

Services in Support of Housing Stability

The following list represents a range of services that provide ongoing support or referrals to eligible clients in a number of non-housing specific areas (ex. mental health and addictions). This list provides housing professionals with options for referring their clients to the appropriate level of support coupled with housing help. These services provide clients with supports and assistance that may lie outside the scope of housing help work, but help to ensure housing stability at the same time.

The following categories are based on the City of Toronto's '2014-2019 Housing Stability Service Planning Framework'. They include:

1. Housing
2. Financial
3. Food + Basic Needs
4. Employment + Life Skills
5. Health + Wellness
6. Social

Please note that there may be other services under each category that you may be aware of. We recommend that this list be a starting off point to a more comprehensive search for services.

Health and Mental Health Services

Toronto Public Health

Toronto Public Health offers a large number of programs for clients to access. Toronto public health can direct your client to services in their neighbourhood. Toronto Public Health services include:

- Breastfeeding
- Chronic Disease Prevention (e.g., diabetes, cancer, heart disease)
- Mental Health Promotion
- Nutrition
- Parenting
- Pregnancy
- Prenatal and Postpartum Depression and Anxiety

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- Senior's concerns
- Sexual Health Promotion
- Substance Misuse Prevention (e.g., drugs, tobacco and alcohol)

Website: www.toronto.ca/health

Phone: 416-338-7600

Community Health Centers

Community Health Centres provide resources and services to clients who reside or stay within their designated community and/or meet their target populations. Community Health Centres may have waiting lists for certain services, and may be able to see patients without an OHIP card if they meet eligibility guidelines.

Program Restrictions:

Will see patients without OHIP card if they meet individual location eligibility guidelines.

Website: <https://www.toronto.ca/community-people/health-wellness-care/health-clinics/>

Phone: 311 to be directed to closest Community Health Centre

Home and Community Care (Local Health Integration Network)

Home and community care services are now provided through Ontario's 14 Local Health Integration Networks (LHINs). LHIN's plan, integrate and fund local health care. They also deliver and coordinate home and community care.

Website: <http://healthcareathome.ca/>

Ontario Drug Benefits Card

The Ontario Drug Benefits are for persons over the age of 65, or adults who are currently receiving Ontario Works (OW), Ontario Disability Support Program (ODSP), Trillium Drug Benefits, and/or Home Care. As of December 1, 2016 the monthly paper drug benefit card is no longer in use. The Drug Benefit Card is now attached to clients' OHIP Card. If your client is not eligible for an OHIP card their worker will be able to provide the monthly paper drug benefit card.

Website: <https://www.ontario.ca/page/get-coverage-prescription-drugs>

Phone: 416-326-1234

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Trillium Drug Program

The Trillium Drug Program is a program where if a Household spends 3 -4% of its take home income on prescription medication the Ontario Government will provide assistance for households who do not qualify for the Ontario Drug Benefits Card.

Website: <https://www.ontario.ca/page/get-help-high-prescription-drug-costs>

Phone: 416-326-1234

Toronto Public Health – Dental Care

Toronto Public Health offers Dental Care for free for Children 0 -17 years old, Adults enrolled in specific programs and Seniors 65 years and older.

Dental Programs Include:

- Examinations
- X-rays
- Fillings
- Cleaning
- Some root canal treatments
- Extractions
- Emergency and urgent dental care to treat issues like dental pain or cavities
- Full or partial dentures are also covered but clients are asked to pay the full laboratory cost for dentures or denture repair.

Website: <https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/dental-and-oral-health-services/dental-clinics/>

Phone: 311

Concurrent Disorders Support Services

Fred Victor is the lead agency involved with Concurrent Disorders Support Services (CDSS), which provides case management for clients who are experiencing mental illness and substance addiction. To apply for this program clients must fill out an application and a privacy consent form. Clients should be referred to the program by a doctor or agency.

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Program Restrictions:

- Must be 16 years or older;
- have a co-occurring mental health disorder and be actively using one or more substances;
- have other challenges affecting social welfare, such as homelessness, disability, cognitive impairment or history of trauma;
- Fill out an application form for the program;
- OHIP is not required for entry into program, but some services may require an OHIP Card.

Website: <https://www.fredvictor.org/what-we-do/health-services/concurrent-disorders-support-services/>

Phone: (416) 364-8228 ext. 3365

Community Occupational Therapy Associates (COTA)

COTA offers a wide range of services to adults living with serious mental illness, geriatric mental health conditions, acquired brain injuries, developmental disabilities and dual diagnoses.

Programs Include:

- Acquired Brain injury Services
- Developmental and Dual Diagnosis Services
- Geriatric Mental Health Services
- Homelessness Related Services
- Mental Health Services
- Mental Health and Justice Services

Program Restrictions:

• Each program has a different referral process. Please review the program's web page or call the agency for more information.

Website: <http://www.cotainspires.ca/>

Phone: 416-785-9230

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Centre for Addiction and Mental Health (CAMH)

Centre for Addiction and Mental Health (CAMH) provides a clinical structure guided by the clinical and social needs of each client. CAMH provides Case Management services and residential programs.

Programs Include:

- Addiction Services
- Child and Youth and emerging Adult programs
- Complex Mental Illness/Forensic Services
- Complex Mental Illness
- Adult Neurodevelopmental Services
- Emergency Department
- Geriatric Mental Health Services
- Integrated Care Pathways
- Mood and Anxiety Services
- Clinical Outreach Services
- Specialty Clinics
- Support for Families and Friends
- Women's Services

Program Restrictions:

- Programs may require OHIP card
- Some programs require a referral form to be filled out

Website: <http://www.camh.ca/>

Phone: (416) 535-8501

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Harm Reduction and Addiction Programs

Toronto Public Health - Harm Reduction Programs

Harm Reduction Programs offer resources and counseling for clients who use substances. Harm Reduction aims to provide people using substances access to safe drug kits, testing for communicable diseases and counseling and support services for clients. Toronto Harm Reduction services are offered within the community either at clinics or mobile outreach facilities.

The Works

The Works is Toronto Public Health's Harm Reduction Hub.

Programs include:

- Harm Reduction Supplies and Counselling
- Methadone Works - Opioid Substitution Clinic
- Naloxone kits and Overdose Response Training (>POINT program)
- Testing and Vaccination
- Mobile Outreach

Program Restrictions

- Drop In: 277 Victoria Street and operates from Monday - Saturday, 10am - 10pm, Sunday 11am to 5pm
- Outreach Van: Monday - Saturday, 6:30pm-10pm (Call after 4:30pm to 6:30pm make an appointment)

Website: <https://www.toronto.ca/community-people/health-wellness-care/health-clinics/>

Phone: 416-392-0520

Metro Area Addictions Referral Service (MAARS)

Metro Area Addictions Referral Service (MAARS) run by CAMH is a referral program for Addiction Services in the City of Toronto. The client or concerned party meets with a therapist to determine which forms of treatment and services are right for the client.

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Program Restrictions:

- Clients should call to self-refer. Third parties cannot refer without consent.
- Clients must call to schedule an assessment

Website: <https://www.camh.ca/en/your-care/programs-and-services>

Phone: (416) 599-1448

Financial/ Saving Programs

Voluntary Trusteeship Programs

The City of Toronto funds four community voluntary Trusteeship Programs for low-income clients who require help with financial literacy and payment of rent and bills associated with housing.

- Albion Neighbourhood Services
- Evangel Hall
- Neighbourhood Information Post

Program Restrictions:

- Programs where individuals must be a client of Streets to Homes
- St. Stephen's Community House
- Central Neighbourhood House

Phone: 311

Personal Identification

Partners Access and Identification (PAID Clinic)

Partners Access and Identification (PAID Clinic) are drop-in style programs that help street involved clients gain access to their personal identification. Some locations are "closed" to clients receiving services at that agency or are from that agency.

Program Includes:

- Birth Registration
- Canadian Birth Certificate – wallet size
- Verification of Status – formerly know as Record of Landing
- Ontario Health Card, if the person does not have an address and any other ID

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Program Restrictions:

Program workers cannot assist in replacing the following types of identification:

- Permanent Resident (PR) Card
- Canadian Citizenship Card
- Canadian or Foreign Passport
- Ontario Driver License
- Ontario Photo ID Card
- Foreign Birth certificates

Website: <https://www.neighbourhoodlink.org/partners-for-access-and-identification-%20paid>

Phone: 416-691-7407

Service Ontario – Identification

Service Ontario has many different outlets for clients to access and/or replace lost or stolen identification. Service Ontario's allows residents to apply for identification needed to access services such as the Ontario Health Insurance Plan (OHIP card) and the Ontario Photo Identification Card. There are various locations located throughout Toronto.

Website: <https://www.ontario.ca/page/serviceontario>

Legal

Legal Aid Ontario

Legal Aid Ontario provides legal help for individuals who are in conflict with the Criminal Justice System of Canada. Once you are approved for legal aid you receive a voucher which can be used towards your legal defense.

Program Restrictions:

- You must meet the income guidelines to access legal aid. Click here to see the income chart for Legal Aid.

Website: <http://www.legalaid.on.ca/en/>

Phone: 416-979-1446

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Family Court Support Workers Program

The Family Court Support Workers Program is run by the Ministry of the Attorney General of Ontario and provides support and resources to individuals who are victims of domestic violence and involved in Family Court. A support worker can provide resources and assistance for the victims during their time in Family court.

Website: <https://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.php#family>

Phone: 1-888-579-2888 or 416-314-2447

Victim/Witness Assistance Program

The Victim/Witness Assistance Program is run by the Ministry of Attorney General for the province of Ontario. The program is geared to help with resources and assistance for person(s) who are affected by a criminal act. The program assistance starts once charges are laid and continues until the completion of the trial.

Website: <https://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.php#vwap>

Phone: 1-888-579-2888 or 416-314-2447

Indigenous Courtwork Program

The purpose of the Indigenous Courtwork Program is to help Indigenous people involved in the criminal justice system to obtain, fair, just, equitable and culturally relevant treatment.

Program Includes:

- providing Aboriginal persons charged with an offence and their family members with accurate information at the earliest possible stage of the criminal justice process;
- referring Aboriginal persons charged with an offence to appropriate legal resources at key stages of the justice process (e.g., arrest, trial, sentencing), where practical;

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- referring Aboriginal persons charged with an offence to appropriate resources, such as, social and medical services, education, employment and Aboriginal community support. These resources will ensure that they have help in addressing the underlying problems which may have contributed to their charges. Where appropriate, Court workers advocate for these services before the courts and ensure, to the extent possible, that they are delivered;
- providing assistance, as appropriate, to other Aboriginal persons involved in the criminal justice process (for example, victims, witnesses and family members);
- promoting and facilitating practical, community-based justice initiatives that help communities to identify and address problems that could end up in the courts or community justice system; and
- serving as a “bridge” between criminal justice officials and Aboriginal people and communities by advocating for Aboriginal people before the courts, providing liaison, and promoting two-way communication.

Website: <http://www.justice.gc.ca/eng/fund-fina/gov-gouv/acp-apc/index.html>

Phone: 1-800-772-9291 Education

Education Opportunities

Ontario Works (OW)

Ontario Works provides referrals and monetary support for education opportunities for clients. These include:

- completing High School
- Language Skills
- Upgrades in reading, writing, and math
- Job Specific Skills
- Literacy Screening and Training
- Learning, Earning and Parenting (LEAP)

Website: http://www.mcsc.gov.on.ca/en/mcsc/programs/social/ow/help/employment_activities.aspx

Phone: Varies depending on case worker

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Redirection through Education (George Brown College)

Redirection Through Education (RTE) is a supported education program that provides students with a mental health history the opportunity to assess their readiness for full-time school or work.

Website: <http://www.georgebrown.ca/rtewe/>

Phone Number: 416-415-5000, ext. 2315

Employment

Toronto Employment Centres

The City of Toronto operates 19 employment centers throughout the city. The employment center's goal is to help an individual locate and acquire meaningful employment and education. At an employment center, individuals have access to the following supports:

- Coaching and guided job search support, with information on resume writing, interview skills and more;
- Access to computers, Internet, printers, fax machines and telephones;
- Career development workshops and job fairs, books and other printed materials; and
- information about:
 - Employment and Social Services' benefits and supports
 - community and government resources
 - career planning
 - the labour market
 - volunteering and work experience
 - upgrading your education, post-secondary options and skill training
 - supports for people who are working
 - Job incentive program

Website: <https://www.toronto.ca/community-people/employment-social-support/employment-support/toronto-employment-and-social-services-locations/>