

## Report to Community and Protective Services Committee

**To:** Chair and Members, Community and Protective Services Committee Meeting  
**From:** Kevin Dickins, Acting Managing Director, Housing, Social Services and Dearness Home  
**Subject:** Single Source Procurement of Resting Spaces (Single Source #SS20-29) and Programs (Single Source #SS20-37) for Indigenous Individuals Experiencing Homelessness  
**Date:** December 15, 2020

## Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, with the concurrence of the Director, Financial Services, the following actions Be Taken with respect to the award of contracts through Single Source procurement requiring Committee and City Council approval for awards greater than \$50,000:

- (a) a contract Be Awarded to Atlohsa Family Services up to a maximum funding amount of \$225,000 for the period up to March 31, 2021 to provide programs for Indigenous individuals and families experiencing homelessness with an option to renew for up to 2 additional one-year terms at the City's sole discretion, based on satisfactory services, performance, and funding/budget availability through the City of London, and/or other funding sources;
- (b) a contract Be Awarded to Atlohsa Family Services for a total funding amount of \$250,000 in 2021 to provide Resting Spaces for Indigenous individuals and families experiencing homelessness with an option to renew for up to 2 additional one-year terms at the City's sole discretion, based on satisfactory services, performance, and funding/budget availability;
- (c) that Civic Administration Be Authorized to undertake all administrative acts which are necessary in relation to these projects;
- (d) that the approval given herein Be Conditional upon the Corporation entering into a Purchase of Service Agreements with Atlohsa Family Services.

## Executive Summary

Atlohsa is currently providing programs for Indigenous individuals and families experiencing homelessness, including resting spaces, housing support programs for individuals with moderate support needs and outreach services in the core.

- Resting Spaces provide a low barrier space for individuals who are sleeping unsheltered to rest and access basic needs such as food, showers, laundry and a change of clothing. Staff can work with individuals to build trust, complete assessments and to connect to supports and services based on their needs.
- Housing programs provide in-home supports for individuals and families and supports for landlords. Housing First programs work with individuals with high support needs by providing intensive supports aimed at housing stability. Caseloads in Housing First programs are low which allows support workers to have frequent contact with each individual to anchor into their home and community.
- Outreach programs support individuals experiencing homelessness by supporting access to basic needs and support services. Outreach also works with individuals who are sleeping unsheltered to access emergency shelter and

resting spaces. Through trust building outreach supports housing stability through a housing focus, working with individuals to access the system, complete assessments, secure income and identification.

This award will ensure that there are a range of services available to meet the needs of Indigenous individuals experiencing homelessness. This includes the continuation of a Resting Spaces program, implementing a housing support program for individuals with high support needs (Housing First) and expanding hours of outreach.

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

Housing Stability for All: The Housing Stability Action Plan for the City of London (2019)  
London's Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (2019), is the approved guiding document for homeless prevention and housing in the City of London, and was developed in consultation with Londoners.

Providing the right level of support at the right time to decrease the use of emergency services and creating an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness are strategic areas of focus within the 2019 – 2024 Housing Stability Action Plan. London needs to increase system capacity and availability of services across sectors to meet the housing stability needs of individuals and families in crisis, including housing individuals and families experiencing unsheltered homelessness.

### Core Area Action Plan

Establishing more daytime Resting Spaces is an action identified in the Core Area Action Plan. London needs to increase the number of Resting Spaces available for daytime and nighttime rest to provide an opportunity for individuals sleeping unsheltered to meet their basic needs and link to London's Coordinated Access System.

Resting spaces provide a low barrier space for individuals experiencing homelessness to rest and access basic needs including food, water, showers and laundry. Resting Spaces are typically accessed by individuals with high support needs who are sleeping unsheltered and cannot or do not access emergency shelter beds. This low barrier service is intended to meet the needs of individuals who have not been successful accessing emergency shelter due to their presenting issues and behaviours.

### Giwetashkad Indigenous Homeless Plan

The City has supported the development of a community driven, Indigenous-led housing and homelessness plan. The Giwetashkad Indigenous Homeless Plan represents culturally sensitive perspectives of community members with lived and/or living experience and sets out a vision of home as a place of safety and belonging for all peoples. The City has received the draft version of this plan and is continuing to support this process.

## **Analysis**

### **1.0 Background Information**

#### **1.1 Previous Reports Related to this Matter**

- Municipal Council Approval Of The Housing Stability Plan 2019 to 2024 as Required Under The Housing Services Act, 2011 (CPSC: December 3, 2019)
- Core Area Action Plan (SPPC: October 28, 2019)
- Homeless Prevention System for London Three Year Implementation Plan (CPSC: April 22, 2013)

## **2.0 Discussion and Considerations**

### **2.1 Procurement Process**

A single source methodology is being used to enter into agreements with Atlohsa Family Services for housing support programs. This approach is applied under the Procurement Policy (14.4.e Single Source) because the required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience and (14.4.d Single Source) 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 extension or renewal).

These programs serve as an expansion or continuation of existing programs. Atlohsa currently provides resting spaces, a housing support program for individuals with moderate support needs and outreach experiencing homelessness in the core. The organization is part of the Coordinated Access System, participating in the systems shared Homeless and Individuals Families Information System (HIFIS) and using SPDAT assessment tools.

The contract award for Resting Spaces is at a total annual cost of \$250,000 (exclusive of applicable taxes) in 2021 with an option to renew for 2 additional one-year terms.

The contract award for the startup of Housing First and outreach programs in the first quarter of 2021 is up to a maximum of \$225,000 (exclusive of applicable taxes) with an option to renew for 2 additional one-year terms.

## **3.0 Financial Impact/Considerations**

### Resting Spaces

Council approved \$1,000,000 for the operation of 40 Resting Spaces as part of the Core Area Action Plan additional investment business case (initiative 23) included in the 2020-2023 Multi-Year Budget. \$250,000 from the budget for Resting Spaces will be applied to ten (10) beds for Indigenous individuals experiencing homelessness, noting that \$750,000 is earmarked for Resting Spaces for all genders (20 beds) and Resting Spaces for women (10 beds). Funding for two additional one-year terms may be allocated from existing municipal, provincial or federal operational funds. These may include the Community Homeless Prevention Initiative (CHPI) or Reaching Home funding streams. Funding will be made in consultation with Finance and based on satisfactory services, performance, and funding/budget availability

### Housing First and Outreach

The first quarter of 2021 will be the startup period for the Housing First and Outreach programs. Programs will be funded in this quarter to a maximum of \$225,000 through existing provincial and federal funds, including federal and provincial COVID funding through the Ontario Social Services Relief Fund and Canada's COVID-19 Economic Response Plan Funding.

Funding for two additional one-year terms may be allocated from existing municipal, provincial or federal operational funds. These may include the Community Homeless Prevention Initiative (CHPI) or Reaching Home funding streams. Funding will be made in consultation with Finance and based on satisfactory services, performance, and funding/budget availability

## **4.0 Key Issues and Considerations**

A public request for proposal process was undertaken to secure 30 spaces, including: 20 Resting Spaces for all genders; and, 10 Resting Spaces for women (lived gender identity). A separate report will be brought to Council for approval.

## **Conclusion**

This report recommends that the City of London enter into a Purchase of Service Agreements with Atlohsa Family Services to provide ten (10) Resting Spaces and programs for Indigenous individuals and families experiencing homelessness.

**Prepared by:** Laura Cornish, Manager, Homeless Prevention

**Submitted by:** Craig Cooper, Manager, Homeless Prevention

**Recommended by:** Kevin Dickins, Acting Managing Director, Housing Social Services and Dearness Home

**Concurred by:** Ian Collins, Director, Financial Services – Finance and Corporate Services