



## Routine Disclosure Plan

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January 2016

**Division: Shelter, Support and Housing Administration**

### Introduction

Access to records held by the City of Toronto is regulated by the Municipal Freedom of Information and Protection of Privacy Act. The public has a right to see most City records, and to get copies of them (fees for photocopying may apply). There are some exceptions to public access.

Records are made available by:

- Routine disclosure: Divisions automatically make information available to the public when it is requested, and by publishing it online or in a printed form such as brochures and reports.
- Freedom of information request: When information is not available routinely, the public may submit a freedom of information request to the City Clerk's Office, Corporate Information Management Services.

### Routine Disclosure Plan

This document describes the types of records available routinely from Shelter, Support and Housing Administration. It identifies the type of information, a brief description, and how it is made available to the public (online, by request, or by visiting a City office).

Type of Information	Description	How to Get the Information
<b>Homelessness Services</b>		
Services for people who are homeless	Services and resources provided by all orders of government and community agencies that help people experiencing homelessness in Toronto.	<ul style="list-style-type: none"> <li>• <a href="#">Guide to Services for People Who are Homeless</a></li> </ul>
How to get a shelter bed	For anyone needing emergency shelter.	<ul style="list-style-type: none"> <li>• Call 311 or Central Intake 416-338-4766, toll free 1-877-338-3398</li> <li>• Adults (no children) can go to the Streets to Homes Assessment and Referral Centre at 129 Peter St (at Richmond St) in downtown Toronto; open 24/7</li> </ul>
Location of Out of the Cold programs	Funded by the City and operated by volunteers in faith organizations, this program is available mid-November until mid-April.	<ul style="list-style-type: none"> <li>• Schedule is posted <a href="#">online</a></li> </ul>
Shelter listings	Locations and contact information. Information on the City's website and in City publications is only for the City-administered system. Violence against women shelters are not listed. These are under provincial jurisdiction (information available from 211), and addresses are not public.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a>, in hard copy publications and brochures</li> <li>• City-operated shelters are <a href="#">mapped</a></li> </ul>

Type of Information	Description	How to Get the Information
Shelter occupancy	Number of people that use shelter beds, shelter capacity and occupancy rate.	<ul style="list-style-type: none"> <li>• <a href="#">Posted online daily</a> Monday-Friday by sector; includes manual reporting of Out of the Cold programs during the winter</li> <li>• Monthly average nightly occupancy is graphed at month's end, showing three years of data</li> </ul>
Deaths of homeless people	The City does not track deaths of homeless people in general. There appears to be no official tracking of these deaths. City-administered shelters are required to report deaths of clients and recent clients to Hostel Services within 30 days.	<ul style="list-style-type: none"> <li>• Data provided by shelters is posted <a href="#">online</a></li> </ul>
Unique individuals using shelter services	Statistics relating to shelter use in Toronto.	<ul style="list-style-type: none"> <li>• Contained in various staff reports</li> <li>• Included in <a href="#">online infographic</a>; requests for updates considered individually. Contact <a href="mailto:ssha@toronto.ca">ssha@toronto.ca</a></li> </ul>
Access to client records	Available only to the client.	<ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information Request</a></li> </ul>
How to get a message to someone who may be staying in a shelter	Friends/relatives approach Shelter, Support & Housing Administration looking for missing relatives and wanting to get a message to someone they think might be staying in a shelter.	<ul style="list-style-type: none"> <li>• For privacy reasons, Shelter, Support &amp; Housing Administration will not confirm where an individual is staying</li> </ul>
Media requests for shelter client information, confirmation of shelter residency	Requests for access to shelters and client information.	<ul style="list-style-type: none"> <li>• Except in the case of confirmed law enforcement requests, there is no confirmation of shelter residency in order to protect client confidentiality</li> </ul>

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Shelter Serious Occurrence reports	As noted in the Toronto Shelter Standards, shelter operators must complete and file with Hostel Services an incident report of all occurrences involving fire, death, severe assault/accidental injuries and/or attempted suicides requiring medical assistance, and anything involving a firearm.	<ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information Request</a></li> </ul>
How to open a shelter	Requests for Proposals and Requests for Expressions of Interest are issued when the City is seeking an organization to operate shelter services.	<ul style="list-style-type: none"> <li>• Requests for Proposals and Requests for Expressions of Interest are posted on <a href="http://www.toronto.ca/housing">www.toronto.ca/housing</a> when available and promoted through social media and direct email to not-for-profit agencies working in the sector</li> </ul>
Toronto Shelter Standards	Shelter standards have been developed to provide shelter operators and residents with a clear set of expectations and guidelines for the provision of shelter services in Toronto.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a> and in hard copy</li> <li>• Recently updated standards will be implemented during 2016. Revised standards are available <a href="#">here</a>.</li> </ul>
Details on programs offered at City-operated shelters	Information about the programs and services offered at shelters directly operated by the City.	<ul style="list-style-type: none"> <li>• Program brochures. Send queries to <a href="mailto:ssha@toronto.ca">ssha@toronto.ca</a></li> <li>• Descriptions of City-operated shelters are also available <a href="#">online</a>; includes contact information</li> </ul>
Volunteering in shelters	Shelter, Support & Housing Administration receives requests from members of the public looking to volunteer in a shelter.	<ul style="list-style-type: none"> <li>• Contact the shelter directly. <a href="#">List</a></li> </ul>

Type of Information	Description	How to Get the Information
How to make donations to shelters	During the holiday season, the City surveys community agencies for gift ideas for clients and volunteer opportunities. This is posted in early November and is available <a href="#">here</a> .	<ul style="list-style-type: none"> <li>• For donations of cash to community-operated shelters, please contact the operators directly</li> <li>• Donations of goods and services are often welcome if the shelter is able to accommodate these. Please contact shelters directly before dropping anything off. Here is a list of all <a href="#">City-administered shelters</a></li> <li>• For cash donations to City-operated shelters that require a tax receipt, send a cheque (payable to Treasurer, City of Toronto), to Shelter, Support &amp; Housing Administration, 55 John Street, 6<sup>th</sup> Floor, Toronto, M5V 3C6, Attn: Program Support. Please advise what program or shelter you would like the funds to go to</li> </ul>
Extreme weather services	Additional services become available to get homeless people off the street during extreme cold weather	<ul style="list-style-type: none"> <li>• Posted <a href="#">online</a></li> <li>• 311</li> </ul>
Extreme Cold Weather Alert statistics	Statistics relating to Extreme Cold Weather Alerts starting from the 2004-2005 season.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a></li> </ul>
How to access Streets to Homes services	Streets to Homes provides street outreach services that work to assist street-involved people to find and keep permanent housing.	<ul style="list-style-type: none"> <li>• 311 or 24-hr general inquiry: 416-392-0090</li> <li>• In person at the Streets to Homes Assessment and Referral Centre, 129 Peter St (at Richmond St) in downtown Toronto)</li> <li>• Information also in printed service directories</li> </ul>

Type of Information	Description	How to Get the Information
Access to Streets to Homes clients	Requests for information about Streets to Homes clients.	<ul style="list-style-type: none"> <li>Shelter, Support &amp; Housing Administration is obliged to protect the confidentiality of clients; enquiries to <a href="mailto:ssha@toronto.ca">ssha@toronto.ca</a></li> </ul>
Agency requests for shelter/Streets to Homes client information	Requests for information about shelter and Streets to Homes clients from an agency.	<ul style="list-style-type: none"> <li>With appropriate client consent</li> <li>Contact relevant service directly</li> </ul>
<b>Housing Services</b>		
Where to get services	Includes drop-ins, Rent Bank, eviction avoidance, low-cost meals and housing help.	<ul style="list-style-type: none"> <li>Online at <a href="http://www.toronto.ca/housing">www.toronto.ca/housing</a></li> <li>In <a href="#">printed material</a> tailored to different audiences</li> <li>311</li> </ul>
How to get City grant/funding for housing stability services	Requests for Proposals and Requests for Expressions of Interest are issued when the City is seeking an organization to provide housing stability services.	<ul style="list-style-type: none"> <li>Current Requests for Proposals and Requests for Expressions of Interest are posted at <a href="http://www.toronto.ca/housing">www.toronto.ca/housing</a></li> </ul>
Location of Rent Banks	Provide limited, interest free loans to seniors, individuals, and families who face imminent eviction for rental arrears	<ul style="list-style-type: none"> <li>In <a href="#">service guides</a> and listings at <a href="http://www.toronto.ca/housing">www.toronto.ca/housing</a></li> </ul>
List of agencies receiving funding through the City for delivery of housing stability services	Projects recommended for housing support services funding as of October 1, 2014.	<ul style="list-style-type: none"> <li>Information is available <a href="#">online</a></li> </ul>
Agencies receiving funding for drop-in services through the City	23 drop-in projects were approved for \$3,093,762 in funding through a Request for Proposals issued by the City.	<ul style="list-style-type: none"> <li>Posted <a href="#">online</a></li> </ul>

Type of Information	Description	How to Get the Information
Contract details re: funded agencies; financials for agencies	Contract and financial information for agencies.	<ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information Request</a></li> </ul>
Organizations receiving Tenant Defence Fund grants	The Tenant Defence Fund is a City program that helps tenants preserve affordable rental housing.	<ul style="list-style-type: none"> <li>• On request to <a href="mailto:ssha@toronto.ca">ssha@toronto.ca</a></li> </ul>
<b>Social Housing</b>		
Funding for social housing in Toronto; number of units in the portfolio	The City oversees subsidized housing provided by 240 community organizations which equals homes for about 265,000 Torontonians; 164,000 in City-owned Toronto Community Housing.	<ul style="list-style-type: none"> <li>• Contained in annual budget number, available at <a href="http://www.toronto.ca/budget">www.toronto.ca/budget</a>[put year here]</li> <li>• 2016 information: <a href="http://www.toronto.ca/budget2016">www.toronto.ca/budget2016</a></li> </ul>
Number of households on the social housing waiting list	Waiting list activities for the period, number of households housed by provider type and special priority statistics.	<ul style="list-style-type: none"> <li>• Statistics are <a href="#">posted online</a> quarterly</li> </ul>
How to get into social housing	Basic information on access to subsidized housing in Toronto.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a></li> </ul>
How to get into alternative housing	Basic information on access to alternative housing in Toronto.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a></li> </ul>
How to get a housing allowance	In addition to providing funding for social housing providers, the City also provides housing allowances for targeted households to help offset their rent. Housing allowances are targeted according to Council direction.	<ul style="list-style-type: none"> <li>• Housing allowances Frequently Asked Questions posted <a href="#">online</a></li> <li>• Number of housing allowances is included in annual analyst notes to Shelter, Support &amp; Housing Administration's budget; 2016 notes are <a href="#">here</a> (4,900)</li> </ul>

Type of Information	Description	How to Get the Information
What are rent supplements?	As service manager for social housing, Shelter, Support & Housing Administration manages social housing provider subsidies, new affordable housing, a centralized waiting list, rent supplements and housing allowances.	<ul style="list-style-type: none"> <li>• <a href="#">2015 staff report</a> on rent supplement programs</li> </ul>
Locations of social housing in Toronto	Social housing buildings and units in Toronto.	<ul style="list-style-type: none"> <li>• Available <a href="#">here</a></li> </ul>
Housing providers with special mandates	Some housing providers have received approval from the City of Toronto to provide housing to a specific group of applicants.	<ul style="list-style-type: none"> <li>• Online <a href="#">here</a></li> </ul>
Access to housing provider financials	Financial information relating to social housing providers.	<ul style="list-style-type: none"> <li>• Contact housing provider directly</li> </ul>
Service manager assessment reports	The City is service manager for 240 social housing providers and periodically does assessments to assist Boards of Directors.	<ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information Request</a></li> </ul>
Choice-based letting	The City is gradually implementing a choice-based system of allocating vacant social housing units.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a></li> </ul>



Type of Information	Description	How to Get the Information
Where can tenants of social housing go when they want to appeal a review decision that ends qualification for rent-geared-to-income housing?	If you live in a rent-geared-to-income unit in social housing and have received a notice that you are no longer eligible for rent-geared-to-income assistance, you can apply for a review of the decision.	<ul style="list-style-type: none"> <li>• Fill in this <a href="#">form</a> and send it to the Social Housing Unit via email to <a href="mailto:socialhousing@toronto.ca">socialhousing@toronto.ca</a> or by mail to Social Housing Unit, 365 Bloor St E, 15th Floor, Toronto, M4W 3L4</li> <li>• You can request a review up to 20 business days after the notice of decision is issued</li> <li>• Do not fill in this form if you are requesting a review of a decision about the amount or effective date of your rent-geared-to-income rent. Send those requests to your housing provider.</li> </ul>
<b>Waiting List</b>		
Client access to files	Requests for client access to waiting list files.	<ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information Request</a></li> </ul>
<b>Rent Supplement</b>		
Client access to files	Requests for client access to rent supplement files.	<ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information Request</a></li> </ul>
<b>Division-Wide</b>		
SSHA budget	Available online at corporate site annually.	<ul style="list-style-type: none"> <li>• <a href="http://www.toronto.ca/budget2016">www.toronto.ca/budget2016</a></li> </ul>
Street Needs Assessment	Results for 2006, 2009 and 2013 available.	<ul style="list-style-type: none"> <li>• <a href="#">Open Data</a></li> <li>• <a href="#">2013 results</a></li> </ul>

Type of Information	Description	How to Get the Information
Toronto's plan to end homelessness	Municipalities are required to have this plan to qualify for CHPI funding from Ontario.	<ul style="list-style-type: none"> <li>• Housing Opportunities Toronto report fulfills this requirement and is <a href="#">available online</a></li> </ul>
Consultants' reports commissioned by Shelter, Support & Housing Administration	Organizational reviews, program reviews	<ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information Request</a></li> </ul>
Information about George Street Revitalization	Shelter, Support & Housing Administration is one of a number of divisional partners in the initiative.	<ul style="list-style-type: none"> <li>• <a href="http://www.toronto.ca/newgeorge">www.toronto.ca/newgeorge</a></li> </ul>
How to make a formal complaint	Complaint submission form, process and contact information.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a></li> </ul>
Policy documents pertaining to Shelter, Support & Housing Administration mandate	Links to staff reports and other resources.	<ul style="list-style-type: none"> <li>• <a href="#">Online</a></li> </ul>