

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Toronto

2022-2023

The Community Homelessness Report (CHR) is an annual Reaching Home reporting deliverable that supports communities to prevent and reduce homelessness using a more coordinated, systems-based and data-driven response. The CHR was designed to support local discussions and decision making, using all of the information about homelessness currently available at the community level. Communities are encouraged to use their CHR data to develop clear plans of action that help them to reach their homelessness reduction targets and to leverage the collective efforts of service providers working across the community, regardless of how they are funded.

**This is a summary of the CHR for the 2022-23 reporting cycle.** It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an outcomes-based approach (tracking community-level outcomes and progress against targets using a Unique

identifier or By-Name List, referred to as a List; see Section 3).

If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

## Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?

Yes – DC and IH funding streams co-exist

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and/or IH CAB over the reporting period?

Yes

Describe this collaboration in more detail.

Through the co-creation of Meeting in the Middle Engagement Strategy and Action Plan, SSHA established a partnership with TICAB, which consists of Indigenous housing and homeless-service organizations in Toronto. There is an annual gathering between the City’s senior leadership and leadership from the Indigenous community to recommit to the relationship building process, while seeking out opportunities for future collaboration and mutual priority setting. The most recent Meeting in the Middle yearly annual gathering was held in person in November 2022. A 5 year review and celebration is being planned for Winter 2023.

Collaborative highlights between SSHA/HS, TICAB, and Aboriginal Labour Force Development Circle (ALFDC) for the reporting period include:

- Both the Housing Secretariat (HS) and SSHA continue to attend TICAB meetings to bring forward updates on grant funding. In addition there is ongoing collaboration to provide support when requested to the ALFDC funding calls.
- SSHA and the HS are working with the ALFDC and TICAB to update the MOU to acknowledge the role of the HS in grant funding for housing services, address changes to funding sources and to update roles and responsibilities to reflect current practices.
- In the spring of 2022 HS/SSHA launched a call for applications for approximately \$33 million in annual grants for Housing Support and Homelessness services. The City prioritized Indigenous projects to ensure that Indigenous-led and serving organizations were awarded grants in all service categories, including Street Outreach, Housing Access, Follow Up, and Homelessness Prevention. New projects started in October, 2022.
- Of the \$33 million, 20% was allocated to the Indigenous Funding Stream, which is fully managed by the ALFDC. Since 2019, 20% of Reaching Home funds had been allocated to the ALFDC, and with the new call for applications, the total annual funding allocation was increased to approximately \$8.7 Million. The ALFDC is fully independent of the City in administering calls for proposals, and the related sub-project grants administration and reporting. The ALFDC typically invites the City to participate in the proposal review process.
- HS/SSHA Grants will continue to work closely with the ALFDC to support funding priorities identified by TICAB.
- The HS hosted an engagement session with Indigenous housing providers to support the Housing TO plan to create 5200

## Indigenous Housing units

- TICAB is present on the Steering Committee for SSHA's Street Needs Assessment. SSHA in partnership with TICAB just released a deeper dive into Indigenous Peoples' Experiences of Homelessness based on the 2021 SNA (Street Needs Assessment – City of Toronto (Indigenous Homelessness tab). Planning for the 2024 SNA will begin in Q3 2023

Specific to the development of a Coordinated Access system (CA), TICAB holds space for SSHA at each monthly meeting to consult and to update local Indigenous organizations on the progress of implementing CA. There is also a TICAB Coordinated Access Subcommittee that is co-chaired with SSHA. Meetings are held monthly to ensure that the development and implementation of a CA system is responsive to Indigenous organizations and people experiencing homelessness.

Highlights of collaborative work that took place in support of the development and implementation of a CA system include:

- MOU in place for an Indigenous Program Coordinator Position and Case Worker MOU in review to directly support the work of connecting Indigenous people experiencing homelessness with housing and supports. These positions were created in an effort to support relationship building with Indigenous organizations, assist with unit allocations to Indigenous community members, and support policy development
- The STARS common assessment tool was developed collaboratively with Indigenous partners, including user research with Indigenous frontline workers participation in the Common Assessment Tool Working Group. An Indigenous artist was hired to illustrate supporting materials and an Indigenous specific training day was held on June 2, 2022 to train staff from Indigenous partner organizations on the background and use of the STARS Support Assessment tool in a culturally informed and trauma informed way, including having an Indigenous Traditional Healer on-site.
- The Prioritization and Matching Policy sets an equity target that 25% of all housing opportunities available through CA be matched to Indigenous people experiencing homelessness in Toronto. SSHA has worked with TICAB on how this equity target will be monitored and
- CA expanded its partnerships with Indigenous organizations to ensure that Indigenous people experiencing homelessness are effectively connected with City-funded supportive housing opportunities.

## Toronto Indigenous Community Advisory Board:

TICAB is made up of local Indigenous homelessness serving agencies that advocate for the elimination of Indigenous homelessness. The Toronto Indigenous Community Advisory Board holds space for The City of Toronto's Shelter Support and Housing Administration (SSHA) at each monthly meeting to consult and to update local Indigenous organizations on the progress of Coordinated Access. There is also a TICAB Coordinated Access Subcommittee that meets monthly to discuss the development and implementation of Coordinated Access.

This year, TICAB and SSHA will continue to collaboratively improve and discuss the Prioritization Policy, Common Assessment Tool, and Indigenous Data. SSHA has also worked to expand partnerships with Indigenous organizations throughout this year. Indigenous street outreach programs have been included in SMIS. More Indigenous organizations have been included as access points and have the ability to refer community members to housing opportunities through Coordinated Access.

SSHA has begun offering quarterly Prioritization Reviews at TICAB meetings to discuss the progress of the implementation of the Prioritization Policy in regards to the impact on Indigenous people experiencing homelessness. SSHA has hired an external evaluator to evaluate the STARS Supports Assessment Common Assessment Tool. SSHA has engaged with TICAB from the beginning of this process to ensure the evaluation of the tool addresses the needs of the Indigenous community. The Indigenous Community Entity in partnership with SSHA have hired an Indigenous caseworker who will work with TICAB organizations to ensure smooth referral processes for Indigenous people experiencing homelessness through Coordinated Access.

Additionally, both the Indigenous CE (Aboriginal Labour Force Development Circle) and the Designated CE (SSHA and HS) have collaborated on the implementation of the 20% funding set aside for Indigenous homelessness projects. The TICAB has been able to practice decision making on the 20% set aside from SSHA and HS in terms of how much funds should be allocated to capital projects and how much for programs.

TICAB has had very little engagement with the Designated Community CAB (TAEH).

<p>Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?</p>	<p>Yes</p>
<p>Describe this collaboration in more detail.</p>	
<p>Toronto Indigenous Community Advisory Board  TICAB will continue to work on for Indigenous-by-Indigenous processes in collaboration with SSHA. TICAB members support the for Indigenous-by-Indigenous approach. With this approach, community members can be certain that they will receive culturally safe, trauma-informed services that respect Indigenous people's unique needs and cultures.</p> <p>TICAB has also been engaging specifically with SSHA in developing Coordinated Access. There has been little or no interface with other non-Indigenous organizations on Coordinated Access approaches and HMIS. SSHA and TICAB have developed a collaborative sub-committee for Coordinated Access. At our subcommittee tables, TICAB member input is listened to and valued, and it is generally felt that TICAB is contributing to the design of Coordinated Access and HMIS.</p> <p>TICAB will continue to be involved in the co-design of the policies and processes that are planned for the coming year. 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 respect Indigenous Cultures. The TICAB Coordinated Access Subcommittee will continue to meet regularly throughout each month and it is expected that SSHA and TICAB will continue to work collaboratively utilizing the Meeting in the Middle strategy for engagement. The TICAB Coordinated Access Subcommittee will continue to meet and stay updated on the development and implementation of Coordinated Access. The TICAB Coordinated Access Subcommittee will continue to identify where there may be gaps for the Indigenous community and work collaboratively with SSHA to bridge those gaps.</p> <p>Examples of our collaborative work include the STARS Supports Assessment which was co-developed in partnership with Indigenous organizations through the Supports Assessment Working Group which included Indigenous community members, frontline staff of Indigenous organizations and Indigenous staff at SSHA. TICAB reviewed and approved the STARS Supports Assessment which is now being piloted with Indigenous organizations. SSHA and Aboriginal Labor Force Development Circle (Indigenous Community Entity) are working collaboratively to host an evaluation of the STARS Supports Assessment tool to ensure it's appropriate for the Indigenous community.</p>	

Additionally, ALFDC employs an Indigenous Programs Coordinator who works within SSHA Coordinated Access to ensure Coordinated Access is responsive to Indigenous agencies and clients. The Indigenous Programs Coordinator works to connect Indigenous agencies with the system, process data on Indigenous people, relationship building, and policy development. The ALFDC has increased the capacity for this work by hiring an Indigenous caseworker who will work with TICAB member organizations on the referral and processing of connecting Indigenous people experiencing homelessness to housing with support.

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. Our collaborative efforts will continue to be guided by the Meeting in the Middle Document for the coming years. The Meeting in the Middle document highlights how Indigenous housing and homelessness serving organizations and SSHA will maintain a positive working relationship. This strategy is reviewed quarterly where opportunity for feedback and improvements are given.

<p>With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?</p>	<p>Yes</p>
<p>Describe this collaboration in more detail.</p>	
<p>For the 2022-2023 CHR submission, SSHA worked with both CABs (TAEH and TICAB) to identify what process they each wanted to follow to complete and submit the report. For this year's submission, both TAEH and TICAB wanted to follow a similar process to that of previous years:</p> <ul style="list-style-type: none"> <li>i) TICAB members filled out the parts 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</li> <li>ii) TAEH staff and Steering Committee members drafted responses to the CHR which were then reviewed by all Steering Committee members</li> </ul> <p>This work began in February and continued throughout the report writing process. All CHR sections were informed by these efforts.</p> <p>Prior to the 2022-2023 CHR reporting template being released, SSHA staff brought the item forward for TICAB's and TAEH's consideration, both regarding process and content. Having ample time to develop a collaborative report-writing process and to draft content is important and next year we will begin working on this together as soon as the updated reporting template is available.</p> <p>Early collaboration is important both in determining the process to be followed to complete and submit the CHR and also regarding what content should be highlighted. Next year's process will be informed by lessons learned from collaborating with both CABs for the previous 3 reporting cycles.</p> <p>Toronto Indigenous Community Advisory Board:  TICAB and SSHA collaborated on the Community Homelessness Report. SSHA hosted 2 stand-alone meetings with TICAB to gather input on how we could take a collaborative approach to co-authoring the CHR. TICAB and SSHA met virtually throughout the process to ensure the report reflected the work being done in the Indigenous community. Both TICAB and ALFDC were invited to inform the CHR through a google doc that was shared via email with the ALFDC and the members of TICAB. SSHA sought approval on the final report from TICAB.</p> <p>SSHA has a strong working relationship with TICAB, and the CHR report writing process has been collaborative for each reporting cycle. There is a commitment to continue to grow this process in a meaningful way for all future submissions.</p>	

Toronto Indigenous Community Advisory Board TICAB is certain that SSHA will reach out to help inform future CHR processes. At every TICAB meeting SSHA representatives are invited to TICAB meetings and have a standing agenda item at the TICAB meetings. 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, SSHA and TAEH to ensure improved processes and communications.

Does your community have a separate IH CAB?	Yes
Was the CHR also approved by the IH CAB?	Yes



## Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

### Summary Tables

The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS.

	Met	Started	Not Yet Started
<b>Number of minimum requirements</b>	18	0	0

The table below shows the percentage of minimum requirements completed for each core Coordinated Access component.

Governance	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
100%	100%	100%	100%	100%	100%

## Summary Comment

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 close partnership with two community advisory boards (the Toronto Indigenous Community Advisory Board, and the Toronto Alliance to End Homelessness), the City of Toronto as the lead organization made significant progress towards achieving the Reaching Home Coordinated Access minimum requirements and was recognized by the Canadian Alliance to End Homelessness as achieving these benchmark requirements in September 2022. Highlights for the reporting period include:

- Enhancing various modules in SMIS to allow users to better support clients to find housing, collect more robust client information including racial identity information and veteran status to better support more dynamic application of the prioritization process
- The City has continued to work on the integration of street outreach and shelter data to ensure that people sleeping outdoors are correctly reflected in the BNL as 'Active'. This work is being done in partnership with street outreach providers. Further work is currently underway to implement information sharing within SMIS to allow for the smooth sharing of information about people experiencing homelessness across the system, with appropriate consents in place. This will reduce the duplication of data collection efforts, improve data accuracy, and improve the user experience for people experiencing homelessness.
- Continued to implement the made-in-Toronto STARS Common Assessment Tool, designed in partnership with service providers and service users, with particular focus on the needs of Indigenous people experiencing homelessness. The first two components of the tool were fully implemented into the Shelter Management Information System (SMIS) in June of 2022. The third component, the Supports Assessment Tool has been rolled out to Indigenous service providers, with a roll out date for the remainder of the sector expected to commence in Q4 2023
- The People With Lived Experience Caucus of TAEH worked to strengthen its processes and membership by reviewing and updating its terms of reference, creating operating policies and procedures and recruiting new members. Throughout 2022 and early 2023, the Caucus participated in a number of consultations related to coordinated access development, specifically the City of Toronto's By-Name List Consent Form and Engagement process, and the STARS Supports Assessment Rubric and Consent Form.
- Toronto Housing and Homelessness Service Planning Forum expanded to include a co-chairing role from the Housing Secretariat, further expanding the shared leadership and collaborative relationship between the City of Toronto's housing and homelessness service planning divisions and the community-led services. The THHSP forum acts as a conduit of information between the City, organizational leadership, and front-line providers to share information, identify and address concerns across the sector, and maintain consistent shared knowledge of the state of homelessness in Toronto. Issues that were addressed in the previous year include the City's Hotel Transition Plan, supportive housing and RGI navigation, innovative care models for 2SLGBTQIA+ youth, navigating banking systems with unhoused clients, and confronting anti-Black racism in the housing and

homelessness services sector.

- City of Toronto SSHA Shelter and Housing Committee: In August of 2022, SSHA and the Housing Secretariat met with the Toronto Alliance to End Homelessness and the Toronto Shelter Network to discuss the occupancy pressures in Toronto's shelter system. To advance the discussion, a joint table was established with a shared, strategic approach to addressing key issues in the housing and homelessness system. This new joint table is dedicated to increased collaboration between the City and the community, and the co-creation of strategies, solutions, and concrete actions that can be taken immediately in order to build and strengthen a responsive housing and homelessness service system that will mitigate the ongoing pressures that the housing, homelessness, and affordability crisis in Toronto are causing to the housing and homelessness service delivery system overall.

## Section 3. Outcomes-Based Approach Self-Assessment

### Summary Tables - Minimum Requirement

The tables below provide a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List
Yes	Yes	Yes

#### Step 4: Can report monthly outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHR, if not earlier)

List was in place as of January 1, 2023 (or earlier)	Can generate monthly data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

#### Step 4: Can report annual outcomes and set targets using data from the List (reporting in Section 4 is mandatory once annual data can be generated)

List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

## Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?

The City continues to release Shelter System Flow data each month to highlight the impact of people moving in and out of the shelter system, including for specific population groups. The data was used to inform the development of the City's 2021 Homelessness Solutions Service Plan, the 2022 Open Call for housing support and homelessness grants, and continues to be used to guide supportive housing development to meet the needs of people experiencing homelessness in Toronto.

Over the next year, it is intended that this dashboard will be updated to include additional data for people sleeping outdoors, as well as more robust demographic data including racial identity and veteran status. Further enhancements are planned to improve the filtering functionality of the dashboard.

Operationally, the By Name List is used to direct housing with supports resources to people who are members of priority population groups as identified in the Prioritization Policy, including ensuring that people with the longest lengths of homelessness are targeted for housing opportunities first. Over the next year, dependent on data saturation, this will include racial identity.

Work has begun with Indigenous and a non-Indigenous system development partners to collaboratively monitor the outcomes achieved through the implementation of Toronto's Coordinated Access System.

**More information about the Unique Identifier List**

**Step 1. Have a List**

Where does data for the List come from?

- HIFIS
- Excel
- Other HMIS
- Other data source(s)
- Not applicable – Do not have a List yet

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Large grey rectangular area, likely a placeholder for a detailed response or a large text input field.

Grey rectangular area, likely a placeholder for a response or a text input field.

Small grey rectangular area, likely a placeholder for a response or a text input field.

**Step 1. Have a List (cont.)**

**For the List, does the community have...**

A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes
A written policy/protocol that describes how housing history is documented	Yes

**Chronic homelessness**

x	Federal definition
	Local definition

**From the List, can the community get data for...**

Newly identified on the List	Yes
Activity and inactivity	Yes
Housing history	Yes

**From the List, can the community get demographic data for...**

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	Yes
Gender identity	Yes		

**Step 2. Have a real-time List**

How often is information about people experiencing homelessness updated on the List?	Daily
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

### Step 3. Have a comprehensive List

Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?

Yes

**Optional question:** How does data from the List compare to other community-level data sources that are considered accurate or valid? This is an optional follow-up question for communities that have completed the “*Understanding Community-Level Data*” worksheet.

The SNA (Street Needs Assessment) estimated the number of people experiencing homelessness on Apr 21, 2021 to be 7,347 (including those sleeping outdoors). The List for the month of Apr 2021 indicated the number considered as active over the last three months as of the end of Apr to be 7,516. The 7,516 is including those who were discharged but are considered as 'active' as they have not met the inactivity policy at the end of the month. In addition, the SNA data indicated that there were a total of 742 individuals sleeping outdoors. We know from other data work that a majority of these people used a shelter program at some point in the past, however, at this point comparison can't be made with the List as the work to integrate data for outreach service agencies is still in progress.

### Step 4. Track outcomes and progress against targets using data from the List

Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

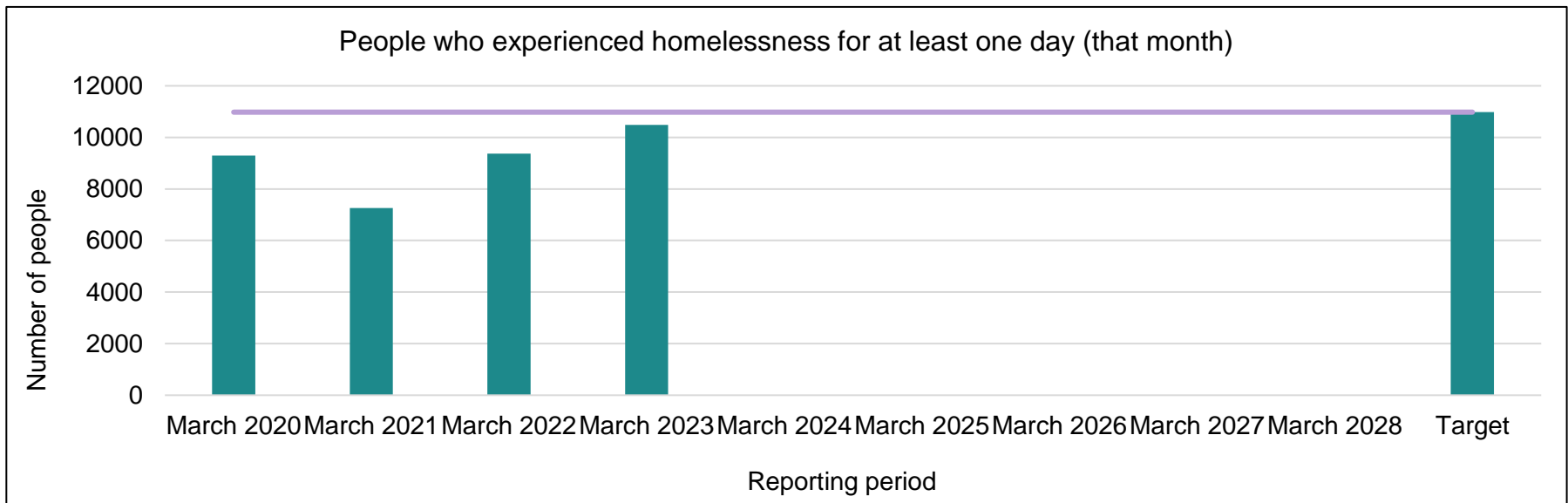
Yes



## Section 4. Community-Level Outcomes and Targets – Monthly

### Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)	9293	7259	9374	10479						10978



**Context for Outcome #1 (monthly):**

Please provide context about your results, as applicable.

A prevalence rate methodology was used to determine this target. The net increase for this indicator represents the estimated number of people who will register at least 1 bed night in 2027/2028 at the same prevalence rate of the baseline year and accounts for population growth estimates for Toronto. In the absence of enhanced investments and collaborative planning among all orders of government, it is anticipated that there will not be a net reduction in this indicator.

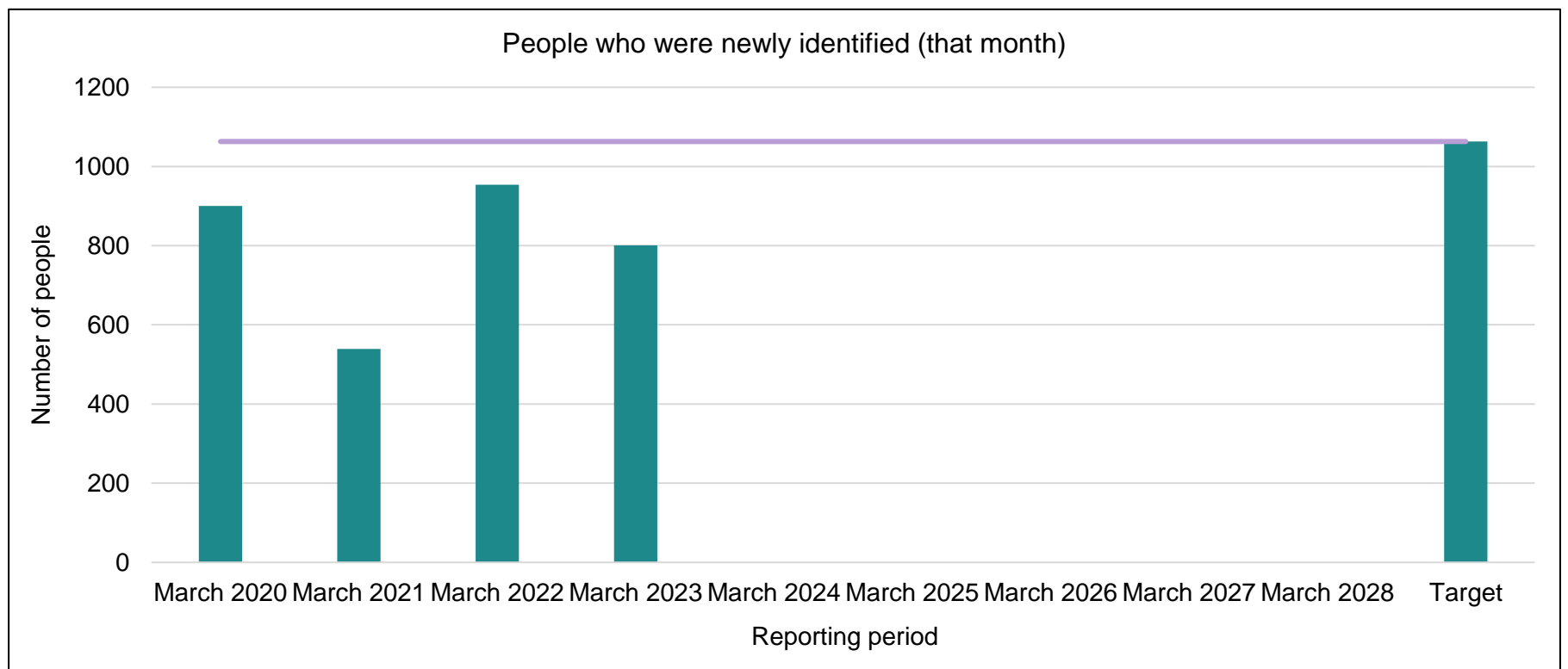
See Appendix B for further information on this target indicator.

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)	900	539	954	801						1063



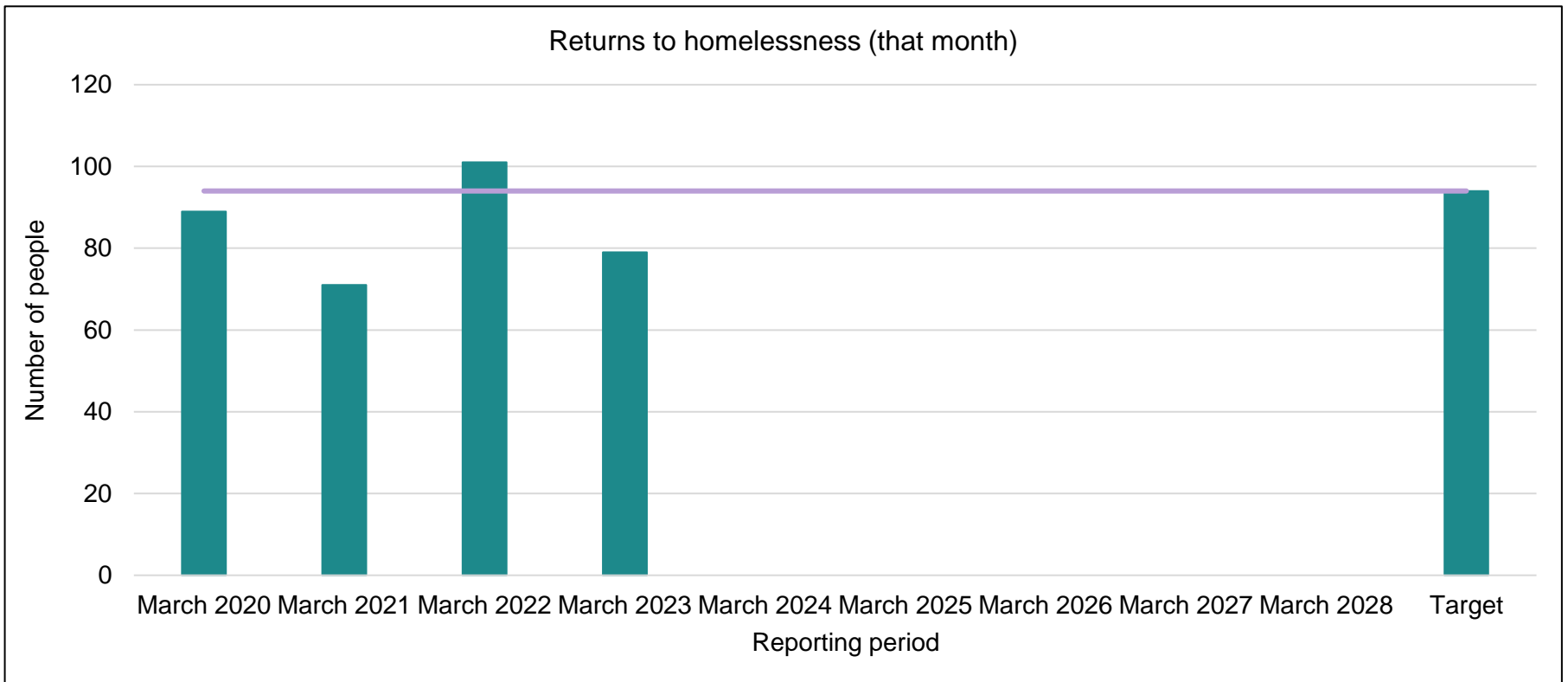
**Context for Outcome #2 (monthly):**

Please provide context about your results, as applicable.

An incidence rate methodology was used to determine this target. The net increase for this indicator represents the estimated number of newly identified people who will register at least 1 bed night in 2027/2028 at the same incidence rate of the baseline year and accounts for population growth estimates for Toronto. Approximately 50% of newly identified people experiencing homelessness are refugees who are new to Toronto. In the absence of enhanced investments and collaborative planning among all orders of government, it is anticipated that there will not be a net reduction in this indicator.  
See Appendix B for further information.


**Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	89	71	101	79						94



**Context for Outcome #3 (monthly):**

Please provide context about your results, as applicable.

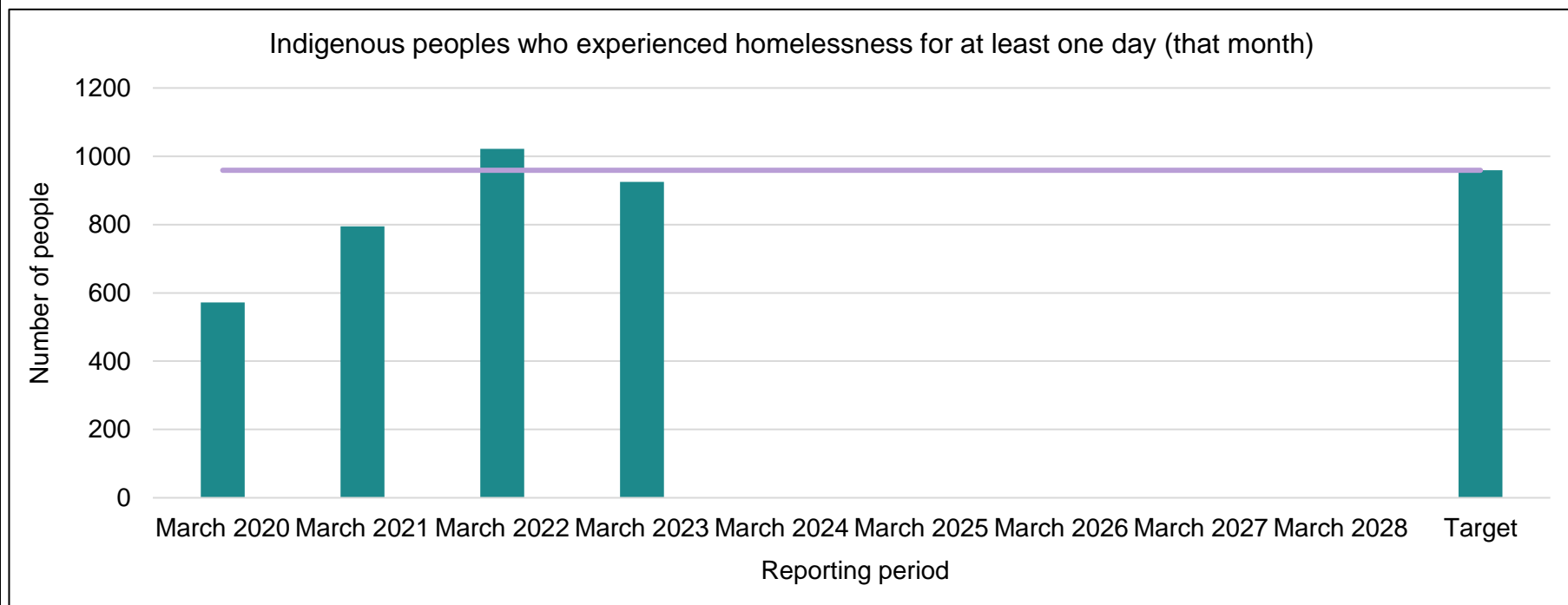
2021/2022 was the baseline year used to determine Toronto's rate for returns to homelessness, which was 11.1%. The net increase for this target however, represents a 1.1% reduction to this baseline rate and factors both population growth estimates as well as sector best practices in supporting people to remain successfully housed. See Appendix B

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)	572	795	1022	925						959



**Context for Outcome #4 (monthly):**

Please provide context about your results, as applicable.

The Indigenous question was updated, became mandatory and rolled out to all shelter sites using SMIS (Shelter Management Information System) towards end of 2020 and it is agreed that the increase in number between 2020 and 2022 was mainly because of this update in SMIS. Due to this fact, the 2022 figure is used as baseline figure for the target setting. This target set by TICAB with the understanding it can be adjusted to reflect changes in the funding landscape and sector capacity to continue to respond to the needs of Indigenous community members experiencing homelessness  
See Appendix B

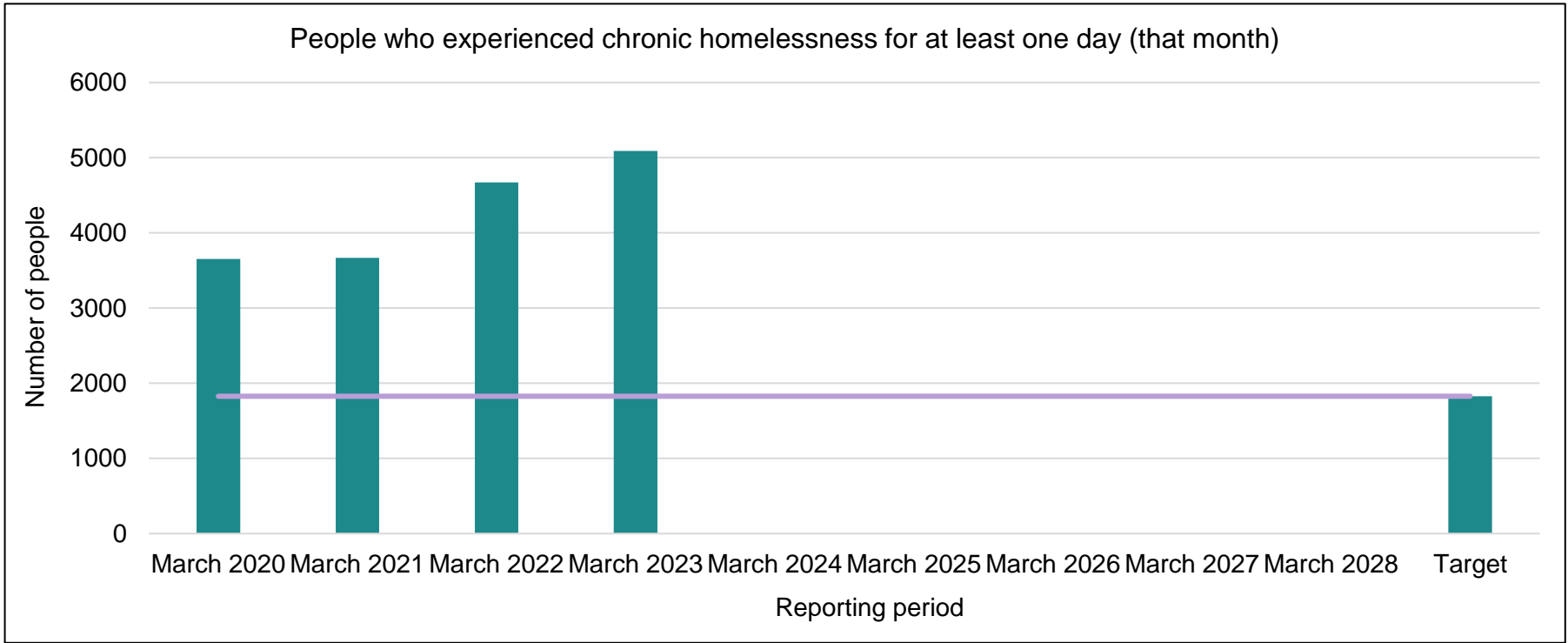
Was the federal standard for calculating this outcome used (see Annex A)?

Yes



**Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)	3653	3668	4672	5091						1827



**Context for Outcome #5 (monthly):**

Please provide context about your results, as applicable.

Reaching Home directs communities to identify a target that is, at minimum, a 50% reduction from the baseline number

This methodology doesn't consider the changes in the background population size of the City and assumes things remain static over the next five years. If funding landscape remains the same, it is anticipated that the number of people experiencing chronic homelessness by 2027/2028 will be 9,732 (and ↑ of 1,553 from baseline year).

See Appendix B

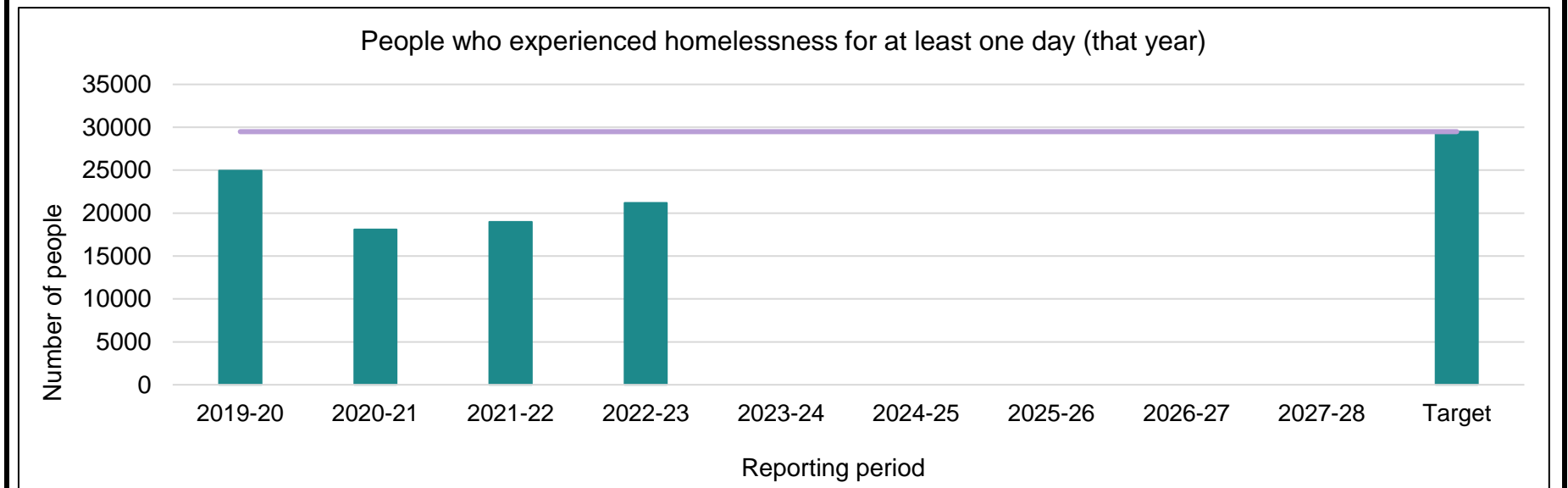
Was the federal standard for calculating this outcome used (see Annex A)?

Yes

## Section 4. Community-Level Outcomes and Targets – Annual

### Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)	24965	18095	18988	21192						29492



**Context for Outcome #1 (annual):**

Please provide context about your results, as applicable.

A prevalence rate methodology was used to determine this target. The net increase for this indicator represents the estimated number of people who will register at least 1 bed night in 2027/2028 at the same prevalence rate of the baseline year and accounts for population growth estimates for Toronto. In the absence of enhanced investments and collaborative planning among all orders of government, it is anticipated that there will not be a net reduction in this indicator.

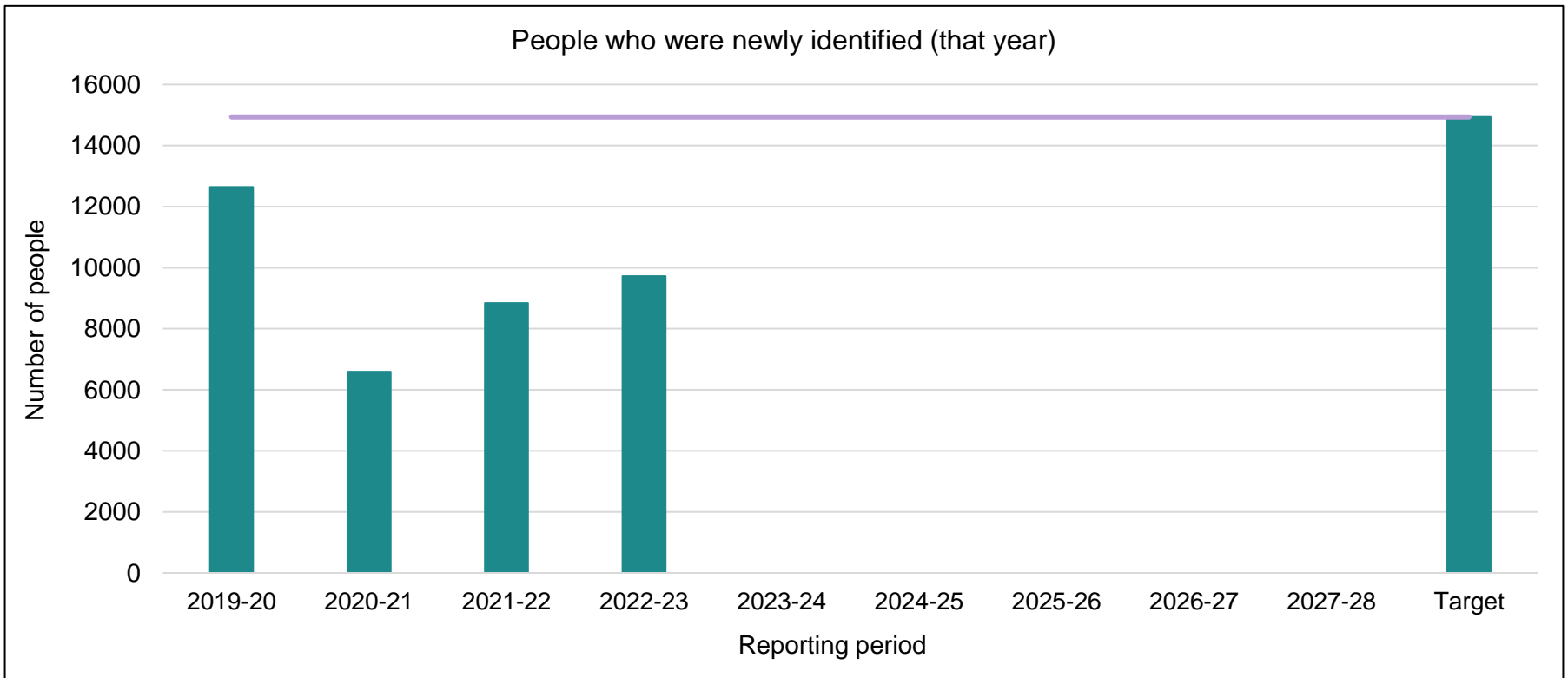
See Appendix B for further information on this target indicator.

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)	12644	6590	8845	9720						14937



**Context for Outcome #2 (annual):**

Please provide context about your results, as applicable.

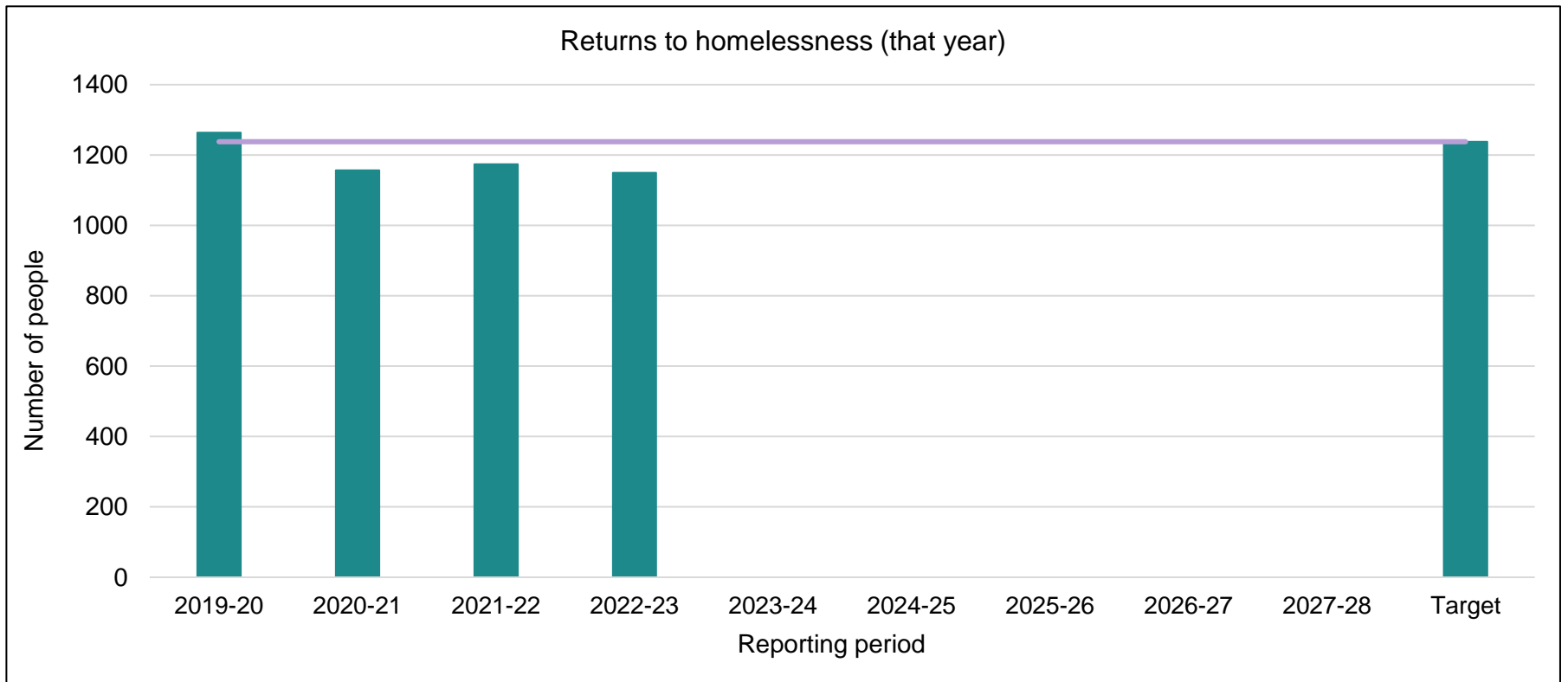
An incidence rate methodology was used to determine this target. The net increase for this indicator represents the estimated number of newly identified people who will register at least 1 bed night in 2027/2028 at the same incidence rate of the baseline year and accounts for population growth estimates for Toronto. Approximately 50% of newly identified people experiencing homelessness are refugees who are new to Toronto. In the absence of enhanced investments and collaborative planning among all orders of government, it is anticipated that there will not be a net reduction in this indicator.  
See Appendix B for further information.

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	1264	1157	1174	1150						1238



**Context for Outcome #3 (annual):**

Please provide context about your results, as applicable.

2021/2022 was the baseline year used to determine Toronto's rate for returns to homelessness, which was 11.1%. The net increase for this target however, represents a 1.1% reduction to this baseline rate and factors both population growth estimates as well as sector best practices in supporting people to remain successfully housed. See Appendix B

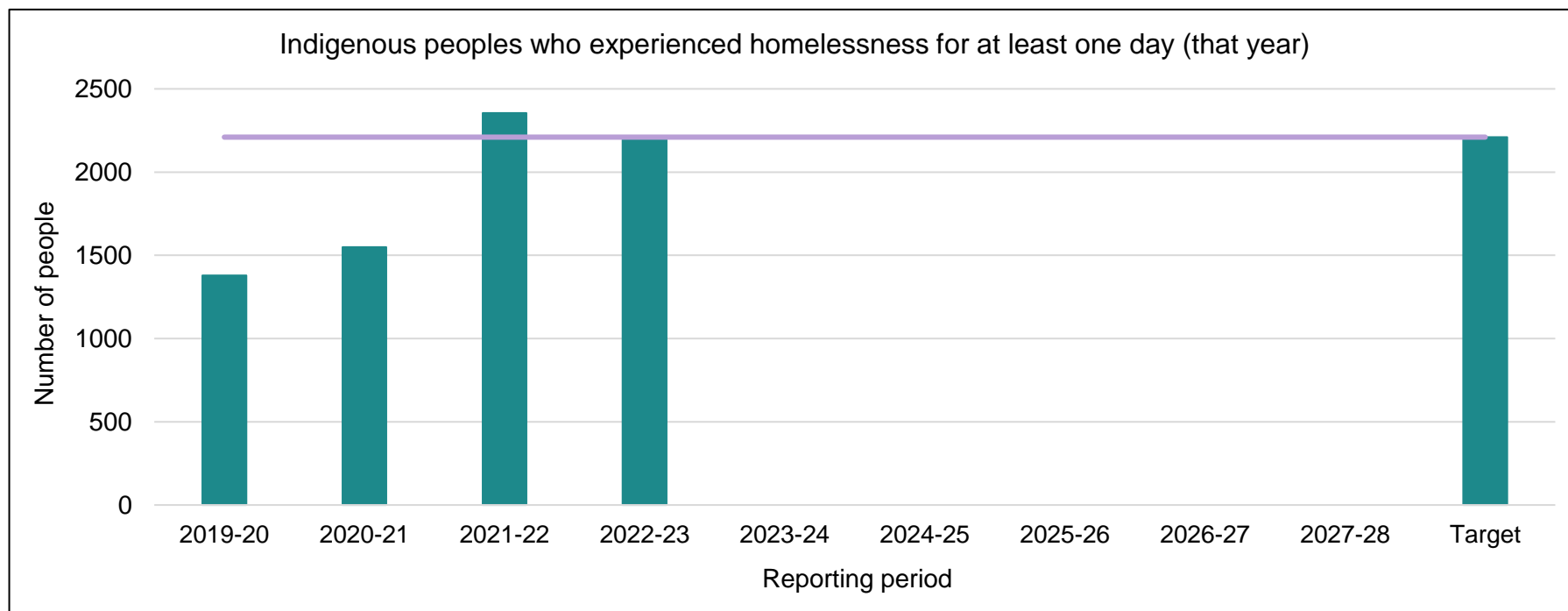
Was the federal standard for calculating this outcome used (see Annex A)?

Yes



**Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)	1379	1549	2355	2202						2210



**Context for Outcome #4 (annual):**

Please provide context about your results, as applicable.

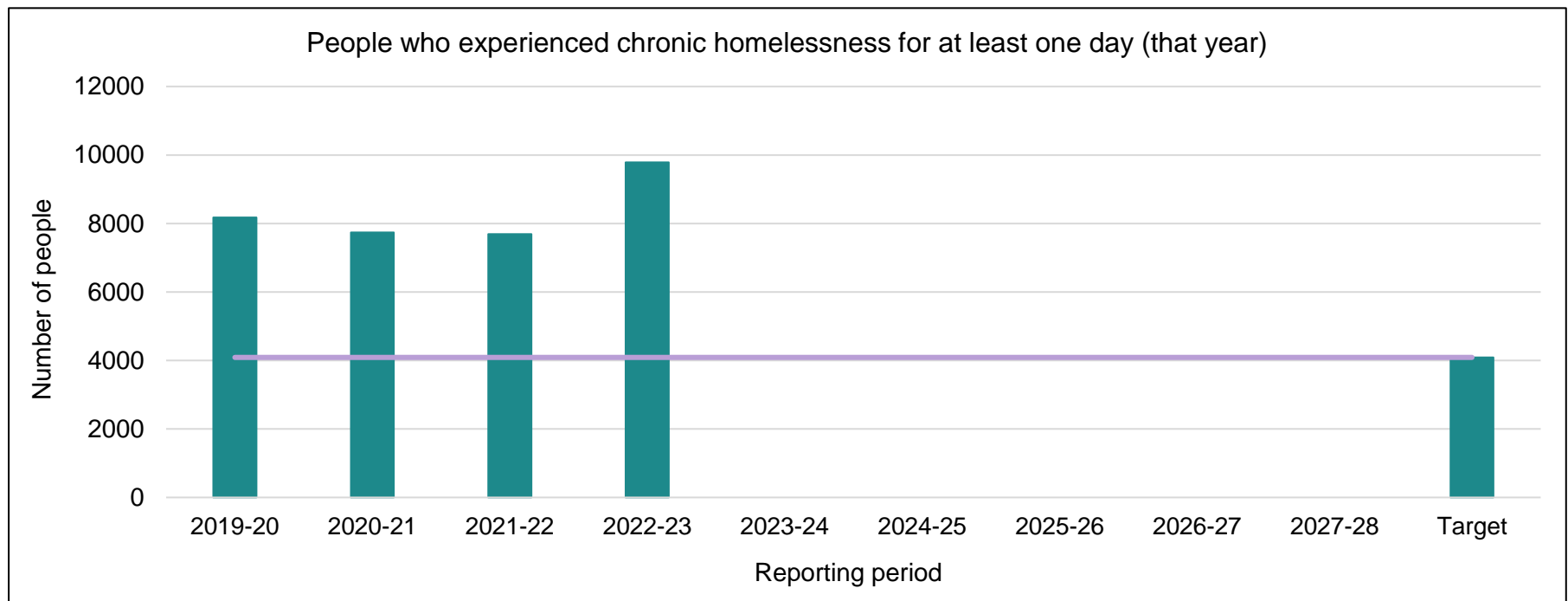
The Indigenous question was updated, became mandatory and rolled out to all shelter sites using SMIS (Shelter Management Information System) towards end of 2020 and it is agreed that the increase in number between 2020 and 2022 was mainly because of this update in SMIS. Due to this fact, the 2022 figure is used as baseline figure for the target setting. This target set by TICAB with the understanding it can be adjusted to reflect changes in the funding landscape and sector capacity to continue to respond to the needs of Indigenous community members experiencing homelessness  
See Appendix B

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

**Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced chronic homelessness for at least one day (that year)	8179	7737	7691	9784						4089



Please provide context about your results, as applicable.

Reaching Home directs communities to identify a target that is, at minimum, a 50% reduction from the baseline number

This methodology doesn't consider the changes in the background population size of the City and assumes things remain static over the next five years. If funding landscape remains the same, it is anticipated that the number of people experiencing chronic homelessness by 2027/2028 will be

9,732 (and ↑ of 1,553 from baseline year).

See Appendix B

Was the federal standard for calculating this outcome used (see Annex A)?

Yes

Goal 1	Baseline Data (2019/2020)	Target (2027/2028)	Rationale/Context
Fewer people experiencing homelessness overall	<p>People experiencing homelessness = 24,965</p> <p>Baseline population size = 2,794,356</p> <p>Prevalence rate = 8.93 per 1,000 residents</p>	<p>Prevalence remains the same: (=8.93 per 1000 residents) = 29,492(↑ 4,527)</p> <p>Projected population size by 2027/2028 = 3,301,034</p>	<p><b>Trends in Shelter Use -</b></p> <ul style="list-style-type: none"> <li>• This indicator is measured by the number of people with at least one overnight stay in the year. The high volume of use for shelter services as reflected in this data is due to a number of factors, including insufficient affordable housing supply, increased housing costs, a volatile economy with high inflation, wages and income supports that are too low to address the cost of living in Toronto and across Ontario and an increase of asylum seekers requesting emergency shelter now that pandemic-related border restrictions have eased <ul style="list-style-type: none"> <li>○ As a result, the City has continually been required to do more than any other municipality in Canada to accommodate people in need of shelter during a time of significant budgetary pressures and without adequate funding from other levels of government</li> </ul> </li> </ul> <p><b>Growth of Shelter System -</b></p> <ul style="list-style-type: none"> <li>• Since spring 2021, Toronto’s shelter system capacity has grown by nearly 50%, with the numbers served increasing from 6,000 to 9,000 nightly. Shelter system is at capacity most nights and despite continually adding new beds, there is increasing pressure on the shelter system and we are unable to match all people reaching out for shelter</li> </ul> <p><b>Unmet Demand -</b></p> <ul style="list-style-type: none"> <li>• This suggests that there is significant unmet demand for shelter space and any estimate to reductions in homelessness must be tempered by the reality that reductions based on visible homelessness will also allow more hidden homelessness to become visible by now being able to access services. <ul style="list-style-type: none"> <li>○ Since late 2020, the City of Toronto's Central Intake service has been collecting data on callers to the service in search of shelter who could not be matched to an appropriate shelter space on the day of their call. Ongoing tracking of these callers' intake data indicates that there is a considerable number of people in Toronto experiencing hidden homelessness. By virtue of their inability to access homelessness services, these individuals do not appear on Toronto's By Name List. In May 2023, over 200 callers to Central Intake per day were going unmatched to shelter spaces, a new high since tracking of this data began.</li> <li>○</li> </ul> </li> </ul>

## Existing Investments and Investments Needed to Deliver Affordable Housing at Scale

### Existing Federal, Provincial and Municipal investments and initiatives that contribute to Toronto's homelessness and housing response system

- Federal programs: National Housing Strategy launched in 2017; new funding programs include Rapid Housing Initiative, Rental Construction Financing Initiative, Co-Investment Fund and Reaching Home Initiative
- Provincial programs: Social Services Relief Fund (SSRF)
- Municipal programs and strategies: Open Door, Housing Now, Modular Housing Initiative, Multi-Unit Residential Acquisition (MURA), HousingTO 2020-2030 Action Plan, Housing Action Plan 2022-2026, Homelessness Solutions Service Plan
- Inter-governmental/Cross-sectoral programs: Affordable home ownership (mix of City funding/federal grants + loans)

### Continued and renewed investments needed to reduce homelessness and deliver affordable and supportive housing in Toronto at scale

- Increased federal allocation of National Housing Strategy Investments for Ontario (currently Ontario receives 38% despite having over 44% of households nationally living in core housing need)
  - The current residential vacancy rate is around 1.7%
  - there are over 10,800 people experiencing homelessness each night
  - about 40% of the city's renter households (223,188 households) are living in unaffordable housing
  - there is also increased pressure to expand rental housing supply to support population and economic growth through immigration, with federal immigration targets of 500,000 annually by 2025, and a significant portion likely to settle in Toronto
- Furthermore, new and enhanced operating funding from the Province of Ontario is necessary to create new supportive housing opportunities through the Housing Now Initiative and other City programs. This includes funding for rent supplements needed to help deepen affordability for low-and-moderate-income households, as well as funding to deliver a range of wraparound social and health supports onsite which are necessary to help vulnerable and marginalized residents successfully exit (or prevent their entry into) homelessness
- In the absence of coordinated and sustained action across all orders of government, and new and enhanced investments in housing, the City of Toronto, the Government of Ontario and the Government of Canada will be challenged to deliver the 'right' type of housing supply to meet the needs of current and future residents and support the economic and social growth of the region, province and country.

Goal 2	Baseline Data (2019/2020)	Target (2027/2028)	Rationale/Context
Fewer inflows into homelessness	<p>Inflows into homelessness = 12,644</p> <p>Baseline population size = 2,794,356</p> <p>Incidence rate = 4.52 per 1,000 inhabitants</p>	<p>Incidence remains the same</p> <p>= 14,937 (↑2,263)</p> <p>Projected population size = 3,301,034</p>	<p><b>Refugee Population -</b></p> <ul style="list-style-type: none"> <li>• Broader social issues significantly impact this indicator. Specifically, in Toronto the refugee population accounts for nearly 50% of all new inflows into homelessness</li> <li>• While refugees are more likely to exit the shelter system and move to permanent housing quickly, and are less likely to return to homelessness, the need for emergency shelter services for this population group is reflected in the data with refugees and asylum seeker constituting approximately 30% of total occupancy in the municipal shelter system</li> <li>• It is anticipated that this population group will continue to rely on emergency shelter services and will likely require those services for a longer and longer periods of time as Toronto's affordability crisis continues to deepen <ul style="list-style-type: none"> <li>○ Data from Central Intake indicates that asylum seekers have been making up a growing portion of the unmatched demand for shelter, with specific spikes in July to August 2022, January 2023, and May 2023. Unmatched callers are currently at the highest level since tracking began in late 2020, including the highest-ever level of unmatched refugee callers</li> </ul> </li> </ul> <p><b>Discord between Current Investments in Refugee Population and Population Growth Projections -</b></p> <ul style="list-style-type: none"> <li>• A reduction of this indicator is dependent on significant investments dedicated to an intergovernmental response in support of refugees and asylum seekers – a responsibility under the Government of Canada's mandate <ul style="list-style-type: none"> <li>○ Refugee claimant-serving programs are distinct, as they include wraparound supports specifically geared towards helping the refugee population and refugee claimants get established and build connections in the community</li> </ul> </li> </ul>
	<p><b>Existing Investments and Investments Needed for Dedicated Refugee Claimant Response</b></p>		
	<p>Existing Federal, Provincial and Municipal investments and initiatives that contribute to Toronto's homelessness response system and its refugee response system in particular</p> <ul style="list-style-type: none"> <li>• Federal programs and initiatives: Interim Housing Assistance Program</li> <li>• Municipal programs and initiatives: Refugee Response Initiative, partnerships with COSTI Immigrant Services, Sojourn House, Christie Welcome Centre, Toronto Community Hostels, Homes First Society, Red Cross, and FCJ Refugee Centre <ul style="list-style-type: none"> <li>○ In 2022, SSHA received \$71.28 million in federal subsidies to support its refugee and asylum claimant response. An additional \$5.59 million was allocated in the annual operating budget to support this work.</li> <li>○ In 2022 Toronto, continued to experience a significant increase in refugee claimants and asylum seekers needing temporary accommodations, with the number in shelters growing by more than 2,000 people per night in 2022. To respond to this demand, the City</li> </ul> </li> </ul>		

began the important work of establishing a distinct refugee shelter system that operates in parallel to the existing base shelter system. These programs provide specialized services to help refugees build new lives for themselves and their families and they help to create space in the base shelter system to meet ongoing demand for those services.

**Toronto has exhausted its resources and is unable to support an ongoing, dedicated response to refugee claimant (asylum seeker) arrivals in our shelter system without adding to our operating budget gap and/or making cuts to the capital budget.**

- A federal and provincial intergovernmental strategy for large scale arrivals is urgently needed and must include a range of urgent measures to ensure that appropriate supports are in place right across Ontario including reception programs and facilities outside of Toronto (especially near ports of entry), coordination to refer new arrivals across the province, and providing direct funding to refugee houses and refugee specific shelter providers in strategic locations across Ontario, including Toronto.
- Ramping up the Canada-Ontario Housing Benefit (COHB) with an additional dedicated allocation for refugee claimants could significantly ease the current overflow pressure on the shelter system. Recent experience has shown the COHB to be a particularly effective strategy for refugee claimant households, allowing them to resettle in communities across the province that best suit their needs and in housing markets that may be more affordable
- A higher level of cooperation and communication from the Federal and Provincial governments, including regular planning calls, and data sharing, is needed to enable us to work quickly and effectively within formally established roles, and for the City to monitor the situation and adjust course as necessary.



Goal 3	Baseline Data (2021/2022)	Target (2027/2028)	Rationale/Context
Fewer people returning to homelessness	<p>People returning to homelessness = 1,174</p> <p>Baseline number of people exiting homelessness to permanent housing two years prior to reporting period = 10,624</p> <p>Return rate = 11.1%</p>	<p>People returning to homelessness rate decrease to 10% = 1,238 (↑64 )</p> <p>Projected number of people who will have exited homelessness to permanent housing two years prior to the target year = 12,375</p>	<ul style="list-style-type: none"> <li>• The number of people exiting the shelter system into permanent housing has been relatively stable, at 5,500/year</li> <li>• Since 2018 the annual number of people who moved to permanent housing has shown different trends: linear decrease until 2021 and it started to increase in 2022</li> <li>• Toronto’s rate for returns to homelessness is lower than other municipalities in Canada and the US</li> <li>• The 2021/2022 year used as baseline as the number of housing outcomes were significantly skewed in the previous year impacting the return rate</li> <li>• For future years, it is estimated that on average 5500 people will move to permanent housing every year</li> <li>• A moderate reduction of 1.1% is recommended for this target, in acknowledgement of the best practices and dedicated work of community agencies in supporting people to remain successfully housed</li> </ul>
	<b>Investments – Current + Ongoing Advocacy</b>		
	<p><b>Existing Federal, Provincial and Municipal investments and initiatives that contribute to preventing people from returning to homelessness</b></p> <ul style="list-style-type: none"> <li>• In 2022, the City completed its open call for grant funding to community organizations that deliver homelessness and housing services that help advance the goals of the Homelessness Solutions Service Plan and the HousingTO 2020-2030 Action Plan.</li> <li>• In total, \$32.9 million was awarded, providing grants to successful projects from October 1, 2022 to March 31, 2025, including \$2.5 million for homelessness prevention, \$15.7 million for housing focussed client supports (which is focussed on housing stabilization), and \$2.8 million for housing focussed system supports, and \$4 million for housing access.</li> </ul>		

Goal 4	Baseline Data (2021/2022)	Target (2027/2028)	Rationale/Context
Fewer indigenous people experiencing homelessness	Indigenous people experiencing homelessness = 2,355	Indigenous people experiencing homelessness = 2,210 (↓ 145)	<ul style="list-style-type: none"> <li>Census data projects that the Indigenous population size for Toronto will increase at a rate of 25% (significantly higher growth rate than non-Indigenous population).</li> <li>Increases in available shelter system capacity are quickly filled, suggesting that hidden homelessness/housing precarious population sizes are larger than reflected in the data               <ul style="list-style-type: none"> <li>This is particularly true for Indigenous women</li> </ul> </li> <li>Increased investments in Indigenous-led solutions are required across all of implicated systems (education, employment, housing, health care) in order to address homelessness for Indigenous community members.</li> <li>Indigenous homelessness is understood as the direct result of ongoing colonization, structural/institutional racism, cultural genocide, and the impacts of intergenerational trauma.</li> <li>Target set by TICAB with the understanding it can be adjusted to reflect changes in the funding landscape and sector capacity to continue to respond to the needs of Indigenous community members experiencing homelessness.</li> </ul>
	Baseline population size = 88, 397	Projected population size = 110, 496	
	Prevalence rate = 2.66%	Prevalence rate = 2.00% (↓ 0.66%)	
<b>Investments – Current + Ongoing Advocacy</b>			
<p><b>Existing Federal, Provincial and Municipal investments and initiatives that contribute to addressing Indigenous homelessness</b></p> <ul style="list-style-type: none"> <li>Provincial programs: Homelessness Prevention Program, Indigenous Supportive Housing Program</li> <li>\$8.67M allocated to Indigenous organizations (represents the City's commitment to investing 20% of grants funding to Indigenous-led projects administered by the Aboriginal Labour Force Development Circle)</li> <li>In partnership with TICAB, 20% of Canada-Ontario Housing Benefits (COHB) allocated to Indigenous households</li> <li>Provincial increase in homelessness prevention supports for Indigenous people</li> <li>Social Services Relief Fund (SSRF) provincial funding for emergency housing and homelessness program supports (including housing/shelter creation/repair)</li> </ul> <p><b>Investments needed to reduce homelessness and deliver affordable housing in Toronto at scale</b></p> <ul style="list-style-type: none"> <li>An Urban, Rural and Northern Indigenous Housing Strategy</li> <li>Sustainable investments at a scale commensurate with need are required to address the disparities in housing conditions in urban, rural and northern settings between Indigenous and non-Indigenous households; with the goals of not only protecting existing housing stock and tenants and ensure affordability but also to build new units to close the gap in core housing need between Indigenous and non-Indigenous households</li> </ul>			

Goal 5	Baseline Data (2019/2020)	Target (2027/2028)	Rationale/Context
Fewer people experiencing chronic homelessness	Chronically homeless population = 8,179	Reaching Home directive: <b>50%</b> reduction using the baseline number  Chronically homeless population = 4, 089 (↓ 4,090)	Reaching Home directs communities to identify a target that is, at minimum, a 50% reduction from the baseline number  This methodology doesn't consider the changes in the background population size of the City and assumes things remain static over the next five years. If funding landscape remains the same, it is anticipated that the number of people experiencing chronic homelessness by 2027/2028 will be 9,732 (and ↑ of <b>1,553</b> )
	<b>Investments – Current + Ongoing Advocacy</b>		
<ul style="list-style-type: none"> <li>The City, on an annual and ongoing basis, directly invests approximately \$1.1 billion, or 22%, of the City’s annual property tax revenues, in extensions of federal and provincial responsibilities, such as housing, social services, and health services. This includes \$616 million for homelessness and housing first solutions and social and affordable housing (shared between SSHA and HS). However, the City’s ability to continue to fund these services with broad regional application and benefit will be considerably strained and, if not addressed, might no longer be viable depending on prioritization choices that will need to be made in the coming years and corresponding budget cycles</li> <li>In 2022, federal subsidies accounted for 12% of SSHA's overall operating budget of \$711.63 million (2% earmarked towards base funding and 10% earmarked towards refugee &amp; asylum claimant response)</li> <li>Provincial subsidies accounted for 23% of the 2022 operating budget, with the remaining 65% coming from the City of Toronto's tax base</li> <li>Access to a deeply affordable home/rent subsidy will help some people exit homelessness, but an estimated 47% of people (4,508 individuals) using Toronto's shelter system are chronically homeless, and would likely need access to a range of wraparound health and social services. These supports are necessary to help them achieve and maintain housing stability, and improve their health and socio-economic outcomes long term.</li> </ul> <p><b>Continued and renewed investments needed to reduce homelessness and deliver affordable housing in Toronto at scale</b></p> <ul style="list-style-type: none"> <li>SSHA has a 2023 operating budget shortfall of \$414 million: \$317 million due to a withdrawal of COVID-19 funding from other levels of government; and \$97 million for the City’s Refugee Response Initiative.</li> <li>The Canada-Ontario Housing Benefit Program (COHB), which is a portable housing benefit that can be used across the province, has proven to be a cost-effective and efficient way to assist people to leave the shelter system and access permanent housing             <ul style="list-style-type: none"> <li>In May 2023, City Council requested the federal and provincial governments to urgently provide a net new \$20 million allocation of Canada-Ontario Housing Benefits (COHB) in 2023. This amount would help the City to move between 1,600 and 2,000 households out of the shelter system into permanent housing</li> <li>In Toronto, eligibility for the COHB benefit in 2022 stipulated a minimum of 3 months of homelessness for the shelter relief stream (rather than the 6 month threshold per the definition of chronic homelessness) as an important investment towards preventing people from becoming chronically homeless</li> </ul> </li> </ul>			

