



**STAFF REPORT
ACTION REQUIRED**

**Proposal for a Purchase of Service Agreement to
Provide Supportive Housing Services at 6250 Bathurst
Street**

Date:	May 18, 2007
To:	Community Development and Recreation Committee
From:	General Manager, Homes for the Aged
Wards:	Ward 10
Reference Number:	

SUMMARY

The Supportive Housing Program is fully funded by the Ministry of Health and Long-Term Care (MOHLTC). The MOHLTC did not allocate additional funds to initiate new services at West Don Apartments. However, the supportive housing services required by tenants at that site will be funded by reallocating dollars from other sites within the program and utilizing the under-spending that is available in the approved budget as a result of the multi-year transition plan for supportive housing.

By introducing supportive housing services at West Don Apartments, the City’s Supportive Housing Program will be furthering implementation of the approved transition plan in accordance with MOHLTC funding and accountability guidelines and will be improving response to community need by supporting seniors to live independently and to age in place in the community as long as possible.

The introduction of supportive housing services at West Don Apartments will address two of the mayor’s priorities: the provision of more supportive housing and meeting the needs of a priority neighbourhood, Westminster-Branson. There are 24,050 people living in this neighbourhood, 20 percent of whom are 65 and 11 percent over 75 years of age. The most common language after English is Russian, followed by Korean.

This also strengthens the partnership with Toronto Community Housing Corporation (TCHC) that has already been established with the Supportive Housing Programs at Willowdale Manor, Broadview Manor, 111 Kendleton Drive, Brimley Acres and Dundas-Mabelle. All of these Supportive Housing Programs are located in TCHC buildings.

RECOMMENDATIONS

The General Manager, Homes for the Aged recommends that:

1. approval be given to work collaboratively with TCHC at the West Don site, to provide supportive housing to eligible clients;
2. approval be given for staff to negotiate and enter into a purchase of service agreement with Circle of Care for the provision of personal support and homemaker services (supportive housing services) at West Don Apartments;
3. contingent upon successful negotiations, the initial hourly rate be set at a level that is equitable to the rate paid to comparative contracted service providers currently under contract with the Supportive Housing Program;
4. the General Manager, Homes for the Aged, be given authority to execute the annual purchase of service agreements, in a form and content satisfactory to the City Solicitor; and
5. the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

Financial Impact

There are no financial implications arising out of this report. The supportive housing services will continue to be fully funded by the province as outlined in the *Long-Term Care Act*. The implementation of another site within the approved budget could be accomplished by reallocating dollars within the existing budget. This reallocation is possible because applications have been discontinued to some existing sites, and the Supportive Housing Program is under-budget year-to-date.

ISSUE BACKGROUND

From 1969 to June 1993, under the “satellite home” provisions of the *Homes for Aged and Rest Homes Act*, the Homes for the Aged Division had purchased service agreements with a number of retirement homes, group homes, and seniors’ residences, with the objective of providing 24-hour service to seniors who required the support of a communal living environment, but who did not require the full services of a home for the aged.

In July 1993, the MOHLTC discontinued the “satellite home” program through a policy decision and replaced it with a supportive housing program. Under supportive housing, the MOHLTC funds the provision of 24-hour personal care and homemaking services to clients in approved sites as a community-based alternative.

With the discontinuation of the “satellite home” program, the MOHLTC agreed to transfer funding for existing “satellite home” programs to supportive housing programs with the provision that the sites would develop multi-year plans to deliver services in a manner that was consistent with supportive housing policy requirements.

Currently, the City operates its supportive housing program at twelve (12) sites. Six (6) of these sites are known as the “old” program and are located in the previous satellite homes that are being phased out. The remaining six (6) sites are known as the “new” program and operate according to the MOHLTC supportive housing requirements. Only one retirement home, Cedarbrook Lodge, chose to transition their “satellite home” program into a supportive housing program. The other five (5) supportive housing programs are in Toronto Community Housing Corporation buildings: Willowdale Manor which transitioned from a satellite home program to supportive housing and four (4) more programs including Broadview Manor (January 2002), 111 Kendleton (September 2005), Brimley Acres (January 2006) and Dundas-Mabelle (April 2007). Dundas-Mabelle is the only site that is not in seniors buildings, but 35 percent of the tenants are 59 years or older.

Supportive housing services are provided at the new sites through purchase of service agreements. St. Elizabeth Health Care is the service provider at Willowdale Manor, Woodgreen Community Centre at Broadview Manor, Central and Northern Etobicoke Support Services (CANES) at 111 Kendleton, Scarborough Support Services at Brimley Acres and Storefront Humber at Dundas-Mabelle. Cedarbrook Lodge operates a retirement home at the same site, and they are contracted to provide supportive housing services to our clients at that site. Note that there is both an “old” and a “new” program at the Cedarbrook site.

There is one employee of the Homes for the Aged’s supportive housing program at each site, namely, the Registered Practical Nurse (RPN), who assesses and monitors client need on an ongoing basis. Case coordination is provided jointly by the on-site RPN and other supportive housing staff, located in a central office at Metro Hall. The principles of supportive housing have been successfully implemented at all new sites, and staff has been able to achieve an increased focus of health promotion and illness prevention through proactive programs and community partnerships.

The Division’s supportive housing staff has continued to work with the old program sites to evolve the program in order to further implement the multi-year restructuring plan in accordance with MOHLTC supportive housing program guidelines. The intention has been to ensure affordable housing and the provision of on-site 24-hour services in a manner that supports client independence, freedom, self-determination, and the ability to age in place.

Some retirement homes chose not to evolve their program to align it with the requirements for supportive housing. It is acknowledged that it may be difficult to fully implement the principles of supportive housing in a retirement home setting. For example, the principle of independence is difficult to implement in retirement homes

where there is a culture difference between a private paying resident and a supportive housing client. Furthermore, rents have gradually increased over the last several years. This is problematic for seniors on a fixed income and is inconsistent with the principles of affordability and accessibility.

In an effort to align the City's supportive housing program more closely with MOHLTC guidelines, staff has been looking for opportunities to increase the volume of supportive housing services provided in TCHC buildings. An initial meeting with TCHC representatives was held, and there was agreement in principle to work collaboratively to develop another supportive housing site. TCHC has expressed strong support to the City's supportive housing program staff for the development of supportive housing at 6250 West Don Apartments. TCHC staff acknowledge the large number of seniors residing at the 6250 West Don location who have a need for support services.

This implementation of another site within the approved budget could be accomplished by reallocating dollars within the existing budget. This reallocation is possible because applications have been discontinued to some existing sites and the Supportive Housing Program is under-budget year-to-date.

COMMENTS

Circle of Care is a charitable, non-profit, North York agency that has been providing support services to seniors and disabled persons since 1974. Services include: home support services, Kosher Meals-on-Wheels, volunteer visiting, volunteer escort and transportation services, a volunteer hospice program, social work services and many other community-based programs. The City's Homemakers and Nurses Services Program has already partnered with Circle of Care to provide service, and there has been a good working relationship that has benefited clients of that program. Circle of Care is fully accredited by the Canadian Council on Health Services Accreditation (CCHSA). They also have Russian-speaking staff which would help communication with the largely Russian-speaking population at West Don. In addition, Circle of Care has a well-established relationship with TCHC.

The opportunity does present for Homes for the Aged to contract with Circle of Care to provide the requisite supportive housing services at West Don Apartments, if the City implements a program at that location, through available base funding. Initial discussions with Circle of Care have demonstrated that the agency is committed to a community partnership model and would be willing to work with the City to help meet the tenant needs identified in West Don Apartments.

The documentation submitted by Circle of Care provides evidence that they are committed to the principles of supportive housing, empowering seniors to live as independently as possible in a supportive setting. They are also committed to achieving client satisfaction and to quality improvement.

It is proposed that the Homes for the Aged Division continue discussions with Circle of Care in order to implement a purchase of service agreement for supportive housing services at West Don Apartments. Staff is intent on implementing a model similar to the one in existence at other TCHC apartment buildings. The Division will provide an on-site RPN. The actual 24-hour supportive housing services will be provided by the contracted service provider based on the RPN's assessment of client need.

There is growing demand and need for supportive housing services for seniors in not-for-profit buildings such as West Don Apartments. By collaborating with TCHC and Circle of Care for the provision of supportive housing services, an identified community need would be met, and the City's supportive housing program would further implement the approved restructuring plan in accordance with MOHLTC program requirements while using approved funds. This initiative would demonstrate effective community collaboration between TCHC, the Homes for the Aged Division, and a community agency, enabling seniors in West Don Apartments to live independently and age in place as long as possible. The Ministry of Health and Long-Term Care is aware and supportive of this intended collaboration.

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SIGNATURE

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