

Reaching Home: Community Homelessness Report for Toronto 2019-2021

Section 1	<p>The objective of this Section is to provide an opportunity for communities to share information about their local homelessness context, including collaboration between Indigenous and non-Indigenous organizations. Overview This sub-section invites reflections on the efforts to prevent and reduce homelessness over the last two years, including in response to the community's current housing situation. The comment boxes in the CHR template give communities the chance to provide additional information and context specific to challenges and positive developments over the reporting period.</p>
<p>1.1 Highlight any effort and/or issues related to the work that your community has done to prevent and/or reduced homelessness over the last 2 years</p>	<p>2019 In December 2019, City Council adopted the HousingTO 2020-2030 Action Plan to address housing and homelessness challenges in the City of Toronto. The HousingTO Plan includes Preventing Homelessness and Improving Pathways to Housing Stability as one of its key strategic actions.</p> <p><i>Initiative highlights from 2019 most relevant to this report include:</i></p> <ul style="list-style-type: none"> • increasing prevention and housing supports through key initiatives such as: Eviction Prevention In The Community (EPIC), an early intervention service program; Home for Good which funded more than 50 community based programs to support over 2000 individuals in that year; the launch of the 'by-name-list' (BNL) of everyone experiencing homelessness in Toronto; and piloting the a common assessment tool that helped to identify the level of need for individuals on the BNL. • improving access to housing through the procurement of a new Centralized Waitlist software system which was a key step towards implementing a new choice based housing access model to enable applicants to make more informed choices that meet their housing needs. Additionally, more than 5,400 households were supported with a housing allowance that improved affordability for their housing; • enhancing inclusion and equity, which included reviewing progress made towards achieving the commitments of the Meeting in the Middle Engagement Strategy and Action Plan and the Confronting Anti-Black Racism Action Plan. The Meeting in the Middle Strategy was co-developed by the City of Toronto Shelter, Support and Housing Administration (SSHA), the Toronto Aboriginal Support Services Council (TASSC) and the Toronto Indigenous Community Advisory Board (TICAB). It provides a roadmap to foster better relationships between SSHA and Indigenous organizations through a shared vision to meaningfully address Indigenous homelessness in Toronto. In addition, the City's Confronting Anti-Black Racism Action Plan is a 5 year plan that leverages the talents, knowledge and experiences of Black residents and Black organizations as partners in making municipal services, spaces and policies fully inclusive and accessible to Black Torontonians in both intent and in practice. <p><i>TAEH Community input into the interim Reaching Home – Designated Community Homelessness Plan</i> The Toronto Alliance to End Homelessness (TAEH) is the non-Indigenous Community Advisory Board (CAB) for Toronto. In the summer and fall of 2019 the TAEH convened community partners to develop input into the interim Plan submitted in October 2019.</p> <p>Methods included: meetings, workshops (in-person and virtual), surveys, gap analysis and engagement with people with lived experience. Community priorities for areas of investment were determined and an additional outcome to be included in the final Plan was identified: Increased Supply of Affordable Housing. While this phase was focussed on the requirements due for the Reaching Home Program at that time, the scope of this planning process was the entire SSHA's service system. As such, the TAEH also included principles for decision-making and outcomes-based planning capacity building opportunities during this engagement.</p> <p>2020/COVID-19 Response SSHA's priorities for 2020 changed when the COVID-19 pandemic hit. The onset of COVID-19 caused considerable strain on the emergency shelter system, largely due to requirements around physical distancing and isolation, as well as increased pressures related to closure of other provincial services (such as detox and crisis beds) and discharges from correctional facilities. The pandemic quickly amplified the pre-existing challenges within Toronto's housing and homeless systems, including the disproportionate impact of homelessness on Indigenous people and other vulnerable residents. Prior to the onset of the COVID-19 pandemic, Toronto was already experiencing an unprecedented demand for homeless services due to various factors including a lack of affordable housing options in the city and reductions in service levels in other system (corrections, health, crisis beds, etc).</p> <p>In light of the pandemic, SSHA's work for 2020 became focussed on three priorities:</p> <ul style="list-style-type: none"> • responding to the COVID-19 pandemic, through prevention, mitigation and recovery planning • helping people access housing, by shifting from a focus on emergency responses to homelessness to a focus on permanent housing solutions • improving how SSHA works in order to best support community agencies to serve those experiencing homelessness and connect people with appropriate housing opportunities <p>SSHA's pandemic response recovery planning included targeted engagement with Black-led and Black-serving organizations who emphasized the need to collect and act on race based data, centre the voices of Black people experiencing and at risk of homelessness, and to support and empower Indigenous and Black-led organizations to develop and implement solutions. The development of the COVID-19 Interim Shelter Recovery Strategy (described in 1.3), also included a separate process to engage the Toronto Indigenous Community Advisory Board (TICAB) to create a distinct, parallel strategy for Indigenous people experiencing homelessness. Indigenous peoples in Toronto face a number of challenges that were exacerbated by the pandemic and incorporating Indigenous reconciliation was and remains critical to recovery planning. SSHA is committed to reconciliation and advancing commitments in the Meeting in the Middle Engagement Strategy and Action Plan and to working with TICAB to develop an implementation plan for an Indigenous specific recovery strategy that contributes to increased positive outcomes for Indigenous people experiencing homelessness.</p>

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Preventing Homelessness

Below is a snapshot of programs and initiatives from 2020 that supported SSHA to make progress towards helping people through homelessness prevention approaches:

- The Eviction Prevention in the Community (EPIC) program assists vulnerable households facing imminent risk of eviction to keep their existing housing or secure new permanent housing. The EPIC program was expanded in response to an anticipated number of households facing increased risk of eviction. As part of the 2020 budget process, City Council approved \$1.07M in funding for the EPIC program in addition to the \$920,000 in funding from the federal Reaching Home Strategy for the 2020-21 funding year, for a total budget of \$1.99M for 2020. SSHA has also advocated to other orders of government for legislative changes to extend eviction prevention measures and enhance residential rental assistance programs.
- The Toronto Rent Bank provides interest free loans to Toronto residents who are behind in their rent or need to move to more suitable housing. In an effort to respond to an anticipated increase in demand for Rent Bank loans for rental arrears during COVID-19, the City expanded the Rent Bank program. In addition to existing \$1.4 million in funding, an investment of \$2 million was provided in 2020, and \$3 million in 2021. The program is now being piloted as a grant program with no repayment requirements in order to further support vulnerable tenants impacted by COVID-19. The Canada-Ontario Housing Benefit was launched in 2020 and supported more than 2,800 families on the Centralized Waitlist (CWL) to permanently stabilize their housing affordability.
- SSHA developed a new approach to sharing data on people experiencing homelessness, known as the Shelter System Flow. The approach was developed in 2020, in collaboration with both the TICAB and TAEH, and the data was launched publicly on March 1, 2021 through an online dashboard. The approach supports the City's HousingTO Action Plan commitment to develop and regularly report on performance indicators that measure progress towards ensuring that experiences of homelessness are rare, brief, and non-recurring.

Reducing Homelessness

Toronto's Coordinated Access system contributes to a reduction of homelessness by connecting households to housing and support resources through the following processes:

- **Rapid Re-Housing:** In response to COVID-19 the Rapid Re-Housing Initiative (RRHI), delivered in partnership with Toronto Community Housing (TCHC) and the Furniture Bank, prioritized immediate access to vacant TCHC rent-geared-to-income (RGI) units for chronically homeless shelter clients and households, as well as those sleeping outdoors. Through a partnership with TCHC, Furniture Bank, Toronto Office of Partnerships, and over 18 community agencies a total of 491 individuals received permanent housing in 2020 and in 2021 a further 450 households will be housed through this initiative. New households move in to a fully furnished apartment and are connected with a support provider who ensures their housing stabilizes successfully and is maintained over time. The Rapid Housing Initiative has produced positive outcomes and demonstrated that it is possible for people to move from shelter quickly, be successful stabilized, and improve their health and quality of life. The City of Toronto worked with other levels of government to connect survivors of domestic violence with housing and support opportunities available through RHI.
- **PATHS:** The Priority Access to Housing with Supports (PATHS) process acts as a connector for people experiencing homelessness to units with the right level of support. There are over XX supportive housing partners who participate in the PATHS process to fill vacancies within their portfolios.
- **Follow-Up Supports:** Follow-Up Supports focus on stabilizing and maintaining tenancies with clients who have exited homelessness. Supports may include, but are not limited to, community orientation; landlord relations and supporting the tenant to fulfill their tenancy obligations; referrals to supports for activities of daily living (e.g., cooking); and referrals to other required services (e.g., mental health, medical, settlement services).
- **The Toronto Housing Allowance Program (THAP)** is another key program to help people find and maintain permanent housing. Delivered in partnership by the City of Toronto and administered by the Ontario Ministry of Finance, the housing allowance program provides housing allowances ranging from \$250 to \$600 per month to assist eligible households offset the cost of rent in Toronto. Since the on-set of COVID-19, access to housing allowances continues to be prioritized to individuals and families experiencing chronic homelessness who meet all provincial criteria including household income limits. To assist with relieving pressures and achieving physical distancing within Violence Against Women shelters, 50 housing allowances were made available to the sector to assist households to obtain permanent housing.
- **Bridging Grant:** a Bridging Grant is a non-repayable, one-time grant of up to \$2500 to help secure a rental unit in the private housing market. The grant covers first and last month's rent.

These efforts will be continued over the next year, along with ongoing implementation of the expanded Coordinated Access approach to prioritize and match people experiencing homelessness with available housing with supports opportunities. Ensuring a range of supports are available, in an integrated service model, for individuals who experience more complex challenges and barriers, will be critical to ensuring success in alleviating chronic homelessness, reducing demand on emergency services and supporting housing stability.

Toronto Indigenous Community Advisory Board: 2019-2021

The Toronto Indigenous Community Advisory Board (TICAB) recognises that the most ideal way to eliminate Indigenous homelessness is to ensure there are affordable housing opportunities for Indigenous people in Toronto. Additionally, with that in mind, it is important that there are more for Indigenous-by-Indigenous affordable housing opportunities in the City of Toronto. Once people are housed who have been chronically or episodically homeless, it is imperative that there are supports that provide aftercare services for clients who have been housed so that they stay housed on have assistance to overcome barriers that they might experience. These supports need to be culturally safe and offer cultural supports and help clients to make their housing a home. In lieu of affordable

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	<p>housing opportunities, the TICAB set aside of the Canada Ontario Housing Benefit (COHB) for TICAB has made a huge difference for many of our clients. The clients who have received the COHB can now afford their housing and be stable for the 9 years that COHB is going to be in place.</p> <p>In light of the Covid-19 pandemic, Indigenous services didn't change their service delivery model regardless of the implications. In fact, Indigenous organizations expanded their services to meet the growing needs of the community. It is important to mention Covid-19 highlighted the food insecurity and housing needs not being addressed for the Indigenous community.</p> <p>More specifically, TICAB organizations continue to provide a holistic wraparound approach to addressing homeless within the City of Toronto. Supports include shelter, staged transitional housing and long-term rental housing to support community members in attaining and maintaining housing at whatever stage of life they may be in. Organizations also offer eviction prevention and follow up services such as housing support workers, landlord/tenant relations support, tenancy act education, first and last month rent supports, counselling, life skills workshops and events, referral services, housing items, housing application support, support specific to individuals leaving correctional facilities, hydro/water payment supports along with a range of food security and wellness programs to support cultural services for our Indigenous clients.</p>
<p>1.2 Highlight efforts and/or issues related to the work of increasing access to safe, adequate housing in your community over the last 2 years</p>	<p>2019 In December 2019, City Council adopted the HousingTO 2020-2030 Action Plan to address housing and homelessness challenges in the City of Toronto. The HousingTO Plan envisions a city in which all residents have equal opportunity to develop to their full potential, and is centred on a human rights-based approach to housing. This approach recognizes that housing is essential to the inherent dignity and well-being of a person and to building inclusive, healthy, sustainable and liveable communities. It also recognizes that resources must be prioritized to help those most in need. The Action Plan sets an aggressive housing agenda focused on supporting people over the next 10 years including targets to be achieved during that period. This 10-year housing plan also established an approval target of 18,000 supportive housing opportunities, including a minimum of 1,000 modular rental units, over the next ten years. A key objective of HousingTO is to increase the supply of permanent affordable rental and supportive housing to help our most vulnerable and marginalized residents, including Indigenous people, Black people, People of Colour, and those from other equity-deserving groups, live in dignified housing with appropriate supports.</p> <p>2020/COVID-19 Response In addition to the significant efforts to ensure the safety of the shelter system during the pandemic, the City took action throughout 2020 to scale-up rapid housing efforts and to create new affordable and supportive housing opportunities for people experiencing homelessness. Shortly after the onset of the COVID-19 pandemic in March 2020, the Housing and People Recovery Team was established. The multidisciplinary Team was comprised of representatives from various sectors including housing, community service providers, the development industry, civil society organizations, housing policy experts, homelessness service experts, poverty reduction experts, landlord and tenant associations and City staff. With the input and direction from the Team, the Housing and People Action Plan was developed. The Housing and People Action Plan outlines issues, identifies solutions, and plans for recovery as it relates to people (people experiencing homelessness, renters and operators/landlords) and the creation of a diverse set of affordable and market rental housing opportunities. The policy actions and considerations in the Housing and People Action Plan are aimed at: 1) providing stability for cities and people; and 2) stimulating economic recovery and building resilience through protecting and increasing the supply of housing across the housing continuum.</p> <p>As well, in September of 2020 City Council approved the 24-month Housing and Homelessness Recovery Response Plan aimed at accelerating investments in the City's HousingTO 2020-2030 Action Plan to urgently create 3,000 permanent, affordable homes before the end of 2022 dedicated for people experiencing homelessness. It asks the federal and provincial governments to fast-track and expand initiatives under the National Housing Strategy and other existing federal and provincial funding programs while also reiterating previous requests to partner on the City's Housing TO Action Plan. Specifically, the 24-month plan calls for the delivery of 3,000 affordable rental and supportive homes through: the provision of housing benefits and support services; the acquisition of buildings and sites for affordable homes as well as investment in "shovel ready" projects; and the development of modular housing.</p> <p>These reports' recommendations (as well as those in the Interim Shelter Recovery Plan described in 1.3) are aligned and support the request for a new tri-government partnership to expedite investments under the National Housing Strategy and other programs to accelerate the actions of the HousingTO 2020-2030 Action Plan. These documents provide a roadmap for governments to address housing and homelessness challenges now while concurrently taking action to pivot away from emergency measures towards stable permanent housing solutions as part of recovery.</p> <p><i>Initiative Highlights</i></p> <ul style="list-style-type: none"> • Modular Housing: As part of the HousingTO 2020-2030 Action Plan, the City is committed to creating 1,000 modular supportive housing opportunities for homeless individuals. The goal of this initiative is to ensure that clients are able to secure and maintain housing by connecting clients to housing and supports that meet their needs. In Phase One of the initiative, two sites were identified to provide 100 new homes with support services for people experiencing homelessness in 2020/21. Using a prioritization-based approach, the City is working with community partners to identify tenants whose support needs reflect the supports available.

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	<ul style="list-style-type: none"> • New supportive and affordable housing projects: Through cross-divisional partnership between the Housing Secretariat and SSHA, 11 new housing with support and affordable housing projects were implemented between April 1, 2019 and March 31, 2020. These projects targeted households experiencing homelessness from the following priority population groups: Indigenous people, Seniors, Chronically homeless, Youth, Indigenous women, people living with HIV/AIDS, Survivors of Domestic Violence, racialized people, people experiencing mental health and/or substance use issues, Refugees, Single mothers, and LGBTQ2S youth • People housed through "Dis-Advantaged" code on Centralized Waitlist: the number of people needing subsidized housing on Toronto's Centralized Waitlist is greater than the number of units available. There are a few groups of applicants who are prioritized for housing from this list, including households who are experiencing homelessness. For the Community Homeless Report reporting periods, a total of 1,040 households moved into permanent affordable housing through this prioritization approach. <p><u>Toronto Indigenous Community Advisory Board: 2019-2021</u> Despite the promised National Indigenous Housing Strategy that never has come to fruition. The TICAB has helped to inform reports such as the "Shelter Recovery Plan" and the "Supportive Housing Growth Plan" with an Indigenous lens to housing growth. Additionally, the Indigenous Housing Providers who are part of TICAB have been meeting with the City of Toronto Housing Secretariat to help create more for Indigenous-by-Indigenous Housing opportunities.</p> <p>More specifically, TICAB organizations have developed relationships with property managers and landlords to address unsafe housing situations and ensure safety for community members. Walking alongside community on their housing journeys, including attending viewings to ensure spaces are safe and adequate for their needs and supporting in advocacy around this. TICAB organizations are establishing Indigenous specific rental units to ensure cultural and environmental safety and we are actively seeking new opportunities and partnerships to expand our portfolio of deeply affordable housing units for the urban Indigenous community. In addition, TICAB organizations are committed to advocating for the need for portable housing allowances and subsidies for urban Indigenous peoples experiencing homelessness in the City of Toronto. This will involve advocating on their behalf, identifying partnerships and opportunities to develop and administer portable rent supplements for private market units in the City of Toronto.</p>
<p>1.3 What impact has COVID had on your community's progress with designing and implementing Coordinated Access and a Homelessness Management Information System (HMIS)?</p> <p>COVID-19 response</p>	<p><u>System Pressures as a Result of COVID-19:</u> In response to the pandemic, SSHA partnered with the United Way of Greater Toronto Area to develop a COVID-19 Interim Shelter Recovery Strategy which was adopted by City Council in the fall of 2020. The goal of the Strategy was to combine the collective lessons learned in the first phase of the pandemic with existing evidence on solutions to prevent and end homelessness and develop a plan to guide action over the following 12 months. The advice in the report was generated through a process led by a task force of leaders in the homelessness service system, including representatives from both the TICAB and TAEH, and was supplemented with consultations with shelter residents and people with lived experience of homelessness, front line staff and other partners.</p> <p>Operationalizing this strategy in support of Toronto's homeless population during COVID-19, required a significant expansion of the shelter system to ensure physical distancing and isolation of those who underwent testing or who were sick. Specifically, SSHA opened 48 different new temporary sites to create physical distancing in the shelter system and provide space for people to move indoors from encampments. Currently 28 locations are active, providing over 2,400 spaces in new temporary shelters and hotel programs. Toronto's shelter system provides more than 6,000 total spaces to support those experiencing homelessness in Toronto.</p> <p><u>Impact on Implementation of Coordinated Access system</u> To support the COVID-19 response, the City redeployed more than 300 City staff to work in temporary shelter sites and approximately 90 SSHA staff to support the temporary sites. It was estimated that up to 700 staff were redeployed through implementation of the overall response plan.</p> <p>Efforts to implement and make progress on the design of a robust Coordinated Access (CA) system were significantly impacted by the COVID-19 pandemic due to staff redeployment and the increased pressure faced by our homelessness response and housing provider partners. This resulted in reduced capacity to implement changes required by CA, which effectively put the implementation of a CA system on hold during Toronto's COVID emergency response. Although implementation activities were resumed in August 2020, at the mid-year dialogue, additional support was requested from the Federal Government to assist with funding to hire additional staff to get back on track with the successful implementation of a robust CA system.</p> <p><u>Toronto Indigenous Community Advisory Board</u> The TICAB has been actively involved in working in partnership with SSHA in designing and implementing Coordinated Access. When the pandemic hit, Coordinated Access initiatives were not front of mind for TICAB. Two TICAB member agencies are piloting some of the newly designed case management tools. TICAB has a sub-committee that works with SSHA in further developing Coordinated Access. As part of the Coordinated Access initiatives and Covid-19 response, a specific Indigenous Shelter Recovery Plan was developed in partnership with the City of Toronto to ensure Indigenous specific needs were being met.</p>

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<p><i>Collaboration between Indigenous and Non-Indigenous Organizations</i></p> <p>1.4 a) With respect to the design and implementation of Coordinated Access and a Homelessness Management Information System (HMIS), has there been collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the Indigenous community Advisory Board (CAB)</p> <p>1.4 b) Describe how this collaboration was undertaken and how it impacted the design and implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?</p>	<p>a) Yes Through the co-creation of Meeting in the Middle Engagement Strategy and Action Plan, SSHA established a partnership with the Toronto Indigenous Community Advisory Board which consists of Indigenous housing and homeless-service organizations in Toronto. An annual gathering was held in October 2019 and November 2020 and a mid-year check-in was held in May 2021 between SSHA senior leadership and leadership from the Indigenous community to recommit to the partnership and review and assess progress on the plan and identify priorities for the following year as well as inform the next 5 year service plan.</p> <p>b) <u>Toronto's Governance Structure for Coordinated Access:</u> The Toronto Indigenous Community Advisory Board (TICAB) and the Toronto Alliance to End Homelessness (TAEH) are integral to the implementation of a Coordinated Access system and are a part of its governance structure. The TAEH manages the non-Indigenous CAB on behalf of the City of Toronto. Engagement with both CABS are grounded in principles of meaningful co-design and co-development, respect for diverse perspectives, respect for Indigenous knowledge and expertise, transparency, and responsiveness. As partners in co-design, we believe that everyone's work is made better through our collaborative efforts.</p> <p><i>TICAB</i> The Coordinated Access subcommittee of the Indigenous CAB meets monthly to collaborate on decision making and system design elements. Additionally, SSHA and the Aboriginal Labour Force Development Circle (ALFDC) collaboratively hired an Indigenous Programs Coordinator, who assists with connecting Indigenous agencies with the system, building relationships, and developing policies. TICAB agencies are participating in pilots and user research for the common assessment tool, and the subcommittee contributed to the development of a prioritization policy, and informed and approved the redesign of the Indigenous identity question used to populate Toronto's By Name List.</p> <p>Additional SSHA-TICAB collaborative highlights include:</p> <ul style="list-style-type: none"> • TICAB is present on the Steering Committee for SSHA's Street Needs Assessment • TICAB-SSHA are working collaboratively to build a custom grants management module for the Toronto Grants Rebates and Incentives Portal • MOU in place for a Program Coordinator Position to work in Coordinated Access • TICAB-SSHA working together towards an open call for funding in late 2021. Currently, collaborating on proposals for TICAB members related to emergency COVID funding • Yearly gatherings to share progress made towards the Meeting in the Middle commitments <p><i>TAEH</i> In 2019, SSHA continued to work with the Toronto Alliance to End Homelessness (TAEH), a network that bring together homelessness-serving agencies, shelters, supportive housing providers, non-profit developers, landlords and leaders in health, justice and child welfare sectors. TAEH and SSHA co-host monthly meetings of the Joint Toronto Housing and Homelessness Services Planning Forum. In 2019, TAEH delivered focussed sector engagement to inform the development of Toronto's Community Plan, a requirement for federal Reaching Home funding.</p> <p>Additional SSHA-TAEH collaborative highlights include:</p> <ul style="list-style-type: none"> • TAEH and SSHA co-chair the TAEH Service Planning Forum which meets monthly • SSHA attends the TAEH Steering Committee • TAEH and SSHA co-chair the Coordinated Access Subcommittee • TAEH is on the Steering Committee for the development of SSHA's 2021-2025 Service Plan • TAEH is on the Steering Committee for SSHA's Street Needs Assessment (Point in Time Count) • SSHA is working with TAEH's People With Lived Experience Caucus on engagement for Coordinated Access Development and other engagement opportunities for service planning and policy development <p><u>Toronto Indigenous Community Advisory Board</u> TICAB has been engaging specifically with SSHA in developing Coordinated Access. There has been little or no interface with other non-Indigenous organisations on Coordinated Access approaches and HMIS. SSHA and TICAB have developed a collaborative sub-committee for coordinated Access. At our subcommittee tables, TICAB members input is listened to and valued, it is generally felt that TICAB is contributing to the design of Coordinated Access and HMIS.</p> <p>Indigenous service providers were also invited to be a part of the Comprehensive Needs Assessment working group.</p>
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<p>1.4 c) Describe how this collaboration will be further pursued over the coming year</p>	<p>Both CABs will be involved in the co-design of the policies and processes that are in progress and which must be in place by March 2022 as per the Reaching Home minimum requirements.</p> <p>Highlight of collaborative plans for the year</p> <ul style="list-style-type: none"> • Finalizing and implementing a common assessment tool • Finalizing and implementing the Prioritization and Matching policy • Identifying critical information management system upgrades • Expanding the BNL to increase the proportion of people experiencing homelessness in Toronto represented • Enhance coordination with access points • Enhance prevention and diversion approaches • Developing complimentary policies and procedures to support prioritization and matching processes • Enhancing operationalization of case conferencing approach • Development of data collection/analysis framework <p><u>Toronto Indigenous Community Advisory Board</u> TICAB will continue to work on for Indigenous-by-Indigenous processes in collaboration with SSHA. Many TICAB members support the for Indigenous-by-Indigenous approach. With this approach, clients can be certain that they will receive culturally safe, trauma informed services that respects Indigenous Cultures. The TICAB Coordinated Access Subcommittee and the Comprehensive Needs Assessment Working Group will continue to meet regularly throughout each month.</p>
<p>1.5 a) With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations, and, where applicable the Indigenous CAB?</p>	<p><u>CHR specific engagement process:</u> SSHA staff attended both the TAEH and TICAB Coordinated Access Subcommittee meetings to confirm interest in working collaboratively on the development of the CHR and jointly determine the nature of the collaboration. Both CABs were interested in contributing to the report in a meaningful way and plans were developed jointly to support this collaboration.</p> <p><u>Toronto Indigenous Community Advisory Board</u> There was TICAB and SSHA collaboration in completing the Homelessness Report where TICB members were invited to fill out the part they felt relevant. TICAB and SSHA met virtually several times throughout the process to ensure the report reflected the work being done in the Indigenous community</p>
<p>1.5 b) Describe when this collaboration occurred and what part of the CHR were informed by these efforts</p>	<p>Collaboration began in June, all CHR sections will be informed by these efforts</p> <p><u>Toronto Indigenous Community Advisory Board</u> TICAB and SSHA have formally collaborated in purposeful ways for a long time. Deliberate efforts to collaborate have been in place since the summer of 2017 when the Meeting in the Middle document was co-created. SSHA sought out feedback from TICAB to inform CHR from TICAB's perspective.</p>
<p>1.5 c) Describe the efforts that were taken to collaborate and specific plans to ensure it occurs during next year's CHR process</p>	<p>ALFDC recently hired a new Reaching Home Manager and Program Coordinator. SSHA and ALFDC have an MOU in place for the program coordinator role which aims to improve coordination between TICAB, ALFDC, and SSHA on all matters related to Coordinated Access. SSHA also have a dedicated Indigenous Policy Development Officer who is supporting with this work. Moving forward, these staff will support both the TICAB and SSHA with developing and implementing Indigenous-specific Coordinated Access work plans, including funder report submissions. The process of collaborating on a joint report submission requires time and thoughtful planning as well as deep understanding of the report requirements. Next year's process will take these lessons into account to ensure that it is both a meaningful and collaborative process and that it is submitted on time.</p> <p><u>Toronto Indigenous Community Advisory Board</u> TICAB is certain that SSHA will reach out the help inform future CHR processes. At every TICAB meeting SSHA representatives are invited to TICAB meetings and has a standing agenda item at TICAB meeting. Additionally, both TICAB and SSHA meet bi-annually to review our collective relationship and seek to improve our working relationships. Moving forward the CHR report will be submitted in collaboration with TICAB, Aboriginal Labor Force Development Circle, and SSHA to ensure improved processes and communications.</p>
<p>1.6 a) Does your community have a separate Indigenous CAB?</p>	<p>Yes</p>

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1.6 b) Was the CHR approved by the Indigenous CAB	Yes
1.6 c) Please explain how engagement was undertaken	<p>Coordinated Access staff attended both the TAEH and TICAB Coordinated Access Subcommittee meetings to confirm interest in working collaboratively on the development of the CHR and jointly determine the nature of the collaboration. Both CABs expressed interest in contributing to the report in a meaningful way and plans were developed jointly to support this collaboration. Collaboration plans included timelines for reviewing drafts, making revisions, and obtaining approval as per each CABs decision-making processes.</p> <p><u>Toronto Indigenous Community Advisory Board</u> SSHA invited TICAB to meet and the CHR was reviewed and TICAB Members were invited to answer the questions in the CHR from the Indigenous perspective. ALFDC there after took steps to meet with TICAB members to review the TICAB responses to the report as a group. The report was then finalized and brought to the TICAB for approval.</p>
Section 2	Coordinated Access and Homelessness Management and information System (HMIS) Self-Assessment
<p>2.19 <i>Summary Comment</i> Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements? In particular, please describe your community's efforts to set-up or improve the Coordinated Access governance structure, including processes to ensure that policies and protocols, as approved by the governance group(s) are being implemented across the system as intended to achieve desired results.</p>	<p><i>Prioritization policy</i> SSHA worked closely with TAEH, TICAB, and an internal Confronting Anti-Black Racism (CABR) steering committee to draft a prioritization policy which will be implemented in 2021/22. The process included a prioritization planning day facilitated by the Canadian Alliance to End Homelessness, an operational review to ensure the policy is administratively feasible, and will contribute to the shared goals and outcomes of Toronto's homelessness response system.</p> <p><i>Release of Shelter System Flow Data</i> In March 2020, SSHA released the Shelter System Flow data including 6 critical data points for measuring and reducing homelessness in Toronto, including for a number of key population groups (families, youth, refugees, chronic homeless). The data is limited to those accessing overnight services (emergency shelter, hotel programs, 24-Hr respites), but includes unique data points for all people accessing these services on a rolling three months basis. Work is underway to expand the data to include people sleeping outdoors.</p> <p><i>Indigenous Data and Stewardship</i> SSHA continued to work collaboratively with TICAB to ensure data about Indigenous people experiencing homelessness accurately reflects their experience. SSHA and TICAB co-designed and updated Indigenous identity question and response options which have been integrated and made mandatory in SMIS. TICAB frequently reviews data and is working collaboratively with SSHA to analyze and approve the data before it is released publicly as part of Toronto's Shelter System Flow Open Data set. TICAB continue to make recommendations to how to improve data collection methodologies, with SSHA quickly implementing their recommendations. Developing policies for data stewardship is a priority for the remainder of 2021</p> <p><i>Pilot of updated Intake form and introduction of Triage Assessment</i> As part of Toronto's implementation of the Service Triage, Assessment, and Referral Supports (STARS) common assessment tool, SSHA tested and updated the Intake and Triage tool with 14 homeless serving pilot sites, including those represented at TICAB. SSHA worked collaboratively with the sites to conduct user testing, develop training materials, and improve the tool. The updated intake includes questions about pronouns, racial identity, veteran status and a triage with a recommended level of support. Full roll out of the tool will occur in 2021-22.</p> <p><u>Toronto Indigenous Community Advisory Board</u> During this reporting period TICAB has been engaged by SSHA and vice versa. TICAB has set up a TICAB subcommittee to work with SSHA on Coordinated Access. Two TICAB organizations are now piloting case management tools, furthermore, TICAB has collaborated with SSHA on developing the 2020 Street Needs Assessment and in implementing it.</p>