

Appendix I

Update on Contract Management Processes for Emergency Shelters

Summary of Shelter Standards

Background:

Regional Council has approved a series of recommendations that address homelessness, reduce barriers to service access, and increase the supply of affordable housing within Peel. In approving these recommendations, Council has confirmed its commitment to the elimination of homelessness in the Region of Peel.

In collaboration with community organizations and agencies, the Region provides emergency shelter assistance and supports that align with the varying needs of individuals and families experiencing homelessness. To ensure program delivery is effective, coordinated and supports individuals in their goal of independent living, operational standards were developed.

The Emergency Shelter Standards were developed in collaboration with the Region's homeless population and in consultations with service providers and stakeholders.

The implementation of the Emergency Shelter Standards provides shelter operators and clients with a clear set of expectations and guidelines for the provision of shelter services. The Peel Shelter Standards will:

- provide a framework of uniform, quality shelter services for all homeless individuals and families within Peel shelters;
- provide a benchmark by which to evaluate the quality of services rendered by the shelters and thereby ensure accountability, outcome-based programs and fiscal responsibility for the purchase of shelter services;
- provide Shelter Operators with a means to monitor, evaluate and continuously improve their practices and services;
- guide the behaviour of employees and ultimately enhance the value and credibility of shelters.
- Provide an outline the responsibilities of the shelter operator and the rights of the residents.

Emergency shelters that are funded by the Region are required to adhere to the Shelter standards.

Roles and Responsibilities

The Peel Shelter Standards clearly outline the roles and responsibilities for the Region and Shelter Operators.

The Region is responsible for:

- managing the Emergency Shelter Services budget and administering service funding for eligible clients and services;
- negotiating Purchase of Service Agreements with Shelter Operators/Community Agencies;
- ensuring shelter services are delivered in compliance with the Purchase of Service Agreement, and the Shelter Standards.

Appendix I

Update on Contract Management Processes for Emergency Shelters

Shelter operators are responsible for the administration of shelter services, including but not limited:

- determining suitability and eligibility of applicants for residency in the shelter;
- providing shelter services in compliance with the Purchase of Service Agreement and the Shelter Standards;
- cooperating with the Region in carrying out the obligations and expectations as outlined in the Purchase of Service Agreement and the Shelter Standards;
- collaborating with other Shelter Operators, non-profit, community support services, co-operative housing providers and neighbours to strengthen service delivery in the shelter service system;
- providing an inclusive, safe and supportive environment;
- providing cost effective services for individuals and families experiencing homelessness, and
- engaging in continuous improvement.

Shelter Operational Management Services and Standards

In addition to providing the roles and responsibilities of each entity, the Emergency Shelter Standards outlines the Shelter Operational Management Services and Standards (day to day shelter services) which include:

- Access to Shelter
- Basic Services
- Case Management
- Program Standards
- Health Standards
- Safety Standards
- Administrative Management Standards

To ensure that program delivery continues to be effective, coordinated and supports individuals in their goal of independent living, shelter services are evaluated, and if required, revised to ensure enhanced performance and accountability.