not-for-profit agencies facing unexpected situations that may negatively affect the health and safety of agency staff and/or clients.

Funding Terms:

Each allocation of these funds may not exceed \$10,000 per agency and must meet the following criteria:

- (a) Agencies must already be approved for funding through the Consolidated Homeless Prevention Program, the City of Toronto Homeless Initiatives Fund and/or the Tenant Program Fund;
- (b) Requests for funding must be provided in writing to the Shelter, Support and Housing Administration Division, and include information and documentation on the need for the funds and projected or incurred expenses;
- (c) Funding must be for one-time costs only and cannot be for on-going operating costs;
- (d) An agency can receive a maximum of \$10,000 in Health and Safety funding per calendar year;
- (e) Funding may be used to assist agencies which have projected or incurred expenses as a result of changes to their operation or operating environment, including the relocation of their operation;
- (f) Funding must be used for the purposes described in the request for funding; and
- (g) Agencies will report to the Shelter, Support and Housing Administration Division on the use of the funds.

Allocations will be awarded on the basis of relative need and the potential impact on addressing the identified health and safety issue.

Appendix E

2008 -2009 Service Achievements and Updates

The Shelter, Support and Housing Administration Division has a performance measurement system which is used in the allocation and monitoring of all homelessness programs. Measures have been revised from time to time to reflect policy changes and provincial reporting requirements.

In 2008/2009, projects funded through the Division reported on specific measures based on the type of service they provided. Data and outcomes for the following service sectors are shown below:

- Street Outreach services;
- Housing Help services;
- Supports to Daily Living services; and
- Drop-in services.

The data reflects key measures from 2008 and until June 30, 2009 (first ½ of year) for all projects funded by service sector. The data is collected by agency and type of service accessed, therefore some households may be counted by more than one agency or in more than one category of service. For example, a family using an eviction prevention service may later attend a drop-in program.

The results below reflect the achievements of individual service sectors.

Street Outreach Services

Street outreach workers in community agencies work closely with City Streets to Homes staff to find permanent housing for people who are homeless and living on a street. In 2008, outreach workers assisted their clients through each step needed to find housing, such as replacing identification, accessing income supports, completing housing applications, and searching for apartments. More than 400 people living outdoors were housed in 2008, and an additional 300 were housed during the first six months of 2009.

Housing Help Services

The Housing Help sector provides services that help individuals and families who are homeless or at risk of homelessness to find and keep housing and prevent evictions. Programs, stabilization supports and activities include assistance to find affordable housing, support and assistance once housed in the community, and prevention activities for households at risk of eviction.

Finding Housing:

In 2008, projects delivering housing help services in shelters provided almost 11,000 services to households seeking permanent housing. Not everyone that housing workers engage are ready to be housed, and for many people, it takes perseverance and repeated efforts. Of these services provided by housing workers in shelters, 3,700 resulted in successful housing outcomes. During the first six months of 2009, over 5,300 services have been provided to households seeking permanent housing, of which 1,400 have resulted in successful housing outcomes.

Housing help services located outside of shelters provided approximately 16,500 services to assist households to find and keep housing in 2008. During the first six months of 2009, almost 17,000 services have been provided to households to help them find and keep housing.

Keeping Housing:

When people are housed, it is often necessary to provide supports to stabilize them in their housing, such as assistance with making decisions, providing orientation to a new community, linking clients to community supports, helping with budgets and counselling and negotiating with landlords to be flexible about any arrears payments. In 2008, housing help projects within shelters and outside of shelters provided over 14,000 services to support households to stabilize in their housing. During the first six months of 2009, approximately 14,500 services were provided to help support households to stabilize in their housing.

Preventing Eviction:

Once people are housed, community agencies work hard to prevent evictions from happening, through providing the supports such as landlord-client mediation and referrals to legal clinics. In 2008, housing help projects within shelters and outside of shelters provided approximately 2,300 services to households at serious risk of eviction – in many cases an application for eviction had already been filed with the Ontario Rental Housing Tribunal. During this period, over 1,500 services resulted in evictions being prevented.

During the first six months of 2009, these projects provided 2,400 services to households at serious risk of eviction; of these services, over 1,400 resulted in evictions being prevented.

Rent Bank Loans:

The Rent Bank provides modest, interest free loans to tenants at imminent risk of eviction to help avoid the eviction. In 2008, 993 clients received loans, and 640 of these clients were actively repaying their loans. In the first 6 months of this year, 664 have already received loans. Following up 6 months after receiving these loans, 54% of these tenants were still housed in the same unit. Revisions to the program this year include: a new

Provincial Rent Bank Agreement which has resulted in more use of repaid loans to maintain the existing program; creation of more flexible repayment schedules which has increased the percentage of clients who are now repaying their loans; and the operation of the Emergency Rent Deposit Program which is operated by the Toronto Rent Bank program (funded as part of the Toronto Helps recession strategy).

Supports to Daily Living

Supports to Daily Living help people who are housed in alternative housing to stay housed. For example, some projects provide support services such as budgeting, assistance with homemaking, community living and personal care, to enable people with special needs to live independently in the community and to prevent evictions. In 2008 and for the first six months in 2009, 2,900 households in alternative housing (mostly single people) were provided with supports to assist them in maintaining their housing.

Drop-In Services

Drop-in centres operate at both the emergency and prevention ends of the homeless services continuum. They provide daytime space for people who are homeless, act as access points to other service systems, provide supports, and help reduce social isolation for people in marginal housing arrangements. During 2008, approximately 10,000 individuals received services through drop-ins. During the first six months of 2009, just over 8,000 individuals have received services through drop-ins.

Toronto Enterprise Fund

The Toronto Enterprise Fund is a funding partnership between the City of Toronto (Homelessness Initiatives Fund), United Way Toronto, the Province of Ontario (MCSS Disability Supports Program), and the federal government (Homelessness Partnerships Initiatives). The Fund supports social enterprises that create employment for people who are homeless or at risk of homelessness. In 2008, twelve enterprises provided secure employment to almost 1,000 participants. One-half of the participants were marginally housed when they began their employment, and half of them reported that they earned enough from their employment at a social enterprise to improve their housing. Partners make an annual contribution and the Fund is administered by United Way Toronto through a 3-year Memorandum of Understanding between all funding partners. 2010 represents the tenth year that this unique partnership has been in operation.