



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	June 17, 2021
SUBJECT/REPORT NO:	Integrated Housing System (CS13033(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Brian Kreps (905) 546-2424 Ext. 1782
SUBMITTED BY:	Edward John Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

That the General Manager of Healthy and Safe Communities, or his designate, be authorized and directed to enter into, execute and administer all necessary agreements, in a form satisfactory to the City Solicitor, with community housing providers and their staff for their use of the Integrated Housing System software.

EXECUTIVE SUMMARY

The administration of funding for social housing and the Access to Housing (ATH) centralized waiting list are key components of the City of Hamilton's role as Service Manager for Housing and Homelessness. The Integrated Housing System (IHS) which will be implemented at the beginning of July 2021 will replace aging systems used to administer the ATH Waitlist. Subsequent modules will replace antiquated software for administering rent supplement agreements and create more efficient approaches for conducting operational reviews and establishing and monitoring budgets.

As part of implementation, agreements must be signed with community housing providers and their employees. The user agreements authorize providers to use the system and access data. The agreements detail obligations for training, privacy protection and data management.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

To date, \$384 K has been spent on the development of this custom software solution, \$191 K funded from Reserve #112244 and \$193 K funded by in year Housing Division surpluses, which includes a one-time contribution from the Ministry of Municipal Affairs and Housing of \$84K. The projected 2021 costs of \$30 K will be funded from Reserve #112244.

The cost of annual maintenance and hosting fees will be \$15 K payable to Arcori Istcl Group Inc (AIG) which will cover system maintenance, including upgrades and server hosting. Yearly maintenance fees are for the duration of the Master Services Agreement. The agreement includes a clause which states the hosting payments may increase due to inflation and increases in hosting costs due to market conditions. Upon the sale of IHS to an additional 10 Service Managers, AIG will reduce fees to \$0 in perpetuity for all consortium members, including the City of Hamilton.

In addition to the annual maintenance and hosting fees is an annual project management fee of \$20 K payable to the City of London for the development of the modules that will end once development is complete.

IHS will replace two systems and payments to two vendors, Del Management Solutions Inc and AppVision, that currently cost \$44 K per year in licensing and maintenance fees which provides a minimum savings to the levy of \$10 K in 2022.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: There are no financial implications related to the recommendation for delegated authority to enter into, execute and administer all necessary user agreements, Users will not be charged for system use. There are no financial penalties for community housing providers or individual users upon termination of the IHS User Agreements.

Staffing: N/A

Legal: Legal Services has reviewed the approvals that have been given for the Integrated Housing System to date and has advised that Council authority is required to enter into the agreements with community housing providers and their employees for access to the IHS.

HISTORICAL BACKGROUND

On July 12, 2013, Council authorized the City of Hamilton to enter into a consortium agreement with the Cities of London, Windsor, Chatham-Kent, and Ottawa, and the Regional-Municipalities of Waterloo, York and Halton for the purpose of developing an

administrative information technology solution to support the integrated management of social housing programs.

At the same meeting, Council approved funding for Hamilton's share of this project to be \$300,000 of which \$275,850 came from the Social Housing Transition Reserve #112244 and \$24,150 from the Developing Opportunities for Ontario Renters (DOOR) Reserve #112239. These funds were further enhanced by a one-time funding of \$84 K provided by the Ministry of Municipal Affairs and Housing towards the development of the system.

On December 10, 2020, the Emergency and Community Services Committee approved Report HSC20054, thereby making the temporary IHS Senior Project Manager permanent, to be funded through administrative funding from the Canada Ontario Community Housing Initiative (COCHI) effective January 1, 2021.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The Housing Services Act, 2011 requires the City of Hamilton, as Service Manager, to administer agreements and funding for social housing projects listed in the regulations. It also requires that Service Managers create and administer a Centralized Waiting List for social housing units.

RELEVANT CONSULTATION

Legal Services and Finance and Administration were consulted in the preparation of this report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The new Integrated Housing System (IHS) will replace antiquated software to administer the Access to Housing (ATH) waitlist for community housing and Rent Supplement Management System (RSMS). Additional modules will also replace inefficient systems for conducting operational reviews and developing annual budgets. These functions are all central to the City of Hamilton's fulfilment of its role as Service Manager for Housing and Homelessness.

To authorize the use of the data base and safeguard the personal information they contain, user agreements must be signed with social housing providers and their staff. The agreements spell out the obligations to use the databases to offer units, to train staff on appropriate use of the system, appropriate practices to protect the data and procedures for reporting breeches.

ALTERNATIVES FOR CONSIDERATION

N/A

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

Not Applicable