

## 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 and George Kotsifas, Deputy City Manager, Planning and Economic Development  
**Subject:** Housing Stability for All Plan - Mid-Year Update  
**Date:** September 21, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, and the Deputy City Manager Planning and Economic Development, that this mid-year update report on the City's Housing Stability Action Plan report **BE RECEIVED** for information purposes.

## Executive Summary

This report provides a mid-year update to Municipal Council on 2021 actions, priorities, and other activities related to the implementation of the Housing Stability Action Plan.

## Linkage to the Corporate Strategic Plan

Housing Stability for All: [Housing Stability Action Plan \(HSAP\)](#) for the City of London (2019) aligns with the 2019-2023 City of London Strategic Plan. Municipal Council's 2019 – 2023 Strategic Plan for the City of London within the 'Strengthening Our Community' and 'Building a Sustainable City' strategic areas of focus.

The City of London's Housing Stability Action Plan focuses on increasing affordable and quality housing options for individuals and families, reducing the number of individuals and families experiencing homelessness, and supporting improved access to mental health and addiction services.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- [Homeless Prevention Covid 19 Response Extension \(and other Canada Ontario Housing funding extensions provided through the Province of Ontario\)](#) (CPSC: Aug 31, 2021)
- [Housing Stability for All Plan 2020 Update](#) (CPSC: May 11, 2021)
- [Homeless Prevention - COVID-19 Response](#) (CPSC: March 30, 2021)
- [Letter of Mayor Holder to CPSC Re: 3000 Unit Challenge](#) (CPSC: March 30, 2021)
- [Transition Plan Progress Report – Housing Development Corporation, London HDC](#) (SPPC: March 9, 2020)
- [Governance Functional Review - Housing Development Corporation, London \(HDC\)](#) (Council: January 12, 2021)
- [Municipal Council Approval of the Housing Stability Plan 2019 to 2024](#) (CPSC: December 3, 2020)
- [Update on Urgent Transitional and Modular Supported Housing Development Report on July 15, 2020](#) (CPSC: December 15, 2020)
- [Homeless Prevention COVID-19 Response](#) (CPSC: October 6, 2020)
- [Housing Quarterly Report](#) (CPSC: October 6, 2020)
- [Housing Quarterly Report](#) (CPSC: July 15, 2020)
- [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)
- [Municipal Council Approval of the Housing Stability Plan 2019 to 2024...](#) (CPSC: December 3, 2019)
- [Homeless Prevention and Housing Plan 5 Year Review and Update](#) (CPSC: June 17, 2019)

## **2.0 Discussion and Considerations**

### **2.1 Overview of Housing Stability Action Plan**

The HSAP framework guides activities across the municipal housing system in support of housing stability under the following four strategic areas of focus:

- Respond to the Homeless Crisis
- Create more Housing Stock
- Provide Housing Supports
- Transform the Service System

Civic administration recognizes that there are many homeless prevention and housing-related activities developing at the same time. By categorizing each initiative within the four strategic pillars of the HSAP, the intention is to provide clarity as to how each initiative is contributing to providing housing stability for all.

Each area provides actions, anticipated outcomes, and related measures.

### **2.2 COVID-19 Update to the Housing Stability System**

While still closely monitoring the COVID-19 situation, the housing stability system continues provide homeless prevention, housing and housing development services as safely as possible. This includes responses put into place to support individuals experiencing homelessness throughout the pandemic. This report provides an opportunity to showcase the important work and achievements in housing that has progressed during the COVID-19 pandemic.

Civic Administration continues to monitor the market for updates, including through Canada Mortgage and Housing Corporation (CMHC), and adjust priorities, where necessary. Any market factors, local measures and changes to priorities will be reported in future updates as more information becomes available.

## **3.0 Financial Impact/Considerations**

There are no financial impacts at this time.

## **4.0 Key Issues and Considerations**

### **4.1 Housing Stability Action Plan – Implementation Mid-Year Update**

Schedule 1 reflects an update for achievements related to housing and stability initiatives under the four strategic areas. These are in addition to achievements reported in the 2020 annual update.

Separate from this, work continues on research reports related to local housing needs and housing affordability in London in order to create common language and measures that can be used to inform various Council policies, including to those related to development charges and inclusionary zoning.

### **4.2 Enhanced HSAP Reporting, Communications, Advocacy, and Engagement of all levels of Government and Sectors Update**

The HSAP Implementation Team, together with Corporate Communications, has started a new web-based page to provide the most up to date information in a format that

members of the public, including Council, can access regular updates related to the implementation and achievements of the HSAP actions. Work on this webpage is ongoing.

The Team, together with Corporate Communications, will strive to update achievements as new information becomes available.

Link to website: <https://london.ca/living-london/community-services/homeless-prevention-housing/what-city-doing-about-it>

### **4.3 Middlesex County Update**

The City's HSAP Implementation Team, together with Middlesex County, are working in partnership to inform priorities and report on outcomes on Middlesex County initiatives. The Team will report on these initiatives in the year end update.

### **4.4 Giwetashkad Indigenous Homelessness Strategic Plan**

In 2021, Atlohsa and other Indigenous Housing providers began the implementation of the Giwetashkad Indigenous Homelessness Strategic Plan. A business case was developed to support the development of an Indigenous Housing First hub, and the community has been seeking an appropriate space in which to house this component of the strategic plan.

## **Conclusion**

Civic Administration is continuing to work on improved reporting and communications related to HSAP initiatives and outcomes. Additional housing stability reports and updates will be provided through the City's housing website.

The implementation of our housing plans requires our ongoing attention and oversight of our regulated and local housing services while we modify our priorities to address the urgent needs of those most impacted by the lack of stable, secure, and affordable housing in London.

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George Kotsifas, Deputy City Manager, Planning and Economic Development

## Schedule 1: Housing Stability Action Plan 2021 Mid-Year Achievements Update

### Update on Strategic Area of Focus 1: Responding to Homelessness and Housing Crisis

*We need to address the homelessness crisis. In London, more people are experiencing homelessness with more complex needs than ever before.*

Actions	2021 Mid-Year Update on Achievements
1.1.b. Develop a coordinated access system that addresses the immediate needs of individuals and families.	<ul style="list-style-type: none"> <li>Created Positive Pathways Initiative with probation and parole which supports individuals connected to the criminal justice system to connect with housing services</li> </ul>
1.2.b. Engage partners in the Coordinated Informed Response, including those with lived and/or living experience.	<ul style="list-style-type: none"> <li>The Core Area Prolific Offenders Diversion Project is a pilot partnership between London Police Service and the City of London aimed at reducing interactions with the justice system for a list of prolific offenders through housing stability. The City of London Housing Stability Services provides a peer support Outreach team to this program the City of London Life Stabilization provides client support.</li> </ul>
1.3 Provide the right level of support at the right time to decrease the use of emergency services.	<ul style="list-style-type: none"> <li>On May 17th, 2021, My Sisters Place CMHA launched an overnight Resting Space program for women. The program serves up to ten women nightly and provides female identified individuals a space to rest, meet their basic needs and access supports. Since opening this program My Sisters Place has received over 547 community referrals and served over 486 overnight participants.</li> </ul>
1.3.b. Work with London Police Service and Emergency Medical Services to establish an engagement protocol to support individuals experiencing unsheltered homelessness.	<ul style="list-style-type: none"> <li>The Core Area Prolific Offenders Diversion Project is a pilot partnership between London Police Service and the City of London aimed at reducing interactions with the justice system for a list of prolific offenders. Individuals on this list are experiencing unsheltered homelessness.</li> </ul>
1.4.a. Improve diversion practices to better assist individuals and families to secure housing.	<ul style="list-style-type: none"> <li>Coordinated Access increased staffing compliment to better respond to individuals and families experiencing homelessness. Client Service Representatives receive phone, email and front counter inquiries from the general public looking to access services through Coordinated Access. Access Coordinators work to prevent and divert homelessness where possible and connect Londoners to housing services offered through Coordinated Access.</li> </ul>
1.5.a. Implement unique opportunities to support rapid rehousing options.	<ul style="list-style-type: none"> <li>In June 2021, Coordinated Informed Response supported the wind down of the temporary Winter Response day and overnight resting spaces. The Ark Aid Wish support program shifted to a transitional supportive housing model at a different location. The transitional supportive housing program is aimed at continuing service provision for individuals from the temporary Winter resting space location by supporting them to achieve housing stability and permanent housing.</li> </ul>
1.5.d. Provide financial supports to assist individuals to secure housing.	<ul style="list-style-type: none"> <li>From January to July of 2021, the Housing Stability Bank supported a total of 804 households with Utility and Rental Assistance.</li> </ul>

## Update on Strategic Area of Focus 2: Creating More Housing Stock

*We need far more affordable housing stock in our community. The shortage of safe, affordable housing options is impacting the stability and health of people across our community.*

Actions	2021 Mid-Year Update on Achievements
2.1.b. Develop publicly owned and available lands for affordable housing.	<ul style="list-style-type: none"> <li>• On July 14, 2021, the City of London together with its Housing Development Corporation announced a partnership with Ontario Aboriginal Housing Services for 42 affordable multi-residential units 18 Elm Street, London. This site will advance culturally appropriate housing focused on Indigenous people, specifically including young mothers and their children, through the Urban Indigenous Homeward Bound program. More information can be found here: <a href="https://getinvolved.london.ca/housingstability">https://getinvolved.london.ca/housingstability</a></li> <li>• 5 new sites are under development or in pre-development stage for new affordable housing.</li> </ul>
2.1.c. Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.	<ul style="list-style-type: none"> <li>• In 2021, 42 new affordable rental housing units have been negotiated by the Housing Development Corporation, London (HDC) and approved by Council through Section 37 bonus zoning and legal agreements, with no additional cost to the municipality.</li> <li>• A total of 149 bonused units have been negotiated and approved through Council since 2018.</li> <li>• Through section 37 Bonusing, HDC negotiated 4 fully owned condo units to be aligned through Housing Stability Services.</li> </ul>
2.1.e. Explore opportunities to stimulate new affordable housing through government legislation.*	<ul style="list-style-type: none"> <li>• The 61-unit affordable housing development at 122 Base Line Road continues to rapidly progress and is on target. Future tenants will be matched through the City's Housing Stability Services lists. Base Line was approved for \$2,380,712 in 2021 through the Ministry of Municipal Affairs and Housing - Ontario Priorities Housing Initiative and for \$4,761,421 under the Social Services Relief Fund.  More information can be found here: <a href="https://getinvolved.london.ca/housingstability">https://getinvolved.london.ca/housingstability</a></li> <li>• CMHC has announced that London will receive \$10.8 million through Rapid Housing Initiative round 2. London has submitted an application for 44 units at 403 Thompson Road, London.  More information can be found here: <a href="https://getinvolved.london.ca/housingstability">https://getinvolved.london.ca/housingstability</a></li> <li>• A partnership with Habitat for Humanity has assisted in funding 20 units of affordable home ownership.</li> <li>• Work is concluding on 440 Clarke Road and 228 Dundas St. for a total of 77 new completed units</li> <li>• CMHC has announced Co-Investment funding for two affordable housing projects at 99 Pond Mills Road, through Homes Unlimited (London) and at 191 Commissioners Road West through PAM Gardens, for a total of 175 new units.</li> </ul>

## Update on Strategic Area of Focus 3: Provide Housing Supports

*Londoners need supports to find housing and stay housed*

<b>Actions</b>	<b>2021 Mid-Year Update on Achievements</b>
3.3.a. Work with individuals and families to determine their support needs and expand programs that assist them in moving towards their housing goals.*	<ul style="list-style-type: none"> <li>• There were 29 new Canada Ontario Housing Benefit (COHB) participants for a combined total of 406 from the last report. Along with expecting to support an additional 11 households. COHB is a monthly portable housing benefit program that assists eligible households with their housing costs.</li> <li>• 6 new Community Housing Bridge allowances were approved, which provides ongoing housing allowances to eligible applicants, for a total of 52.</li> <li>• 25 new rent supplements were provided to Federal Co-ops with expired operating agreements.</li> <li>• 21 new housing allowances were funded towards the provincial Anti Human Trafficking program initiative.</li> </ul>
3.4.a. Provide education and supports for landlords and tenants to improve housing stability.*	<ul style="list-style-type: none"> <li>• Support funding for a 'Dealing with Difficult People Workshop', training event was provided and attended by 11 Co-op Property Managers.</li> </ul>
3.4.b. Develop and implement an eviction prevention strategy to support housing stability.  and  1.4.b. Implement eviction and prevention programs to support individuals and families from entering homelessness.	<ul style="list-style-type: none"> <li>• 42 households had their tenancy saved from eviction through the Housing Stability Table eviction prevention program</li> </ul>

## Update on Strategic Area of Focus 4: Transform the Service System

*The system needs to be easier to navigate*

Actions	2021 Mid-Year Update on Achievements
4.1.a. Articulate a clear vision for the delivery of housing stability for all.*	<ul style="list-style-type: none"> <li>• A regular housing quarterly report was established to provide Council and the community with regular proactive updates on all housing initiatives across various City service areas.</li> <li>• The Housing Stability Action Plan (HSAP) Implementation Team, together with Corporate Communications, has created a new web-based page that will be updated quarterly to provide the most up to date information in a format that members of the public, including Council, can assess regular updates related to the implementation and achievements of the HSAP actions.</li> <li>• Participated in the regular Housing Consortium Initiative (HCI) meetings and development requires related to the new housing administration technology platform.</li> </ul>
4.1.e. Maximize provincial and federal funding to meet agreement requirements and to enhance housing stability.	<ul style="list-style-type: none"> <li>• 100% of all allocated federal and provincial funding is planned to be secured.</li> </ul>
4.3.a. Ensure municipal council has strong information from committees and community networks and other mechanisms to support housing stability.	<ul style="list-style-type: none"> <li>• There are 8 municipal teams that meet regularly to advance urgent housing, provide latest statistics on housing, advancement of funding opportunities and ensures common understanding of housing related strategies. Teams include: SWOT Team, Municipal Housing Strategy Team, Housing Stability Action Plan Implementation team, Housing Leadership Team, Coordinated Informed Response team, and Core Area Action Team.</li> <li>• To support the City during its enterprise-wide restructuring, including housing related services, a project management team has been created to support logistics and implementation.</li> </ul>