



Session 104: Reviewing RGI Decisions

From the City of Hamilton:
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Why
implement a
New Review
System?

What are
RGI
Reviewable
Decisions?

What is the Review
Panel and who sits on
it?

How does the
City of
Hamilton
Review Panel
Work?

What are some
examples or
scenarios of
review requests?



Q &A's

What are the early
results and lessons
learned?

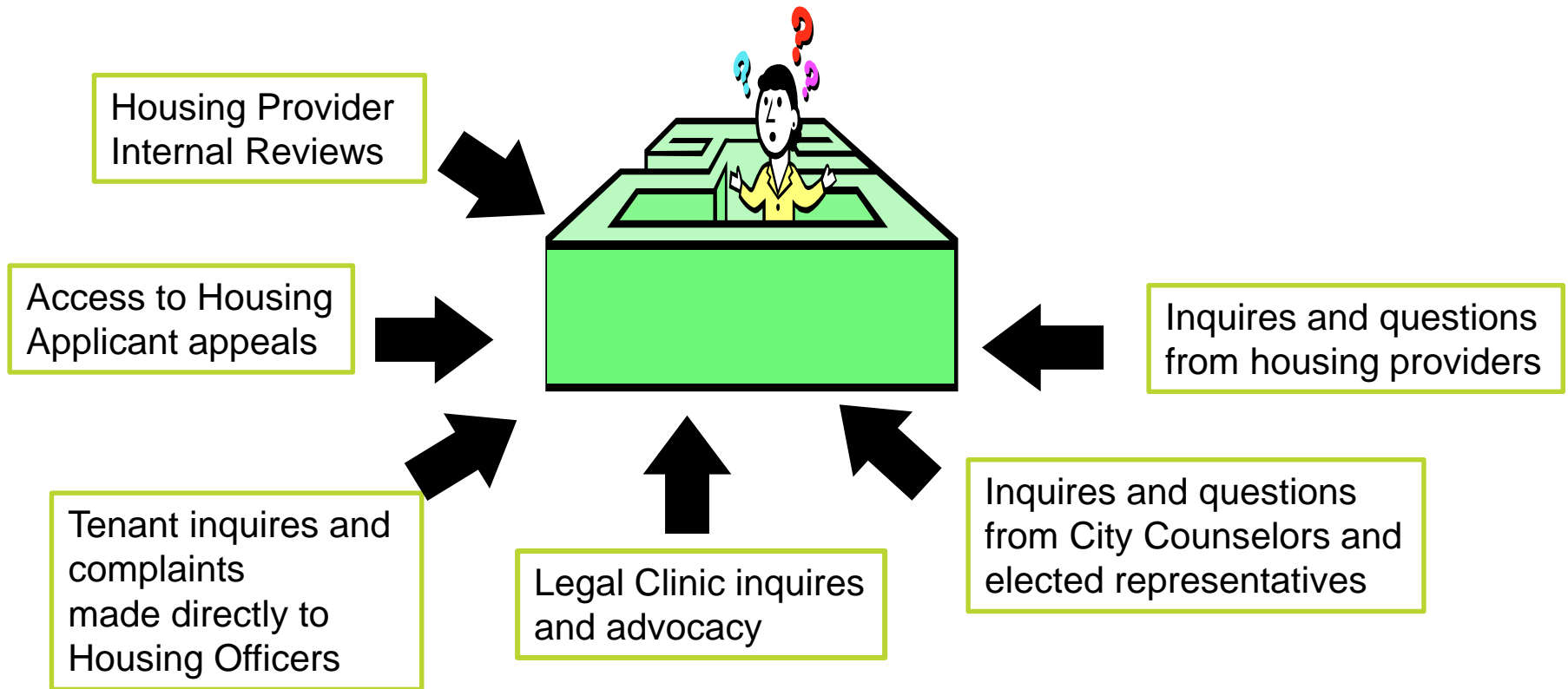
City of Hamilton's Social Housing Review System



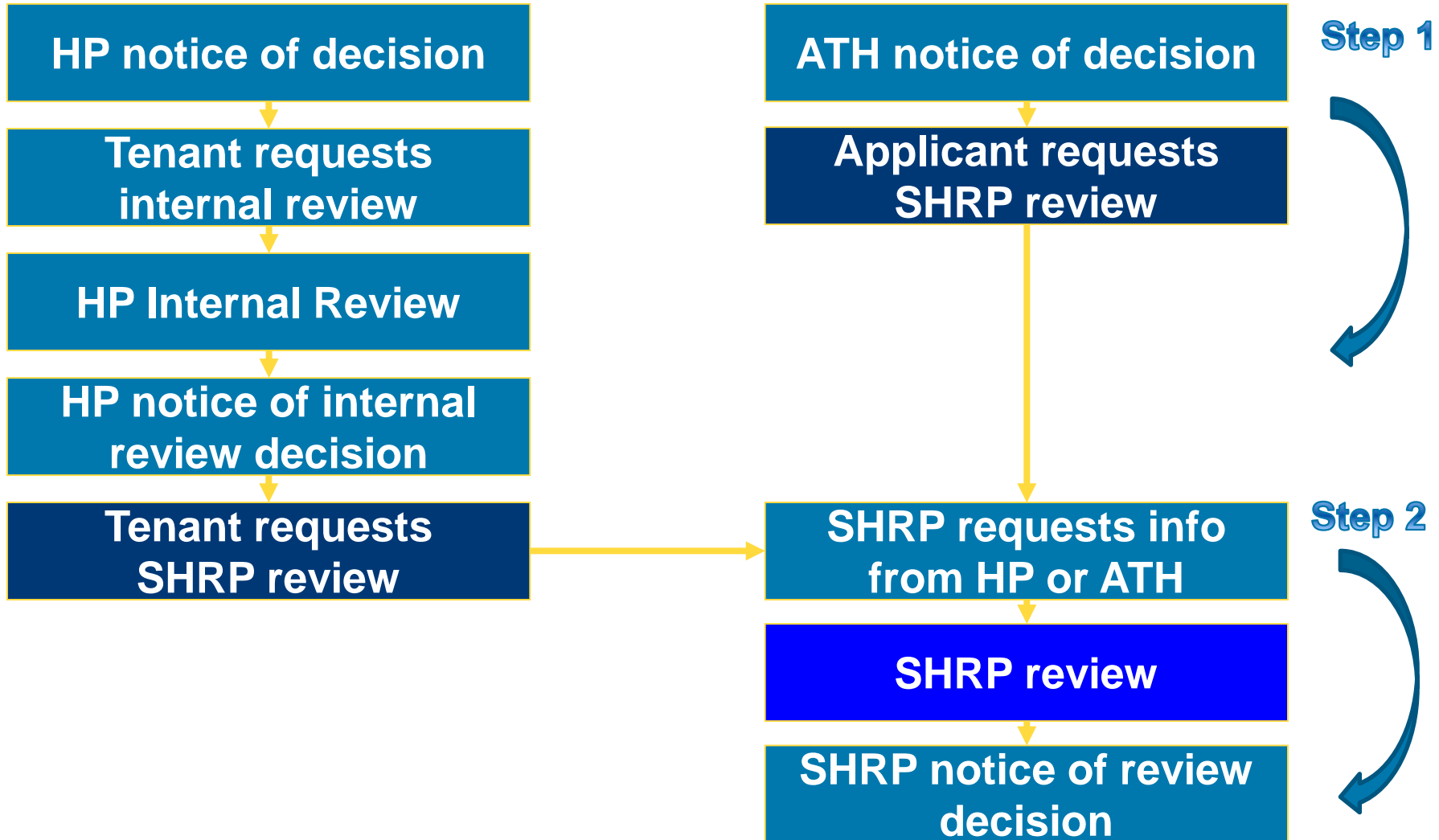
Mar 31, 2014

April 1, 2014

Old way



New Way



Social Housing Review Panel

- Hamilton's system for reviews includes internal reviews by housing providers and reviews by Social Housing Review Panel (SHRP)
- SHRP reviews decisions of ATH and internal reviews of housing providers
- Requests for review are made directly to SHRP

What does the SHRP review?

1. RGI eligibility
2. Amount of RGI payable
3. Size and type of unit
4. Special needs housing eligibility
5. ATH decisions about the waitlist

Step 1- Internal Reviews

- Tenants must follow the Internal Review process with their Housing Provider.
- Housing Providers conduct Internal Reviews according to HSA and their own by-laws/policies.
- Person(s) conducting Internal Review must not have participated in original decision
- Notice of Internal Review decision must set out right to SHRP review - including form

Step 2- Social Housing Review Panel

- Tenants and co-operative members **must** have an internal review before submitting a request for a SHRP review
- No internal review at ATH, therefore, social housing applicants submit any review requests directly to the SHRP.
- Housing Providers and Access to Housing also have the opportunity to participate.

Requests for Review

Requests for review are made directly to the Social Housing Review Panel via the Request for Review Form.

Hamilton

REQUEST FOR REVIEW

First Name: _____ Last Name: _____ Apt. # _____

Mailing Address: _____ Province: _____ Postal Code: _____

City: _____ Housing Provider Name: _____

Telephone number where you can be reached: _____

Area Code: (_____) Number: _____ Year: _____

1. What was the date of your Internal Review or Access to Housing Notice of Decision?
Month: _____ Day: _____

2. What is the reason for your review? (Please check one box)

- ☐ Do not agree with the decision that I/we are not eligible for Rent-Geared-to-Income housing
- ☐ Do not agree with the decision about the amount of Rent-Geared-to-Income charged/payable
- ☐ Do not agree with the decision of the bedroom or unit size for our household
- ☐ Do not agree with the decision that we are not eligible for Priority Status
- ☐ Do not agree with the decision that I/we are not eligible for special needs housing

3. You must attend the Review meeting in person. Will someone else attend with you? (2 people maximum). Name: _____

4. Why do you disagree with the decision made? Please write the reasons below and attach additional reasons and any supporting documents using a separate sheet.

Sign Here
Signature: _____ Date: _____
(month/day/ year)

Please Note:
You must be 16 years of age or older to request a Review

Please Note: You must sign and deliver this form by fax, mail or in person within 10 business days of receipt of the Notice of Decision/ Internal Review you want reviewed. To avoid delays, make sure that the information you give is complete.

Send or deliver to: **City of Hamilton, Housing Services Division, 110-350 King St E. Hamilton, ON, L8N 3Y3**

Contact: **Housing Administration Clerk**
Telephone: (905) 905-546-2424 Ext. 3753
Fax: (905) 546-3271

Office hours: Monday to Friday 8:30 a.m. to 4:30 p.m.



Timeframes for SHRP reviews

The completed form must be received no later than 10 days after the internal review completed by the housing provider or 30 days after an ATH decision.

The review will then be scheduled within 10 business days of receiving the request.

Timeframes may be extended at the Service Manager's discretion.

SHRP Members & Composition

Review Panel members must be knowledgeable of the HSA and local policies and have completed **mandatory training** provided by the City of Hamilton.

Each review is a panel of **3** persons without a conflict of interest from a roster of:

- social housing providers
- community agencies
- Service Manager - City of Hamilton staff

None of the 17 members on the roster receives remuneration and all have signed a **Values & Responsibilities** document

Guiding Principles

- Review the situation based on facts and relevant information provided
- The process will be as fair and straightforward as possible
- No one who participated in the original decision may participate in the review ~ identify any real or perceived conflicts of interests

SHRP Logistics

City of Hamilton staff oversees administration of SHRP by:

- providing policy development, implementation, monitoring, recruitment and administrative support.

City of Hamilton staff is **chairperson** of each review panel.

- Facilitate review, document final decision and send decision letters to the appropriate parties

Bi-weekly schedule - with no more than 5 reviews per session.
Each review is allotted a 30 minute timeframe.

Process of the Review

Upon receipt of the Request for Review, the City of Hamilton staff:

- assess each request
- notifies each party in writing of the review
- completes a docket of the cases to be reviewed & sends to the panel members
- prepares and distributes review packages for relevant parties
- plan for any accessibility requirements

How To Prepare for a Review

Read the file immediately on receipt

- Check for **conflict of interest**
- Timelines

Refresh knowledge

- Laws, local policy rules, existing decisions (if any)

Prepare questions for the Review Meeting

Decision Making

- All decisions must:
 - comply with the H.S.A.
 - adhere to the spirit & intent of local policies
 - consider the specifics of each review
- Panel members may use precedent in making its decisions
- Consensus Model ~ if not possible, majority rules

Decision Making & Procedural Fairness

- All decisions are made the same day of the review meeting
- Decisions are based on the information available at the time of the review and based **only** on the information provided

Required Information

- **Information required by HSA and local policy rules**
- **Tip:** Review Panel members are required by O Reg. 367/11 to be knowledgeable about these.



Relevant Information

- **Information is related to the issue(s) the Review Panel must decide**
- **Tip:** Avoid asking about anything unrelated to the issue to be decided.



Road Map of a Review

Identify everyone in the room, explain their role and describe the basic steps of the meeting.

Identify decision under review - explains meeting expectations and the basic steps of the meeting

Tenant/Applicant is invited to explain what they think the decision should be and why

- ~ Housing provider or ATH staff (if present)

- ~ anyone else providing information on behalf of applicant/tenant may speak

- ~ panel members ask questions



After the Review

- Discussion and consensus (or majority rules)
- A final decision is made following the meeting and Chairperson has all members sign a Final Decision Form
- Notification of the results sent within 5 business days



SHRP Notice of Decision

Decisions of the SHRP are final. There is no further opportunity to appeal final decisions.

Possible results are:

- Upheld- no change to the original decision made by the provider or ATH
- Revised- varied or changed the original decision

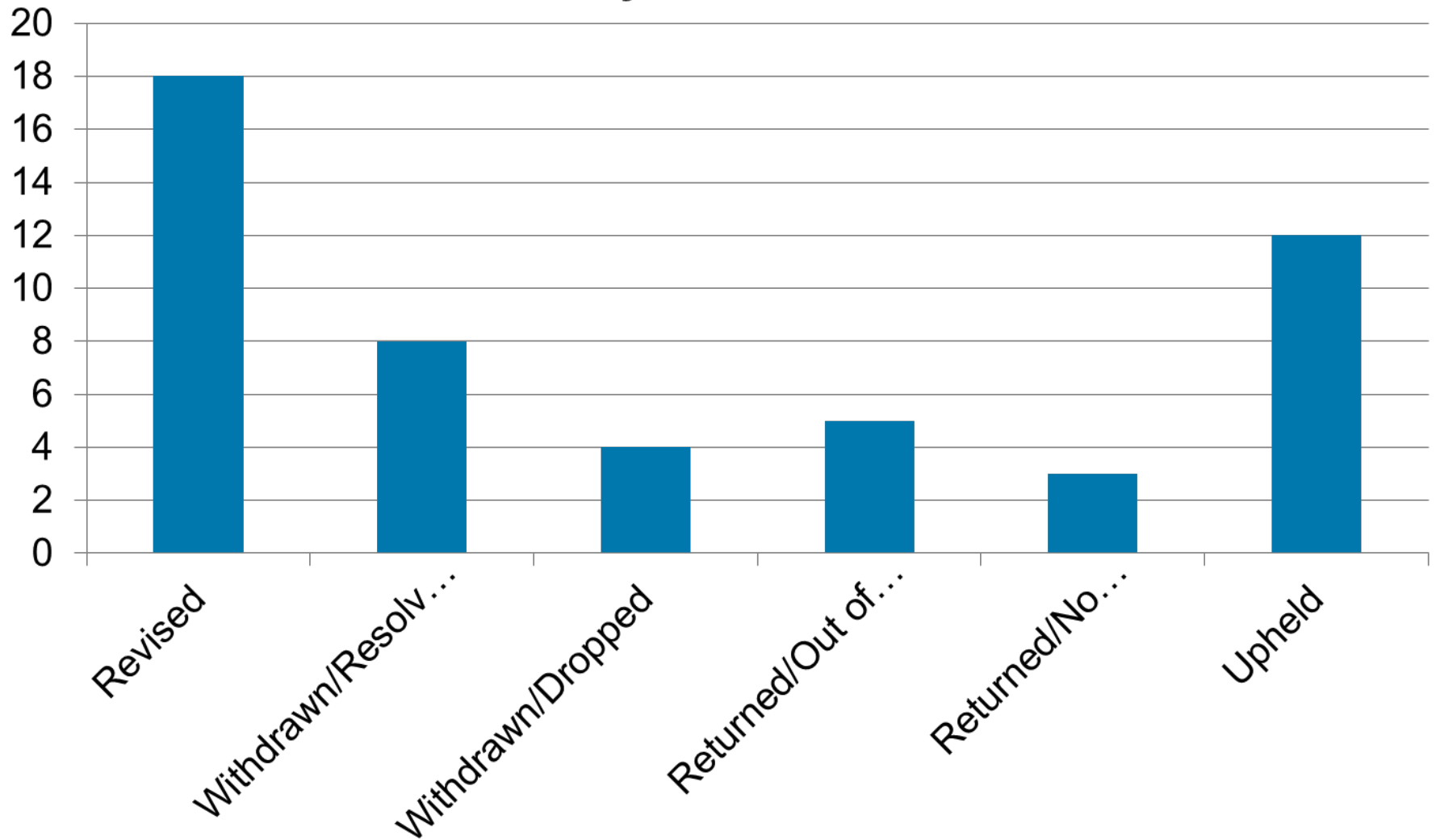
All notices set out date of the decision, reasons for decision, and that the decision is Final.

Why did we do it?

- Transparency
- Accountability
- Operational Effectiveness

Review Panel Results

January - October 2014



Example

Type of
Review

Result

Example

Type of
Review

Result

Example

Type of
Review

Result

LESSONS LEARNED ~ THE ESSENTIALS ~



Avoid the comparison trap

Training and recruitment

Clerical support

LESSONS LEARNED ~ THE ESSENTIALS ~



Timely decisions

Role definition

Resources

Stay positive! Change takes time





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