

## Report HDR-SS-04-16

**To:** Chair Burley and Members of the Social Services Committee  
**From:** Anne Marie Shaw, Director of Housing  
**Meeting Date:** February 25, 2016  
**Subject:** **Integrated Housing System Software Single Source Procurement**  
**Status:** Recommendation adopted by Committee per Resolution SSC24-16, without “prior to County Council approval as per Section 24.13 (b) of Procedural By-law 4876-14, as amended” (omitted by error in minutes); Endorsed by County Council April 5, 2016 per Resolution CC44-16;

### Recommendation(s)

**WHEREAS eight Service Managers from across the Province have developed a new software application specific to the administration of social housing and housing programs;**

**AND WHEREAS the current Yardi software is no longer adequate for the County’s needs;**

**AND WHEREAS the Ministry of Municipal Affairs and Housing is providing funding for 25% of the cost of the purchase of the software license;**

**NOW THEREFORE BE IT RESOLVED THAT report HDR-SS-04-16 Integrated Housing System Software Single Source Procurement be received;**

**AND THAT AIG Integrated Housing System Software be single sourced;**

**AND THAT the Clerk and Warden be authorized to sign the agreement with AIG for the software license:**

**AND FURTHER THAT the Clerk and Warden be authorized to sign the agreement with Ministry of Municipal Affairs and Housing for the transfer payment and data sharing agreement prior to County Council approval as per Section 24.13 (b) of Procedural By-law 4876-14, as amended.**

## *Background*

The Housing Collaborative Initiative (a group of eight Service Managers) contracted Arcori-ISTCL Group (AIG) to develop a new software application to assist with the financial and administrative aspects of social housing and other housing programs.

The purpose of the project is to create and implement a web based housing information system with the focus on producing an integrated database system which provides added value analysis and information for Housing Programs, Housing Providers, Senior Management and Council, resulting in improved delivery of Social Housing services.

Benefits of the software include:

- A single source system will be a time saver and minimize any errors by having multiple entry points by staff.
- Strengthen relationships and reporting with Non Profits who will have direct access to the system and information about their portfolios.
- All Information will be stored electronically in a method that allows for easy retrieval and year on year reporting and analysis by the service manager.
- The IHS structure allows for flexibility in the creation of ad hoc reporting.
- Access to accurate and timely information through the IHS central repository system.
- Partnerships with other service managers for sharing best practices, development of new modules, features and enhancements.

## *Current and Future Development Cycles*

Currently the software will provide the following modules:

- Risk management – operational reviews
- Coordinated waitlist
- Rent supplement program
- Nonprofit housing
  - Financial module with multi-year forecasting
  - Housing portfolio module
  - Program module
- Reporting Module

Future modules include

- Asset management
- Investment in Affordable Housing Program
- Property Management
- Community Homelessness Prevention Initiative

## *Award Winning Software*

Integrated Housing System software received the Award of Excellence in Municipal Systems in June 2015, from the Municipal Information Systems Association (MISA) and the Ontario Municipal Social Services Association – 2015 Local Municipal Champion Award. This award recognizes the great work done in advancing excellence in human services integration and service system management by teams from amongst Consolidated Municipal Service Manager (CMSM) and District Social Services Administration Board (DSSAB) staff across the province.

## *Financial / Staffing / Legal / Information Technology Considerations*

Currently two software systems from Yardi are used to track our coordinated waitlist and property management. The two systems are not compatible and information is entered into each system. The annual cost for the systems is \$4,436 for the waitlist and \$45,537 for property management. The system is unable to generate reports for the Province and covers only two of the above modules.

The Integrated Housing System is a one-time purchase of license for \$28,260 and an annual fee of \$14,130. The funding for this software was included in the 2016 Housing operational budget.

The Ministry of Municipal Affairs and Housing is making funding available to service managers with a portfolio up to 4000 physical units for the HIS software license. The County of Grey will receive \$7,065. Therefore the one time cost for IHS will be \$21,195. To qualify for this funding an agreement with AIG to purchase the IHS software license must be signed by March 18, 2016 and an agreement with the Province with proof of purchase must be signed by March 31, 2016.

Link to Strategic Goals / Priorities

4.4 Embrace and continually invest in technology in order to enhance the operations of all county services as well as the County's overall state of future preparedness

Respectfully submitted by,

Anne Marie Shaw  
Director of Housing

