



TORONTO  
DROP-IN  
NETWORK

# END-OF-YEAR RESULTS REPORT 2025-26

TDIN - 00005574



*envisioning  
a socially-just Toronto  
which is safe, healthy,  
and inclusive  
for all*



Toronto Shelter & Support Services  
City of Toronto




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# WHO WE ARE



The Toronto Drop-In Network (TDIN) is an active coalition of drop-in centres throughout the City of Toronto that work with people who are homeless, marginally housed, or socially isolated.

Our Network includes drop-ins of all sizes, and with a diversity of philosophies that serve men, women, transgender and non-binary adults, youth, and seniors.

TDIN associate membership includes organizations that provide outreach and other allied services to people who are homeless, marginally housed, or socially isolated.

## OUR VISION

A socially-just Toronto which is safe, healthy and inclusive for all.

## OUR MISSION

To enhance the capacity of Toronto's network of drop-in centres to improve the quality of life of people who participate in their services.

# QUANTITATIVE RESULTS

## Reporting Data

### SPECIFIC SYSTEM-WIDE SUPPORTS

	April - September	October - March
# of Workshops	31	39
# of Consultations	74	110
# of Resources	129	243
# Research Reports	1	0

### CATAGORICAL ENGAGEMENT

	Mid-Year Targets	Mid-Year Actuals	Year -End Targets	Year-End Actuals
# of Members in Sector Network	50	53	50	53
# of Workshops, Consultations, Resources, Research Reports Completed	23	235	46	627
# of Staff who completed Sector Training	140	535	280	1,344

## QUOTE

from training workshop participant

“I always appreciate how much TDIN supports organizations throughout the city.”

“The co-facilitator with a lived experience was the best part of the training. Helped in understanding the training/topic better.”

“Everything about the training was excellent and educational; I learnt a lot of good things that will always guide me on how to relate with clients in the aspect of de-escalation”



# QUALITATIVE RESULTS

## Enhancements, Successes & Outcome Benefits

Throughout the past year, the Toronto Drop-In Network (TDIN) has built upon its firm foundation and refined its processes. Here's how TDIN has enhanced its governance models:

### GOVERNANCE & LEADERSHIP

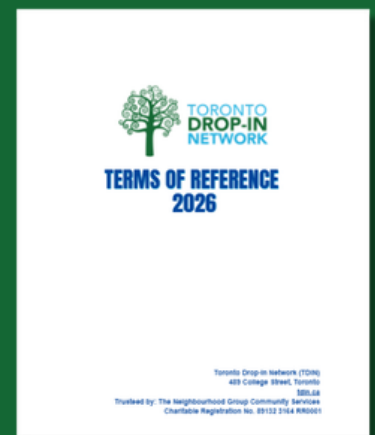
#### TERMS OF REFERENCE

In consultation with the Steering Committee and TNG Trustee, the TDIN Terms of Reference was revised to reflect current practices, clarify key roles and responsibilities, and strengthen the overall scope and governance framework.

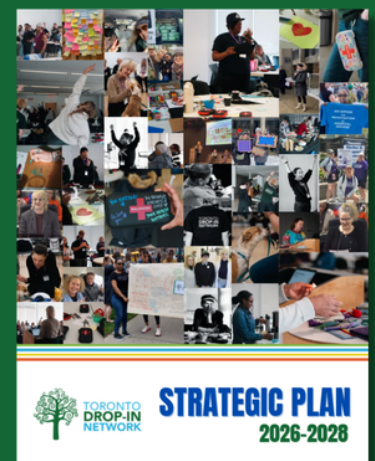
#### STRATEGIC PLAN

The TDIN strategic planning process began in November 2025 and wrapped at the end of the fiscal year. Looking forward, TDIN remains committed to strengthening the sector through advocacy, capacity-building and collective voice.

## UPDATES



TDIN Updated Terms of Reference



TDIN Strategic Plan 2026-2028

## QUALITATIVE RESULTS

### Enhancements, Successes & Outcome Benefits

#### PARTNERSHIPS WITH CROSS SECTORAL LEADERS

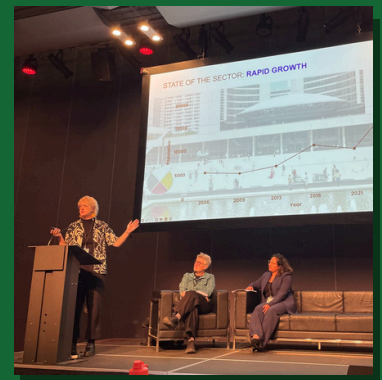
TDIN plays a vital leadership role in Toronto's homelessness and housing sector through its cross-sectoral engagement, advocacy, and capacity-building efforts. As the voice of the drop-in sector, TDIN ensures that issues affecting drop-ins and their participants are centered in convenings with decision makers:

TDIN is actively involved in key leadership bodies: Shelter and Housing Advisory Committee (SHAC), Toronto Alliance to End Homelessness (TAEH) & Toronto Shelter Network (TSN) Collective, Ontario Non-Profit Network (ONN) Lead Convening Partner, 2SLGBTQIA+ Community of Practice Advisory.

#### SECTOR STABILIZATION WORKING GROUP

In close collaboration with TSSS, TDIN is leading a group of sector leaders who will provide recommendations to the City to achieve over-all sector stabilization for City-funded and Non City-funded drop-ins.

#### LEADERSHIP & PARTNERSHIP



TDIN presenting with ONN at the Toronto Shelter Network Conference



Collaborating with community organizations to engage the public

# QUALITATIVE RESULTS

## Enhancements, Successes & Outcome Benefits

### CIVIC ENGAGEMENT

#### REMOVING BARRIERS

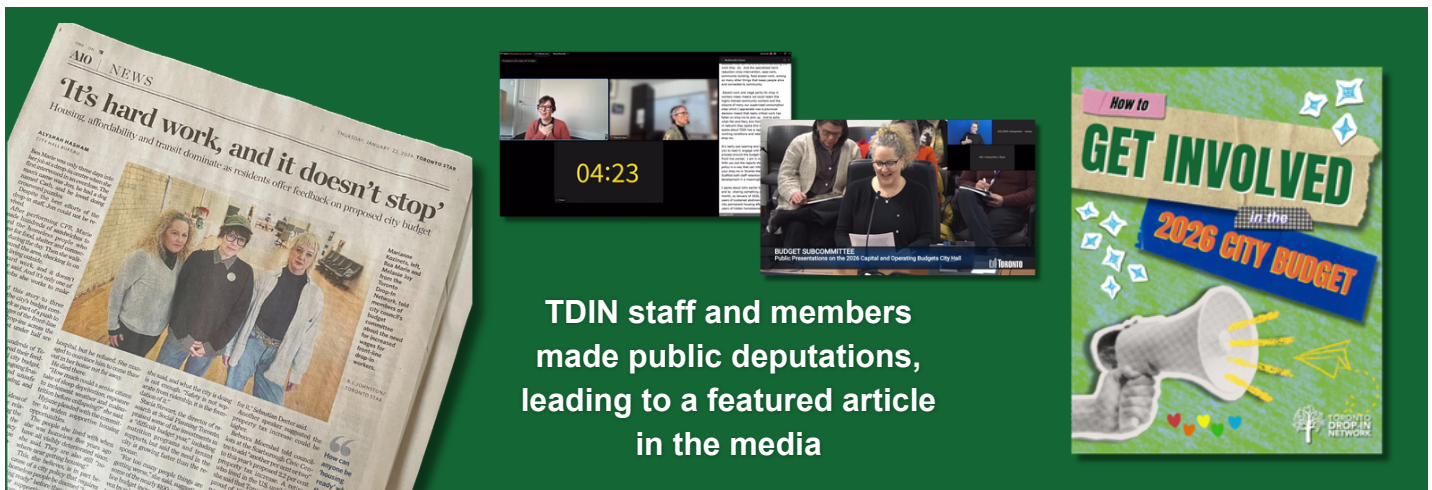
TDIN successfully empowered drop-in participants and staff to engage with governing bodies and processes by increasing access to information and removing barriers to civic engagement.

#### GET INVOLVED

A workshop collaboration with TNG on ways to engage with community about the Toronto City Budget.

#### PUBLIC DEPUTATIONS

TDIN delivered training and created resources to support drop-in leadership, staff, and program participants on how to engage with the city budget process. TDIN staff and several frontline drop-in workers made public deputations to the City of Toronto’s Budget Committee.



TDIN staff and members made public deputations, leading to a featured article in the media

# QUALITATIVE RESULTS

## Enhancements, Successes & Outcome Benefits

### VOTING ACCESS

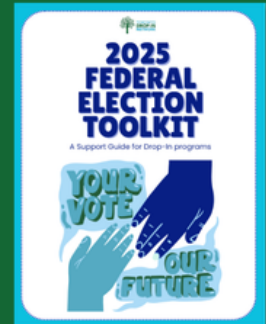
TDIN created election toolkits for the federal and provincial elections. By demystifying voting requirements (such as identification and fixed address), and providing low-barrier access to information, TDIN enhanced drop-in participant participation in democratic processes.

### MPP COMMUNITY CONVERSATIONS

TDIN successfully coordinated discussion forums at three drop-in sites with engaged Members of Provincial Parliament. Drop-in participants shared their concerns and ideas with their respective representatives, asking for action and accountability.

### DIGITAL ADVOCACY

TDIN strategically increased its capacity to advocate about changes to legislation and funding cuts that impact the drop-in community. By using social media and web-based platforms, TDIN expanded its reach and increased its reputation as an advocacy leader that centers people with lived experience.



Advocacy tools, letter templates & resources



MPPs committed to the communities they serve



Viral social media post

## QUALITATIVE RESULTS

### Challenges, Gaps & Barriers

TDIN has been actively responding to and advocating about issues that affect drop-ins and the participants they serve. Funding shortfalls, policy barriers, and shifting community perspectives are putting critical service pressures on the drop-in sector. Here's how TDIN has worked to fill in gaps, break down barriers and find solutions to challenges across the sector:

## FEDERAL & GLOBAL IMPACTS

### BARRIERS TO DISABILITY BENEFITS

New federal benefits for disabled individuals came with insufficient funding and increased barriers to access. TDIN worked with our community partners to demystify the Canada Disability Tax Credit (DTC) and the Canada Disability Benefit (CDB), helping individuals navigate complex application processes. These sessions were designed to be accessible, inclusive and resource-driven. They were hosted in drop-in spaces and attended by drop-in staff and participants from across the city.



TDIN condemns cuts to vital services

## WORKSHOP PARTNERS



Centre For Independent Living in Toronto



Disability without Poverty

## QUALITATIVE RESULTS

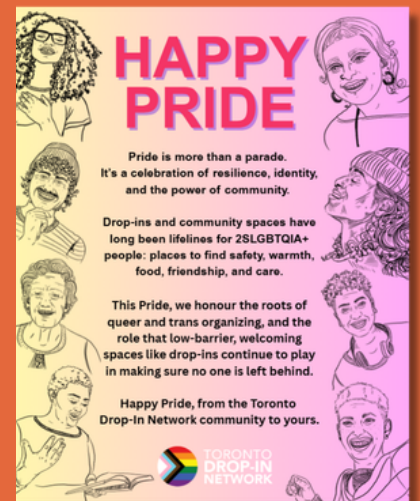
### Challenges, Gaps & Barriers

#### REFUGEE SHELTER FUNDING CRISIS

The refugee shelter system faced significant cuts to funding from the federal government - a shortfall of \$107 million. TDIN advocated to sustain the federal flow of funds to support approximately 3,420 refugees, who make up about 40% of the shelter population.

#### 2SLGBTQIA+ HOMELESSNESS

Minimal targeted funding is available for 2SLGBTQIA+ adult housing and support services, despite disproportionately high rates of homelessness within these communities. Limited access to safe, affirming, and inclusive spaces leaves many individuals without the supports they need to achieve housing stability and well-being. TDIN advocated for an investment to expand housing programs, strengthen mental health supports, and ensure service systems are designed to meet the unique needs of 2SLGBTQIA+ adults.



# QUALITATIVE RESULTS

## Challenges, Gaps & Barriers

### PROVINCIAL CHALLENGES

#### SUPERVISED CONSUMPTION SITE CLOSURES

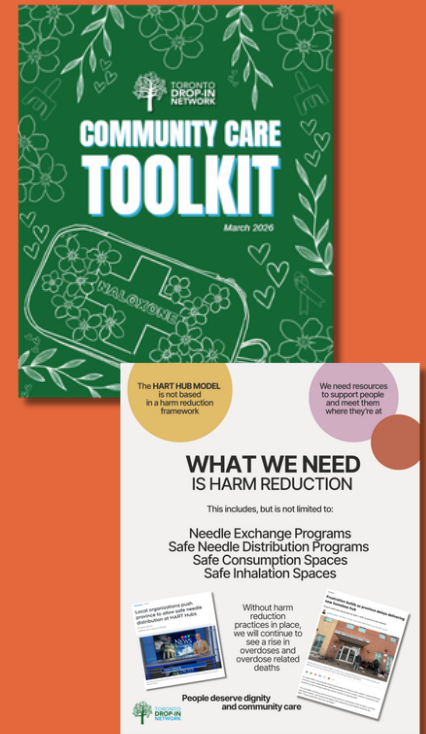
The closure of Supervised Consumption Sites (SCSs) following the loss of provincial funding and new regulations created a significant gap in overdose response services and altered the way supports are delivered. As a result, overdose incidents at drop-in programs have increased dramatically.

#### BILL 6: SAFER MUNICIPALITIES ACT

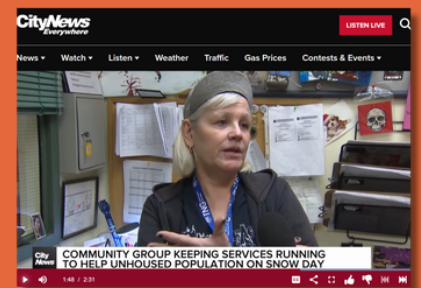
TDIN has publicly opposed Bill 6, which expands police powers and criminalizes public substance use. They've joined coalitions calling for its repeal and have helped organize community forums to educate drop-in staff and participants on its implications.

#### INCOME & HOUSING BENEFITS

The Ontario government has significantly reduced funding for the Canada-Ontario Housing Benefit while freezing Ontario Works rates and providing only inflationary adjustments to the Ontario Disability Support Program.



SCS Advocacy & Community Care Toolkit



Media coverage from our drop-in member agencies

# QUALITATIVE RESULTS

## Challenges, Gaps & Barriers

### CHALLENGES IN COMMUNITY

#### RISE IN NIMBY PUSHBACK & LEGAL THREATS

The increasing criminalization of homelessness has contributed to growing polarization within communities, creating heightened tensions between vulnerable individuals and the broader public. Neighbours have become increasingly emboldened and organized in their responses to homelessness, often advocating for enforcement-based approaches that can intensify displacement and instability, and pursuing active law suits.

#### TOXIC DRUG SUPPLY

The rise in overdose cases reported since the closure of SCS's is compounded by an increasingly toxic drug supply. Contaminants like medetomidine increase negative health outcomes for people who use drugs and result in exhausted drop-in staff that do not have the capacity or resources to respond and support.

### CHALLENGES IN COMMUNITY



TDIN presenting at the Toronto Shelter Network Conference



Supporting drop-ins facing neighbourhood pushback

# QUALITATIVE RESULTS

## Project Activities

### NETWORK COLLABORATION & RESOURCE DISTRIBUTION

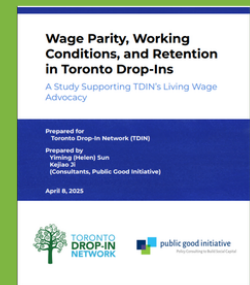
By coordinating with donors and enhancing partnerships, TDIN helped facilitate the distribution of donations and critical resources to drop-in centers across the city. These initiatives strongly aligned with TDIN’s broader commitment to harm reduction and increasing access to resources for unhoused populations.



Distribution Events

### RESEARCH PUBLICATION

TDIN worked with University of Toronto’s Public Good Initiative on a series of focus groups on shelter & drop-in workers’ equity, focused around wages & workforce sustainability.



PGI Report

### RALLIES, PROTESTS & AWARENESS

Maintaining connections with grass roots movements keeps TDIN on the front-lines of issues that impact our membership. Participating in rallies, protests and events like International Overdose Awareness Day, confirms TDINs solidarity, celebrates and raises awareness in collaboration with our community.



TDIN on George Street for IOAD

# QUALITATIVE RESULTS

## Project Activities

### WELLNESS CONFERENCE

This year TDIN conducted its third annual Wellness Conference. They created space for front-line drop-in workers to recharge, to learn, and to build habits that support a healthier, more balanced life—both inside and outside the workplace.

#### Session Topics:

- Stabilizing Well-Being on the Front Line
- How Humour Can Act As a Powerful Form of Resilience
- Boundaries, Time Management & Self-Care for Frontline Workers

#### Activities:

- Get Ready to Move: Turn Up The Energy
- Art Therapy
- Sound Bath
- Canine Connection



# CHANGES & MODIFICATIONS

## Staffing

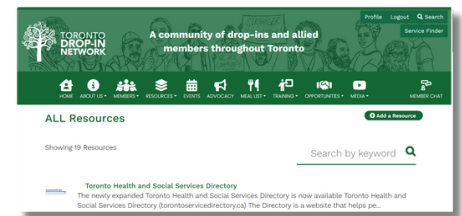
### LEADERSHIP

- A new TDIN Manager joined the team in May 2025 who brought a fresh energy and new governance frameworks. They influenced internal workflows while growing external partnerships. In December 2025 the Manager position was revised to Executive Lead.
- A change in Trustee Representative introduced a period of adjustment and relationship building, and reestablished clarity around governance expectations.
- The TDIN Steering Committee saw the departure of two committee members, which created an opportunity for an EDI-focused approach to recruitment. This resulted in the addition of new voices to the committee that benefit TDIN governance with the inclusion of drop-in participant perspectives.



### COMMUNICATIONS

- Hiring a Website & Social Media Admin improved digital visibility, enabled more consistent updates, better event promotion, and stronger engagement with member organizations and the public.



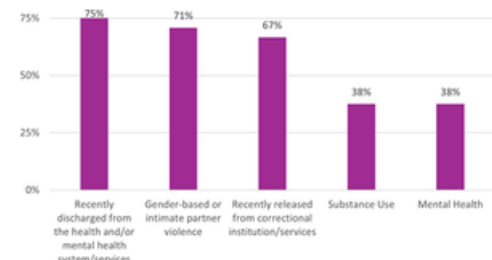
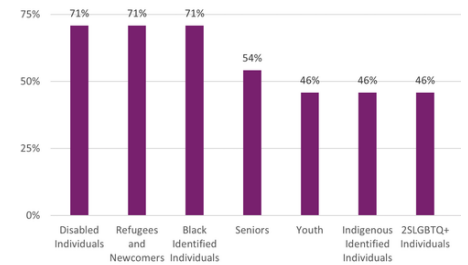
# CHANGES & MODIFICATIONS

## Service Levels

### INCREASED DEMAND

TDIN assessed the needs and capacity of the drop-in sector in November 2025 as part of their strategic planning process. The report found that:

- Drop-ins are facing an increasing demand for services.
- Diverse populations are growing in presence at drop-in sites (e.g., disabled individuals, refugee and newcomers, Black and Indigenous-identified individuals, seniors, youth, 2SLGBTQIA+).
- Drop-ins have limited capacity to support complex and acute issues facing clients (e.g., clients who have been recently discharged from health and/or mental health systems).



### INCREASED RESPONSE

TDIN is moving forward with a lens of generosity recognizing the importance of compassion, flexibility and solidarity in how they engage with their membership and the communities they serve. TDIN remains committed to strengthening the drop-in sector through collaboration, advocacy, capacity-building and collective voice.



TORONTO  
DROP-IN  
NETWORK

**TSSS GRANTS REPRESENTATIVE: TRECIA DOWNES**

**ORGANIZATION: THE NEIGHBOURHOOD GROUP**

**PROJECT: TORONTO DROP-IN NETWORK**

**REPORT TYPE: END OF YEAR**

**REPORTING PERIOD: FISCAL YEAR, 2025-26**