

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: Life Stabilization Purchase of Service Agreements – Single Source Procurements

Date: December 2, 2024

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, the following actions Be Taken with respect to Life Stabilization - Single Source Procurements, that;

- 1) A Single Source Procurements **BE APPROVED** at a total estimated cost of \$700,000. \$350,000 of municipal costs and \$350,000 utilization of provincial funds (excluding HST) for the period of October 1, 2024, to December 31, 2025, with the opportunity to extend for four (4) additional one (1) year terms, to administer Life Stabilization programs, as per the Corporation of the City of London Procurement Policy Section 14.4 d) and e); to the following providers:
 - a) To allocate \$300,000 to London Cares Homeless Response Services – “The Commons” (SS-2024-356)
 - b) To allocate \$400,000 to VHA Home Healthcare - Extreme Clean/Hoarding Program (SS-2024-357)
- 2) **DELEGATE** the Deputy City Manager, Social and Health Development, or their written designate, authority to approve amendments to existing agreements authorized and approved in part a) and b) above;
- 3) Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project and;
- 4) the approval given herein **BE CONDITIONAL** upon the Corporation entering into a Purchase of Service Agreements with each program.

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).

In February 2021, the Ministry of Community, Children and Social Services (MCCSS) introduced a Working Vision for a new 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.

With this changes for Ontario Works Service Managers to provide more person-centred care, the service area was re-titled to Life Stabilization. As the system focuses on stabilization service, the service area has been working towards establishing new tools brought in by the province while also working to identify key partnerships and services that will best support those in receipt of Social Assistance. With the London Regional Employment Services being the service system manager for employment services, Life Stabilization can start to invest and build new initiatives, partners, and services for clients

that focus more on basic needs, financial independence, crisis intervention and housing stability.

Therefore, following further collaborative conversation with the MCCSS, Civic Administration seeks to purchase both the services of VHA Home Health Care and London Cares to support hundreds of clients on social assistance to assist them with services that will assist in preventing the experience of homelessness and increase their housing stability. In addition, services to help stabilize one's life by assisting them in accessing basic needs, access to primary and mental health care and to connect with case management supports to eventually exit off of Ontario Works. Both of these services assist in life stabilization based services that lay the foundation for housing stability, homeless prevention, obtain stronger financial stability and build hope.

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

- 2022 Ontario Works Participant and Service Delivery Profile (CPSC October 24, 2023)
- Multi-Program Ontario Transfer Payment Agreement – Homelessness Prevention Program Approval (CPSC: March 29, 2022)
- 2021 Ontario Works Participant and Service Delivery Profile (CPSC November 29, 2022)
- Housing Stability Services – Single Source Procurements (CPSC May 31, 2022)
- Purchase of Service Agreements-Ontario Works Employment Assistance Services (CPSC December 10, 2018)

2.0 Discussion and Considerations

2.1 Purpose

Life Stabilization is working in coordination with the community to deliver more holistic services that supports basic needs and critical interventions that prevent citizens from needing social assistance or aid them in obtaining income supports to build a pathway towards independence. Additional life stabilization-based services will continue to be considered and are in various stages of being considered. As is always the case, community consultation will occur in the coming months to inform program direction and service level decision-making regarding the needs of individuals who are seeking social assistance, in accordance with the provisions of the applicable legislation.

Single source approval is recommended for all programs identified, for the period of October 1, 2024, to December 31, 2025. An overview of the programs is provided in Section 2.2 of this report, and funding allocations are included in Schedule 1.

2.2 Background

Overview of Recommended Programs

London Cares Homeless Response Services – The Commons – \$300,000

To continue to support those facing homelessness and housing precarity achieve housing stability, basic needs, and income supports, Civic Administration is recommending the approval of funding as set out in schedule 1 for the Commons Project with London Cares through a cost-sharing with the province from the service area of Life Stabilization. From March 31st 2023 to April 1st 2024 the program has supported over 1000 individuals, the majority of whom are in receipt of social assistance or need to be connected with social assistance. As a hub for services, a Life Stabilization Caseworkers has been embedded within this space to support the hundreds of shared clients that utilize the service. As a way to provide a safe space for basic needs supports, connections to income support and physical and mental health supports, Civic Administration recommends supporting the project as it is a critical community asset to supporting life stabilization activities.

Extreme Clean/Hoarding Program – \$400,000

Civic Administration is recommending funding as set out in schedule 1 approval to assist the London Extreme Clean and Hoarding Program continue services for the London area until the end of 2025 as this service helps prevents individuals from becoming homeless and seeking social assistance and those on social assistance becoming homeless and not being able to focus on employment or training.

The health and safety risks associated with extreme clutter, squalor and hoarding are multi-leveled. Without help, problematic hoarding can continue to escalate and severely impact the ability to carry out daily tasks such as cooking, cleaning, personal hygiene, or sleeping as appliances, furniture, and living spaces become unusable. The buildup of clutter can lead to an increased risk of falls, problems with medication management, and exacerbation of health issues. In all, it can create poor sanitary conditions, impair access to emergency services, increase the risk for fire, and be a leading factor in a person becoming evicted.

Civic administration has worked with the VHA Home Healthcare team to refine this program to align with the City's Coordinated Access system and contribute to the goals of the Housing Stability Action Plan and Life Stabilization.

2.3 Procurement Process

Civic Administration (Procurement and Supply) is recommending that the single source procurements for the listed agencies in this report be made under section 14.4 (d) and 14.4 (e) of the Corporation of the City of London's Procurement of Goods and Services Policy. A Single Source means that there is more the one source of supply in the open market but only one source is recommended due to predetermined and approved specifications noting;

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 renewal);

e. The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience;

3.0 Financial Impact/Considerations

For the funding of these two services, Life Stabilization will:

- Utilize \$350,000 from the provincial transfer payment funding that provides 50/50 costs sharing that supports program administration and life stabilization activities.

- Utilize \$350,000 from the municipal budget allocated towards the administration of Life Stabilization

The service area will then work with internal and external partners, the province and other interested parties to try and continue the stability and continuity of these programs onward. This initiative will be funded through the current operating budget. No additional funding is required. Lastly, Civic Administration wishes to note that we are working with the senior leadership of London Cares to reduce costs to ensure easier sustainability while ensuring staff and community remain safety a priority.

Conclusion

In conclusion, the procurement of services for the service area of Life Stabilization and Basic Needs, along with Hoarding Intervention Programming, is a crucial step towards addressing the growing need for supportive resources in our community. The services provided will ensure that vulnerable individuals receive the necessary care, resources, and interventions to stabilize their lives, reduce risk, and improve overall well-being. By investing in these programs, the municipal council demonstrates its commitment to enhancing the quality of life for all residents, particularly those facing significant personal and environmental challenges. We recommend proceeding with the approval of these services to ensure timely and effective support for our community's most at-risk individuals.

Life Stabilization at the City of London is working to establish strong services and partnerships to ensure the best utilization of municipal and provincial funds that make the greatest impact. These services also align with the City's 2023-2027 Strategic Plan and several housing and homelessness intervention and prevention-based services.

Submitted by: Tim Smuck, Director, Life Stabilization

**Recommended by: Kevin Dickins, Deputy City Manager, Social and Health
Development**

**Cc:
Vakul Arora, Procurement & Supply**

Schedule 1 – Overview of Life Stabilization Funding Allocations

Program	Agency	Municipal Estimated Costs	Provincial Estimated Costs
The Common's Basic Needs Program	London Cares Homeless Response Services	\$150,000	\$150,000
Extreme Clean/Hoarding Support Program	VHA Home Healthcare	\$200,000	\$200,000
<i>Total</i>		<i>\$350,000</i>	<i>\$350,000</i>