

# Using Data for Evidence-Based Service Planning



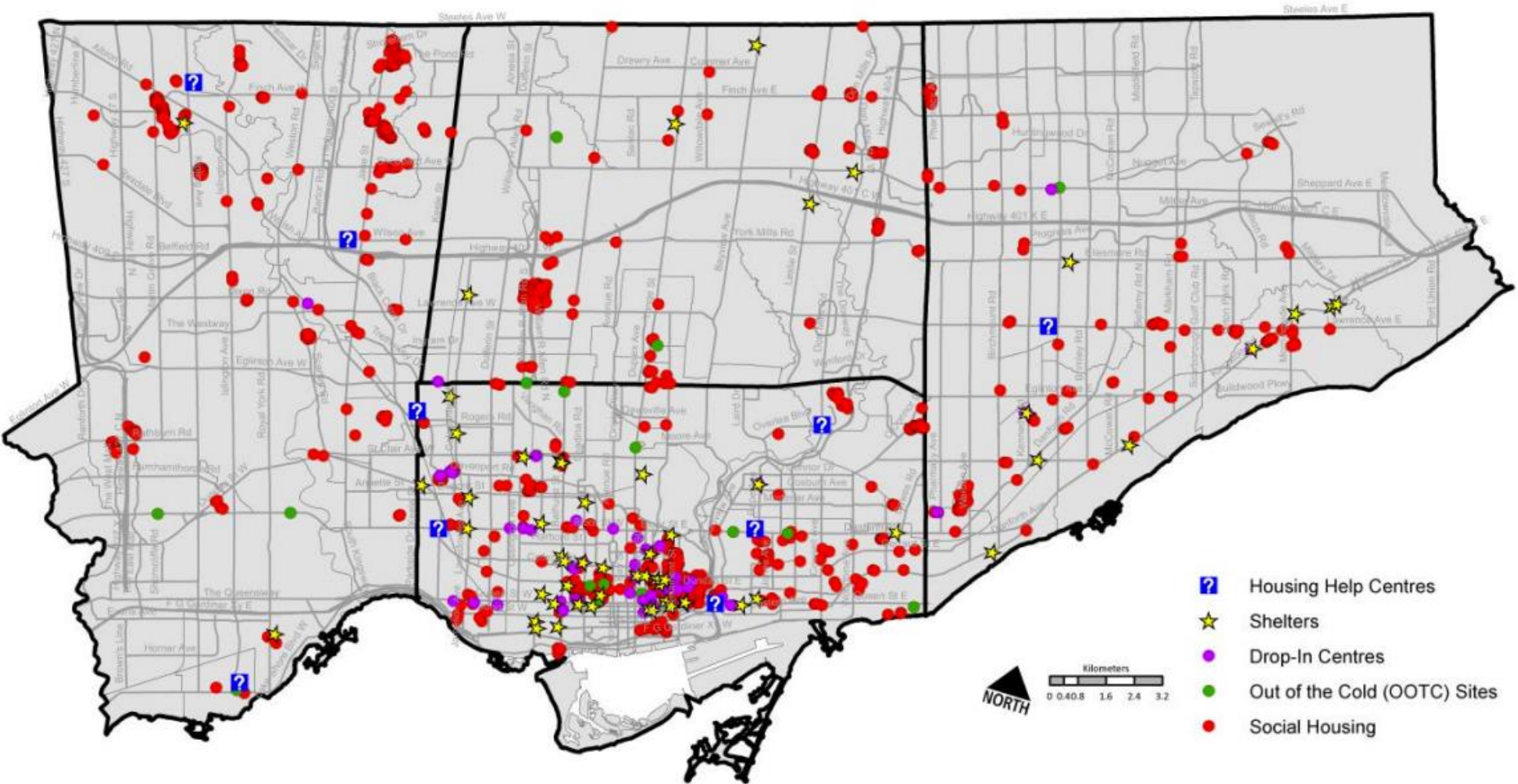
**Laural Raine**  
**City of Toronto**

# Presentation overview

- 1) Toronto's service system context
- 2) Shelter Management Information System (SMIS)
- 3) Four components of data use in service planning
- 4) Streets to Homes
- 5) Street Needs Assessment
- 6) Future directions



# City-funded Housing and Homelessness Supports and Services



# Key Service Areas

- Social Housing
  - Fund 240 housing providers—including TCHC— home to more than 94,000 households
- Emergency Shelter
  - More than 4,000 beds available each night, provide shelter to more than 17,000 people each year
- Streets to Homes
  - Housed more than 5,000 people since 2005
- Funding for community based services
  - Administer more than 115 grants for services such as housing help, rent bank and drop-ins

# Housing Stability Service Plan 2014-2019

## Nine Strategic Directions



# Key actions related to data

- Expand the capacity of the Shelter Management Information System (SMIS) as a City-wide housing services information management system
- Develop detailed performance indicators that define outcomes and measure progress
- Support evidence based policy development and service planning

# Toronto's Emergency Shelter System

- More than 4,000 beds available at more than 60 shelter locations
- Mixed service delivery model
- Coordinated Access:
  - 24/7 central intake phone service
  - Assessment and Referral Centre - 24 hour respite and walk-in referral
- Toronto Shelter Standards
- Housing First approach to service

SMIS Technical Assistance: [smishelp@toronto.ca](mailto:smishelp@toronto.ca) or 416-397-SMIS(7647)

**toronto** **SMIS**  
Shelter Management  
Information System



USER ID |

PASSWORD |

**LOG-IN**

**RESET**

Hostel Services   Shelter, Support & Housing Administration

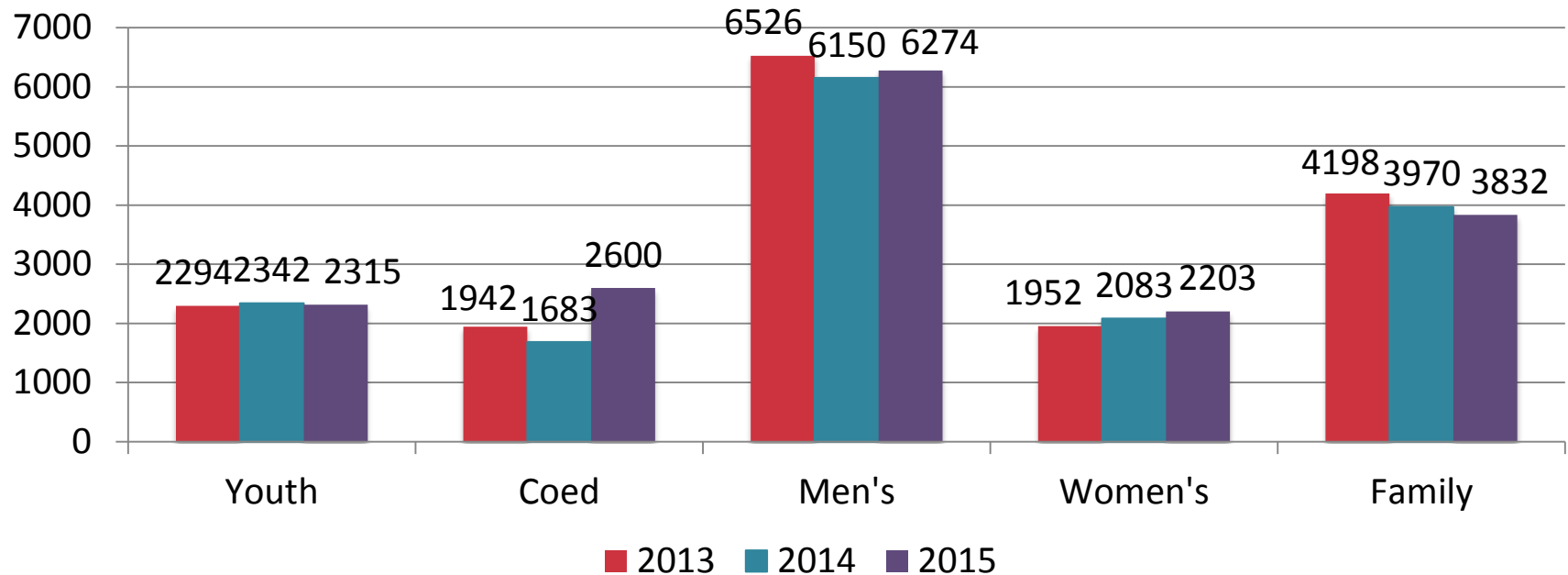




# Shelter Management Information System

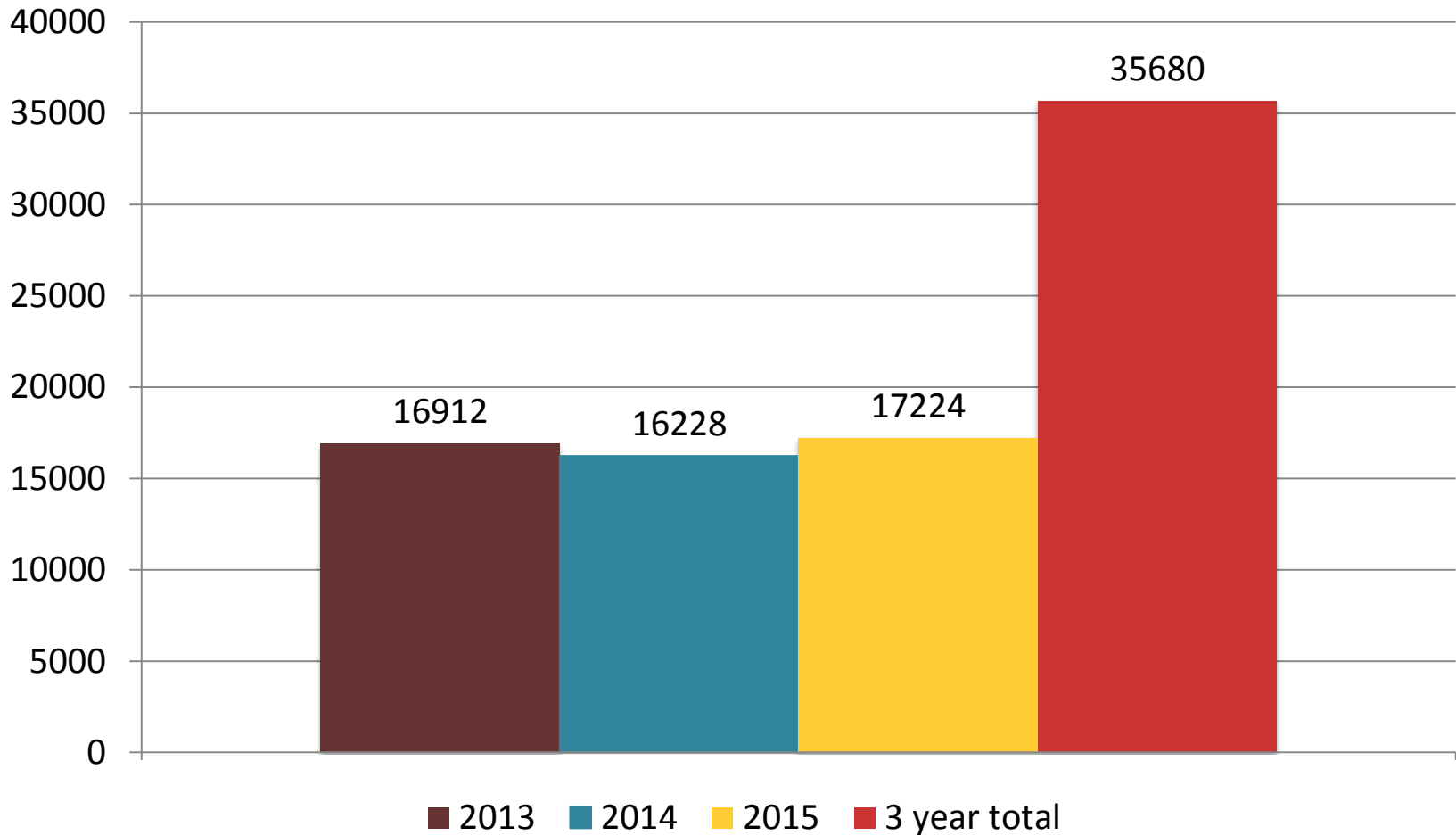
- Web-based client information and bed management system
- Provides consistency of business process and data entry across the entire shelter system
- Supports oversight and management of shelter system
- Provides real time data on shelter occupancy, bed availability and referrals
- Provides critical data on client demographics and service use trends across the entire service system

# Data Summary (2015)

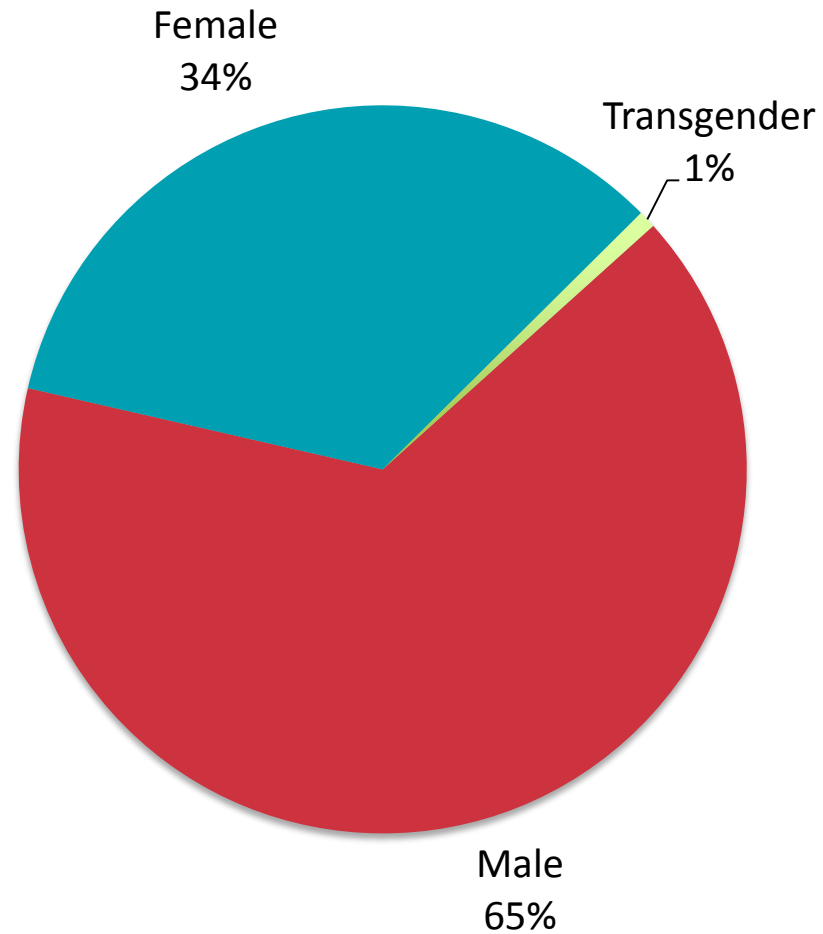


	Youth	Coed	Men's	Women's	Family	Total
<b>Unique individuals</b>	2315	2600	6274	2203	3832	17224
<b>Average individuals per night</b>	478	373	1610	592	1003	4091
<b># of programs</b>	14	10	17	15	8	64

# Unique Individuals 2013 to 2015

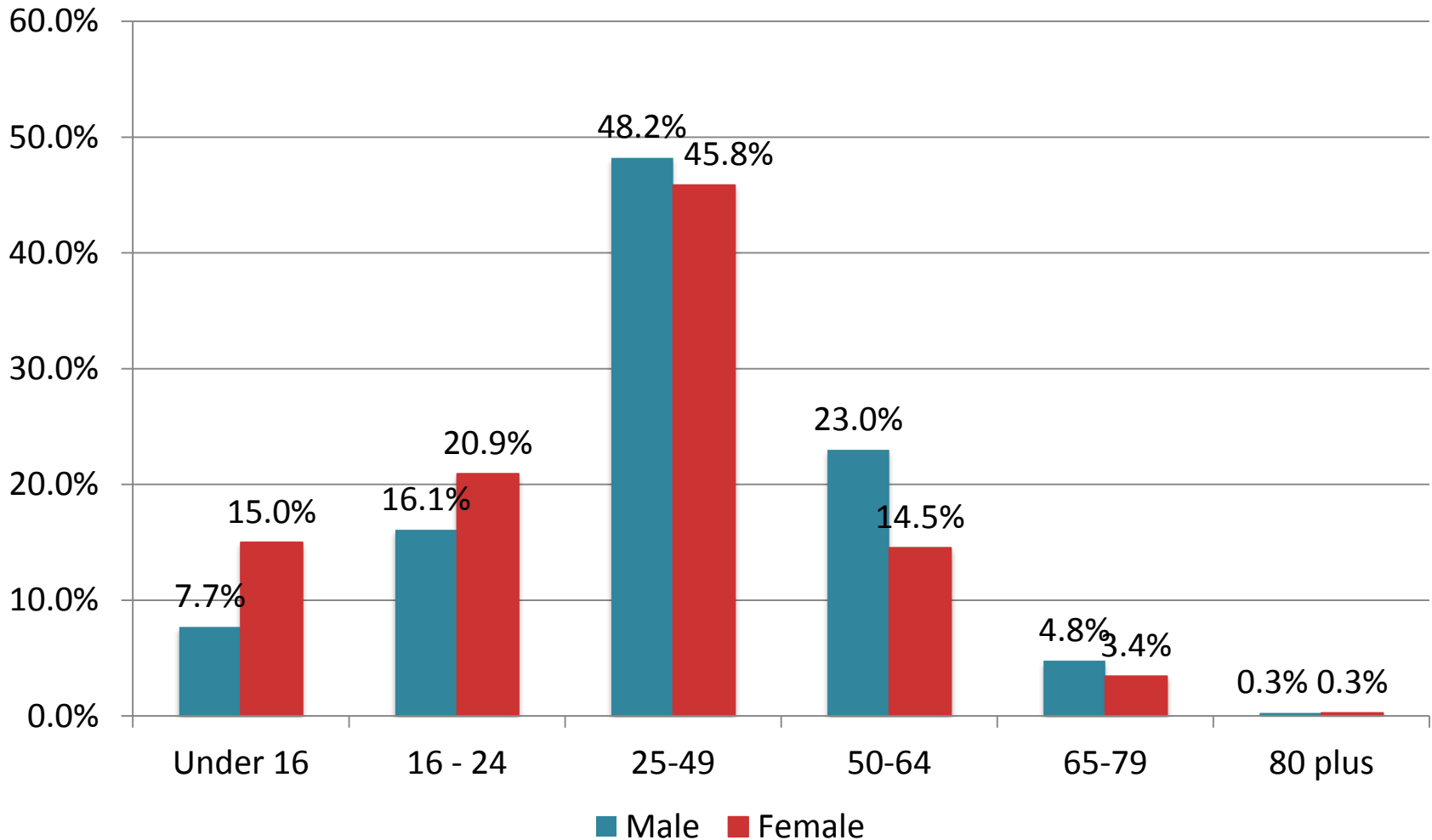


# Demographics - Gender



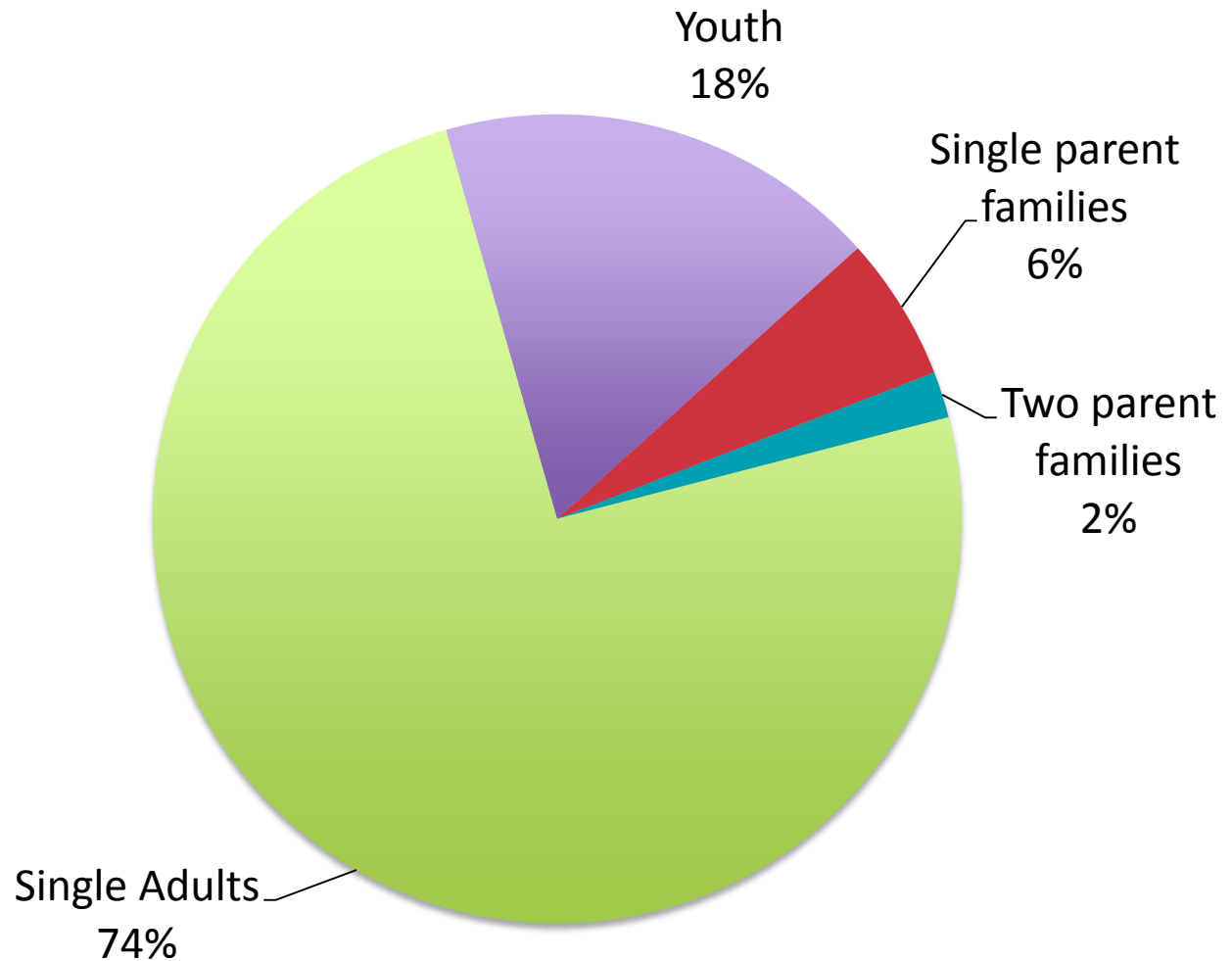
2015 Data

# Demographics – Age and Gender



2015 Data

# Household Type

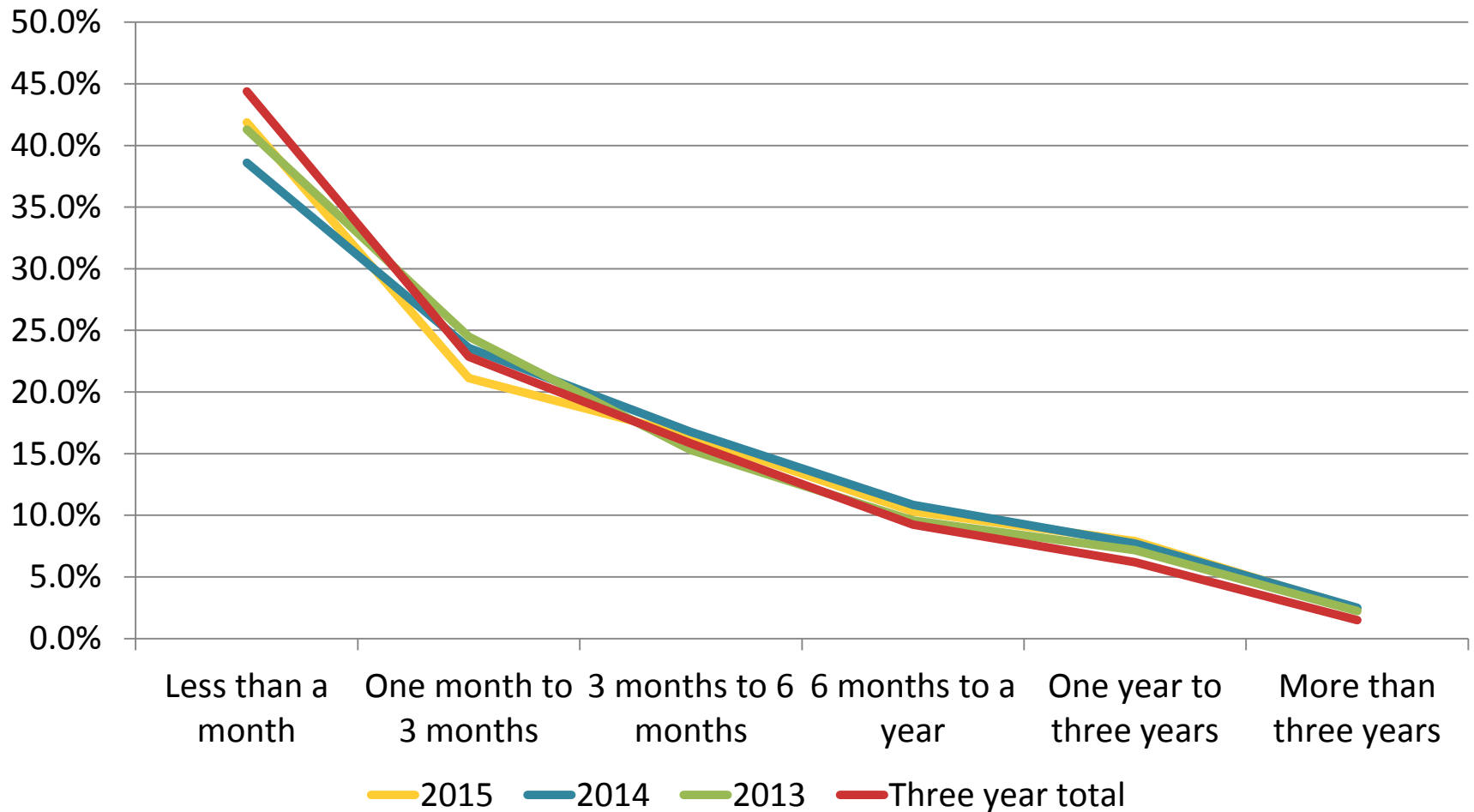


2015 Data

# Client length of stay 2015

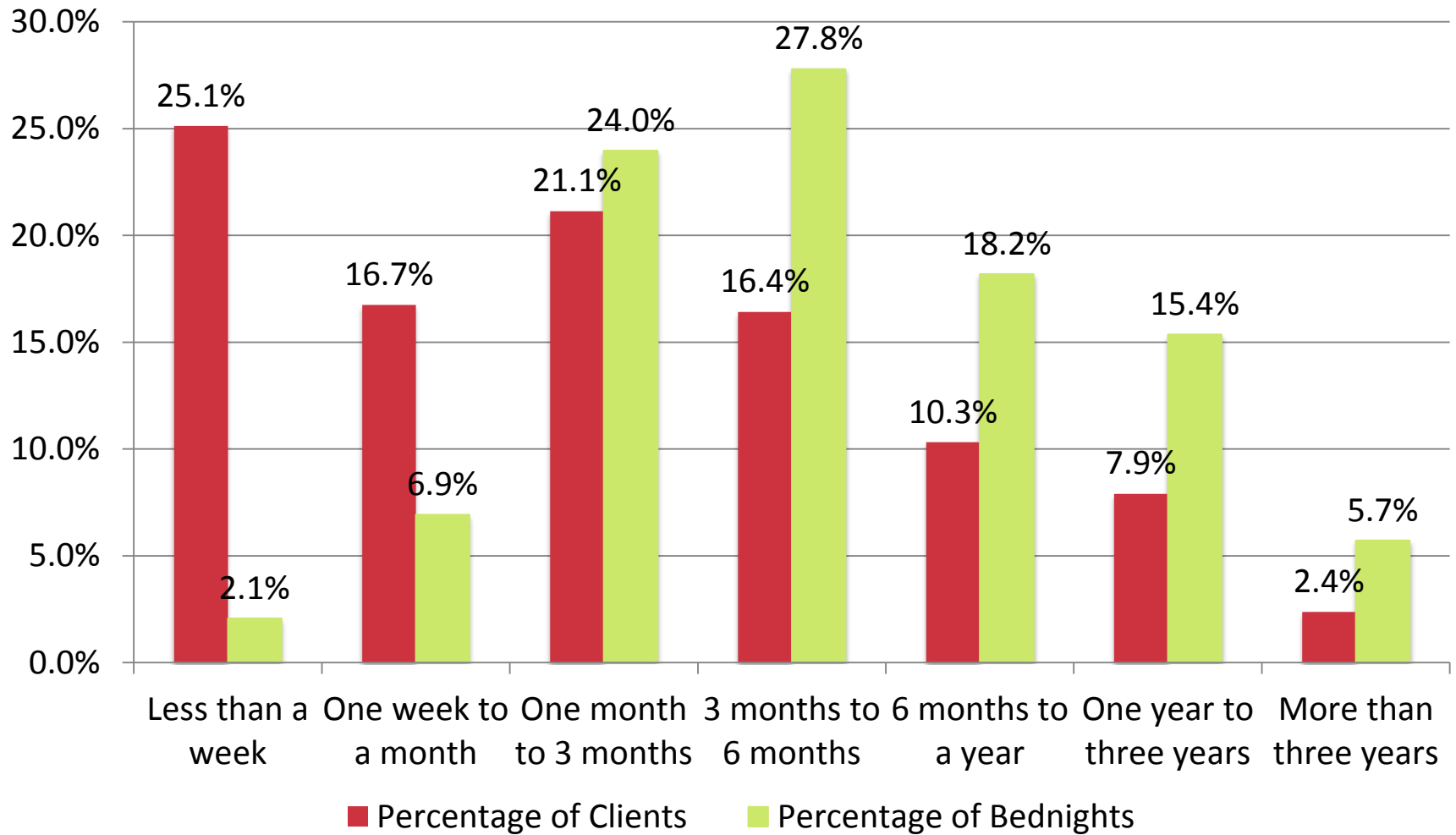


# Client length of stay 2013 to 2015



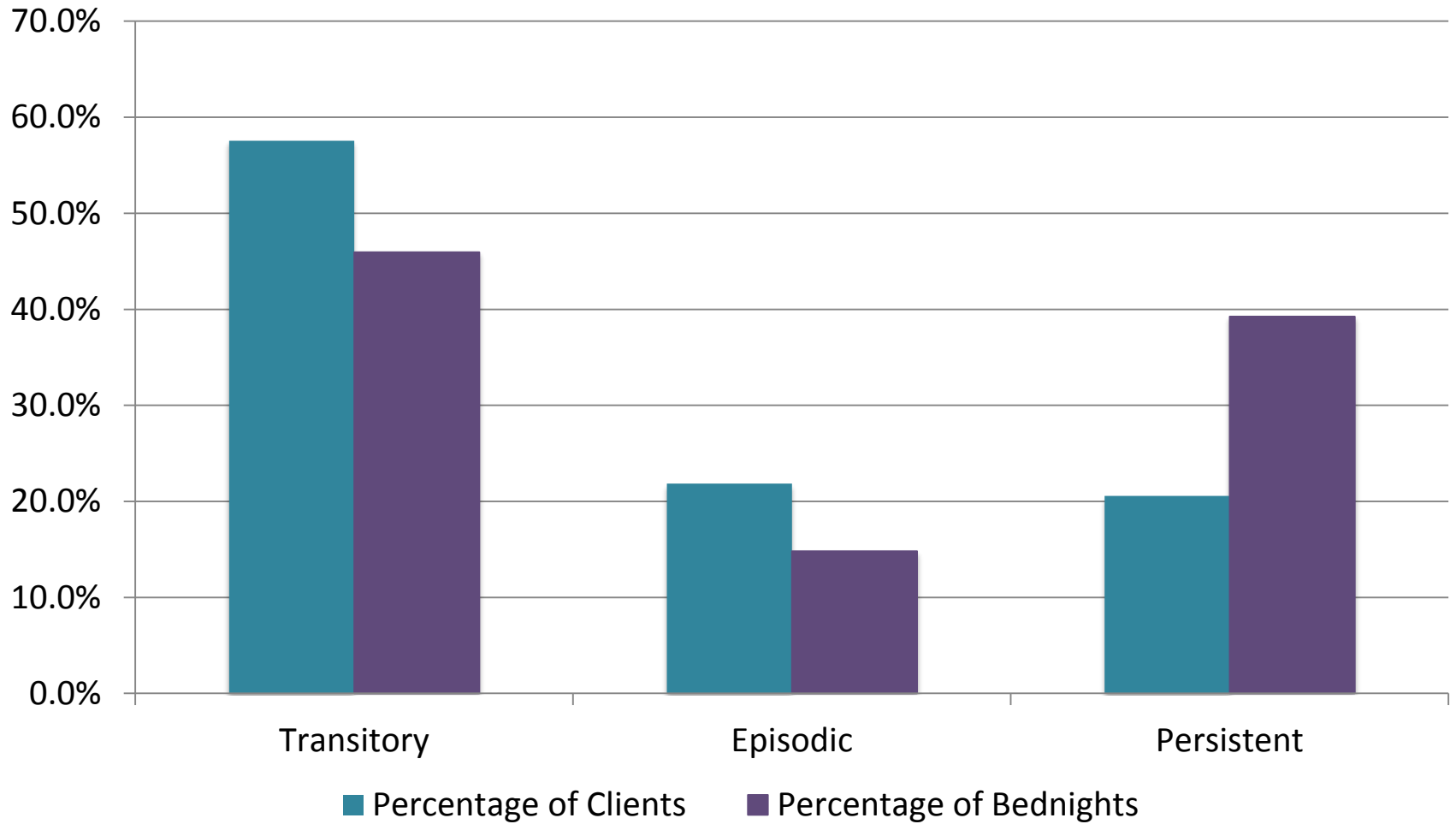


# Service Use Patterns



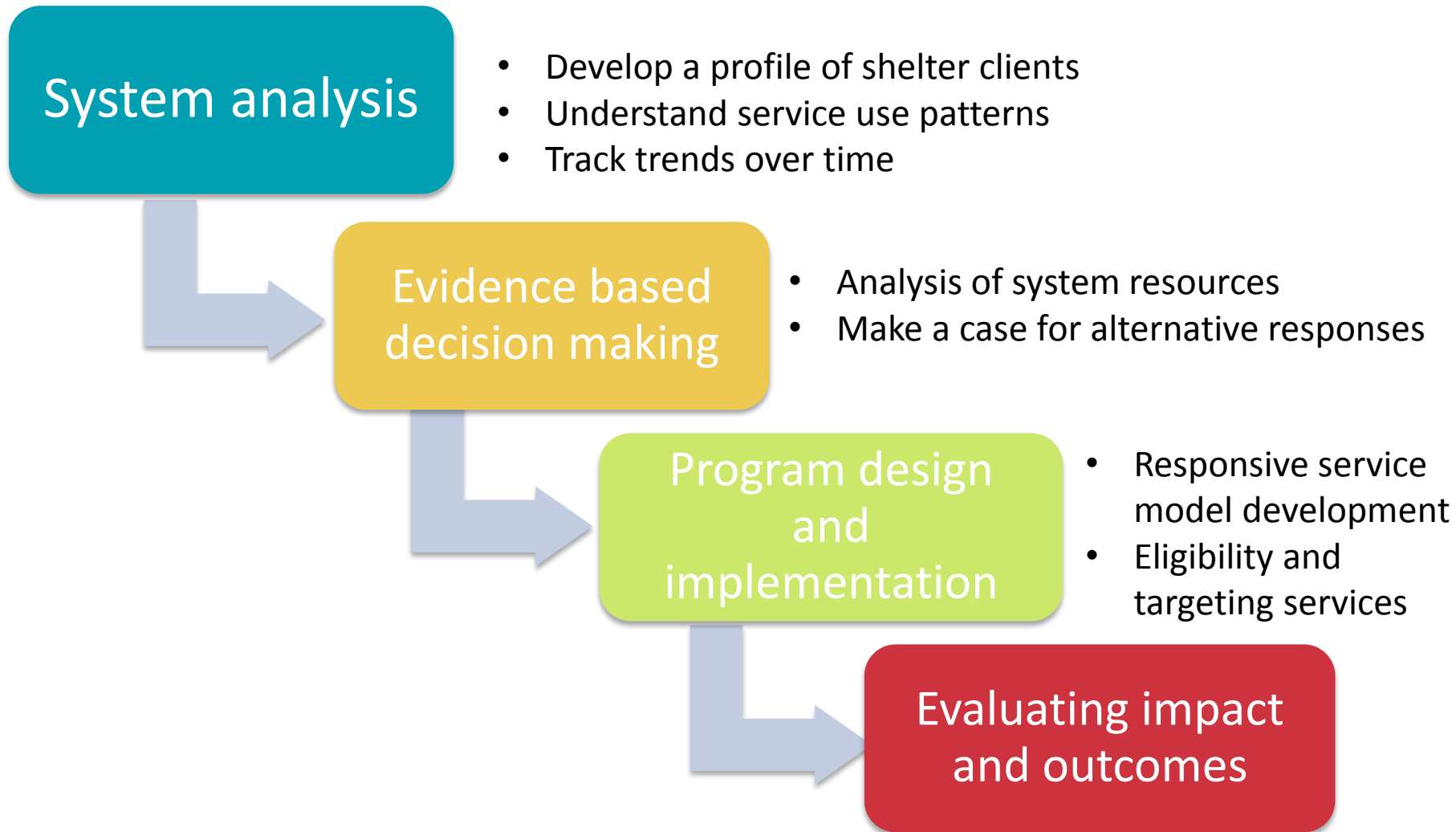
2015 Data

# Service Use Patterns



2015 Data

# Using data for service planning



# Key components of Hostels to Homes

- Housing First core principles
- Coordinated team of housing workers
- Standardized assessment of needs
- Housing allowances
- ICM follow-up supports
- Partnerships with health sector for higher intensity supports

# Pilot outcomes and evaluation

- What are the reasons people stay in shelter for longer periods?
- What is the relationship between length of stay and acuity?
- How can we identify key risk factors and assist people to move back into housing before they become long-term shelter users?
- What is the impact on shelter occupancy?

# Streets to Homes

- Housing First program for people sleeping outdoors and street involved
- Mixed model operations: centralized coordination between City staff and community based agencies
- Data collection
  - Pirouette case management software
  - Monthly agency reporting

# Street Needs Assessment

- Point-in-time count
- Service needs survey
- Outdoors, in shelter locations, health and treatment facilities and correctional facilities
- Held in 2006, 2009, 2013, planned for 2017

# Street Needs Assessment

	2006		2009		2013	
Surveyed Groups	Count	Share of Total	Count	Share of Total	Count	Share of Total
Outdoors	735	15%	362	7%	447	9%
City-Administered Shelters	3,649	73%	3,990	77%	3,970	76%
VAW Shelters	171	3%	306	6%	356	7%
Health & Treatment Facilities	275	6%	223	4%	236	4%
Correctional Facilities	139	3%	288	6%	244	5%
Total	4,969	100%	5,169	100%	5,253	100%



# Street Needs Assessment

	2006	2009	2013
<b>Surveys Completed</b>	1,966	1,888	1,981
<b>Total Homeless Estimate</b>	4,969	5,169	5,253
<b>% of estimated population surveyed</b>	39.6%	36.5%	37.7%

Survey variables include:

- Demographics: Age, Gender, Aboriginal Identity, LGBTQ2S identity, military service,
- Homelessness history: Length of homelessness, sleeping location, Where person lived in past 12 months,
- Service use: income source, interaction with emergency services, service needs

# Future Directions for Data

- Create HSMIS – Housing Services Management Information System
- Enhance case management capacities and tracking of housing outcomes
- Integrate our standardized housing support needs assessment tool
- Expand range of programs using SMIS to create integrated client information system

# Challenges

- Complexity of large service system
- Ensuring data consistency across a large number of users
- Privacy considerations and data sharing
- Resources for data management and analysis

# Opportunity

Create a system wide client information system in order to:

- Better understand client service use pathways
- Tailor programs to specific client needs
- 'Triage' or refer clients to specialized programs upon entry to the system
- Better track client outcomes
- Understand key risk factors and points of early intervention

# Comments or Questions?

For more information:

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