

Communication Update

To: Mayor and Members of City Council

Committee Date: September 21, 2026

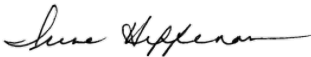
Subject/Report No.: Home Management Program Name Change to Community Connect Program

Ward(s) Affected: City Wide

Submitted By: Jessica Chase
Director, Children's & Community Services
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Signature: 

Submitted By: Irene Heffernan
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Signature: 

The purpose of this Communication Update is to advise Council.

Summary

This Communication Update provides Council with an update on the renaming of the Home Management Program to the Community Connect Program, effective **December 2026**.

The Home Management Program has supported Hamilton residents for more than 20 years through intensive case management, life skills development, and connections to community supports and services. Over time, staff have identified that the existing program name does not clearly communicate the nature of the services provided and may create confusion among residents and community partners regarding the program's purpose.

The new name, Community Connect Program, more accurately reflects the program's role in helping individuals and families develop life skills, navigate community resources,

and access the supports and services they need to achieve greater independence and self-sufficiency.

The program name change does not affect eligibility requirements, staffing, funding, service levels, or service delivery.

Background

The Home Management Program provides individualized, community-based supports to low-income individuals and families residing in Hamilton. Through practical instruction, coaching, and intensive case management, staff assist participants in developing the skills necessary to achieve greater independence and self-sufficiency.

Program supports include assistance with:

- Household management and daily living skills;
- Budgeting and financial literacy;
- Housing stability and housing-related challenges;
- Parenting and family supports;
- Goal setting, problem solving, and time management;
- Advocacy and support navigating community programs, services, and benefits; and,
- Referrals to specialized human service supports.

The program has supported Hamilton residents for more than 20 years and continues to play an important role in helping individuals and families build life skills, access community resources, and work toward greater independence and stability.

Details

Effective **December 2026**, the Home Management Program will be renamed the Community Connect Program.

The name change is intended to provide a clearer and more accurate representation of the program's purpose and services. While the program's mandate and service delivery model remain unchanged, the new name more clearly reflects the program's role in helping residents develop life skills, access community resources, and connect with supports that promote independence and self-sufficiency.

The Community Connect Program name was selected to:

- Better reflect the program's scope of services;
- More clearly communicate the program's purpose to residents and community partners;

- Reduce potential confusion regarding the types of supports available through the program; and,
- Emphasize the program's role in connecting individuals and families to community resources and services;

The updated program identity also includes the tagline "Empowering the people we serve," which reflects the program's client-centred approach and focus on supporting independence and self-sufficiency.

The program name change does not affect eligibility requirements, staffing, funding, service levels, or service delivery. Existing clients will continue to receive services without interruption, and community referral pathways will remain unchanged.

Next Steps

Staff will update program communications materials, referral resources, promotional materials, and website content to reflect the new Community Connect Program name and branding. Existing clients, community partners, and referral agencies will also be advised of the change to ensure awareness and continuity of service.

For any questions on the renaming of the Home Management Program to the Community Connect Program Care plan, please contact Irene Heffernan, Manager Early Years, Children's Services and Community Services Division at Irene.Heffernan@hamilton.ca

Appendices and Schedules Attached

Appendix A – Community Connect Program Postcard