

Hello,

Could you please add the attached report to the public agenda for discussion?

With kind regards,
Bigdan Baginski
Ward 1 resident

----- Wiadomość oryginalna -----

Temat: URGENT! Grab for taxpayer's money - Feb. 28th, 2023. I say NO!

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Nadawca: "bogdan"

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Dear Councillor,

We live in the predicament of growing acute scarcity in many areas.
Housing, health care, good jobs etc.

Can we afford to spend \$2,884,186 (from London Community Recovery Network) on a sketchy, full of generalities and platitudes proposal like "The whole of community system response" ?

Where did they get their numbers from? 12- 15 hubs? Number of housing units to develop? Estimates for development?

Please review what I am offering. I prepared this in one day.

I can singlehandedly develop the system I am describing in a few months.
For free. I am a volunteer with a mission.

Also I am a taxpayer and I don't like the help industry's grab for public funds.

If not outrightly reject their "The whole of community system response" at least refer it for further study.

Let all the money go to add to the stock of housing units. That's the best for the disadvantaged of this city.

With kind regards,
Bogdan Baginski

P.S. TAXPAYERS PROPOSAL.

REPORT TO STRATEGIC PRIORITIES AND POLICY COMMITTEE

TO: Chair and Members, Strategic Priorities and Policy Committee
FROM: Ward 1 residents/taxpayers
SUBJECT: The disadvantaged (hungry, sick, homeless) community stewardship ecosystem - a 21st century view.
DATE: Feb. 28, 2023

AUTHORSHIP

The author(s) of this report represent Ward 1 taxpayers, who are not represented in the "Whole of Community" System Response.

The principal author of this report has professional experience developing workflow-based systems (VisiTec Document Management, Gemstone/Verve Process Engine, Notes/Domino, open source workflow

management)

"Whole of Community" meaning rather: mental health services, addiction services, education, social services, violence against women services, programs addressing homelessness etc.

The Community at large - the taxpayer's view being left out entirely.

RECOMMENDATION

That on the strength of its merits and grass roots support report be received for information purposes and the following actions be taken with respect to the report.

- a) That, Council Endorse the Disadvantaged Community Stewardship Ecosystem
- b) That, Civic Administration Be Directed to allocate the remaining fund of \$2,884,186 from the London Community Recovery Network funds towards the implementation of the Ecosystem;
- c) That, Civic Administration Be Directed to proceed with supporting the implementation of the Disadvantaged Community Stewardship Ecosystem; and,
- d) That, Civic Administration Be Directed to report back to a future standing committee on progress updates.

EXECUTIVE SUMMARY

This report is the result of a research project into homelessness undertaken many years ago in Toronto and continued in London.

It offers a solution architecture view - system view of a system/ecosystem to provide stewardship of the disadvantaged community.

It builds on the ideas presented in Peter Block "Stewardship. Choosing Service over Self-Interest".

The system should be able to handle all types of housing provisioning, not only housing with high [supports.In](#) programs operated in limited timeframes (e.g. out of the cold) additional housing resources could be connected to the system to accomodate increased demand.

The ultimate solution to the problem at hand (feeding, healing, housing of the disadvantaged) is outlined.

LINKAGE TO THE CORPORATE STRATEGIC PLAN

TBD by the city staff.

CONTEXT

Previous report:

"People Centered and Housing Centric Health and Homelessness in London, Ontario: A Whole of Community System Response".

"The Housing Stability Action Plan".

Governments deliver services by way of vehicles like ServiceCanada or ServiceOntario systems.

ServiceOntario, with all the volume of service requests handled, has only 4 locations in London.

Many services are available only online - via a Internet browser-based application.

In the past self-service kiosks were a vehicle of service delivery. As of now independent bussienss owners can own a private ServiceOntario centre through the competitive procurement process.

SOLUTION ARCHITECTURE

ANALYSIS (outline)

The process of allocating a housing unit/a bed in case of short term accommodation like e.g. respite centre to a needy homeless person can be automated.

A referral to a housing location can take the form of a request submitted via an online

application (or a telephone call).

The request can be for a meal, consultation with a physician etc.

The request/referral can require a collaboration of a few roles/actors all working on a different aspect of it in the context of one file/record - the case file.

The required functionality of the solution will be represented by way of workflow/process models capturing processing steps.

DESIGN (outline)

The above scenario(s) implies the use of a software architecture pattern of workflow/process management - implying: work/process flows and their execution by workflow/process engines as key concepts.

The required functionality of the solution will be represented by way of workflow/process models capturing processing steps.

The workflow/process management technology is very mature (going back 30 years).

The Solution consists of 2 distinct layers: the enabling platform (workflow/process management) and a set of executable work/process flows capturing the functionality also known as the application.

The application/platform will be referred henceforth as the system.

Being connected to the system means becoming an active node - participating in request processing work/process flows.

The system is just a type of advanced business application, like many others supporting business operations. It will cause minimal disruption to the environment/existing operational standards in the areas of: workforce development, system governance, standards of care, shared systems/process/supports, and centralized data and measurement.

The nodes are of following types:

- access e.g. a library Internet connected computer with limited functionality (account/profile)
- full service
- resource
- agency
- oversight - management

The ecosystem consists of nodes connected to the system (platform/application).

IMPLEMENTATION TECHNOLOGY.

There is a multitude of technology providers. The selection of one of them will be primarily driven by the availability of support for the complexities of work/process flows as defined in the analysis phase and follow the usual competitive procurement policies.

An example is given here - for no particular reason this supplier was selected.

(link to YT clip)

<https://www.ionetsoftware.com/A55B82/ionethome.nsf/WorkflowManagerDemo?OpenForm>

Priority will be given to open source, license fees free offerings.

NEXT STEPS

1) the director of IT will take ownership of the system development following existing methods/standards; the director of IT will develop the ecosystem implementation and roll-out plan based on information from other units (real estate acquisition and service providers).

In accordance with the stewardship paradigm - "service over self-interest" the system will be developed by volunteers (the author of this report offering his availability right here).

2) a seasoned real estate development unit (project team) will be formed and tasked with the creation of the housing unit/beds stock - for connection to the system as resource [nodes.This](#) unit will have absolute priority in terms of funding. What's the point of the system if there are no housing units/beds available for allocation to the disadvantaged community.

3) service provider sector (the so called Whole of Community) will undergo a process of re-engineering and consolidation.
(in accordance with the stewardship paradigm of priority of service over self-interest), the service providers will be obtaining funding based on the number of service requests processed; the number of service providers will be drastically reduced; there will be a shift to reliance on volunteers subscribing to the stewardship paradigm; cancerous situations where overstuffed offices are funded by the taxpayer while no service request was processed will be eliminated; In accordance with the stewardship paradigm - "service over self-interest" the services will be provided by qualified volunteers. The number of payroll positions will be reduced to bare minimum.

4) the taxpayers will assume the duty of oversight/monitoring of ecosystem development and its operation; they will monitor the implementation plan and monitor the financials on a quarterly basis; they will use all means available to maximize the housing development and minimize the development/operation costs of the system (essentially the resource allocation). In accordance with the stewardship paradigm - "service over self-interest" the services will be provided by qualified volunteers. There will be no payroll positions.

5) efforts will be made to continuously extend the reach of the platform creating more capability to host business processes.

FINANCIAL IMPACT/CONSIDERATION

The allocation of the remaining fund of \$2,884,186 from the London Community Recovery Network funds towards the implementation of the Ecosystem will be made available to the real estate unit as the capital fund to develop housing units/temporary beds stock;

CONCLUSION

The above presented ecosystem builds on the ideas of many contributors.
Coordinated access systems - as already operated by the city of London
- being the major one.

Conceptual frameworks like distributed coordinated/collaborative resource allocation.

The concept of the platform is introduced as the foundation to build upon in the future.