

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: Housing Stability Services - Single Source Procurements
Date: May 31, 2022

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, that the following actions Be Taken with respect to Housing Stability Services - Single Source Procurements, that;

- a) single source procurements BE **APPROVED** at a total estimated cost of \$2,350,000 (excluding HST) for the period of April 1, 2022, to March 31, 2023, with the opportunity to extend for four (4) additional one (1) year terms, to administer Housing Stability Services programs, as per the Corporation of the City of London Procurement Policy Section 14.4 d) and e); to the following providers:
- Unity Project for Relief of Homelessness - Hotel Response (SS-2022-157)
 - CMHA Thames Valley Addiction & Mental Health Services - Holly's House (SS-2022-158)
 - St. Leonard's Community Services – Project Home Baseline supports (SS-2022-159)
 - London Cares Homeless Response Services- Veteran's Program (SS-2022-160)
 - CMHA Thames Valley Addiction & Mental Health Services - Housing Stability Table Program (SS-2022-161)
 - VHA Home Healthcare - Extreme Clean/Hoarding Program (SS-2022-162)
- 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 a Purchase of Service Agreements with each program.

Executive Summary

Civic Administration is seeking approval to procure the following agencies/programs to provide prevention, diversion, emergency shelter and housing support to assist with the current COVID-19 recovery challenges faced by The City of London.

Recommended programs support the goals of the City of London Housing Stability Action Plan (2019) and the 2019-2023 Strategic Plan for the City of London by supporting vulnerable Londoners who are at risk of or experiencing homelessness and/or gender-based violence. The programs are also recommended by City of London community advisory committees after extensive consultation, including The London Homeless Coalition and the London Homeless Prevention Network. The recommended programs include:

1. Unity Project for the Relief of Homelessness – Emergency shelter temporary hotel response.
2. CMHA Thames Valley Addiction & Mental Health Services – Holly's House
3. St. Leonard's Community Services – Project Home Baseline Supports
4. London Cares Homeless Response Services – Veteran's Housing Support Program
5. CMHA Thames Valley Addiction & Mental Health Services – Housing Stability Table Program
6. VHA Home Healthcare – Extreme Clean/Hoarding Program

Pending City Council approval, Civic Administration will enter into 2022-23 Purchase of Service funding agreements, with the option to renew agreements for up to five additional one-year terms, subject to budgetary approval.

Funding for all recommended programs is provided through 2022-23 provincial and federal programs, including the Ontario Social Services Relief Fund, Reaching Home: Canada's Homelessness Strategy, and The Ontario Homelessness Prevention Program (HPP).

In 2022-23, Civic Administration will be undertaking further community consultation to inform additional funding and program recommendations. Council approval will be sought as required under the City of London Procurement of Goods and Services Policy.

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

- Multi-Program Ontario Transfer Payment Agreement – Homelessness Prevention Program Approval (CPSC: March 29, 2022)
- 2022-23 Single Source Award Recommendation for Housing Stability Service Programs; Including Housing First, Supportive Housing and Day Drop-in Programs
- Single Source Award Recommendation for Housing Stability Service Programs;

including Outreach, Emergency Shelter and Housing Stability Bank (CPSC: February 1, 2022)

- Single Source Procurement – London Homeless Prevention Housing Allowance Program (CPSC: February 1, 2022)
- 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 working in coordination with the community to deliver a COVID-19 recovery that will continue to support the needs of individuals at risk of or experiencing homelessness. Additional prevention, diversion, emergency shelter and housing support services continue to be considered and are in various stages of being procured. As is always the case, community consultation will occur in the coming months to inform program direction and service level decision-making regarding the needs of individuals experiencing and at risk of homelessness in our community.

Single source approval is recommended for all programs identified, for the period of April 1, 2022, to March 31, 2023. An overview of the programs is provided in Section 2.2 of this report, and funding allocations are included in Schedule 1.

2.2 Background

Overview of Recommended Programs

Unity Project Emergency Shelter

The Unity Project for the Relief of Homelessness emergency shelter was displaced from their Dundas Street location because of changes to Ontario COVID-19 health guidelines for congregate living settings. The agency has been unable to return to their original location, however they have been able to consistently support fifty individuals experiencing homelessness per night. Unity Project is currently operating their shelter at a local hotel and have requested additional assistance with space costs until they are able to find a suitable permanent alternative location.

Unity Project provides housing outcome focused emergency shelter, supportive housing, and housing stability programming. Unity Project adapts Housing First to the emergency shelter context to help people to obtain and maintain housing and to achieve wellness and belonging in community. They help people to end their experience of homelessness and help the City of London advance the Housing Stability System.

CMHA Thames Valley Addiction and Mental Health Services - Holly's House

Holly's House is a housing-focused service collaborative between the Canadian Mental Health Association (CMHA) – My Sister's Place, ANOVA and Street Level Women at Risk. Holly's house has been operating since the beginning of the pandemic. The space provides safe space for women fleeing violence and human trafficking and supports their journey to obtain permanent housing.

London Cares Homeless Response Services - Veteran's Housing Support Program

To continue to support homeless Veterans achieve housing stability, Civic Administration is recommending the approval of an additional Veteran's Housing Support Program through a cost-shared program with London Cares and the Royal Canadian Legion. This program will create an additional Veteran's Housing Support Worker. While the community's work to functionally end Veteran's homelessness in 2021 was a significant achievement, the work continues as each month additional homeless Veterans are identified through the City's Coordinated Access system.

St. Leonard's Community Services-Baseline Road Temporary On-Site Supports

Civic Administration is recommending the approval of a resident support program during the startup of the new affordable housing development at 122 Baseline Road. This program will create an additional on-site housing stability worker to support tenants with identified and emerging needs, to assist in maintaining housing stability for those living in the building. The City led affordable housing development at this site is operating at full capacity and ensuring tenant success is a foundation of the project. This additional support service will be instrumental in helping those that need additional support in their housing stability journey.

CMHA Thames Valley Addiction and Mental Health Services - Housing Stability Table

Civic administration is recommending short-term approval to continue the Housing Stability Table program. This program assists housing providers and tenants living within a London-Middlesex social housing community to access additional homeless prevention services when a tenancy is at-risk.

Extreme Clean/Hoarding Program

Civic Administration is recommending short-term funding approval to assist the London Extreme Clean and Hoarding Program continue services for the London area. As a result of a loss of funding in early 2022, the program has been forced to reduce services that contribute to the prevention of homelessness for Londoners.

The health and safety risks associated with extreme clutter, squalor and hoarding are multi-leveled. Without help, problematic hoarding can continue to escalate and severely impact the ability to carry out daily tasks such as cooking, cleaning, personal hygiene, or sleeping as appliances, furniture, and living spaces become unusable. The buildup of clutter can lead to an increased risk of falls, problems with medication management, and exacerbation of health issues. In all, it can create poor sanitary conditions, impair access to emergency services, increase the risk for fire, and be a leading factor in a person becoming evicted.

Civic administration is working with the VHA Home Healthcare team to refine this program to align with the City's Coordinated Access system and contribute to the goals of the Housing Stability Action Plan.

2.3 Procurement Process

Civic Administration (Purchasing and Supply) is recommending that the single source procurements for the listed agencies in this report be made under Section 14.4 d) and e) 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 and/or the required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience to ensure the continuity of the identified services for 2022-23.

The request to have a one-year term for the approval of these services allows flexibility in our community's COVID recovery efforts. Four optional one-year renewal terms allow for any significant changes in scope of service or funding availability to support these programs for an additional term.

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 2022-23 cost for the proposed Homeless Stability Services program agreements is estimated at \$2,350,000, as outlined in Schedule 1 of this report.

Funding for all recommended programs is provided through 2022-23 provincial and federal programs, including the Ontario Social Services Relief Fund, Reaching Home: Canada's Homelessness Strategy, and The Ontario Homelessness Prevention Program (HPP).

Conclusion

While Civic Administration implements the Council approved Housing Stability Action Plan (2019) 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 system, the contents of this report provide for a suite of services to be delivered to support vulnerable Londoners at risk of or experiencing homelessness.

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 herein.

Prepared by:	Kate Green, 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 Service Funding Allocations

Program	Agency	Cost Estimate
Emergency Shelter	Unity Project for the Relief of Homelessness	\$750,000
Baseline Road Supports	St. Leonard’s Society of London	\$75,000
Veterans Housing Support Program	London Cares Homeless Response Services	\$75,000
Holly’s House	CMHA Thames Valley Addiction & Mental Health Services	\$600,000
Housing Stability Table	CMHA Thames Valley Addiction & Mental Health Services	\$250,000
Extreme Clean/Hoarding Support Program	VHA Home Healthcare	\$400,000
<i>Total</i>		<i>\$2,350,000</i>