



Administrative Report

Office of the Director of Council & Community Services/Clerk

To: Warden Tom Bain and Members of Essex County Council

**From: Jeanie Diamond-Francis
Community Services Coordinator**

Date: September 19, 2018

Subject: Housing with Supports Program Standards

Report #: 2018-0919-HWS-R001-JDF

Purpose

To recommend that the revised Housing with Supports Program Standards be approved by Essex County Council.

Background

In March 2015, the Corporation of the County of Essex, as well as the Corporation of the City of Windsor, approved Housing with Supports Program Standards. As Council is aware, a vast majority of funding for the Housing with Supports Program comes from provincial funding through the Community Homelessness Prevention Initiative (CHPI), which is administered by the City of Windsor, as the designated Service Manager for Social Services within the Region. Since April 2015, Service Managers utilizing CHPI funding for the Housing with Supports Program have been provincially mandated to ensure compliance in 8 categories of standards and accountability measures, being:

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Housing with Supports Standards

- 1) Eligibility
- 2) Staffing
- 3) Insurance and Monitoring
- 4) Conflict Resolution, Complaints Process and Reporting
- 5) Rights and Responsibilities
- 6) Physical Safety, Health and Well-Being of Tenants
- 7) Provision of, or Access to Activities and Support Services
- 8) Monthly Allowance for Personal Use

In addition to these eight categories of Standards, within the County, the 12 Housing with Supports Service Providers are also governed by Service Agreements with the Corporation of the County of Essex.

For the past two years, staff from both the City of Windsor and the County of Essex have collaborated to develop a new set of program standards. In addition, research was completed regarding best practices for Housing with Supports programs, as well as, reviewing standards from other municipalities that operate similar programs. A thorough review of gaps in the program, as well as trends with serious occurrence reporting, were utilized to enhance the program standards.

After completing a draft document of the proposed new standards, the County of Essex scheduled a consultation meeting inviting all the Service Providers to review the proposed standards and to provide feedback. The County of Essex staff also offered to have individual meetings with the Service Providers to discuss any concerns regarding their ability to meet the new proposed standards.

Discussion

In revising the Housing with Supports Program Standards, attached as Appendix I, County Administration has taken a risk management approach and has added several components to address how the Service Providers manage the complex situations in their Homes. In recent years, there has been an increase in severe mental health issues, addictions and complex physical health needs with the individuals supported by the Housing with Supports Service Providers.

Highlights of the enhancements to the standards include:

- 1) **Assessing risk throughout the resident's stay from intake to discharge process** - It will be expected that the Service Providers identify any risk factors with new admissions and establish whether they can safely meet the needs of the individuals and if so, they will need to develop a mitigation plan that will address the risk factors.

The Service Providers will also need to ensure that risk management policies are in place to address escalating behaviors on an ongoing basis and to address imminent risk factors to staff and other residents.

- 2) **Whistleblowing/Zero Tolerance Policy** - The County of Essex also added standards on "whistleblowing" and "zero tolerance" reg.
- 3) **Staffing Ratios** - Another addition to the standards is regarding staff to residents ratios. The County of Essex will now be expecting a minimum ratio of one staff to twenty residents and will also expect Service Providers to increase the number of staff scheduled, as needed to meet acuity and resident needs.
- 4) **Medication Management and Administration** - The proposed standards include language around medication management and administration. The Standards stipulates that only registered professionals should administer intra-muscular injections and that only staff that have been trained administer medications. It also suggests that resident medications be packaged in a weekly blister pack system that will be prepared by the pharmacy.
- 5) **Code of Conduct** - The County of Essex proposed Standards also call for the development of a Code of Conduct for their staff and volunteers. It will also be expected that each Home train their staff on the Code of Conduct and post it in a common area.
- 6) **Annual Inspections** - The County of Essex has also revised the yearly inspection process. Non-compliance issues will need to be addressed within a specified time frame and the County of Essex staff will support the Service Provider in establishing a plan to meet all standards. Follow-up meetings will be scheduled to ensure that Service Providers are following through with the plan.

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Financial Implications

There are no financial implications for the County to the development and implementation of the proposed Housing with Supports program standards.

Recommendation

It is recommended that the revised Housing with Supports Program Standards be approved by Essex County Council.

Respectfully Submitted

Jeanie Diamond-Francis

Originally Signed by
Jeanie Diamond-Francis.
Community Services Coordinator

Concurred with

Mary Birch

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Mary Birch
Director of Council and Community Services/Clerk

Concurred with

Robert Maisenville

Originally Signed by
Robert Maisenville,
Chief Administrative Officer

Appendix No.	Title of Appendix
Appendix I	Proposed Housing with Supports Program Standards