

## Report to Community and Protective Services Committee

**To:** Chair and Members, Community and Protective Services Committee Meeting  
**From:** Kevin Dickins, Deputy City Manager, Social and Health Development  
**Subject:** Report Back: Basic Needs and Pathway Options Feasibility of Contract Extension – 519Pursuit Umbrella Relief Programs Inc.  
**Date:** April 13th, 2026

## Recommendation

That, on the recommendation of the Deputy City Manager Social and Health Development the following actions be taken with respect to the service delivery model regarding the Municipal Council Referral for the report: System Area Update: Supports for Those Living Unsheltered: Basic Needs and Pathway Options. Feasibility of Contract Extension – 519Pursuit Umbrella Relief Programs inc. Report:

- a) The report outlining service delivery options and associated financial implications **BE RECEIVED**;
- b) That Council **PROVIDE DIRECTION** by selecting Option 1, 2, or 3 for the preferred service delivery model, and **DIRECT** Civic Administration to implement the selected option to inform upcoming contract negotiations, within the upset amount of \$341,049 (excluding HST), to be funded from the Social Services Reserve Fund;
  - i. Option 1 – Full-Service Continuation (\$341,049): Continuation of the existing full-service model, subject to securing alternative food supply partnerships to maintain current service levels;
  - ii. Option 2 – Reduced Service Model (\$253,225): Implementation of a reduced service model aligned with confirmed and reliable meal resources;
  - iii. Option 3 – Phased Approach: Reduced Service with Scaling (\$253,225 – \$341,049): Adoption of an initial reduced service model based on confirmed meal resources, with a strategic approach to secure partnerships and scale operations toward the full-service model as outlined in Option 1;
- c) The Civic Administration **BE DIRECTED** to proceed with contract negotiations in accordance with Council’s selected option and report back, as required, on the executed agreement, as well as on implementation and partnership outcomes, and;
- d) **DELEGATE** to the Deputy City Manager Social and Health Development, or their written designate, authority to undertake all the administrative acts that are necessary in connection with 519Pursuit Umbrella Relief Programs Inc. for the provision of outreach supports for outdoor basic needs for the period April 1, 2026 to March 31, 2027.

## Executive Summary

At the Municipal Council, meeting held on February 10, 2026, it was resolved:

*That, the staff report dated January 26, 2026 with respect to the System Area Update: Supports for Those Living Unsheltered: Basic Needs and Pathway Options, BE REFERRED to a future meeting of the Community and Protective*

*Services Committee for Civic Administration to provide a report back on the feasibility of negotiating a contract extension with 519Pursuit Umbrella Relief Programs Inc. for the provision of outreach supports for outdoor basic needs for the period of April 1, 2026, to March 31, 2027 at an upset amount of \$341,049 (excluding HST), to be funded from the Social Services Reserve Fund;*

519Pursuit has indicated that they typically see an increase in demand for their services as the warmer weather arrives and individuals who perhaps experienced hidden homelessness (couch surfing during extreme cold etc.) or had temporary measures in place return to areas across the City, often again experiencing unsheltered homelessness. 519Pursuit has enhanced existing outreach services for the past year utilizing Emergency Treatment Funding through a one-time grant from the Federal Government administered by the City of London. The organization did this by addressing service gaps, particularly through flexible, community-based engagement outside of traditional service hours and locations. 519Pursuit is able to connect with individuals who may be disengaged from, or underserved by other systems, building trust over time and facilitating warm transfers to existing supports across the City. In doing so, the program complements and strengthens the broader outreach system by increasing overall reach, responsiveness, and continuity of care. Civic Administration has confirmed that entering into a new agreement is administratively feasible within funding available through the Social Services Reserve Fund.

It is being noted that the current service model is not fully replicable due to the expiry of the Unsheltered Homelessness and Encampment Initiative (UHEI) and Emergency Treatment Fund (ETF) on March 31, 2026. As such, three service delivery options have been developed with 519Pursuit and are being presented as part of this report:

- A full-service continuation model, which maintains current service levels but relies on securing new, unconfirmed food supply partnerships;
- A reduced service model, which aligns with confirmed resources but delivers a lower level of service; and
- A phased and flexible approach, which begins at a sustainable service level aligned with confirmed resources, with the opportunity to scale up toward full-service delivery as partnerships are secured.

Council direction is required to determine the acceptable balance between service level, financial sustainability, and operational risk.

## **Linkage to the Corporate Strategic Plan**

This report aligns with several strategic areas of focus in Council's 2023-2027 Strategic Plan.

### Housing and Homelessness

- Increased access to a range of quality, affordable, and supportive housing options that meet the unique needs of Londoners.
- Decreased number of Londoners at risk of or experiencing homelessness
- Improved safety in London's shelters system.

### Wellbeing and Safety

- Londoners have safe access to public spaces, services, and supports that increase wellbeing and quality of life.
- Housing in London is affordable and attainable.

# Analysis

## 1.0 Background Information

### Previous Reports Related to this Matter

- i. [Provision of Outdoor Basic Needs \(CPSC March 17, 2025\)](#)
- ii. [Good Neighbour Agreements \(CPSC January 26, 2026\)](#)
- iii. [Housing Stability Services Procurement Framework \(CPSC December 1, 2025\)](#)

519Pursuit currently delivers weekday outreach supports for individuals living unsheltered, including:

- Distribution of food, water, and basic needs supplies
- Encampment engagement
- Harm reduction\* and wellness checks
- Connection to housing and social supports

The current service model has been supported through time-limited external funding (UHEI/ETF), which will not continue beyond March 31, 2026.

*\*\*\*519Pursuit does not provide safe use supplies, they do distribute Naloxone.*

## 2.0 Discussion and Considerations

### 2.1 Funding and Service Context

The current 519Pursuit service model was developed and scaled in the context of time-limited external funding (UHEI/ETF), which supported both the intensity of outreach operations and the volume of food and basic needs distributed. The need for these services remains significant, with approximately 300 individuals currently self identifying as experiencing unsheltered homelessness based on the City's By-Name List data.

With the conclusion of this funding on March 31, 2026, the City is no longer able to rely on the same level of external resources to sustain the existing model. As a result, there are several key considerations:

- **Service Scale:** The current volume of daily food distribution and outreach presence cannot be assumed without replacement funding or in-kind contributions;
- **Operational Capacity:** Staffing levels and deployment models must be reassessed to align with available funding;
- **Program Sustainability:** The continuation of the current model, without confirmed new partnerships, introduces risk where it is dependent on external partners or donations that are not guaranteed over the full term of the agreement;
- **System Impacts:** Any reduction in service levels may result in increased demand on other parts of the homelessness response system, including shelters, health services, and community agencies.

Accordingly, Civic Administration has worked with 519Pursuit to identify service delivery approaches that can be achieved within historical funding allocations that are ending while clearly outlining associated risks and trade-offs.

### 2.2 Service Delivery Options

Civic Administration, in consultation with 519Pursuit, has identified three service delivery options for Council's consideration.

### **Option 1 – Full-Service Delivery Continuation (\$341,049)**

This option maintains the current service model, including:

- Weekday outreach (Monday to Friday), including holidays.
- Mobile depot-style service delivery.
- Distribution of food, water, and basic needs at current service levels.
- Ongoing encampment engagement, neighbourhood response, and system navigation support.

It is being noted that the identified source of funding is through the Social Services Reserve Fund, as no external source of funding has been identified to support any services post March 31, 2026.

Staffing levels support the organization and operationalization of meal delivery in conjunction with volunteers.

To support this model in the absence of UHEI/ETF funding for ongoing meal provision, 519Pursuit has identified potential partnerships pathways through various faith-based organizations to provide a portion of the required meals. The intent of seeking these partnerships is to maintain current service standards, with an expectation that the meals are provided in-kind to 519Pursuit to offset the loss of externally funded food supply.

#### **Considerations and Risks:**

- **Reliance on External Partnership:** The continuation of current service levels is dependent on the availability and stability of third-party food supply arrangements over the duration of the contract which have not been finalized.
- **Lack of Sustainable Funding:** As this option relies on reserve funding, it does not provide a stable or ongoing funding solution and may not be viable beyond the short term.
- **Service Continuity Risk:** Should the partnership not be sustained, the service model may require adjustment mid-term.
- **Operational Pressure:** Maintaining the current scale of service within a constrained funding envelope may limit flexibility to respond to changing needs.

#### **Assessment:**

This option maintains service continuity and minimizes disruption for individuals currently accessing support; however, it introduces ongoing operational and delivery risk due to reliance on factors outside of the City's direct control.

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**Option 2 – Reduced Service Model (\$253,225)** This option reflects a scaled service model aligned with currently available, one-time funding sources, which would be drawn from reserve funds and are not sustainable long-term.

The model includes:

- Distribution of meals supported through existing partnerships (e.g., RBC Place).
- Reduced staffing complement.

- Elimination of the mobile depot component.
- Continued, but more limited, outreach presence and engagement.

**Considerations and Risks:**

- **Misalignment with Program Intent:** This option does not align with the original intent of the ETF/UHEI programs, which were designed to support enhanced and responsive outreach services. The reduced model represents a contraction of service rather than an enhancement.
- **Lack of Sustainable Funding:** As this option relies on reserve funding, it does not provide a stable or ongoing funding solution and may not be viable beyond the short term.
- **Reduced Service Levels:** Fewer individuals will be served daily, and the volume of food and basic needs distributed will decrease.
- **Reduced System Responsiveness:** A smaller outreach footprint may impact the ability to respond to encampments and those living rough.
- **Increased System Pressure:** Reduced supports may result in increased reliance on emergency services, and other community providers.

**Assessment:**

This option provides a more sustainable and deliverable service model, but at a reduced level of service and system impact.

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**Option 3 – Phased Approach Reduced Service and Potential Scale Up (\$253,225-\$341,049)**

This option provides a phased service delivery model, beginning with the reduced service model (Option 2) with the intent of scaling toward full-service delivery (Option 1) over time, subject to the successful development of community partnerships.

Description:

- Initial implementation of the reduced service model, including:
  - Distribution of meals is supported through existing confirmed partnerships (e.g., RBC Place).
  - Reduced staffing complement.
  - Elimination of the mobile depot component.
- Concurrent efforts by 519Pursuit to secure additional in-kind food partnerships to expand service capacity.
- Gradual scaling of service levels (e.g., increased number of meals, days of service, or geographic reach) as partnerships are confirmed.

**Considerations and Risks:**

- **Misalignment with Program Intent:** Similar to Option 2, this approach does not fully align with the original intent of the ETF/UHEI programs, which were designed to deliver immediate, enhanced, and stable outreach services. This option introduces a phased and uncertain approach to service delivery.

- **Lack of Sustainable Funding:** As this option relies on reserve funding, it does not provide a stable or ongoing funding solution and may not be viable beyond the short term.
- **Uncertain Timeline:** The timing and extent of service expansion is dependent on securing external partnerships and/or additional funding, which cannot be guaranteed.
- **Service Variability:** Service levels may fluctuate over the contract term based on the availability of funding and partnership contributions, resulting in inconsistent service delivery.
- **Monitoring Requirement:** Ongoing oversight will be required to assess progress toward scaling service levels and to ensure accountability as additional resources are secured.
- **Expectation Management:** Clear communication will be required with community stakeholders regarding phased and potentially fluctuating service levels, particularly where anticipated enhancements may be delayed or not realized.

#### **Advantages:**

- **Balanced Approach:** Maintains a stable, deliverable baseline service while creating opportunities to expand.
- **Reduced Immediate Risk:** Avoids reliance on unconfirmed partnerships at the outset of the contract.
- **Flexibility:** Allows the program to respond to emerging partnership opportunities without overcommitting resources.

#### **Assessment:**

This option provides a measured and adaptable approach, balancing service continuity with operational prudence. It enables immediate service delivery within confirmed resources while allowing for potential enhancement of service levels over time.

#### **Reporting Back:**

Should Council select this option, Civic Administration will report back to the Community and Protective Services Committee on the feasibility of achieving full-service delivery (Option 1), including confirmed partnerships, service levels, and associated risks, within Q1 the 2026–2027 term.

### **3.0 Financial Impact/Considerations**

Consultation with finance has determined that there is an available balance within the Social Services Reserve Fund. The balance in this fund is \$4,425,668 and other council commitments from this fund include:

#### Housing Stability Services

- Temporary Warming Centre – Local Agencies
- Temporary Warming Centre – Tier 3 surge Response (CPSC January 26, 2026)

The available balance after these commitments is \$2,527,919.

The proposed agreement with 519 Pursuit Umbrella Relief Programs Inc. has been assessed in accordance with the City of London's Procurement of Goods and Services Policy and is classified as a Social and Health Service under Schedule B (k), as it delivers direct outreach supports, food security, and basic needs services to individuals experiencing unsheltered homelessness.

In accordance with Schedule B of the Policy, this category of service is excluded from the standard competitive procurement requirements, including open or invitational competitive processes.

The applicability of this exclusion has been reviewed in consultation with Finance Support, Procurement and Supply, and Legal Services, and is subject to confirmation by the City Treasurer (or delegate) and the Senior Manager, Procurement and Supply (or delegate), in accordance with the Policy.

While exempt from competitive procurement processes, the City will maintain appropriate governance and oversight through a formal service agreement that defines scope, deliverables, performance expectations, and reporting requirements. The agreement will be subject to legal review by the City Solicitor's Office and ongoing contract management in accordance with the Procurement Policy and corporate practices.

Funding for this agreement has been confirmed through the Social Services Reserve Fund. The current available balance and committed allocations have been reviewed by Financial Services, and sufficient funding is available within the approved funding envelope to support the proposed service delivery options.

This approach reflects the nature of the service as a community-based social support program, where continuity of care, established relationships, and system integration are critical to effective service delivery, while ensuring appropriate financial, legal, and governance controls are maintained.

As Council previously directed staff to report back on this matter and recognizing that this report is returning to the Community and Protective Services Committee (CPSC) in April, 519Pursuit has confirmed its ability to continue to sustain nearly the same service delivery level, albeit on a temporary and limited basis. This continuation would be funded through its internal reserve fund for a limited duration, anticipated to be up to approximately two months and no later than June.

## **Conclusion**

A contract with 519Pursuit for the provision of outreach supports for outdoor basic needs is feasible within the Council-approved funding envelope. However, the level of service that can be delivered, and the associated risks, vary significantly between the options presented. This report and the associated options have been reviewed by Financial Services and Procurement to ensure alignment with funding availability and contracting requirements.

Option 1 enables the continuation of the current service model and maintains existing service levels for individuals living unsheltered; however, it introduces ongoing operational risk due to reliance on external partnerships that are not within the City's control.

Option 2 provides a stable and sustainable service model aligned with confirmed resources, but results in a reduction in service levels, with potential downstream impacts on individuals and the broader homelessness response system.

Option 3 provides a phased and flexible approach, allowing service delivery to begin at a sustainable baseline while creating the opportunity to scale toward full-service levels as partnerships are secured. This option balances service continuity, operational stability, and future growth, but introduces variability in service levels over the contract term and requires ongoing monitoring and reporting.

As such, the decision before Council is not whether a contract is feasible, but rather which option of service is directed, recognizing that funding would be drawn from the Social Services Reserve Fund, and whether a phased approach is appropriate to manage both immediate needs and longer-term service objectives.

Civic Administration is seeking Council direction to inform contract negotiations and finalize the service delivery model for the 2026–2027 term.

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

**Cc:**  
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