



LONDON FOR ALL

A ROADMAP TO END POVERTY



Homelessness Prevention & Housing

4.17 Coordinate available supports for people transitioning between housing options

Coordinated Informed Response – City of London

London's Coordinated Informed Response works together with multiple service areas and organizations to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.

A 16-week pilot project ran for five months in 2018 known as The Core Area Informed Response. It focused on strategies to address the issues causing public concern and studied the situation to better understand what was happening, collect data and strengthen the Informed Response in the future. With the results of the evaluation, and knowledge gained by working in an integrated pilot program, strategies and actions were applied in forming a more committed initiative to better serve the needs in London.

In April 2019, the Coordinated Informed Response began as a fulltime initiative. A City funded, coordinated, cross-functional team was put into place.

By-Name List and Coordinated Access

A By-Name List includes everyone currently experiencing homelessness in the community who has consented to share their information. The Coordinated Access List is a subset of the By-Name List that includes those that are active, eligible and interested in the housing support resources offered through the community's Coordinated Access system. A Priority List is a subset of the Coordinated Access List that identifies those with the highest priority for matching to an available housing resource.

London's Homeless Prevention System

London's Homeless Prevention System focuses on: Securing Housing; Housing with Support; Housing Stability; and Shelter Diversion.

Housing First - The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with support and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home. "A Housing First or Housing with Support approach assists individuals and families by seeking out and supporting the right housing, at the right place, with the right level of support to develop lasting housing stability."

Providing Housing Supports is a strategic area of focus within the 2019-2024 Housing Stability Action Plan. City of London funds seven Housing First programs that provide intensive case management, housing finding and housing stability supports, primarily to chronically homeless individuals with high acuity.

Limited housing stability support exists for individuals only requiring light or moderate support, representing a significant gap in the housing stability system. An opportunity exists to rapidly house lower and moderate acuity individuals thereby significantly reducing the number of individuals experiencing homelessness in London.

The City of London, Homeless Prevention requested proposal submissions from experienced and qualified proponents to provide the following Housing Stability Services and included two representatives from the London Homeless Coalition Steering Committee to serve on the RFP Evaluation Team:

a) Rent Stability Program

The Rent Stability Program is designed to serve low acuity individuals and families experiencing homelessness. Lower acuity participants that do not require the level of housing stability support provided by Rapid Rehousing and Housing First programs, are eligible for enrollment into the Rent Stability Program where they are provided with light support to achieve financial sustainability and housing stability.

b) Rapid Rehousing Program

The Rapid Rehousing Program is designed to serve moderate acuity individuals and families experiencing homelessness. Moderate acuity participants that do not require the level of housing stability support provided by Housing First programs, are eligible for enrollment into the Rapid Rehousing Program where they are provided with moderate case management support to achieve financial sustainability and housing stability. Rapid rehousing is time limited, facilitating households to move quickly out of homelessness and back into the community, where broader resources are available. Connecting participants to services and supports to address ongoing needs is critical to the long-term success of formerly homeless families.

c) Housing Identification Program

The Housing Identification Program is designed to serve individuals and families experiencing homelessness that are enrolled into a Rent Stability Program or Rapid Rehousing Program. The Housing Identification Program staffing may include Housing Finders and Landlord Liaisons. Housing Finders establish and maintain relationships with landlords; build and maintain a housing stock; and support program participants in finding and securing housing. The Landlord Liaisons' role is to facilitate successful tenancy by monitoring rent payment and providing timely tenancy issue resolution support. The above division of responsibilities are suggestions only and can be modified as needed.

Housing Stability For All

The Housing Stability Action Plan for the City of London (2019 – 2024)

The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.

Strategic Area of Focus 4: Transform the Service System

Strategic Initiative 4.1: Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability

Strategic Initiative 4.2: Use data to drive decision-making to respond in real-time to the housing stability needs of individuals and families