

**Municipality of Chatham-Kent**  
**Community Human Services**  
**Employment and Social Services**

**To:** Mayor and Members of Council  
**From:** Polly Smith, Director Employment & Social Services  
**Date:** September 26, 2022  
**Subject:** Housing Focused Outreach Services

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**Recommendation**

It is recommended that:

1. The service contract for Housing Focused outreach services be awarded to ROCK Missions for a period of 18 months, not to exceed \$200,000.
2. The General Manager, Community Human Services and Director, Employment and Social Services be authorized to sign the necessary agreements.

**Background**

The Director of Employment & Social Services has reported to Council throughout the pandemic on the growing number of homeless individuals and families in Chatham-Kent. On December 20, 2021 during a special Council meeting on this crisis, Municipal Council approved up to \$200,000 in funding from the Economic Downturn reserve be used for Housing Focused Outreach Services. This funding is to allow an outside organization to provide housing focused outreach services in Chatham-Kent to ensure that homeless individuals and families are known and connected with community services.

RFP #R22-195 was published on February 23, 2022 and closed March 30, 2022. ESS received one proposal from ROCK Missions. The RFP specified that the provision of service must include the following:

<b>Participation in Coordinated Access</b>	✓ The successful agency will function both as an inflow and emergency response component of coordinated access. Services delivered can provide both coordinated entry and referral services within Coordinated Access.
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	<ul style="list-style-type: none"> <li>✓ Complete Common intake and consent forms for Chatham-Kent's Coordinated Access System.</li> <li>✓ Serve unsheltered individuals, families, and youth; unsheltered are those persons who are sleeping rough, staying in places not fit for human habitation or are otherwise disconnected from the homeless-serving system (i.e. service restricted from shelters.)</li> <li>✓ In partnership with the Municipality of Chatham-Kent, work on encampment strategies and services to individuals/families within encampments.</li> <li>✓ Participate in Point in Time Count activities in coordination with the Municipality, as required</li> <li>✓ Full participation in homeless-serving system, including coordinated access (i.e. training sessions, consultation sessions, etc.)</li> <li>✓ Will work with broader social safety net, such as Health and Law Enforcement, to provide services to unsheltered individuals.</li> <li>✓ Will apply community-established prioritization criteria, when applicable</li> </ul>
<b>Use of Homeless Individuals Families Information System (HIFIS) and Data Reporting</b>	<ul style="list-style-type: none"> <li>✓ Full participation with HIFIS for purpose of data sharing (Data Sharing Protocol,) data collection, data reporting, and case management notes to promote an integrated homeless-serving system</li> <li>✓ Real-time data entry into HIFIS including mapping of encampments</li> <li>✓ Data Reporting Tool or other, as required</li> </ul>
<b>Provide services across geographic area of Chatham-Kent</b>	<ul style="list-style-type: none"> <li>✓ Services provided to residents across geographic area of the Municipality of Chatham-Kent</li> <li>✓ Will develop strategic mapping of hotspots across Chatham-Kent and monitor regularly for individuals sleeping rough. This will be recorded in HIFIS.</li> </ul>

	<ul style="list-style-type: none"> <li>✓ Will be available to respond to condemned homes and large-scale evictions to provide support and connection to community services</li> </ul>
<b>Use of Service Prioritization Decision Assistance Tool (SPDAT) series for case management</b>	<ul style="list-style-type: none"> <li>✓ Complete ViSPDAT with all consenting individuals and families.</li> <li>✓ Real-time data entry into HIFIS</li> </ul>
<b>Service Standards</b>	<ul style="list-style-type: none"> <li>✓ Build relationships with broader social safety net, including Health Services, Law Enforcement and Child Welfare.</li> <li>✓ Provide support in obtaining financial benefits to obtain and sustain housing, where applicable</li> <li>✓ No housing readiness requirements to obtain permanent housing</li> <li>✓ Assist households and individuals in obtaining new, alternative housing by working closely with Rapid Rehousing team and Employment &amp; Social Services.</li> <li>✓ Assist households and individuals to connect with Emergency Shelter services</li> <li>✓ Assist households and individuals to connect to referral housing with support programs, as required and when eligible</li> <li>✓ Ensure flexibility in hours of service, with ability to adjust schedules to provide services on days, evenings, nights and weekends</li> <li>✓ Perform prevention and diversion screening with individuals experiencing unsheltered homelessness to identify opportunities to find appropriate safe locations to stay within the community.</li> </ul>

### **Comments**

As homelessness increases in Chatham-Kent, like in many other communities so do encampments (visible homelessness). Staff with Employment & Social Services have responded regularly to new encampments as they become known. Staff attend these encampments to build trusting relationships and to work with those present to access services like emergency shelters. The work required to do this has taken away staff resources that are better served at securing new housing in the private market and helping high barrier individuals with maintaining their housing.

The residents of Chatham-Kent would benefit from having additional service providers like ROCK missions working with the Municipality in a coordinated fashion to end chronic homelessness in the community.

ROCK Missions proposal met the requirements that Employment & Social Services is requesting however further negotiation was needed on the cost of this service. The Director of ESS has met with ROCK Missions who have agreed that they can provide this service on a part-time/as needed basis at a cost of approximately \$190,800 for 18 months. Toward the end of this 18 month agreement, administration will return to Council with a report that summarizes outcomes and outlines next steps.

### **Areas of Strategic Focus and Critical Success Factors**

The recommendations in this report support the following areas of strategic focus:

- ☐ Economic Prosperity:  
Chatham-Kent is an innovative and thriving community with a diversified economy
- ☒ A Healthy and Safe Community:  
Chatham-Kent is a healthy and safe community with sustainable population growth
- ☐ People and Culture:  
Chatham-Kent is recognized as a culturally vibrant, dynamic, and creative community
- ☐ Environmental Sustainability:  
Chatham-Kent is a community that is environmentally sustainable and promotes stewardship of our natural resources

The recommendations in this report support the following critical success factors:

- ☒ Financial Sustainability:  
The Corporation of the Municipality of Chatham-Kent is financially sustainable
- ☒ Open, Transparent and Effective Governance:  
  
The Corporation of the Municipality of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership
- ☐ Has the potential to support all areas of strategic focus & critical success factors
- ☐ Neutral issues (does not support negatively or positively)

### **Consultation**

The Manager, Purchasing & Accounts Payable was consulted on the procurement process.

### **Financial Implications**

Costs are not to exceed \$200,000. Funding for the project will come from the Economic Downturn Reserve, as approved by Council at the December 20, 2021 special meeting.

Prepared by:

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Reviewed by:

April Rietdyk, RN, BScN, MHS, PHD PUBH  
General Manager, Community Human Services

Consulted and confirmed the content of the consultation section of the report by:

Jennifer Scherle  
Manager, Purchasing and Accounts Payable

Attachment: None

c Jennifer Scherle, Manager, Purchasing and Accounts Payable