

# EPIC PILOT PROGRAM EVALUATION

## WHAT IS EPIC?

The EPIC program was launched in March 2017 by Shelter, Support and Housing Administration (SSHA), a Division of the City of Toronto. The program provides wrap around eviction prevention services in order to help tenants facing imminent risk of eviction.

## WHO DOES EPIC SUPPORT?

The EPIC program targets households who are at-risk of eviction due to a number of unique circumstances, including difficulties paying rent and health or mental health challenges.

## HOW

### IS THE PROGRAM HELPING CLIENTS?



## IS THE EPIC PROGRAM EFFECTIVE?

97 CLIENTS



90% STABILIZED IN THEIR HOUSING

8% REHOUSED

2% EXITED INTO HOMELESSNESS

## CLIENT SATISFACTION RATING



9.5/10



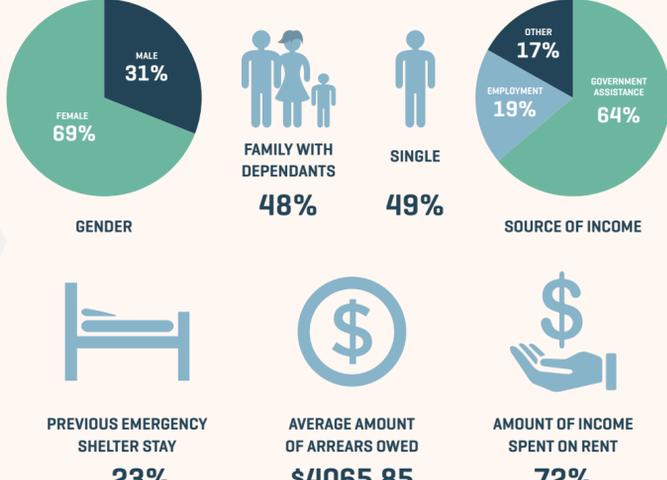
"Epic recovery to an epic comeback, you know, at this point, because now I can – all the goals I set, everything I planned to do, I'm not always wondering ... , you know. I can actually plan and budget and focus on doing better, because there's actually an opportunity."

- EPIC Client

"I guess EPIC was my lottery at this point, because, like, EPIC staff took over and really fixed me up. [They] made sure that I'm okay and I could focus, and now I can steady my mind and say, I'm going to pursue what I actually want to pursue, and trust that it's going to get through, you know."

- EPIC Client

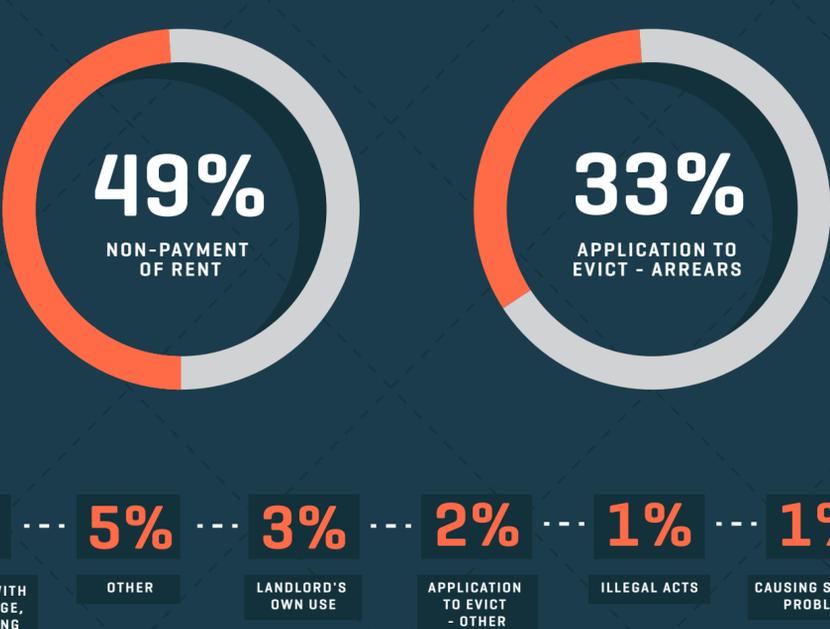
## CLIENT PROFILE



"So if I'm at work and I don't have enough to cover daycare, and I don't have enough to pay back rent, then I barely have enough for groceries, it's kind of hard to kind of catch up."

- EPIC Client

## CAUSES OF EVICTIONS



## EPIC PARTICIPANTS BY NEIGHBOURHOOD

