

# Session 104: Reviewing RGI Decisions

From the City of Hamilton: **Kim Ryan and Tammy Morasse** 



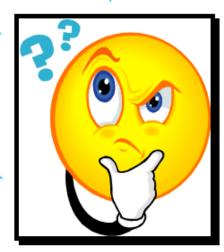


Why implement a New Review System?

What are RGI Reviewable Decisions?

What is the Review Panel and who sits on it?

What are some examples or scenarios of review requests?



How does the City of Hamilton Review Panel Work?

Q &A's

What are the early results and lessons learned?





# City of Hamilton's Social Housing Review System







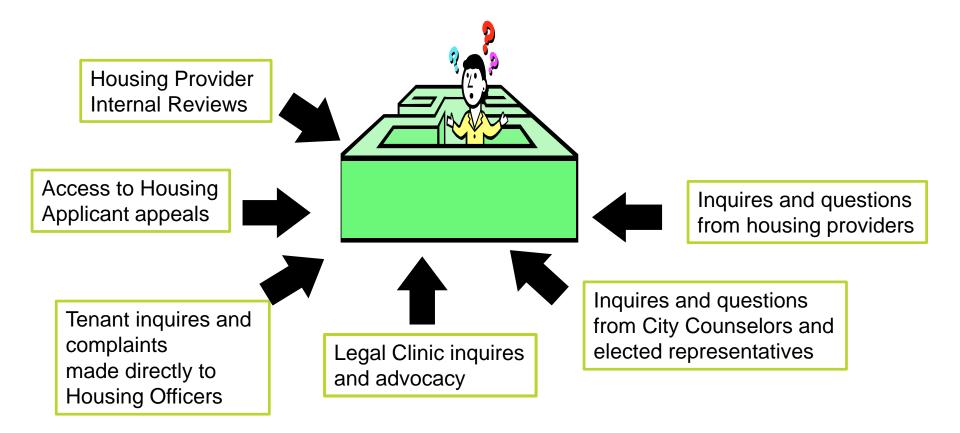
Mar 31, 2014

April 1,2014





## **Old way**







## **New Way**

**HP** notice of decision

Tenant requests internal review

**HP Internal Review** 

HP notice of internal review decision

Tenant requests SHRP review

**ATH notice of decision** 

Applicant requests SHRP review

Step 1

SHRP requests info from HP or ATH

**SHRP review** 

SHRP notice of review decision







## 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 <u>Request for Review Form</u>.

Mailing Address:  City:  Telephone number where you can be reached.  Telephone number where you can be reached.  Telephone number internal Review or Access to Housing Provider Name:  1. What was the date of your Internal Review or Access to Housing Notice of Decision?  2. What is the reason for your review? (Please check one box).  Do not agree with the decision that Iwe are not eligible for Rent-Geared-to-Income housing.  Do not agree with the decision of the bedroom or unit size for our household.  Do not agree with the decision that Iwe are not eligible for Priority Status.  Do not agree with the decision that Iwe are not eligible for special needs housing.  To not agree with the decision that Iwe are not eligible for special needs housing.  Name:  3. You must attend the Review meeting in person.  Will someone eise attend with you? (2 people Name).  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.	Adailing Address:  Province: Province: Housing Provider Name:  7 telephone number where you can be reached.  1. What was the date of your internal Review or Access to Housing Notice of Decision?  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 charged/payable Do not agree with the decision about the amount 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 we are not eligible for special needs must be provided by the province of the province of the province of the province of the priority Status Do not agree with the decision that we are not eligible for special needs must be provided by the province of	Hamilton		QUEST	Last Nam	e:	Apt.#
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### **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 <u>Request for Review</u>, 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:

- <u>Upheld</u>- no change to the original decision made by the provider or ATH
- <u>Revised</u>- 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?

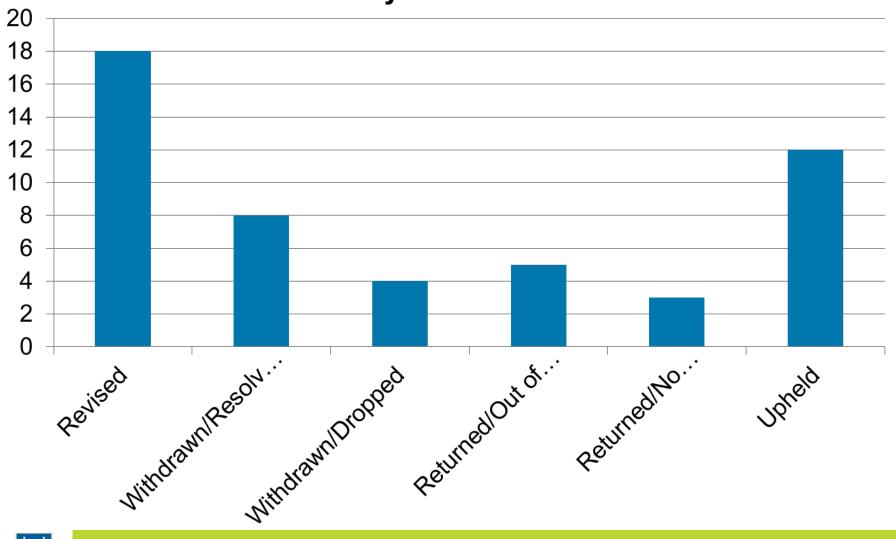
- Transparency
- Accountability
- Operational Effectiveness





### **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 ~



Training and recruitment

Clerical support





# LESSONS LEARNED ~ THE ESSENTIALS ~

Timely decisions

Role definition

Resources

Stay positive! Change takes time







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