**CITY OF HAMILTON**

**COMMUNITY SERVICES DEPARTMENT**  
Social Housing and Homelessness Division

| TO: Chair and Members  
Emergency & Community Services Committee | WARD(S) AFFECTED: City Wide |
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<td>COMMITTEE DATE: April 7, 2010</td>
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| **SUBJECT/REPORT NO:**  
City of Hamilton Domiciliary Hostel Program Review (CS10036) (City Wide) |
| SUBMITTED BY:  
Joe-Anne Priel  
General Manager, Community Services |
| PREPARED BY:  
Gillian Hendry 905-546-2424 Ext. 4818  
Betty Lou Purdon 905-546-2424 Ext. 4329 |

**RECOMMENDATION:**

(a) That Report CS10036 - City of Hamilton Domiciliary Hostel Program Review, be received.

(b) That staff be directed to report back to the Emergency and Community Services Committee before January 31, 2011 with a report outlining the findings and recommendations of the City of Hamilton Domiciliary Hostel Program Review.

**EXECUTIVE SUMMARY**

The Domiciliary Hostel program is a discretionary program cost-shared (80/20) with the Ministry of Community and Social Services (MCSS). In Hamilton, Domiciliary Hostels are called Residential Care Facilities (RCF’s) and are licensed to operate under Schedule 20 of the City of Hamilton Licensing Code By-Law 07-170 and the Guidelines of the Medical Officer of Health.
There are 90 licensed RCF’s in Hamilton for a total of 3,067 licensed beds. The Community Services Department has Domiciliary Hostel Service Agreements with 62 of these facilities for a total of 1,055 subsidized beds. Individuals residing RCFs have health concerns and require full day supervision and guidance with daily activities of living. If an individual moves into a RCF that is subsidized as a Domiciliary Hostel and does not have the financial means to pay for their stay, the Operator arranges for an application for subsidy with a staff person from the RCF Team, Social Housing and Homelessness Division.

RCF Operators have been vocal to Council and the Community Service Department in their requests for increased funding and supports for residents to meet the costs of delivering the service. They have also expressed concerns regarding standards and information requirements related to the Domiciliary Hostel Service Agreement.

Although there will continue to be a need for Residential Care Facilities for a sector of the population, it is necessary to assess the needs of those seeking housing with supports and the current residents of RCF’s to determine whether there should be program changes within the program or whether other options should be developed in the community that better meets the needs of the residents.

The Social Housing and Homelessness Division will retain a consultant through a Request for Proposal process to conduct a review of the Domiciliary Hostel Program. Schedule 20 of the City of Hamilton By-Law 07-170 is not a part of this review, as it was included in a recent review by Public Health Services and Municipal By-Law Enforcement.

The proposed scope of the review will include:

- A review the current Domiciliary Hostel funding model and adequacy of the per diem rate.
- A review of referrals and placements in the Domiciliary Hostel program and potential solutions including program changes.
- Review the needs and circumstances of the residents housed through the Domiciliary Hostel Program and those in the community who require housing with supports by linking with referring agencies.
- Consult with key community stakeholders (i.e. neighbourhood associations, police, hospital discharge planners) to inform the future direction for the Domiciliary Hostel Program.
- Review the requirements of each City Department involved with RCF’s to streamline service for the RCF Operator.
The cost of the review will be covered in the Domiciliary Hostel Cost of Administration budget within existing funding. The review will be completed by December 31, 2010. A report and recommendations on the Domiciliary Program Review will be provided to Emergency and Community Services before January 31, 2011.

In February 2010, Council instructed Community Services staff to conduct a survey across the province to compare the level of funding that Hamilton provides through the Domiciliary Hostel Program with other municipalities. The survey will gather information from six comparator municipalities regarding per diem rates, other funding provided to facilities including 100% municipal funding and costs related to the inspection and licensing of the facilities. Staff will report back to Council on the outcome of the funding survey at the May 19, 2010 Emergency and Community Services Committee meeting. This information will also be utilized in the completion of the full Domiciliary Hostel Program Review.

*Alternatives for Consideration – Not Applicable*

**FINANCIAL / STAFFING / LEGAL IMPLICATIONS**

**Financial:** The cost of the review will be covered in the Domiciliary Hostel Cost of Administration budget within existing funding.

**Staffing:** There are no staffing implications associated with Report CS10036.

**Legal:** The Legal Services Division will be consulted in the completion of the review.

**HISTORICAL BACKGROUND**

The Domiciliary Hostel Program is administered under the Homelessness Service Contract with the Ministry of Community and Social Services (MCSS). There are 25 municipalities in Ontario that operate a Domiciliary Hostels Program.

Residential Care Facilities are licensed under Schedule 20 of the City of Hamilton By-Law 07-170. Schedule 20 provides the operational expectations for RCF’s. It prescribes standards of operation for both the physical plant and the care of residents. Public Health Services and Municipal By-Law enforcement, Fire and Building Standards are primarily responsible for enforcement and oversight of the By-law.

In 2003, the Community Services Department initiated a Business Process Review (BPR) of the Domiciliary Hostel Program as a result of Provincial and Internal Audits that were...
completed in 2001 and 2002. All recommendations resulting from the review were implemented by the end of 2006. Appendix A – BPR Management Action Plan (December 2006) outlines the recommendations and action plan that evolved from the review.

In 2006, the Ministry of Community and Social Services implemented the Domiciliary Hostel Standards Framework. The program framework identified 40 categories for which delivery agents were expected to implement standards. In recognition of the expectation that operators across the province must be in compliance with the Standards Framework, MCSS increased the per diem rate from $41.20 to $45.00. Appendix B – Domiciliary Hostel Program Framework (September 2006) outlines the framework, service contract requirements, administration and funding increase for the Domiciliary Hostel Program.

MCSS has made provisions and Council has approved a 2% increase to the per diem each year since 2007. The current maximum per diem rate is $47.75. The Ontario Homes for Persons with Special Needs Association (OHPSNA) continues to lobby for a $71 per diem which they state will more closely represent the cost of operating a residential care facility.

POLICY IMPLICATIONS

Recommendations from the Domiciliary Hostel Program Review may result in future local policy changes.

RELEVANT CONSULTATION

Staff have consulted with the Legal Services Division and the Ministry of Community and Social Services in the writing of this report.

ANALYSIS / RATIONALE FOR RECOMMENDATION

The program review is being conducted in order to respond to the concerns of the RCF Operators with current and evidence-based information. The findings from the review will be utilized for program planning and future budgetary decisions. It is anticipated that information gathered during the review will provide a baseline for ongoing analysis concerning the efficiency and effectiveness of the Domiciliary Hostel Program.

ALTERNATIVES FOR CONSIDERATION:

Vision: To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

Values: Honesty, Accountability, Innovation, Leadership, Respect, Excellence, Teamwork
There are no alternatives for consideration.

CORPORATE STRATEGIC PLAN (Linkage to Desired End Results)


Skilled, Innovative & Respectful Organization
- A culture of excellence
- More innovation, greater teamwork, better client focus

Financial Sustainability
- Delivery of municipal services and management capital assets/liabilities in a sustainable, innovative and cost effective manner
- Sustainable Tri-parti Government Agreement

Intergovernmental Relationships
- Influence federal and provincial policy development to benefit Hamilton
- Acquire greater share of Provincial and Federal grants (including those that meet specific needs)
- Maintain effective relationships with other public agencies

Growing Our Economy
- Competitive business environment
- An improved customer service

Social Development
- Everyone has a home they can afford that is well maintained and safe
- Residents in need have access to adequate support services
- People participate in all aspects of community life without barriers or stigma

Healthy Community
- An engaged Citizenry
- Adequate access to food, water, shelter and income, safety, work, recreation and support for all (Human Services)
APPENDICES / SCHEDULES

Appendix A to Report CS10036 – BPR Management Action Plan (December 2006)
Appendix B to Report CS10036 - Domiciliary Hostel Standards Framework (September 2006)
### BPR MANAGEMENT ACTION PLAN (December 2006)

#### INTERNAL / FINANCIAL CONTROLS / PROGRAM EFFICIENCIES

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| I.1 Implement Invoice Model Changes / Electronic Invoicing | - BPR identified significant number of errors on RCF billings, caused delays in processing  
  - Full electronic invoicing process under development                                                                 | Resolved April 2004  
  Billing validation process designed to identify errors more effectively  
  Testing of new invoicing system anticipated for spring 2007                                                                                     |
| I.2 Streamlined Payment Process | - Needed to move payments to service providers to electronic funds transfer (EFT)                                                                                                                                                                                              | Resolved June 2004  
  EFT of all purchase of service payments instituted                                                                                            |
| I.3 Discontinue HIFIS for RCF Invoices | - Cumbersome reconciliation process caused delay in processing payments to operators and ineffective use of clerical support                                                                                                                                                    | Resolved March 2004  
  Developed billing validation process                                                                                                               |
| I.4 Standardized Monthly invoicing | - Emergency Shelter providers use in-house systems to produce billings                                                                                                                                                                                                           | Resolved April 2005  
  HIFIS generated billings in emergency shelters                                                                                                      |
| I.5 Invoice Tracking Log | - No mechanism in place to track expenditures, processing of service contract payments                                                                                                                                                                                          | Resolved June 2003  
  Invoice tracking system initiated                                                                                                               |
## I. LEGISLATIVE COMPLIANCE

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| **II.1 Compliance with Ontario Works Act for Cost Sharing Programs** | - Funding of personal support services in emergency shelters  
- Funding of emergency shelter beds in Victims of Domestic Violence shelters  
- Funding of emergency beds in addiction treatment facilities | **In progress**  
Staff continue to work with service provider / MCSS for long term solution – Council Report SSC06003  
Resolved June 2003  
Resolved August 2006 |
| **II.2 Contracts with Service Providers** | - Contracts in emergency shelters and RCFs had not been executed since 1997 | **Resolved in RCFs - June 2005**  
Emergency Shelter contracts drafted, will be executed fall 2006 |

## II. POLICIES AND PROCEDURES

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<th>Management Action Plan Status</th>
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| **III.1 Policy Manual** | - Comprehensive operational manuals required | **In progress**  
MCSS is currently defining standards for domiciliary hostels which will inform local policies  
Emergency shelter standards will be developed in 2007 |
## III. TECHNOLOGICAL SUPPORTS

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| IV.1 Contract Management System | ▪ No formal means to manage contracts | In progress  
Interim solution completed June 2005  
Full contract management system late 2007 |
| IV.2 RCF Case Management System | ▪ HIFIS used as case management / billing tool | Resolved January 2006  
Portable case management system implemented |
| IV.3 Homelessness Management Information System | ▪ Used in RCFs not Emergency Shelters | Resolved April 2005  
HIFIS implemented in all emergency shelters |
| IV.4 Access to SDMT in Emergency Shelters | ▪ Hostel case managers were duplicating efforts completing manual applications in field / inputting to system in office | Resolved August 2004  
Staff now have connectivity to City network in all the shelters |
Domiciliary Hostel Program Framework

Community Services Branch
Social Policy Development Division
Ministry of Community and Social Services

September 2006
In Ontario, Consolidated Municipal Service Managers (CMSMs) and District Social Service Administration Boards (DSSABs) are the service system managers for homelessness. CMSMs/DSSABs either deliver homelessness prevention services directly or contract with local operators and/or agencies to provide the services for them.

The domiciliary hostel program is a homelessness prevention program administered by CMSMs/DSSABs and delivered by primarily for-profit operators. The program is cost-shared (80%) provincial/ (20%) municipal, by the two levels of government. Approximately 4700 vulnerable adults in twenty-five CMSMs/DSSABs across the province are housed under the domiciliary hostel program.

Many CMSMs/DSSABs that offer the domiciliary hostel program have developed, or are in the process of developing standards for their local programs through by-laws and/or service contracts. In acknowledgement of the significant municipal input into the development of standards at the local level, the Ministry adopted an integrative approach to develop a framework for the domiciliary hostel program that builds on municipal efforts in this area.

The domiciliary hostel program framework which includes provincial expectations for standards is intended to clarify, strengthen and support the municipal role in their delivery of the domiciliary hostel program and, in particular, identify provincial expectations for standards that CMSMs/DSSABs are to develop and implement within their local domiciliary hostel programs.

A. BACKGROUND

History

In the late 1950s, municipalities began to provide financial support for impoverished adults living in unregulated lodging or boarding homes. In the early 1970s, the province began to develop more formalized policies to help support adults who would be otherwise homeless with shelter and basic needs in lieu of direct financial assistance.

Domiciliary hostels were initially created as a municipal response to meet the housing need of impoverished frail/elderly adults. In more recent years, the program has evolved to become permanent housing for vulnerable adults with a wide range of special service needs, such as persons with mental illness, physical and/or developmental disabilities and/or frail elderly.
B. POLICY DIRECTION

Housing Best Practice

Domiciliary hostels are one form of housing in a range of housing that assists vulnerable adults to live in the community. Eligibility for the domiciliary hostel program can generally be considered from two perspectives: the individual’s functional abilities including their need for support with activities of daily living; and, their need for affordable housing.

Unlike emergency shelters/hostels that are intended to provide only temporary accommodation, housing funded under the domiciliary hostel program is intended to provide permanent housing.

In the past, much of the housing provided by the domiciliary hostel program was viewed as residential and/or custodial in nature. Stakeholder groups representing vulnerable adults have been widely critical of this traditional model for its tendency to provide the same services to all tenants in the same manner, regardless of level of ability and/or independence (e.g. a tenant wanting to learn basic skills like meal preparation may be prevented from doing so as cooking for oneself may not be an option due to home operation restrictions).

Best practice evidence in the provision of housing and supports promotes fostering a level of independence for all individuals, including vulnerable adults, in order to facilitate housing retention. In addition, research has demonstrated that the qualities and features of housing settings that produce positive outcomes for vulnerable adults include: social support, good housing quality, favourable locations in the community, privacy, a small number of tenants and tenant control and choice.1

Housing stability for vulnerable adults is more likely to occur when individuals are supported with appropriate levels of assistance in activities of daily living; with a mix of structured and un-structured activities that help to foster independence; and, with making linkages to additional rehabilitation, treatment and support services in the community. The ideology that domiciliary hostels provide a residential/custodial care environment to maintain a maximum level of functioning is outdated.

The policy direction supporting the development of standards for domiciliary hostel housing is to encourage CMSMs/DSSABs to design a local program that moves away from a residential/custodial model of housing to one that supports vulnerable adults with special needs to maintain safe housing and to access supports both in the home and community, that foster and promote independence and social inclusion.

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Framework Development Process

Over a five month period, the province worked closely with key stakeholders including municipalities, operators, tenant representatives and partner ministries, to develop a program framework for the domiciliary hostel program. The resulting framework will support the province and CMSMs/DSSABs to provide a domiciliary hostel program that offers:

- Appropriate housing for vulnerable adults; and,
- Accountability to the individual, community and province.

C. PROGRAM FRAMEWORK

Principles

The following principles underlie the domiciliary hostel program:

- Government, community and individuals have a shared interest in the appropriate housing of vulnerable adults living in their community;
- As service system managers for homelessness, CMSMs/DSSABs have the authority to purchase the domiciliary hostel services that best meet their local needs; and,
- Funding for the domiciliary hostel program is used for the purposes intended.

Objective

It is the objective of the domiciliary hostel program to provide:

- A residential living environment that is safe and supportive for all tenants;
- A client-focused environment where tenants are supported in a manner that meets individual needs; (e.g. tenants have access to a range of structured and un-structured programs); and,
- Permanent housing insofar as it continues to meet the tenant’s needs.

Service Contract Requirements

The Ministry must be prudent in the use of all provincial funds flowed to CMSMs/DSSABs to support the delivery of the domiciliary hostel program. As such, the Ministry has developed policy to support CMSMs/DSSABs to deliver the program in a manner that is consistent with the provincial mandate and represents value for the expenditure of provincial funds.
The domiciliary hostel program framework outlines the provincial expectations for CMSMs/DSSABs that are involved in the delivery of the domiciliary hostel program. CMSMs/ DSSABs are responsible for setting standards to meet the expectations outlined in the program framework and for monitoring compliance with such expectations.

The province requires that all service contracts for the domiciliary hostel program between the Ministry and CMSMs/DSSABs include current agreed upon per diem and personal needs benefit rates and reporting expectations. In addition, service contracts will include the following requirements:

1. Domiciliary hostel funding is for permanent housing with limited supports for vulnerable adults with limited financial resources who require some supervision and support with activities of daily living but who are not eligible for long-term care;

2. Domiciliary hostel operations must comply with all applicable federal, provincial and municipal legislation;

3. CMSMs/DSSABs must monitor local domiciliary hostel operations for compliance with standards on an on-going basis (e.g. at minimum annually);

4. That at minimum, the following is provided to all adults funded under the domiciliary hostel program:

   **Per Diem Funding (currently $45.00 per day):**

   o Room and board:
     - Bedroom furnishings including comfortable mattress with waterproof cover, pillow, dresser with adequate storage for personal clothing, chair and light.
     - Linens including bed sheets, pillowcase, blankets, towels and washcloths.

   o Assistance with activities of daily living (including housekeeping, laundry and personal hygiene/care):
     - Meals including three meals daily, snacks between meals and access to beverages in addition to water with all snacks and meals.
     - Housekeeping including daily and weekly cleaning of all living spaces.
     - Laundry including laundry supplies (e.g. detergent) and including the machine washing and drying of linens and tenants’ personal clothes.
     - Personal hygiene supplies including shampoo, soap, deodorant, toothpaste, toothbrushes, toilette tissue, facial tissue, hairbrushes, combs, razors/shavers, shaving cream and feminine hygiene products.
     - Opportunities for regular recreational/leisure activity.

   o 24 hour staffing
Personal Need Benefit (currently $116.00 per month):

- The personal need benefit is intended to be general spending money for the tenant. It is not intended for the purchase of items of personal care that are to be provided by the owner/operator or to pay for regular recreational/leisure activities provided in-house as part of general activities of daily living.

5. CMSMs/DSSABs must develop standards for their local domiciliary hostel programs that meet the following forty (40) provincial categories:

1. **Program Administration**:

   1. 1 Eligibility Criteria: CMSM/DSSAB must establish a standard that defines who is eligible for a domiciliary hostel subsidy.

   1. 2 Home Criteria: CMSM/DSSAB must establish a standard that defines what type of home/residence is eligible to house individuals subsidized by the domiciliary hostel program.

   1. 3 Intake Process: CMSM/DSSAB must establish a standard for an intake process to domiciliary hostels.

   1. 4 Tenant Absence: CMSM/DSSAB must establish a standard for tenant absences from the domiciliary hostel.

   1. 5 Confidentiality: CMSM/DSSAB must establish a standard for tenant confidentiality in domiciliary hostels.

   1. 6 Tenant Files: CMSM/DSSAB must establish a standard for tenant files to be maintained in domiciliary hostels.

   1. 7 Serious Incidents: CMSM/DSSAB must establish a standard for the reporting of serious incidents in domiciliary hostels.

   1. 8 Personal Needs Benefit – Process: CMSM/DSSAB must establish a standard for the process for paying the personal needs benefit to tenants.

   1. 9 Personal Needs Benefit – Management: CMSM/DSSAB must establish a standard for managing tenants’ personal needs benefits in domiciliary hostels.

   1. 10 Staff Qualifications: CMSM/DSSAB must establish a standard for minimum qualifications of staff working in domiciliary hostels.

   1. 11 Staffing Levels: CMSM/DSSAB must establish a standard for staffing levels in domiciliary hostels.
1. 12 Staff Conduct: CMSM/DSSAB must establish a standard for staff conduct in domiciliary hostels.

1. 13 Insurance: CMSM/DSSAB must establish a standard for insurance coverage required for domiciliary hostel operations.

1. 14 Inspection: CMSM/DSSAB must establish a standard for regular inspection of domiciliary hostels.

2.  Hostel Operations:

2. 1 Physical Safety: CMSM/DSSAB must establish a standard(s) for physical safety in domiciliary hostels.

2. 2 Health and Safety: CMSM/DSSAB must establish a standard(s) for health and safety in domiciliary hostels.

2. 3 Medication Management/Drug Storage: CMSM/DSSAB must establish a standard(s) for drug storage and medication management in domiciliary hostels.

2. 4 Telephones: CMSM/DSSAB must establish a standard for tenant access to a non-pay telephone(s) in domiciliary hostels.

2. 5 Furnishings: CMSM/DSSAB must establish a standard for safe, sanitary and appropriate furnishings in domiciliary hostels.

2. 6 Bedrooms: CMSM/DSSAB must establish a standard for tenant bedrooms including the maximum number of tenants per bedroom in domiciliary hostels.

2. 7 Bathrooms/Washrooms: CMSM/DSSAB must establish a standard for safe, sanitary bathrooms/washrooms in domiciliary hostels.

2. 8 Kitchens: CMSM/DSSAB must establish a standard for safe, sanitary kitchen facilities in domiciliary hostels.

2. 9 Common Areas: CMSM/DSSAB must establish a standard for safe, sanitary common areas in domiciliary hostels.

2. 10 Linens: CMSM/DSSAB must establish a standard for the provision of safe, sanitary linens in domiciliary hostels.

2. 11 Water: CMSM/DSSAB must establish a standard for safe, sanitary and adequate water supply in domiciliary hostels.
2.12 Heating/Cooling: CMSM/DSSAB must establish a standard for air temperature in domiciliary hostels.

2.13 Garbage: CMSM/DSSAB must establish a standard for the safe, sanitary storage of garbage in domiciliary hostels.

3. Hostel Supports:

3.1 Activities of Daily Living: CMSM/DSSAB must establish a standard(s) for the provision of activities of daily living in domiciliary hostels.

3.2 Tenant Well-Being: CMSM/DSSAB must establish a standard(s) for tenant well-being in domiciliary hostels.

3.3 Tenancy Agreements: CMSM/DSSAB must establish a standard for tenancy agreements in domiciliary hostels.

3.4 Access to Home: CMSM/DSSAB must establish a standard for tenant and visitor access to domiciliary hostels.

3.5 Privacy: CMSM/DSSAB must establish a standard for tenant privacy in domiciliary hostels.

3.6 Rights/Responsibilities: CMSM/DSSAB must establish a standard for tenant rights and responsibilities in domiciliary hostels.

3.7 House Meetings: CMSM/DSSAB must establish a standard for regular house meetings in domiciliary hostels.

3.8 Conflict Resolution: CMSM/DSSAB must establish a standard for internal/in-house conflict resolution processes in domiciliary hostels.

3.9 Meals/Nutrition: CMSM/DSSAB must establish a standard(s) for meals, snacks, special diets, and nutrition in domiciliary hostels.

3.10 Menus: CMSM/DSSAB must establish a standard for menus in domiciliary hostels.

3.11 Bedrooms – Personal Use: CMSM/DSSAB must establish a standard for tenants’ personal use of bedrooms in domiciliary hostels.

3.12 Home Entertainment: CMSM/DSSAB must establish a standard for the provision of home entertainment in domiciliary hostels.

3.13 Transportation: CMSM/DSSAB must establish a standard for tenant transportation to appointments in the community.
In order to continue to access provincial domiciliary hostel program funding after March 31, 2007, CMSMs/DSSABs are required to meet all expectations as outlined in the service contract between the CMSM/DSSAB and the province.

**CMSMs/DSSABs and Operators**

Service contracts signed between CMSMs/DSSABs and operators who provide housing to individuals under the domiciliary hostel program must include:

- Current agreed upon per diem and personal needs benefit rates;
- Established municipal standards for the program;
- Process for annual monitoring/inspection of the domiciliary hostel operations;
- Reporting expectations; and,
- Stated consequences for non-compliance.

**Administration**

Municipalities are the level of government responsible for administration of the domiciliary hostel program. As such, CMSMs/DSSABs will:

- Enter into service contracts with owners/operators;
- Monitor standards compliance;
- Take remedial action, where required; and,
- Report back to the Ministry as per normal reporting procedures.

On an on-going basis, CMSMs/DSSABs will be responsible for:

- Verification that operators are meeting all standards as outlined in their service contract with the CMSM/DSSAB;
- Verification that eligible tenants receive their monthly personal needs benefit; and,
- Verification that all tenants subsidized under the domiciliary hostel program is eligible under the mandate of the program.

In their relationship with CMSMs/DSSABs, MCSS Regional Offices will:

- Enter into service contracts with CMSMs/DSSABs for the delivery of the program;
- Collect and evaluate quarterly reports;
- Set performance targets in SMIS, conduct quarterly variance analysis, and follow up with delivery agents in cases where there is significant variance between target and actual service data;
- Monitor financial accountability; and,
- Conduct compliance reviews of CMSMs/DSSABs.
Funding

The current maximum per diem rate the province will cost share with CMSMs/DSSABs is $45.00. As the service system managers of homelessness, CMSMs/DSSABs have the final authority to determine the per diem rate they are willing to pay for the domiciliary hostel program.

In addition, beginning in 2007/08, all CMSMs/DSSABs that deliver the domiciliary hostel program may access up to ten per cent (10%) of their allocation for cost of administration.

Performance Measures/Outcome Expectations

Currently the province collects information on:

- Number of individuals served;
- Number of days of residential care;
- Number of hostels;
- Number of beds in hostels; and,
- Number of beds for domiciliary hostel clients.

It is anticipated that in consultation with stakeholders, including CMSMs/DSSABs, new performance measures may be developed to reflect the new direction of the program.