

# COMMUNITY HOMELESSNESS REPORT SUMMARY

City of Toronto

2021-2022

## Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?

Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

Input from the Designated Community Community Advisory Board

Through the co-creation of Meeting in the Middle Engagement Strategy and Action Plan, the Shelter, Support and Housing Administration (SSHA) established a partnership with the Toronto Indigenous Community Advisory Board (TICAB) which consists of Indigenous housing and homeless-service organizations in Toronto. There is an annual gathering and a mid-year check-in between SSHA 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 Meeting in the Middle Third Annual Gathering was held virtually on January 12, 2022.

Additional SSHA-TICAB collaborative highlights for the reporting period include:

- TICAB-SSHA are working collaboratively to build a custom grants management module in the City of Toronto's online grants management system, Grants Rebates and Incentives Portal (TGRIP). This is a large endeavor that will support the ALFDC to effectively manage its sub-project grant agreements and reporting, and to meet Reaching Home's client level data reporting requirements. Monthly meetings are held with the ALFDC to scope the build for a custom grants management module for TGRIP.
- The Indigenous Funding Stream commits to providing 20% of grant funding to Indigenous organizations and projects.
- SSHA and ALFDC continue to be in communication and regularly update the TICAB with funding calls – including presenting at TICAB and sharing resources for distribution via the ALFDC. These partners worked in close collaboration for the open call for funding in late 2021.

Planned collaboration over the coming year:

- TICAB is present on the Steering Committee for SSHA's Street Needs Assessment
- MOU in place for an Indigenous Program Coordinator Position to directly support work to connect Indigenous people experiencing homelessness with housing and supports. This position was created specifically to support Indigenous data sovereignty.
- Yearly gatherings to share progress made towards Meeting in the Middle commitments.
- SSHA has been supporting the ALFDC for the upcoming funding call for new grants expected to be released in August 2022.

Input from the TICAB

The 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, the Prioritization Policy, Common Assessment Tool, and Indigenous Data were all themes that were collaboratively developed and approved through the TICAB and SSHA. 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.

Additionally, both the Indigenous CE (Aboriginal Labour Force Development Circle, ALFDC) and the Designated CE (SSHA) have been collaborating on the full implementation of the 20% funding set aside for Indigenous homelessness projects. Additionally, the TICAB has been able to practice decision making on the 20% set aside from SSHA in terms of how much funds should be allocated to capital projects and how much for programs. SSHA has hired an Indigenous caseworker to work with Indigenous organizations referring to Coordinated Access. The case worker supports Indigenous agencies and clients with gathering documents, completing assessments, applying for rent supplements, unit viewings and lease signings to ensure a smooth transition from homelessness to housing.

TICAB has had very little engagement with the non-Indigenous Community Advisory Board (TAEH).

<p>Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?</p>	<p>Yes</p>
<p>Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?</p>	
<p>Input from the Designated Community Community Advisory Board</p> <p>Toronto's Governance Structure for Coordinated Access: The Toronto Indigenous Community Advisory Board (TICAB) and the Toronto Alliance to End Homelessness, the non-Indigenous Community Advisory Board (TAEH), are integral to the implementation of a Coordinated Access system and are a part of its governance structure. Engagement with both CABs is 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>The Coordinated Access subcommittee of the Indigenous CAB meets monthly to collaborate on decision making and system design elements. SSHA Co-Chair's this Committee along with the Indigenous Program Coordinator from the Aboriginal Labour Force Development Circle (ALFDC) for whom there is an MOU in place to assist SSHA with connecting Indigenous agencies with the system, building relationships, and developing policies.</p> <p>Below is a snapshot of collaborative efforts between TICAB and the City of Toronto that supported making progress towards meeting the Reaching Home objectives:</p> <ul style="list-style-type: none"> <li>- Communications materials prepared by contracted Indigenous artists to highlight the Indigenous worldviews that helped shape the STARS Supports Assessment, and ground the use of the tool in cultural knowledge and practices. These materials will be shared with Indigenous service providers and community members. Separate communication materials will be shared with mainstream agencies.</li> <li>- Training in using the STARS Supports Assessment that is specific to Indigenous service providers, to be delivered in person with support from an Indigenous traditional healer.</li> <li>- Commitment to ensuring that 25% of all units flowing through Toronto's Coordinated Access system are for Indigenous people experiencing homelessness</li> <li>- Partnerships established with Indigenous providers to ensure that Indigenous people are prioritized for access to housing opportunities and that the priority target will be met.</li> </ul> <p>Similarly, the Coordinated Access Sub-Committee of TAEH meets bi-monthly and is co-chaired by SSHA and the TAEH</p>	

Coordinated Access Engagement Manager. This position is held by the CE LHIN/Ontario Health East Regional Housing Coordinator (RHC) and is intended to support projects and initiatives that focus on engaging and collaborating with the TAEH membership base about the design, development, and implementation of a Coordinated Access System.

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 IH CE and/or CAB?

Yes

Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

Input from the Designated Community Community Advisory Board

For the 2021-2022 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 last year's:

- 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.
- ii) TAEH staff drafted responses to the CHR which were then reviewed by TAEH Steering Committee members.

This work began in June and continued throughout the summer months. All CHR sections were informed by these efforts.

When the 2021-2022 CHR reporting template was 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.

Input from the Toronto Indigenous Community Advisory Board

The Toronto Indigenous Community Advisory Board (TICAB) and Shelter Support and Housing Administration (SSHA) collaborated on the Community Homelessness Report. SSHA hosted a stand-alone meeting with TICAB to gather input on how we could take a collaborative approach to informing the CHR. TICAB and SSHA met virtually several times 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.

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

## 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>	15	3	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%	67%	50%	100%	67%

## 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 particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

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 has made significant progress towards achieving the Reaching Home Coordinated Access minimum requirements. The City has posted information regarding the establishment of a Coordinated Access system on their website and highlights include:

- Implementation of 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 are now integrated into the Shelter Management Information System (SMIS), including the collection of racial identity and veteran status to inform a more robust By Name List and Prioritization process
- Approval and implementation of a Prioritization Policy to guide the allocation of housing resources to people experiencing homelessness. Priority populations include: people experiencing chronic homelessness, Indigenous people, Black people, other racialized people, Youth, Seniors, 2SLGBTQ+ people, and Women.
- A By Name List which is estimated to include over 80% of people experiencing homelessness in Toronto based on the results of the 2021 Street Needs Assessment. Street outreach providers are now entering the people they're working with into SMIS to ensure that people sleeping exclusively outdoors are also included.
- Allocation of new housing with supports resources using a prioritization approach, with outcome measures against prioritization targets.
- Enhancing various modules in SMIS to allow users to better support clients to find housing, more easily collect accurate client information, and more effectively use SMIS data to inform service delivery.



Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

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


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

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.

### Summary Table

The table below provides 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	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Yes	Yes	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.

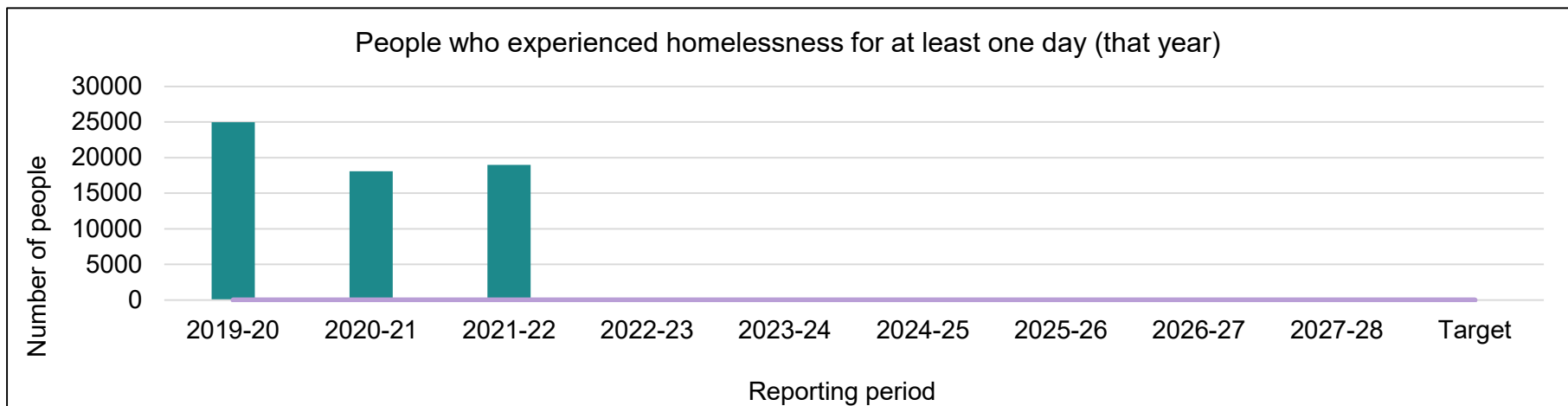
Operationally, the By Name List is used to direct housing with supports resources to people who are members of priority population groups as identified in the Prioritization Policy, including ensuring that people with the longest lengths of homelessness are targeted for housing opportunities first. Over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

Additional work is underway to establish an Indigenous and a non-Indigenous Prioritization Monitoring Committee who will monitor the By Name List and the outcomes being achieved through Toronto's Coordinated Access System. The Committees will be composed of people with lived experience of homelessness, members of the TICAB or TAEH, and cross-divisional members from the City Data for Equity team, Housing Secretariat and SSHA.

## Community-Level Core Outcomes – Annual Data Reporting

**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	-	-	-	-	-	-	TBD



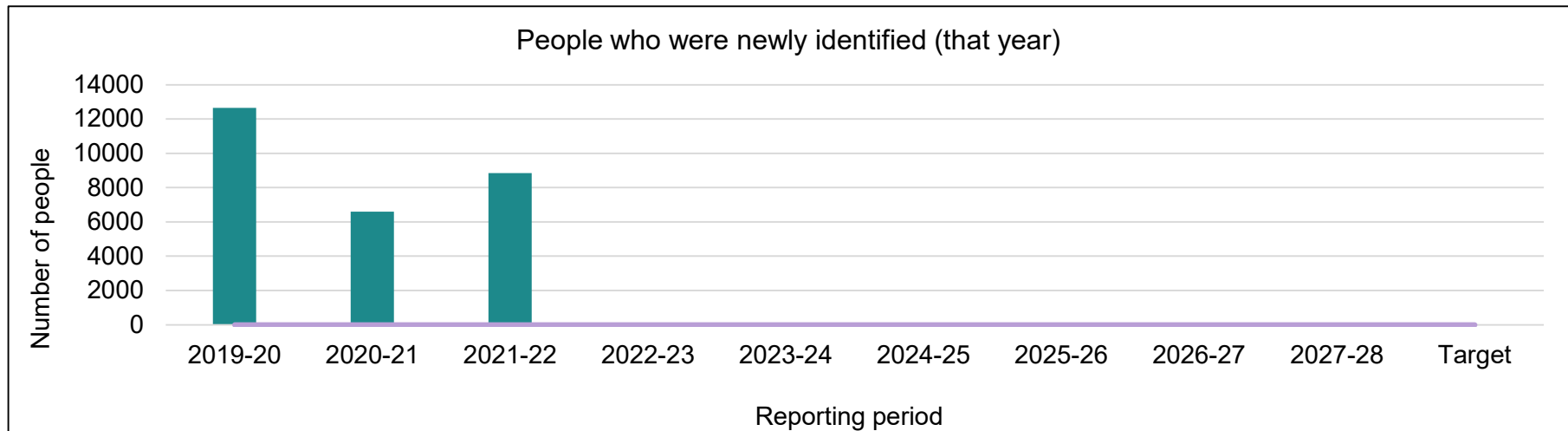
Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

No change

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.

**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	-	-	-	-	-	-	TBD



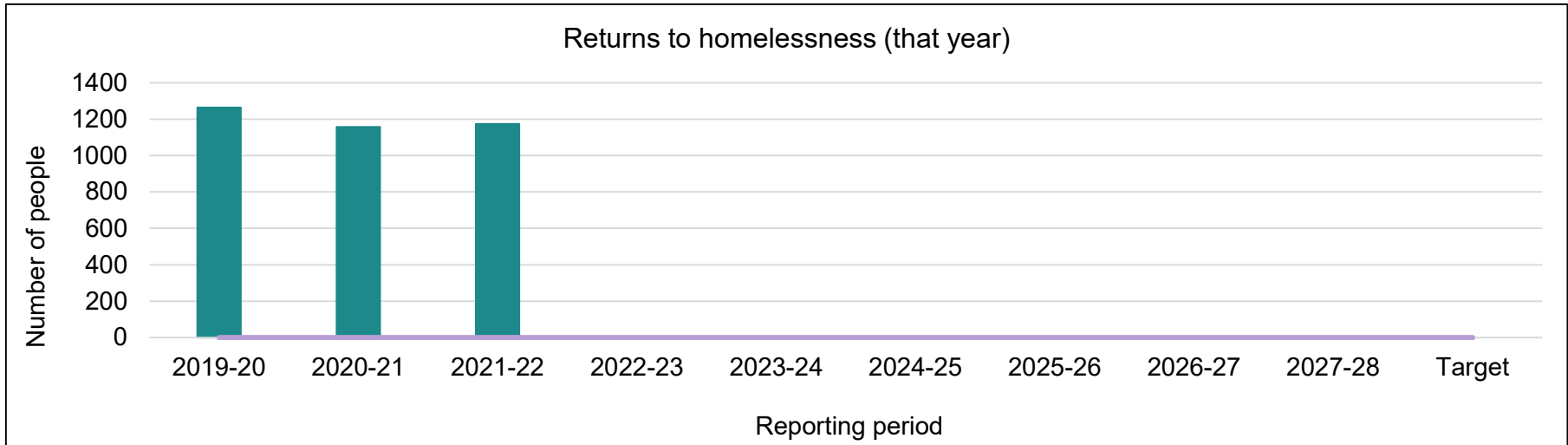
Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

No change

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.

**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	-	-	-	-	-	-	TBD



Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

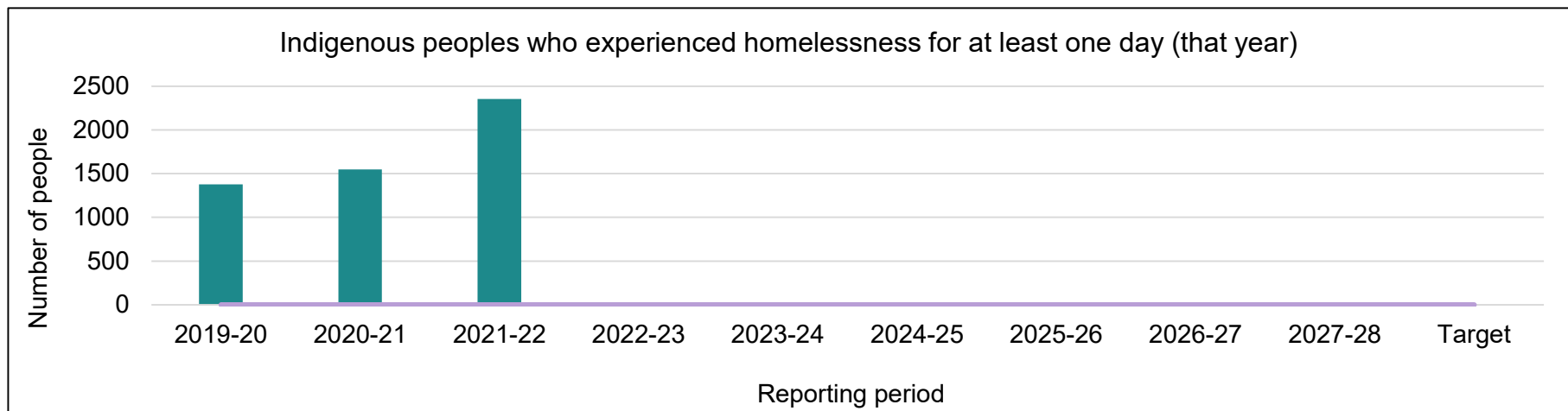
No change

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.



**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	-	-	-	-	-	-	TBD



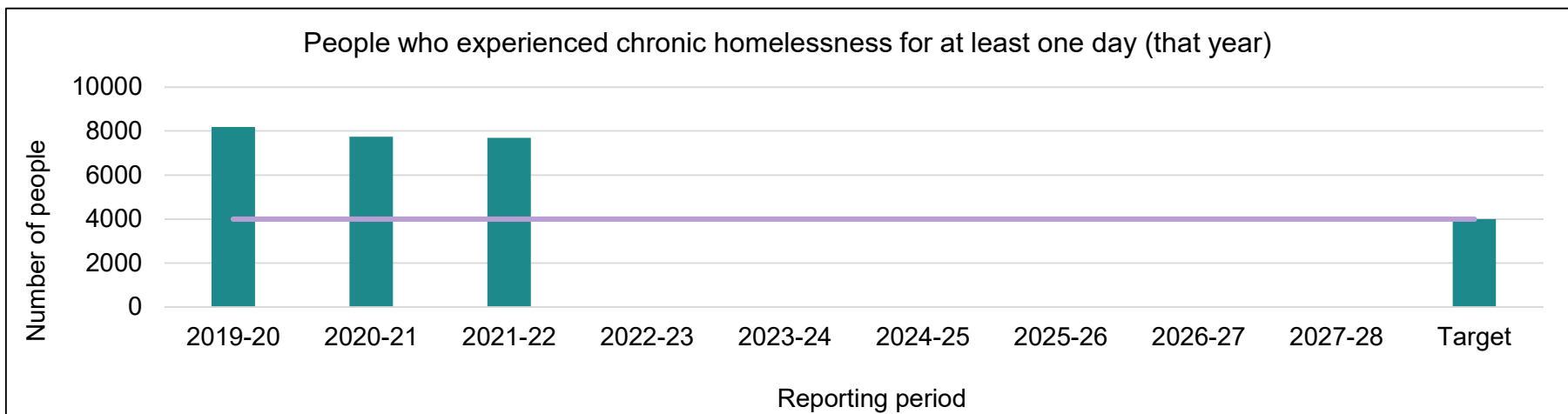
Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

The Indigenous identity question in SMIS (Shelter Management Information System) became mandatory in Oct 2020 and, in partnership with the Toronto Indigenous Community Advisory Board, it is agreed that much of the recent increase is likely attributed to data collection improvements, rather than an actual increase. It is suspected that previous estimates were an undercount and that the data now more accurately reflects Indigenous experiences of homelessness in Toronto.

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.

**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	-	-	-	-	-	-	4000



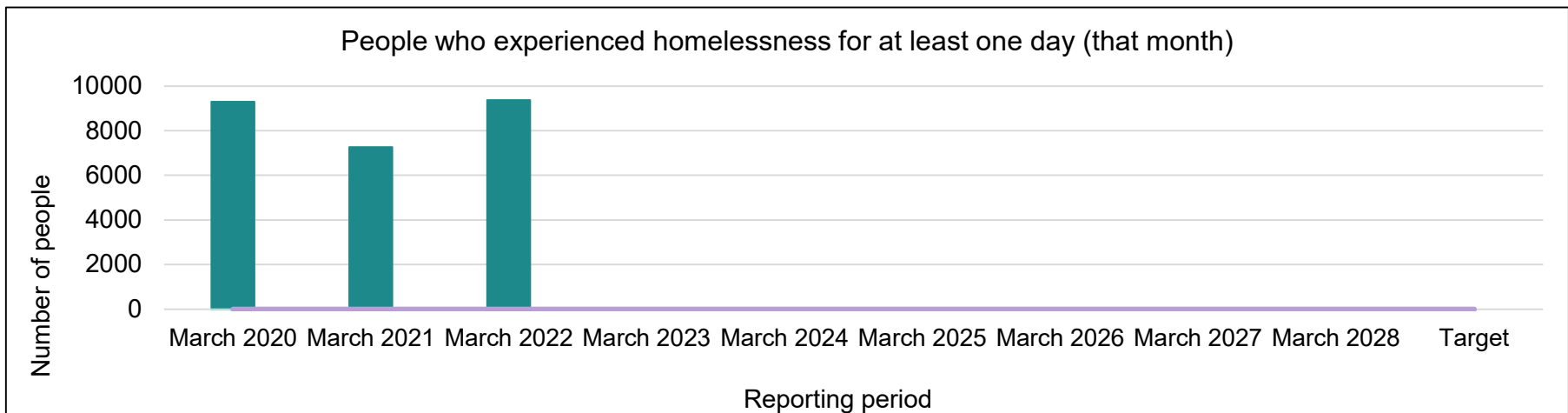
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

No change

## Community-Level Core Outcomes – Monthly Data Reporting

**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	-	-	-	-	-	-	TBD



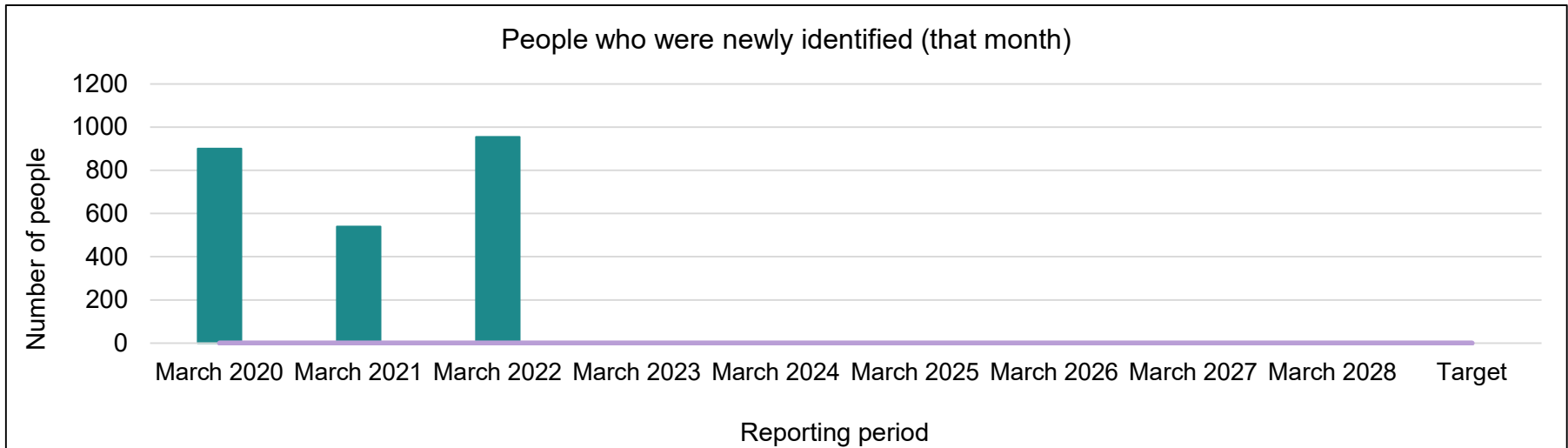
Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

No change

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.

**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	-	-	-	-	-	-	TBD



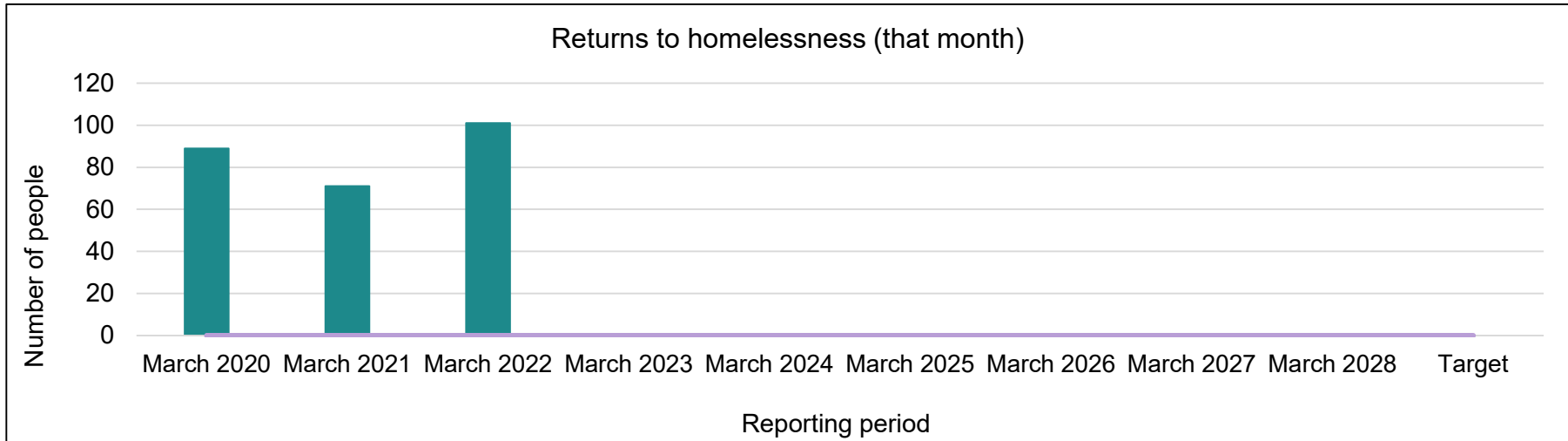
Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

No change

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.

**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	-	-	-	-	-	-	TBD



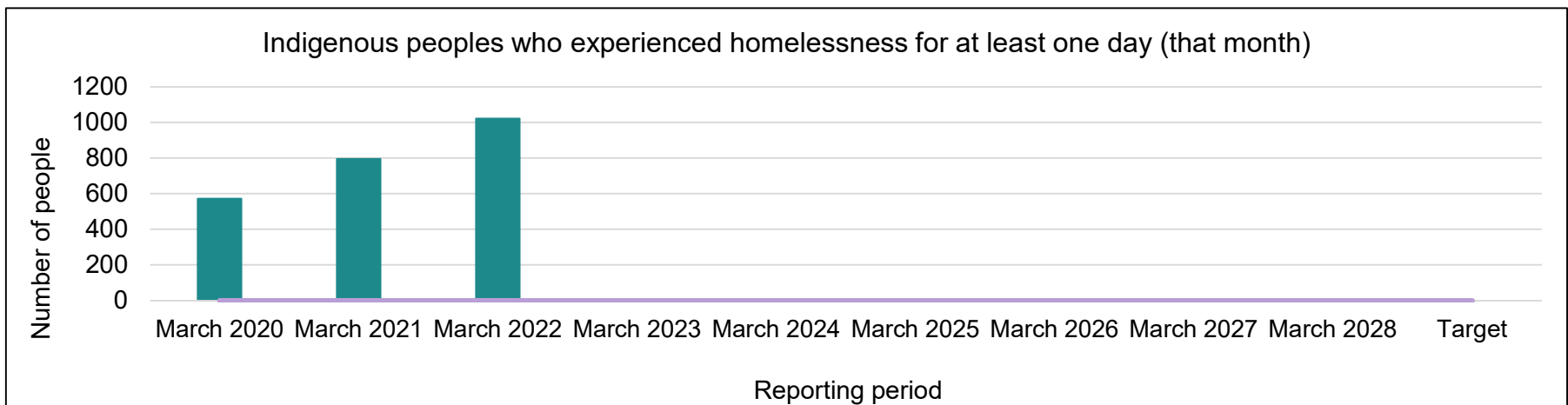
Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

No change

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.

**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	-	-	-	-	-	-	TBD



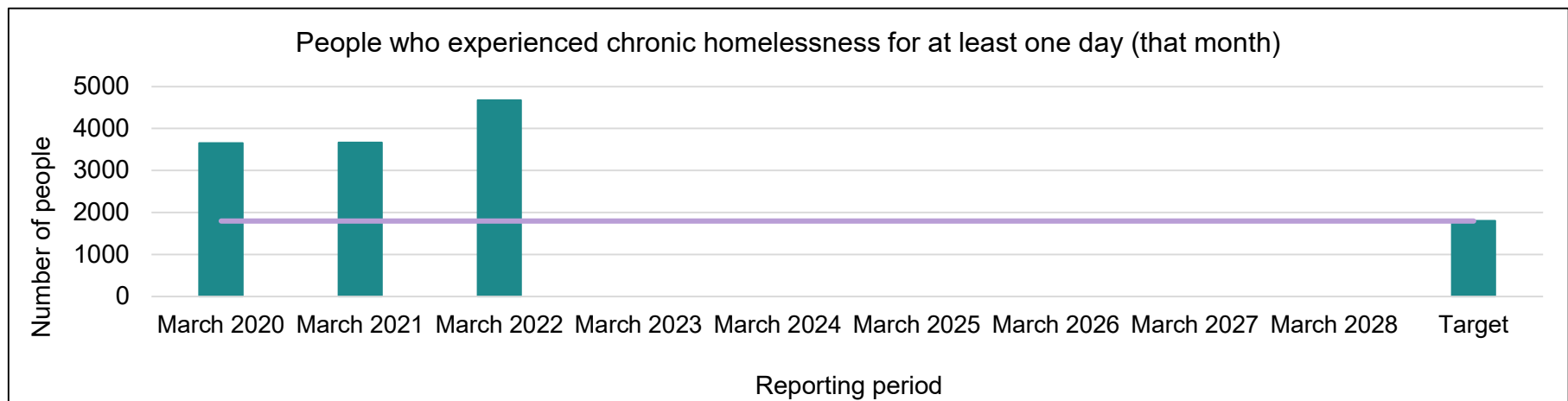
Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

The Indigenous identity question in SMIS (Shelter Management Information System) became mandatory in Oct 2020 and, in partnership with the Toronto Indigenous Community Advisory Board, it is agreed that much of the recent increase is likely attributed to data collection improvements, rather than an actual increase in the number of Indigenous people experiencing homelessness. Previous estimates were more likely an undercount and the data now more accurately reflects the magnitude of Indigenous homelessness in Toronto.

Discussions to set a target for this outcome are ongoing. A target will be included in the 2022-23 CHR.

**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	-	-	-	-	-	-	1800



Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

No change