

**Toronto Housing and Homelessness Service System Planning Forum
April 10, 2024**

Date and time: April 10, 2024, 10:00am – 12:00pm

Zoom link: <https://us02web.zoom.us/j/87159395431>

Chair: Ashleigh Dalton, Manager, Toronto Shelter and Support Services, City of Toronto

	Item
1	Land Acknowledgment & Agenda Review
2	<p>TSSS Items and Updates</p> <p><i>Prioritization Overview and Outcomes</i> Linsey MacPhee, Policy Development Officer and Wonda Amenu, Research Analyst, Coordinated Access, Toronto Shelter and Support Services</p> <p>(See slide deck)</p> <ul style="list-style-type: none"> • How to navigate the bar graphs for PATHS and Rapid Rehousing housing outcomes data: <ul style="list-style-type: none"> • Blue bar: proportion of people experiencing chronic homelessness that have been matched to a housing opportunity. • Dotted bar: housing matching target. • Black bar: proportion of people that are not experiencing chronic homelessness that have been matched to a housing opportunity. • Graph for PATHS data for Seniors – surpassed the target; due to more housing opportunities made available for seniors. <p><u>Q&A</u></p> <p>Q: Given the percentages add up to more than 100% and that they are minimums, could it result in anyone who isn't in a priority group (i.e., straight white men under 65) never being able access housing despite being chronically homeless?</p> <p>A: Sometime there are other factors impacting a match. If we are not able to match an opportunity to someone on the prioritized list, we can sometimes match the opportunity to an individual not necessarily meeting priority criteria. You can be represented across different priority groups – which is why proportions are used. Proportion targets are based on overrepresentation of certain populations within the shelter system who are often systemically excluded from housing opportunities, including Indigenous people, Black people, and other racialized groups. People not in these priority groups are not excluded from housing.</p> <p>Q: Is the Coordinated Access working group looking at this data to develop and test hypotheses – specifically around youth moving out of chronic homelessness and into permanent housing. What is the hypothesis about what is happening?</p> <p>A: It is harder to meet supportive housing targets for youth if the supportive housing opportunities available are not targeted to youth. Similarly with Rapid Rehousing Initiative, uptake for youth for these units is limited. We hear from providers that youth prefer COHB as a portable benefit that can be applied to private market housing, and have relayed this feedback to Housing Secretariat.</p>

With the youth population, there was a mismatch in the last year with what was available through Coordinated Access – there were not a lot of supportive housing opportunities targeted for youth. We use this data to determine how we better match these populations into housing. Need to collaborate with the sector to determine how do we better match individuals.

- As a note, not all matching results in housing outcomes. Some clients may decline a housing opportunity.
- One of the roles of the Coordinated Access subcommittee is to support improvements to implementation of Coordinated Access. Through Terry's work on the Plan-Do-Study-Act (PDSA) structure – we're testing out ways to improve this data and outcomes. We're co-creating potential solutions to the challenges we're seeing in this data. Please reach out to Savhanna or Terry if you're interested in this type of work.

Q: Has there been PDSA work done for youth?

A: Not carried out as of yet. Recently been focusing on improving data of people who are racialized in the shelter system. Have had conversations regarding what do with the youth aspect, but we don't have a completely planned out PDSA.

Q: What are the reasons for youth to decline housing opportunities?

A: Coordinated Access focuses on supportive housing and units from Toronto Community Housing and Toronto Seniors Housing which may not be a strong match for client needs with respect to the housing type and level of support provided. The location of the housing is also a big factor.

Shelter System Flow Data Update

Trish Lenz, Manager, Coordinated Access, Toronto Shelter and Support Services

- Due to time constraints, shelter system flow data from February 2024 will be shared via email.
- Shelter System Flow Data is released on the 15th of each month and can be accessed through the City's website: [Shelter System Flow Data – City of Toronto](#)

3 Housing Secretariat Items and Updates

Multi-Tenant Houses (Rooming Houses) Regulatory Framework

Matt Hilder, Manager, Housing Secretariat

(See slide deck)

- The new Multi-Tenant Houses Regulatory Framework is now in effect. Effective March 31, 2024, multi-tenant houses (rooming houses) are permitted in all parts of the City.
- This Framework involves the collaboration from multiple City divisions, including leadership from Municipal Licensing and Standards.
- Up-to-date information for landlords and tenants is available through the City's webpage: [Multi-Tenant \(Rooming\) Houses](#)

Q&A

	<p>Q: We would like to ensure that landlords continue to own multi-tenant houses to maintain rental housing stock. If landlords do not want to stay in the business, can a non-profit acquire these homes?</p> <p>A: Yes, there is a pathway for non-profits to acquire multi-tenant houses through the City's Multi-Unit Residential Acquisition (MURA) Program. Hoping to keep track of multi-tenant houses that go on sale. We can track licensed multi-tenant houses on sale through the ending operations plan that landlords are required to complete. Might have to rely on intelligence from other City divisions for homes that are unlicensed and go on sale.</p> <p>Q: Housing Secretariat has committed in 2021 creating a Housing-at-Risk working group, with a set of recommendations. Related to landlord-initiated closures for unlicensed operators. Why hasn't this group been set-up?</p> <p>A: HART table was recommended to do a number of items. HART was recommended along with the Renovictions by-law. Competing priorities has impacted the set-up of this table. Housing Secretariat has also worked with other situation tables, like SPIDER, to see where there would be an appropriate fit for HART. HART was intended to be a tenant-focused table. We're now looking to create a building-focused table exclusive to multi-tenant houses to identify houses at risk. Find ways to keep the house operating or understand how to address risks to tenants. We're setting up structures to address challenges that may arise from building compliance. Also engaging with community partners like Federation of Metro Tenants' Association (FMTA) and Canadian Centre for Housing Rights (CCHR), we're hoping to proactively provide tenants in unlicensed homes with information about their rights and responsibilities – in the event of a landlord attempting an illegal eviction. We will continue to work on the HART table.</p> <p>Q: Regarding landlord-initiated closures of multi-tenant houses (e.g., through renovating or selling property) – we may only find out about these situations after tenants are already evicted. Are there structures in place to address this, or data monitoring?</p> <p>A: We aim to monitor and track these cases as much as we can. Scope and scale of illegal evictions is a challenge for the City to monitor. We're working with TSSS to understand how we can monitor individuals calling Central Intake. Residential Tenancies Act (RTA) rights supersedes the City's by-laws. Landlords cannot evict tenants because the house is not compliant with the new regulatory framework. We're working on creating messaging and education for tenants.</p> <p>Comment: Concerned that unlicensed operators will stop operating multi-tenant houses due to the new framework requirements, as it will be difficult for private operators to comply. Concerned that there is a lack of City resources to address the magnitude of licensed and unlicensed multi-tenant houses.</p>
4	<p>Community/Sector Update – Street Voices Joel Zola, Executive Director, Street Voices</p> <p>(See slide deck)</p> <ul style="list-style-type: none"> • Street Voices is a youth led organization to empower marginalized voices, founded by Joel Zola. Started off as a magazine for street-involved youth.

	<ul style="list-style-type: none"> • Website: https://www.streetvoices.ca/ • Street Voices' online platform features 3 key initiatives: <ol style="list-style-type: none"> 1. Street Voices searchable directory with various resources and services (e.g., drop in centres, community centres, food banks) https://www.streetvoices.ca/search 2. Media platform (Blog, social media platforms, such as Instagram, X, and Facebook) 3. Independent journalist program and workshop series – to provide media skills, knowledge, and training to youth. https://airtable.com/appBQoHCfq4nfspKj/shrVEiMPGLqetHMfw <p><u>Q&A</u></p> <p>Q: Would you be able to provide this presentation of Street Voices for interested partners that provide youth programming?</p> <p>A: Yes. Also currently planning a Street Voices outreach campaign.</p>
5	<p>TAEH Updates</p> <p><i>Provincial Budget Briefing</i> Peter Martin, Housing Solutions Manager</p> <p>(See briefing note)</p> <ul style="list-style-type: none"> • This year, the provincial government decided to deliberately run a deficit. There is less money in the system, including for supportive and affordable housing. • Infrastructure: <ul style="list-style-type: none"> ○ Budget is more focused on creating infrastructure to support new greenfield housing development instead of financing infill and increased densification of existing housing ○ \$1 billion investment for a Municipal Housing Infrastructure Program focused on growing and developing communities, rather than increasing density. ○ \$825 million Housing Enabling Water Systems fund – will be available to the City of Toronto for expanding current infrastructure. ○ \$3 billion investment for Building Ontario Fund – mandate does address affordable housing. Not many details on the website about eligibility criteria. ○ The City has asked provincial and federal governments to release provincial crown lands for supportive and affordable housing. The budget discusses taking surplus lands for 'attainable housing' instead. Attainable housing is not the same as affordable housing. There is no set definition for attainable housing. • Skills Development and Training <ul style="list-style-type: none"> ○ The provincial government will invest additional money for skills development in skilled trades, including housing construction trade. • Increasing Housing Supply and Affordability: <ul style="list-style-type: none"> ○ There is little in the budget about increasing housing supply and affordability. ○ \$152 million in additional funding over 3 years allocated towards existing supportive housing initiatives – focus on maintaining current housing and

	<p>rent supplements for individuals with mental health and substance use challenges.</p> <ul style="list-style-type: none"> ○ No mention of COBH in budget. ○ No new funding for supportive housing projects (maintenance or construction) for 2024 fiscal year. <ul style="list-style-type: none"> ● Long-term care homes: <ul style="list-style-type: none"> ○ Province will provide loan guarantees to homes run by non-municipal and non-profit sector. ● Should read this budget in context of Ontario-Toronto New Deal, which will fund and support development of supportive and affordable housing with non-profit sector.
6	<p>New Business / Close THHSP Forum Archive: https://taeh.ca/toronto-forum</p> <p><i>Additional comment on multi-tenant houses regulatory framework:</i> Based on previous experience from Woodgreen relocation work for rooming houses, providing a 7 month notice to tenants is not enough. Relocating tenants from rooming houses due to re-developments will take longer, up to a year. Concerned that housing stock will be lost. Need to have more conversations about how to efficiently relocate tenants that are displaced.</p>
	<p>Next Meeting: Wednesday May 8, 2024 10:00am – 12:00pm @ Zoom</p>