



## MANAGEMENT REPORT

**Date:** August 12, 2024  
**To:** Mayor and Council  
**From:** John Ritz, Supervisor of Homelessness and Housing Stability  
Kim McElroy, Director of Social Services  
**Report Number:** COU24-084  
**Attachments:** None

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**Title:** Intensive Case Management (ICM) Program Update

**Objective:** To provide an information report to Council regarding the rebranding of the program formerly referred to as the Supported Housing of Perth Program (SHOPP) which is delivered by the City of Stratford and local partnering agencies. The funding resources have changed since the program's inception.

**Background:** Since September 2018, the Supported Housing of Perth Program (SHOPP) has provided housing assistance and wrap-around supports, to locally established priority groups. This includes youth, families with dependant aged children, individuals exiting provincial institutions, and those chronically experiencing homelessness or self identify as Indigenous.

As the Consolidated Municipal Service Manager (CMSM) for homelessness, the City of Stratford Social Services Department was responsible for the implementation of a housing first program, focusing on supporting chronically homeless individuals, while prioritizing those with the highest levels of acuity, and connecting them with an Intensive Case Manager working with the SHOPP program. In addition to being connected to an Intensive Case Manager, funding allocations were also made available for individuals in the program including a housing allowance to assist with the high costs associated with the rental units, as well as funding to assist with eviction prevention, and for life stabilization.

**Analysis:** In 2021 the provincial government combined the funding resources across the Community Homelessness Prevention Initiative (CHPI) that included the Home for Good Funding, into one stream of funding now called the Homelessness Prevention Plan (HPP). As a result, funding streams available when the program was implemented are no longer available to SHOPP participants or the landlords participating in the SHOPP program.

As a result of the cancellation of the SHOPP program and unavailability of additional benefits previously available, the City is faced with the ongoing challenge of having to redefine a program that is no longer available.

The challenge with the current name and funding changes, is that landlords or people connected to the program, signed on with the initial financial benefits associated with SHOPP. The City has circulated a letter confirming the end of SHOPP and benefits to the participating landlords as of June 1, 2024.

The funding however remains available under the HPP program through the Housing Stability Bank, to assist with first and last month rents, utility and rent arrears, insurance, and furniture costs, confirming that the ICM program will still offer Intensive Case Management supports, to prioritized populations including those who qualified for the SHOPP program.

**Financial Implications:**

**Not applicable:**

There are no financial implications to be reported as a result of this report.

**Alignment with Strategic Priorities:**

**Building Housing Stability**

Together we help provide safe, attainable, affordable and supportive places to live.

**Alignment with One Planet Principles:**

**Not applicable:** This report is an information report to Council related to a revised program due to funding changes.

**Staff Recommendation: THAT the report titled, "Intensive Case Management (ICM) Update" (COU24-084), related to the rebranding from the Supported Housing of Perth Program (SHOPP) model due to the funding source changes, be received for information.**

**Prepared by:** John Ritz, Supervisor of Homelessness and Housing Stability

**Recommended by:** Kim McElroy, Director of Social Services  
Joan Thomson, Chief Administrative Officer