

# Temporary Pandemic Accommodation Operation Agreement

## Recommendation

That Executive Committee recommend to City Council:

1. That the Social Development branch 2021 operating expenditure budget be increased by \$2,206,672, on a one-time basis, with funding from the COVID-specific funds set aside in the Appropriated Financial Stabilization Reserve, for additional costs related to the operations of the temporary accommodation at the Edmonton Convention Centre until April 30, 2021.
2. That an amendment to the single source agreement between the City of Edmonton and The Boyle Street Service Society, for the extension of operational services at the temporary accommodation at the Edmonton Convention Centre, as outlined in Attachment 1 of the March 1, 2021, Citizen Services report CS00409, be approved, and that the agreement be in form and content acceptable to the City Manager.
3. That an amendment to the single source agreement between the City of Edmonton and Bissell Centre, for the extension of operational services at the temporary accommodation at the Edmonton Convention Centre, as outlined in Attachment 2 of the March 1, 2021, Citizen Services report CS00409, be approved, and that the agreement be in form and content acceptable to the City Manager.
4. That an amendment to the single source agreement between the City of Edmonton and The Mustard Seed Society, for the extension of operational services at the temporary accommodation at the Edmonton Convention Centre, as outlined in Attachment 3 of the March 1, 2021, Citizen Services report CS00409, be approved, and that the agreement be in form and content acceptable to the City Manager.

## Executive Summary

On October 26, 2020, Executive Committee approved single source agreements with The Boyle Street Service Society, Bissell Centre, and The Mustard Seed Society to provide operations of the temporary accommodation at the Edmonton Convention Centre. Since opening, Tipinawâw at Edmonton Convention Centre has been operating as a low-barrier shelter with services that continue to support an average of 618 visits per day for drop-in day services and an average of 260 visits per night for overnight shelter.

In order to ensure a properly managed exit from the Edmonton Convention Centre, sufficient time to prepare alternative options, and a successful transition of individuals to other facilities and services by our partner agencies, Administration is seeking to amend the three single source agreements to extend the contract term to April 30, 2021, and to increase the overall budget by \$2,206,672, with funding from the COVID-specific funds set aside in the Appropriated Financial Stabilization Reserve.

### Report

In October 2020, the City opened a 24/7 temporary accommodation at the Edmonton Convention Centre which supports up to 300 people. Indigenous Elders ceremonially gifted the space with the name Tipinawâw. The Boyle Street Service Society, Bissell Centre, and The Mustard Seed Society each entered into single source agreements to operate the facility, currently expiring on February 28, 2021. People who choose to stay at this temporary accommodation are fully supported on their path toward stable housing and have access to a comprehensive suite of services, including Indigenous and cultural, housing, mental health, addictions, overdose prevention, and youth supports. Essential services such as meals, laundry, showers, enhanced storage and day sleeping space are available on a daily basis and have been used to their maximum capacities almost every day since opening. Monthly capacities for these essential services are as follows:

- 29,340 meals (three per person per day)
- 7,920 showers
- 3,300 loads of laundry
- 4,500 storage bins (two per person)
- 5,100 day-sleeping spaces (three hours per person)

Between the opening of Tipinawâw in October 2020, and February 19, 2021, day services have been accessed 69,945 times by 4,180 unique individuals and the overnight shelter has been accessed 29,454 times by 2,287 unique individuals.

The low-barrier approach at Tipinawâw has addressed a significant need in the community, complementing existing services from other agencies and providing an option to those sleeping rough. Administration engaged with partners throughout the operation of Tipinawâw to understand options for transitioning in an orderly manner once service at Tipinawâw is discontinued. In order to ensure a properly managed exit from the Edmonton Convention Centre and sufficient time to prepare alternative options, Administration recommends the extension of the term of the agreements with each operator to April 30, 2021. This will allow partner agencies to prepare for the transition of individuals to other facilities and services.

### **Budget/Financial Implications**

In October 2020, City Council approved \$8 million from the Municipal Operating Support Transfer Program to fund operations of the temporary accommodation. An additional \$500,000 was allocated from the existing 2020 operating budget.

With these amendments, an additional \$2,206,672 will be required, bringing the total maximum amount payable by the City to the three operators up to \$10,706,672, as follows:

- The Boyle Street Service Society: from \$2,429,789.33 up to \$3,077,087
- The Mustard Seed Society: from \$1,689,384.03 up to \$3,013,508
- Bissell Centre: from \$4,380,826.64 up to \$4,616,077

As additional costs above the approved value of the original agreements are expected, the budgetary approvals by City Council are required to continue services through the end of April 30, 2021. The additional costs are recommended to be funded through the COVID-specific funds set aside in the Appropriated Financial Stabilization Reserve.

Costs associated with the temporary accommodation at the Edmonton Convention Centre depend considerably on the demand for services provided. Administration will continue to work closely with the operators to manage the expenses within the confines of the single-source agreements and by maximizing the lessons learned during the continued operation in order to find efficiencies, in-kind contributions/donations, and integration of programs and services that are already funded through other organizations.

### **Legal Implications**

Section 47 of the City Administration Bylaw 16620 provides that the City Manager may approve change orders or amendments to any agreement approved by Council or Standing Committee, that are reasonably necessary for the project, program, or activity described in the agreement; and where the total value of all change orders or amendments do not exceed 10 percent of the approved value of the agreement. In the present case, the total value of the collective amendments exceeds 10 percent of the approved value of the agreements, so Committee approval is required.

### **Public Engagement**

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

## Corporate Outcomes and Performance Management

Corporate Outcome: Edmonton is a Safe City			
Outcome	Measure	Result	Target
Edmontonians have safe and adequate housing	Number of unsheltered individuals	January 2020: 451	Decrease annually

## Risk Assessment

Risk Element	Risk Description	Likelihood	Impact	Risk Score (with current mitigations)	Current Mitigations	Potential Future Mitigations
If recommendation is approved						
Financial	Variable costs and unpredictable demand for service may create cost overruns	3 - Possible	3 - Major	9 - Medium	Monthly invoices Monthly statistics Participation in operational and leadership committee meetings and decisions	Reduction in service levels and securing of additional external revenue sources
If recommendation is not approved						
Financial	If City funds are not released it would prevent the three operators from delivering the 24/7 temporary accommodation	3 - Possible	3 - Major	9 - Medium	Working with these operators to maintain their demonstrated responsible fund management	

## Attachments

1. The Boyle Street Service Society - General Terms and Conditions of Amending Agreement
2. Bissell Centre - General Terms and Conditions of Amending Agreement
3. The Mustard Seed Society - General Terms and Conditions of Amending Agreement

### **Others Reviewing this Report**

- S. McCabe, Deputy City Manager, Urban Form and Corporate Strategic Development
- 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