

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: Homeless Prevention COVID-19 Response (SSRF Phase 3) – Single Source Procurement (SS21-29)
Date: June 22, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, that the following actions Be Taken, as per the Corporation of the City of London Procurement Policy Section 14.5 a. ii, requiring Committee and City Council approval for single source procurements greater than \$50,000;

- (a) Extensions to existing Purchase of Service Agreements **BE APPROVED** as set out in the Housing Stability Services COVID-19 Response Allocations, attached as Schedule 1 to this report. A combined total funding amount of \$2,658,850 in 2021-2022 to provide a COVID-19 Response, and additional Housing and Support Services;
- (b) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this matter;
- (c) that the approval given herein **BE CONDITIONAL** upon the Corporation of the City of London entering into and/or amending Purchase of Service Agreements with Agencies outlined in Schedule 1 of this report.

Executive Summary

Housing Stability Services is seeking single source approval to extend existing Purchase of Service Agreements with homeless serving agencies to support the transition of program participants from emergency shelter spaces including temporary accommodations in local hotels to permanent housing where possible.

As part of an effective and productive wind-down of temporary shelter spaces in local hotels, Housing Stability Services is seeking approval to reinforce housing and emergency shelter support through the following actions:

- Hotel extension from July 1, 2021 to September 30, 2021 (with hotel room numbers expected to decrease over a three-month period), for the continued provision of COVID-19 Isolation Spaces, Monitoring Space and Social Distancing Space.
- Continuation of services and supports providing basic needs for those supported in Isolation Space, Monitoring Space and Social Distancing Space.
- Continuation of 24/7 staffing support at the COVID-19 Isolation Space, Monitoring Space, and Social Distancing Space for duration of operational period.
- Additional operational supports for emergency shelters and additional temporary Resting Space beds until the end of the fiscal year (March 31, 2022).
- Additional case-management staffing procured to support individuals and families to transition from temporary shelter in Isolation Space, Monitoring Space and Social Distance Spaces to housing.

Programs and allocations are included in Schedule 1 of this report. Funding for Homeless Prevention programs outlined in the attached Schedule 1 will be provided through phase three of the Ontario Social Services Relief Fund (SSRF).

Linkage to the Corporate Strategic Plan

2019-2023 Strategic Plan for the City of London

The City of London identifies 'Strengthening Our Community' and 'Building a Sustainable City' as strategic areas of focus.

Londoners have access to the supports they need to be successful.

Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city.

Housing Stability for All: The Housing Stability Action Plan for the City of London (2019-2024)

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

Council and staff continue to recognize the importance of actions to support the Core Area, and in the development of its 2019-2023 - Strategic Plan for the City of London. Specifically, the efforts described in this report address the following Areas of Focus, including:

- Strengthening Our Community
- Building a Sustainable City
- Safe City for Women and Girls
- Leading in Public Service

Links to Community Recovery

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic. This report, and the items within, are linked to urgent housing for vulnerable Londoners and emergency shelter programs. This work supports recovery efforts through a coordinated COVID-19 Response that will support the transition of homeless individuals and families who have been provided with temporary shelter in Isolation and Monitoring Spaces and Social Distance Spaces into permanent housing.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- City of London Additional Short-Term Supports for Unsheltered Individuals (CPSC: June 1, 2021)
- Update – City of London 2020-21 Winter Response Program for Unsheltered Individuals (CPSC: April 20, 2021)
- Homeless Prevention COVID-19 Response Extension, April to June, 2021 (CPSC: March 30, 2021)
- Homeless Prevention COVID-19 Response and Funding Overview (CPSC: April 28, 2020)
- Canada's COVID-19 Economic Response Plan Funding Agreement (CPSC: April 28, 2020)
- Homeless Prevention COVID-19 Response (CPSC: October 6, 2020)
- Municipal Council Approval of the Housing Stability Plan 2019 to 2024 as Required Under The Housing Services Act, 2011 (CPSC: December 3, 2019)

2.0 Discussion and Considerations

2.1 Purpose

Housing Stability Services is coordinating a COVID-19 Response that will support the transition of homeless individuals and families who have been provided with temporary shelter in Isolation and Monitoring Spaces and Social Distancing Spaces (at local hotels) into permanent housing. Additional staffing and support services are being procured to provide direct case management and housing support. Pending approval, funding will also be administered to emergency shelters and resting spaces to continue to provide short-term emergency housing where needed providing greater system flexibility.

The COVID-19 Response will also include the short-term extension and thoughtful wind-down of temporary Social Distance, Monitoring, and Isolation Spaces over three months, from July 1, 2021 to September 30, 2021. These spaces are currently being provided through local hotels. The Housing Stability Services team is continuing to work closely with the Middlesex-London Health Unit to assess local COVID-19 case numbers and risk to individuals and families experiencing homelessness in London. It is anticipated that as the vaccine roll-out progresses and case counts decrease, the need for these spaces will decline.

The City of London has been allocated additional funding through phase three of the Ontario Social Services Relief Fund (SSRF). Funding through the SSRF is intended to support vulnerable individuals and families during the COVID-19 pandemic.

Single source approval for the Homeless Prevention COVID-19 Response, including for the use of local motels and hotels as temporary housing and essential 24/7 staffing support, for the period of April 1, 2021 to June 30, 2021 was provided by City Council in April, 2021.

2.2 Background

Additional Short Term Supports for Unsheltered Individuals

A report was placed on the agenda for the June 1, 2021 Community and Protective Services Committee, which made the recommendations outlined below. The matter is going to City Council on June 15, 2021:

1. Temporarily increasing capacity in existing housing support programs until March 31, 2022 to support individuals currently residing in emergency shelter for a period greater than 365 days.
2. Temporarily increasing the number of shelter or resting space beds up to a maximum of 20 additional beds until September 30, 2021 for individuals experiencing unsheltered homelessness.
3. Implementation of 24/7 staff supports model for the 13 Head Lease units until December 31, 2021.
4. Work with community partners to operationalize a hygiene facility for individuals and families experiencing homelessness for July and August 2021.

Housing Stability Services is working closely with community collaborators to operationalize the support programs outlined above. Cost estimates and agencies for programs 1 and 2 above are included in Schedule 1 for approval. Housing Stability Services will be procuring the hygiene facility through a separate RFQ process. A committee and Council report will be brought forward at a later date with a recommendation regarding operationalizing the Headlease staffing program.

City of London, Homeless Prevention COVID-19 Response

The City of London Housing Stability Services team is working with community collaborators to prevent the spread of COVID-19, in accordance with guidance provided

by the Canadian Alliance to End Homelessness and through the Reaching Home directives provided by Employment and Social Development Canada.

City of London Housing Stability Services team has taken the following actions to increase social distancing and reduce the risk of outbreak within emergency shelters by providing safe spaces for individuals and families to self-isolate. Since March 2020, the following spaces have been set-up at various locations throughout London through the use of local motels and hotels.

1. Isolation Space for COVID-19 positive individuals.
2. Testing and Monitoring Space for individuals who have screened positive for COVID-19, and individuals deemed close contact to a positive COVID-19 case who are required to isolate.
3. Physical Distancing Space in local motels and hotels for vulnerable participants including those that are high-risk and over fifty-five years of age, those that have a cardiac or respiratory disease, those who are immunocompromised, and families. Physical distancing space is also being provided for women fleeing violence, as well as Indigenous culturally appropriate space.

The City of London Housing Stability Services team has worked closely with community agencies to coordinate staffing at each site, as well as provide food, cleaning and laundry, and safe transportation.

The aim of the Housing Stability Services team is to reduce the use of hotel and motel rooms in a wind down phase between July 1, 2021 and September 30, 2021, by procuring agencies to continue and increase the active engagement with individuals and families, to ensure they are paper and document ready to secure permanent housing, and are supported to secure and retain housing.

2.3 Procurement Process

During the initial onset of COVID-19, hotel and motel rooms, along with the staffing support for isolation spaces were procured under section 14.2, Procurement in Emergencies, of the City of London Procurement of Goods and Services Policy. It is anticipated that these services will be required at least until the end of September, 2021, as such, Civic Administration is recommending that these procurements be made under section 14.4 Single Source of the Procurement of Goods and Services Policy.

For the procurement of hotel and motel rooms, as well as emergency shelter services, section 14.4d) would be applicable:

“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).”

For the procurement of isolation space staffing, as well as case management support for housing, section 14.4 e) would be applicable:

“The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise, or experience”.

3.0 Financial Impact/Considerations

3.1 Funding

The program allocations outlined in the attached as Schedule 1 of this report total \$2,658,850 and will be fully funded through phase three of The Ontario Social Services Relief Fund. These allocations provide program and system sustainability as multiple shelter providing organizations will receive operational support for their COVID-19

response as well ensuring capacity is created in the system through much needed program capacity building.

This Homeless Prevention COVID-19 Response has been 100% funded by the Government of Canada COVID-19 Economic Response Plan Funding Agreement and Government of Ontario Social Services Relief Fund since March, 2020.

Prepared by: Kate Green, Manager, Housing Stability Services, Social and Health Development

Submitted by: Craig Cooper, Director, Housing Stability Services, Social and Health Development

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

Schedule 1

Housing Stability Services Ontario Social Service Relief Fund Phase Three (SSRF 3) Allocations				
	Program/ Service	Agency	Cost Estimate	Time-period & Description
COVID-19 Hotel Response	Hotel Rooms	Various locations	\$630,000	Wind-down of hotel rooms from July 1, 2021 to September 30, 2021.
	Services and Supports	Various providers	\$100,000	Services to provide basic needs and operational requirements to continue to support vulnerable individuals and families receiving temporary emergency shelter at local hotels for the period of July 1, 2021 to September 30, 2021. Includes cleaning & laundry, transportation, comfort stations, damages, security, pest control, etc.
	Food - Isolation, Monitoring, and Social Distancing Space	The Salvation Army	\$100,000	Meals for individuals and families currently supported at Isolation, Monitoring, and Social Distance Spaces the period of July 1, 2021 to September 30, 2021.
	COVID-19 Isolation and Monitoring Space Staffing	Impact London	\$367,185	Support staff at Isolation Space and Monitoring Space for the period of July 1, 2021 to September 30, 2021
	Violence Against Women (VAW) Social Distancing Space Staffing	Canadian Mental Health Association	\$40,000	Support staff at VAW specific Social Distance Space for the period of July 1, 2021 to September 30, 2021
	Indigenous Culturally Appropriate Space Staffing	Atlohsa Family Healing Services	\$167,500	Support staff at Indigenous specific culturally appropriate Social Distance Space for the period of July 1, 2021 to September 30, 2021
	Social Distancing Space for Families	Mission Services of London	\$125,000	Support staff at Social Distance Space for the period of July 1, 2021 to September 30, 2021
	Emergency Shelter & Resting Space COVID-19	Emergency Shelter Operating Support	Rotholme Women's and Family Shelter - Mission Services of London	\$230,000
Emergency Shelter Operating Support		The Men's Mission Emergency Shelter	\$350,000	Operating support for staffing and additional costs due to COVID-19 for the period of July 1, 2021 to March 31, 2021

	Emergency Shelter Operating Support	Youth Opportunities Unlimited	\$200,000	Operating support for staffing and additional costs due to COVID-19 for the period of July 1, 2021 to March 31, 2021
	Emergency Shelter Beds	The Salvation Army	\$31,165	Additional emergency shelter beds at The Salvation Army Centre of Hope for the period of July 1, 2021 to March 31, 2021
	Resting Space Beds	London Cares	\$75,000	Additional Resting Space Beds for the period of July 1, 2021 to September 30, 2021
	Resting Space Beds	Atlohsa Family Healing Services	\$75,000	Additional Resting Space Beds for the period of July 1, 2021 to September 30, 2021
Rapid Rehousing COVID-19 Support	Rapid Rehousing Support	Youth Opportunities Unlimited	\$48,000	Additional case management staffing to support individuals and families to transition to housing from temporary shelter in Isolation Space, Monitoring Space and Social Distance Spaces for the period of July 1, 2021 to September 30, 2021
	Rapid Rehousing Support	Anova	\$45,000	Additional case management staffing to support individuals and families to transition to housing from temporary shelter in Isolation Space, Monitoring Space and Social Distance Spaces for the period of July 1, 2021 to September 30, 2021
	Rapid Rehousing Support	Atlohsa Family Healing Services	\$40,000	Additional case management staffing to support individuals and families to transition to housing from temporary shelter in Isolation Space, Monitoring Space and Social Distance Spaces for the period of July 1, 2021 to September 30, 2021
	Rapid Rehousing Support	St. Leonard's Community Services	\$35,000	Additional case management staffing to support individuals and families to transition to housing from temporary shelter in Isolation Space, Monitoring Space and Social Distance Spaces for the period of July 1, 2021 to September 30, 2021
	Total			\$2,658,850