

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: Single Source Award Recommendation for Housing Identification Program Expansion and Portable Housing Benefits Program. (SS-2022-061)
Date: July 26, 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 Identification Program Expansion and Portable Housing Benefits Program (SS-2022-061) that;

- a) the single source procurement **BE APPROVED** to administer the Housing Identification Program, at the estimated cost of \$800,000 (excluding HST) for the period of September 1, 2022, to March 31, 2023, with the opportunity to extend for four (4) additional one (1) year terms to a maximum cost of 1,000,000, as per the Corporation of the City of London Procurement Policy Section 14.4 d) and e); to St. Leonard's Community Services.
- b) That a single source procurement **BE APPROVED** to administer Housing Allowances, at the estimated cost of \$1,084,000 (excluding HST) for the period of September 1, 2022, to March 31, 2023, with the opportunity to extend to four (4) additional one (1) year terms as per the Corporation of the City of London Procurement Policy Section 14.4 d) and e); to St. Leonard's Community Services.
- c) That a single source procurement **BE APPROVED** to administer portable benefits, at the estimated cost of \$720,000 (excluding HST) for the period of September 1, 2022, to March 31, 2023, with the opportunity to extend to four (4) additional one (1) year terms subject to budget approval. The program, subject to budget business case approval, will increase each year by \$720,000 to a maximum yearly budget of \$3,600,000 in 2027.
- d) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project;
- e) that the approval given herein **BE CONDITIONAL** upon the Corporation entering into a Purchase of Service Agreements with St. Leonard's Community Services.

Executive Summary

Civic Administration is seeking approval to procure St. Leonard's Community Services to continue to operate the Housing Identification Program with expanded capacity to centralize and administer City of London portable benefit funding provided through the Council approved Roadmap to 3000 Units initiative.

This includes reallocating existing municipal funding for housing finding, landlord liaising and administration of current housing allowances from six external agencies to the Housing Identification Program (HIP) operated by St. Leonard's Community Services. This shift will decrease the administrative complexity for both the City of London and funded agencies who currently administer housing stability services and housing allowances and streamline program delivery. Existing providers will continue to be funded to provide housing stability services, however all housing finding, and landlord liaison services will be centralized through one agency using standard practices.

This administrative change to the housing allowance program supports the achievement of the Municipal Council’s Roadmap to 3000 Units initiative by making more portable benefit funding available to Londoners who need them and making it easier for Londoners to access housing allowances.

Civic Administration is seeking Council approval to work with the Housing Identification Program to transition housing finding, landlord liaising and the administration of housing allowances from existing providers to St. Leonard’s Community Services HIP. It is anticipated that this transition will begin in the fall of 2022 and take up to two years.

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

- 2022-23 Single Source Award Recommendation for Housing Stability Service Programs; Including Housing First, Supportive Housing and Day Drop-in Programs (CPSC: March 1, 2022)
- Single Source Procurement – London Homeless Prevention Housing Allowance Program (CPSC: February 1, 2022)
- Proposed Implementation of the “Roadmap to 3,000 Affordable Units” (Roadmap) Action Plan (CPSC: November 23, 2021)

- Contract Award Recommendation for Housing Stability Services – Request for Proposal 20 – 07 (CPSC: March 31, 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

The purpose of this report is to seek approval to centralize and expand the capacity of the Housing Identification Program.

2.2 Background

London is in a challenging position, like many other urban and rural communities in Ontario; where growing numbers of individuals and families with complex and high acuity health needs are under-served and facing a challenging and vulnerable life unsheltered or experiencing homelessness. It is imperative that the housing stability sector use all available tools efficiently to support individuals and families experiencing, and at risk of, homelessness to secure and maintain housing in an effort to contribute to an individual's path to recovery and stabilization. Housing First programs support individuals with high acuity/support needs and complex barriers to securing and maintaining housing. Housing First programs currently manage landlord support and the administration of housing allowances in addition to providing housing focused housing support.

There is an opportunity to create efficiencies in the housing stability system by moving the program components that are not direct client support to the Housing Identification Program operated by St. Leonard's Community Services. The Housing Identification Program assists individuals and families to secure units and supports housing stability through the monitoring of rental payments, administering housing allowances and building and maintaining relationships with landlords. The Housing Identification Program was implemented to provide these services for clients being provided in home housing stability supports for clients with low and moderate acuity/support needs.

Civic Administration is seeking approval to expand this program to provide these services for Housing First clients with high acuity and support needs, allowing Housing First programs to focus on client support. This will mean that services currently provided through seven separate organizations will be centralized and provided by the Housing Identification Program. This change will also aim to increase success in securing units in the private market by decreasing competition for units and operating under standard practices.

This shift will be gradual and take place over the next two years. Civic Administration will work with the Housing Identification Program to develop practices to support this transition. The transition will occur in a staggered approach.

The Housing Identification Program contributes to the Road Map to 3000 Affordable Units through their work securing units and administering portable benefits. Portable benefits will contribute to an estimated increase of 100 units per year for a total of 500 units by 2027.

2.3 Procurement Process

Civic Administration is recommending that a single source procurement for St. Leonard's Community Services 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 and expansion of the Housing Identification Program.

The request to have a one-year term for the approval of this service allows for the transition of these services from Housing First programs to the Housing Identification Program to begin. Four optional one-year renewal terms allow for further transition and the ongoing operations of this program.

3.0 Financial Impact/Considerations

The 2022-23 cost for the proposed Homeless Stability Services program agreements is estimated at \$2,604,000 and increasing by \$770,000 annually as outlined in Schedule 1 as attached to this report.

The funding for the 2022-23 Housing Identification Program will be fully funded by Municipal Affairs and Housing through the Ontario Homelessness Prevention Program (HPP). The Housing Allowances program are funded by the approved 2022 municipal operating budget.

The 2022-23 Portable Housing Benefits is funded by one-time funding from the Operating Budget Contingency Reserve as directed in the “Roadmap to 3,000 Affordable Units” Action Plan (CPSC: November 23, 2021). Civic Administration will be bringing a budget amendment business case to the 2023 Annual Budget Update and 2024-2027 Multi-Year Budget to establish funding for the program for 2023-2027.

Conclusion

This report seeks Council direction and support for the City of London to enter into Single Source Purchase of Service Agreements with St. Leonard’s Community Services for the expansion of the Housing Identification Program.

Prepared by:

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Submitted by:

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Recommended by:

Kevin Dickins, Deputy City Manager, Social & Health Development

Schedule 1 – Overview of Housing Identification Allocations

2022 - 2023

Program	Agency	Cost Estimate
Housing Identification Program	St. Leonard's Community Services	\$800,000
Housing Allowances	St. Leonard's Community Services	\$1,084,000
Portable Benefits	St. Leonard's Community Services	\$720,000
<i>Total</i>		<i>\$2,604,000</i>

2023 - 2024

Program	Agency	Cost Estimate
Housing Identification Program	St. Leonard's Community Services	\$850,000
Housing Allowances	St. Leonard's Community Services	\$1,084,000
Portable Benefits subject to budget business case approval	St. Leonard's Community Services	\$1,440,000
<i>Total</i>		<i>\$3,374,000</i>

2024 - 2025

Program	Agency	Cost Estimate
Housing Identification Program	St. Leonard's Community Services	\$900,000
Housing Allowances	St. Leonard's Community Services	\$1,084,000
Portable Benefits subject to budget business case approval	St. Leonard's Community Services	\$2,160,000
<i>Total</i>		<i>\$4,144,000</i>

2025 – 2026

Program	Agency	Cost Estimate
Housing Identification Program	St. Leonard's Community Services	\$950,000
Housing Allowances	St. Leonard's Community Services	\$1,084,000
Portable Benefits subject to budget business case approval	St. Leonard's Community Services	2,880,000
<i>Total</i>		<i>\$4,914,000</i>

2026 - 2027

Program	Agency	Cost Estimate
Housing Identification Program	St. Leonard's Community Services	\$1,000,000

Housing Allowances	St. Leonard's Community Services	\$1,084,000
Portable Benefits subject to budget business case	St. Leonard's Community Services	\$3,600,000
<i>Total</i>		<i>\$5,574,000</i>