

LONDON FOR ALL

A ROADMAP TO END POVERTY

Homelessness Prevention & Housing

4.22 Streamline the process by which affordable housing is accessed to help people get housed more quickly

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.

We need to lead by example. A strong Housing Stability Action Plan needs to be managed as a system and all sectors and stakeholders need to be engaged. There is a need for a user-friendly system for individuals and families who require support to attain and retain housing. The system needs to be easier to navigate.

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.

- 4.1.a. Articulate a clear vision for the delivery of housing stability for all.
- 4.1.b. Create a community-based housing stability leadership working group to help guide the implementation of system change.
- 4.1.c. Develop shared standards of practice within municipal housing services and homeless prevention and across the housing stability system.
- 4.1.d. Align existing priority lists and services within the housing stability system.

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

- 4.2a. Develop a data culture to ensure decisions are informed by local intelligence.
- 4.2d. Establish cross-functional teams that monitor changes to the housing market and determine the needs of priority populations.

City of London - Housing Division

- It is the Service Manager's responsibility for identifying potential households to apply for the COHB.

The province has identified priority groups for the Service Manager to target which includes (in no particular order):

- Survivors of domestic violence and human trafficking
- Person experiencing or at-risk of homelessness
- Indigenous persons
- Seniors
- People with disabilities

With the direction from the province, Civic Administration has recommended:

1. Continue to support Survivors of domestic violence (through the legislative SPP priority) and human trafficking and
2. Persons experiencing or at-risk of homelessness

The existing Portable Housing Benefit for Survivors of Domestic Violence and Human Trafficking (PHB-SPP) will terminate/expire on March 31, 2020. The Ministry of Municipal Affairs and Housing will continue to support these current households directly when program transitions into the new COHB. Given the success of the PHB-SPP program in our community in moving vulnerable individuals and those at-risk households quickly to safe and appropriate housing, it is recommended that this priority group continue for new SPP households.

Under the 'persons experiencing or at-risk of homelessness priority group', Civic Administration recommends utilizing the existing Homeless Prevention Coordinate Access System to target all the intended priority groups. Coordinated access is a way for communities to bring consistency to the process by which people experiencing or at risk of homelessness access housing and related services. Core components of a strong Coordinated Access System include a Housing First approach; real-time data about the supply of and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral.

A Coordinated Access System makes it possible to take a comprehensive systems-based approach to addressing homelessness, rather than an agency-by-agency or program-centred approach. It supports better service integration, ensuring that service providers are working together to match clients experiencing homelessness with

available resources in a consistent and transparent manner at the community level, regardless of where clients are being served.

Currently, the Homeless Prevention Coordinated Access System is supporting approximately 663 individuals:

- Persons experiencing or at-risk of homelessness 300
- Indigenous persons 103
- Seniors 123
- People with disabilities 134

Given that the potential demand within these priority groups greatly exceed funding available, Civic Administration's recommended approach provides an opportunity to respond to the homelessness crisis in a meaningful and tangible way, ensures funding can be fully committed, expended, and meet the reporting requirements and timelines as outlined within COHB's program guidelines.