

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: 2022-2023 Single Source Award Recommendation for Housing Stability Service Programs; Including Housing First, Supportive Housing and Day Drop-in Programs
Date: March 1, 2022

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, that the following actions Be Taken with respect to Single Source Award Recommendation for Housing Stability Service Programs; Including Housing first, Supportive housing and Day drop-in programs;

- a) That, the Single Source as per the Corporation of the City of London Procurement Policy Section 14.4 d); **BE ACCEPTED** at a total estimated cost of \$3,642,900. (excluding HST) for the period of April 1, 2022, to March 31, 2023, with the option to extend for four (4) additional one (1) year terms, subject to confirmation of the Provincial and Federal funding, to administer Housing Stability Services, Housing First, Supportive Housing and Day Drop-in programs, to the following providers:
- CMHA Thames Valley Addiction & Mental Health Services – Street Level Women at Risk (SS-2022-060)
 - St. Leonard’s Society of London – Project Home (SS-2022-061)
 - London Cares Homeless Response Services Housing First (SS-2022-062)
 - CMHA Thames Valley Addiction & Mental Health Services – Housing Always (SS-2022-063)
 - CMHA Thames Valley Addiction & Mental Health Services - No Fixed Address program (SS-2022-064)
 - Mission Services - Roger Smith Wing Supportive Housing (SS-2022-065)
 - Youth Opportunities Unlimited – Cornerstone Housing (SS-2022-066)
 - Regional HIV/AIDS Connection - John Gordon Home (SS-2022-067)
 - Youth Opportunities Unlimited Housing First Mobile Team (SS-2022-068)
 - CMHA Thames Valley Addiction & Mental Health Services – My Sisters Place Day Drop-in (SS-2022-069)
- b) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project;
- c) that the approval given herein **BE CONDITIONAL** upon the Corporation entering into Purchase of Service Agreements with each program.

Executive Summary

To ensure the continuity of various housing stability services into 2022 and beyond, civic administration is requesting a variety of programs be funded to provide continuation of services for housing first programs, day drop-in programs and crucial supportive housing programs.

Supporting individuals experiencing homelessness and precariously housed individuals and families through an emphasis on housing stability is a strategic area of focus within the 2019-2024 Housing Stability Action Plan. Londoners need support to find housing and follow along supports to maintain and stay housed. The housing first and supportive housing programs support individuals to find and secure housing to assist in achieving housing and life stabilization.

Additionally, having a safe space to go during the day has been identified as a continued need in our community. The current program at My Sisters Place is able to offer women experiencing homelessness a safe place to go during the day to get a meal, have a shower, do laundry, socialize and to engage in support services that include housing stability.

The impact the pandemic has had on the housing stability system has been significant. The lack of safe places and available housing has strained programs trying to meet demands. The ever increasing local housing market and rising rental costs has made it more challenging for individuals and families to self-navigate the rental process. Ensuring the continued operation of these programs supports the many priority areas of the City as well as ensures continued access to these programs for those who continue to need them.

Linkage to the Corporate Strategic Plan

The 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)

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 support individuals and families experiencing or at risk of experiencing homelessness are strategic areas of focus within the 2019 – 2024 Housing Stability Action Plan. London needs to maintain and where possible increase capacity and availability of services across many sectors to meet the housing stability needs of individuals and families in crisis.

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 response that will support the transition of individuals and families experiencing or at risk of experiencing homelessness who have a variety of support needs into permanent housing.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- Homeless Prevention and Housing Plan 5 Year Review and Update (CPSC: June 17, 2019)
- Core Area Action Plan (SPPC: October 28, 2019)
- London’s Homeless Prevention System Street Level Women at Risk Prevention Program (CPSC: October 20, 2015)

- Contract Award 13-48 London CARES (CPSC: January 14, 2014)

2.0 Discussion and Considerations

2.1 Purpose

This report provides an overview of the programs to be funded, as attached as Schedule 1 of this report

A single source procurement is being recommended to ensure service continuity for these programs and will allow civic administration to undertake a review of how housing stability services are procured in the future including a comparison analysis of how other service managers offering similar programs in their communities procure these services.

2.2 Background

Housing First Programs:

The City of London currently funds eight (8) programs to deliver Housing First supports in the City of London. These programs all support standard Housing First principles which include:

- Access to housing and services with no readiness requirements
- Choice and self-determination of housing
- Recovery oriented
- Individualized and client-driven supports
- Social and community integration

Matching to these programs is through the City's coordinated access system and participants are referred to the program exclusively through the coordinated By-Name List. The programs support a variety of priority populations in their housing stability journey including:

- Individuals experiencing homelessness facing:
 - urgent safety concerns
 - recovery from addictions
 - mental health challenges
 - unsheltered homelessness
 - discharge from hospital
 - tri-morbidity and chronic health conditions
 - first time homelessness
 - chronic homelessness
- Youth, including those aging into and out of care
- Women
- Veterans
- Families

Each program assists higher acuity individuals to transition into permanent, sustainable housing based on choice with intensive in-home supports and integrated case management. Participants are also supported by housing identification resources (house-finding). Programs focus on supporting individuals with the highest acuity based on VI-SPDAT scores. Individuals in the programs are also supported where necessary with a housing allowance or supplement depending on their economic need and ability to afford a house within their means.

Supportive Housing Programs:

The City of London currently funds three (3) supportive housing programs, these programs provide supports to individuals to ensure they achieve and maintain housing stability. Individuals will benefit from a safe living space while gaining sustainable independence skills. Tenants are supported through intense case management by

Housing Stability Workers who collaborate with them to develop individualized action plans. Services offered include (but not limited to): basic needs and meal programs, food security skill building, primary care support, life skills development, continuing education, employment counselling and support, financial literacy and budgeting, short-time crisis planning and management, community integration and belonging. Participants are supported and encouraged, where possible, to move towards independent living arrangements outside the current supportive housing arrangements.

Matching to these programs is through the City's coordinated access system and programs support a variety of individual needs.

Day Drop-in Program:

The City of London currently funds one (1) program to provide day drop in space. My Sisters' Place Drop-in provides services for women experiencing homelessness (e.g. street involved, marginalized, hidden homeless) as well as women at-risk of homelessness. The Drop-in offers a low barrier and high tolerance environment providing access to safety, and a continuum of services ranging from crisis support, short term, and long-term support. The Drop-in space offers wrap-around, one-stop services to promote housing and health stability.

2.3 Procurement Process

Civic administration is recommending that the single source procurements from listed agencies in this report be made under Section 14.4 d) of The Corporation of the City of London Procurement of Goods and Services Policy, stating 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, to ensure the continuity of the identified services for 2022 and beyond.

The request to have a 5-year term for the approval of these services allows contractual certainty for the agencies providing services. The four (4) optional one (1) year renewal terms allow for any significant changes in scope of service to require committee and council approval. The Purchase of Service Agreements include a contract renewal provision whereby the City reserves its absolute right to negotiate the reasonable pricing of any contract renewals with the successful proponent(s) upon a renewal request in subsequent years (at a maximum of four additional one-year terms). In addition, as the system looks to respond to the ever-changing needs of the community, this approval allows for some minor flexibility to meet local needs on a yearly basis.

3.0 Financial Impact/Considerations

The 2022 cost for Homeless Stability Services of Housing First, Supportive Housing and Day Drop-in program agreements is expected to be \$3,642,900. This level of funding for these programs is consistent as compared to. It is being noted by civic administration that an increasing pressure on funding for the entire housing stability service area is creating challenges in future years that will require additional funding to maintain current service levels for all housing stability service programs.

The contracts to the agencies will be funded by provincial funding through Community Homeless Prevention Initiative and by federal funding through Reaching Home.

Conclusion

Civic Administration follows the Council approved Housing Stability Action Plan as the guiding document for the delivery of Housing Stability Services in the community, it is also recognized that system pressures on all programs continues to rise. Efforts continue to be made to introduce positive changes in the system. While much work remains as a community and as a whole system, the contents of this report provide for a suite of services to be delivered without degrading service standards.

This report seeks Council direction and support for the City of London to enter into Single Source Purchase of Service Agreements with all programs noted above.

Prepared by: Laura Cornish, Manager, Housing Stability Services

Submitted by: Craig Cooper, Director, Housing Stability Services

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

Schedule 1 – Overview of Housing Stability Services Funding Allocations

Program/ Service	Agency	Cost Estimate
Housing First	CMHA Thames Valley Addiction & Mental Health Services – Street Level Women at Risk	Up to \$570,000
Housing First	St. Leonard’s Society of London – Project Home	Up to \$956,000
Housing First	London Cares Homeless Response Services Housing First program	Up to \$915,000
Housing First	CMHA Thames Valley Addiction & Mental Health Services –No Fixed Address program	Up to \$71,900
Housing First	Youth Opportunities Unlimited – Housing First Mobile Team	Up to \$375,000
Housing First	CMHA Thames Valley Addiction & Mental Health Services – Housing Always	Up to \$162,000
Supportive Housing	Mission Services –Roger Smith Wing Supportive Housing	Up to \$100,000
Supportive Housing	Regional HIV/AIDS Connection - John Gordon Home	Up to \$115,000
Supportive Housing	Youth Opportunities Unlimited – Cornerstone Supportive Housing	Up to \$225,000
Day Drop-in Program	CMHA Thames Valley Addiction & Mental Health Services – My Sisters Place	Up to \$153,000
Total Funding for 2022		\$3,642,900