



STAFF REPORT ACTION REQUIRED

2011 Per Diem Rates for the Purchase of Service Shelter System

Date:	June 15, 2011
To:	Community Development and Recreation Committee
From:	General Manager, Shelter, Support and Housing Administration
Wards:	All
Reference Number:	

SUMMARY

There are 48 shelter sites operated by 30 community not-for-profit agencies funded through purchase of service contracts with the City. The largest community not-for-profit providers of shelter services are the Salvation Army, Homes First Society and the YWCA. All programs must meet the operating requirements as set out in both the Toronto Shelter Standards and the purchase of service contracts and all programs are evaluated using a Quality Assurance review process. In addition the City has the ability to provide emergency shelter to families through the use of motel beds.

This report provides recommendations on the 2011 Per Diem rates for the purchase of service (POS) shelter system and funding levels for other related operating contracts. All rates remain unchanged from 2010.

There are no financial impacts associated with this report beyond those included in the 2011 Approved Operating Budget for Shelter, Support and Housing Administration, as funding for all of these activities has already been approved by Council.

RECOMMENDATIONS

The General Manager, Shelter, Support and Housing Administration, recommends that:

1. Council approve the recommended per diem rates, bed capacities and Personal Needs Allowance funding amounts for the purchase of service shelter system as set out in Appendix A, which are in accordance with the rates and service levels included in the 2011 Approved Operating Budget for Shelter, Support and Housing Administration.

2. the General Manager, Shelter, Support and Housing Administration, and/or his designate be authorized to:
 - a. enter into purchase of service agreements with community agencies and motel operators for the provision of shelter services and the issuance of Personal Needs Allowance, up to the maximum contract values as outlined in Appendix A;
 - b. contract with and issue payments of up to \$8.676 million(gross)/\$1.737 million (net) to Mental Health Program Services of Metropolitan Toronto (Habitat Services) for the provision of housing and supports for psychiatric consumer survivors living in Habitat contracted boarding or rooming houses;
 - c. contract with and issue payments to the Toronto Hostels Training Centre for the administration and provision of training for shelter, drop-in and other agency staff up to a maximum amount of \$0.218 million (gross)/\$0.109 million (net); and
 - d. purchase up to \$0.042 million (gross and net) in training for staff of the directly operated shelters from the Toronto Hostel Training Centre in order to meet the training requirements laid out in the Council approved Toronto Shelter Standards.

Financial Impact

There are no financial impacts associated with this report beyond those included in the 2011 Approved Operating Budget for Shelter, Support and Housing Administration, as funding for all of these activities has already been approved by Council. This report seeks to set specific rates or contract ceilings as noted in Appendix A.

Appendix B summarizes the allocations to the service providers, in accordance with the recommended service levels approved by Council and included in the Approved 2011 Operating Budget for Shelter, Support and Housing Administration. The Appendix also summarizes the changes from the 2010 Operating budget.

In 2011, the provincial government increased its capped per diem rate by 1%. As well, this is the second year of the Provincial upload of the municipal share (20%) of Ontario Works financial assistance and employment assistance. Consequently, in 2011, 6% of the City's 20% cost share is being uploaded to the Province. The new Provincial per diem rate for 2011 is \$43.00 (81.2% of the capped rate is \$34.92) up from \$42.50 (80.6% of the capped rate is \$34.26) in 2010.

The increase in the capped subsidy from the Province increases the per diem by \$0.66. This represents an additional \$0.610 million available for the Purchase of Service Shelter

(POS) system. In keeping with 2010, the City will retain 34.5% of this increase or \$0.210 million to help realign the City's percentage of contribution to the per diem. The total Provincial contribution for the POS system goes from \$31.6 million in 2010 to \$32.3 million in 2011.

The 2011 Operating Budget Submission also includes up to \$8.676 million (gross)/\$1.737 million (net), for Habitat Services. To date, no increases to the per diem rate have been confirmed by the Ministry of Health and Long-Term Care for 2011.

Funding for the motel program of \$0.821 million gross, with no net incremental impact, is also recommended.

Shelter, Support and Housing Administration operates within its funding authorities up to the approved Operating Budget. In the event that occupancy levels exceed the 2011 approved budget, Shelter, Support and Housing Administration would report out to Community Development and Recreation Committee and to Budget Committee and seek to mitigate cost pressures within the overall divisional envelope. Additionally, in the event that occupancy levels go below the 2011 approved budget, Shelter, Support and Housing Administration will re-distribute any unallocated savings directly to shelter providers in the form of per diem adjustments up to the maximum 2011 approved Operating Budget.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

Shelter, Support, and Housing Administration reports annually on the recommended per diem rates and bed capacities. A copy of the 2010 report can be found at:

<http://www.toronto.ca/legdocs/mmis/2009/cd/bgrd/backgroundfile-24920.pdf>

ISSUE BACKGROUND

Hostel Services of the Shelter, Support and Housing Administration Division is the Consolidated Municipal Service Manager responsible for shelter development, program delivery and system oversight. The Ontario Works Act outlines the authority for municipalities to operate shelters or to purchase service from community agencies to provide shelter services and personal needs allowances. At the present time, the Provincial revenue funding formula is an occupancy driven model which pays shelters on a per diem basis for beds occupied by homeless individuals, families and their children.

Council has made numerous recommendations to urge the Province to change the funding model and increase the per diem rate. The current rate does not adequately fund the costs of providing emergency shelters in the City of Toronto nor does it fund the services required to assist homeless individuals to find and keep housing. In the 2011 operating

budget for Purchase of Service shelters the proposed average per diem rate is \$52.30, of which the Province pays \$34.92. Although the Province has put a process in place to upload the municipality's share of the per diem, full cost upload will not take place until 2018. For 2011, the Provincial/ Municipal cost share should be 81.2/18.8%, however based on the 2011 proposed average per diem rate, the cost share is now 66.9/33.1%. Since the subsidy remains capped, the City continues to fund the Provincial shortfall. The projected system wide shortfall for 2011 is \$31.9 million.

In the context of the Long-Term Affordable Housing Strategy, released in November 2010, the Province has signalled that it will be looking to consolidate a number of housing and homelessness funding streams. Staff will report back to Community Development and Recreation Committee when further details of the funding consolidation approach are known.

COMMENTS

As of January 1st, 2011, there were 57 shelter facilities in the City of Toronto. The shelter system is a mixed service delivery model. The City directly operates 9 shelters and Central Intake.

There are an additional 48 shelter sites operated by 30 community not-for-profit agencies funded through purchase of service contracts with the City. The largest community not-for-profit providers of shelter services are the Salvation Army (628 beds), Homes First Society (166 beds) and the YWCA (136 beds). All programs must meet the operating requirements as set out in both the Toronto Shelter Standards and the purchase of service contracts and all programs are evaluated using a Quality Assurance review process. In addition the City has the ability to provide emergency shelter to families through the use of motel beds.

Occupancy Information:

Shelters provide emergency shelter, food, board, lodging and specialized counselling and support services for thousands of people annually. In 2010 there were on average approximately 3,800 permanent beds available nightly in the regular shelter system for single adults, youth, and families with children. This is similar to the 2009 average. On average, there are also 162 beds in the motel program used to provide emergency shelter to families. This is down significantly from the 2009 average of 405 beds.

The 2010 average occupancy rate from January 1st, 2010 – December 31st, 2010 for single adult and youth shelters was 93 per cent. There were, in addition an average of 879 persons, including children, in the family shelters on a nightly basis. Appendix C provides a chart showing the average occupancy trends in 2009 and 2010.

1. **Purchase of Service Rates and Bed Capacities**

- a. 2011 Recommended Per Diem Rates, Bed Capacities and Personal Needs Allowances

The 2011 recommended per diem rates, bed capacities, personal needs allowances, and detailed information for each shelter are included in Appendix A. The funds for these rates have already been approved as part of the 2011 Shelter, Support and Housing Administration Operating Budget. As in previous years, the City applies increases/sector adjustments in per diem rates using the pre-established Council reported criteria as outlined in Appendix D.

In 2011, 19 additional temporary beds have been added to serve the women's shelter sector. This increase in temporary beds will use the majority of funds arising from the Provincial per diem increase. Otherwise, the 2011 recommended per diem rates for all shelters remain unchanged from 2010.

- b. Information on In-Year Adjustments to Per Diem Rates

Changes to the Council approved per diem rates and bed capacities are considered in-year adjustments. These adjustments can occur for a number of reasons including a change in service provision, an urgent financial situation that requires an increase to the per diem rate, and/or a need for additional beds to meet occupancy demand. Hostel Services has an established business practice that appropriately records and accounts for any in-year per-diem adjustments. Any change in the contract must be approved by the appropriate signing authorities and Hostel Services reports out annually to Council on any required in-year adjustments. In 2010, adjustments were made to three contracts. Appendix E – 2010 In-year Adjustments Report provides the detail on each of these adjustments.

- c. Other Service Contracts - Motels, Toronto Hostels Training Centre and Habitat Services

This report seeks authorization to enter into funding contracts with Habitat Services, the Toronto Hostels Training Centre and the City's Motel Program. Funds for these contracts have already been approved as part of the 2011 SSHA Operating Budget. Appendix F – Other Annual Services Contracts provides detailed information on these programs.

Habitat Services is a housing and support subsidy program that is funded by the Ministry of Health and Long-term Care and the City of Toronto. On an annual basis the program provides a housing subsidy for up to 931 units of private and not-for-profit boarding homes and rooming houses for

people with psychiatric illnesses. In 2010, 1070 people were housed through Habitat Services.

In 2010, 3,566 shelter, drop in and other agency staff as well as individuals from the community received training and certificates through the Toronto Hostels Training Centre. The Centre offers over 120 different training courses and seven certificate programs that support agencies in meeting the Toronto Shelter Standards and allow staff to develop skills related to the provision of services to homeless individuals.

The City of Toronto contracts with motels to provide spaces for families when the regular permanent shelter system for families is at or near capacity. The motel program is administered through two directly operated shelters, Family Residence and Birkdale Residence. The use of motels allows the City the flexibility to respond quickly to changes in demand within the family shelter sector. On an average night in 2010, 162 people were provided shelter using the motel program.

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ATTACHMENTS

- Appendix A - 2011 Recommended Per Diem Rates, Bed Capacities and Personal Needs Allowances
- Appendix B - 2010 vs. 2011 Approved Operating Budget
- Appendix C - 2009 vs. 2010 Occupancy Information
- Appendix D - Summary of Annual Criteria for Per Diem Rate Recommendations
- Appendix E - 2010 In-Year Adjustments Report
- Appendix F - Other Service Contracts

2011 Recommended Per Diem Rates, Bed Capacities and Personal Needs Allowances

Appendix A

2011 SHELTER INFORMATION		2011 BUDGET RECOMMENDATION					
SHELTER AND SECTOR	WARD LOCATION	BED CAPACITY	PROJECTED OCCUPANCY	RECOMMENDED PER DIEM RATE	MAXIMUM CONTRACT VALUE	OPERATING BUDGET BASED UPON PROJECTED OCCUPANCY	PERSONAL NEEDS ALLOWANCE 2011 BUDGET (Actual funding based on client eligibility)
COED/MIXED SHELTERS							
DIXON HALL- HEYWORTH HOUSE	31	70	99%	\$56.35	\$1,439,743	\$1,425,345	\$51,637
HOMES FIRST SOCIETY- 3576 ST. CLAIR AVE. E.	35	60	100%	\$50.00	\$1,095,000	\$1,095,000	\$42,377
FRED VICTOR CENTRE - BETHLEHEM UNITED	15	60	100%	\$63.00	\$1,379,700	\$1,379,700	\$37,668
BETHLEHEM CHURCH	15				\$270,428	\$270,428	na
HOMES FIRST SOCIETY-STRACHAN HOUSE	19	68	100%	\$33.05	\$820,301	\$820,301	na
(Strachan emergency beds)		8	90%	\$39.35	\$114,902	\$103,412	\$5,876
COSTI-RECEPTION CENTRE - Refugee	20	16	95%	\$33.05	\$193,012	\$183,361	\$22,186
FIFE HOUSE-CO-ED Programs***	***	16	99%	\$20.25	\$118,260	\$117,077	na
TOTAL COED SHELTERS		298	99%	\$42.15	\$5,431,346	\$5,394,624	\$159,744
FAMILY/REFUGEE SHELTERS							
YWCA - BEATRICE HOUSE - Family	17	80	92%	\$56.35	\$1,645,420	\$1,513,786	\$74,733
CHRISTIE REFUGEE WELCOME CENTRE - Refugee (FORMERLY WORLD VISION)	20	79	92%	\$46.50	\$1,340,828	\$1,233,561	\$86,485
SOJOURN HOUSE-Refugee	27	50	95%	\$56.35	\$1,028,388	\$976,968	\$71,571
SOJOURN HOUSE-Refugee Transitional		76	99%	\$32.20	\$893,228	\$884,296	na
TORONTO COMMUNITY HOSTEL - Family and Refugee	20	24	96%	\$56.35	\$493,626	\$473,881	\$29,343
WOODGREEN REDDOOR - Family and Refugee	30	106	96%	\$65.55	\$2,536,130	\$2,434,684	\$126,441
TOTAL FAMILY SHELTERS		415	95%	\$52.22	\$7,937,620	\$7,517,176	\$388,573

2011 Recommended Per Diem Rates, Bed Capacities and Personal Needs Allowances

Appendix A

2011 SHELTER INFORMATION		2011 BUDGET RECOMMENDATION					
SHELTER AND SECTOR	WARD LOCATION	BED CAPACITY	PROJECTED OCCUPANCY	RECOMMENDED PER DIEM RATE	MAXIMUM CONTRACT VALUE	OPERATING BUDGET BASED UPON PROJECTED OCCUPANCY	PERSONAL NEEDS ALLOWANCE 2011 BUDGET (Actual funding based on client eligibility)
MEN'S SHELTERS							
SCOTT MISSION	20	45	99%	\$41.60	\$683,280	\$676,447	\$38,845
CORNERSTONE PLACE	21	50	100%	\$41.60	\$759,200	\$759,200	\$39,238
GOOD SHEPHERD	28	91	99%	\$46.05	\$1,529,551	\$1,514,255	\$61,415
GOOD SHEPHERD-BARRETT	28	5	100%	\$24.15	\$44,074	\$44,074	na
NATIVE MEN'S RESIDENCE	21	63	99%	\$55.25	\$1,270,474	\$1,257,769	\$59,327
NATIVE MEN'S RESIDENCE-SAGETAY	21	22	99%	\$67.00	\$538,010	\$532,630	\$15,538
CHRISTIE-OSSINGTON CENTRE-MEN	18	45	99%	\$60.10	\$987,143	\$977,271	\$28,251
SALVATION ARMY-HOPE SHELTER	20	110	99%	\$44.10	\$1,770,615	\$1,752,909	\$77,690
SALVATION ARMY-MAXWELL MEIGHEN	28	260	98%	\$42.60	\$4,042,740	\$3,961,885	\$179,551
SALVATION ARMY-GATEWAY	28	108	99%	\$45.25	\$1,783,755	\$1,765,917	\$84,753
DIXON HALL-SCHOOL HOUSE	27	55	80%	\$46.50	\$933,488	\$746,790	na
ST SIMON'S SHELTER	28	57	99%	\$51.65	\$1,074,578	\$1,063,832	\$58,150
TOTAL MEN'S SHELTERS		911	98%	\$47.15	\$15,416,908	\$15,052,979	\$642,758
SEASONAL SHELTERS							
COLD AND HEAT ALERT BEDS - MULTIPLE SITES ARE CONTRACTED FOR ADDITIONAL BEDS THERE ARE 22 PROJECTED ALERTS BUDGETED FOR IN 2010 - INCLUDES STIPEND~		90	47%	\$45.55	\$184,478	\$176,704	\$4,354
DIXON HALL - OUT OF THE COLD (average number of beds per night) **		90	81%	\$73.00	\$1,189,170	\$963,227	na
UNIVERSITY SETTLEMENT (WEEKENDS ONLY)	20	75	99%	\$41.60	\$599,040	\$593,050	na
TOTAL SEASONAL SHELTERS		255	76%	\$53.38	\$1,972,688	\$1,732,981	\$4,354

2011 Recommended Per Diem Rates, Bed Capacities and Personal Needs Allowances

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SHELTER AND SECTOR	WARD LOCATION	BED CAPACITY	PROJECTED OCCUPANCY	RECOMMENDED PER DIEM RATE	MAXIMUM CONTRACT VALUE	OPERATING BUDGET BASED UPON PROJECTED OCCUPANCY	PERSONAL NEEDS ALLOWANCE 2011 BUDGET (Actual funding based on client eligibility)
WOMEN'S SHELTERS							
ST.VINCENT DE PAUL-AMELIE **	30	20	99%	\$75.75	\$552,975	\$547,445	\$17,092
FRED VICTOR CENTRE WOMEN'S SHELTER	28	40	99%	\$57.40	\$838,040	\$829,660	\$31,076
ST.VINCENT DEPAUL-MARY'S HOME	27	38	98%	\$57.40	\$796,138	\$780,215	\$23,380
NELLIE'S WOMEN'S SHELTER	***	10	100%	\$62.40	\$227,760	\$227,760	\$15,695
ST.VINCENT DEPAUL-ST CLAIRE RESIDENCE	24	30	98%	\$38.45	\$421,028	\$412,607	na
ST.VINCENT DEPAUL-ELISA HOUSE	6	40	98%	\$57.40	\$838,040	\$821,279	\$30,762
SALVATION ARMY-EVANGELINE RESIDENCE	14	90*	98%	\$57.80	\$1,898,730	\$1,860,755	\$69,215
SALVATION ARMY-FLORENCE BOOTH HOUSE	19	60	98%	\$59.10	\$1,294,290	\$1,268,404	\$51,680
STREET HAVEN	27	33*	99%	\$64.55	\$777,505	\$761,955	\$26,394
HOMES FIRST SOCIETY-SAVARD HOUSE	18	30	97%	\$66.70	\$730,365	\$708,454	\$23,751
YWCA - FIRST STOP WOODLAWN-WOMEN	22	28	99%	\$57.40	\$586,628	\$580,762	\$27,410
TOTAL WOMEN'S SHELTERS		419	98%	\$59.49	\$8,961,499	\$8,799,296	\$316,455

2011 Recommended Per Diem Rates, Bed Capacities and Personal Needs Allowances

Appendix A

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SHELTER AND SECTOR	WARD LOCATION	BED CAPACITY	PROJECTED OCCUPANCY	RECOMMENDED PER DIEM RATE	MAXIMUM CONTRACT VALUE	OPERATING BUDGET BASED UPON PROJECTED OCCUPANCY	PERSONAL NEEDS ALLOWANCE 2011 BUDGET (Actual funding based on client eligibility)
YOUTH SHELTERS							
COVENANT HOUSE	27	94	86%	\$57.40	\$1,969,394	\$1,693,679	\$101,578
COVENANT HOUSE-SECOND STAGE	27	28	85%	\$53.60	\$547,792	\$465,623	na
EVA'S INITIATIVES-PLACE	34	32	90%	\$57.40	\$670,432	\$603,389	\$32,093
EVA'S INITIATIVES-SATELLITE **	23	32	95%	\$72.84	\$850,771	\$808,233	\$31,013
HORIZONS FOR YOUTH	17	35	86%	\$57.40	\$733,285	\$630,625	\$30,351
NATIVE CHILD & FAMILY SERVICES SHELTER	19	12	95%	\$57.40	\$251,412	\$238,841	\$8,052
EVA'S INITIATIVES-PHOENIX	19	50	96%	\$57.40	\$1,047,550	\$1,005,648	\$44,732
SECOND BASE YOUTH	35	56	84%	\$62.40	\$1,275,456	\$1,071,383	\$49,307
TOUCHSTONE YOUTH + \$64,000 pay direct rent for city lease	29	32	85%	\$62.40	\$728,832	\$619,507	\$29,883
TURNING POINT YOUTH	27	35	85%	\$57.40	\$733,285	\$623,292	\$28,016
YMCA HOUSE	20	45	84%	\$61.80	\$1,015,065	\$852,655	\$32,417
YWCA - FIRST STOP WOODLAWN-YOUTH	22	28	90%	\$57.40	\$586,628	\$527,965	\$29,883
YOUTH WITHOUT SHELTER	1	50	91%	\$57.40	\$1,047,550	\$953,271	\$45,908
TOTAL YOUTH SHELTERS		529	88%	\$59.40	\$11,457,452	\$10,094,111	\$463,233
TOTALS		2,827	94%	\$52.30	\$51,177,513	\$48,591,167	\$1,975,117

*INCLUDES TEMPORARY BEDS

** ALL PER DIEM RATES ARE FROZEN FROM 2010

***CONFIDENTIAL ADDRESSES - LOCATION ADMINISTRATION OFFICES

~INCLUDES A \$200 STIPEND PER AGENCY WHENEVER AN EXTREME WEATHER ALERT IS CALLED. THE STIPEND PAYS ADDITIONAL STAFF THAT THE AGENCY NEEDS TO BRING ON SHIFT ON SHORT NOTICE

Appendix B

2010 Approved Operating Budget vs. 2011 Approved Operating Budget

	2010 Approved Budget		2011 Approved Budget		Increase/ (Decrease)	
	Gross	Net	Gross	Net	Gross	Net
Purchase of Service Shelter Provider Contracts	48.190	16.544	48.591	16.271	0.401	(.273)
Personal Needs Allowances	1.961	0.392	1.975	0.371	0.014	(0.021)
Habitat Mental Health Program Services of Metropolitan Toronto (Habitat Services)	8.676	1.737	8.676	1.737	0.000	0.000
Toronto Hostels Training Centre	0.198	0.099	0.218	0.109	0.020	0.010
City of Toronto Shelter Training Needs	0.042	0.042	0.042	0.042	0.000	0.000
Motels	1.341	0.000	0.821	0.000	(0.520)	0.000

As per the table above, this year's approved 2011 Operating Budget includes \$60.323 million (gross), \$18.530 million (net), for these various contracts

2009 vs. 2010 OCCUPANCY INFORMATION				
The following provides an overview of the sector and system occupancy rates for 2009 and 2010:				
SECTOR	2009 AVERAGE NUMBER OF BEDS OCCUPIED NIGHTLY	2009 OCCUPANCY RATE (%)	2010 AVERAGE NUMBER OF BEDS OCCUPIED NIGHTLY	2010 OCCUPANCY RATE (%)
CO-ED/ MIXED ADULT	324	99%	304	98%
MEN	1541	94%	1507	92%
WOMEN	499	98%	511	97%
YOUTH	458	87%	462	88%
SINGLE ADULT AND YOUTH AVERAGE	2822	94%	2784	93%
FAMILY	1118	n/a- capacity expands to meet increased demand	879	n/a- capacity expands to meet increased demand

SUMMARY OF ANNUAL CRITERIA FOR PER DIEM RATE RECOMMENDATIONS

The following outlines the criteria staff use in making per diem recommendations:

- a. **Contracted Service Delivery** - includes a review of contracted service provision (e.g. Basic - board and lodging vs. Enhanced - case management services); total number of hours of operation (overnight vs. 24 hours a day, 7 days a week operations); client profile; built form (e.g. purpose built facility vs. church basement); operating costs (e.g. market rent vs. no facility costs), etc.
- b. **Revenue Generation Capacity** - includes a review of size of agency and whether or not it is a stand-alone or multi-service agency; total number of beds in the shelter (economies of scale); and additional funding sources (United Way/Salvation Army Red Shield funded vs. City of Toronto as sole funder), etc.
- c. **Sector Comparison Review** – includes a review of per diem rates in each sector and annually takes incremental steps to adjust any significant rate imbalances by sector (after revenue generation and service delivery comparisons are completed). Agencies currently receiving above sector average per diem rates are red-circled until the other providers in that sector (with comparable programs) reach similar rates.
- d. **Agency In Difficulty Review** – includes a review of agencies that are in financial, operational, and/or agency governance difficulty. Agencies in this category are identified in a number of different ways including but not limited to the annual budget submission process; as well as through agency declarations; or as a result of site visits; quality assurance reviews, and/or complaints.

Agencies in this category often have a broad range of issues. Some may have on-going operational deficit issues resulting from major occupancy loss. Others may be not fully meeting the service standards and the City is working with them to remediate these services. There may be contract compliance issues including financial reporting and/or Board and/or Management governance which may impact on funding.

If an agency is recommended for an increase under these circumstances, it is recommended in order to assist the agency to develop stabilization plans that reduce the risk of unwanted bed closure. It is important to note that generally the rates are temporary and will return to sector averages at the end of the contracted stabilization period. In each of these cases, Hostel Services provides enhanced agency oversight including increased site visits and attendance at agency board meetings. There are also a number of additional operating and reporting requirements placed on these shelters as a condition of on-going funding.

- e. **Review of Agencies with Funding Conditions** – includes a review of agencies that have had conditions placed on their continued funding. Conditions in this case are established when there are serious issues with the agency’s overall performance or compliance that places the agency in breach of the service standards and/or their Operating Agreement. A breach may occur when there is a serious contravention of the Toronto Shelter Standards including but not limited to substantial failure to meet the requirements related to service delivery, reporting, board governance/agency management, financial management, etc. In these cases agencies that have conditions placed on their on-going funding will not receive an increase in per diem rates unless and/or until the issues have been resolved to the satisfaction of the City.

- f. **Fair Distribution of Inflationary Increases** – Once the above noted criteria has been reviewed, any recommended inflationary increase is applied equitably among the remaining agencies.

2010 IN YEAR ADJUSTMENT REPORT				
SHELTER	2010 COUNCIL APPROVED BED CAPACITY	2010 COUNCIL APPROVED PER DIEM RATE	IN YEAR ADJUSTMENT *	EXPLANATION
WOMEN'S SHELTERS				
STREETHAVEN	27	\$64.55	Temporary change of bed capacity	In partnership with the City, StreetHaven women's shelter expanded their program to include 6 additional temporary beds. The beds will continue to operate through the 2011/2012 winter season.
SALVATION ARMY- EVANGELINE RESIDENCE	77	\$57.80	Temporary change of bed capacity	In partnership with the City, Evangeline's women's shelter expanded their program to include 13 additional temporary beds. The beds will continue to operate through the 2011/2012 winter season.
MEN'S SHELTERS				
DIXON HALL- SCHOOL HOUSE	55	\$35.25	Per diem rate increased to \$46.50	In 2010, Dixon Hall submitted a business case requesting additional financial assistance in order to address on going operational issues. No new funding was required in order to meet the request, as the 2010 approved budget allocation for Dixon Hall- School House and 2010 approved budget allocation for Dixon Hall- Out of the Cold were re-aligned based on underspending in the Out of the Cold budget.
* All increases were within the 2010 Approved Operating Budget				

OTHER SERVICE CONTRACTS

a. **Mental Health Program Services of Metropolitan Toronto - Habitat Services**

Habitat Services is a housing and support subsidy program that is cost-shared by the Ministry of Health and Long-term Care and the City of Toronto. On an annual basis the program provides a housing subsidy for up to 931 units of private and not-for-profit boarding homes and rooming houses for people with psychiatric illnesses. The subsidy is based upon a per diem rate which is adjusted according to each individual tenant's income.

The 2011 Operating Budget Submission also includes up to \$8.676 million (gross)/\$1.737 million (net), for Habitat Services.

b. **Toronto Hostel Training Centre**

The Toronto Hostels Training Centre (THTC) was created in 1997, following the recommendations made by a Coroner's jury regarding the need for staff training in hostels. The City of Toronto provides \$218,000 in annual funding to provide specialized training and associated services in a cost effective manner for the staff and board members of shelters and others working with homeless people. The Centre offers all of the mandatory training required in the Toronto Shelter Standards.

On an annual basis City operated shelters purchase training from the Toronto Hostels Training Centre in order to meet the training requirements under the Shelter Standards. The rates are reasonable and range from \$35-\$55 per day, per person, per course. Given the specialized training, purchasing limits and requirements related to sole source contracts, Hostel Services is seeking the authority to continue to purchase training from the Centre for an amount up to \$42,000.

c. **Motel Contracts**

The City of Toronto contracts with motels to provide spaces for families when the regular permanent shelter system is at or near capacity. The motel program is administered through two directly operated shelters, Family Residence and Birkdale Residence. At the present time the City works with three motels in Scarborough (two in Ward 44 and one in Ward 36). In 2010, the average number of people staying in the motels including children on a nightly basis was 162.

The costs for this program, up to \$821,000 are included in the 2011 Shelter, Support and Housing Administration Operating Budget.