

EPIC

EVALUATION KEY MESSAGES

Prepared for Shelter, Support, and Housing Administration (SSHA), City of Toronto.

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THE PROGRAM IS EFFECTIVELY PREVENTING EVICTIONS

90%

STABILIZED
IN THEIR HOUSING

- OF THE 97 CLIENTS DISCHARGED FROM THE PROGRAM OVER THE COURSE OF THE EVALUATION:
 - 90% WERE STABILIZED IN THEIR HOUSING
 - 8% WERE REHOUSED
 - 2% EXITED INTO HOMELESSNESS
- THE EFFECTIVENESS OF THE PROGRAM WAS LARGELY THE RESULT OF THE PROGRAM MODEL (FINANCIAL SUPPORTS, LANDLORD MEDIATION, CASE MANAGEMENT) AND THE KNOWLEDGE, DEDICATION, AND TIMELINESS OF PROGRAM STAFF.

CLIENT SATISFACTION RATING

OF THE DISCHARGED CLIENTS THAT WERE SURVEYED, THE AVERAGE CLIENT SATISFACTION RATING WAS 9.5 OUT OF 10 [EXTREMELY SATISFIED].

ONE CLIENT SHARED, *"WONDERFUL PROGRAM. I WISH IT NEVER ENDS. A PROGRAM FOR WORKING CLASS PEOPLE."*

9.5/10



CLIENTS REPORTED AN INCREASE IN THEIR QUALITY OF LIFE



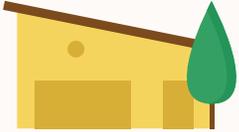
- OF THE DISCHARGED CLIENTS THAT WERE SURVEYED, 95% AGREED THAT THEIR QUALITY OF LIFE IMPROVED AS A RESULT OF BEING IN THE PROGRAM.
- ONE CLIENT SHARED, *"FEEL OVERWHELMING GRATITUDE. EPIC SAVED ME."*

EARLY INTERVENTION IS KEY



- CLIENT REFERRALS THAT WERE MADE EARLIER IN THE EVICTION PROCESS REPORTED A SMALLER AMOUNT OF ARREARS THAN REFERRALS MADE LATER IN THE EVICTION PROCESS.

EVICTIONS IMPACT A WIDE RANGE OF PEOPLE, BUT MOST ARE LIVING IN DEEP POVERTY



- THE AGE OF CLIENTS RANGED FROM 17 TO 80 YEARS OLD. (DURING THE COURSE OF THE EVALUATION, THE 80-YEAR-OLD CLIENT WAS STABILIZED IN THEIR HOUSING.)
- THERE WAS AN EQUAL MIX OF FAMILY (49%) AND SINGLE (48%) HOUSEHOLDS.
- ON AVERAGE CLIENTS WERE PAYING OVER 70% OF THEIR INCOMES ON RENT.

BASED ON AVAILABLE PROGRAM DATA, THE COST OF PAYING OFF A HOUSEHOLD'S ARREARS IS OFTEN LESS THAN THE COST OF THE AVERAGE LENGTH OF STAY IN AN EMERGENCY SHELTER

CLIENTS WHO STABILIZED THEIR HOUSING HAD AVERAGE ARREARS OF \$4,182. THERE WAS AN EQUAL MIX OF FAMILY (49%) AND SINGLE (48%) HOUSEHOLDS.

THE AVERAGE COST OF ONE NIGHT IN AN EMERGENCY SHELTER IN TORONTO IS APPROXIMATELY \$75 PER PERSON. THE AVERAGE LENGTH OF STAY IN 2017 IN EMERGENCY SHELTERS WAS JUST OVER 4 MONTHS, AT AN ESTIMATED TOTAL COST OF OVER \$9,000 PER PERSON. FOR A FAMILY OF THREE, THIS COST RISES TO MORE THAN \$27,000.

SEVERAL CLIENTS SHARED THAT THEY MAY HAVE ENTERED THE SHELTER SYSTEM HAD THEY BEEN EVICTED.

\$4,182
AVERAGE
ARREARS

THE PROGRAM WORKS COLLABORATIVELY WITH LANDLORDS TO STABILIZE TENANTS IN THEIR CURRENT HOUSING. THE PROGRAM CAN HELP WITH:



- PAYMENT OF ARREARS.
- TENANT ACCESS TO RENTAL SUPPORTS.
- MEDIATION BETWEEN TENANTS AND LANDLORDS.
- TENANT ACCESS TO MENTAL HEALTH AND HEALTH SUPPORTS.

LANDLORDS REPORTED BEING SATISFIED WITH THE SERVICES PROVIDED BY EPIC



- PRIVATE MARKET LANDLORDS MADE 14% OF REFERRALS TO THE PROGRAM.
- "THEY CARE ABOUT THEIR CLIENTS" – LANDLORD.