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
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

Residential Care Facilities
- 90 Facilities, 3,013 Licensed Beds

Domiciliary Hostels
- 62 Facilities, 1,040 Subsidized Beds

- Unsubsidized Beds
- Residents with sufficient means to pay for their stay
- 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

- 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

Item 7.1 - E&CS Meeting September 8, 2011

Advisory Committee

Literature Review

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

Summary Report

Item 7.1 - E&CS Meeting September 8, 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
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
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 trusteeships and other supports for the management of residents’ personal finances
• 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
• 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
• 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
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
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

IMPLEMENTATION
## APPENDIX:
### MUNICIPAL ADMINISTRATION AND OVERSIGHT

- **Housing and Homelessness Division**
- **Community Services Department**
  - Domiciliary Hostel Service Agreements
- **Parking and By-Law Services Division, Planning & Economic Development**
  - Municipal Law Enforcement
  - Licensing By-Law Schedule 20 Provincial and Municipal Building Codes and Standards
- **Public Health Services, Health Protection Division**
  - Public Health Inspectors and Nursing Inspectors
- **Emergency Services Department**
  - Fire Safety Officers
- **Planning & Economic Development**
  - Planning & Building Services
  - Official Plan and Zoning By-law and Provincial Building Code
- **Provincial and Municipal Building Codes and Standards**
  - Sections of Schedule 20
  - Ontario Fire Code