INTEGRATED HOUSING SYSTEM

Transforming business operations and social housing administration in Ontario
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BACKGROUND

Service Managers (SM) struggle with substantially increasing workloads, outdated technologies, burdensome workarounds, cost inefficiencies and reduced productivity.
BACKGROUND

Increased workload and Responsibilities
Unsystematic and inefficient processes

Business As Is
BACKGROUND

Duplication of collection and analysis

▪ Different systems used by users and stakeholders (i.e. housing providers submitting the budget, contact list)

▪ Duplication of data entry can also increase the likelihood of errors

Unique systems

▪ No standardized administrative system used among service managers across Ontario

▪ Unique municipal data management systems, ranging from spreadsheets to fragmented systems that do not always talk to one another
HOUSING COLLABORATIVE INITIATIVE

▪ Working together as a group:
  ▪ More than five years since the Housing Collaborative Initiative (HCI) started as CAO initiative in southwestern Ontario
  ▪ Partnership as a group has allowed the sharing of costs, as well as best practices, such as areas of innovation, efficiencies, and service delivery
  ▪ More than one year since our consortium agreement and development agreement signed to develop an integrated housing system
  ▪ Having a common goal and an open mind was key to coming together as a group with different approaches to housing
An additional eight service managers have a license to use the system.
Integrated Housing System (IHS) transforms the current administration, funding, delivery, and other business processes of social and affordable housing programs.
TRANSFORMING THE PROCESS

- Combining key business processes in a centralized online system that is accessible by service managers, housing providers, households, applicants

- Enhancing the experience of housing providers and applicants

- Determining the key areas to focus on

- Enabling us to come together as a collective voice in how we work and report with funders and the Ministry
TRANSFORMING THE PROCESS

- Transforming manual processes
- Reducing duplication of data collection
- Improving data integrity
TRANSFORMING THE PROCESS

- Enhanced financial controls of obligations and commitments
- Reducing approval time
- Reducing paperwork
- Enhancing accountability
- Timely reporting
IHS KEY FUNCTIONS

IHS Integrated Housing System

- Risk Management – OP Reviews
- Wait List Management
- Rent Supplement Module
- Housing Providers Portal
  - Action Items
  - Letters and Forms
- Financial Module
- Contacts Module
- Housing Portfolio Module
- Program Module
- System Setup & Configuration
- Reports
IHS KEY FUNCTIONS AND PROGRESS

System Administration
- Centralized indices management
- Security of information
- Centralized staff / user management
- GL Management at the SM, HP, household level

Programs
- Profile
- Parameters
- New program support

Housing Portfolio
- Provider CRM
- Portfolio Management
- Program and Funding Agreements Management

Contacts
- Customer Relationship Management

Financials
- Annual subsidy calculation and payment schedule generation
- Annual Information Return (AIR)
- Integrated SM Budgeting
- Automated SMAIR
- Long-term forecasting

Integrated Reporting
- Real-time analytics in dashboard
- Workflow-driven reporting
- Multi-year reporting
- KPI reporting
- Data export

Action Items
- Manual and workflow task management

Letters and Forms
- Mail-merge generation letter templates and forms
- Distribution management

Housing Provider Portal
- Dashboard + Tasks assignment
- Document submission
- Annual Budget, monthly unit detail, and AIR submission
- Connection with Rent Supplement and Wait – list (pre-population of data to reduce duplication)

Rent Supplement
- Applicant Intake
- RGI calculation
- Rent management
- Unit-turn-over

Wait-list Management
- Intake/application process
- Waiting list tracking and management
- Improved efficiency in updating of available units
- Better matching of applicant to appropriate available units
- Up-to-date reporting of CWL

Risk Management
- Operational review
- Real-time monitoring
FORWARD THINKING

- IHS can transform the planning of future programs:
  - Flexible reporting and funding model architecture to accommodate changes in legacy programs and creation of new programs
  - Integrated long-term forecasting and modeling of the service manager and housing provider budgets
FORWARD THINKING

- IHS can transform the planning of future programs:
  - Ability to better understand the entire lifecycle of our clients from intake into the wait-list to exit of the system
  - Designed with Regeneration and EOA in mind
  - Enhanced policymaking with the use integration of data sources and analytics
APPROACH

▪ Eight service managers organized in a governing group structure

▪ Working groups, organized by knowledge area, are delegated to work with vendor in joint application design specification sessions

▪ Two-tier acceptance process of specifications and application components

▪ Application is developed using AGILE project management processes
BEST PRACTICE

▪ Lessons learnt
  ▪ Expect complexity in agreements and time to make changes
  ▪ Timelines can significantly change due to a variety of variables and requires flexibility, adaptability, and resilience
  ▪ Interpretation of requirements can change from design to implementation
  ▪ Expect staff changes in multi-year projects
NEXT STEPS

Service managers or housing providers interested in learning more about the Integrated Housing System can contact:

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QUESTIONS AND ANSWERS

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