

What is Housing Help?

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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 housing stability, which is a dynamic relationship between a person's income and ability, the housing stock available and the support services. In this way, Housing Help is both homelessness prevention and poverty reduction work.

Who uses Housing Help Services?

In Toronto, almost half (46%) of all tenants spend more than 30% of pre-tax income on rent. This means that anyone, regardless of age, income, or other issues may need and use 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; and, many working families, both two parent and single parent, who are affected by economic trends which affect housing stability. In addition, vulnerable people, who, because of disability or other issues, particularly on fixed or low income, have a hard time finding and keeping housing.

What supports do Housing Help

Services offer?

Housing Help Services offer three primary supports to the vulnerably housed, including:

- 1. Support through housing access, housing stabilization and eviction prevention.**
 - Housing Access is about assisting people find safe, affordable, and appropriate housing. In addition, providing dedicated access to specialized housing and helping people with crisis intervention, and resources for moving.

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- Housing Stabilization includes support to help someone stay in their home, address hidden housing issues, and meet other social/economic needs. Short-term supports involve housing orientation, community mapping & referral, while long-term supports mean ongoing housing stability monitoring and mediation.
- Eviction Prevention means preventing those who are housed from losing their home including: providing information and education on landlord/tenant rights, performing mediation work with landlords and making referrals to community legal clinics if necessary.

2. Help with income support funds and financial assistance programs related to finding or keeping housing.

- By direct delivery or referral, Housing Help Services provide assistance and advocacy in applying for Income Support Funds, Rent Bank Loans and Utility Grants, and community and provincial trusteeship programs.

3. Ensuring clients find services and community supports they need.

- Housing Help Services help clients find resources and services that they might need in their new neighbourhood, such as inexpensive grocery stores, thrift stores, and community centres, food banks, childcare, counselling services, drop-ins, I.D. Clinics, employment programs, money management services, income tax filing clinics, support groups, settlement services, etc.

For a list of support services check out www.housingworkers.ca/toolkit or www.211toronto.ca.

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. You can find the most up-to-date Housing Help contact information using the Housing Help Resource Tool Kit available at www.housingworkers.ca/toolkit.

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What other services work in partnership with Housing Help?

- Housing Providers, including private landlords, emergency shelters and social, alternative & supportive housing.
- Income Support Programs, including Ontario Works (OW), Ontario Disability Support Program (ODSP), Trusteeship Programs, Employment and Training Centers and Community Economic Development Initiates.
- Legal Services, including community legal clinics and tenant organizations.
- Health Services, including public health, community health centres, hospitals and mental health programs.
- Family Support Services, including child care, child protection agencies, youth agencies and family support programs.
- Settlement Services, including newcomer services for immigration, interpretation and other needs.

For more information about Housing Help Services visit: www.housingworkers.ca and www.toronto.ca/housing