



**CITY OF HAMILTON**  
**COMMUNITY AND EMERGENCY SERVICES DEPARTMENT**  
**Housing Services Division**

<b>TO:</b>	Chair and Members Emergency & Community Services Committee
<b>COMMITTEE DATE:</b>	April 13, 2015
<b>SUBJECT/REPORT NO:</b>	Community Homelessness Prevention Initiative Housing with Related Supports Standards Framework (CES15021) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
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<b>SUBMITTED BY:</b>	Joe-Anne Priel General Manager Community & Emergency Services Department
<b>SIGNATURE:</b>	

**RECOMMENDATION**

- (a) That the Ministry of Municipal Affairs and Housing Standards Framework for Housing with Related Supports be approved for the Domiciliary Hostel Program effective April 1, 2015, and;
- (b) That the Monthly Allowance for Personal Use for Domiciliary Hostel Residents be increased from \$138 to \$150 effective June 1, 2015.

**EXECUTIVE SUMMARY**

In November 2014, the Ministry of Municipal Affairs and Housing (MMAH) released a new Standards Framework for Housing with Related Supports. The purpose of the Standards Framework is two-fold:

- To provide protection for vulnerable tenants who reside in long-term housing where tenants are dependent on the on-site daily supports and services delivered by the housing provider; and,
- To provide continued flexibility for Service Managers in the delivery of community-based housing solutions that address homelessness and those at risk of experiencing homelessness.

The Standards Framework seeks to ensure that Municipal Service Managers have measures in place to mitigate risk and ensure a minimum level of quality in the programs they fund under the Housing with Related Supports category of the

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Community Homelessness Prevention Initiative (CHPI), which is 100% provincial funding.

In Hamilton, the new Standards Framework applies only to the Domiciliary Hostel Program. The program subsidizes the cost of accommodation, meals, supervision and assistance with activities of daily living for an average of 750 residents who live in 57 Residential Care Facilities (RCF's). Residents contribute to the cost of the service according to their ability to pay and the City subsidizes the balance of the cost with CHPI funding.

The Standards Framework takes effect April 1, 2015 and requires Service Managers to have their framework approved by their City Council. The City of Hamilton meets the requirements laid out in the Standards Framework through a variety of means including Licensing By-law 07-170, Schedule 20, guidelines issued by the Medical Officer of Health and the terms of the contracts with RCFs who receive funding through the Domiciliary Hostel Subsidy Program. The City's current by-laws, guidelines and policies were reference against the new Standards Framework. The full comparison appears as Appendix A to Report CES15021. It is concluded that these various regulatory mechanisms cover the requirements laid out in the Standards Framework and that no changes are necessary with the exception of confirming the amount that residents can retain on a monthly basis for their personal use (Monthly Allowance for Personal Use).

Prior to implementation of the new Standards Framework, the rate of the Personal Needs Allowance (PNA) allowance was set by the Province at \$138. Now, municipalities have the flexibility to establish their own rate. Effective June 1, 2015, it is recommended that the Monthly Allowance for Personal Use be increased from \$138 to \$150 per month. The projected cost of the increase for 2015 is \$63,000 which can be absorbed within the current Domiciliary Hostel Program budget of \$6,702,880. Program costs for the Domiciliary Hostel Program will be monitored throughout the year. If it is forecast that actual expenditures may exceed the approved budget, a wait list for a Domiciliary Hostel subsidy will be implemented to remain within the approved budget.

Based on consultation with community services providers and residents, it has been concluded that the current Monthly Allowance for Personal Use (previously called PNA) should be increased. The insufficiency of the current rate makes it difficult for residents to meet their personal needs such as purchasing clothing and toiletries and to participate in recreation activities. Increasing the rate will represent a step toward improving the quality of life for residents by allowing them to retain more money on a monthly basis. The amount of the Monthly Allowance for Personal Use will be reviewed on annual basis along with the Per Diem Rate that is paid to the RCF Operators.

***Alternatives for Consideration – Not Applicable***

## **FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

### **Financial:**

The Domiciliary Hostel budget is \$6,702,880. The recommended increase in the Monthly Allowance for Personal Use to \$150 effective June 1, 2015 will cost \$63,000 for 2015 and would be absorbed in the existing budget. The increase would have no impact on the net levy as the Domiciliary Hostel Program is funded through CHPI which is 100% provincially funded.

### **Staffing:**

There are no staffing implications associated with Report CES15021.

### **Legal:**

The Domiciliary Hostel Subsidy Agreement between the City and RCF Operators specifies that residents receiving subsidy are allowed to retain a monthly allowance. A letter approved by Legal Services, will be sent to participating RCF Operators confirming the increase in the monthly allowance.

## **HISTORICAL BACKGROUND**

At its June 6, 2007 meeting, E&CS Committee received a report entitled Ministry of Community and Social Services Domiciliary Hostel Policy Framework Implementation (ECS07012/HSC03001(b)). The report described a new Domiciliary Hostel Policy framework that was released by the MCSS in September 2006. The framework was designed to clarify, strengthen and support the delivery of a domiciliary hostel program “that offers appropriate housing for vulnerable adults and accountability to the individual, community and Province”.

MCSS required that municipalities confirm compliance with the implementation of the policy framework on or before March 16, 2007. A letter was sent by the General Manager of the Community Service Department to the MCSS Regional Office verifying that the MCSS DH Policy Framework is currently applied in the City of Hamilton in 2007 through subsidy agreements with RCF owners/operators. A summary of the compliance details can be found in Appendix A to Report ECS07012/HSC03001(b), dated May 21, 2007.

At its September 8, 2011 meeting, E&CS Committee received City of Hamilton Domiciliary Hostel Program Review (CS10036(a)). This report outlined the findings of the review that was undertaken of the Domiciliary Hostel Program. Among the findings were recommendations to increase the amount of the Personal Needs Allowance that residents are allowed to retain and to increase access to recreation activities. (Report CES15007).

In a letter dated November 24, 2014, the MMAH informed the Housing Services Division that they had released a Standards Framework for Housing with Related Supports that would take effect April 1, 2015 and requires the approval of City Council.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

Under the Housing with Supports Framework, Municipal Service Managers now must set the amount of the Monthly Allowance for Personal Use retained by RCF residents who receive subsidy from the Domiciliary Hostel Program. There are no other policy changes required as a result of the new Standards Framework for Housing with Related Supports Framework.

## **RELEVANT CONSULTATION**

The Domiciliary Hostel Working Group (DHWG) was consulted regarding the adequacy of the monthly allowance for residents. There were varied opinions among the members. Some felt it would be beneficial for Domiciliary Hostel residents to have more expendable income and that it would allow them to participate in more activities of their choice. Other group members questioned whether residents would put the money to good use. Overall, DHWG members were supportive of residents receiving a higher PNA.

## **ANALYSIS AND RATIONAL FOR RECOMMENDATION**

The Standards Framework applies to all programs funded through CHPI where support is provided onsite and focuses on assistance with activities of daily living. The Standards Framework requires Service Managers to develop local standards in the eight areas listed below:

- **Eligibility:** Service Managers must establish standards that define the tenant eligibility criteria and the intake process;
- **Staffing:** Service Managers must establish standards for the minimum qualifications of staff and volunteers, staff/volunteer levels, staff/volunteer conduct and staff/volunteer training;
- **Insurance and Monitoring:** Service Managers must establish standards for insurance coverage and standards for regular monitoring of the housing provider to ensure compliance with local standards;
- **Conflict Resolution, Complaints Processes and Reporting:** Service Managers must establish standards for conflict resolution and complaint processes, and for the reporting of serious incidents;
- **Rights and Responsibilities:** Service Managers must establish standards for tenant and landlord rights and responsibilities, including tenancy agreements, tenant confidentiality and privacy, and management of tenant files and other documentation;

- **Physical Safety, Health and Well-Being of Tenants:** Service Managers must establish standards for tenants' physical health, safety and well-being, including medication storage and/or management;
- **Provision of, or Access to, Activities and Support Services:** Service Managers must establish standards for the provision of, or access to, activities and support services for tenants (both within the housing and the community); and,
- **Monthly Allowance for Personal Use:** Service Managers must establish standards for the management of the monthly allowance for personal use for tenants.

The City of Hamilton meets the requirements laid out in the Standards Framework through a variety of means including the City of Hamilton Licensing By-law 07-170, Schedule 20, Guidelines issued by the Medical Officer of Health and the terms of the contracts with RCFs who receive funding through the Domiciliary Hostel Subsidy Program. The City's current by-laws, guidelines and contract were compared to the new Standards Framework. The full comparison appears as Appendix A to Report CES15021. Staff concluded that these various regulatory mechanisms cover the requirements laid out in the Standards Framework. While current provisions meet the letter of the standards, a template will be established regarding RCF staff conduct.

At its September 8, 2011 meeting, E&CS Committee received City of Hamilton Domiciliary Hostel Program Review (CS10036(a)). The report included a recommendation to increase the amount of the Personal Needs Allowance that residents are allowed to retain. The recommendations were based on extensive consultation with Domiciliary Hostel Residents, RCF Operators and community agencies that provide support to people living in RCFs subsidized through the DH program. Based on consultation with community services providers and residents, the consultant concluded that the current rate was too low. The insufficiency of the rate makes it difficult for residents to meet their personal needs such as purchasing clothing and toiletries let alone participating in recreation activities.

## **ALTERNATIVES FOR CONSIDERATION**

There are no alternatives for Report CES15021.

## **ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN**

### **Strategic Priority #2**

Valued & Sustainable Services

*WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.*

**Strategic Objective**

2.3 Enhance customer service satisfaction.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix to Report CES15021: Comparison of Existing City of Hamilton Governance of Domiciliary Hostel Program to MMAH's new Housing with Related Supports Standards Framework