

Agenda Including Addeds

Community and Protective Services Committee

16th Meeting of the Community and Protective Services Committee

October 24, 2023

4:00 PM

Council Chambers - Please check the City website for additional meeting detail information. Meetings can be viewed via live-streaming on YouTube and the City Website.

The City of London is situated on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Add-a-won-da-run).

We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. The City of London is currently home to many First Nations, Métis and Inuit today.

As representatives of the people of the City of London, we are grateful to have the opportunity to work and live in this territory.

Members

Councillors E. Pelozza (Chair), S. Stevenson, J. Pribil, C. Rahman, D. Ferreira, Mayor J. Morgan

The City of London is committed to making every effort to provide alternate formats and communication supports for meetings upon request. To make a request specific to this meeting, please contact CPSC@london.ca or 519-661-2489 ext. 2425.

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6.1 Solicitor-Client Privilege/ Litigation/Potential Litigation

A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose, litigation and potential litigation and directions and instructions to officers and employees or agents of the municipality related to the construction repair of the East Lions Community Centre.

6.2 Personal Matters / Identifiable Individuals

A matter pertaining to identifiable individuals with respect to the 2024 Mayor's New Year's Honour List - "Safety and Crime Prevention" Category.

7. **Adjournment**

Accessibility Community Advisory Committee Report

The 6th Meeting of the Accessibility Community Advisory Committee
September 28, 2023

Attendance

PRESENT: P. Moore (Acting Chair), U. Iqbal, N. Judges, A. McGaw, M. Papadakos and B. Quesnel and J. Bunn (Committee Clerk)

ALSO PRESENT: Councillor J. Pribil; M. Stone and B. Westlake-Power

ABSENT: M. Bruner-Moore, A. Garcia Castillo, S. Mahipaul, J. Medard, J. Peaire, K. Pereyaslavskaya, P. Quesnel, D. Ruston and C. Waschkowski

The meeting stood adjourned at 3:30 PM due to lack of quorum.

Animal Welfare Community Advisory Committee

Report

10th Meeting of the Animal Welfare Community Advisory Committee
October 5, 2023

Attendance W. Brown (Chair), M. Blosch, A. Hames, N. Karsch, S. Ryall and
H. Lysynski (Acting Committee Clerk)

ABSENT: K. Coulter, H. Duhamel and G. Leckie

ALSO PRESENT: W. Jeffery, O. Katolyk, M. McBride and B.
Somers

The virtual meeting was called to order at 3:05 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

None.

3. Consent

3.1 9th Report of the Animal Welfare Community Advisory Committee

That clause 5.1 of the 9th Report of the Animal Welfare Community
Advisory Committee BE AMENDED to read as follows:

"That the matter of issues related to Canadian Geese BE DEFERRED to
the next Animal Welfare Community Advisory Committee sub-committee
meeting for review;

it being noted that the Animal Welfare Community Advisory Committee
heard a verbal delegation from A. McLean with respect to this matter.";

it being noted that the 9th Report of the Animal Welfare Community
Advisory Committee, as amended, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Clear Your Gear

That it BE NOTED that W. Brown and N. Karsh volunteered to work with
the Environmental Stewardship and Action Community Advisory
Committee on recommendations for the draft Clear Your Gear Program.

5.2 Co-existence Strategies relating to Canadian Geese

That a representative from Parks and Recreation BE INVITED to the next
Animal Welfare Community Advisory Committee meeting to provide an
update on co-existence strategies with Canadian Geese.

5.3 Fireworks Recommendations

That it BE NOTED that the Animal Welfare Community Advisory Committee was advised that the matter of the fireworks by-law is a decided matter of Council.

5.4 Displays for Libraries

That the proposed displays for libraries BE REFERRED to the Sub-Committee to determine a budget and work with Corporate Communications on the design of the posters.

5.5 2023 Budget Planning

That it BE NOTED that the Animal Welfare Community Advisory Committee held a general discussion with respect to its 2023 Budget.

6. Adjournment

The meeting adjourned at 4:07 PM.

Report to Community and Protective Services Committee

To: Chair and Members, Community and Protective Services Committee
From: Kevin Dickins, Deputy City Manager, Social and Health Development
Subject: Housing Stability Services – Rent-Geared-to-Income (RGI) Waitlist Placement Ratio
Date: October 24, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, that the Housing Stability Services – Rent-Geared-to-Income (RGI) Waitlist Placement Ratio report; that the following actions **BE TAKEN** with respect to this report, that;

- A) the report **BE RECEIVED** for information purposes,
- B) Civic Administration **BE AUTHORIZED** to implement a new temporary housing placement rate of 20% urgent status households, 80% needs and chronological waitlist households,
- C) Civic Administration **BE AUTHORIZED** to temporarily implement a requirement that households applying for Urgent Status on the waitlist have lived in London-Middlesex for at least 6 months in order to be eligible for Urgent Status, except Urgent Medical Status when relocation for medical treatment is required, and
- D) Civic Administration **BE DIRECTED** to report back on findings and recommendations of the RGI Waitlist Review no later than Q2 2024.

Executive Summary

Civic Administration undertook a consultation process to solicit feedback on the current housing placement ratios used for specific housing placements. The *City of London: Housing Waitlist Review – What We Heard* report from the Consultation sessions, September 2023, attached as Appendix B to this report, outlines a pressing need to temporarily suspend two current practices related to Rent Geared to Income (RGI) waitlist applicants with Urgent Status. These practices are noted below. The objective of this initial review is to provide recommendations and strategies to improve outcomes for those in need of housing, housing providers, residents of community housing buildings and the broader community.

London's local rule, Housing Division Notice (HDN) #256 attached as Appendix A to this report, notes that Housing Providers must ensure that, 90% of placements be from households in the Urgent category and 10% be from the Chronological category. Chronological applications are those which do not have any priority over others and are housed in the order which they apply.

Implemented in 2005, the current housing ratio has led to significant concerns among various community members, housing providers, and others. Preliminary findings from initial consultations reveal several challenges, including a lack of support resources and negative impacts to both RGI community housing buildings and surrounding communities.

Urgent Medical, Urgent Social, and Urgent Homeless status applications from outside of London- Middlesex make up 28% of the 1610 households on the RGI waitlist. It is proposed that the intent of Urgent Status on the RGI waitlist be to prioritize assistance to those in most need in the Service Manager area of London-Middlesex. The only exception to this is when a household is deemed eligible for Urgent Medical status because they must relocate to London for medical treatment.

The proposed changes are designed to temporarily mitigate the negative outcomes noted in the attached report and more quickly meet the needs of local households on the RGI waitlist. The future state will be guided by a comprehensive review, which is scheduled to conclude at the end of January 2023. A final, more comprehensive report and proposed plan will be presented to a Community and Protective Services Committee meeting by end of Q2 2024.

Linkage to the Corporate Strategic Plan

2023-2027 Strategic Plan for the City of London

Strategic Area of Focus: Housing and Homelessness

Outcome 1: The City of London demonstrates leadership and builds partnerships to increase quality, affordable, and supportive housing options.

Expected Results: 1.1 Increased access to a range of quality, affordable, and supportive housing options.

- Align policies and programs recognizing the broad range of factors that contribute to accessing and maintaining transitional, supportive, community, affordable and market housing.
- Address the specific needs of populations, including equity-denied groups, and prioritize housing initiatives that are affordable

Outcome 2: London has a robust community system of health, homelessness, housing stability services, policies, procedures and by-laws in place to support individuals and families at of or experiencing homelessness or in precarious housing consistent with Council's recognition of the health and homelessness emergency.

Expected Results: 2.1: Decreased number of Londoners at risk of or experiencing homelessness.

- Implement the whole-of-community system response to the health and homelessness crisis that creates pathways to housing.
- Work collaboratively across sectors to identify and prevent individuals and families at risk of homelessness from experiencing homelessness.

Expected Results: 2.2 Improved quality and safety in social housing

- Work collaboratively across sectors to improve safety of individuals and families living in social housing.
- Address the specific safety needs of populations, including equity denied groups, living in social housing.
- Support improvements to policies and programs in the delivery of both responsive and preventative safety services throughout the social housing sector.
- Increase responsiveness to tenant complaints and feedback about housing conditions.

Strategic Area of Focus: Economic growth

Outcome 1: London encourages equitable economic growth and diversification.

Expected Results: 1.1 Small and growing businesses, entrepreneurs and non-profits are supported to be successful.

Housing Stability for All: The Housing Stability Action Plan for the City of London (2019-2024)

London's Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (Housing Stability for All Plan), is the approved guiding document for homeless prevention and housing in the City of London and was developed in consultation with Londoners.

Strategic Initiative 2.2: Revitalize and modernize community housing.

- 2.2.a. Regenerate London Middlesex Community Housing and other social or community housing sites, maintaining affordability, ensuring long-term stability, and including more housing options.

Strategic Initiative 3.1: Help individuals and families access housing stability services and solutions that best meet their needs.

- 3.1.d. Revise the current locally-driven eligibility rules and priority systems for social and affordable housing to better reflect need.

Strategic Initiative 3.3: Support movement and choice within a range of housing options and services based on the needs and interests of individuals and families.

- 3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.
- 3.3.b. Support housing providers to help tenants reach their community of choice.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- London and Middlesex Community Housing – 2022 Annual General Meeting of the Shareholder Annual Resolutions – (SPPC: June 20, 2023)
- Alignment of Rent Supplement and Housing Allowance Programs (CPSC: October 4, 2023)

2.0 Discussion and Considerations

2.1 Purpose

The purpose of this report is to seek Council approval for Civic Administration to temporarily suspend, up to 1 year, the existing placement ratio of nine (9) Urgent Status Households to everyone (1) high needs income and chronological household being housed. To seek Council approval to implement a temporary ratio of two (2) urgent households to every eight (8) high needs income and chronological households, while a review is completed and recommendations for next steps are finalized. To connect existing Urgent Households to current Coordinated Access supports to better align system supports to promote and achieve housing stability for those households. To seek approval to implement temporary changes to the current Urgent Status eligibility criteria for Urgent Medical, Urgent Social and Urgent Homeless statuses to include a requirement that the household has been living in the City of London or County of Middlesex for at least the past 6 months.

2.2 Background

The City of London's RGI community housing waitlist and application process is managed by Housing Stability Services - Housing Access Centre. The work of the Housing Access Centre includes reviewing applications for community housing and assessing applicant's

eligibility for priority and urgent status based on their circumstances. This system contains legislative requirements and optional local rules.

Under the [Housing Services Act, 2011, c. 6, Sched. 1, s. 47 \(2\)](#), Service Managers have the authority to create local rules to prioritize households on the waitlist for rent-geared-to-income assistance. The first priority for all Service Manager regions as directed in the Act is Special Priority Policy (SPP) status. SPP status is reserved for households who have experienced abuse or who have experienced human trafficking.

Presently, Housing Stability Services, Housing Access Centre, recognizes three distinct categories of Urgent Placement Status. Each status is equal in how it is prioritized.

- **Urgent Medical Status**
A Licensed Physician or Licensed Registered Nurse has identified that a member of the household is at serious risk due to one or more of the following criteria:
 - Person(s) who are under continual medical supervision because of a terminal illness.
 - Person(s) who are physically disabled to the point that they cannot live in current accommodations.
 - Person(s) with serious physical problems who must relocate to London for medical treatment

- **Urgent Social Status**
Person(s) whose personal safety is significantly at risk and legal interventions have been exhausted:
 - If a household member has been abused but they have never lived with that abusive person; or it has been longer than 6 months since they lived together, and their personal safety is at risk.

- **Urgent Homeless Status**
For the purposes of allowing Homeless individuals and families priority to social housing in the City of London and the County of Middlesex, the term “homeless” includes:
 - Person(s) living in housing condemned by the municipality;
 - Person(s) whose housing has recently been destroyed by fire or natural disaster and have no place to live;
 - Person(s) about to be discharged from a hospital or another medical facility, who cannot return to their former place or residence and have no place to live;
 - Households whose child(ren) would be returned to their custody by a child protection agency when the adequate housing is provided and lack of housing is the only condition of custody left outstanding;
 - Households without permanent residence such as living on the street or in a motel;
 - Households who use the emergency shelter system.

To be eligible for RGI Community Housing, household income must be below the Household Income Limits (HILs). To be eligible for Urgent Status, households must be below the High Needs Household Income Limits. Household Income Limits are defined by the Housing Services Act, 2011; [O. Reg. 584/22, s. 1, s.2](#).

Table 1: 2023 Household Income Limits - London

Unit Size	Bachelor	1-bedroom	2-bedroom	3- Bedroom	4-Bedroom
High Need Household Income Limits	\$20,400	\$26,400	\$31,200	\$35,700	\$44,700
Household Income Limits	\$34,000	\$44,000	\$52,000	\$59,500	\$74,500

As noted, London’s local rule, Housing Division Notice (HDN) #256 states that Housing Providers must ensure that, 90% of placements be from households in the Urgent category and 10% be from the Chronological category. Chronological applications are those which do not have any priority over others and are housed in the order which they apply. The current City of London RGI Community Housing prioritize can be seen in Figure 1 (below).

1	Special Priority Policy (SPP) Households
	This is a legislated priority for all Ontario Service Managers, which prioritizes individuals and families who are survivors of abuse or human trafficking, above all other households on the waitlist.
2	Urgent Status Households
	Households which have been deemed eligible for Urgent Medical, Urgent Social, and Urgent Homeless Status. Prioritization of special populations, and the criterion for each status is determined by the City of London and can be altered or eliminated as community needs evolve.
3	High Needs Income Households
	Households whose income is below the High Needs Household Income Limits (HILs) as outlined in Table 1. Service Level Stands outlined in the Housing Services Act dictate the number of High Needs Households each community must serve.
4	Chronological Applicant Households
	Households whose income is above the High Needs Household Income Limits and below the Households Income Limits (HILs) as outlined in Table 1, and who are not eligible for SPP or Urgent Status.

Figure 1: Current RGI Community Housing Waitlist Prioritization

Since this ratio policy was originally implemented in 2005, the housing market, and community socio-demographic’s have changed. Housing providers, community support workers, rent-geared-to-income (RGI) tenants, and the broader community, have expressed concerns through formal and in-formal channels about the impacts of the current housing ratio. These impacts include guest management issues, increased unit damages, high eviction rates and an overall impact on the housing stability of other tenants in these locations.

Housing Stability Services began a review of the City’s current practices related to the RGI Waitlist in July 2023. Urgent placement status, housing placement ratios, and the alignment of households to suitable housing options and support, are all subjects of the review. The objective of this review is to provide insightful recommendations and strategies for enhancing outcomes for individuals seeking RGI community housing, aligning Special Needs housing practices to meet the current needs in community for existing residents of community housing buildings and those on the waitlist, housing providers, and the broader community. The review is scheduled to conclude by the end of Q2 2024.

2.3 Out of Town Applicants

There are currently 1612 households with urgent status on the RGI waitlist (approximately 24% of the waitlist) This includes households who do not meet occupancy standards (unit is too large for the household), and households who have been approved for urgent medical, social and homeless status. Of those 1612 households, 1164 (72%) reported living in London-Middlesex and 448 (28%) households were outside of the service manager area at the time they applied.

The attached Housing Waitlist Review – What we Heard from the Consultations Report notes that wait-times for RGI housing are lower in London than other Service Manager regions. Although the Housing Services Act requires Service Managers to approve applications from households anywhere in the province, each Service Manager decides which local priorities it will set, and the criteria for these priorities.

2.3 Initial Consultation Findings

As part of the initial review of the RGI housing waitlist practices, City of London staff, RGI housing providers, RGI property managers, front-line community support staff, leadership from homeless serving organizations, supportive housing providers, and representatives from Middlesex County, working within the Service Manager region have been consulted.

The preliminary findings from the initial consultation reveal that the existing housing ratio frequently leads to a significant concentration of tenants within a building or complex, characterized by pronounced support requirements but for whom there is a shortage of support. This results in adverse repercussions for the tenant, the RGI property, the surrounding community, support staff, and other occupants. Damage to buildings, unit cleanliness issues, hoarding tendencies, violence, fires, floods, criminal behaviour, unit take-overs, and pest infestations are all examples of the array of challenges currently being addressed by providers within their respective properties.

Below is a summary of the key themes that emerged during the consultation sessions:

- London policies should meet the needs of those with housing needs and the community.
- Refining definitions and increasing consistency in processes are envisioned in a future state.
- Building demographics have become dominated by those with high needs causing negative impacts for the community.
- Additional supports for high needs groups are needed; these include life skills training such as unit maintenance, budgeting and how to be a good neighbour.
- More supports are needed for tenants who have mental health challenges, including problematic substance use.
- Housing options such as supportive units are needed until individuals develop the skills and stability to live more independently.
- RGI housing should work toward creating more mixed tenant profile communities.
- Housing providers have observed an increase in out-of-town applicants with urgent status.
- The current placement ratio has been directly identified as negatively impacting RGI tenant and building outcomes.

2.4 Special Needs Housing Alignment

Special Needs Housing is a specific type of housing defined by the *Housing Services Act*, as “housing intended for use by a household with one or more members who require accessibility modifications or provincially funded support services in order to live independently in the community.”

Special Needs Housing in London includes supportive housing for seniors, people with developmental disabilities, and significant health issues. In most instances, units in Special Needs Housing projects are filled by households on the housing providers waitlist and not from the City managed list.

The Waitlist Review currently underway, is looking at the ways that households are currently matched to Special Needs Housing providers and will provide recommendations to align the practices of the current system with the evolving whole of community system response. This work is being undertaken as it was one of the recommendations of the Rent Supplement System Review (CPSC, October 4, 2023).

2.5 Other system supports for urgent status needs

Housing Stability Services is adjusting practices to review the needs of households on the RGI waitlist, including Urgent Households. Reviews will reassess eligibility for Urgent

Status prior to being offered housing and will support the movement of households at the time of application, or while on the waitlist, toward the most suitable housing if they have support needs which are assessed as preventing them from successfully living independently in RGI Community Housing. This work is taking place in collaboration with the Coordinated Access team and will support the matching of households to community programs, housing support programs and supportive housing options as appropriate.

3.0 Financial Impact/Considerations

There is no expected financial impact as a result of the recommendations in this report. Any future financial implications will be identified as part of the final review for Q2 2024.

4.0 Key Issues and Considerations

4.1. Community Impact

It is anticipated that these temporary changes will have an overall positive community impact at a household, neighbourhood and system level. When RGI housing applicants are housed without adequate supports in place, and the tenancy ends as a result, there is a risk that the individual will not have an opportunity to re-enter the RGI system in the future if damages were caused as part of the tenancy, if there were significant problems in the building, or the tenant has accumulated arrears.

Civic Administration will continue to engage with community to identify and mitigate impacts for households with urgent status. This will likely include a reduced number of urgent status households being housed in RGI housing until the review is completed and recommendations are made to a Community and Protective Services Committee meeting by end of Q2 2024.

The temporary reduction of urgent status households entering the RGI system will create an opportunity for more households on the chronological list to be housed.

Households with Urgent Medical Status who are required to relocate to London for medical treatment will continue to be eligible for Urgent Medical Status. Changing the Urgent Status criteria to include London-Middlesex residents only, will help local individuals and families in urgent need to be housed faster.

Conclusion

This report looks to assist in addressing the immediate need within the RGI housing system in London-Middlesex by adjusting the ratio by which households are matched to vacant RGI units and to adjust the amount of time a household needs to live in London/Middlesex to be eligible for urgent status. The feedback from the initial community consultations highlights the ongoing impacts of the existing housing ratio and urgent status application process, offering insight into potential areas for improvement and alignment. Temporarily suspending the current ratio procedure for up to 1 year will provide a path towards creating more balanced housing communities through additional opportunities to engage further with residents, providers and the community.

Making urgent status only available to those residing in London-Middlesex, will assist in ensuring that those households already in the Service Manager area are prioritized for services. This response also emphasizes the importance of considering broader social implications, financial impacts, and long-term stability goals for all involved. Taking time to conduct further consultation and evaluate outcomes, sets the stage for a more equitable and resilient housing system in the city, attentive to the varying needs of individuals and the entire community.

Prepared by: Jessie Ford, Manager, Housing Stability Services, Social and Health Development
Submitted by: Craig Cooper, Director, Housing Stability Services, Social and Health Development
Recommended by: Kevin Dickins, Deputy City Manager, Social and Health Development



Housing Services
355 Wellington Street,
Suite 248
London, ON
N6A 3N7



Housing Division Notice

Date: October 12, 2021

HDN# 2021 – 256

This applicable legislation/policy is to be implemented by the housing provider(s) under the following programs:

Please note if your program is **not checked**, this change is **not applicable** to your project.

√
√
√
√
√

- Federal Non-Profit Housing Program
- Private Non-Profit Housing Program
- Co-operative Non-Profit Housing Program
- Municipal Non-Profit Housing Program (Pre-1986)
- Local Housing Corporation

Subject: LOCAL SELECTION PRIORITY RULES (IN ADDITION TO THE PROVINCIALY LEGISLATED ELIGIBILITY RULES) (REPLACES HDN# 2005-90)

1. PURPOSE:

Selection Priority for Placements

When selecting an applicant from the centralized social housing waiting list, offers by the Housing Providers should be made in the following order:

1. Applicant households approved under the **Special Priority Policy (SPP)**;
2. Applicant households deemed to be in an **Urgent** situation ranked according to the date the status was assigned;
3. Applicant households in the **High Need** category by date of application; and,
4. Applicant households in the rent-geared-to-income category ranked **Chronologically** by date of application (see Placement Ratio below).

Placement Ratio: Housing Providers must ensure that, after all SPP applicants are first placed from their waiting lists, a maximum of 90% of placements must be from households in the Urgent and High Need categories and 10% from the Chronological category.

.../2

Market rent households are not included in the selection priority for placements.

Housing Providers must adhere to their legislated targeting plan for the number of market rent units, the number of rent-geared-to-income units and the number of high need units in their portfolio.

Definitions:

Special Priority status is determined by the Service Manager through the Housing Access Centre.

1. **Special Priority Policy (SPP)** household is defined in O. Reg. 367/11 s 52 to s 58.
2. **Urgent Status** as determined by the Service Manager through the Housing Access Centre.
3. **High Need** household means a household whose annual income is less than or equal to the amount as set in the Housing Services Act, 2011 O.Reg 370/11 for the size of unit the household occupies and the part of the service area in which the unit is located. Please refer to the local Housing Division Notice regarding the Maximum Household Income for current High Need Household Income Limit, as they are updated annually.

2. BACKGROUND AND COMPLIANCE STANDARD:

The local eligibility rules for rent-geared-to-income assistance were approved by Municipal Council on April 18, 2005 and are as follows:

- a) Placement Ratio in Selection Priority for Placements
- b) Clarifications in Urgent Status Wording
- c) High Need Income Limit Levels

These local eligibility rules will provide opportunities for at least 10% of the geared-to-income assisted tenant base is housed from the chronological list. This placement ratio provides the applicant households in this category access to subsidized housing while still housing those most vulnerable in our communities as a priority.

3. ACTION:

That Housing Providers implement the local selection priority rules for rent-geared-to- income assistance.

4. AUTHORIZATION:

Original signed by

Dave Purdy
Manager, Housing Services

Date: October 12, 2021

CITY OF LONDON: HOUSING WAITLIST REVIEW
WHAT WE HEARD
REPORT FROM THE CONSULTATION SESSIONS

September 2023



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INTRODUCTION

The Housing Waitlist Review Project has been undertaken by SHS Consulting (SHS) under the direction of the Housing Access Centre within the Housing Stability Services of the City of London. This project's objective is to provide recommendations and strategies to improve outcomes for those in need of housing, housing providers, residents of community housing buildings, Special Needs Housing applicants and providers, and the broader community.

In support of this objective, the Project involves conducting a review of the City of London's current policies and practices related to connecting households to Rent-Geared-to-Income (RGI) housing assistance including urgent households, housing priority ratios, and matching households to appropriate housing. The Project undertakes a review of the following aspects of London's RGI Housing Waitlist practices:

- Specific local rules permitted under the Housing Services Act, that determine the criteria for Urgent Status, and how specific target populations are prioritized for RGI assistance
- The Ratio used to prioritize Urgent Status applicant households
- Processes for households that do not meet occupancy standards (over-housed/under-housed)
- Practices for households experiencing or at risk of homelessness and the assessment and matching to housing for this group
- Housing needs screening and assessment tools available to assess individuals and households
- Practices for Special Needs Housing that match applicants with housing outside of the RGI Housing Waitlist practices, and identify opportunities to realign current processes with the waitlist and matching community practices currently in place

Consultation for the Housing Wait List Project is focused on the following lines of inquiry and engagement groups:

- City of London Staff – Focus Group with London Staff to understand current practices regarding the RGI Housing Waitlist related to the urgent priority populations, the Ratio of Urgent Status to Chronological Population, assessment practices and application procedures. This line of inquiry seeks to understand the current strengths and challenges of these practices and what is envisioned in a future state including the opportunities and barriers or risks.
- Housing Providers – Focus Group with Housing Providers, agencies delivering supportive housing programs, support workers, and representatives from Middlesex County, to understand the experience of housing providers, support staff, and tenants in community housing. The discussion was focused on the outcomes of the current Ratio of Urgent Status to Chronological Population and Urgent Priority population policies. This discussion included observations of experiences within community housing, recommendations for what might work better, challenges for tenants and what might be needed for more successful outcomes.

- Service Managers – Interviews with Service Managers to understand different policies and practices employed relating to the identification of Urgent Priority Groups or local rules, the use of a Ratio to match specific populations to available housing units, practices related to the By-Name List and RGI Housing Waitlist, assessment tools used to identify housing needs and practices for Special Needs housing.
- Key Informant Interviews – Semi-structured individual interview with representative of large Housing Provider to develop an in depth understanding of the challenges and needs within community housing that is operated by this provider related to the Urgent Status to Chronological Ratio and the Urgent Priority populations.

Engagement sessions were undertaken virtually from July 20 to August 17, 2023. There have been 36 participants in the consultation. Following is an overview of the feedback obtained at each of the consultation events.

CONSULTATION WITH CITY OF LONDON STAFF

On July 20, 2023, SHS met with City of London staff to gather feedback on the RGI Housing Waitlist processes. The purpose of this session was to provide context on the objectives for the project, provide an overview of the current state of the RGI Housing Waitlist processes and obtain feedback on the City's policies and practices relating to the Urgent Status groups and prioritization of households on the waitlist.

Participants

A total of 12 City staff participated in this engagement session, including representatives from:

- Housing Stability Services: Director,
- Housing Access Centre: Manager, Team Staff
- Municipal Housing Development: Manager: Team Staff
- Coordinated Access: Team Staff

Current Strengths

The urgent status groups reflect some community members' current needs and allow residents to access supports. Changes should continue to meet the needs of individuals with housing needs and the community at large.

- The urgent status priority groups represent the areas of need within the community. Residents can apply for an urgent status that is representative of their current situation. Urgent status assists in prioritization and helps to form a picture of the types of challenges experienced within the community.
- London has great relationships with partners such as community agencies, housing, and service providers.

Current Challenges

The accessibility of urgent status is a challenge, as are the abilities to verify information, referring professionals' interpretation of policies and management of total needs.

- Urgent status is very accessible and may run counter to the intent of the practice and related local rule. It results in a large urgent group, as it consists of three different urgent status priority groups; homeless, medical, and social.
- There are difficulties in tracking applicants on the waitlist due to the number of people in the different urgent groups. It is also difficult to track outcomes for applicants once they are housed.
- Verification and follow-up with referring agencies can be challenging. Application submission and content are not consistent.

- There is a need to confirm information with external partners at the time of application or if the situation changes over time. This can create challenges when partners are difficult to reach or have staffing changes.
- Referring professionals may not understand urgent status criteria, thereby causing challenges for City staff.
- There is redundancy for staff as applicants may apply and be eligible for more than one priority area.
- It is difficult to understand if applicants meet the requirement to be able to live independently or if they have support in place.
- It is difficult to support the number of applicants and level of support that is needed due to the demand for housing.
- Tracking an applicant's movement through the system and communication with housing providers can present logistical pressures.
- Current assessment tools are not consistently used and may not be the best to determine individual housing support needs. A lack of information or circumstances when applications are made, as well as evolving household circumstances can also impact suitable housing placement.

Opportunities for a Future State/ What is Envisioned

Consider changes such as refining definitions, reducing potential overlap and increasing consistency in processes.

- Tightening up the system can help ensure that those in most need get helped first.
- Reducing redundancies, ensuring consistent application of urgent status criteria, and implementing assessments for applicants to support matching to the right housing and supports at the right time are envisioned for a future state.
- Consideration should be given to restricting urgent status to London residents, or households who have been in the London area for a specified time.
- Increase the use of technology to streamline processes and reduce the administrative burden.
- Assessment of RGI housing applicants' needs could be done through increased use of HIFIS (Homeless Individuals and Families Information System) or other available information.
- Contact with supporting agencies, current landlords, family, and others, can help achieve best outcomes for applicants.

Risks to Future State

The risks for a future state include increasing barriers for clients and limiting opportunities for RGI housing for urgent status applicants.

- The risk includes the potential of adding new challenges and barriers to access housing.
- Changes to the Ratio would decrease the number of urgent status applicants housed
- Opportunities for urgent status applicants could decrease if changes do not come with additional support.

CONSULTATION WITH HOUSING PROVIDERS

On July 28, 2023, SHS met with RGI housing providers, RGI property managers, front-line support staff, supportive housing providers, and representatives from Middlesex County that serve City of London and County of Middlesex. The meeting sought to obtain feedback on their experiences and the experiences for the occupants of the buildings they operate with the current policies and practices relating to the Urgent Priority groups and the Urgent to Chronological Ratio. Participants were asked to provide their comments on the following questions:

- Have there been positive or negative outcomes from the 9 urgent to every 1 chronological ratio policy? Do you have recommendations or examples of systems which might work better?
- Do you have recommendations for changes to the urgent status process which could result in better outcomes for Londoners?
- What are some common challenges tenants experience?
- What could we screen for to ensure that tenants meet the requirement that they be able to live independently?
- What do you as a housing provider need to support successful tenancies? What supports do you believe households need in order for tenancies to be successful?
- What other policies impact your day-to-day work? How can these be altered to improve outcomes for the community?

Participants

In addition to two City of London staff, there were 14 participants in attendance at this session, which included representatives from:

- London Middlesex Community Housing: Manager, Team Lead, Front-line Staff
- Middlesex County: Manager and Front-line Worker
- Apex Property Management
- Cheshire Homes of London
- Whiteoak Housing Co-op
- Canadian Mental Health Association
- Arnsby Property Management
- Indwell
- WLK Seniors Assistance Association
- Social Housing Operators Advisory Committee Members

Housing Waitlist Ratio

The current housing waitlist ratio has led to a high proportion of tenancies within buildings or complexes that need support, but where limited support is available. This has resulted in negative impacts to buildings, communities, and tenants.

- Observation of negative impacts include damage to buildings, unit cleanliness, hoarding and collecting, violence, criminal behaviour, unit take-overs, and pests.
- Urgent homeless applicants from out of town have increased.
- One provider suggested that being a London-Middlesex resident for a specific period might be helpful to ensure those experiencing homelessness in London are prioritized.
- It was suggested that applicants have a period of demonstrated housing stability prior to being made eligible for RGI Housing support.
- The legislated requirement to house Special Priority Policy (SPP) applicants first can result in only SPP applicants being housed, resulting in buildings and complexes in which most tenants have similar challenges.
- Urgent Status and SPP applicants dominate the City's waitlist for RGI housing. Chronological applicants are rarely housed.

Recommendations for Better Outcomes

Overall, support is key and this should be combined with understanding and providing for tenant needs beyond housing.

- There is a huge demand for tenant support.
- The definition of urgent should be more specific.
- It would be beneficial to understand the tenant's background and history. Some urgent status applicants are better able to live independently than others.
- Households who need supportive housing should be redirected there.
- Support needs to be maintained once housed, and agencies providing it need to be accountable.
- Housing providers need the ability to decline applicants when the required level of support cannot be provided.

Tenant Challenges

Tenants' challenges can include physical limitations, mental health challenges and a lack of housing stability skills.

- Some tenants lack basic understanding of unit maintenance, including performing housekeeping, budgeting, obligations regarding leases or how to live independently.
- Tenants can have literacy challenges, which can impact their ability to understand their lease and other written rules and notices.

- When problems with tenancies arise, the Tribunal is the only resource, and the wait for a hearing is lengthy.
- Conditions of the units deteriorate so there are issues with pest infestations which can cost thousands every month.
- Social housing providers do not have the resources to support tenancies with all their needs including housekeeping or laundry.
- These issues impact the entire building and addressing them drains the provider's financial resources.
- Mental health challenges, including substance use issues, can result in several problems including unwanted guests, violence, fires, and floods.

What supports are needed for tenancies to be successful?

More frequent and constant support as well as education regarding unit maintenance and obligations can contribute to successful tenancies.

- Support exists when tenants are seeking housing. This changes when they are housed.
- Tenants need direct support, and some would benefit from daily check-ins.
- Tenants should be required to agree to conditions to access housing.
- Once housed, support can be difficult to maintain and tenants may not allow support workers access to units as often as needed.

Agencies in contact with individuals seeking housing might also benefit from greater awareness and education.

- Agencies may not understand that those seeking housing may not be ready to live independently.
- Tenancy issues can be difficult for housing providers or agency contacts to understand due to different lived experiences.

What do you need as a housing provider?

Financial support for housing providers, education and support for tenants, and collaboration with agencies would help housing providers support successful tenancies.

- Financial relief with maintenance and upkeep such as ongoing pest control.
- Support for tenants to prepare units for pest removal.
- Funding for substance abuse and mental health in the community to support in times of crisis.
- Support for tenants who have cognitive challenges at the time of lease signing, and when issues arise.
- Education for tenants about unit maintenance and housekeeping prior to housing and as part of the application process (how to do laundry, how to wash dishes, etc.) .
- “Rent-Smart” program to educate tenants on their rights and responsibilities.

Other housing options such as supportive or transitional housing may be more appropriate for individuals or families with specific needs.

- Supportive housing that includes programs such as enhanced or standard support would better address the issues of individuals and households where support is needed.
- Other housing options outside of traditional housing models.
- Tenant support with access and transition to supportive housing models, long term care access, group homes, etc.

Enhanced screening processes to assess individual or household needs.

- Screenings or assessments could be used to inform the level of housing support needed.
- Better collaboration between housing providers, service providers and the City of London to identify tenants' needs.
- Housing providers need the ability to refuse applicants who require high levels of support.

What other policies impact your day-to-day work? How can these be altered to improve outcomes for the community?

Improving communication and practices to encourage movement when occupancy standards are not met might support tenant movement within the system.

- Policy for the over-housed is challenging as it takes a year to remove subsidy which does not serve others on the waitlist or the community.
- Communication and education for the process for when a tenant's rent is in arrears could be improved.

SERVICE MANAGER INTERVIEWS

SHS met with representatives from different Service Managers in the province from August 3 to 17, 2023 to understand different practices in place to manage the Community Housing Waitlist and inform the London Waitlist Review Project. The tables below provide summaries of interview findings. Table 1 provides a summary of the local priority definitions. Table 2 provides a summary of the policies regarding over-housed households. Table 3 provides information on the urgent status to chronological status ratio. Table 4 gives information on the RGI Waitlist Ratios from other municipalities not included in the Service Manager Interviews. Table 5 includes information on wait times for RGI housing.

Participants

SHS conducted four (4) Service Manager interviews with representatives from:

- Region of Waterloo: Manager, Housing Programs
- Region of York: Manager, Housing Strategic Initiatives
- City of Ottawa: Program Manager of Community Housing, Lead Program Administrator, Community Housing, Program Coordinator, Homelessness Branch
- City of Windsor: Manager of Social and Affordable Housing, Manager of Homelessness Special Projects

Reference to Priority Groups is referred to as ‘local’ priority status.

- The Service Managers that were part of these interviews referred to ‘local’ priority status rather than “urgent” status for local rules.
- Service Managers commented that they had used the term ‘urgent’ to refer to local rules in the past and this term tended to raise applicant expectations regarding how quickly they may have access to housing. They found the use of the word “local” to be more effective in managing expectations.

Urgent Priority Groups have similar definitions.

- Similarities were found in the groups receiving priority status through local rules in the following groups: escaping violence, separated families, terminal illness and persons experiencing homelessness or at risk of homelessness (definitions are also summarized in Table 1).
- Distinct categories from other communities included:
 - **Displaced RGI** – RGI households who are displaced as a result of their housing no longer being available.
 - **Graduates of Supportive Housing** – Tenants of supportive housing who have demonstrated to the supportive housing agency that they are now capable of independent living with or without support.

- Families with members in community housing (**Sunnyside**) – Family members over 60 years of age and qualify for RGI Housing based on income would have local priority to Sunnyside Long Term Care Home.

Specific characteristics distinguish local definitions.

- **Terminally ill** is the name of a part of a definition of a local prioritized group which is a situation where someone has been medically diagnosed with a terminal illness and has a life expectancy of 2 years or less.
- **Separated family** is the name of a local prioritized group for households with children in the care of Family and Children's Services where housing is the only issue preventing reunification of the family.
- **Homeless** is identified as a local prioritized group that includes households or individuals without shelter, living on the street, living in emergency shelter, whose residence has been destroyed or is uninhabitable and individuals or households who will not be released from medical or treatment facility without housing.
- **Escaping Violence** is the name of a local prioritized group where individuals or households are unable to secure Special Priority Policy (SPP) Status due to lack of proof of co-habitation or risk due to criminal activity.

Requirement to be able to live independently or have supports in place

- The ability to live independently is identified in Provincial regulations as an eligibility requirement for RGI housing.
- For one Service Manager, individuals are not placed in Community Housing if they are not able to live independently. Another Service Manager requires an agency to confirm that the applicant can live independently.
- The ability to live independently is also part of the eligibility on the application form.
- One Service Manager local rules state that applicants may qualify for local waiting list status if they have resided in the community for at least 12 consecutive months and have low income.

Supporting practices can address administrative issues.

- Annual or biennial updates are required to keep information current and determine if household needs have changed.
- An online application process can make the process more efficient and serve as one indicator of the ability to live independently.

Table 1 Summary of Local Priority Definitions					
Municipality	London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
Prioritized groups (local rules-prioritized before chronological applicants)	Urgent Status	Local Prioritized Status	No local Priority	Local Priority Access Status	Priority II Category
Local prioritized groups	Urgent Homeless	Homeless	No local priority groups	Homeless	Homeless
	Urgent Medical Status	Terminally ill		Life threatening medical illness	
	Urgent Social Status	Escaping Violence		Urgent Safety	
		Separated family		Displaced RGI	
		Sunnyside priority		Graduate of Supportive Housing	
Medical Status/ Terminally ill/ Life threatening medical households	Medical supervision because of a terminal illness	Medically diagnosed with terminal illness		Terminally ill or life-threatening condition made worse in current housing	

Table 1 Summary of Local Priority Definitions					
Municipality	London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
	Physically disabled and cannot live in current home	Life expectancy of two years or less		Physician opinion needed that move would remove the life-threatening aspect of the condition	
	Relocation to London required for medical treatment				
Homeless	Homeless	Unsheltered		Households confirmed as experiencing homelessness	Living in shelter
	To be discharged from medical facility and has no place to live	Waiting for hospital or another treatment facility discharge, cannot return home		Households staying at City emergency shelter or living unsheltered	No permanent address and staying in other people's homes
	Child(ren) would be returned to household and lack of housing is the only condition	Using the emergency shelter system as primary residence			Residence destroyed or living in substandard housing that has been condemned

Table 1 Summary of Local Priority Definitions					
Municipality	London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
	No permanent residence, living in a hotel	Home has recently been destroyed by fire or natural disaster (within the last 3 months)			No funds to obtain housing
	Current housing has been condemned				Active eviction notice
Separated Family (homeless)		Children in the care of Family and Children's Services			Children will be removed without housing
		Will not be returned until adequate housing is found			Home needed for family reunification
		Housing is the only remaining child protection issue			
Urgent Social Status/ Escaping Violence/ Urgent Safety Households	Abuse through use of force	Experiencing exceptional risk due to criminal activity		Individuals that do not qualify for SPP, subject to abuse, change in housing would result in an increase in safety	

Table 1 Summary of Local Priority Definitions					
Municipality	London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
	Forced to engage in sexual activity	Individuals that do not qualify for SPP because they are unable to provide proof of cohabitation.			
	Threatening words or actions				
	Do not qualify for SPP status				
Sunnyside		60 years or older with direct family member living at Sunnyside Home. Must qualify for rent-gear-to-income assistance			
Displaced RGI				RGI households who are displaced because of their housing unit no longer being available for RGI housing	
Graduates of Supportive Housing				Residents of supportive housing ready for independence	

Over-housed tenants are a top priority.

- Local rules for Services Managers prioritize over-housed households over other urgent groups identified in local rules.
- Provincial regulations are followed regarding notification of over-housed status and removal of eligibility for RGI Housing.
- Service Manager representatives disclosed that, in some instances, households will allow their RGI eligibility to lapse rather than move to an appropriate unit.
- Internal transfer policies within the housing provider building or within the community are included with over-housed local rules to further support movement where occupancy standards are not met.

Table 2: Summary of Over-Housed Local Rule and Practices					
Municipality	London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
Priority	Placed on RGI Housing Waitlist with Urgent Status (transfer). Priority based on original application date.	Ranked higher than local status	Top priority (after SPP). No other local priority	Ranked higher than local priority access follows	Ranked higher than Priority 2
Process	<p>Notice provided to household that they no longer meet occupancy standards</p> <p>Placement on internal transfer list for building operated by same Housing Provider within one (1) year and on the RGI Wait List</p> <p>Household to select 10 housing preferences after one (1)</p>	<p>Notice provided to household that they no longer meet occupancy standards</p> <p>Application for transfer within the same building can be made. Households may be put on a waiting list for a transfer.</p> <p>If the housing provider does not have an appropriately sized unit must</p>	<p>Notice provided to household that they no longer meet occupancy standards</p> <p>Consistent with legislation, household is eligible for RGI assistance for 1 year</p> <p>If offer to move is refused after 1 year household is ineligible for</p>	<p>Notice provided to household that they no longer meet occupancy standards</p> <p>Effective date of over-housed decision begins 1 year period</p> <p>Minimum number of housing preferences selected, 10 within the first year</p>	<p>Notice provided to household that they no longer meet occupancy standards</p> <p>If the housing provider does not have an appropriately sized unit, 5 units chosen</p> <p>If housing provider has an appropriately sized unit, application may</p>

Table 2: Summary of Over-Housed Local Rule and Practices					
Municipality	London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
	year, and an additional five for each subsequent year Refusal to accept an offer of housing will result in the household ceasing to qualify for RGI assistance	choose 10 sites One refusal allowed after first year, following refusal household becomes ineligible	RGI assistance Where housing provider does not have appropriately sized unit, the household are required to move to smallest unit within housing provider portfolio	Households may refuse offers in first year; following first year refusal of offer will result in household being ineligible for RGI assistance	be made to internal transfer list within 1 year or ceases to be eligible for RGI assistance

Practices regarding the Urgent Status and Chronological Status Ratio are different than those practiced in London.

- The use of a ratio for selection of applicants for a housing unit is different across Service Manager practices and summarized from the Service Manager interviews in Table 3.
- Two of the Service Manager representatives interviewed do not use a Ratio.
- Ratios vary in different communities, in one community 1 in 5 is assigned to a local status and in another 1 in 10 is assigned to a local status.

Table 3: Urgent Status and Chronological Status Ratio					
Municipality	London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
Ratio	9 to 1 Urgent Status to Chronological Status	1 in 10 Local prioritized status to chronological	No Ratio	1 in 5 Priority access to chronological	No Ratio

Prioritization	SPP	SPP	SPP	SPP	SPP
	Urgent Status (Homeless, Medical, Social, Over-housed)	Terminal Illness	Chronological	Over-housed	Chronological
	High Needs Household Income Limits households	Over-housed		Local Priority Access Status	
	Chronological	Local Prioritized Status		Chronological	
		Chronological			

Table 4 RGI Housing Waitlist Ratio Practices in Ontario	
Municipality	Urgent to Chronological Waitlist Ratio
Algoma	1 in 10
Bruce	1 in 10
Chatham-Kent	20% chronological
Dufferin	1 in 5
Grey	1 in 10
Guelph-Wellington	1 in 10
Lambton	1 in 10
Niagara Region	1 in 10
Stratford Perth- St. Marys	1 in 5

Source: City of London, 2023, Built for Zero, Peer Calls, 2022.

RGI Housing for the Chronological group has wait times of 4 years and greater.

- The need for RGI Housing is illustrated in the long wait times.
- Households classified as chronological group have wait times of between 4 and 10 years.
- Wait times depend on several factors including family size, buildings selected, the number of other applicants with higher priority status on the waitlist, and the turnover rate in the buildings of choice.

London	Waterloo (Aug 3)	York (Aug 11)	Ottawa (Aug 16)	Windsor (Aug 17)
Chronological household average wait times 3-6 years	Chronological household wait times approximately 8 years	Chronological household wait times approximately 10 years	Chronological household wait times between 4 to 8 years	No information on wait times

KEY INFORMANT INTERVIEW

On August 10, 2023, SHS met with a representative of London Middlesex Community Housing (LMCH). LMCH is the largest housing provider in the City of London and County of Middlesex with 3,282 units in 32 properties that house over 5,000 people. The interview was to provide more in-depth information and history of the experience in the community housing properties, to confirm the issues identified in the Housing Provider Focus Group and to identify opportunities for improved outcomes.

Participants

The following were in attendance for the key informant interview:

- London Middlesex Community Housing: Director, Tenant Administration
- City of London: Housing Support Worker, Housing Stability Services

RGI buildings no longer have a diversity of households.

- Ratio and local rules initially 'made sense' and were to address the challenges when the province downloaded responsibilities.
- Historically, housing need and the homeless population were not the levels that are seen today.
- Changes in the demographics of the communities and aging population leading to higher turnover rates.

- Previously buildings had a diversity of households, mix of incomes and socio demographic characteristics.
- With turnover rates, the majority of new residents are from urgent status.
- All new tenants come from high needs and priority groups.
- Significant change in housing needs since these policies were put in place and an increase in mental health needs of applicants.
- New requirements regarding asset limits may impact some tenants.

Behaviours in buildings are challenging.

- Behaviours in buildings have changed with negative outcomes within the building.
- Anti-social behaviour within buildings.
- Destruction of property such as fire in a unit which impacted 17 other units.
- Guests of tenants and those they are associated with can be linked with negative behaviour and are also a challenge.
- Negative behaviour are associated with issues that are found in the broader community but at the LMCH sites as well.
- Individuals and households identified as Urgent Homeless can be a challenge.

Housing providers are not equipped to address high needs tenants.

- LMCH is not a social service agency, and there have been reviews on how to address the issues.
- Support is required for many new tenants.
- New tenants come with no or limited support, Ontario Disability Support Program (ODSP) or Ontario Works (OW) contacts do not provide the support they need.
- Tenants have concurrent issues such as mental health and addiction and many do not have basic life skills like understanding of how to live in a community, pay rent, budget, obligations relating to unit.
- There are also challenges with completing the annual reviews.

LMCH is directing resources to address challenges in RGI buildings.

- Staff are needed to support high-need tenants.
- Security is needed to manage tenant interactions in buildings.
- Should funding be directed to these challenges or toward housing development?
- Completion of annual review and notice of assessments are challenges, so are Provincial requirements.

Additional supports for tenants, expanded assessments through intake and investments in supportive housing are needed to address the challenges.

- Housing Stability workers could provide additional support.

- Housing providers are filling the support gaps of their tenants.
- Intake and assessment of individuals applying for housing support is needed.
- Housing needs to be provided with support when needed.
- Could additional secondary screenings be considered that provide more background and history?
- Cross-agency review and support would be beneficial.
- LMCH is community housing not supportive housing.
- Investments in supportive housing are needed until people are ready for RGI Housing.

Policy recommendations

- Some reduction in the ratio should be considered for incremental changes over time.
- One of the goals for community housing should be to create mixed income communities.
- There may be a need to address deeper affordability through RGI housing.
- Policy for over-housed needs to be considered.

KEY CONSULTATION THEMES

Below is a summary of the key themes that emerged during the consultation sessions:

- London policies need to change to meet the needs of those with housing challenges and the community at large.
- Verification of information and interpretation of policies from referring professionals are some of the challenges in the management of the RGI Housing Waitlist.
- Refining definitions, reducing potential overlap, and increasing consistency in processes are envisioned in a future state.
- Building demographics are dominated by those with high support needs, which has caused negative impacts.
- Additional support for high needs groups is needed while housed. These include life skills, unit maintenance, budgeting, and responsibilities for occupancy, support for mental health challenges, and problematic substance use.
- Housing options like supportive units are needed until individuals can live independently.
- The RGI housing system should work toward creating mixed income communities.
- Support from partners is needed to address the challenges with RGI Housing.
- Administrative changes can support greater efficiency for London.
- Increased focus on screening and assessment of applicants can help ensure that households have successful tenancies, and that RGI housing buildings and the community at large see a reduction in negative outcomes because of the current process.

RECOMMENDATIONS

The Urgent to Chronological Ratio policy contributes to RGI Housing being occupied by many households with high support needs. Housing providers have identified challenges related to tenant behaviours including violence, guest management issues, and damage to units and buildings. Housing providers have needed to direct resources into additional building maintenance and security to address these challenges. The following recommendation to the Ratio Policy is proposed to address the current challenges and provide some relief while the review currently underway can be completed and recommendations made.

Recommendations and Rationale	Implementation Elements
<p>Recommendation 1: The use of the current Ratio should be paused for up to 1 year while the review and additional recommendations related to the prioritization, urgent groups, and are completed and a new plan is developed and approved by council.</p> <p>RGI buildings require immediate intervention to help improve experiences for providers, tenants, and the broader community.</p>	<ul style="list-style-type: none"> • Implement a ratio of 2:8 (20% urgent to 80% chronological) for up to 1 year, and update the HDN (Housing Division Notice) to reflect this local rule • Complete the review of current urgent status criteria for the City of London, and through consultation ensure that the proposed new system identifies and considers the needs of all parties (applicants, tenants, housing providers, community supports, and the community at-large). • Prepare recommendations for council on a permanent ratio and urgent populations process by the end of Q2 2024.
<p>Recommendation 2: To better address the immediate needs of the community, the City of London should pause the acceptance of Urgent status applications from applicants who have not been in London-Middlesex for at least 6 months.</p> <p>Although anyone can apply for RGI housing in any service manager region, urgent homeless, urgent social, and urgent medical status should prioritize those in need in the service manager area.</p> <p>Urgent Medical status currently includes those households that must relocate to London for medical treatment. It is proposed that households who meet this criterion be the only urgent population from outside of</p>	<ul style="list-style-type: none"> • Require urgent status applicants to have lived in London-Middlesex for at least 6 months to be eligible for urgent status on the RGI waitlist. • Complete the review of current urgent status criteria for the City of London, and through consultation ensure that the proposed new system identifies and considers the needs of all parties (applicants, tenants, housing providers, community supports, and the community

Recommendations and Rationale	Implementation Elements
London-Middlesex eligible for Urgent Status.	at-large. <ul style="list-style-type: none">• Prepare recommendations for council on criteria for urgent populations by the end of Q2 2024.

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee
From: Kevin Dickins, Deputy City Manager, Social and Health
Development
Subject: 2022 Ontario Works Participant and Service Delivery Profile
Date: September 12, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, the following report on the 2022 Ontario Works Participant and Service Delivery Profile **BE RECEIVED** for information purposes.

Executive Summary

The City of London is the Consolidated Municipal Service Manager (CMSM) responsible for administering the Ontario Works program for London and Middlesex on behalf of the Ministry of Children, Community and Social Services (MCCSS).

Ontario Works is a social assistance program designed to provide temporary financial and employment assistance to individuals and families in financial need and that have limited or no means to support themselves. The program aims to assist recipients in achieving self-reliance and independence by providing essential supports and services. Key features of the Ontario Works program include financial assistance to cover basic living expenses; employment supports such as job search assistance, training programs, workshops, and support to develop job-related skills; caseworker support to help develop a personalized action plan and ongoing support and guidance; employment incentives to assist with costs related to seeking employment, and health benefits including, but not limited to, coverage for prescription drugs, dental care, and vision care.

In February 2021, the Ministry of Community, Children and Social Services (MCCSS) introduced a Working Vision for Social Assistance roadmap, outlining a phased approach for working towards an integrated human services model and commitment to co-designing the new system with Municipal service delivery partners. MCCSS has reinforced the importance of effectively connecting people to supports and increasing capacity for Caseworkers to spend more time working directly with clients as key foundational goals of service delivery model changes. Application of continuous improvement practices throughout 2022, and introduction of provincial service delivery adjustments, led to enhanced internal approaches and positive impacts to the client experience.

Services in 2022 continued to be delivered predominantly by telephone and virtual platforms, however, in-person supports remained available as needed and were provided across five Life Stabilization office locations. Client needs and access to services and stability supports remained a priority, with a continued focus on response times at intake, referrals to employment and community partners, access to benefits, and exits to employment and greater financial stability.

Linkage to the Corporate Strategic Plan

Wellbeing and Safety

- London is an affordable and supportive community for individuals and families.

Economic Growth, Culture and Prosperity

- London encourages equitable economic growth and diversification.

Well-Run City

- The City of London is trusted, open, and accountable in service of the community.

- Londoners experience good stewardship, exceptional and valued service.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- 2021 Ontario Works Participant and Service Delivery Profile (CPSC December)
- 2020 Ontario Works Participant and Service Delivery Profile (CPSC May 11, 2021)
- 2019 Ontario Works Participant and Service Delivery Profile (CPSC December 1, 2020)
- 2018 Ontario Works Participant and Service Delivery Profile (CPSC May 28, 2019)
- 2016 Participant Profile Report-City of London Social Services/Ontario Works Program Delivery (CPSC July 18, 2017)
- Purchase of Service Agreements-Ontario Works Employment Assistance Services (CPSC December 10, 2018)
- Ontario Works Employment Innovations Bridges Out of Poverty & Circles Evaluation #2 (CPSC November 13, 2018)

2.0 Discussion and Considerations

Aligning with the strategic area of focus of Well-Run City, specifically under the strategy of measure and regularly report to Council and the community on the City's performance, as attached as Schedule 1 to this report is intended to provide an overview of Ontario Works service delivery outcomes and employment supports information for 2022. Included are key highlights related to caseload size, demographics, time on assistance, employment and community referrals, employment outcomes, and Discretionary Benefits provided.

Data and information provided in the report is extracted from MCCSS Operation Performance Reports, the provincial Social Assistance Management System (SAMS) database, in-house data management systems (Client Management System (CMS), EA Referral System and Purchase Voucher System), and City of London Financial Business Supports monitoring reports. Data referenced from MCCSS is reflective of the London CMSM which includes the City of London and County of Middlesex.

3.0 Financial Impact/Considerations

There are two transfer payment funding envelopes that support the delivery of Ontario Works:

- Basic Financial Assistance is fully funded by the province. This includes benefits such as basic needs, shelter, emergency assistance, mandatory benefits, and transition child benefits.
- Program Delivery funding supports program administration and the provision of employment assistance activities to eligible Ontario Works recipients. Cost sharing of Program Delivery funding is split 50/50 between the ministry and the City of London.

Discretionary Benefits for social assistance recipients is funded at \$10 per case per month with caseload equaling the sum of the average monthly Ontario Works caseload and the average monthly ODSP caseload within the delivery partner's geographic area.

Conclusion

Throughout 2022, client access to appropriate services and supports continued to be prioritized. City of London – Life Stabilization remained committed to advancing service delivery modernization by embracing provincial opportunities to expand communication channels and partnering with local service providers to offer access to technology as well

as training. Ontario Works employment exit targets for both MCCSS and the City of London Strategic Priorities were exceeded.

Combined local context and MCCSS program updates were fundamental elements for service delivery and systems planning to guide approaches related to Life Stabilization and employment supports. Partnership with internal and external stakeholders continue to be important priorities as the provincial vision for Social Assistance evolves.

Prepared by: Sheena Lafortune, Manager, Client Services
Nancy Santos, Manager, Service Continuity and Resourcing
Submitted by: Shirley Glover, Director, Life Stabilization
Recommended by: Kevin Dickins, Deputy City Manager, Social and Health
Development

Schedule 1

Ontario Works 2022 Participant & Service Delivery Profile

The Ontario Works Program

Ontario Works is an employment assistance and financial support program under the Ministry of Children, Community and Social Services (MCCSS), with a priority of helping individuals and families gain and maintain sustainable employment through training, education, skill development and individualized supports.

The City of London is the Consolidated Municipal Service Manager (CMSM) responsible for administering the Ontario Works program for the London & Middlesex region on behalf of the Government of Ontario. Services for Middlesex are delivered by the County of Middlesex through an apportionment agreement with the City of London. Source data from the ministry informing this report represents the London CMSM, which includes data for Middlesex County. For context, Middlesex County's average Ontario Works caseload in 2022 was 332 and the average Temporary Care Caseload was 32.

In February 2021, the MCCSS announced the "Recovery & Renewal: Ontario's Vision for Social Assistance Transformation"¹, and outlined a Working Vision for Social Assistance in Ontario (Figure 1). Key elements of the vision include maintaining person-centred services, a shift in services provided, identification of responsibilities at the provincial and municipal levels, working towards an integrated human services model and commitments to co-designing the new system with municipal service delivery partners. Associated timelines include work that began in 2020 up until 2024 for full implementation of the vision as outlined in Table 1 below. The plan aims to realign functions and service delivery responsibilities of the program in order to streamline social services systems and create an effective integrated human services model.

Figure 1



Working Vision for Social Assistance

¹ <https://www.ontario.ca/page/recovery-renewal-ontarios-vision-social-assistance-transformation>

Aligning with MCCSS priorities to achieve improved employment outcomes for Ontario Works participants, the delivery of Ontario Works is administered using a local context that provides services and supports in partnership with internal and external shareholders to appropriately respond to the stability needs of our mutual clients.

Financial assistance provided through Ontario Works can include basic needs, shelter, board & lodging, special diet, pregnancy/breast-feeding nutritional allowance, transition child benefit allowance, employment and discretionary supports, and drug coverage. Table 1 below gives an outline of maximum monthly entitlements for individuals and families in receipt of Ontario Works. Basic Needs is calculated based on family size and family composition, and Shelter Allowance is calculated based on family size and actual shelter costs. Eligibility for additional benefits noted above is dependent on circumstance.

Note: Ontario Works rates have not increased since 2018.

Table 1 – Maximum Social Assistance Rates: Basic Needs and Shelter Allowance^{2 3}

Family Size	Basic Needs	Shelter Allowance	Monthly Entitlement
1	\$343	\$390	\$733
2	\$623	\$642	\$1,265
3	\$781	\$697	\$1,433
4	\$956	\$756	\$1,712
5	\$1,131	\$815	\$1,946
6+	\$1,306	\$844	\$2,150

Ontario Works Caseload

In 2020 and 2021, Ontario Works caseloads across the province experienced a decline due to eligibility for federally funded benefits such as CERB. As these benefits transitioned to an end in 2022, London experienced caseload growth of 8.5% over 2021. While this increase was large, the rate of growth was lower than ministry’s social assistance caseload forecasted increase of 14.1%⁴ for 2022-23, and caseload remained lower than pre-pandemic sizes.

Table 2 – Average Caseload Size by Benefit Units and Beneficiaries⁵

Type	2022	2021	2020	2019	2018
Benefit Units	9,350	8,616	10,354	11,418	11,927
Beneficiaries	17,818	17,162	20,455	22,121	22,769

² Ontario Works Policy Directive 6.2 Basic Needs

³ Ontario Works Policy Directive 6.3 Shelter

⁴ Ontario MCCSS September 2021 Provincial Social Assistance Caseload Forecast

⁵ MCCSS OW Social Assistance Operations Performance Report – January 2018-December 2022

As noted in Table 3 below, caseload composition in 2022 continued to reflect a greater proportion of singles without children. The greatest fluctuations in composition occurred during the period of 2020-2021 between “Single” and “Single with Children” caseloads, which aligns with the availability of federal pandemic benefits for those with recent attachment to the workforce.

Table 3 – Family Composition as Percentage of Caseload (Benefit Units)⁶

Family Composition	2022	2021	2020	2019	2018
Single	63%	61%	59%	60%	61%
Single with children	26%	28%	29%	28%	27%
Couple	2%	2%	2%	2%	2%
Couple with children	9%	9%	10%	10%	10%

Table 4 below provides a summary of family size as a percentage of caseload. Proportions have remained relatively consistent over the past five years with the greatest fluctuations experienced by 1-member and 2-member families in 2022 over 2020. Table 5 provides a summary of education level as a percentage of all adults on caseload with increases to adults with high school and post secondary over 2021.

Table 4 – Family Size as Percentage of Caseload (Benefit Units)⁷

Family Size	2022	2021	2020	2019	2018
1 member	63%	61%	59%	60%	61%
2 members	13%	14%	15%	14%	14%
3 members	10%	11%	11%	11%	11%
4 members	7%	7%	7%	7%	7%
5 members	3%	4%	4%	4%	4%
6+ members	4%	4%	5%	4%	4%

Table 5 – Education Level as Percentage of All Adults on Caseload⁸

Education Level	2022	2021	2020	2019	2018
Grade 1-8	8%	9%	9%	8%	8%
Grade 9-11	31%	33%	33%	32%	34%
Grade 12-13	37%	36%	35%	35%	35%
Post Secondary	24%	23%	23%	25%	24%

Time on Assistance

The Provincial vision for the Ontario Works program is “to create an efficient, effective and streamlined social services system that focuses on people, providing them with a

⁶ MCCSS Ontario Works Caseload at a Glance – Month of December for years of 2018-2022

⁷ MCCSS Ontario Works Caseload at a Glance – Month of December for years of 2018-2022

⁸ MCCSS Ontario Works Caseload at a Glance – Month of December for years of 2018-2022

range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence”⁹. For many clients, significant barriers exist along the employment continuum which may impact the ability to acquire skills and training, successfully gain employment or sustain and maintain employment. Length of time on assistance is one of many indicators used to align clients to appropriate life stabilization supports and employment opportunities.

During 2020, there was a marked decline in new applications to Ontario Works and an increase in exits, due to eligibility for federal benefits such as CERB. As a result, the proportion of caseload on assistance greater than 12 months increased by 10% in 2020 over 2019. With the ending of federal benefits in 2021-2022, London saw an increase in new Ontario Works applications which resulted in the proportion of caseload on assistance for 0-12 months growing by 14% in 2022 over 2020 and a decrease in 19+ months by 15% in 2022 over 2020.

Table 6 – Time on Assistance¹⁰

Duration	2022	2021	2020	2019	2018
0-4 months	16%	21%	11%	15%	14%
5-12 months	22%	13%	13%	19%	19%
13-18 months	12%	7%	12%	10%	11%
19+ months	49%	59%	64%	56%	55%

Deferrals from Participation

Individuals may experience circumstances limiting their capacity to fully participate in employment assistance activities. This can be the result of physical limitations, medical conditions, personal circumstances (i.e., family emergency, caregiving responsibilities) or any other circumstance the Administrator considers reasonable.

Individuals who are deferred from participating in employment activities continue to be supported in connection to other stability supports such as ODSP, Disability Services of Ontario, childcare subsidy, and other community resources. In 2022, there were a total of 1,202¹¹ referrals made to ODSP and 837¹² Ontario Works cases terminating to ODSP.

Table 7 – Deferrals from Participation as Percentage of Adults¹³

Reason	2022	2021	2020	2019
Medical	16%	17%	14%	17%
Other	12%	15%	12%	12%

⁹ MCCSS 2021-2022 Service Plan

¹⁰ MCCSS Ontario Works Caseload at a Glance – Month of December for years of 2018-2022

¹¹ MCCSS OW Social Assistance Operations Performance Report – January – December 2022

¹² MCCSS - CRS120 Case Closure Report for the City of London – January – December 2022

¹³ MCCSS CRS550 Employment Assistance Deferrals and Restrictions Report – 2019-2022

Temporary Care Assistance Caseload

Temporary Care Assistance provides income assistance and benefits to an adult on behalf of a child where the child is in their temporary care, the child is in financial need and the adult providing care does not have a legal obligation to support the child. A child may require temporary care for a variety of reasons. For example, the parent(s) may be temporarily unable to support the child because of financial reasons or other special circumstances, such as health-related issues.

London's Temporary Care caseload remained relatively consistent between 2018-2020 but saw an increase in 2021 and 2022. Between 2020 and 2022, the number of benefit units increased by 25%, with the number of children in Temporary Care increasing by 32%. The criteria to qualify for Temporary Care Assistance has not changed, so one could hypothesize the increase to children in the care of others during this period may have been related to the impacts of the pandemic (financial, mental / physical health, etc.).

Table 8 – Temporary Care Caseload¹⁴

Type	2022	2021	2020	2019	2018
Benefit Units	189	175	151	147	154
Children	277	254	209	202	213

Employment Outcomes

The intent of the Ontario Works program is to support individuals to increased financial stability and employment. Caseload “Earnings” and “Exits to Employment” are key performance indicators with the ministry. With the exception of 2020 and the impacts of the pandemic, London has consistently exceeded its ministry targets. While percentage of caseload remaining on assistance with earnings in 2022 is lower than pre-pandemic, the percentage of caseload fully exiting from social assistance as a result of employment earnings has exceeded pre-pandemic rates.

London has a unique operating model where contracted third-party employment service providers deliver employment supports tailored to meet the needs of Ontario Works clients. Information about Employment Supports is included further in this document.

Table 9 – Cases with Earnings and Exits to Employment¹⁵

Metric	2022	2021	2020	2019	2018
# of cases with earnings	957	807	1,024	1,617	1,649

¹⁴ MCCSS OW Social Assistance Operations Performance Report – January 2018-December 2022

¹⁵ MCCSS OW Social Assistance Operations Performance Report – January 2018-December 2022

% of caseload with earnings	10.24%	9.36%	9.77%	14.17%	13.83%
Average monthly earnings	\$871	\$894	\$899	\$871	\$853
# of exits to employment	1,446	1,236	1,373	2,070	1,615
% of all terminations exiting to employment	29.16%	27.37%	24.77%	28.01%	22.57%
% of caseload exiting to employment	1.29%	1.20%	1.13%	1.52%	1.13%

Service Delivery Model

Decentralized Offices

Life Stabilization delivers the Ontario Works program through a decentralized service delivery model. Service delivery design and resourcing decisions are informed by data, local context, and community needs. Continual evaluation and review of service delivery approaches and objectives ensures that planning, design, and implementation best support the City of London’s most vulnerable, as well as effectively equip frontline staff delivering the services.

Five community-based offices and one satellite office are situated across the city providing easy access to employment services and financial supports close to neighbourhoods in which our clients live. All offices are AODA compliant and on London Transit Commission (LTC) bus routes.

Life Stabilization office locations:

- Citi Plaza, 355 Wellington Street, Suite 246
- London East, 1-1835 Dundas Street
- Northland Mall, 107-1275 Highbury Avenue
- Westmount Shopping Centre, 785 Wonderland Road S.
- South London Community Centre, 1119 Jalna Blvd.
- Glen Cairn Community Resource Centre (satellite), 244 Adelaide Street S.

Service Delivery

In response to the pandemic, the ministry removed the requirement for original signatures on Ontario Works applications, as well as expectations of in-person appointments. In 2022, Life Stabilization continued to provide service predominantly via telephone and online channels with front counter access available across all offices (other than the satellite office) for anyone seeking services in person. The requirement for a signature was reintroduced by the ministry in late in 2022, which also included the option of a digital ‘e-signature’ as part of the ministry’s modernization initiatives.

Aligning with the MCCSS “Recovery & Renewal: Ontario’s Vision for Social Assistance Transformation”¹⁶, Life Stabilization continued to prioritize digital delivery solutions throughout 2022.

The MyBenefits platform is an online service available to social assistance recipients. It allows individuals 24/7 access to online services where they can view payments and letters, report changes in their circumstances, and communicate with their Caseworker through two-way messaging. The MyBenefits platform reduces time spent on manually inputting information, processing changes, opening/sorting mail and handling incoming phone calls, which allows staff more time for high-impact client interactions. MyBenefits is promoted on the City of London website in four languages (English, French, Spanish & Arabic) and incorporated into internal email & voicemail messaging. Uptick in registrations for MyBenefits continued to increase throughout 2022 with approximately 40% of the caseload subscribed by year-end, an increase of 8% over 2021.

The Reloadable Payment Card (RPC) is an alternative payment option for clients unable to receive payments through direct bank deposit (DBD). By the end of 2022, electronic payments (DBD & RPC combined) accounted for 96% of all payments issued – an increase of 5% over 2021 – with the remainder issued by cheque. London is exceeding the provincial target of 95% for electronic payment but recognizes there remains a need for cheques when special circumstances exist.

Applications for Ontario Works

In 2020 and 2021, the number of new applications for Ontario Works declined by 35.4% and 29.5% respectively in comparison to 2019. This decrease in applications aligned with eligibility for federal benefits (i.e., CERB). In 2022, as federal benefits came to an end, the number of new Ontario Works applications increased and were much more reflective of pre-pandemic levels. With individuals accessing virtual services more readily, online applications increased by 7% in 2022 over 2021. With a priority of timely and responsive customer service, applications were processed within 3 days on average, and with 74% of applications being processed within 4 days.

Table 10 – Applications for Ontario Works¹⁷

Metric	2022	2021	2020	2019	2018
# of applications processed	5,624	4,248	3,897	6,028	5,791
% of online applications	34%	27%	28%	27%	29%
Average # of days from intake screening to eligibility decision	3	1	3	3	5
% of applications processed within 4 business days	74%	87%	75%	76%	68%

¹⁶ <https://www.ontario.ca/page/recovery-renewal-ontarios-vision-social-assistance-transformation>

¹⁷ MCCSS OW Social Assistance Operations Performance Report – January 2018-December 2022

The ministry’s “Recovery & Renewal: Ontario’s Vision for Social Assistance Transformation” includes the introduction of a centralized intake model with the ministry responsible for completing new applications, other than in emergency cases. The purpose of this centralized model is to give local staff more time to focus on supporting clients by reducing the time spent on administrative tasks and paperwork, and to apply a streamlined and standardized approach across the province. This new intake process puts a greater emphasis on clients completing applications independently on-line.

This initiative was rolled out across the province through a phased approach, with the City of London participating in the final phase in November 2022. Due to the timing of the roll-out, efficiencies had yet to be identified by the end of 2022.

Interpreter Services

In 2022, interpreter services continued to be offered primarily via telephone and virtual formats. A total of 4,438¹⁸ client appointments (across all appointment types) were booked with an interpreter. Table 11 below illustrates the top five languages requiring interpreter services from 2018-2022. Additionally, Life Stabilization maintained compliance with the provincial French Language Services requirements by providing bilingual services through the Client Services Representative and Caseworker roles.

Table 11 – Interpreter Services Top 5 Languages

2022	2021	2020	2019	2018
Arabic	Arabic	Arabic	Arabic	Arabic
Spanish	Spanish	Spanish	Spanish	Spanish
Kurdish	Kurdish	Kurdish	Nepal	Nepal
Ukrainian	Nepal	Nepal	Kurdish	Kurdish
Turkish	Assyrian	Farsi	Urdu	Assyrian

Employment Supports

Ontario Works clients need access to information about monthly financial assistance, community resources, and available employment and training opportunities, in a timely manner. In the absence of regular in-person services, it has become increasingly important to find effective channels to communicate updates to clients. Several strategies for direct client communications were implemented to meet this need.

Weekly email newsletters, which began in 2020 as a pandemic response, continued to be distributed to over 7,000 individual email addresses in 2022. The communication strategy evolved over the year to focus on delivering weekly email blast reminders of upcoming training sessions, new programs, and job fairs. By focusing on one topic per email, the messaging was more consumable and easier for clients to act on. Clients used

¹⁸ Life Stabilization CMS Appointment Booking System – 2022 Report

this outreach as an opportunity to request services, engage in problem solving, and update their Caseworker on changes in their circumstances and progress in reaching their goals.

In addition to the newsletters and email reminders, virtual Labour Market Information sessions continued to be provided to both clients and staff. These sessions highlighted various industry sectors such as construction, healthcare, landscaping, food, hospitality and were led by community partners and subject matter experts. The information sessions emphasize many available opportunities for employment and training in the local labour market. Additionally, virtual information sessions were held for clients and Caseworkers about other support services including Better Jobs Ontario and Developmental Services Ontario. In total 18 information sessions were held in 2022.

Over 48 weekly virtual Employment Information Sessions continued through an online platform allowing more than 850 Ontario Works clients an opportunity to learn about employment benefits, local services, and available training opportunities. Client feedback was generally positive and highlighted appreciation for the opportunity to ask questions, as well as speak about unique experiences with an Employment Support Specialist.

These communication channels were leveraged to advertise events such as virtual job fairs and training programs to all participants on Ontario Works, along with offering words of encouragement meant to promote optimism and momentum throughout the year. Additionally, purchase-of-service agencies, Employment Ontario service providers and community services appreciated the opportunity to market their supports and services in a widely distributed and positively framed way.

Job fairs shifted from virtual to in-person events over the year and included the semi-annual London and Area Works job fair (largest job fair in London held in partnership between the City of London, London Economic Development Corporation, Employment Sector Council and Workforce Planning & Development Board), labour market sector specific fairs such as health care offered in partnership with Goodwill Industries, and numerous smaller fairs held with other employment services agencies.

Employment Referrals

Within Life Stabilization, the Employment Supports Team responded to changing participant needs in 2022 and shifted how service was provided. Services became more focused on direct client engagement and encouraging clients to re-engage with employment services agencies and the labour market. The Kickstart program was a short-term, unique initiative focused on identifying and addressing common barriers to attending employment services agencies and promoting attendance as an opportunity to rejoin the labour market. Kickstart accounted for more than 250 referrals early in 2022 and based on feedback from service providers, increased the “show rate” at intake appointments.

Referrals to employment service providers began to increase in 2022 as many Ontario Works clients began to re-engage with employment services and the labour market, post-pandemic. In terms of overall employment referrals, 7,674¹⁹ individual referrals were made to service providers in 2022. This represents an increase of 21% over 2021. It should be noted that referral numbers may not fully reflect employment participation as clients also have the ability to self-refer to programs (education, Employment Ontario, etc.).

As reflected in Table 12, Fundamental Employment Services accounted for the greatest percentage of overall referrals. This category of support includes common assessments, resume workshops, interview skills and career exploration. Employment Search Placement and Retention services focuses on assisting employment-ready individuals to take that final step in securing and retaining employment and represented 13% of referrals made. Specialized Individual Supports examines unique challenges, barriers, and solutions for clients including counselling, in-depth assessments, and evaluations. This accounted for 12% of referrals. Skills Training for job-specific training made up 8% of referrals in 2022.

Table 12 – Employment Assistance Referrals²⁰

Referral Type	Amount	Percentage
Fundamental Employment Services	4,362	57%
Employment Search Placement Retention	984	13%
Specialized Individual Supports	890	12%
Skills Training	609	8%
Other (Employment Ontario, self-employment, etc.)	560	6%
Education	269	4%

To address the number of clients on Ontario Works longer than 24 months, Employment Support Specialists and Caseworkers engaged with clients who have been on assistance for a longer period of time. The goal was to support and assist participants in identifying and removing obstacles affecting life stabilization and the path to employment. Some of the strategies implemented include:

- Psycho-vocational assessments to provide insight into barriers to employment and/or learning success.
- Linking clients to additional professional and specialized services and supports, person directed planning and employment supports through Developmental Supports Ontario (DSO) including assistance in moving toward ODSP supports.
- “Getting Ahead” workshops designed to help participants set personal goals and establishing a plan to attain the goals. Graduates of Getting Ahead were eligible

¹⁹ City of London – EA Referral Report 2022 “All Referral Types”

²⁰ City of London – EA Referral Report 2022 “All Referral Types”

to participate in Circles London, a program developed to help participants build confidence, self-efficacy, and social capital.

In 2022, 179 individuals had a psycho-vocational assessment completed by a qualified Psychologist. As outlined in Table 13, 155 individuals (87%) were successfully granted eligibility for the Ontario Disability Assistance Program (ODSP) as a result of the assessment findings. Of those granted ODSP, 149 were eligible for Developmental Services Ontario (DSO) supports including professional and specialized services and supports, person directed planning and employment supports. The average length of time these individuals were in receipt of Ontario Works prior to grant was 14.88 years.

Table 13 – Psycho-Vocational Assessment Outcomes²¹

Total Assessments Completed	179
ODSP Granted	155
Average # of years on OW prior to ODSP grant	14.88 years
DSO Eligible	149
In Appeal / Pending Decision	6
Denied / Withdrawn	16
OW File Closed / Lost Contact	2

Circles London

Circles London in 2022 continued to be a key partner of the City of London in response to long-term poverty. The primary intervention approach is to increase social capital and sense of community, with a focus on support and referrals for life stabilization. Ultimately, the goal is for every Circles Leader (the client) to move forward into economic self-sufficiency.

In 2022, the delivery of ReThink Poverty, Getting Ahead and Circles returned to in person meetings as pandemic restrictions eased. ReThink Poverty training workshops were provided to 800 participants. Getting Ahead programs produced 27 new graduates, with 19 of those joining a Circle in the role of ‘Leader’. Monthly Big View meetings engaged community leaders and continued as a forum for discussions around systemic barriers specific to escaping poverty and strategies required to remove them. Discussions included the following topics:

- Mobility Master Plan
- Navigating Health & Wellness
- Municipal Elections
- Subsidized and Low-Cost Recreation

²¹ Social Services Portal: Employment Assistance Referrals Summary 2022

Families worked towards re-engaging after a period of COVID-related restrictions and returned to make connections with education and employment. The Circles team continued to see many Leaders gain traction in working towards their individual goals and objectives. 19 new leaders joined Circles in 2022.

- 21 Leaders exited Circles with 12 of them having met their goals or graduating.
- Regular connections between Coaches, Leaders and Allies ensured all participants were connected with food resources and housing stability services as well as community mental health supports.
- Circles Leaders were connected with employment and educational opportunities, through local labour market information, resume building workshops, job fairs, and connection with employment agencies.
- The Circles partnership with ‘Purple Hands’, a Western University student club, provided child minding for in-person meetings.
- The partnership at White Oaks Family Centre provided child minding for families belonging to the South London Circle.

Table 14 – 2022 Circles Outcomes²²

Outcome	Amount
Ontario Works – Life Stabilization	58%
Employed Receiving OW Top-Up	14%
Sustained Employment	11%
ODSP	8%
Unknown	6%
In School – OSAP	3%

Access to Technology

Ontario Works service provision in a post-pandemic environment continued to be delivered mainly through online, virtual and telephone methods in 2022. To support the increased need for access to technologically, the Employment Related Expense (ERE) benefit continued to be utilized as a tool to address accessibility barriers with technology. As well, the City’s Life Stabilization division and Information Technology Services (ITS) division partnered to explore the opportunity of providing ‘end of life cycle’ corporate laptops to Ontario Works clients free-of-charge to support their participation in employment-related activities in a digitally driven world.

Discretionary Benefits

The Discretionary Benefits program helps with items and services related to health, safety, and physical well-being to those in receipt of Ontario Works, ODSP and low-

²² City of London Circles Evaluation 2022

income Londoners who meet established income eligibility criteria. Services include emergency dental, dentures, eyeglasses, beds, appliances, moving costs, baby needs (cribs/car set/stroller) and utility assistance for those who have exhausted the Housing Stability Bank or other programs. Discretionary Benefits also aids with the cost of funerals, ensuring individuals without financial means receive quality end-of-life services. Tables 15-17 highlight summaries of Discretionary Benefits assistance provided in 2022.

Table 15 – Emergency Dental Program^{23 24}

Emergency Dental Program	2022
# of individual client dental services	2,151
# of procedures completed	8,970
# of full dentures	673
# of partial dentures	607

The Purchase Voucher system allows an individual to obtain a product from a vendor without a financial exchange. Once the individual has received their item(s), the vendor submits the signed purchase voucher to the City for payment. The top categories for purchase vouchers include dentures (1,280), eyeglasses (1,521), appliances/beds (1,028) and prosthetics (595).

Table 16 – Purchase Vouchers by Income Stream²⁵

Income Stream	2022
Non-Social Assistance Recipients (LICO after tax)	1,745
ODSP Clients	3,486
Ontario Works Clients	5,516

Funeral coverage includes funeral service, burial or cremation and interment as chosen by the next of kin.

Table 17 – Funerals by Income Stream²⁶

Income Stream	2022
Non-Social Assistance Recipients (LICO after tax)	198
Ontario Works and ODSP Clients	208
Warrants to Bury (provincially legislated) – included in above counts	39

²³ Social Services Portal: Purchase Voucher Report 2022

²⁴ Accerta Annual Summary Report 2022

²⁵ City of London - Financial & Business Supports DB Monitoring Report 2022

²⁶ City of London - Financial & Business Supports DB Monitoring Report 2022

Customer Service

Client feedback is collected to ensure services meet the needs of customers. To allow greater opportunity for clients to provide feedback about their experience, a customer service survey link has been incorporated into the Life Stabilization staff email signature block in both English and French. In 2022, 261 responses were received with the following feedback provided:

How would you rate the quality of service you received today?	Exceptional – 57.4% Great – 26.3% Good – 4.8% Okay – 1.8% Not Good – 9.7%
Did you receive the information or services you were looking for today?	Yes – 89.3% No – 9.9% No response – 0.8%
Was the service provided in a friendly, respectful way?	Yes – 91.9% No – 8.1%

Comments included:

“My caseworker was great. Very informative about options I didn't know I had and supportive of my process to get my life back on track. Thank you!”
“My caseworker does an excellent job. She offers very helpful advice, compassion and is not judgmental. Truly wants to help me succeed.”
“My caseworker was absolutely lovely and gave me so much hope for my situation.”
“My caseworker has been VERY helpful for me, as I struggle during this time. She is always very professional and empathetic. She is prompt to answer my emails and extremely helpful.”

Conclusion

In 2022, City of London – Life Stabilization continued to take an effective and responsive approach that ensured individualized supports and services for clients were delivered in a timely, relevant, and meaningful way.

In a post-pandemic environment, services continued to be delivered through mainly virtual methods. Clients were supported in connecting to digital platforms with an increase in MyBenefits registrations of 8% in 2022 over 2021. Employment Related Expenses funding was used to assist client in obtaining digital devices to allow connection to services in a highly digital climate. Preliminary discussions between the City’s Life Stabilization and ITS divisions took place at the end of the year to explore opportunities to utilize end-of-lifecycle corporate technology for ongoing Ontario Works clients.

Referrals to community partners connected individuals to necessary employment supports, skills training, education, and psycho-vocational assessments to reduce barriers and increase access to stability supports. Life Stabilization exceeded employment targets set by the ministry for 2022 with 1,446 individuals and/or families exiting Ontario Works to employment. Life Stabilization also supported 837 individuals and/or families in obtaining an increased level of financial stability through ODSP.

Looking ahead, Life Stabilization is committed to ensuring basic needs and connections to community and health supports is maintained through the evolution of the social assistance program and MCCSS Recovery and Renewal priorities. Local context remains a crucial element for service delivery and systems planning, in partnership with both internal and external interest holders, to effectively meet the needs of Ontario Works clients.

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Scott Mathers, MPA, P. Eng
Deputy City Manager, Planning and Economic Development

Subject: Towing and Vehicle Storage – Transition to Provincial Oversight (MTO) and
Associated By-Law Amendments

Date: October 24, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Planning and Economic Development, the following actions be taken:

- (a) the attached proposed by-law (Appendix “A”) **BE INTRODUCED** at the Municipal Council meeting to be held on November 7, 2023, to amend Schedules by **deleting** ‘19’, ‘19A’, ‘19B’ and ‘20’ in By-law No. L.-131-16, being the Business Licensing By-law; and
- (b) the attached proposed by-law (Appendix “B”) **BE INTRODUCED** at the Municipal Council meeting to be held on November 7, 2023, to amend Schedule “A-5” by **deleting** items “134” through to “154” in By-law No. A-54, being the Administrative Monetary Penalty System (AMPs) By-law.

Summary

As a result of the recent passing of the *Towing and Storage Safety and Enforcement Act* (TSSEA) on January 1, 2024, oversight of towing and vehicle storage businesses will fall under Provincial jurisdiction. The TSSEA requires tow operators, tow truck drivers, and vehicle storage operators across Ontario to obtain a Provincial certificate to operate. The purpose of this report is to remove all references to these types of businesses in the Business Licensing and Administrative Monetary Penalty System (AMPs) By-laws. Civic Administration advised Council of this new legislation in February 2023.

Background Information

1.1 Previous Reports Related to this Matter

- Community & Protective Services Committee: September 10, 2019; December 3, 2019; October 6, 2020; March 2, 2021; February 22, 2023.

1.2 Strategic Plan

The 2023-2027 Strategic Plan provides direction to improve emergency services, and in particular motor vehicle collision response. This amendment is consistent with the Strategic Plan.

1.3 The Towing and Storage Safety and Enforcement Act (TSSEA)

The Provincial oversight under the TSSEA is intended to replace all municipal licensing regulations for tow operators, drivers, and storage yards. The TSSEA requires that all tow trucks obtain a Commercial Vehicle Operator's Registration certificate (CVOR). Operators must also monitor the safety performance of their drivers, their hours of service and renew their CVOR accordingly. The province has been clear in numerous consultations that enforcement of the TSSEA will be undertaken by Provincial Officers.

In January 2024, the Provincial 'online portal' will be available to municipalities to share information such as public complaints regarding towing services. This will assist in identifying problematic operators that may result in additional sanctions or conditions as directed by the Ministry of Transportation's Director of Towing and Vehicle Storage Standards.

3.0 Conclusion

The purpose of this report is to amend the relevant by-laws to accommodate the transition of the towing and storage industry from municipalities to the province with an implementation date of January 1, 2024.

Prepared by: Mark Hefferton, MURP, RPP, MCIP
Development Policy Coordinator, Municipal Compliance

Submitted by: Nicole Musicco
Manager, Policy & Special Operations
Municipal Compliance

**Reviewed and
Concurred by:** Orest Katolyk, MLEO (C)
Director, Municipal Compliance

Recommended by: Scott Mathers, MPA, P. Eng
Deputy City Manager, Planning and Economic
Development

Appendix “A”

Bill No. _____
2023

By-law No. - _____

A by-law to amend By-law No. L.-131-16, entitled “a By-law to provide for the Licensing and Regulation of Various Businesses”.

WHEREAS section 434.1 of the Municipal Act and Section 15.4.1 of the Building Code Act authorizes the City to require a person, subject to conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality;

AND WHEREAS the Municipal Council on December 12, 2017, passed By-law No. L.-131-16 “A by-law to provide for the licensing and regulation of various business;

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

1. That Schedule ‘19’ – Unsolicited Motor Vehicle Towing and Storage of By-law No. L.-131-16 be amended be DELETED in its entirety.
2. That Schedule ‘19A’ – Maximum Towing and Storing Rates of By-law No. L.-131-16 be amended be DELETED in its entirety.
3. That Schedule ‘19B’ – Storage Location Operating Hours of By-law No. L.-131-16 be amended be DELETED in its entirety.
4. That Schedule ‘20’ – Tow Truck Business & Impound Yard Storage Business of By-law No. L.-131-16 be amended by DELETING in its entirety.
5. This by-law shall come into force and effect on **January 1, 2024**.

PASSED in Open Council on November __, 2023.

Josh Morgan
Mayor

Michael Schulthess
City Clerk

First Reading – November __, 2023
Second Reading – November __, 2023
Third Reading – November __, 2023

Appendix “B”

Bill No. _____
2023

By-law No. - _____

A by-law to amend By-law No. A-54, as amended, being “A by-law to implement an Administrative Monetary Penalty System in London”.

WHEREAS section 434.1 of the Municipal Act and Section 15.4.1 of the Building Code Act authorizes the City to require a person, subject to conditions as the municipality considers appropriate, to pay an administrative penalty if the municipality is satisfied that the person has failed to comply with a by-law of the municipality;

AND WHEREAS the Municipal Council considers it desirable to enforce and seek compliance with the designated by-laws, or portions of those by-laws, through the Administrative Monetary Penalty System;

AND WHEREAS the Municipal Council on June 25, 2019, passed By-law No. A-54, being “A by-law to implement an Administrative Monetary Penalty System in London”;

AND WHEREAS the Municipal Council deems it appropriate to amend By-law No. A-54 with respect to contraventions of designated by-laws under the Administrative Monetary Penalty System By-Law;

NOW THEREFORE the Council of The Corporation of the City of London enacts as follows:

- 1.) That Schedule “A-5”, referred to as the “Penalty Schedule for Business Licensing By-law” be amended to **DELETE** items from #134 through to item #154 and renumber items #155-185 accordingly.
- 2.) This by-law shall come into force and effect on **January 1, 2024**.

PASSED in Open Council on November __, 2023.

Josh Morgan
Mayor

Michael Schulthess
City Clerk

First Reading – November __, 2023
Second Reading – November __, 2023
Third Reading – November __, 2023

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Anna Lisa Barbon, CPA, CGA
Deputy City Manager, Finance Supports

Subject: East Lions Community Centre Repairs

Date: October 24, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Finance Supports with the concurrence of the City Manager, the following be received with respect to the East Lions Community Centre Repairs Update:

- a) The report dated October 24, 2023, titled “East Lions Community Centre Repairs” which provides an update on the status and progress of the soffit repairs **BE RECEIVED** for information.

Executive Summary

The purpose of this report is to inform Council of the actions being taken to complete the soffit repairs at East Lions Community Centre.

Linkage to the Corporate Strategic Plan

Building a Sustainable City

London’s infrastructure is built, maintained, and operated to meet long-term needs of our community.

- Improve London’s resiliency to respond to potential future challenges.
- Manage the infrastructure gap for all assets.

Analysis

1.0 Background Information

On February 8, 2023, a section of soffit on the west side of the building failed. On February 24, 2023, a section of the north entrance soffit also failed. On February 25, 2023, the south entrance soffit was removed as it was showing distress, followed by a section of the west soffit on February 27, 2023.

1.1 Previous Reports Related to this Matter

- East Lions Community Centre Construction Update – CPSC Dec 15, 2020
- Naming of New East Community Centre (CPSC September 10, 2019)
- East Community Centre Construction Update – CPSC Aug 13, 2019
- East Community Centre Tender 17-67 Project #P015-RC2756 – CPSC Oct 11, 2017
- Update on East Community Centre Build Project (CPSC – Jun. 2017)
- Architect to Act as Prime Consultant for the East Community Centre (CPSC - Dec. 2015)

2.0 Key Issues and Considerations

2.1 Soffit Design

The north soffit (above the entrance from the parking lot) and the south soffit (above the entrance from Wavell St.) are both cold soffits and therefore the volume of air within the soffit assembly is not part of the building's conditioned space, it is at or near the same temperature as the exterior air.

The west soffits (along the pool) are all warm soffits and therefore are fully insulated and the volume of air within the soffit assembly is part of the buildings' conditioned space, it is at or near the same temperature as the internal air.

A crucial component of both soffit assemblies is a continuous air and vapor barrier (AVB), which is the physical barrier separating the interior and exterior environments of a structure. One of the primary functions of an AVB is to control moisture infiltration.

3.2 Cause of Failure

The conclusion from the experts' review determined that a significant cause of the soffit failures was a result of the discontinuity of the air vapour barrier (AVB).

The discontinuity of the AVB on the north and south soffits allowed leakage of internal conditioned air to escape the building envelope into the soffit assembly. When the internal and external air temperatures were drastically different and mixed within the soffit assembly, the reaction created condensation. The condensation created soaked the soffit material making it heavier than the clips holding it up were designed to hold, resulting in the failure of the soffit.

The west soffit failure was determined to be caused by breaches made in the AVB during construction and not properly repaired and sealed. Similar to the north and south soffits, this condition allowed exterior air into the conditioned soffit assembly. When the internal and exterior air mixed, it caused significant condensation which soaked the soffit material making it heavy and thus failing.

3.3 Repairs

Perini Management Services Inc. are undertaking the repairs to rework the AVB transition along the entirety of the soffits as originally detailed. All repairs completed will ensure a continuous air vapour barrier system.

The City has retained EXP Services Inc, a fully qualified building science engineer, to oversee the repairs by Perini Management Services Inc. This third-party oversight ensures work is completed satisfactorily and conforms to the original design details.

3.0 Financial Impact

Repair work is being undertaken by Perini Management Services Inc. in their entirety at their expense.

EXP Services Inc. fees for their oversight services are \$27,750.00.

Conclusion

Repairs to the soffit at East Lions Community Centre are being undertaken by Perini Management Services Inc. Public Administration via the professional services of EXP Services Inc. has oversight of the repairs to ensure conformity to the original details.

Prepared by: Ashley Howard
Manager, Facilities Design and Construction

Submitted by: Lynda Stewart
Director, Fleet and Facilities

Recommended by: Anna Lisa Barbon, CPA, CGA
Deputy City Manager, Finance Supports

cc: Val Moragdo, Senior Manager, Facilities
Grace Smith, Solicitor, City Solicitor's Office

Report to Community and Protective Services Committee

To: Chair and Members,
Community and Protective Services Committee

From: Cheryl Smith, Deputy City Manager, Neighbourhood and
Community-Wide Services

Subject: SS-2023-239 London Fire Department Single Source
Communications Equipment for Next Generation 9-1-1

Date: October 24, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the following actions be taken with respect to the single source procurement of communications equipment:

- a) in accordance with Section 14.4(d) of the Procurement of Goods and Services Policy, Fire Administration **BE AUTHORIZED** to enter into negotiations with Bramic Creative Business Products Ltd, 1175 Squires Beach Rd, Pickering, ON, L1W 3V3, for a one (1) year contract with one (1) option year for the procurement of Bramic U83 communications workstations for the London Fire Department at a cost of \$195,000 CAD, excluding HST;
- b) in accordance with Section 14.4(d) of the Procurement of Goods and Services Policy, Fire Administration **BE AUTHORIZED** to enter into negotiations with L3Harris Technologies Inc., 1025 W. NASA Boulevard, Melbourne, FL 32919, USA, for a one-time procurement of Symphony radio consoles for the London Fire Department at a cost of \$320,000 CAD, excluding HST;
- c) the approval of a) and b) above **BE CONDITIONAL** upon The Corporation of the City of London negotiating satisfactory prices, terms, conditions, and entering into a written contract with Bramic Creative Business Products Ltd and L3Harris Technologies Inc. to provide communications equipment to the London Fire Department; and,
- d) that Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with the authorization set out in parts a), b), and c) above.

Executive Summary

This report requests authorization from Council for the immediate single source purchase of communications equipment to be compatible with the London Police Services and London Fire Department communications centres' transition from their current call-handling systems to the Next Generation 9-1-1 system.

Linkage to the Corporate Strategic Plan

The London Fire Department Single Source Communications Equipment for Next Generation 9-1-1 report is aligned with the following strategic areas of focus and outcomes from the City of London Strategic Plan 2023-2027:

- Wellbeing and Safety: London has safe, vibrant, and healthy neighbourhoods and communities; Improved emergency services response time and reporting.
- Well-Run City: Londoners experience good stewardship, exceptional and valued service.

Analysis

1.0 Background Information

1.1 Context

The London Fire Department (LFD), in coordination with the London Police Services (LPS), is in the process of transitioning its call handling system to the Next Generation 9-1-1 (NG911) system, as mandated by the Canadian Radio-television and Telecommunications Commission (CRTC). In London, the LFD serves as the Secondary Public Safety Answering Point (PSAP), with the LPS serving as the Primary PSAP. Currently, any incoming 9-1-1 calls within the London area are first answered by the Primary PSAP and then transferred to the LFD as required. Both the LFD and LPS are required to upgrade call handling services to the new NG911 architecture.

Dispatch processes and related technologies must be consistent across both PSAPs in the City. To save both time and money, LPS has agreed to purchase and maintain much of the required infrastructure, allowing the LFD to become a tenant. Part of the equipment required for the incoming technology includes specialized workstations (including light poles) and the outfitting of all workstations with L3Harris Symphony radio consoles.

1.2 Previous Reports Pertinent to this Matter

- [London Fire Department Single Source Call Handling Software \(CPSC: January 31, 2023\)](#)
- [Next Generation 9-1-1 Authority Service Agreement with Bell Canada \(CPSC: January 31, 2023\)](#)
- [Single Source 19-13: Single Source Procurement of Dispatch Consoles for One Voice Emergency Communication System \(CPSC: May 28, 2019\)](#)

2.0 Discussion and Considerations

2.1 Case for Single Source Procurement

It is important that LPS and LFD systems have identical setups for compatibility, but also for consistency of support and operations between the two PSAPs. With the LFD being tenants of LPS' infrastructure, workstations should be identical and interchangeable, if required.

In preparation for NG911, LPS purchased Bramic U83 workstations for their main communications centre as well as their backup centre. Both LPS and the LFD already use L3Harris Symphony radio consoles for consistency in the radio systems, but each workstation will require one of these consoles to accommodate for integration with NG911 technology. If the LFD backup centre is ever rendered out of service, having fully interchangeable workstations will allow the LFD Communicators to quickly transition to the LPS backup centre to continue providing reliable emergency communications services and responses to residents.

To ensure this compatibility and integration with the NG911 workstations across the city, the LFD seeks authorization for a one-time procurement of workstations from Bramic and Symphony radio consoles from L3Harris utilizing the single source procurement clause as outlined in section 14.4(d) of the Procurement of Goods and Services Policy (see below). To this end, the Deputy City Manager, Neighbourhood and Community-Wide Services, seeks authorization to have this communications equipment procured from a single source.

Section 14.4(d) of the Procurement of Goods & Services Policy

14.4 Single Source

Single Source means that there is more than one source of supply in the open market, but only one source is recommended due to predetermined and approved specifications. The procurement may be conducted using a Single Source process if

the goods and/or services are available from more than one source, but there are valid and sufficient reasons for selecting one supplier in particular, as follows:

d. There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under an existing contract (i.e., contract extension or renewal)

2.2 Details of Purchase

The LFD intends to purchase Bramic U83 workstations and additional L3Harris Symphony radio consoles to appropriately outfit its communications centre for NG911. The total cost to purchase and install these workstations is \$195,000 CAD (excluding HST).

The total cost to purchase L3Harris Symphony radio consoles, including associated engineering services and licenses, is \$320,000 CAD (excluding HST).

3.0 Next Steps

The LFD continues to work closely with LPS as well as other City partners to ensure efficiency of emergency communications, as well as compatibility across the City's infrastructure as both PSAPs transition to NG911 technology. The workstations at the LFD backup centre will first be upgraded with the new NG911 software, and then the Communicators will move to that location for training. During this time, the main LFD communications centre will be outfitted with the NG911 compatible workstations, after which the Communicators will be able to return and be fully live with the new system. The estimated go-live dates for NG911 are January 1, 2024, for LPS, and early Q2 2024 for the LFD.

The LFD backup centre will potentially require the addition of more Bramic U83 workstations in the future; however, this is yet to be determined during the renovation process.

4.0 Financial Impact/Considerations

Funding for the workstations (\$195,000) is available in the Fire capital project FS112323 (Firefighter Equipment Replacement), and funding for the L3Harris Symphony radio consoles (\$320,000) is available in the Fire capital project FS1046 (Portable Radios). Further funding details for this purchase are outlined in the Source of Financing attached as Appendix A.

Conclusion

Authorization for single source procurement of communications equipment per Section 14.4(d) of the Procurement of Goods and Services Policy is requested to allow for compatibility with the City's transition to the Next Generation 9-1-1 call handling system.

Prepared by: Katerina Barton, Manager, Finance and Planning, Fire Services
Submitted by: Richard Hayes, Acting Fire Chief
Recommended by: Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services

c: Jason Davies, Manager III, Financial Planning & Policy
Steve Mollon, Senior Manager, Procurement and Supply, Finance Supports
Vanetia R., Solicitor I, Legal Services

Appendix A: Source of Financing

Appendix "A"
REVISED

#23200

October 24, 2023
(Award Contract)

Chair and Members
Community and Protective Services Committee

RE: Capital Needs for Purchase of Next Generation 9-1-1 Communication System

(Subledger CP230016)

Capital Project FS112323 - Replace Firefighter Equipment

Capital Project FS1046 - Fire Replace Portable Radios Phase 2

Bramic Creative Business Products Ltd. - \$195,000.00 (excluding HST)

L3Harris Technologies Inc. - \$320,000.00 (excluding HST)

Finance Supports Report on the Sources of Financing:

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the detailed source of financing is:

Estimated Expenditures	Approved Budget	Committed To Date	This Submission	Balance for Future Work
FS112323 - Replace Firefighter Equipment				
Vehicle and Equipment	713,600	0	198,432	515,168
FS1046 - Fire Replace Portable Radios Phase 2				
Vehicle and Equipment	1,660,028	1,203,132	325,632	131,264
Total Expenditures	\$2,373,628	\$1,203,132	\$524,064	\$646,432

Sources of Financing

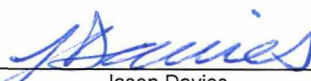
FS112323 - Replace Firefighter Equipment				
Fire Renewal Reserve Fund	713,600	0	198,432	515,168
FS1046 - Fire Replace Portable Radios Phase 2				
Debenture Quota (Note 1)	152,528	0	0	152,528
Drawdown from Fire Renewal Reserve Fund	1,507,500	1,203,132	325,632	-21,264
FS1046 - Total	1,660,028	1,203,132	325,632	131,264
Total Financing	\$2,373,628	\$1,203,132	\$524,064	\$646,432

Financial Note:

	FS112323 (Bramic)	FS1046 (L3Harris)	Total
Contract Price	\$195,000	\$320,000	\$515,000
Add: HST @13%	25,350	41,600	\$66,950
Total Contract Price Including Taxes	220,350	361,600	581,950
Less: HST Rebate	-21,918	-35,968	-57,886
Net Contract Price	\$198,432	\$325,632	\$524,064

Note 1: Note to City Clerk: Administration hereby certifies that the estimated amounts payable in respect of this project does not exceed the annual financial debt and obligation limit for the Municipality from the Ministry of Municipal Affairs in accordance with the provisions of Ontario Regulation 403/02 made under the Municipal Act, and accordingly the City Clerk is hereby requested to prepare and introduce the necessary by-laws.

An authorizing by-law should be drafted to secure debenture financing for project FS1046 - Fire Replace Portable Radios Phase 2 Corridor for the net amount to be debentured of \$152,528.



 Jason Davies
 Manager of Financial Planning & Policy

an

DEFERRED MATTERS

COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

as of October 13, 2023

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
1.	<p><u>Signage Containing Graphic Images of Alleged Aborted Fetuses</u> The Civic Administration BE DIRECTED to report back to a future meeting of the Community and Protective Services Committee with respect to potential changes that could be made to the Sign By-law related to the prohibition of the display of graphic images in public</p>	July 26, 2022	Q1 2024	S. Mathers	
2.	<p><u>Water for Dogs at the Pottersburg Dog Park</u> That the following actions be taken with respect to the installation of a water supply for dogs at the Pottersburg Dog Park: a) the Civic Administration BE DIRECTED to report back, in advance of the 2024-2027 multi year budget process, with respect to extending water services to parks, including dog parks in the City of London; and,</p>	July 26, 2022	Q3 2023	K. Scherr	
3.	<p><u>Thames Pool Condition Update and Repair Options</u> That the Civic Administration BE DIRECTED to take the following actions with respect to the Thames Pool: a) proceed with the process to decommission Thames Pool; b) undertake a community consultation with respect to implementing potential new amenities in Thames Park, including but not limited to, pickleball courts, basketball courts, or other amenities; c) undertake a review of the feasibility of a new spray pad installation in Thames Park or in Wortley on the Village Green, in consultation with the community on preferred location; d) undertake a feasibility study for the location of a potential new indoor pool opportunity including;</p>	July 18, 2023	Q4 2024	C. Smith A. Barbon	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>Murray Park, Rowntree Park, and other appropriate city owned properties within the same general geographic service catchment area as Thames Pool;</p> <p>e) continue to work with the community to provide transportation opportunities to other aquatic facilities; and,</p> <p>f) parts b), c), d) and e), above, not exceed a combined budget of \$1.92 million, consistent with the lowest cost temporary repair option for the current Thames Pool location outlined in the staff report, dated July 18, 2023;</p> <p>it being noted that any costs associated with part a), related to any required demolition of decommissioning the existing pool, are not included in the \$1.92 million noted above;</p>				
4.	<p><u>Fireworks By-law Options</u></p> <p>That the following actions be taken with respect to Fireworks By-law Options:</p> <p>a) the Civic Administration BE DIRECTED to report back at a future meeting of the Community and Protective Services Committee with a proposed by-law to implement Fireworks By-law Update Option A, as outlined in the staff report dated August 15, 2023; and,</p> <p>b) the Civic Administration BE DIRECTED to review the Business Licensing By-law with respect to the sale of fireworks and report back on the following:</p> <ul style="list-style-type: none"> • licensing all retailers of fireworks; • required communications to retailers and clients; • fees; and, • potential Administrative Monetary Penalty application and other compliance measures; 	August 15, 2023	Q1 2024	C. Smith S. Mathers	
5.	<p><u>Vehicle for Hire By-law - Amendments/Information Report</u></p> <p>That the following actions be taken with respect to the staff report, dated September 12, 2023, related to the Vehicle for Hire By-law:</p> <p>c) the Civic Administration BE DIRECTED to report back at a future meeting of the Community and</p>	September 12, 2023	Q2/Q3 2024	S. Mathers	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>Protective Services Committee with respect to: increasing the age of gas powered vehicles in service from 10 to 12 years, report back on concerns of increasing the age limit requirements of all zero emission vehicles, hybrid gas-electric vehicles and accessible vehicles from 12 years to 15 years and other concerns raised during the public participation meeting (ie. vehicle inspection frequency, the consideration of forming a vehicle for hire task force and an environmental scan of other municipalities related to vehicle inspection frequency, including a specific inspection schedule directly related to age of vehicle and all regulations related to the age of a vehicle;</p>				



300 Dufferin Avenue
P.O. Box 5035
London, ON
N6A 4L9

London
CANADA

October 23, 2023

Dear Colleagues,

As you are aware, I have asked to see the financial budget information for the London Cares Winter Response. I followed the guidance of Civic Administration and in April, I paid the \$5 and filed an MFIPPA request. On July 4/23, I received copies of two contracts with London Cares (one for approximately \$3M for the Winter Response and one for approximately \$64K for a Veterans Program). The \$64K contract included a financial budget yet the \$3M contract did not.

After communicating with Civic Administration, it was explained to me that the timing of the financial information was such that it was not picked up by my MFIPPA request time frame of August 1, 2022 to March 1, 2023. The recommended course of action was to request that this information be provided in closed session at CPSC.

Therefore, I am asking for your support for the following motion.

That the Civic Administration BE DIRECTED to bring forward to the next meeting of the Community and Protective Services Committee (CPSC), the following information:

- a) the full, detailed, financial information related to the winter response contract between the Corporation of the City of London and London Cares, including the associated sub-contract information as may be applicable;
- b) the supporting financial information that was available at the time of the contract(s) signing; and,
- c) the specific information that was received by city staff in relation to the contracts, and the timing of the receipt of this information from the applicable organizations;

it being noted that the provision of some or all of the above-noted information may require to be presented to the CPSC, In Closed Session, in accordance with Section 239 of the *Municipal Act, 2001*.

Sincerely,

Susan Stevenson
Ward 4 City Councillor