

# The Boyle Street Service Society Outreach Agreement

2020 City of Edmonton Procurement

## Recommendation

That a sole source agreement between the City of Edmonton and The Boyle Street Service Society, to provide outreach services through the City-wide Street Outreach Program, for a total not to exceed \$2,312,450 (including GST), up to a maximum of \$112,450 for the remainder of 2020 and up to a maximum of \$550,000 for each of 2021, 2022, 2023 and 2024, as outlined in Attachment 1 of the November 30, 2020 Citizen Services report CR\_8461, be approved, and that the agreement be in form and content acceptable to the City Manager.

## Executive Summary

The Boyle Street Service Society is a key provider in delivering outreach services to people experiencing homelessness in Edmonton. The outreach services are provided through the City-wide Street Outreach Program, which assists people who are unsheltered or living in places unfit for human habitation, appear in distress, suffer from mental illness, addiction, and/or homelessness. Administration recommends entering into an agreement with The Boyle Street Service Society for a four-year, two-month period commencing in 2020, and to be funded within the existing 2020 - 2022 operating budget; 2023 -2024 funding is subject to budget approval by City Council.

## Report

The COVID-19 pandemic has created additional stress on those experiencing homelessness, interrupting and changing the availability of essential services that connect individuals to permanent housing options. The City of Edmonton has collaborated with the Boyle Street Service Society, through its City-wide Street Outreach Program, for nearly a decade to balance the public safety and parkland stewardship needs with the delivery of essential services to people who sleep outside. The Street Outreach Program has been an essential program keeping unsheltered people safe through the pandemic.

The primary focus of the Street Outreach Program team is to seek out people sleeping rough on public land, and particularly in parkland, to build rapport and ensure their safety, while making service referrals that will lead to housing and create safer

neighbourhoods for everyone. Community members served by the Street Outreach Program often suffer from serious mental and physical health issues, addictions challenges and a mistrust of systems and authority figures.

No other program in Edmonton provides city-wide support to those sleeping rough in encampments. In addition to working closely with City staff and other community agencies through the Encampment Response Team, the Street Outreach Program team is the primary social service responder to 211 calls regarding people sleeping outside.

The Street Outreach Program has a positive influence in the lives of the city's most vulnerable citizens and assists neighbourhoods and stakeholders to better understand the challenges most vulnerable individuals face. Due to the efforts of the Street Outreach Program team, more marginalized people are housed, have access to medical, mental health, and addiction services, income support, and feel a sense of companionship and hope.

In 2019, the Street Outreach Program team interacted 3,838 times with 286 unique participants for an average of 13.4 interactions per unique participant. The team interacted 2,855 additional times with anonymous participants. Interactions with participants include but are not limited to providing essential services, housing referrals, and communicating encampment closure details to encourage voluntary relocation where necessary.

In 2019, the Street Outreach Program team housed 62 people; 48 through the Housing First program. Housing contacts (i.e., connecting with housing workers / participants, relaying information, or attending appointments) are broken down as follows:

- Housing First - 834 contacts
- Private landlords - 192 contacts
- The Housing Outreach Prototype Pilot - 144 contacts
- Pathways to Housing - 118 contacts
- 544 contacts with medical services
- 419 contacts with income supports
- 259 contacts with (personal) Identification services
- 142 contacts with legal services supports

The City of Edmonton's annual commitment from 2020 to 2024 would ensure the provision of services to the City through this program, to help end homelessness and meet priority housing needs throughout the city, as outlined in Edmonton's Plan to Prevent and End Homelessness.

[Previous Agreement](#)

In order to ensure continuity of service and address the added safety concerns associated with people sleeping outside during the pandemic, Administration entered into a sole source procurement agreement with The Boyle Street Service Society for up to \$476,379.75 for program service delivery effective January 1, 2020 and expiring October 31, 2020; approval of this agreement is within Administration's delegated authority.

Given this, the term of the procurement agreement proposed in this report would commence on November 1, 2020, in order to cover the remainder of the 2020 calendar year.

#### Procurement Agreement

The procurement agreement between the City of Edmonton and The Boyle Street Service Society relates to the provision of outreach services through the City-wide Street Outreach Program (Attachment 1).

#### **Budget/Financial Implications**

The maximum amount payable by the City to The Boyle Street Service Society will not exceed \$2,312,450 (including GST) for a term of four years and two months from November 1, 2020 - December 31, 2024.

The Boyle Street Services Society would be paid up to the maximum of \$112,450 (including GST) in 2020, for November and December, and \$550,000 annually for a period of four years beginning January 2021 to December 2024. Payments will be made quarterly each calendar year for the provision of Street Outreach services.

For the period of November 1 to December 31, 2020, the sum of \$112,450 (including GST) will be paid on December 31, 2020. The sum of \$137,500 (including GST) will be paid quarterly on March 31, June 30, September 30, and December 31 of each calendar year from 2021 to 2024.

The City of Edmonton's procurement agreement would enable The Boyle Street Service Society to provide outreach services through the City-wide Street Outreach Program, including staffing the Street Outreach Program team, which includes one team lead and eight street outreach workers and associated expenses including client and administrative costs. The procurement agreement would be funded each year from the operating budget, subject to budget approval by City Council in 2023 and beyond.

#### **Legal Implications**

As per the City Administration Bylaw 16620, agreements over \$500,000 that do not arise from a competitive procurement process must be approved by the appropriate

Committee of Council. Due to exceptions in each applicable trade agreement that the City is subject to, a competitive procurement process is not required for this contract.

### Public Engagement

Public engagement did not take place for this report as a decision regarding the proposed procurement agreement does not require input from residents or stakeholders.

### Corporate Outcomes and Performance Management

Corporate Outcome(s): Edmonton is a Safe City			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Increase in level of support provided to clients/persons identified as homeless	Number of interactions with clients / persons identified as homeless	2019: 3,838 interactions with 286 unique participants 2,855 interactions with anonymous participants	Increase interactions year-over-year
Demonstration of the City and stakeholders ongoing commitment to connecting vulnerable individuals to resources and housing options	Number of individuals connected to affordable housing through the Street Outreach Program	2019: 62	Increase individuals housed as additional affordable housing units are developed

### Risk Assessment

Risk Element	Risk Description	Likelihood	Impact	Risk Score (with current mitigations)	Current Mitigations	Potential Future Mitigations
<b>If recommendation is approved</b>						
Project Management	Projects stewarded by The Boyle Street Service Society fail to reach completion	1 - Rare	3 - Major	3 - Low	Participation in weekly meetings with multiple City stakeholders  Review of annual reports  Reporting of progress on programs and projects year over year	n/a

If recommendation is not approved						
Financial	If the agreement is not approved, The Boyle Street Service Society may not be able to deliver on their mandate for the Street Outreach Program	3 - Likely	3 - Major	9 - Medium	The Boyle Street Service Society has demonstrated responsible fund management, and no other Street Outreach Program currently undertaking this work	n/a

**Attachment**

1. The Boyle Street Service Society Procurement Agreement - General Terms and Conditions

**Others Reviewing this Report**

- C. Owen, Deputy City Manager, Communications and Engagement
- M. Persson, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- B. Andriachuk, City Solicitor