

--	--

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE OCTOBER 7, 2013
FROM:	LYNNE LIVINGSTONE MANAGING DIRECTOR OF NEIGHBOURHOOD, CHILDREN & FIRE SERVICES
SUBJECT:	LONDON CAREs – TRANSITIONING TO THE LONDON HOMELESS PREVENTION SYSTEM

RECOMMENDATION
----------------

That, on the recommendation of the Managing Director of Neighbourhood, Children & Fire Services, the following report **BE RECEIVED** for information purposes.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
---

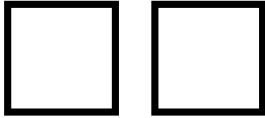
- RFP 11-40 London CAREs Housing Stability Component – Contribution Agreement with Unity Project for Relief of Homelessness in London (CNC: November 29, 2011)
- London CAREs Contribution Agreement – Outreach Services Addiction Services of Thames Valley (CNC: October 18, 2011)
- RFP 11-15 London CAREs Outreach (CNC: September 13, 2011)
- Overview of 2010 Homelessness and London CAREs Programs, Services and Funding (CNC: June 14, 2011)
- Overview of 2009 Homelessness and London CAREs Programs, Services and Funding (CPSC: May 10, 2010)
- London CAREs 2009 Update (CPSC: January 25, 2010)
- Update on London CAREs and a Homelessness to Homes Strategic Plan (CPSC: November 24, 2008)
- London CAREs Phase One Authorization and Funding (BOC: July 16, 2008)
- London CAREs Phase One – A Plan to Improve Health Outcomes for the Addicted Homeless Population and Make the Downtown Safer (CPSC: December 10, 2007)
- London CAREs Phase One – A Plan to Improve the Health Outcomes for the Addicted Homeless Population and Make the Downtown Safer (CPSC: October 29, 2007)

BACKGROUND
------------

The purpose of this report is to advise the Community and Protective Services Committee and Municipal Council of:

- a) the conclusion of the funding of London CAREs scheduled for December 31, 2013;
- b) the intent to terminate existing Contribution Agreements with the funded agencies; and,
- c) the intent to re-profile key components of London CAREs under London’s Homeless Prevention System into the funding available through the Community Homeless Prevention Initiative.

London CAREs is an innovative Council approved strategy aimed at improving the health and housing outcomes of individuals experiencing homelessness who live with the challenges of poverty, addiction, and mental illness. The five year strategy commenced in mid-2008 and concludes December 31, 2013, and has been funded at an annual rate of \$1.25 million per year. This funding allowed for the focused programs and services to be introduced and to adapt through an evidence informed approach to respond to the needs of our community.



London CARES was designed and implemented in a highly collaborative community based approach which recognized the complex and rapidly evolving issues associated with homelessness. The interest is to change how we have historically responded to community need by designing and implementing a focused approach aimed at reducing and preventing homelessness.

The first phase of London CARES (2008 - 2010) was moving from strategy to full implementation through the design and delivery of a range of street level services to individuals experiencing homelessness, and working with neighbourhoods, businesses and community services.

Based on the experience and evaluation of the first two years, London CARES re-focused its objectives to strengthen community integration and housing outcomes for the targeted populations. Six components make up the current model of service for London CARES:

- Outreach;
- Housing Selection;
- Housing Stability;
- Peer Engagement – Syringe recovery;
- Day Drop-in Centres - My Sisters' Place and At Lohsa; and
- System Governance, Accountability and Leadership.

London CARES adopted a shared leadership and stewardship model based on strong practices of collaboration and integration. This model of shared responsibility reflects an outcome approach that builds and adapts based on research, evaluation, best practices, and innovation. Primary governance and accountability is achieved through a combination of an oversight body for outreach, housing selection, housing stability and syringe recovery made up of the London CARES Administrative Committee, London CARES Coordinator, and the City of London. As an example of how London is being recognized, London CARES has been invited to present at the National Conference on Ending Homelessness in Ottawa in October 2013. Our model reflects how a mid size municipality is making a difference.

The programs and services offered through London CARES have changed how we address homelessness in London. London is transitioning to a focussed prevention model through a housing with support approach. The five year London CARES strategy has supported the testing of models of services that achieve the outcomes of improved housing and health outcomes for individuals experiencing homelessness.

Diversion initiatives between London CARES and the London Police Service, emergency shelters, London Middlesex Housing Corporation, and hospital emergency departments demonstrate that through effective collaboration and relationships improvements can be achieved. The results demonstrate a reduction in non-emergency police calls, emergency department visits and emergency shelter use, and overall improvement in the health and housing stability of individuals supported through the collaboration.

Outreach, housing selection and housing stability provide a seamless continuum of services and are identified as primary directions in both the London Community Plan on Homelessness and the London Homeless Prevention System and reflect the outcomes required through the funding available under the Community Homeless Prevention Initiative. The three agencies funded to deliver these services have been effectively working together to define a shared model of service provided at a central location. Their commitment assists in adapting to the ever changing street involved issues such as addictions, mental health, trauma and drug trends. This leadership also assists with the integration across systems including health, police services, justice, and correctional services.

There is a commitment to continue to anchor the service model of London CARES to the London Homeless Prevention System. Agencies are aware of the intent to terminate existing agreements as a result of the municipal funding ending December 31, 2013. Considerable effort has gone into how London CARES will be re-profiled in 2014 to meet the needs of our community and continue to succeed under the directions identified in the London Homeless Prevention System Implementation Plan. These agencies remain committed to the changes and look forward to the continued partnerships with the community and the City of London.

