



County Council

Meeting Date: June 24, 2025

Submitted by: Cindy Howard, General Manager Finance and Community Services, Deputy CAO

Subject: Homeless Prevention and Housing Plan 2024 Update

BACKGROUND:

The City of London is the provincially designated Service Manager as it relates to housing for the City of London and Middlesex County. The Service manager is responsible for Homeless Prevention and Housing for London and Middlesex. Responsibilities for the Housing Service Manager are laid out in the Housing Services Act, 2011, as well as in the associated agreement between the City of London and the Province of Ontario.

The responsibilities related to homelessness are delivered in the County through contracted service agreements with Middlesex County. There are also many functions and roles related to housing stability that reside within the County of Middlesex and local municipalities, such as planning, land management, and community engagement.

Attached is the London-Middlesex 2024 Housing Stability for All 2024 Update. This report presents the fifth and final report on the Housing Stability for All: The Housing Stability Action Plan for the City of London, 2019-2024 (HSAP). 2024 metrics and initiatives are outlined as attached as in Appendix A. Actions related to Middlesex, as they relate to the Service Manager responsibilities, can be found throughout the City of London's HSAP. Middlesex County Housing and Homelessness Plan 2024 'Change Begins with Choice' updates and achievements are attached as Appendix B of this report.

ANALYSIS:

The Housing Stability for All: Housing Stability Action Plan (HSAP) has served as a critical roadmap for addressing housing insecurity and homelessness in London and Middlesex County from 2019 to 2024. Progress has been made across all four strategic areas: responding to the homeless crisis, increasing housing stock, providing housing supports, and transforming the service system. These collective efforts have laid important groundwork for a more coordinated and responsive housing system.

Middlesex County has made significant progress towards the County Housing and Homeless Plan in 2024.

The plan focused on four strategic priorities that include: affordability, range of housing options, housing supports and service coordination. A couple of key achievements include the following:

- In 2023 the Middlesex Housing Attainable Review Report was completed and finalized. In 2024, the County made significant strides in assessing housing needs through data analysis and community engagement. This helped identify gaps in housing provision and informed strategies to meet both current and future demands.
- To address increasing demand, a second Community Navigator position was added in 2024. This role focuses on supporting individuals and families at risk of or experiencing homelessness, providing direct assistance with housing applications and services.

Homeless Prevention focused on four strategic priorities that include: temporary housing options, housing retention, supports and service coordination. A couple of key achievements include the following:

- The Middlesex Accommodation Program (MAP) continued to thrive in 2024 due to strong partnerships with local agencies and municipalities. MAP expanded from 9 to 11 rooms to better meet the needs of the County. The program supported 77 individuals from 62 households, bringing the total number of individuals served since its inception to over 210.
- The Community Navigator program successfully submitted 11 Canada-Ontario Housing Benefits (COHB) applications for County residents, achieving a 100% approval rate, with a focus on individuals who were already housed or had secured housing
- Through Provincial HPP funding allocations, the County provided rent relief, utility cost assistance, last month's rent, and food security programs, benefiting over 250 individuals and families in need.

Despite all the progress, challenges remain. Rising rents, low vacancy rates, and limited affordable housing continue to impact housing stability, particularly for those experiencing homelessness. As this five-year plan concludes, the County in partnership with the City of London remains committed to building on this progress. The partnerships and lessons from the Plan will guide future strategies and plans.

Work is also underway to develop the next Housing Stability Action Plan for the 2025-2030 period. The next iteration of the Plan will build on the foundation and learnings from the 2019-2024 Plan and will include a focus on aligning the strategies with Council



Strategic Priorities, community priorities, Provincial direction, and ongoing community consultations as part of the plan update. The 2025-2030 Plan will be presented to Council in the third quarter of 2025.

FINANCIAL IMPLICATIONS:

The Homeless Prevention and Housing Plan, 2019-2024 is designed to be achievable within existing provincial and municipal budget allocations. No additional funding is required.

ALIGNMENT WITH STRATEGIC FOCUS:

This report aligns with the following Strategic Focus, Goals, or Objectives:

Strategic Priority	Goal	Objectives
Collaboration & Partnerships 	Strengthen collaboration with local municipalities and regional partners to improve economic efficiency, enhance service delivery, and support regional development in alignment with community priorities	<ul style="list-style-type: none"> Optimize service delivery through inter-municipal collaboration and shared services to improve efficiency and seamless operations. Build and enhance relationships with municipal, regional, First Nations, community, and private sector partners to align priorities, share resources, and implement joint initiatives that improve community well-being and economic growth. Improve communication and transparency through open engagement, accessible information, and informed decision-making.
Adaptability and Agility 	Modernize the County's administrative capabilities to strengthen decision-making, improve service delivery, and achieve better community outcomes	<ul style="list-style-type: none"> Transform, modernize and continuously improve administrative systems and processes to increase efficiency and enhance the experience of residents and partners. Strengthen internal administrative capabilities to ensure key support services have the necessary resources to meet community needs and support organizational growth. Enhance the County employee value proposition to attract, retain, and support a talented workforce through competitive benefits, professional growth opportunities, and a positive workplace culture.

RECOMMENDATION:

THAT the Homeless Prevention and Housing Plan 2024 Update be received for information.

Attachments