

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON February 19, 2019</b>
<b>FROM:</b>	<b>SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>COORDINATED INFORMED RESPONSE – YEAR END UPDATE</b>

**RECOMMENDATION**

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, this report **BE RECEIVED** for information purposes.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

- Core Area – Informed Response (SPPC: September 17, 2018)
- Core Area Informed Response – Pilot Update Report (SPPC: March 4, 2019)
- Core Area Informed Response and Resting Space – Update (CPSC: October 8, 2019)

**PURPOSE**

The purpose of this information report is to provide a Year-end update on the Coordinated Informed Response and Resting Spaces.

**BACKGROUND**

Like many other communities across Canada, London is continuing to see an increase in street-involved activity including unpredictable and disruptive behaviours, vandalism and excessive garbage, disruption to businesses, trespassing and urban camps.

These challenges are related, in part, to the increased risks from substance use, mental illness, homelessness, and pressures on social supports, access to treatment, and available affordable housing stock.

London’s Coordinated Informed Response (CIR) works together with multiple service areas and organizations. It is a caring and compassionate response that aims to support individuals who are experiencing, both sheltered and unsheltered, homelessness by 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.

On April 15, 2019, having learned from the pilot project, Coordinated Informed Response began as a fulltime initiative. A City funded, coordinated, cross-functional team was put into place to provide a caring and compassionate approach to respond to the identified needs of our community.

The Response partners include: Atlohsa, Corporate Security, Homeless Prevention, London Cares, London Police Services, Municipal Law Enforcement, Parks, Roads and Service London.

This collaborative Response links to the City of London’s Strategic Plan, the London Plan, the Homeless Prevention and Housing Plan, and the Mental Health and Addiction Strategy. Links to community plans and initiatives include the Community Drug and Alcohol Strategy, London for All initiative and other related activities such as the proposed Core Area Action Plan initiative.

Coordinated Informed Response Update – April 15, 2019 to December 31, 2019

The Coordinated Informed Response continues to focus on housing stability for individuals urban camping and sleeping rough. Between April 15, 2019 and December 31, 2019,

- **45** unique individuals have been housed through CIR Outreach interactions.
- **4** individuals have secured homes in supportive housing models
- **4** individuals have diverted back to natural resources such as family
- **9** individuals were housed by CIR Outreach referrals to other Housing First agencies

During the period between April 15, 2019 and December 31, 2019 the CIR Outreach engaged within **2,002** independent interactions.

As part of a caring and compassionate response focused on housing stability, in addition to the Coordinated Informed Response housing individuals, they provided referrals to supports and services to assist with their needs, including:

Referral Type	Number of Referrals
Housing Services	898
Emergency Shelter	508
Support Services (social / medical services, etc.)	510
Warm Transfers out of encampment	76

The primary and secondary service needs met for individuals included:

- **751** requests for Water/Food
- **577** requests for Housing Navigator
- **958** requests for Rest

\*During the last quarter there was a decrease in water/food requests but a significant increase in housing and rest requests. This is believed to be directly attributed to weather.

\*\* During this period there was a change in data entry practices. Some CIR interactions were not identified as CIR specific but rather as general Outreach. This resulted in underreporting of CIR interactions. All numbers reflect confirmed CIR interactions.

The City received **3,035** community initiated complaint calls / emails for CIR.

The Coordinated Informed Response attended to **4,697** incidents of urban camps and sleeping rough occurrences in this period, and:

- Removed **654** urban camps;
- Reported **85** incidents of pets (81 dogs, 4 cats)
- Tagged and stored **80** personal items for claiming
- Recovered **15,362** syringes; and,
- Collected over **5,027** bins of garbage.

Resting Spaces

Effective September 16, 2019, Resting Spaces were expanded in the community to include daytime hours to further support the efforts of the Coordinated Informed Response. Resting Spaces provide programming designed specifically for individuals experiencing homelessness and urban camping or sleeping rough. Individuals can be referred to Resting Space by CIR in the day, to have their immediate needs of water, rest, food, and engagement met. Resting spaces are low barrier; individuals who may be

demonstrating “in-the-moment” unpredictable and disruptive behaviours and may otherwise not be eligible to receive services now can. Additionally, individuals are permitted to bring and store belongings while accessing Resting Space.

10 Daytime Resting spaces have served **566** individuals between the opening date of September 16, 2019 and December 31, 2019.

An additional 10 Resting Spaces offered both day and night will be operational as of February 2020. Coordinated Informed response will therefore have 20 Day time and 10 Night time Resting Spaces, 7 days a week, to assist with the needs of individuals experiencing unsheltered homelessness. These additional beds will be accessed through a referral from CIR only.

**Next Steps**

The Coordinated Informed Response will continue to have in place a coordinated cross-functional team to provide a caring and compassionate response to the unpredictable and disruptive behaviours of individuals that are sleeping rough and urban camping related to substance use, mental illness, homelessness, and pressures on social supports, access to treatment, and available affordable housing stock. The knowledge gained through the Coordinated Informed Response will continue to be applied so to adapt the strategies and actions to strengthen our community with a focus on building a better London for all.

<b>FINANCIAL IMPACT</b>
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Civic Administration has brought forward a business case for consideration as part of the 2020-2023 Multi-Year Budget in order to secure permanent funding for this initiative.

Resting Spaces are funded 100% by the Province of Ontario through the Community Homelessness Prevention Initiative (CHPI). There was no net financial impact on the City’s approved 2017-2019 Operating Budget.

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