

What is Housing Help?

What are Housing Help Services?

Housing Help Services assist people who are homeless or at risk of homelessness to find and keep affordable and appropriate housing over time as one's needs change. This is also known as assisting someone to achieve housing stability, which is the dynamic relationship between a person's income and ability, the housing stock available and support services. In this way, providing Housing Help is homelessness reduction work.

Who uses Housing Help Services?

Anyone, regardless of age, income, and/or ability may require the use of Housing Help Services, including: seniors who can no longer afford their home; newcomers to Canada unable to locate an appropriate first accommodation; youth living on their own, etc.

What supports do Housing Help Services offer?

Housing Help Services offer three primary supports, including:

1. Support with housing access, housing stabilization and eviction prevention.

- Housing Access is about assisting someone to find safe, affordable, and appropriate housing. This involves, conducting individualized housing searches, providing dedicated access to specialized housing, accompanying clients to apartment viewing appointments, etc.
- Housing Stabilization includes supporting someone to stay in their housing, by promoting social and economic wellbeing. This involves helping people to transition from homelessness to housing, referring clients to programs and/or services to help meet other needs and /or goals, etc.
- Eviction Prevention means preventing those who are at risk of losing their housing from becoming homeless. This involves providing information and education on landlord/ tenant rights and responsibilities, performing mediation work with landlords, making referrals to community legal clinics, etc.

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2. Help with accessing income supports and financial assistance programs.

- By direct delivery or referral, Housing Help Services provide assistance and advocacy in applying for income support funds, Rent Bank loans, Utility Grants, financial management programs like trusteeship programs, etc.

3. Referrals to appropriate services and community supports.

- Housing Help Services assist clients to find resources and services they may need, such as, I.D. Clinics, counselling services, drop-ins, community centres, food banks, child care services, employment programs, income tax filing clinics, settlement services, etc.

Where are Housing Help Services located?

Housing Help Services are located in a variety of settings, including outreach and drop-in programs, shelters, multi-service agencies and housing help centres.

What other services work in partnership with Housing Help Services?

- Housing Providers, including private landlords, emergency shelters, social and supportive housing, etc.
- Income Support Programs, including Ontario Works (OW), Ontario Disability Support Program (ODSP), Rent Bank, Low Income Energy Assistance Program (LEAP), Employment and Training Centers, etc.
- Legal Services, including community legal clinics, tenant organizations, etc.
- Health Services, including public health, community health centres, hospitals, mental health programs, etc.
- Family Support Services, including child care services, child protection agencies, youth agencies, family support programs, etc.
- Settlement Services, including citizen and immigration services, refugee centres, etc.