

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON FEBRUARY 21, 2018
FROM:	LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES
SUBJECT:	LONDON'S HOMELESS PREVENTION SYSTEM LONDON CARES HOMELESS RESPONSE SERVICES

RECOMMENDATION

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

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- London's Homeless Prevention System Progress Report and Update (CPSC: September 22, 2015)
- Contract Award 13-48 London CAREs (CPSC: January 6, 2014)
- London CAREs Transitioning to the London Homeless Prevention System (CPSC: October 7, 2013)
- Community Homelessness Prevention Initiative (CPSC: December 17, 2012)
- 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)

PURPOSE

The purpose of this information report is to provide the Community and Protective Services Committee with an update on London CAREs. In particular, the collaboration of three organizations known as London CAREs has been dissolved and in its place London Cares Homeless Response Services is operating as an independent not-for-profit corporation.

BACKGROUND

London CAREs was initiated by the City of London in 2007 with an aim to improve the health and housing outcomes for individuals and families experiencing homelessness. This highly collaborative, community based approach recognizes the complex and evolving issues associated with homelessness. The efforts of London CAREs reflects an outcome focused approach that builds and adapts based on research, evaluation, best practices, and innovation.

The London Homeless Prevention System Implementation Plan was approved by Council in 2013 and is a coordinated and integrated individual and family centred housing stability approach that is outcome focused and designed to address, reduce and prevent homelessness in London. London CAREs was re-profiled under the Homeless Prevention System to provide outreach, housing finding and housing stability services to individuals experiencing persistent and chronic homelessness through a collaborative partnership between three not-for-profit service organizations: Addiction Services of Thames Valley; Regional HIV/AIDS Connection; and, Unity Project for the Relief of Homelessness.

To strengthen the effectiveness of a key program under Homeless Prevention, and to enhance accountability and consistent practice, an informed decision led to the incorporation of a new not-for-profit corporation: London Cares Homeless Response Services. The three original partnering organizations are represented on the new Board of Directors and remain active in their stewardship roles.

The change in organizational structure demonstrates the ongoing improvement of a leading Housing First program that has adapted based on the growing knowledge of how to solve homelessness. This change in structure assists in achieving operational and staffing effectiveness, resource management, and demonstrates the innovation and commitment of the leadership of London Cares Homeless Response Services.

As a result of the change in corporate status to London Cares Homeless Response Services, the three existing Community Homelessness Prevention Initiative (CHPI) Purchase of Service Agreements between the City of London and Addiction Services of Thames Valley; Regional HIV/AIDS Connection; and, Unity Project for Relief of Homelessness will be terminated. In its place a single CHPI Purchase of Service Agreement, valued at up to \$1.9 Million, and subject to available funds and program delivery criteria, will be entered into with the London Cares Homeless Response Services.

In 2008, the Corporation of the City of London obtained official trademark status for London CAREs and a design “London CAREs – London Community Addiction Response Strategy”. The Purchase of Service Agreement will include a clause permitting London Cares Homeless Response Services to use the City’s official mark of London CAREs, noting the not-for-profit corporation, London Cares Homeless Response Services, is not affiliated with the Corporation of the City of London.

Attached as Appendix A is the report “Building from Street to Home”. This report provides an overview of the efforts of London Cares Homeless Response Services and includes comments from individuals with lived experience who have benefitted from the services provided. London Cares Homeless Response Services continues to reach out to street involved individuals and those experiencing homelessness 24 hours a day, 7 days a week. Between 2012 and 2017, close to 24,000 points of contact occurred with the aim of helping individuals experiencing homelessness move from the street into their own home. During this period 230 individuals have been supported in achieving their goal of being housed under this intensive case management Housing First model.

This change in status has been reviewed by Risk Management; Purchasing and Supply; and, the City Solicitor’s office who offer no objection to establishing a new Community Homelessness Prevention Initiative Purchase of Service Agreement with London Cares Homeless Response Services, subject to satisfying all terms and conditions outlined in the standard agreement, including such terms as insurance and indemnification.

FINANCIAL IMPACT

The contract for London Cares Homeless Response Services is funded 100% by the Province of Ontario through the Community Homelessness Prevention Initiative (CHPI). There is no net financial impact on the City’s approved 2017-2019 Operating Budget.

CONCLUSION

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

SUBMITTED BY:	RECOMMENDED BY:
JAN RICHARDSON, MANAGER, HOMELESS PREVENTION NEIGHBOURHOOD, CHILDREN & FIRE SERVICES	LYNNE LIVINGSTONE, MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN & FIRE SERVICES

APPENDIX A