

ROOM FOR POTENTIAL

A REVIEW OF THE CITY OF HAMILTON'S DOMICILIARY HOSTEL PROGRAM



Presentation to the Emergency and Community Services Committee

September 8, 2011



PRESENTATION OVERVIEW

1. Overview of the Program Review Process
 - *Context*
 - *Review of Objectives*
 - *Overview of Project Approach*
2. Program Review Report
 - *Overview of Format*
 - *Overview of Key Findings and Recommendations*
3. Moving Forward

BACKGROUND

3

Residential Care Facilities

90 Facilities, 3,013 Licensed Beds

Unsubsidized Beds

Residents with sufficient means to pay for their stay

Domiciliary Hostels

62 Facilities, 1,040 Subsidized Beds

Residents without the financial means to pay for their stay

Schedule 20 of the Licensing By-Law,
Planning Regulations and Building Standards

Subsidy Agreements with the
Community Services Department

80% provincial funding, 20% municipal

OBJECTIVES

4

- Determine the needs of residents
- Review and assess the current service delivery model
- Propose Program changes to better meet the needs of individuals who require housing with supports
- Assess the funding model and provide alternative funding options

PROJECT APPROACH

Advisory
Committee



Literature
Review



Consultations



CONSULTATIONS



- *Focus groups*
 - ✦ Residents (50 participants)
 - ✦ Coalition of Residential Care Facility Tenants (5)
 - ✦ Operators (21)
 - ✦ Housing with Supports Group (8)
 - ✦ Affordable Housing Flagship Committee (5)
- *Interviews*
 - ✦ Community service providers (9)
 - ✦ Neighbourhood association
 - ✦ Provincial staff (3)
 - ✦ City staff (9)
 - ✦ Staff at four comparator municipalities (4)
- *Visits to three Domiciliary Hostels*

FORMAT OF PROGRAM REVIEW REPORT

Full Report

Room for Potential
A Review of the City of Hamilton's Domiciliary Hostel Program

Final Report
August 9, 2011

Prepared by:
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STRATEGIC HUMAN SERVICES CONSULTANTS

Summary Report

Room for Potential
A Review of the City of Hamilton's Domiciliary Hostel Program

Summary Report
August 9, 2011

KEY FINDINGS AND RECOMMENDATIONS

- 9 Key Areas of Review
- 29 Recommendations

ROLE OF DOMICILIARY HOSTELS AND THE DOMICILIARY HOSTEL MODEL

- Recommendations (#1-3)
 1. *That the City adopt a policy statement recognizing the important role of Domiciliary Hostels and that the City commit to working with various partners to improve the effectiveness of the program*
 2. *That housing options be expanded beyond the Current Domiciliary Hostel model*
 3. *That a person-centred approach to delivery of services be implemented*

RESIDENTS NEEDS

- Recommendations (#4-10)
Including recommendations that:
 - *the City explore ways to improve quality of life*
 - *monitor the quality of care*
 - *that residents and operators be informed of and have access to other services, and*
 - *that the possibility of Resident Support Workers be explored*

BENEFITS PROVIDED TO RESIDENTS

- Recommendation (#11)
 - 11. That the City provide additional benefits for Domiciliary Hostel residents and support an increase to the monthly Personal Needs Benefit*

TRUSTEESHIPS/ ASSISTANCE WITH FINANCIAL MANAGEMENT

- Recommendations (#12-14)
Including a recommendation that:
 - *the City improve trusteehips and other supports for the management of residents' personal finances*

REFERRAL AND PLACEMENT

- Recommendations (#15-16)
 15. *That a web-based system be established that provides information on the Program and facilities*
 16. *That a feasibility study of a centralized placement process be conducted*

CROSS-
DEPARTMENT
INTEGRATION,
COMMUNICATION
AND
INTERACTIONS
WITH OPERATORS
&
INFRASTRUCTURE
POLICIES AND
PROCEDURES

- Recommendations (#17-21 & 22-23)
Including recommendations to:
 - *identify a single department in the municipal leadership role*
 - *clearly define roles of stakeholders*
 - *consider creating a one-window approach with a team of municipal staff from various departments*
 - *strengthen cross-departmental communication and communication with operators*
 - *improve infrastructure, including information technology and operational policies and procedures*

PEOPLE FOCUSED
SUBSIDY AND
REALLOCATION
POLICIES

- Recommendations (#24-25)
 - 24. That the City study the impact of reallocating subsidy agreements, explore potential reuse of existing beds, and if appropriate reallocate beds*
 - 25. That the City establish an evaluation framework for new or expanded subsidy agreements for reallocated beds*

FUNDING

- Recommendations (#26-29)
Including a recommendation that:
 - *the City increase per diem funding to \$55, and encourage MCSS to increase the per diem funding it establishes for the program*

KEY OBSERVATIONS OUT OF SCOPE

- *Some residents and operators expressed concern with Schedule 20 and building standards*
- *Some operators expressed concern with the City's planning regulations, specific to zoning*

MOVING FORWARD

18



IMPLEMENTATION

APPENDIX: MUNICIPAL ADMINISTRATION AND OVERSIGHT

19

Housing and
Homelessness
Division

Parking and By-
Law Services
Division,
Planning &
Economic
Development

Public Health
Services, Health
Protection
Division

Emergency
Services
Department

Planning &
Economic
Development

Community
Services
Department

Municipal Law
Enforcement

Public Health
Inspectors and
Nursing
Inspectors

Fire Safety
Officers

Planning &
Building
Services

Domiciliary Hostel
Service
Agreements

Licensing By-Law
Schedule 20
Provincial and
Municipal Building
Codes and
Standards

Sections of
Schedule 20

Ontario Fire Code

Official Plan and
Zoning By-law and
Provincial Building
Code