

## 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 Extension (Single Source Procurement SS21-29, Council Approved June 22, 2021)  
**Date:** August 31, 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 up to \$3,055,000 (excluding taxes) in 2021-2022 to provide COVID-19 Response 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 the attached 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 continuation of COVID-19 related programming at local hotels.

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

- Hotel extension, as required, from October 1, 2021 up to March 31, 2022, for provision of Isolation Space, Monitoring Space and Social Distance Space.
- Continuation of services and supports, as required, providing basic needs and housing support for those supported in Isolation Space, Monitoring Space and Social Distance Space.
- Continuation of 24/7 staffing support, as required, at COVID-19 Isolation Space, Monitoring Space, and Social Distance Space during hotel wind-down.

Programs and allocations are included in attached Schedule 1 of this report. Funding for Housing Stability Services programs outlined in the attached as Schedule 1 will be provided through COVID Reaching Home and other COVID-19 relief funding.

## 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 supporting Londoners experiencing homelessness during the COVID-19 pandemic to attain and retain permanent housing. 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**

- Homeless Prevention COVID-19 Response (SSRF Phase 3) – Single Source Procurement - #SS21-29 (June 22, 2021)
- 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 continuation and transition of homeless individuals and families who have been provided with temporary shelter in Isolation and Monitoring Spaces and Social Distance Spaces (at local hotels) into permanent housing.

The COVID-19 Response will also include the extension and ultimate wind-down of temporary Social Distance, Monitoring, and Isolation Space from October 1, 2021 up to March 31, 2022. These spaces are currently being provided through local hotels and may be wound down earlier than March 2022, in consultation with the Middlesex-London Health Unit. 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 and those in congregate living settings. It is anticipated that as the vaccine roll-out progresses, the need for these spaces will decline.

The City of London has been allocated additional funding specifically for COVID-19 related supports through the Federal Reaching Home program and Ontario Social Services Relief Fund Phase 4. This funding 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 staffing support, for the period of July 1, 2021 to September 30, 2021 was provided by City Council in June, 2021.

### **2.2 Background**

#### 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 October 1, 2021 and March 31, 2022, by continuing to actively engage 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. Based on that experience and the anticipation that these services will be required at least until the end of March 2022, Civic Administration is recommending that these procurements be made under section 14.4 Single Source of the Procurement of Goods and Services Policy item d) as following:

“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).”

## **3.0 Financial Impact/Considerations**

### **3.1 Funding**

The program allocations outlined in the attached as Schedule 1 of this report total \$3,055,000 and will be fully funded through additional COVID-19 specific Reaching Home funding and other provincial COVID-19 relief funding.

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.

On August 16, 2021, the Province of Ontario announced a phase 4 of the Social Services Relief Funding (SSRF). Through phase 4, London will receive an additional \$6,256,400 for 2021-2022. Civic Administration is working to complete a required investment and comprehensive wind down plan for the temporary COVID-19 relief measures. The Province has asked for submission of these plans by September 15, 2021. Civic Administration will report back at a future committee meeting with pertinent developments related to the COVID-19 response and SSRF funding. Investments from this allocation will continue to support London’s COVID-19 initiatives and the eventual wind down of interim measures.

**Prepared by:** Laura Cornish, 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  
 COVID-19 Response Extension October 1, 2021 – March 31, 2022  
 COVID-19 Hotel Response**

<b>Program/ Service</b>	<b>Agency</b>	<b>Cost Estimate</b>	<b>Time-period &amp; Description</b>
Hotel Rooms	Various locations	\$1,300,000	Wind-down of hotel rooms.
Services and Supports	Various providers	\$250,000	Services to provide basic needs and operational requirements to continue to support vulnerable individuals and families receiving temporary emergency shelter at local hotels. Includes cleaning & laundry, transportation, comfort stations, damages, security, pest control, etc.
Food - Isolation, Monitoring, and Social Distance Space	The Salvation Army and Mission Services of London	\$225,000	Meals for individuals and families currently supported at Isolation, Monitoring, and Social Distance Spaces.
COVID-19 Isolation and Monitoring Space Staffing	Impact London	\$735,000	Support staff at Isolation Space and Monitoring Space.
Violence Against Women (VAW) Social Distance Space Staffing	Canadian Mental Health Association	\$80,000	Support staff at VAW specific Social Distance Space.
Social Distance Space for Families	Mission Services of London	\$265,000	Support staff at Social Distance Space.
Rapid Rehousing, Rent Stability and Housing Identification Program	St. Leonard's Community Services	\$200,000	Rapid rehousing support through extension of Rapid Rehousing, Rent Stability and Housing Identification Program.
<b>Total</b>		<b>\$3,055,000</b>	