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## Report 2024-006

**Report Title:** 310 Division Street, Cobourg Update

**Committee Name:** Social Services

**Committee Meeting Date:** January 8, 2025

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Community and Social Services

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**Approved by:** Jennifer Moore, CAO

**Council Meeting Date:** January 8, 2025

**Strategic Plan Priorities:**  Innovate for Service Excellence  
 Ignite Economic Opportunity  
 Foster a Thriving Community  
 Propel Sustainable Growth  
 Champion a Vibrant Future

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### Information Report

**That** the Social Services Committee receive Report 2024-006 '310 Division Street, Cobourg Update' for information; and

**Further That** the Committee recommend that County Council receive this report for information."

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## **Purpose**

The purpose of this report is to provide the Social Services Committee and County Council with an update on 310 Division Street, Cobourg.

## **Background**

Since November 8, 2024, Northumberland County and its partners have been progressing on key milestones for the opening of 310 Division Street. These include:

- Northumberland County' received its Emergency Care Establishment License at the end of the day on Friday, November 8, 2024 for operation of the 310 Division Street shelter. The warming space on the ground floor opened at 6:00 p.m. on Wednesday, November 13, 2024.
- In compliance with the Town of Cobourg's Emergency Care Establishment By-law, the County of Northumberland has secured security services from Integrity Investigation Solutions on a temporary basis, as allowed under the Procurement By-law to support the provision of 24/7 mobile security in a 500-metre radius from 310 Division Street. This contract will be formally procured in the new year.
- On December 16, 2024, Northumberland County received occupancy from the Town of Cobourg for the remaining second through fourth floors. A public open house was held at 310 Division Street on Monday, December 16, 2024 between 4:00 p.m. and 6:00 p.m. to welcome members of the public and media to visit and walk through the new space. Emergency sheltering spaces began transitioning to 310 Division Street by December 19, 2024.
- The Community Liaison Committee held its first meeting on December 17, 2024. After interviews were completed and ranked, the successful candidates were chosen and on December 6, 2024 all applicants were notified of the decisions. For more information please see County Council Report 2025-007 '310 Division Street, Cobourg - Community Liaison Committee (CLC) Update'.
- Meetings have taken place to foster partnerships with Cobourg Police Services, Integrity Investigation Solutions, and County Paramedic Services. County staff have also begun dialogue with Town of Cobourg staff for data sharing and collaboration.

## **Consultations**

Internal consultations have taken place with Community and Social Services, Public Works (Major Capital Projects and Facilities), Communication, Legal Counsel and the Chief Administrative Officer.

External consultations have taken place with Orgcode Consulting Inc., Transition House, Integrity Investigation Solutions, Cobourg Fire, and the Town of Cobourg.

## **Legislative Authority / Risk Considerations**

Legislation is adhered to in the construction of the facility, including provincial and local statutes.

Risk has been considered throughout the opening and ongoing operations of shelter services at 310 Division Street. This includes establishing regular meetings with Cobourg Police Services, County staff, Transition House staff, and Integrity Investigation Solutions.

In addition, data is being collected and analyzed to identify early usage and trends at 310 Division Street and the surrounding community. Northumberland County is actively working with the Town of Cobourg staff to identify opportunities for data sharing and analysis.

## **Discussion / Options**

The following section offers comments and considerations regarding the key areas identified in the Background section.

### **1. 310 Division Street – opening of ground floor**

On Friday, November 8, 2024 at 4:30 p.m., the County and Transition House received ECE licenses. By Wednesday, November 13, 2024, County staff and partners had mobilized and worked together to open the 24/7 warming space on the ground floor of 310 Division Street. Transition House worked to mobilize staffing levels for the expanded services, purchase final supplies (such as perishable food).

On November 13<sup>th</sup>, County staff completed a mail drop in the immediate vicinity of 310 Division, delivering a letter to residents that contained information needed on timeframes, expectations and resources available should issues arise.

Since the warming space opened, the County has collated data with the support of Transition House to understand usage of the space and other key data. Please refer to Attachment 1: 310 Division Data Snapshot. Please note that more updated data can be made available for the January 22, 2025 Council meeting if required.

### **2. ECE Compliance – 500-metre radius (security and waste)**

Upon receiving direction from County Council on November 6, 2024, County staff resubmitted documentation to the Town of Cobourg to indicate compliance with the ECE by-law. The key day-to-day impact of the ECE by-law is the requirement for provision of security and waste pick up in a 500-metre radius for activities identified as directly related to activities at 310 Division Street.

In meeting this compliance requirement, County entered into a short-term contract with Integrity Investigation Solutions, as complies with the Northumberland County Purchasing By-law. The interim contract is for a period of six months with an option for extension if it is required to complete a full Request for Proposal from security providers. It is anticipated that this Request for Proposal will be initiated in early 2025.

A 24/7 dedicated call centre (1-877-770-2564) has been established specifically for community concerns relating to the County's ECE compliance for 310 Division Street. Information on how to access this service is available on the County's website, using this link:

<https://joinin.northumberland.ca/310-division-street-enhancing-shelter-services-to-address-community-need>.

Through this service, security is monitoring the 500-metre radius and responding to calls from the inquiry line, these calls can include issues such as littering, wellness checks and loitering that has a direct connection to 310 Division Street.

Since 310 Division opened, the County has collated data with the support of the security provider to understand data from community calls and other concerns raised. Please note that County staff have met with Town of Cobourg staff to discuss the possibility of data sharing of similar collected data points. It is understood that the data sharing will not be available from the Town of Cobourg until after this report is drafted as it will need to be considered and shared firstly with the Town of Cobourg's Council and applicable committees or boards as may be required. Please refer to Attachment 1: 310 Division Data Snapshot. This is preliminary data given it isn't representative of full shelter operations and the minimal time since opening. Data can be refined moving forward and incorporate data from the Town of Cobourg as applicable. This data will provide information and metrics required to assess outcomes and future needs. Please note that more updated data can be made available for the January 22, 2025 Council meeting if required and as available.

Key areas that staff are continuing to move forward in ongoing compliance requirements include:

- Hiring of an ECE Compliance Contract Coordinator in Q1 of 2025
- Continuing to refine data collection and reporting
- Continuing regular and recurring meetings with Transition House staff, County staff, Cobourg Police Services and Integrity Investigation Solutions to support a collaborative response in the 500-metre radius of 310 Division Street
- Develop communication strategies to support community understanding of partner roles and responsibilities.

### **3. Status on remaining sheltering services**

As of December 16, 2024, Northumberland County has received all necessary permits and licenses to operate the second through fourth floors (emergency shelter and transitional housing units). After completing a media and public open house, Transition House is working with current clients at 10 Chapel to transition into the space beginning on December 19<sup>th</sup>. This will be a phased approach with the motel overflow clients and new shelter admissions following in early January.

The County received \$2,400,000 in Homelessness Prevention Program funding for construction and renovation upgrades for 310 Division. The construction and renovation plan were in 3 phases. Phase 1 was the ground floor warming/cooling spaces, with the second phase being floors 2-4. Through these first two phases was the completion of code required and necessary enhancements and updates to the building. This included new ventilation for all 50+ bathrooms, fire suppression work on all floor, update lighting, adaptable showers, replacement of 35 vanities (due to improper exhausts), fencing, security cameras and lighting, waste enclosure, accessible washroom, laundry access, among many other things. Approximately 55% (or \$1,340,000) committed funding has been spent to date. In early 2025, the County will begin phase three of construction which includes replacement of the heating, ventilation and air conditioning and other potential updates that may be identified.

**Financial Impact**

The Ministry of Municipal Affairs and Housing committed an additional \$2.47M through a contribution agreement to increase the County's Homelessness Prevention Program (HPP) funding allocation specifically for financing capital works for the 310 Division Street Modernization Project. The capital costs remain within the total budget allocation for this project. Additional costs for operations related to compliance for the ECE Bylaw were subsequently approved by Council prior to opening the facility.

**Member Municipality Impacts**

N/A

**Conclusion / Outcomes**

It is recommended that County Council receive this report for information.

**Attachments**

Report 2025-006 ATTACH 1 '310 Division Data Snapshot'