# MEMORANDUM

To:        Members of Audit Committee

From:      Katherine Chislett
           Commissioner of Community and Health Services

Date:      May 29, 2019

Re:        Implementation of Audit Recommendation

           Requirement to develop and implement integrated housing software

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## Implementation of Audit Recommendation will be completed by Q2 2020

This memo is required because implementation of the Audit Recommendation to develop and implement integrated housing software is delayed by more than one year from the original due date. It describes the associated delays and the implementation process of the audit recommendation.

## Housing Services anticipated completion of the integrated housing software in Q3 2018

In 2016, the Audit Services Branch conducted an audit of Community and Health Services, housing capital repairs program. The audit culminated in a report presented to Audit Committee in October 2016. In its report, the Audit Services Branch recommended an integrated housing solutions software be developed and implemented.

The Housing Services Branch committed to complete the recommendation by the end of Q3 2018.

## The integrated housing software is being developed in collaboration with seven other municipalities

York Region currently uses a system of excel spreadsheets to maintain and track social housing costs and to provide the required provincial and Council reporting. This data collection is labour

intensive and is not flexible enough to respond to data gathering or reporting exercises. The integrated housing software will replace locally existing databases, templates, forms and hard–copy documents with a web enabled, centralized database.

The new system will provide the ability to measure and track housing provider expenditures and performance in areas of budgets, financial statement review, operational review results, client demographics, risk management and links to asset planning tools. It will provide new capacity to support data retrieval and strategic analysis. A more sophisticated system will reduce the existing business risks, improve administrative efficiencies and strengthen our ability to provide improved customer service to both our internal customers and external stakeholders.

In 2016, the governing group, consisting of a member from each of the seven municipalities, expanded the scope of the software system to include a new online application, a choice based wait list as well as annual subsidy estimate analytics. Unforeseen challenges associated with the expanded scope and the added complication of ensuring seven other municipalities—with differing needs and systems—were all in agreement, delayed the final release beyond the anticipated 2018 implementation timeline.

## Implementation of the integrated housing software will begin in early 2020

The integrated housing software is scheduled to be available for final testing in June 2019. Testing will be completed in July and August with staff training to be conducted in the fall of 2019. A migration template was developed and staff are currently populating the template with historical data in preparation of the upload to the new system. In Q1 2020, the integrated software system will be rolled out to the social housing providers based on the provider fiscal year end dates.

Katherine Chislett
Commissioner of Community and Health Services

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