

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON SEPTEMBER 12, 2017
FROM:	LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES
SUBJECT:	LONDON'S HOMELESS PREVENTION SYSTEM CONTRACT AMENDMENT CARGO MANAGEMENT CONSULTING INC. HOMELESS MANAGEMENT INFORMATION SYSTEM IMPLEMENTATION CONSULTANT

RECOMMENDATION

That, on the recommendation of the Managing Director of Neighbourhood, Children and Fire Services, with concurrence of the Director of Information Technology Services, the following actions **BE TAKEN** with respect to increasing the value of the Purchase of Service Agreement with Cargo Management Consulting Inc. for the implementation of London's Homeless Management Information System:

- a) that the value of the Purchase of Service Agreement with Cargo Management Consulting Inc. for the implementation of a Homeless Management Information System in accordance with Request for Proposal 16-56, at a total cost of \$649,500 plus HST, **BE INCREASED** by \$76,055 to a revised total of \$725,555 plus HST for one-time costs associated with the start-up of the Information System;
- b) that Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in relation to this project;
- c) that approval given herein **BE CONDITIONAL** upon the Corporation entering into an amended Community Homelessness Prevention Initiative Purchase of Service Agreement with Cargo Management Consulting Inc.; and,
- d) that the approval noted in a) above is **SUBJECT TO** the availability of funding.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- London's Homeless Prevention System Contract Award Request for Proposal 16-56 Homeless Management Information System Implementation Consultant (CPSC: January 24, 2017)
- London's Homeless Prevention System Enumeration Results and London's Emergency Shelters Progress Report: 2011-2015 (CPSC: October 18, 2016)
- London for All: A Roadmap to End Poverty (March 2016)
- Homelessness Partnering Strategy Funding Agreement – Data Sharing Agreements (CPSC: February 17, 2016)
- London Homeless Prevention System Progress Report and Update (CPSC: September 22, 2015)
- Strategic Plan for the City of London 2015-2019 (March 10, 2015)
- Homeless Individuals and Families Information System (HIFIS) Human Resources and Skills Development Canada (HRSDC) Contract (CPSC: September 17, 2013)
- Homeless Individuals and Families Information System (HIFIS) Human Resources and Skills Development Canada (HRSDC) Contract (CPSC: August 21, 2012)

BACKGROUND

This report recommends that the Community Homelessness Prevention Initiative (CHPI) Purchase of Service Agreement with Cargo Management Consulting Inc. for the implementation of a Homeless Management Information System (HMIS) for the City of London, approved by Council on February 1, 2017, be increased by \$76,055 plus HST. The increase will support the costs associated with the initial set-up of the Homeless Management Information System (HMIS) for the City of London including start-up, hosting, and support for the system.

The City of London Information Technology Services, Homeless Prevention Service Area and Cargo Management Consulting Inc. are implementing the technical infrastructure to establish hosting services and maintain the information system. This is an expected outcome of the development and approval of the Statement of Work. This included that Cargo Management Consulting Inc. may enter into a temporary agreement with the hosting vendor during the start-up and testing phases and be reimbursed for cost.

The implementation of the Homeless Management Information System at the City of London and a minimum of twelve homeless serving organizations/programs commenced in 2017, following the successful completion of Request for Proposal 16-56 including entering into an agreement with Cargo Management Consulting Inc.

The Homeless Management Information System known as the Homeless Individuals and Families Information System (HIFIS) aims to provide immediate information regarding individuals and families experiencing homelessness and engaged in services provided by over twelve homeless serving organizations/programs in London. This information includes, and is not limited to: emergency shelter bed availability by location and overall occupancy; shared primary demographic information of participants; participant use of services; and, aggregate reports of service use.

Throughout 2017 and early 2018 Cargo Management Consulting Inc. is responsible for the implementation and is leading the community engagement, change management, data migration and set up, and training of the homeless serving programs who will be converting to the shared information management system.

This report and the requested amendment have been reviewed and agreed to by Purchasing and Supply, Financial and Business Services and Information Technology Services.

Conclusion

Civic Administration will continue to work on informing and engaging Londoners in a collaborative manner to support the implementation of London's Homeless Management Information System and its actions to achieve our collective vision of strengthening the community through caring and compassionate services to address, reduce and prevent homelessness in London.

FINANCIAL IMPACT

The funding for London's Homeless Management Information System, is funded 100% by the Province of Ontario through the Community Homelessness Prevention Initiative (CHPI) in fiscal years 2016-2017 and 2017-2018. There is no net financial impact on the City's approved 2017-2019 Operating Budget.

PREPARED BY:	REVIEWED AND CONCURRED BY:
JAN RICHARDSON MANAGER, HOMELESS PREVENTION NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES	MAT DALEY DIRECTOR, INFORMATION TECHNOLOGY SERVICES
RECOMMENDED BY:	
LYNNE LIVINGSTONE MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES	