

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON FEBRUARY 21, 2018</b>
<b>FROM:</b>	<b>LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES</b>
<b>SUBJECT:</b>	<b>LONDON'S HOMELESS PREVENTION SYSTEM – HOMELESS MANAGEMENT INFORMATION SYSTEM CARGO MANAGEMENT CONSULTING INC. CONTRACT AMENDMENT #2</b>

<b>RECOMMENDATION</b>
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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) the amended value of the Purchase of Service Agreement with Cargo Management Consulting Inc. for the implementation of a Homeless Management Information System at a total cost of \$725,555 plus HST, **BE INCREASED** by up to \$205,796 to a revised total of up to \$931,351 plus HST for one-time costs associated with the start-up of the Homeless Management Information System;
- b) Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in relation to this project;
- c) the 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) the approval noted in a) above is **SUBJECT TO** the availability of funding.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- London's Homeless Prevention System Contract Amendment Cargo Management Consulting Inc. Homeless Management Information System Implementation Consultant (CPSC: September 12, 2017)
- 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. (Consultant) for the implementation of a Homeless Management Information System (HMIS) for the City of London, approved by Council on January 31, 2017, be increased by up to \$205,796 plus HST. The increase will support the costs associated with the initial set-up of the London Homeless Management Information System (HMIS) including start-up, hosting, and support for the system implementation.

The City of London and the Consultant are in the final stages of implementing the Homeless Management Information System which includes a minimum of twelve homeless serving programs. The work commenced in 2017, following the successful completion of Request for Proposal 16-56 and entering into an agreement with Cargo Management Consulting Inc.

The strategies and outcomes identified in a number of Council approved documents require tangible evidence to demonstrate progress in solving homelessness. The data collected through the Homeless Management Information System will support a more detailed analysis of homelessness in London, and enhance access to meaningful data to improve decisions at strategic, operational, and service levels.

Currently, the City of London and homeless serving programs operating in London use independent information systems. An information system, managed through informed consents by service users, supports a more detailed picture of homelessness in London including tracking the progress on its strategies and programs, and more effectively plan and evaluate.

The Homeless Management Information System known as the Homeless Individuals and Families Information System (HIFIS) was selected as the software for implementation. HIFIS is a web based software developed by the Government of Canada, under the Homelessness Partnering Strategy and is available at no charge to participating communities across Canada. A number of municipalities and service providers have been using HIFIS in some capacity since 1999 including: Waterloo Region; Ottawa; Chatham; Kingston; Hamilton; Windsor; Montreal; Saint John; Regina; Nova Scotia violence against women shelters; and, Winnipeg. The web based version known as HIFIS 4.0 was carefully assessed and the demonstration model came with many assurances regarding its application and use. London made a decision to proceed with its implementation based on these assurances.

Twelve homeless serving programs have been working with the Consultant and City team to transition their existing data base to HIFIS with an expectation that their existing data base would be retired following: the software installation; completing change management; transfer of data; staff training; and, modifications to ensure the functionality of the product. Unfortunately, the transition has not been completed as a result of numerous problems with HIFIS. In particular, considerable product modifications are required including development of new modules and basic reports. This has led to numerous change plans and additional requirements to be completed by the Consultant.

Throughout 2017 and early 2018 the Consultant is responsible for the implementation and is leading the change management, data migration and set up, and training of the homeless serving programs who will be converting to the shared information management system. The Consultant has been flexible in their efforts to satisfy the terms of the existing contract and adapt timelines based on the issues that arise with HIFIS. This amendment allows for the extension of the existing contract to complete the installation and transfer hosting, monitoring and maintenance to the City team.

Ongoing and active discussions are taking place with the HIFIS team and Government of Canada representatives to identify problems and prioritize solutions to ensure the integrity of the database. Despite the significant problems identified to date, the City team and Consultant continue to work towards the launch of the information system for London homeless serving organizations and the City of London.

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

<b>FINANCIAL IMPACT</b>
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The right to use HIFIS is at no cost and made available by the Government of Canada and will have no net financial impact on the City’s approved 2017-2019 Operating Budget. Any costs associated with the implementation, hosting and maintenance will be funded by the Province of Ontario through the Community Homelessness Prevention Initiative (CHPI).

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.

<b>CONCLUSION</b>
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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. These efforts and continued actions assist to achieve our collective vision of strengthening the community through caring and compassionate services to address, reduce and prevent homelessness in London.

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