

SERVICE REFERENCE DOCUMENT

2014-2016

2nd Edition

Service Reference Document 2014 – 2016

September 2016

Acknowledgements

Thank you to all the agencies providing community support services across our region. Your hard work and dedication have made this document possible.

Special thanks to Sarah Cormier for leading this project and Olga Klochkova for her support.

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INTRODUCTION

Community Support Services (CSS) enable older adults and adults with disabilities to be independent and continue to live safely in their homes and remain connected to their communities. Building on the success of the first Service Reference Document for Community Support Services (2013-14), the second edition provides updated information for the 2014-15 and 2015-16 fiscal years. The document is intended to provide an overarching understanding of the CSS sector in Champlain and a demonstration of the changes that have occurred.

The agencies that provide community supports services across the Champlain LHIN have collaborated to develop a comprehensive picture for CSS programs. This snapshot provides a deeper understanding of the eight programs that receive the bulk of the sector's attention and funding from the Champlain LHIN.

Big 8 Services

- Adult Day Services
- Assisted Living Services
- Attendant Services (Personal Support and Independence Training)
- Caregiver Support
- Homemaking
- Meals Delivery
- Respite
- Transportation

How To Use This Document

The 2nd edition of the Service Reference Document provides sector information on the Big 8 Services for Community Support Services in Champlain. It is intended to spark discussion and assist in planning, decision making, and program development. The document is divided into sections by service area, and includes service summaries, comparisons and program descriptions.

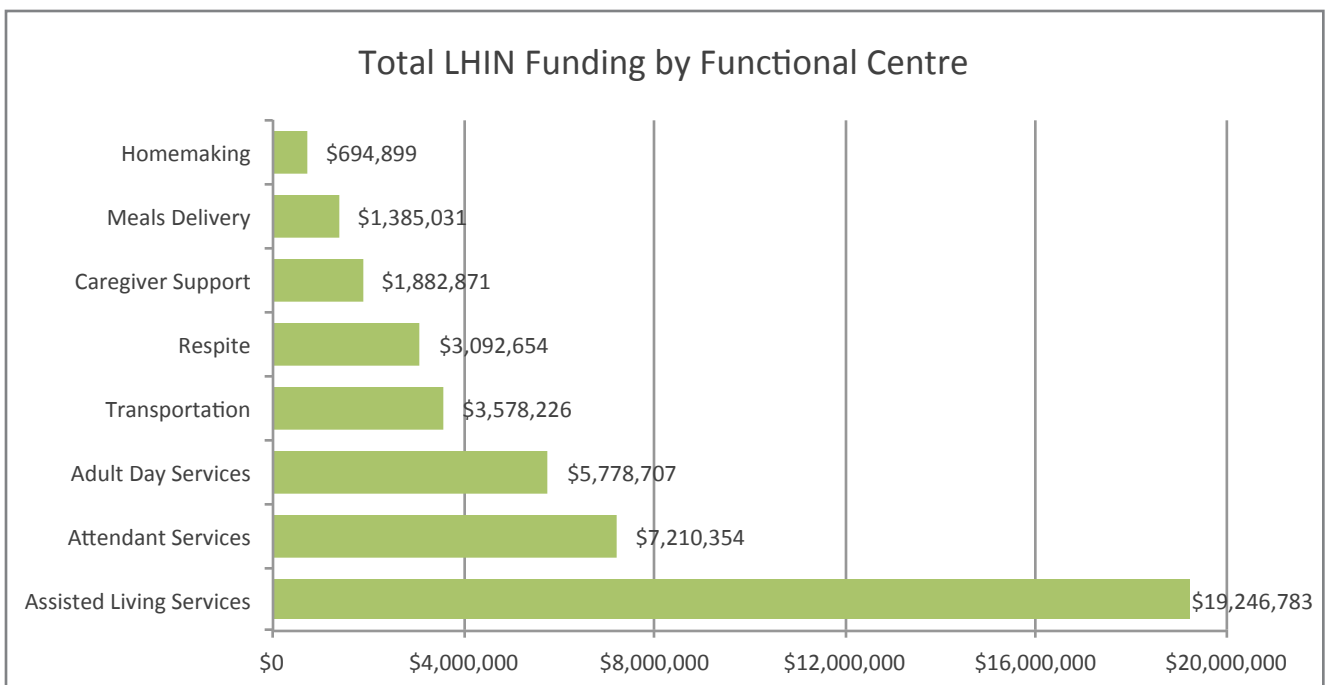
More in-depth comparisons can be made by accessing the main data table. This table contains qualitative and quantitative information, and can be extracted for regional and local comparisons. Indicators should not be reviewed in isolation.

This document is intended to provide a point-in-time snapshot of the sector. It is a broad understanding of CSS in Champlain for fiscal years 2014-15 and 2015-16. It will not reflect changes that have occurred since then.

FUNDING 2014 - 2015

In the fiscal year 2014-15, the Champlain LHIN provided \$ 66,464,476 to Health Service Providers to provide community support services in Champlain. The top eight functional centres under review in this document accounted for \$42,869,525 (64%) of the total Champlain LHIN funding to community support services that year.

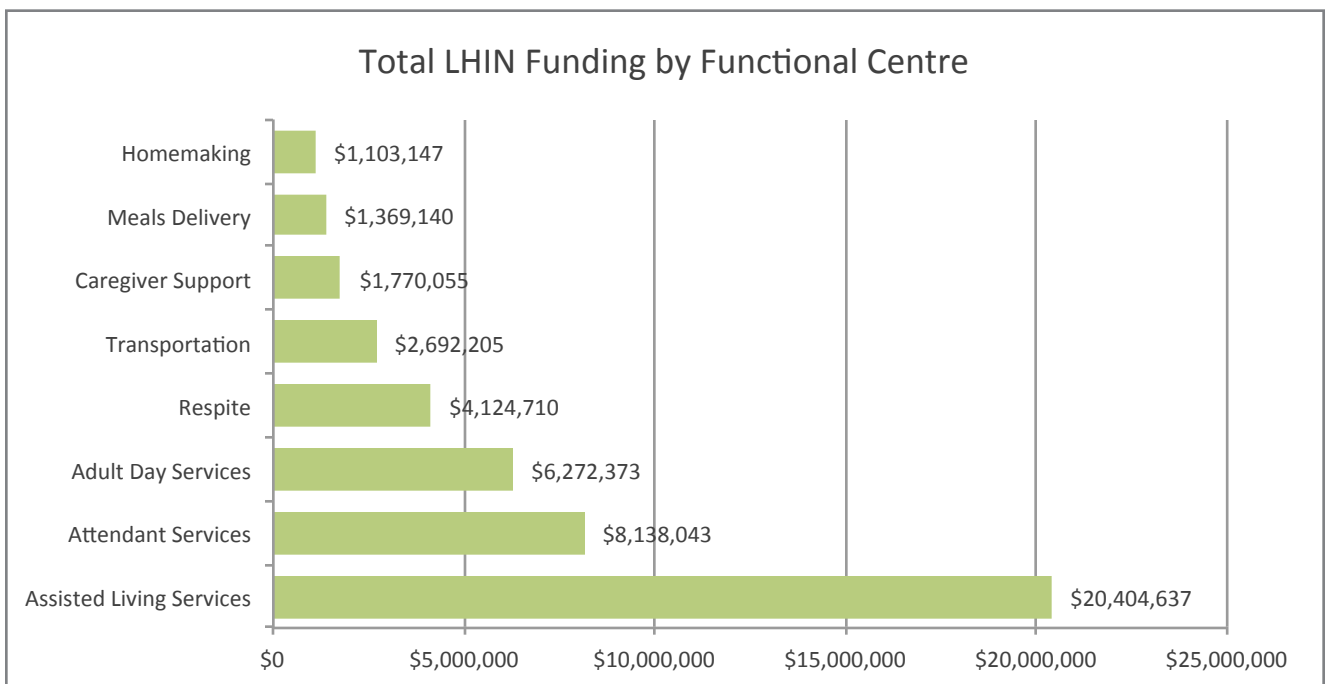
Percent of Total LHIN Funding by Functional Centre (last column) in descending order:			
Community Support Service	Total LHIN Funding for Functional Centre	% of LHIN Funding to "Big Eight" (\$42,869,525)	% of Total LHIN funding to CSS (\$66,464,476)
Assisted Living Services	\$19,246,783	44.9%	29%
Attendant Services	\$7,210,354	16.8%	10.8%
Adult Day Services	\$5,778,707	13.6%	8.7%
Transportation	\$3,578,226	8.3%	5.4%
Respite	\$3,092,654	7.2%	4.7%
Caregiver Support	\$1,882,871	4.4%	2.8%
Meals Delivery	\$1,385,031	3.2%	2.1%
Homemaking	\$694,899	1.6%	1%



FUNDING 2015 - 2016

In the fiscal year 2015-16, the Champlain LHIN provided \$ 71,528,325 to Health Service Providers to provide community support services in Champlain. The top eight functional centres under review in this document accounted for \$45,874,311 (64%) of the total Champlain LHIN funding to community support services that year.

Percent of Total LHIN Funding by Functional Centre (last column) in descending order:			
Community Support Service	Total LHIN Funding for Functional Centre	% of LHIN Funding to "Big Eight" (\$45,874,311)	% of Total LHIN funding to CSS (\$71,528,325)
Assisted Living Services	\$20,404,637	44.5%	28.5%
Attendant Services	\$8,138,043	17.6%	11.4%
Adult Day Services	\$6,272,373	13.7%	8.8%
Respite	\$4,124,710	9.0%	5.8%
Transportation	\$2,692,205	5.9%	3.7%
Caregiver Support	\$1,770,055	3.9%	2.5%
Meals Delivery	\$1,369,140	3.0%	1.9%
Homemaking	\$1,103,147	2.4%	1.5%



DETAILED INFORMATION BY FUNCTIONAL CENTRE

ADULT DAY PROGRAMS

(OHRS Functional Centre 72 5 82 20)

Program Description:

Adult Day Programs provide supervised programming in a group setting to clients who require close monitoring and assistance with personal activities. The service assists clients to achieve and maintain their maximum level of functionality, prevent early or inappropriate institutionalization, and provide caregiver with respite and information. Adult Day Programs provide clients with planned social and recreational activities, meals, assistance with activities of daily living, and minor health care assistance, such as medication reminders.

Program Details in Champlain:

Adult Day Programs

Adult Day Programs are provided by 27 agencies, across 44 different programs in Champlain. All programs provide a range of social, recreational, personal support services, and caregiver-respite services. Program and activities are tailored to the specific needs of the clients.

Clients are charged a fee to attend the program. In addition, many agencies offer transportation to the site for an additional charge. Through the Geriatric Emergency Management (GEM) program, designated priority spaces are made available to clients with high rates of emergency department use and hospitalization.

Palliative Day Services

Palliative Day Services were expanded in 2014, as a part of the Champlain Regional Hospice Palliative Care Program Plan. In Champlain, three agencies are funded to provide Palliative Day Services to those clients with a palliative diagnosis. There is no client fee for these services.

Type of Adult Day Program			
	General	Specialized Dementia	Specialized Palliative
Abbotsford House at the Glebe Centre – check for both		✓	
Alzheimer Society of Cornwall and District		✓	
Arnprior Regional Health (The Grove)			
Beth Donovan Hospice			✓
Bruyere Continuing Care			
Carefor Health and Community Services (Eastern Counties)	✓		✓
Carefor Health and Community Services (Ottawa)		✓	
Centre de services Guigues	✓	✓	
City of Cornwall (Glen-Stor-Dun Lodge)	✓		
City of Ottawa	✓		
County of Renfrew (Bonnechere Manor)	✓		
Eastern Ottawa Resource Centre	✓	✓	
Glengarry Inter-Agency Group	✓		
Harmer House	✓		
Hospice Care Ottawa			✓
Jewish Family Services of Ottawa	✓	✓	
Marianhill	✓		
Maxville Manor	✓		
Mohawk Council of Akwesasne	✓		
North Renfrew Long Term Care Services Inc.	✓		
Olde Forge Community Resource Centre	✓		
Ottawa West Community Support	✓	✓	
Perley Rideau Veteran's Health Centre		✓	
Rural Ottawa South Support Services	✓		
Services Communautaires de Prescott-Russell	✓		
The Good Companions Seniors Centre	✓		
Western Ottawa Community Resource Centre	✓	✓	
Williamsburg Non-Profit Housing Corporation	✓		

Adult Day Programs – Client Fees by Agency (2014-15)		
	Client Fee / Attendance Day	Transportation
Abbotsford House at the Glebe Centre	\$7.00 \$30.00 (Dementia Program)	\$5.00
Alzheimer Society of Cornwall and District	\$17.00	included
Arnprior Regional Health (The Grove)	\$10.00	
Beth Donovan Hospice	\$0	
Bruyere Continuing Care	\$15.00	
Carefor Health and Community Services (Eastern Counties)	\$17.00 \$ 0 (Palliative)	included
Carefor Health and Community Service (Ottawa)	\$20.00	\$12.50
Centre de services Guigues	\$7.50 (no meal) \$15.00 (with meal)	\$12.00
City of Cornwall (Glen-Stor-Dun Lodge)	\$17.00	\$3.00
City of Ottawa (Carleton Lodge)	\$15.00	\$7.00
City of Ottawa (Centre d'accueil Champlain)	\$16.00	\$6.00
County of Renfrew (Bonnechere Manor)	\$10.00 (half day) \$20.00 (full day)	included
Eastern Ottawa Resource Centre	\$18.50	per km
Glengarry Inter-Agency Group	\$17.00	included
Harmer House	\$20.00	
Hospice Care Ottawa	\$0	
Jewish Family Services of Ottawa	\$20.00 (Mixed Program) \$25.00 (Dementia Program)	
Marianhill	\$8.50 \$16.00 (Almonte Program)	\$8.00
Maxville Manor	\$12.00	\$5.00
Mohawk Council of Akwesasne	\$0	
North Renfrew Long Term Care Services Inc.	\$9.25	included
Olde Forge Community Resource Centre	\$15.00	
Ottawa West Community Support	\$15.00	\$5.00
Perley Rideau Veteran's Health Centre	\$20.00	\$10.00
Rural Ottawa South Support Services	\$22.00	\$10.00
Services Communautaires de Prescott-Russell	\$17.00	included
The Good Companions Seniors Centre	\$18.00	
Western Ottawa Community Resource Centre	\$22.85	per km
Williamsburg Non-Profit Housing Corporation	\$17.00	included

2014-15 Fiscal Year

Regional Data Summary for Adult Day Programs:

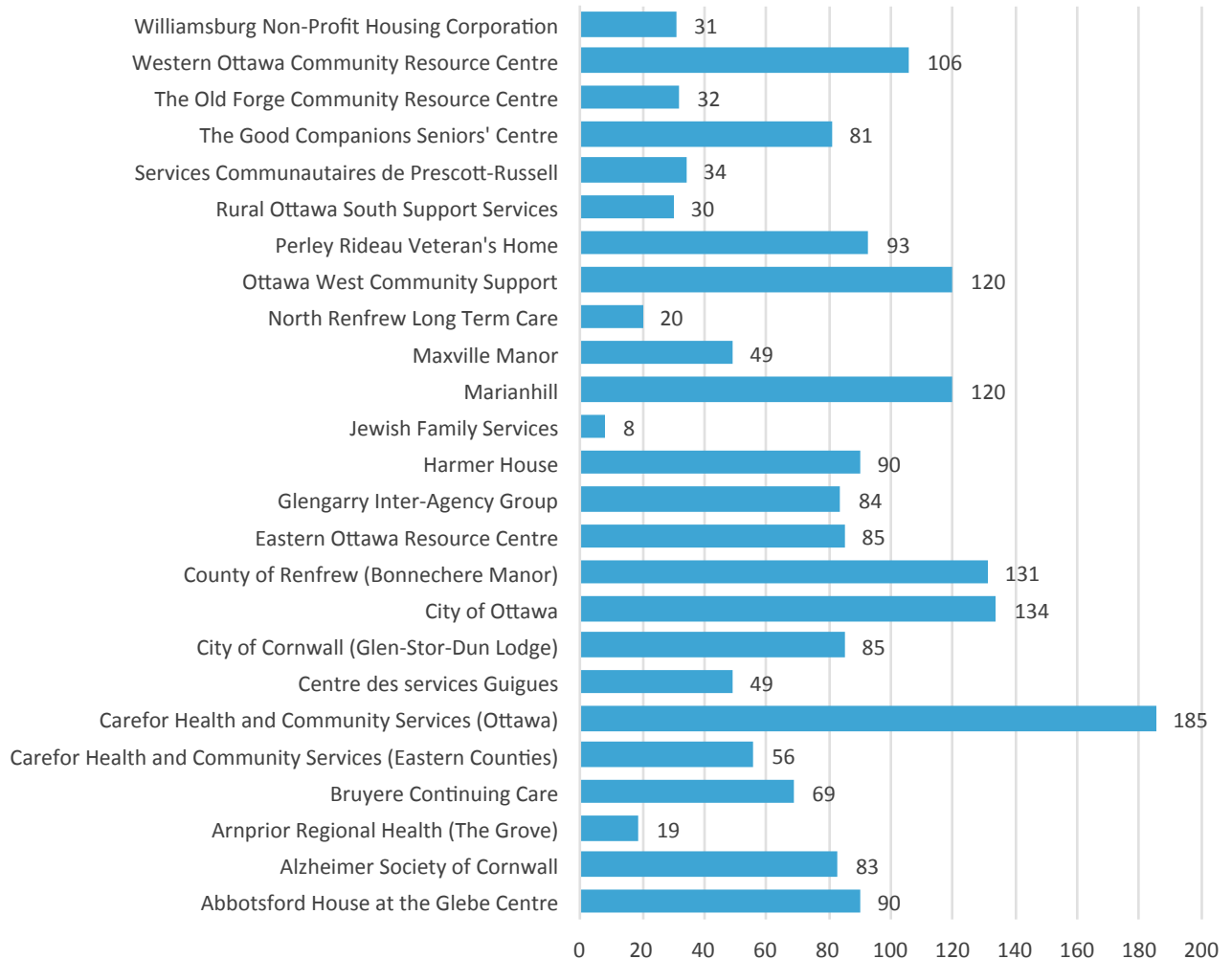
Number of Health Service Providers	27	Lead Health Service Provider	n/a
Number of Programs	44 <i>39 Adult Day Services</i> <i>3 Palliative</i> <i>1 Mohawk Council of Akwesasne</i>		
Clients Served	2,083 Individuals Served <i>Day Services: 1,884</i> <i>Palliative Day Services: 199</i>	Units of Service	67,052 Attendance Days <i>Day Services – 60,375</i> <i>Palliative Day Services – 6,317</i>
LHIN Funding	\$5,778,707 <i>Day Services: \$5,551,515 (96%)</i> <i>Palliative Day Services: \$227,192 (4%)</i>	Proportion of Total LHIN Funding to CSS Sector	8.4%

Cost Per Service			
Minimum	Mean	Median	Maximum
\$56.48	\$114.48	\$110.25	\$168.33

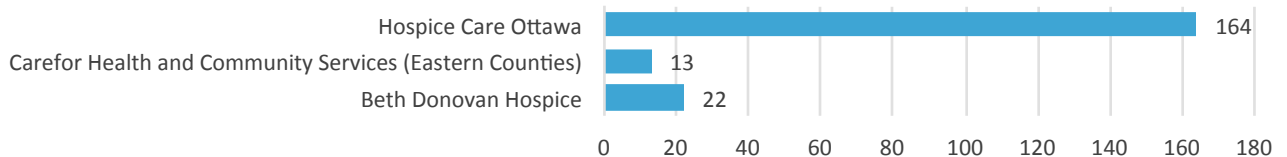
Cost of Client Co-Payment			
Minimum	Mean	Median	Maximum
\$7.00	\$16.32	\$17.00	\$30.00

2014-15 Fiscal Year

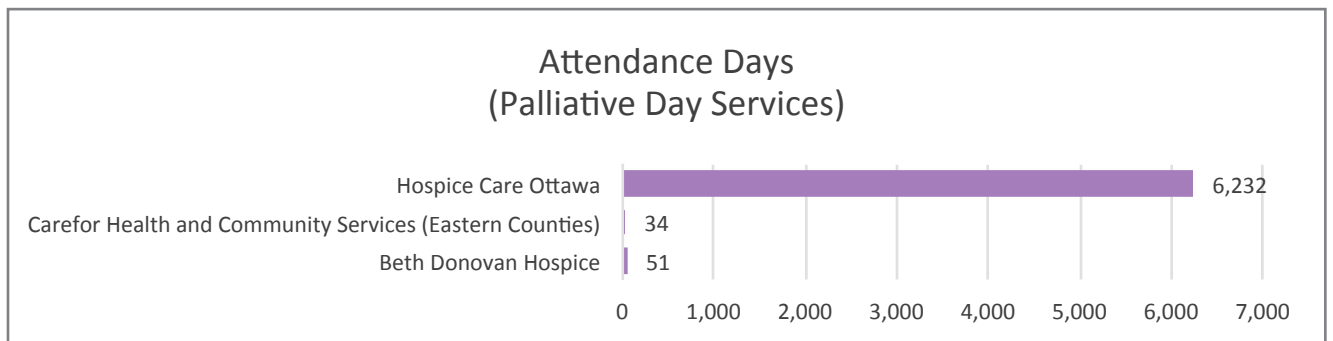
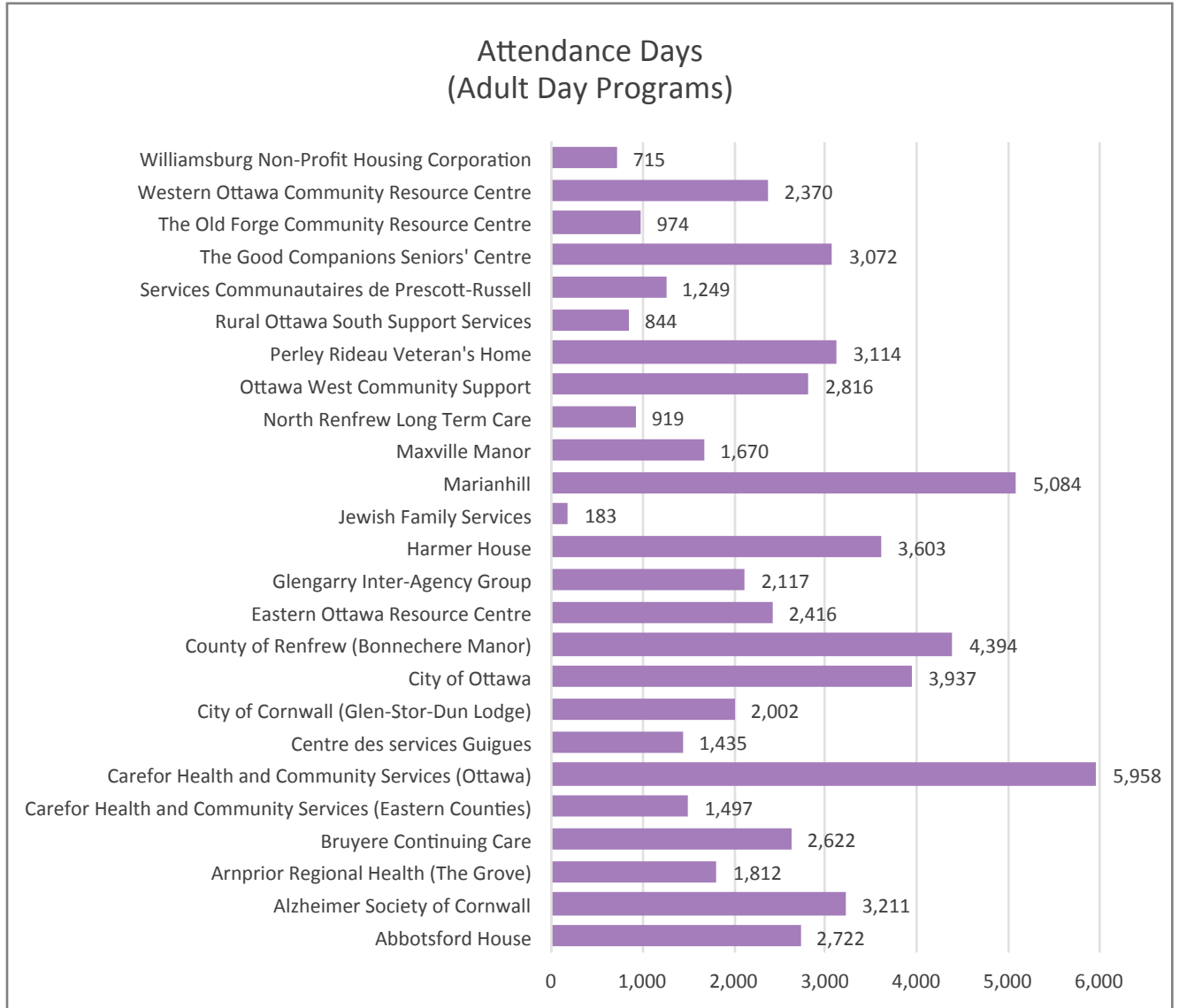
Individuals Served (Adult Day Programs)



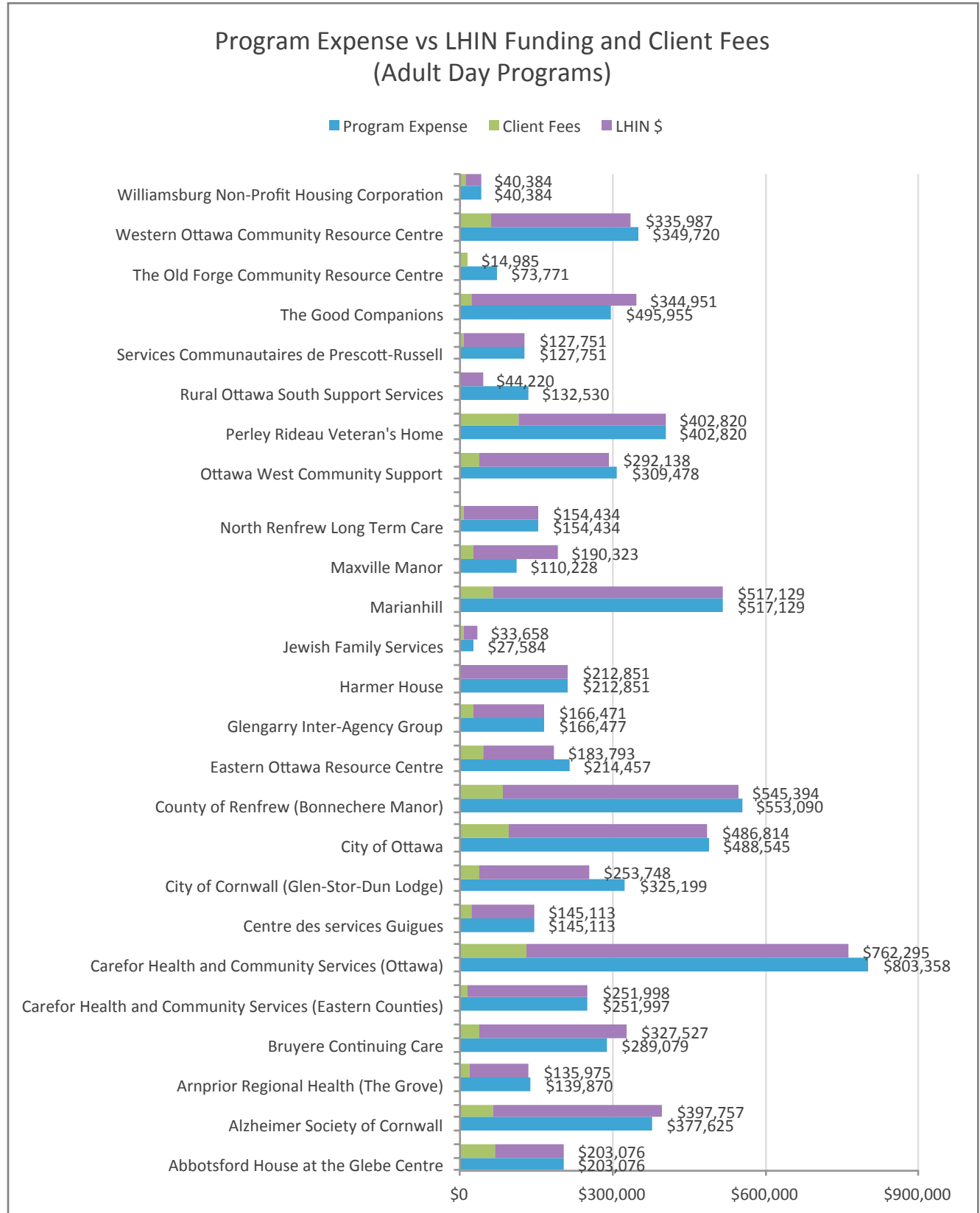
Individuals Served (Palliative Day Services)



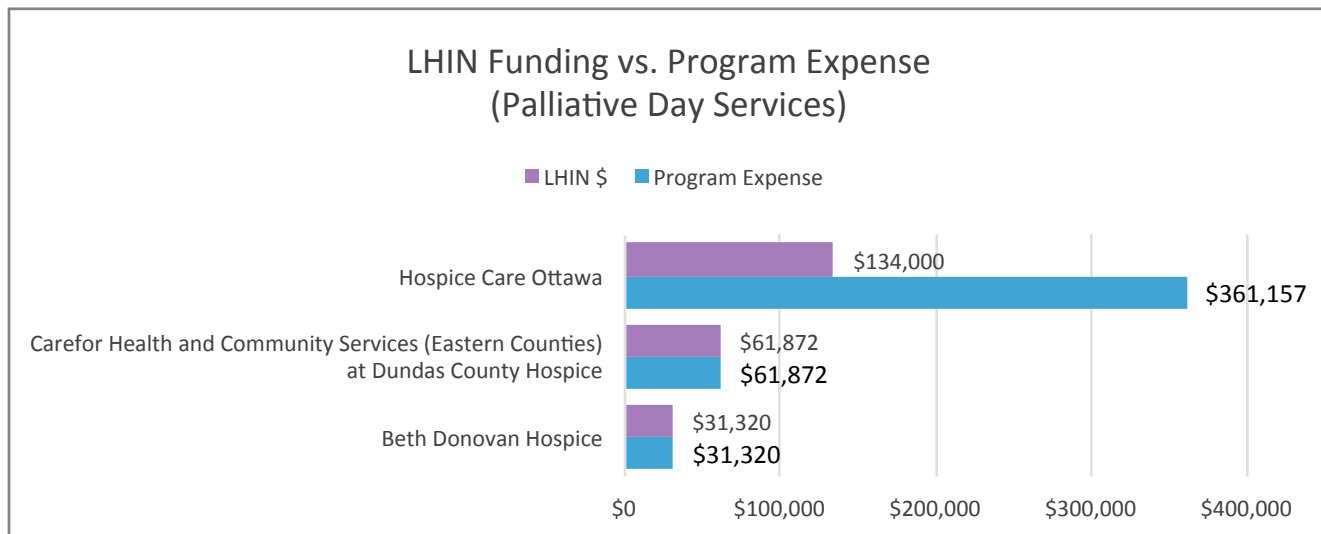
2014-15 Fiscal Year



2014-15 Fiscal Year



2014-15 Fiscal Year



2015-16 Fiscal Year

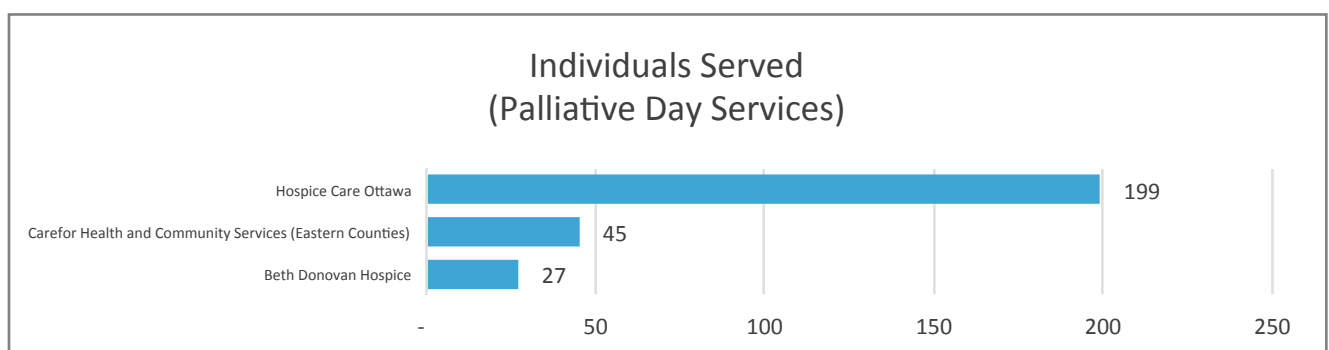
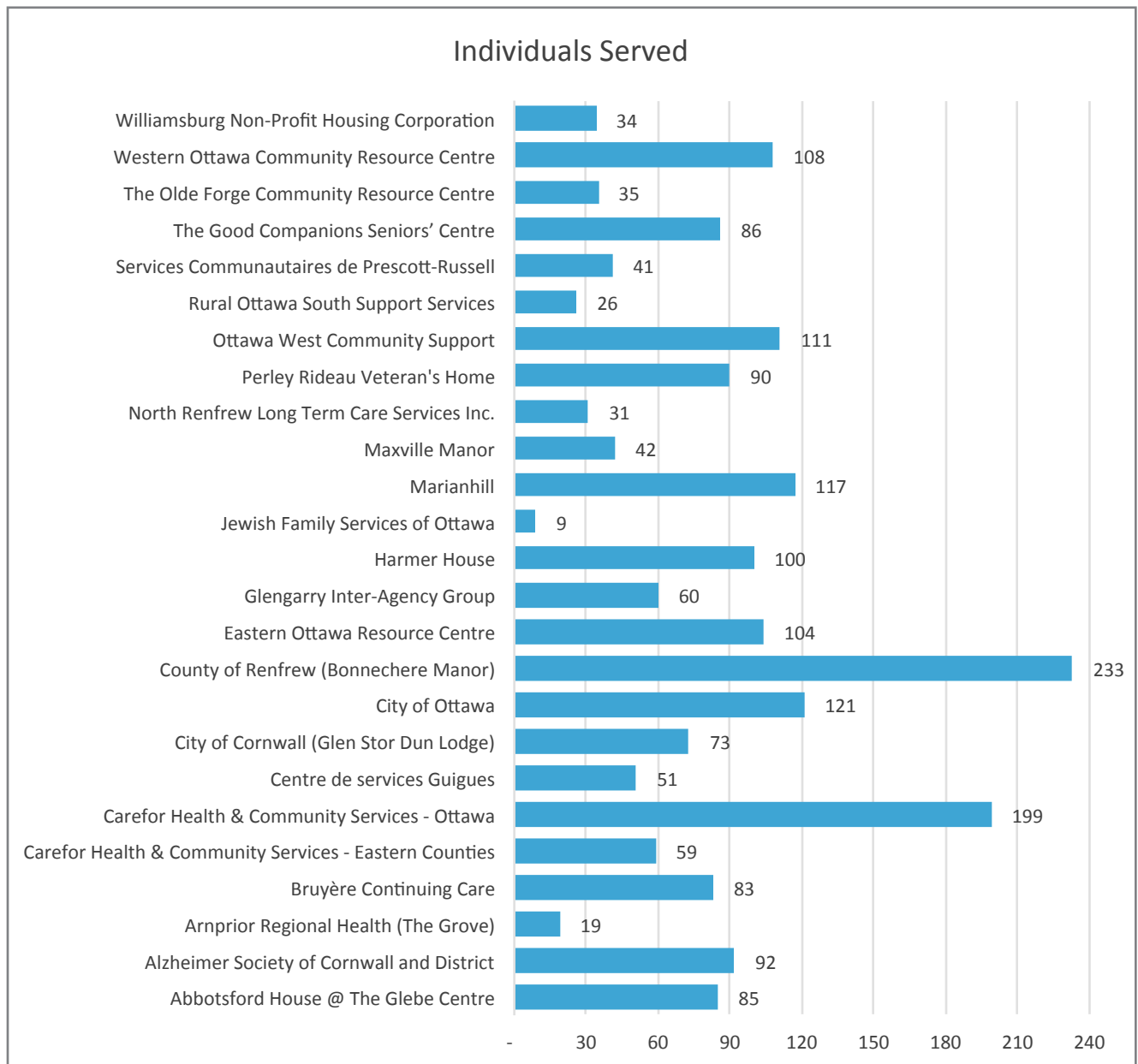
Regional Data Summary for Adult Day Programs:

Number of Health Service Providers	27	Lead Health Service Providers	n/a
Number of Programs	44 <i>39 Day services 3 Palliative Day Services 1 Mohawk Council of Akwesasne</i>		
Clients Served	2,280 Individuals Served <i>Day Services: 2,009 Palliative Day Services: 271</i>	Units of Service	70,825 Attendance Days <i>Day Services – 63,994 Palliative Day Services – 7,431</i>
LHIN Funding	\$6,272,373 <i>Day Services: \$5,809,856 (92.5%) Palliative Day Services: \$462,517 (7.5%)</i>	Proportion of Total Funding	8.8%

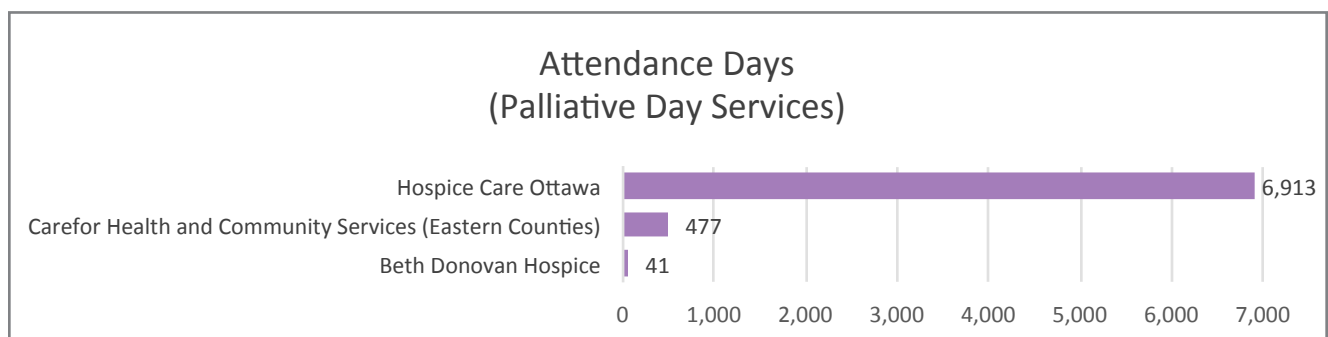
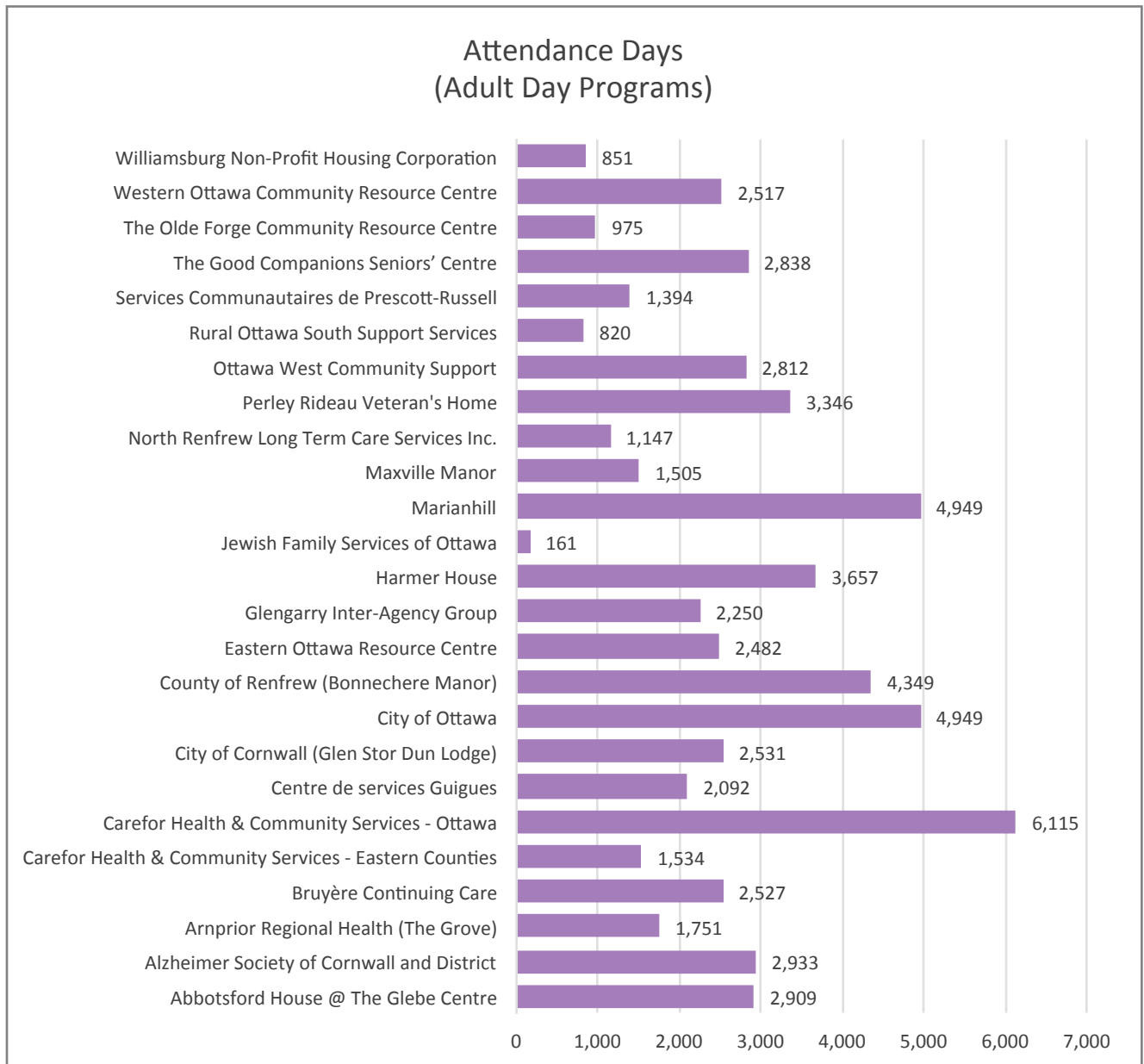
Cost Per Service			
Minimum	Mean	Median	Maximum
\$62.11	\$120.62	\$118.55	\$272.47

Cost of Client Co-Payment (Attendance Day)			
Minimum	Mean	Median	Maximum
\$7.00	\$17.21	\$17.50	\$30.00

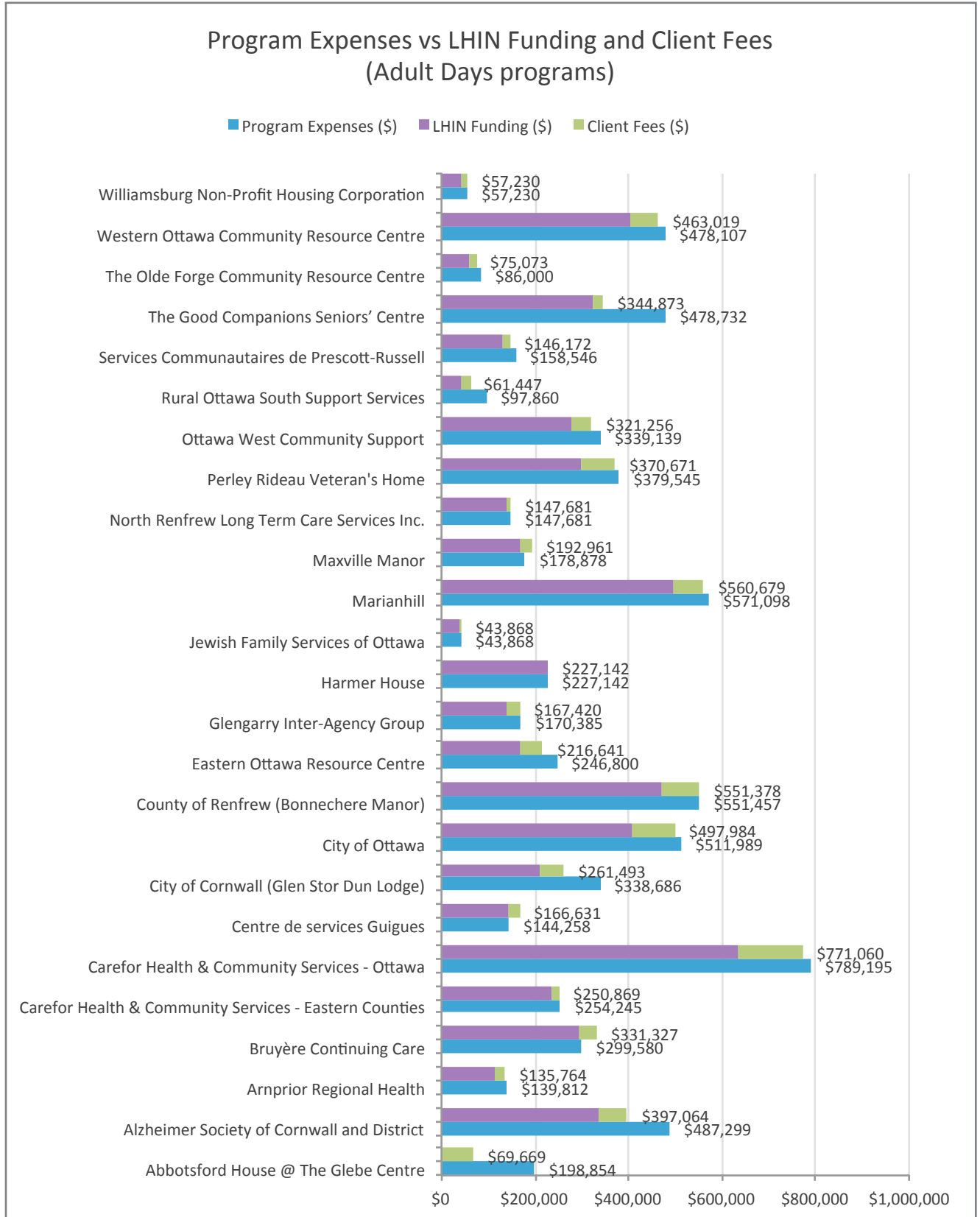
2015-16 Fiscal Year



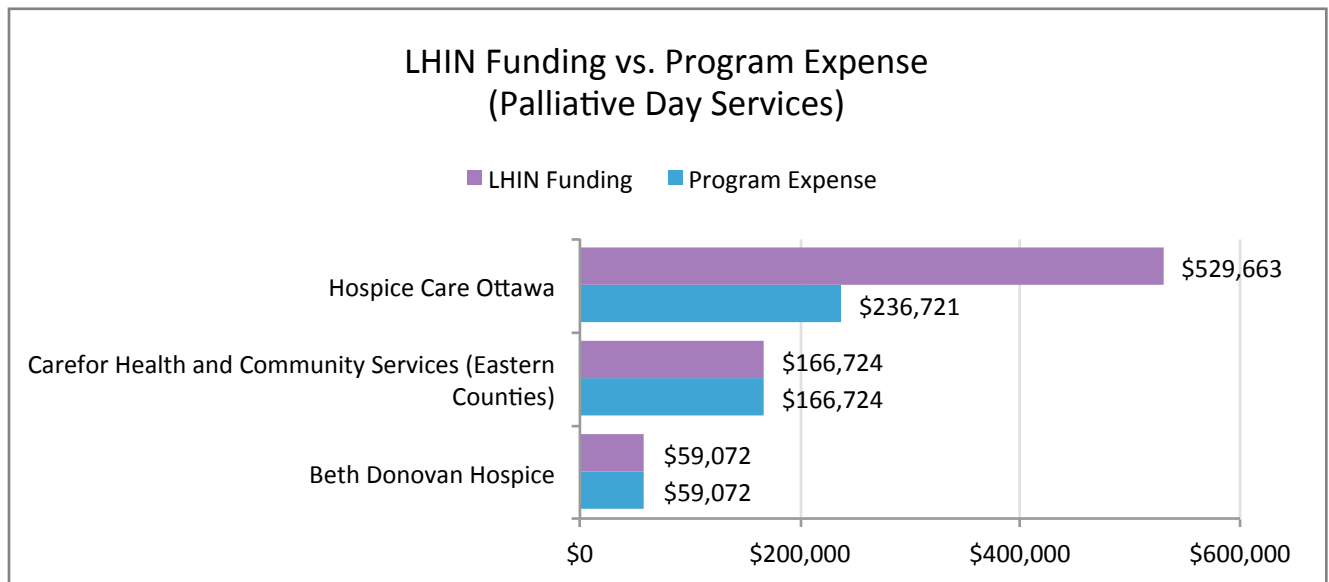
2015-16 Fiscal Year



2015-16 Fiscal Year



2015-16 Fiscal Year



ASSISTED LIVING SERVICES

(OHRs Functional Centre 72 5 82 45)

Program Description:

Assisted living services are for high risk seniors who can reside at home but require access to personal support and homemaking services on a 24-hour basis. Services provided include urgent/on-call response, security checks or reassurance services, prescheduled personal support and homemaking services, and care coordination. Services are available 24 hours a day, seven days a week.

Program Details in Champlain:

Assisted Living Services are provided by 18 agencies across the Champlain region. Each agency is responsible for both the coordination of services as well as direct patient care. All referral administration, eligibility determination and waitlist management are performed by the Champlain CCAC. There are no client fees for this program.

Assisted Living for High Risk Seniors (ALS-HRS)

Assisted Living Services for High Risk Seniors is provided by 13 agencies across designated geographic boundaries. The service uses a hub and spoke model for in-home service delivery. Agency coordinators and direct services are available for clients within a 15 minute drive radius from the client's residence and services are available on a 24 hour basis, as per their individual care needs.

The objectives of ALS-HRS are:

- To reduce unnecessary and/or avoidable emergency room visits by high risk seniors.
- To reduce unnecessary and/or avoidable admissions to Long-Term Care by high risk seniors.
- To increase the number of high risk seniors who are discharged from hospital without an Acute Level of Care designation.
- To reduce the length of stay for high risk seniors in hospital after receiving a designation of Alternate Level of Care.
- To reduce time waiting for discharge from the hospital for high risk seniors who live in the community.
- To increase the length of time that high risk seniors remain safely at home after a hospital discharge.

Supportive Housing

The Supportive Housing model of service is delivered by nine agencies in Champlain. The service provides care to individuals residing in designated housing spaces within the community. Supportive Housing programs were originally funded by the Ministry of Health and Long Term Care under the Assisted Living Services in Supportive Housing Policy of 1994. Care is provided on a 24-hour basis and level of care is determined by client need.

Assisted Living Services Providers in Champlain		
	Hub	Supportive Housing
Arnprior Regional Health	✓	
Barry's Bay and Area Senior Citizen's Home Support	✓	✓
Bruyere Continuing Care	✓	
Canadian Red Cross	✓	✓
Carefor Health and Community Services (Renfrew County)		✓
Hawkesbury and District General Hospital	✓	
Marianhill	✓	
Mills Community Support Corporation	✓	
Montfort Renaissance		✓
North Renfrew Long Term Care	✓	
Ottawa West Community Support	✓	
Parkway House		✓
Personal Choice Independent Living	✓	✓
Renfrew Victoria Hospital	✓	
Perley Rideau Veteran's Health Centre	✓	
VHA		✓
Williamsburg Non-Profit Housing Corporation	✓	✓
** Pikwagnagan First Nation	✓	✓

***Pikwagnagan First Nation provides culturally specific Assisted Living program.*

2014-15 Fiscal Year

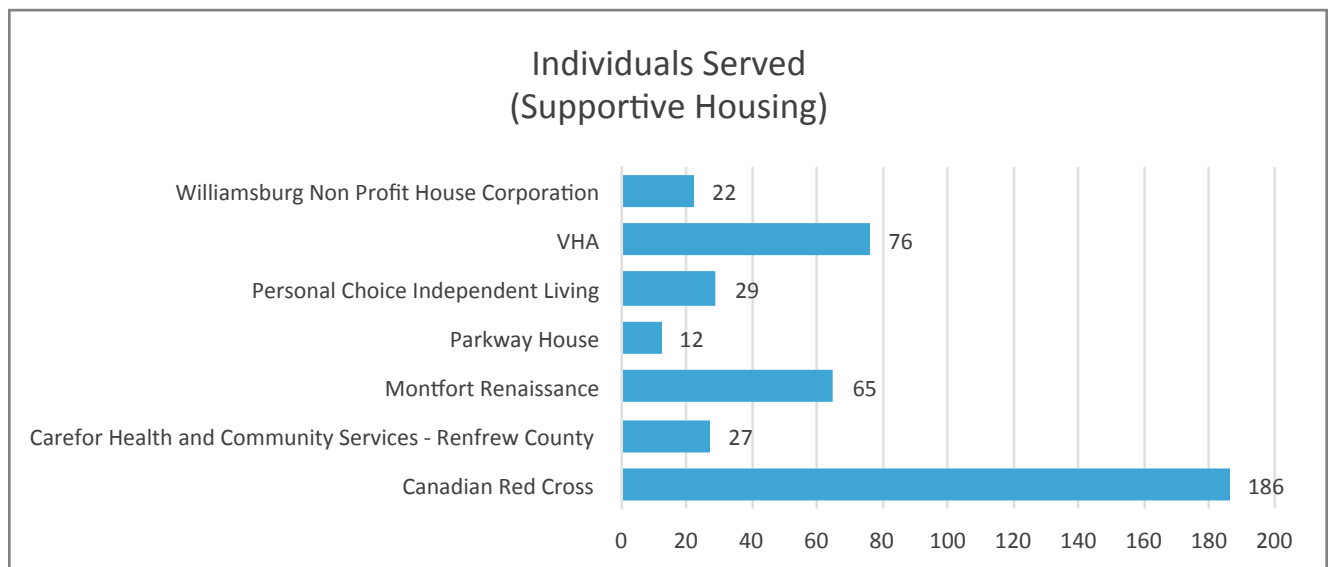
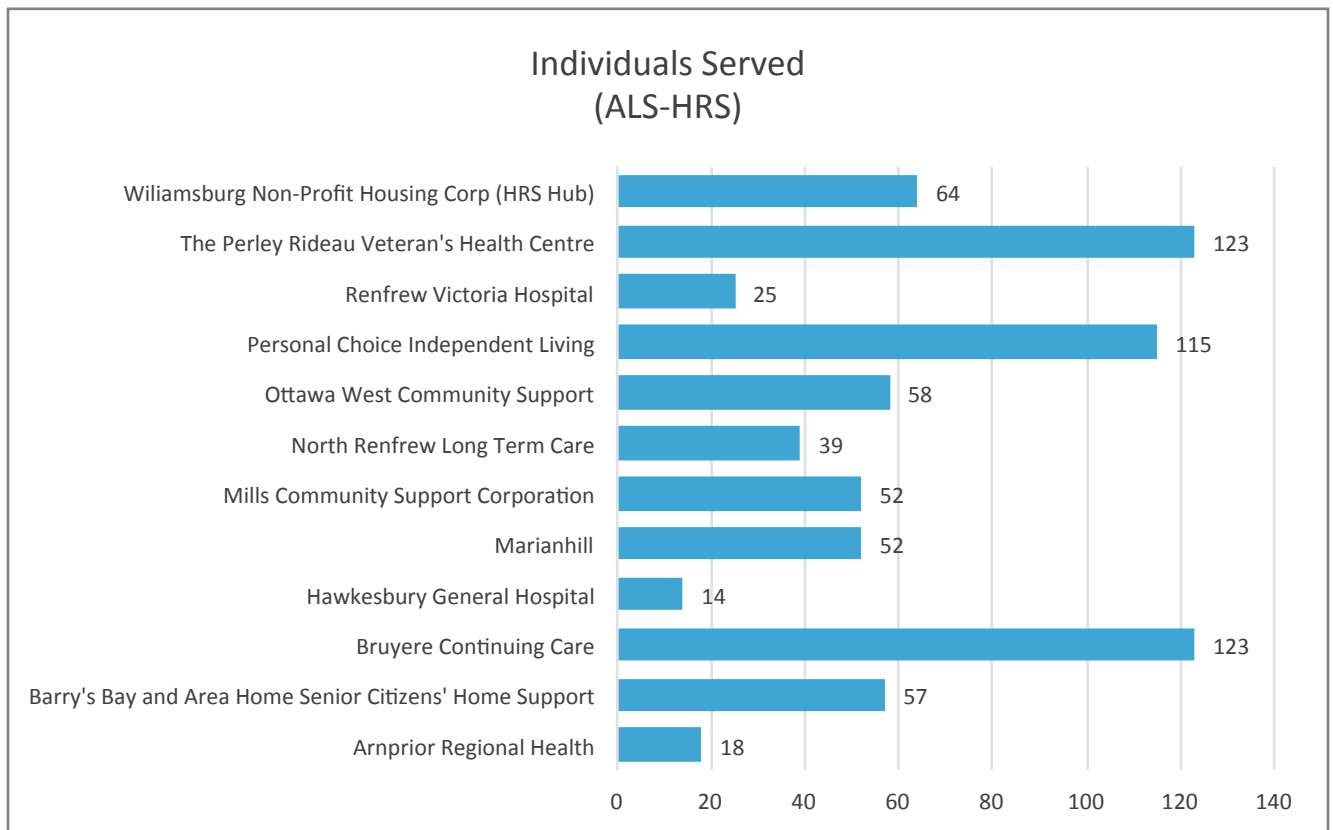
Regional Data Summary for Assisted Living Services:

Number of Health Service Providers	18	Lead Health Service Provider	n/a
Number of Programs	3 service models <i>ALS-HRS – 13 HSPs</i> <i>Supportive Housing – 8 HSPs</i> <i>Culturally Specific - 1 HSP</i>		
Clients Served	1,157 Individuals Served <i>ALS-HRS – 740</i> <i>Supportive Housing – 417</i>	Units of Service	306,441 Resident Days <i>ALS-HRS – 180,241</i> <i>Supportive Housing – 126,200</i>
LHIN Funding	\$19,246,783 <i>ALS-HRS: \$10,247,637 (53%)</i> <i>Supportive Housing: \$10,075,925 (47%)</i>	Proportion of Total LHIN Funding to CSS Sector	29%

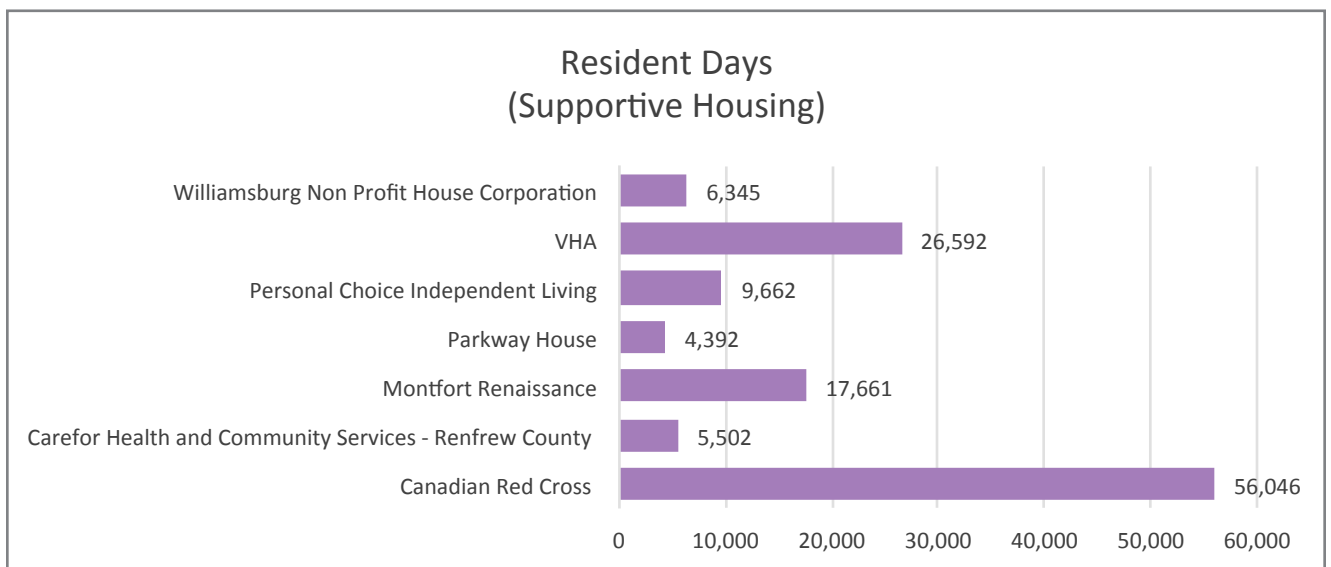
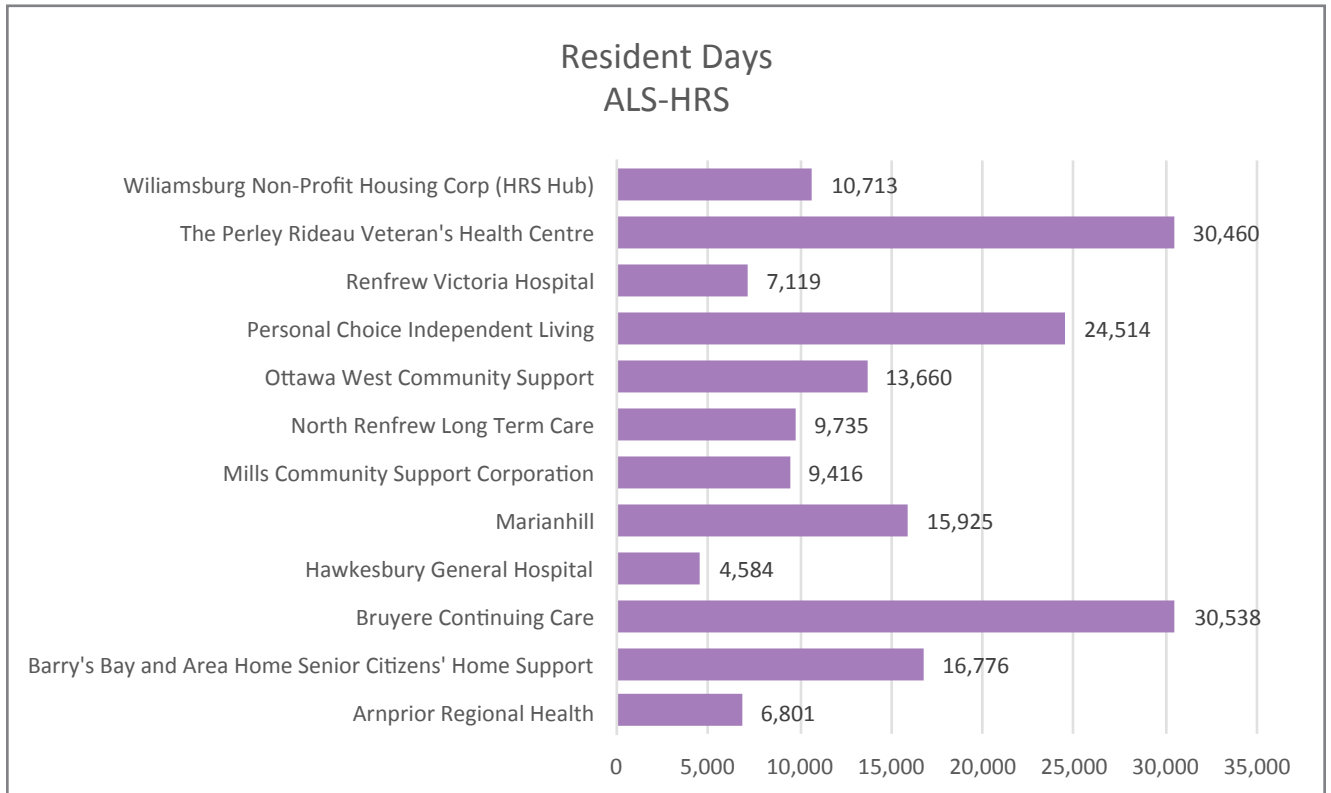
Assisted Living Services – High Risk Seniors Cost Per Service			
Minimum	Mean	Median	Maximum
\$14.90	\$58.62	\$61.57	\$92.40

Supportive Housing Cost Per Service			
Minimum	Mean	Median	Maximum
\$27.45	\$96.20	\$69.35	\$195.07

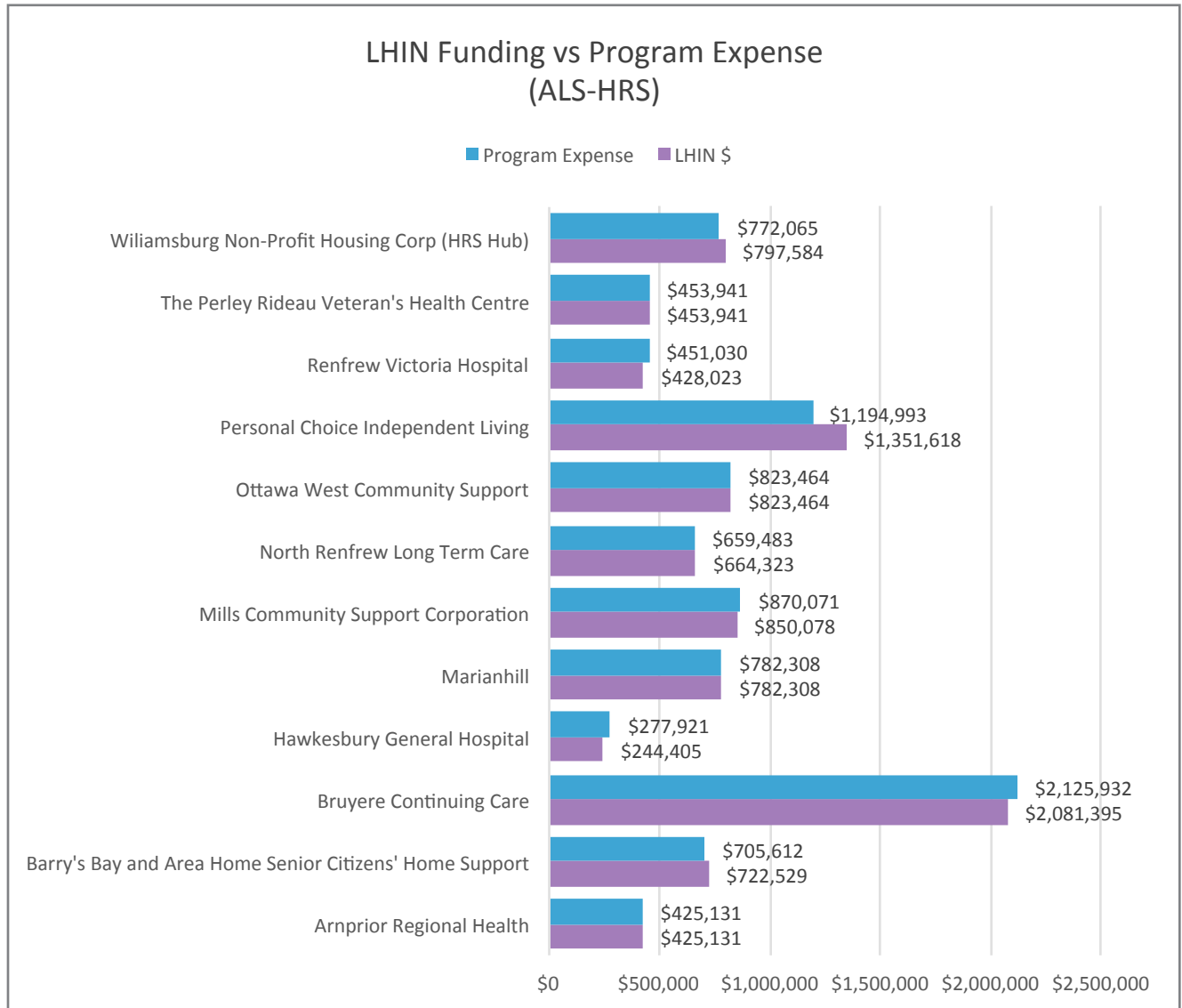
2014-15 Fiscal Year



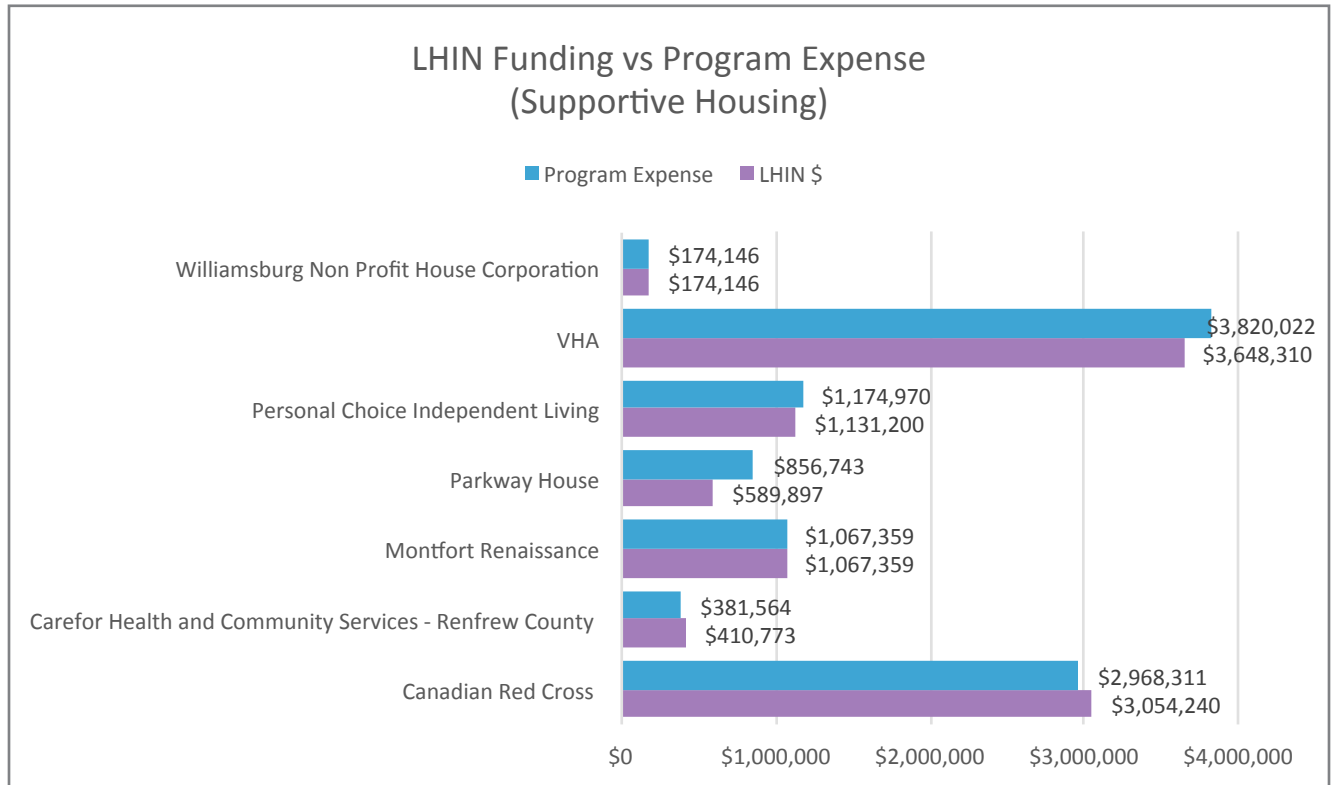
2014-15 Fiscal Year



2014-15 Fiscal Year



2014-15 Fiscal Year



2015-16 Fiscal Year

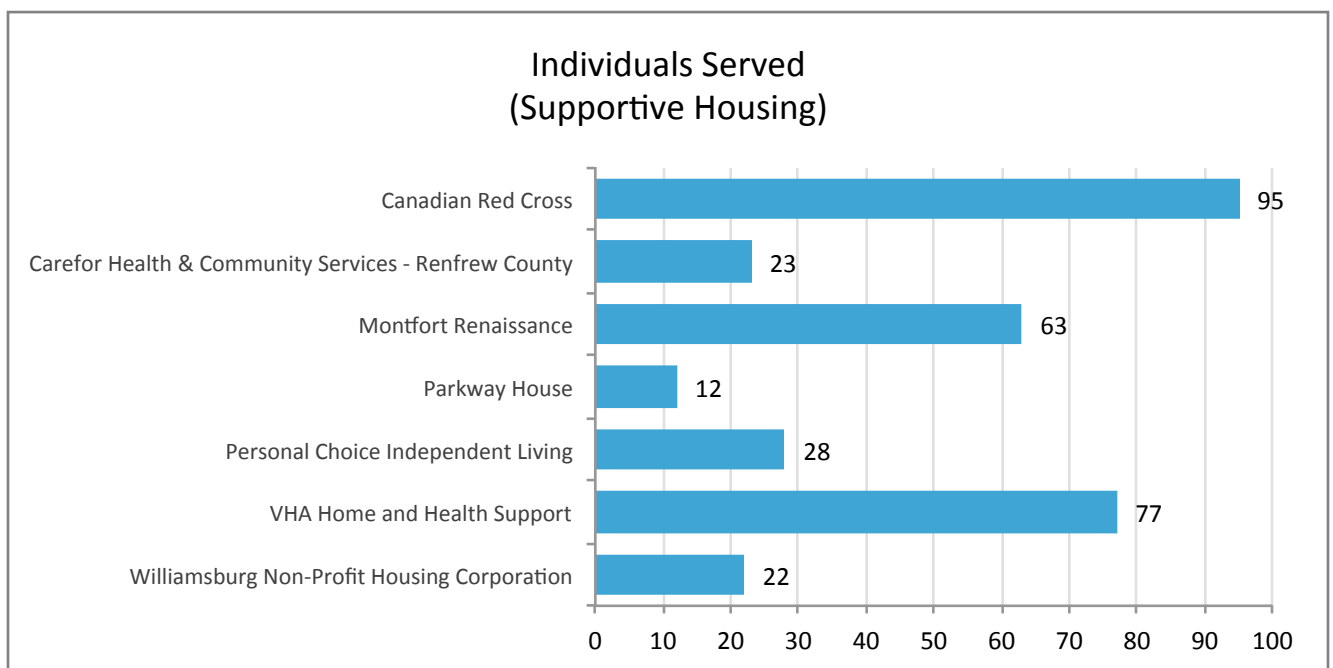
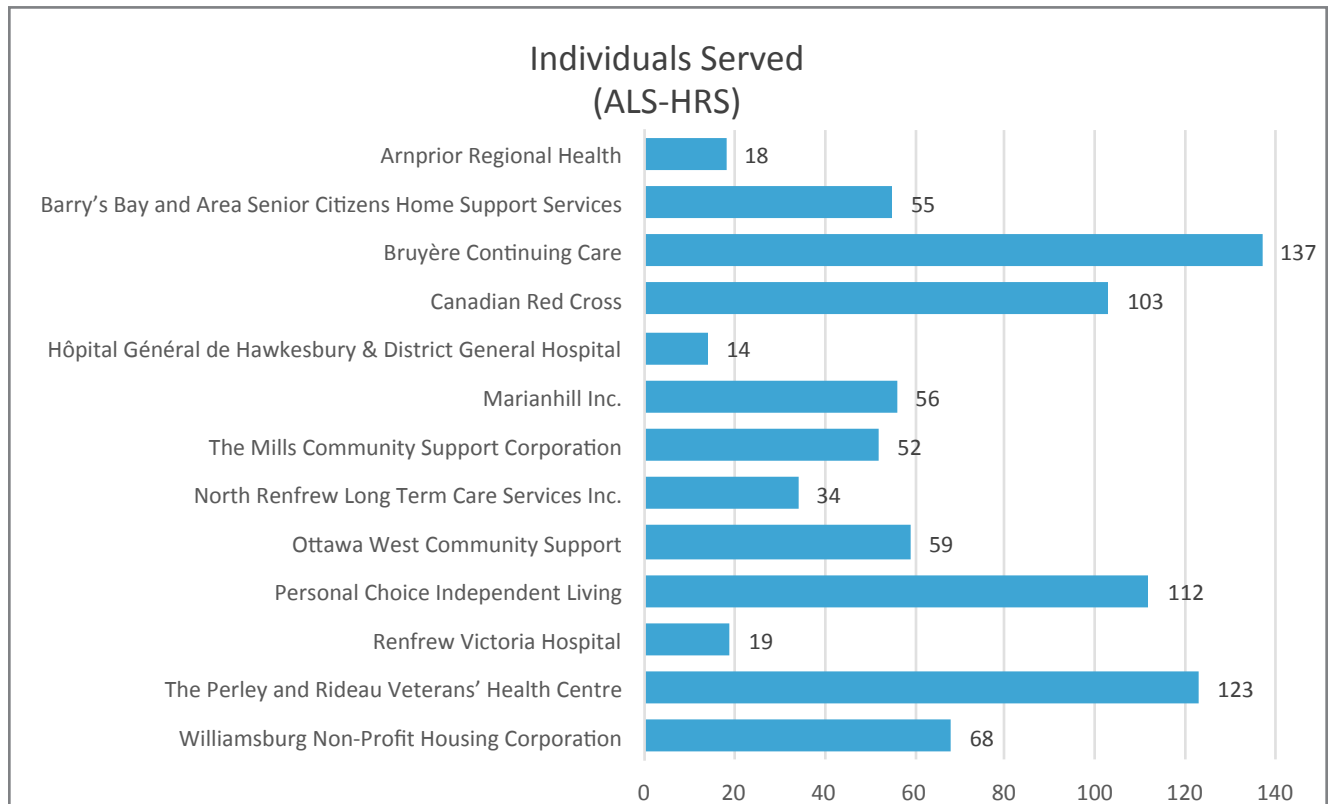
Regional Data Summary for Assisted Living Services:

Number of Health Service Providers	18	Lead Health Service Provider	n/a
Number of Programs	3 service models <i>ALS-HRS – 13 HSPs</i> <i>Supportive Housing – 8 HSPs</i> <i>Culturally Specific - 1 HSP</i>		
Clients Served	1,170 Individuals Served <i>ALS-HRS – 850</i> <i>Supportive Housing – 320</i>	Units of Service	315,340 Resident Days <i>ALS-HRS – 214,813</i> <i>Supportive Housing – 100,827</i>
LHIN Funding	\$20,908,222 <i>ALS-HRS: \$11,437,007 (55.6%)</i> <i>Supportive Housing: \$9,471,215 (44.4%)</i>	Proportion of Total LHIN Funding to CSS Sector	28.5%

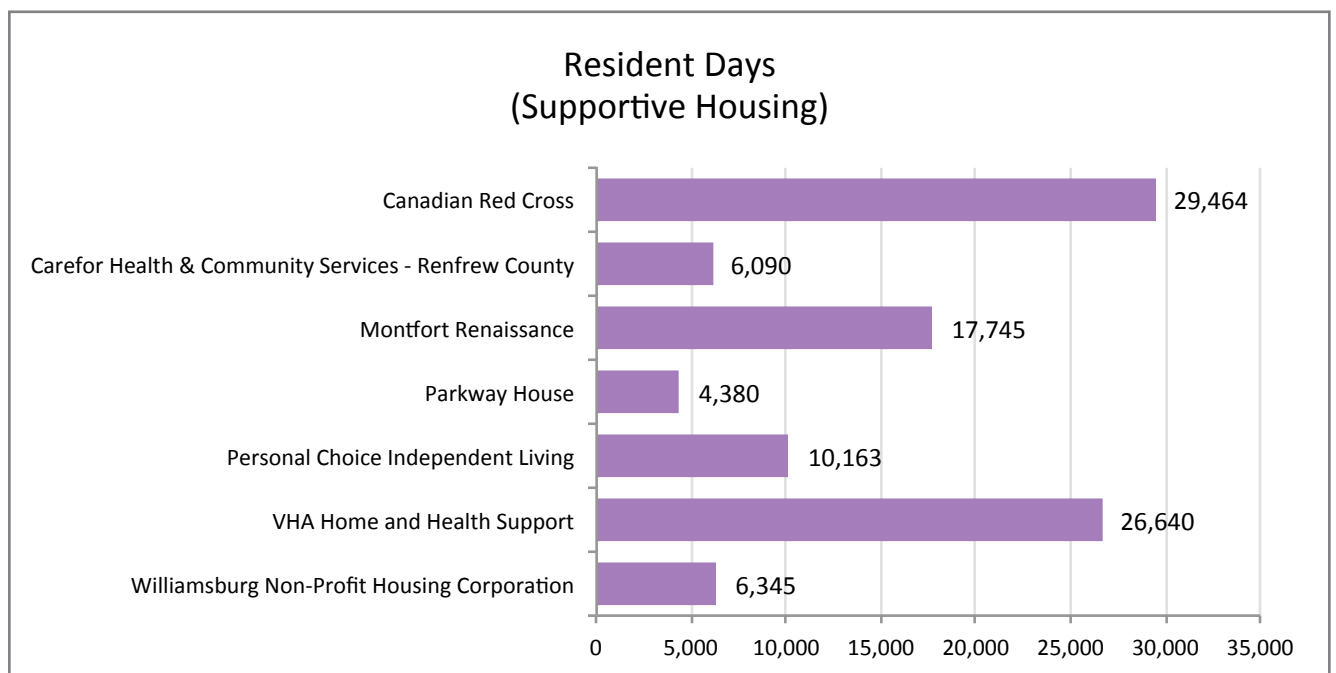
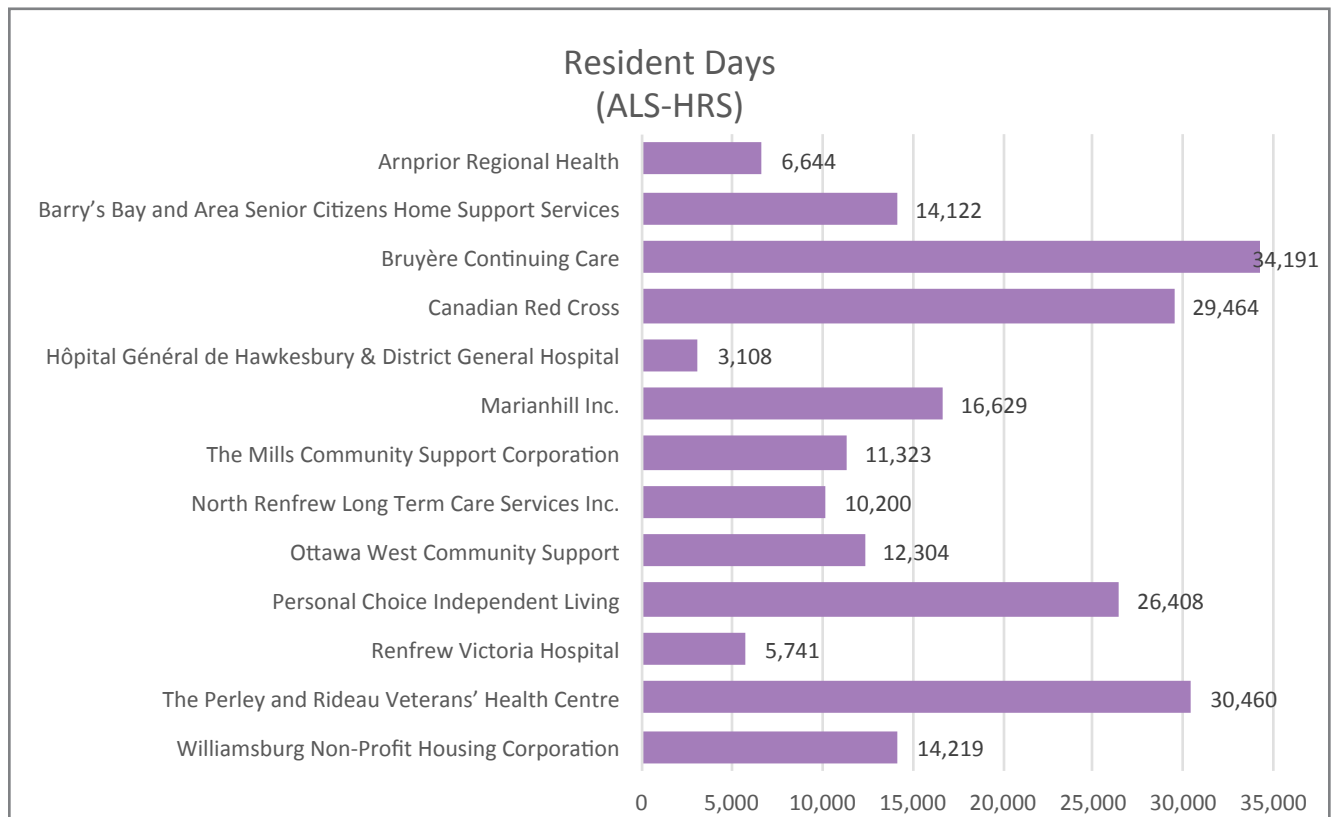
Assisted Living Services – High Risk Seniors Cost Per Service			
Minimum	Mean	Median	Maximum
\$14.90	\$62.89	\$63.99	\$90.49

Supportive Housing Cost Per Service			
Minimum	Mean	Median	Maximum
\$20.18	\$98.14	\$74.79	\$202.17

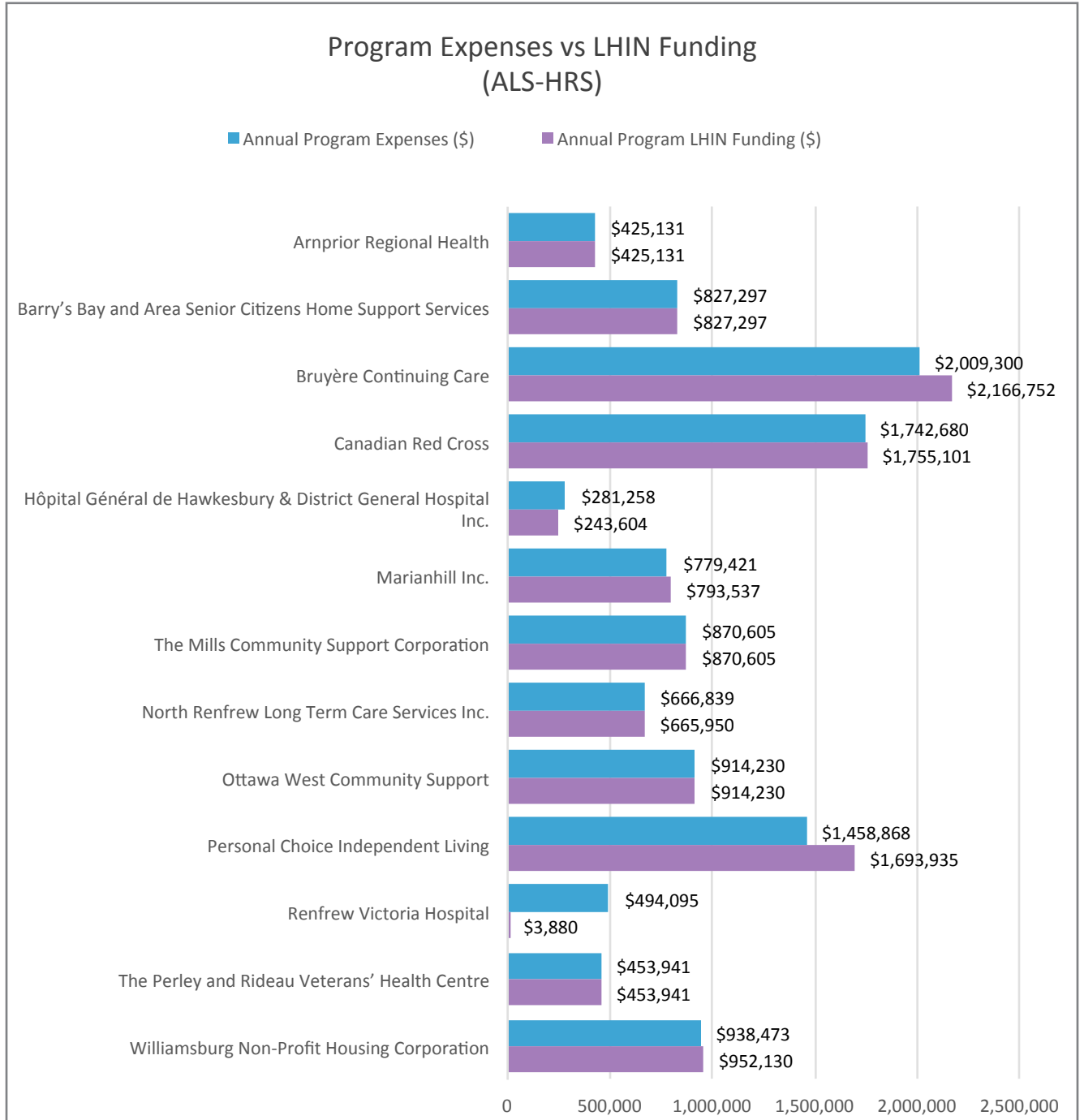
2015-16 Fiscal Year



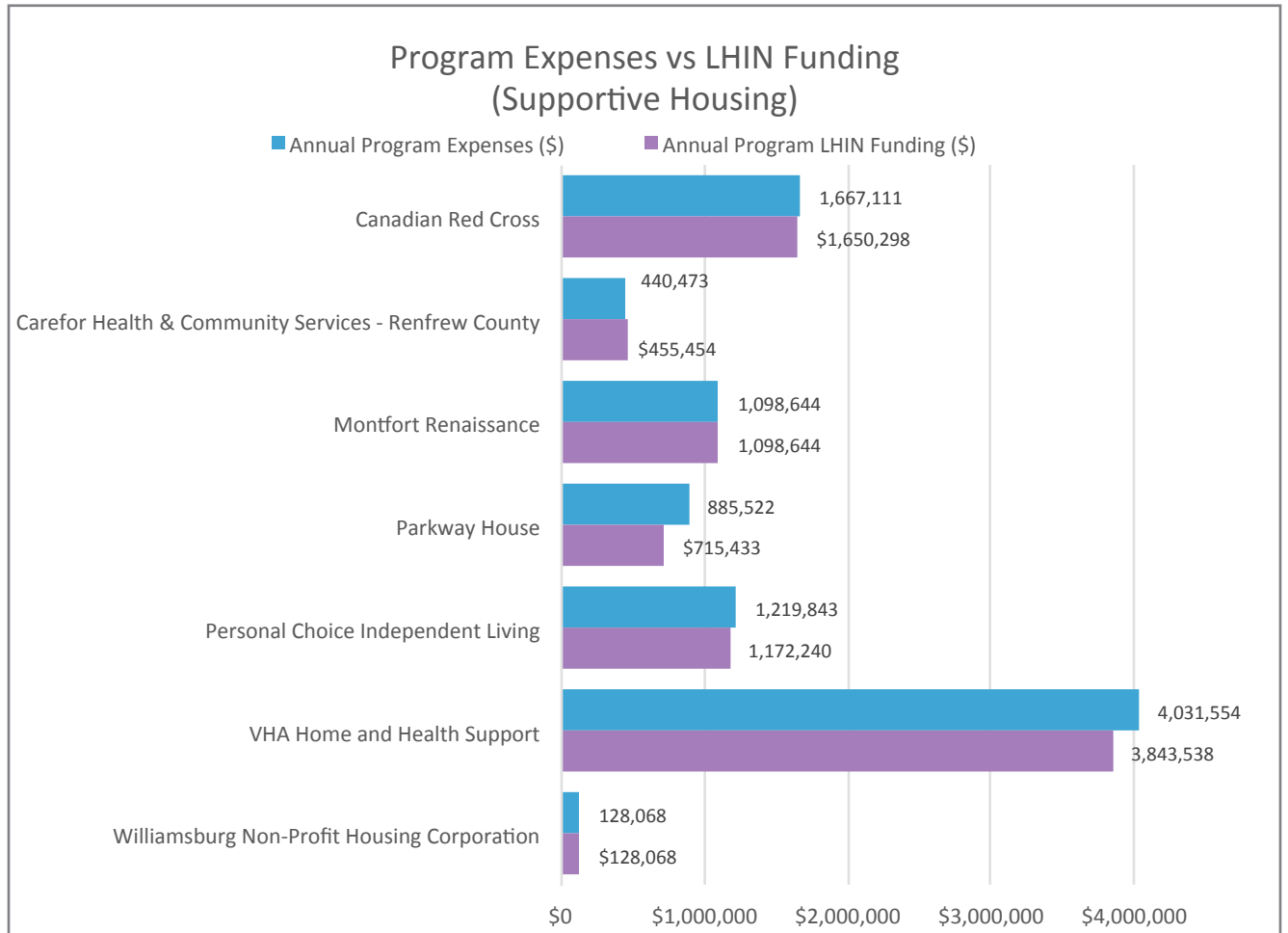
2015-16 Fiscal Year



2015-16 Fiscal Year



2015-16 Fiscal Year



ATTENDANT SERVICES

(OHRS Functional Centre 72 5 82 33)

Program Description:

Attendant Services or Personal Support/ Independence Training provides physical assistance by a trained attendant to those with a physical disability for activities of daily living. Attendant services is limited to non-medical services. In Ontario, there are three types of attendant services:

Attendant Care Outreach Program

Clients receive attendant services in their home, workplace, or post-secondary education facility. Services are complemented by occupational therapy, physiotherapy, and social work.

Support Services Living Unit or Supportive Housing Unit

Recipients are co-located in support services living units. In addition to regular scheduled attendant services available in the client's housing unit, there is on-site staff available for immediate assistance, if required. The program is complemented by occupational therapy, physiotherapy, and/or social work services provided by the Champlain CCAC.

Direct Funding Program

This program is administrated by the Ottawa Independent Living Resource Centre. Clients are the employer of the support staff and assume responsibilities such as recruiting and hiring, completing police record and reference checks, and administrative tasks such as payroll. The MOHLTC provides funding directly to each client and assigns an accountant. This program is not suitable for everyone as it requires substantial planning and care arrangement.

A central application process supports access to these core attendant services in Champlain, and is administered by VHA Health and Home Support on behalf of the Champlain Attendant Services Network. This ensures that clients have a single pathway to services and complete a single application.

Attendant Care Outreach Program

This program provides non-medical physical assistance for routine activities of daily living such as transferring, showering, dressing or undressing and meals/feeding. Clients rely on these services to address barriers presented by a physical disability. Because of the nature of clients' disabilities, services are highly complex and involve the regular use of equipment and advanced care procedures including but not limited to: transfers using mechanical lifts, tube feeding, bowel & bladder care, ostomy care and respiratory care. The tasks completed by trained and supervised attendants exceed those approved by the CCAC for community Personal Support Workers.

Going Home – Personal Support Services

The Going Home program is a hospital diversion strategy that provides subsidized services to individuals 65 years of age and over for ten days immediately following discharge from hospital based on client need. As the lead agency, Carefor Health and Community Services connects appropriate clients to personal support services based on client need for service.

Program Details in Champlain:

Attendant Care Outreach Services are provided by seven agencies in the Champlain region. Of these agencies, six are funded by the Champlain LHIN. The March of Dimes provides Attendant Services in the Renfrew County area through funding agreements with the South East LHIN.

Attendant Service Providers In Champlain		
	Outreach	Going Home
Canadian Red Cross	✓	
Carefor Health and Community Services (Eastern Counties, Ottawa, Renfrew County)		✓
Carleton University	✓	
Groupe Action Pour l'enfant, la famille et la communauté de Prescott-Russell	✓	
VHA Home & Health Support	✓	
** March of Dimes (Renfrew County)	✓	
** Mohawk Council of Akwesasne	✓	

***March of Dimes data was unavailable.*

***Mohawk Council of Akwesasne provides culturally specific attendant services outreach program.*

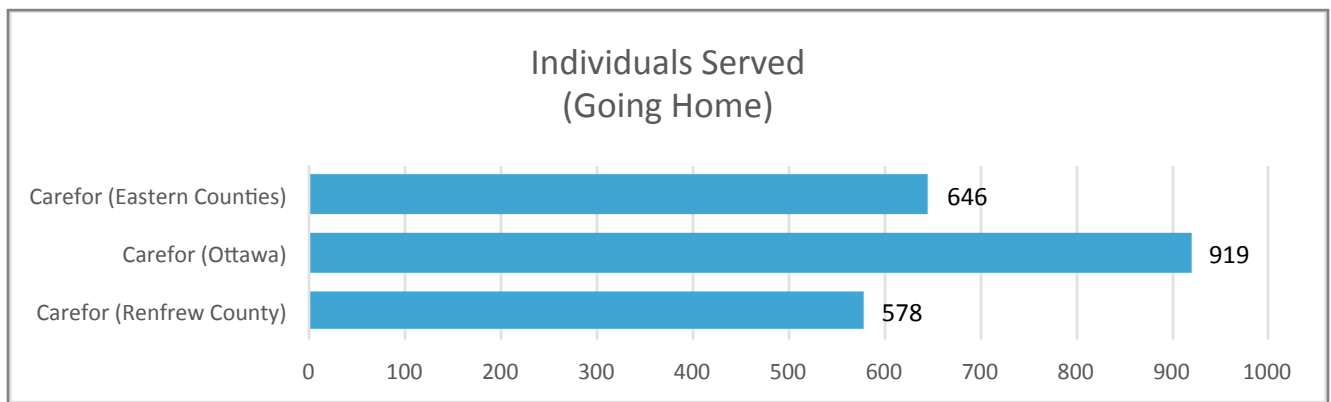
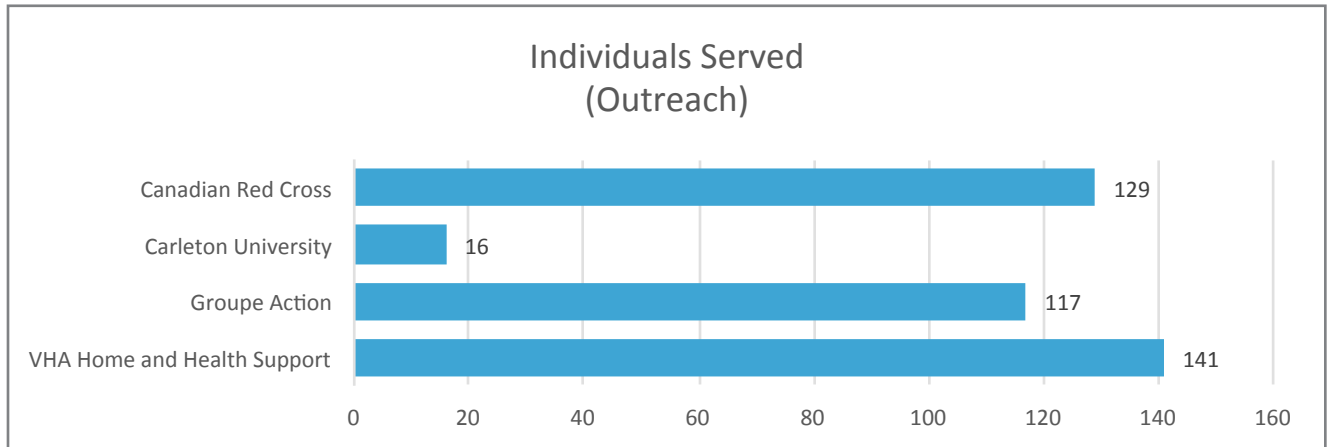
2014-15 Fiscal Year

Regional Data Summary for Attendant Services:

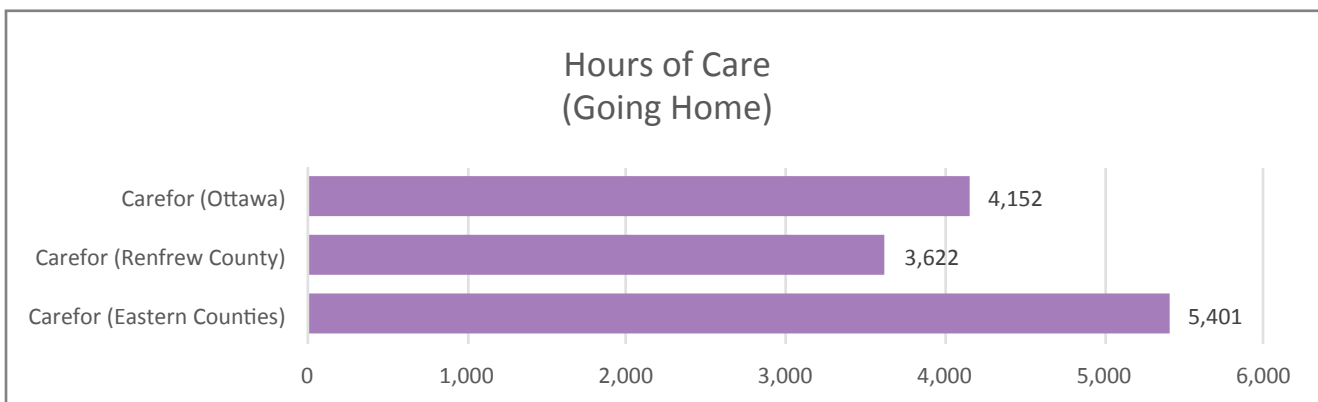
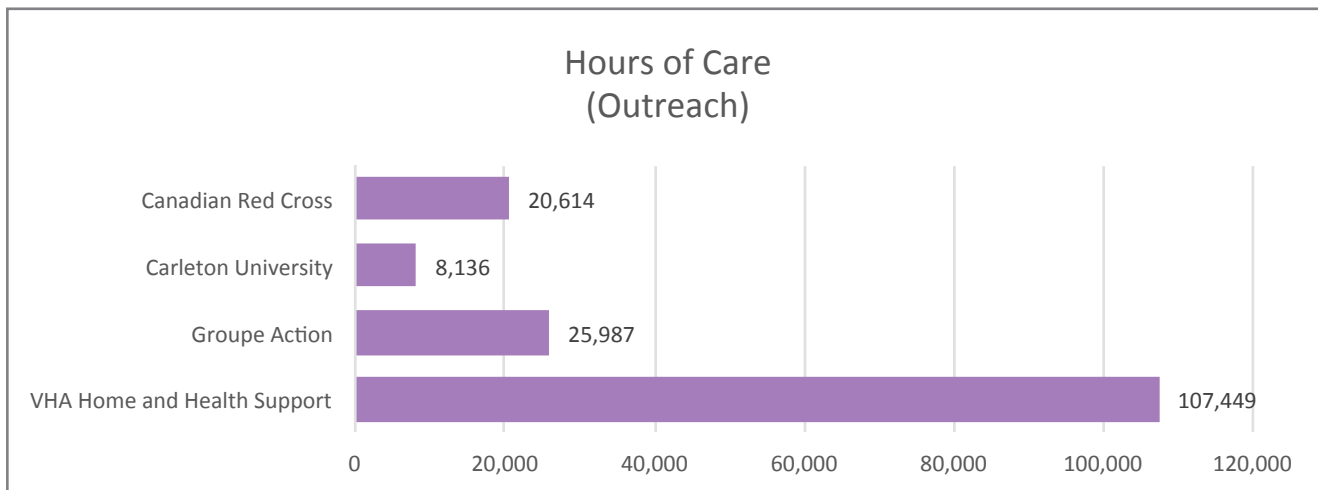
Number of Health Service Providers	7	Lead Health Service Providers	VHA (Champlain Attendant Services Network) Carefor (Going Home)
Number of Programs	7 4 Outreach Program 1 Going Home 1 Culturally Specific (Mohawk Council of Akwesasne) 1 March of Dimes (SE LHIN)		
Clients Served	2,546 Individuals Served <i>Outreach – 403</i> <i>Going Home – 2,143</i>	Units of Service	175,361 Hours <i>Outreach – 162,186</i> <i>Going Home – 13,175</i>
LHIN Funding	\$ 7,210,354 <i>Outreach: \$6,811,799 (94.6%)</i> <i>Going Home: \$398,555 (5.4%)</i>	Proportion of Total LHIN Funding to CSS Sector	10.8%

Cost Per Service			
Minimum	Mean	Median	Maximum
\$33.13	\$46.86	\$37.20	\$79.90

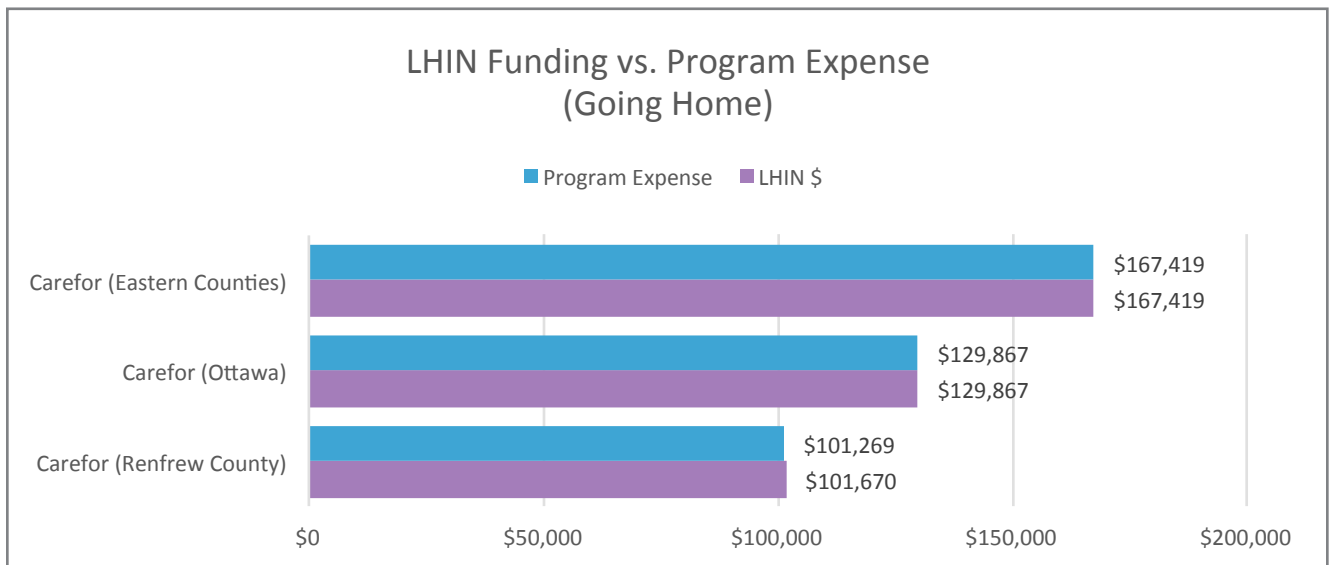
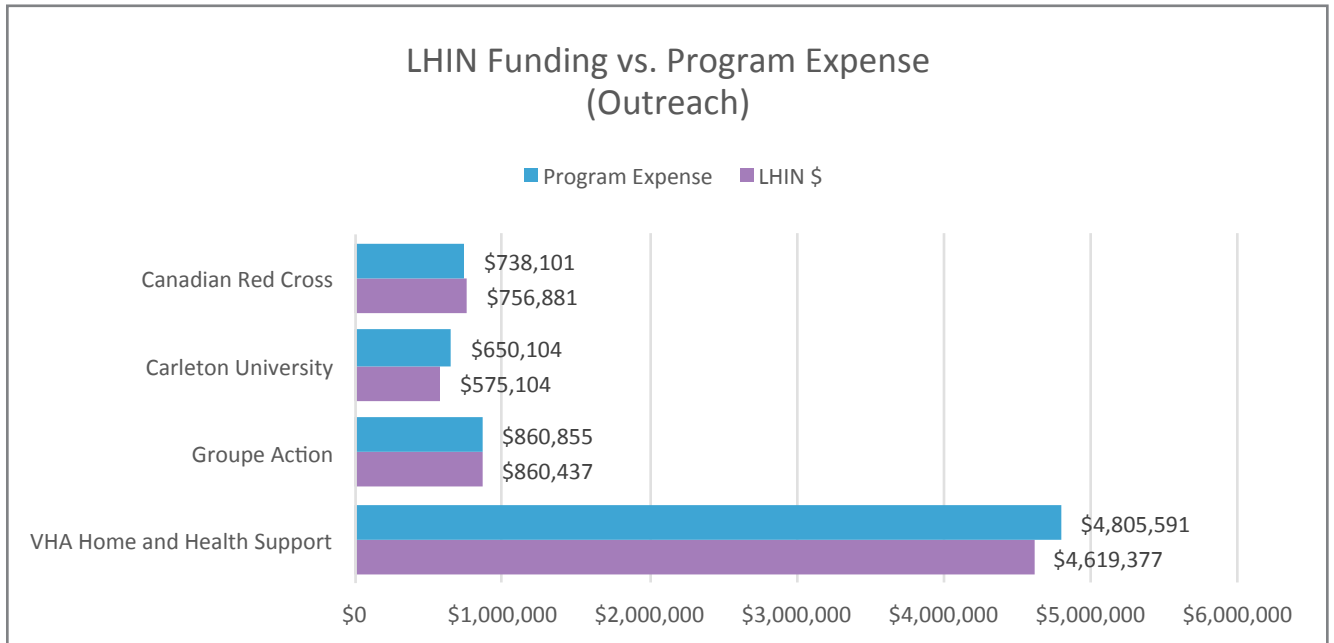
2014-15 Fiscal Year



2014-15 Fiscal Year



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Regional Data Summary for Attendant Services:

Number of Health Service Providers	7	Lead Health Service Providers	VHA (Champlain Attendant Services Network) Carefor (Going Home)
Number of Programs	7 4 Outreach Program 1 Going Home 1 Indigenous (Mohawk Council of Akwesasne) 1 March of Dimes (funding provided by South East LHIN)		
Clients Served	2,938 Individuals Served <i>Outreach – 598</i> <i>Going Home – 2,330</i>	Units of Service	198,651 Hours <i>Outreach – 184,298</i> <i>Going Home – 14,353</i>
LHIN Funding	\$8,138,043 <i>Outreach: \$7,710,266 (94.7%)</i> <i>Going Home: \$427,777 (5.3%)</i>	Proportion of Total LHIN Funding to CSS Sector	10.4%

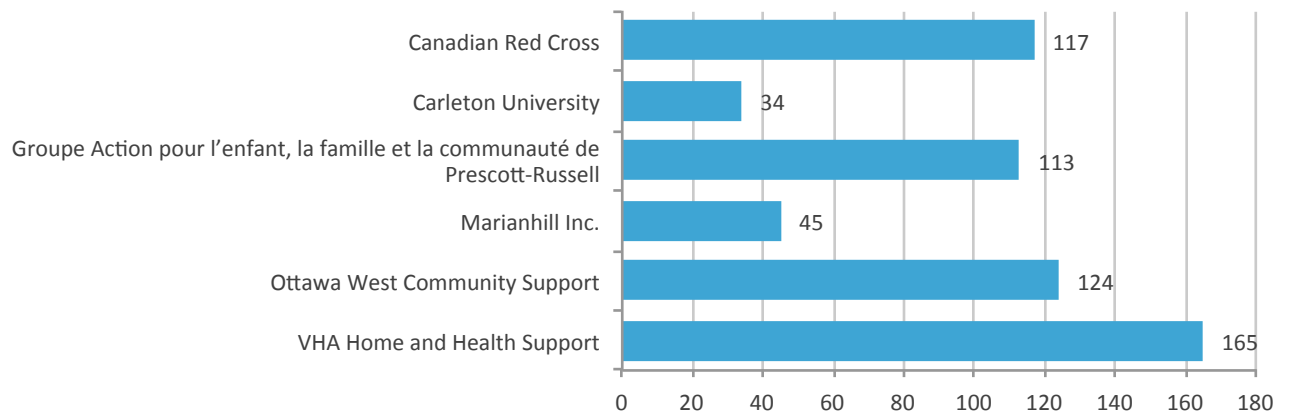
Cost Per Service			
Minimum	Mean	Median	Maximum
\$33.68	\$38.95	\$ 37.75	\$47.77

***March of Dimes data was unavailable.*

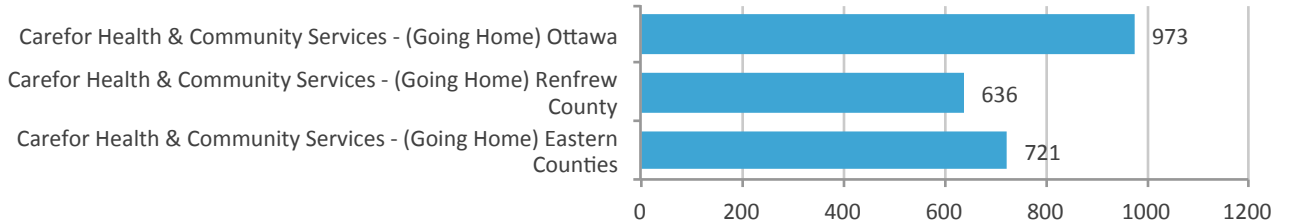
***Mohawk Council of Akwesasne provides culturally specific attendant services outreach program.*

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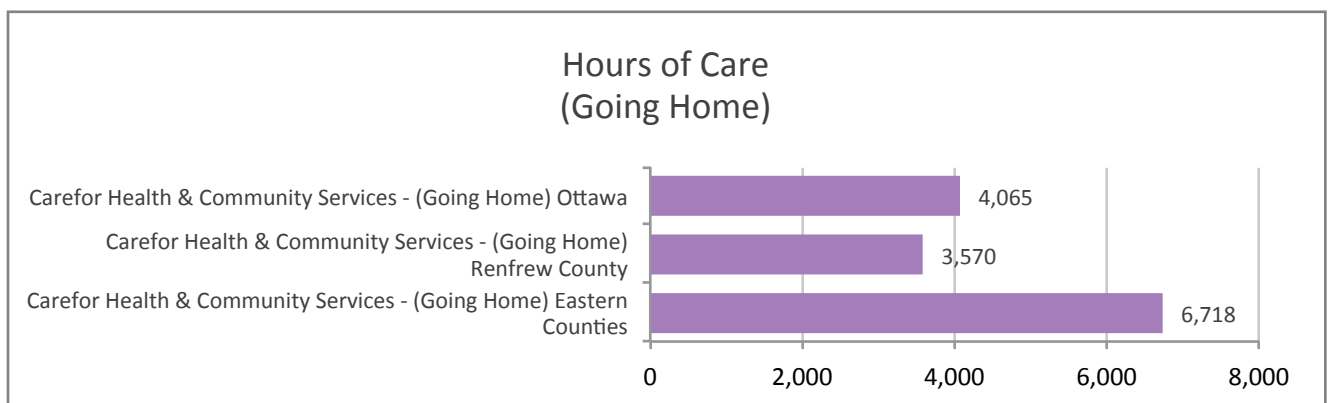
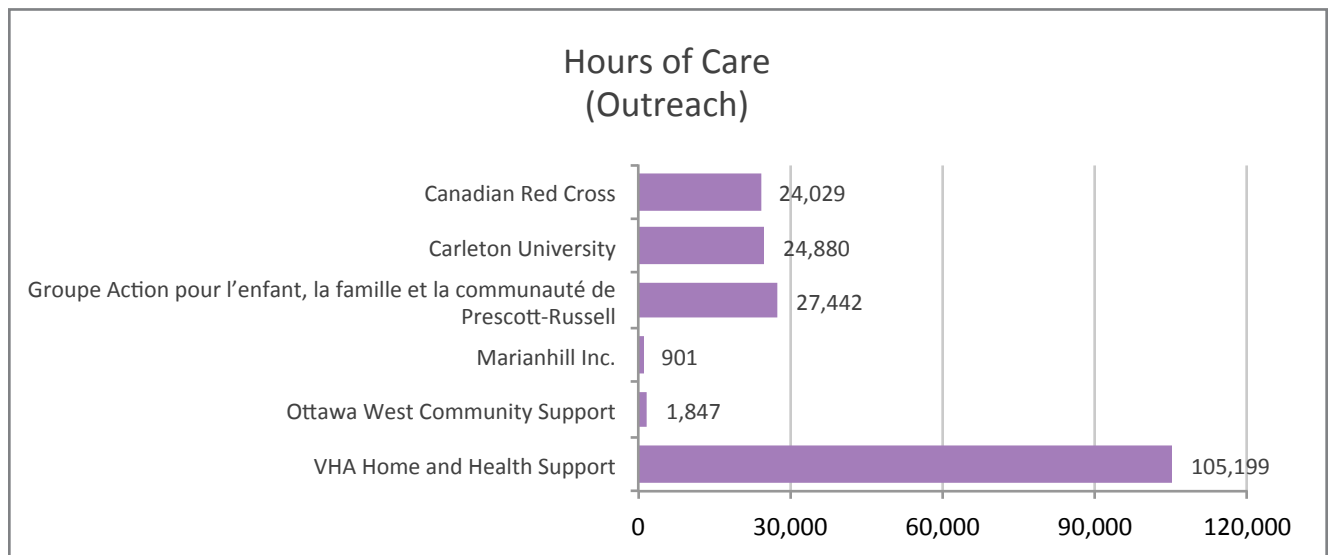
Individuals Served (Outreach)



Individuals Served (Going Home)

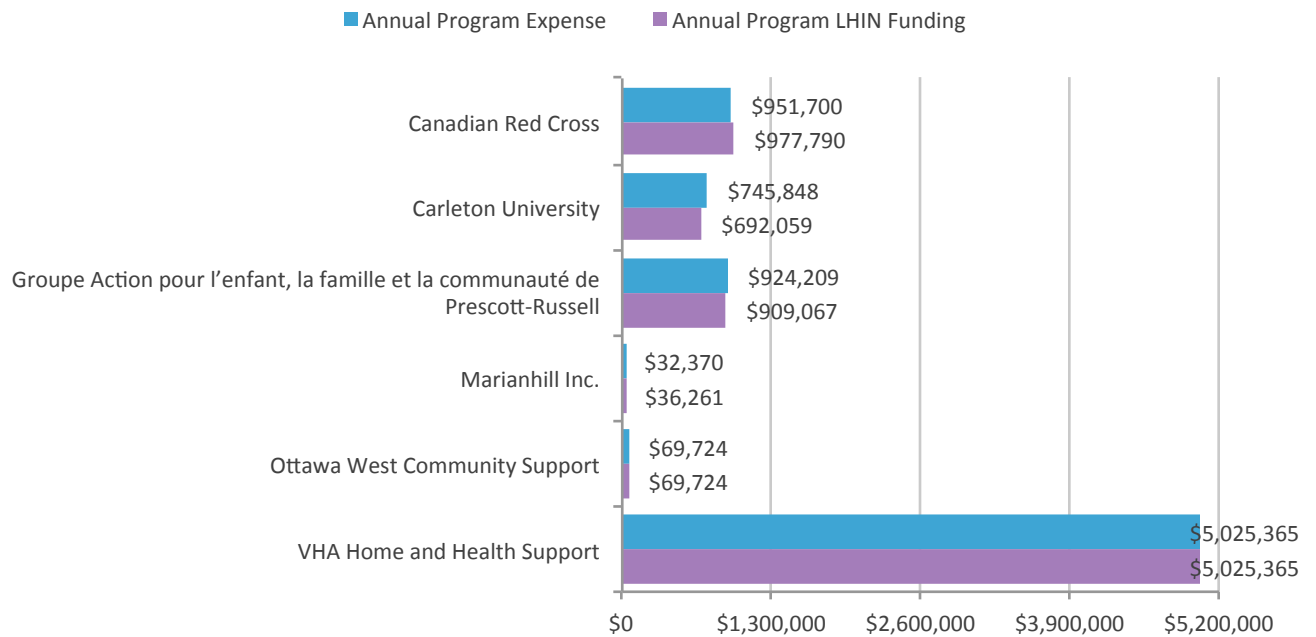


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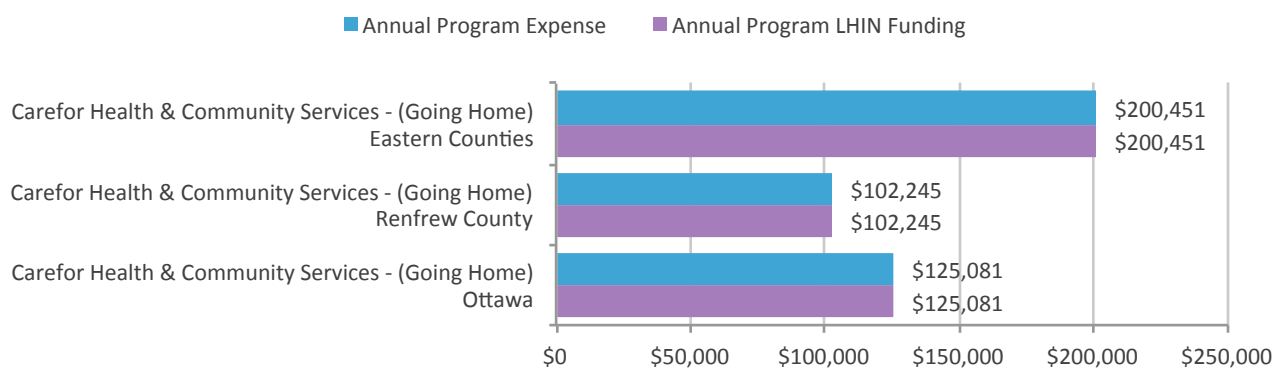


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Program Expense vs LHIN Funding (Outreach)



Program Expense vs LHIN Funding (Going Home)



CAREGIVER SUPPORT

(OHRS Functional Centre 72 5 82 50)

Program Description:

Caregiver Support programs provide information, training and counselling to individuals in the community who are providing care to someone with a chronic condition. Services are delivered in group and individuals settings, and are designed to support the social and emotional needs of caregivers.

Program Details in Champlain:

Caregiver Support programs support family members and individuals who are providing care to someone living with a chronic condition. Support programs are delivered through support groups, individual and group counselling, and telephone supports. There are no fees for these services.

Caregiver Support in Champlain		
Agency	Group Support	Individual Support
Alzheimer Society of Cornwall and District	✓	✓
Alzheimer Society of Ottawa and Renfrew County	✓	✓
Beth Donovan Hospice		✓
Carefor - Eastern Counties	✓	
Centre des services Guigues		✓
Eastern Ottawa Resource Centre	✓	✓
Jewish Family Service of Ottawa	✓	✓
Marianhill		✓
Maxville Manor	✓	
North Renfrew Long Term Care		✓
Rural Ottawa South Support Services	✓	✓
South-East Ottawa Community Health Centre	✓	
Williamsburg Non Profit Housing Corp	✓	

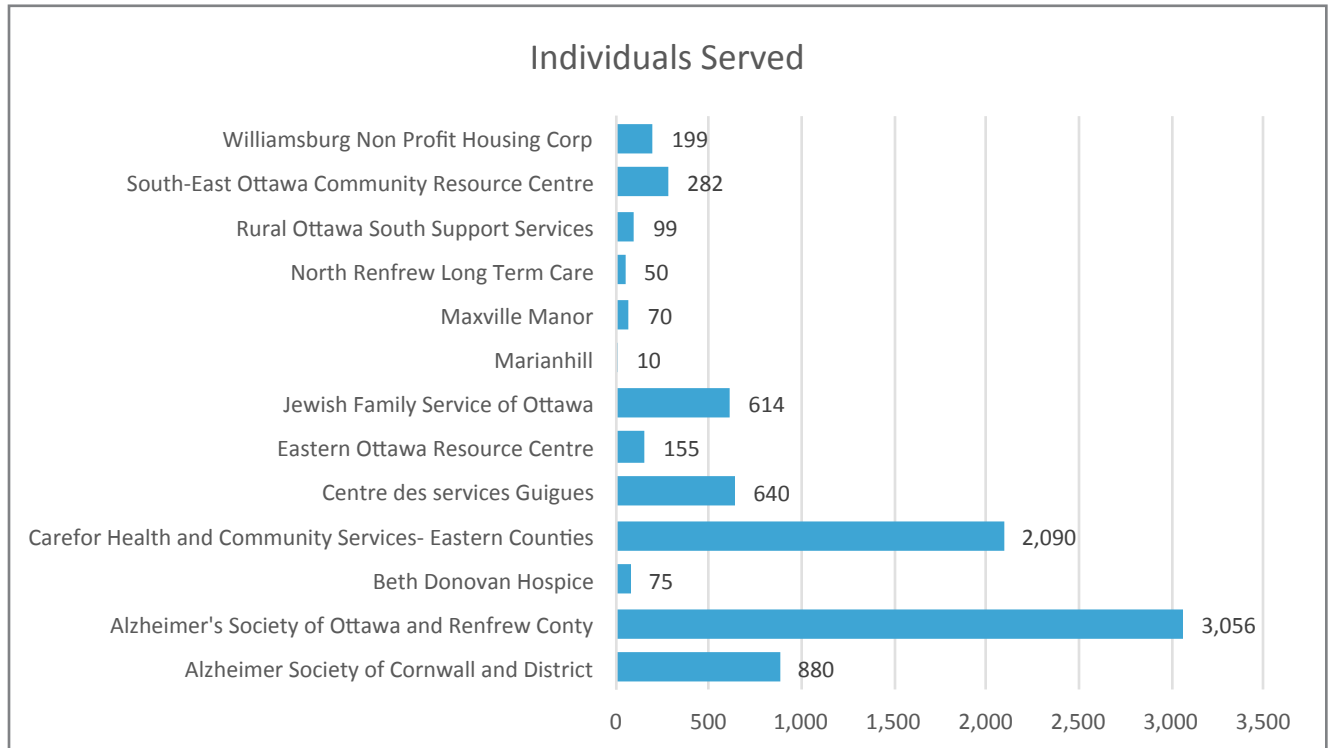
2014-15 Fiscal Year

Regional Data Summary for Caregiver Support:

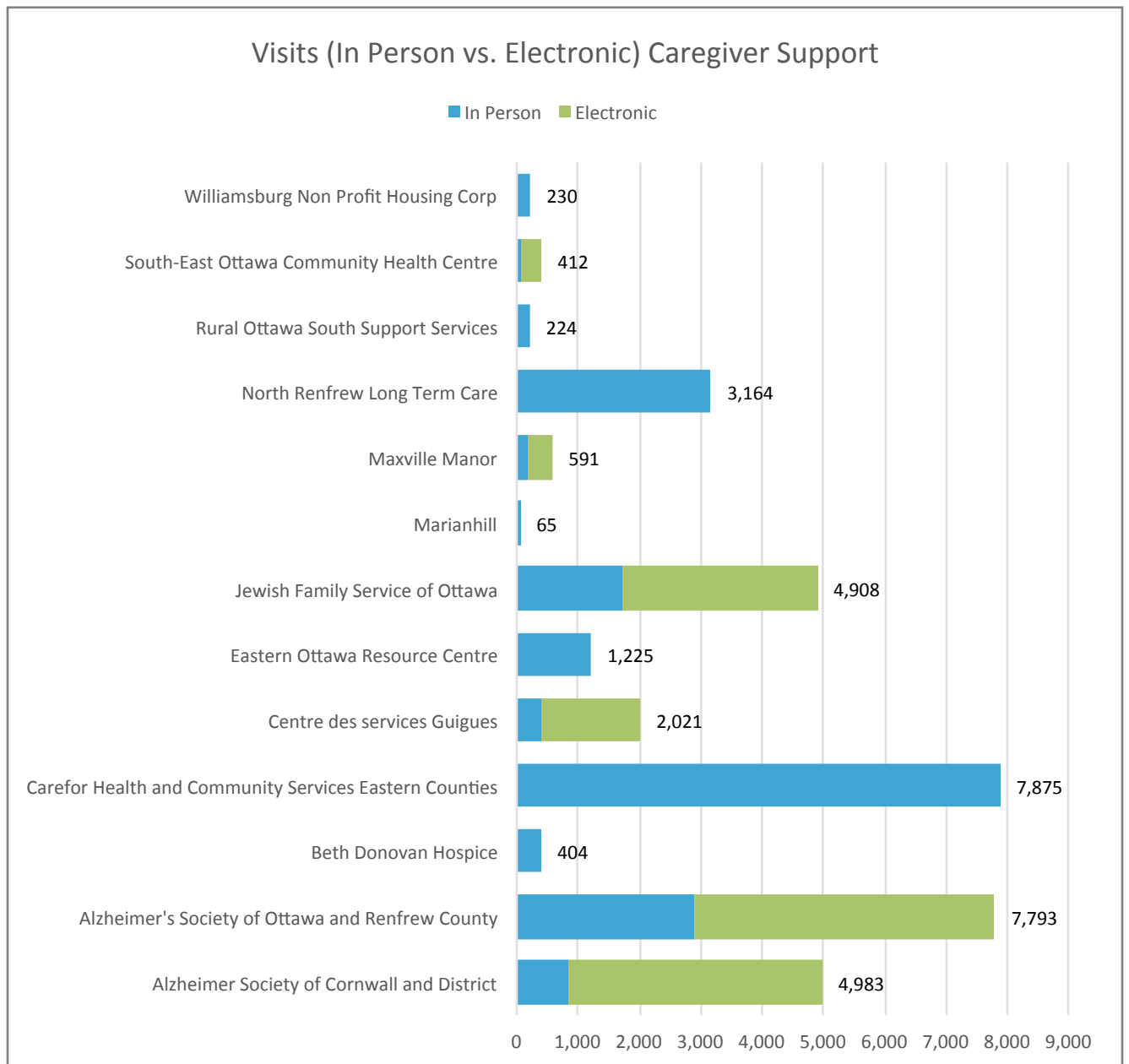
Number of Health Service Providers	13	Lead Health Service Provider	n/a
Number of Programs	13		
Clients Served	8,220 Individuals Served	Units of Service	33,895 visits
LHIN Funding	\$ 1,882,871	Proportion of Total LHIN Funding to CSS Sector	2.8%

Cost Per Service			
Minimum	Mean	Median	Maximum
\$4.86	\$53.67	\$43.58	\$159.71

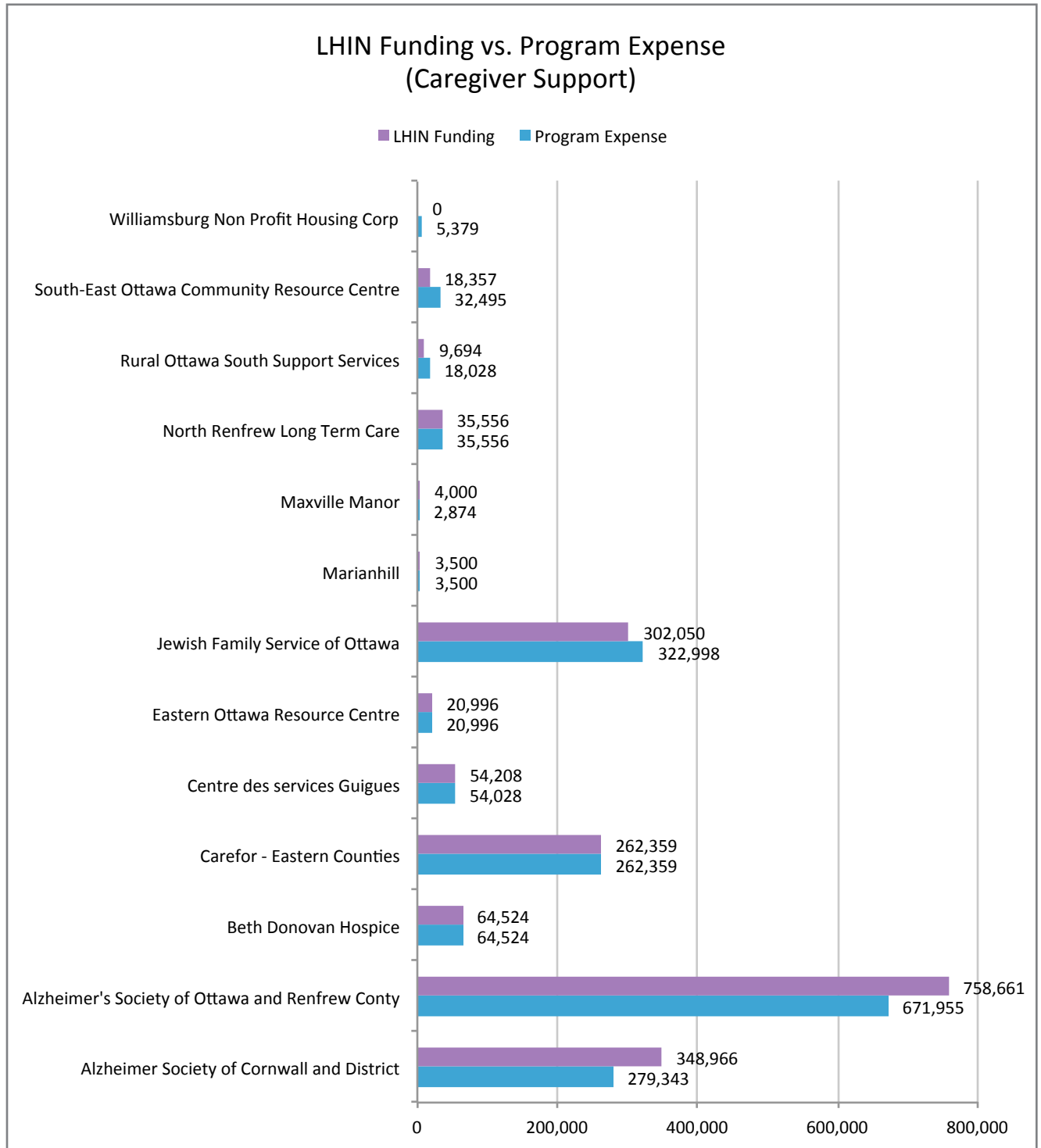
2014-15 Fiscal Year



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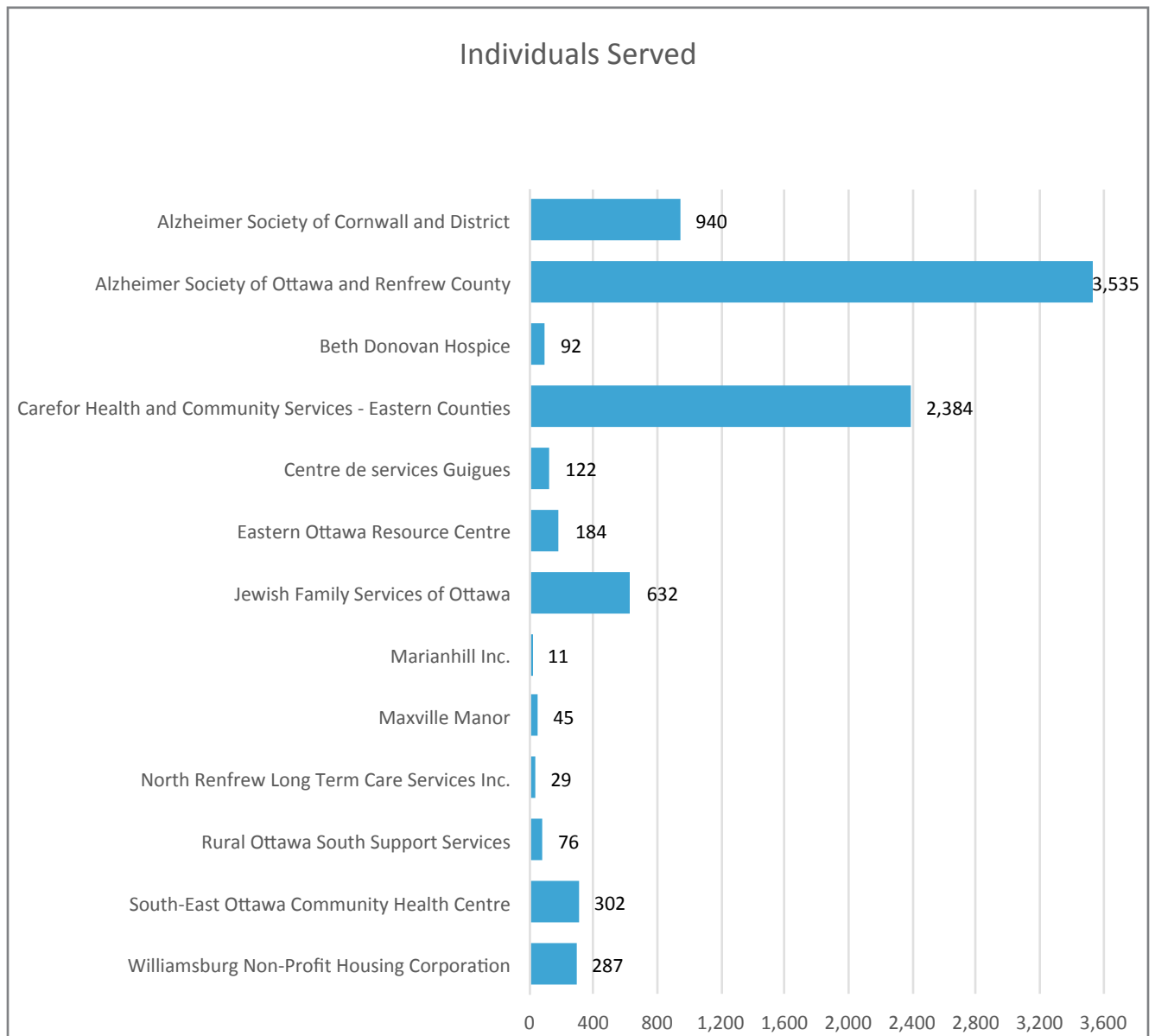
2015-16 Fiscal Year

Regional Data Summary for Caregiver Support:

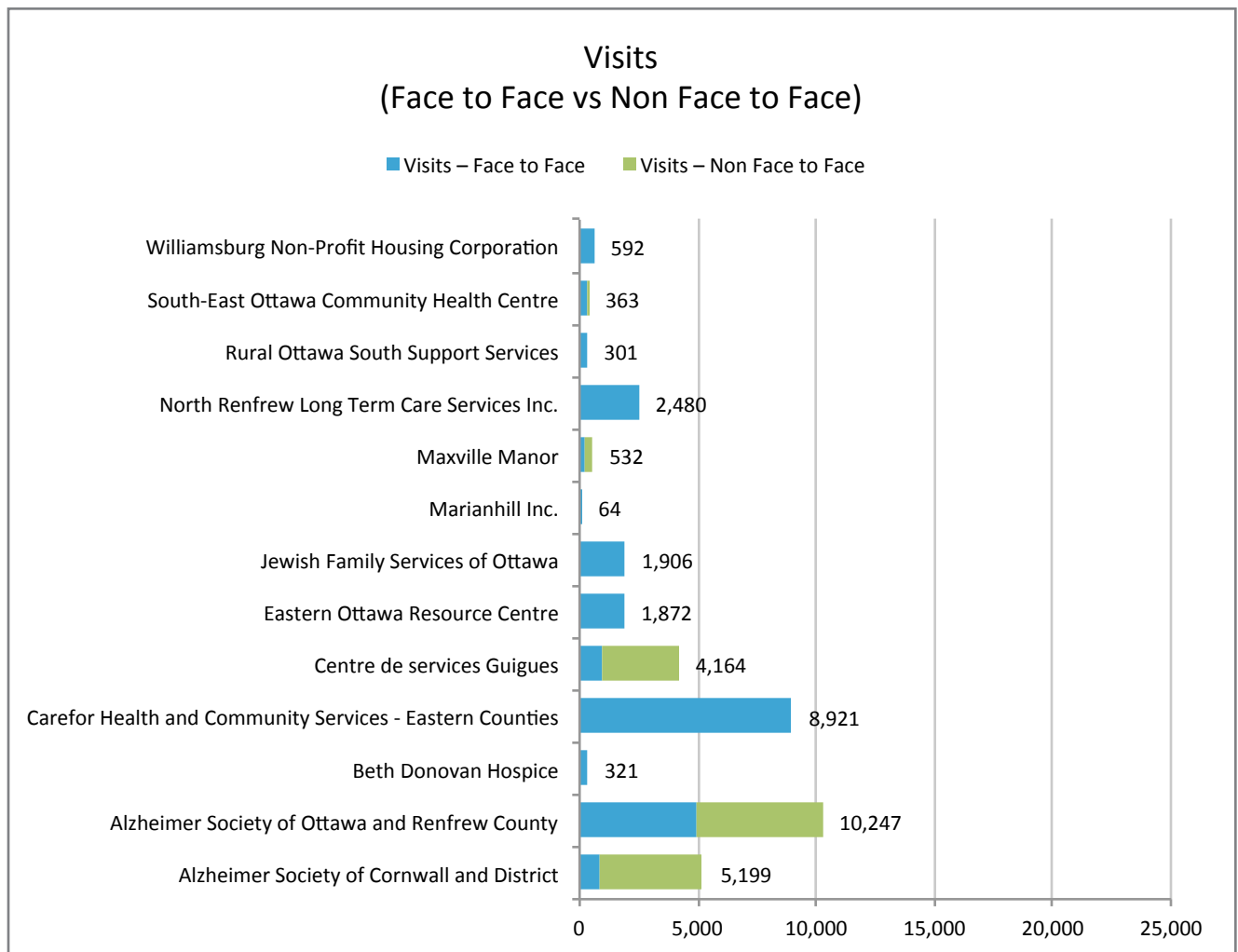
Number of Health Service Providers	13	Lead Health Service Provider	n/a
Number of Programs	13		
Clients Served	8,639 Individuals Served	Units of Service	36,797 visits
LHIN Funding	\$ 1,770,055	Proportion of Total LHIN Funding to CSS Sector	2.5%

Cost Per Service			
Minimum	Mean	Median	Maximum
\$7.69	\$54.73	\$42.94	\$170.31

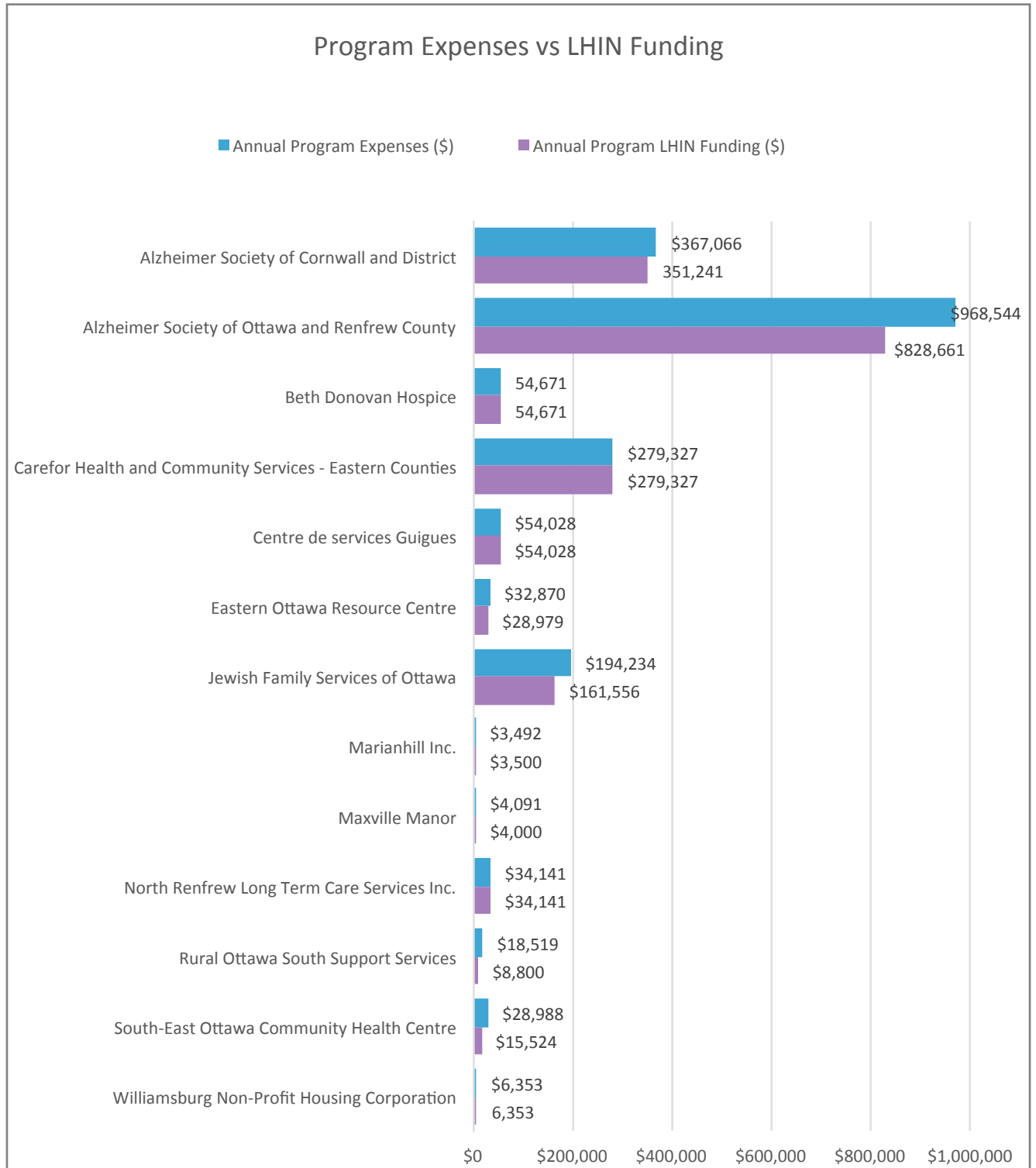
2015-16 Fiscal Year



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HOMEMAKING

(OHRF Functional Centre 72 5 82 31)

Program Description:

Homemaking services are provided to clients in need of assistance in the upkeep of their homes. Clients continue to live safely in the community, but require assistance with the regular upkeep of their homes. Clients receive assistance with specific household tasks such as laundry, dusting, vacuuming, meal preparation, changing linens, and washing floors.

Program Details in Champlain:

In-Home

Homemaking services are offered by four agencies with standardized client co-payment of \$9/hr for the first 2 hours of service. Client eligibility and service plans are determined through an InterRAI-CHA assessment. Clients are able to purchase additional hours of service as per the agency's regular rate for the service.

Aging in Place - Homemaking

The Aging in Place program provides a variety of services to seniors living in 11 designated buildings. The services aim to prevent hospitalization and promote well-being. Through this program, homemaking services are offered to clients residing in Aging in Place buildings. There are no clients fees for these homemaking services.

Homemaking Providers In Champlain		
	In-Home	Aging In Place
Carefor Health and Community Services (Eastern Counties)	✓	
Carefor Health and Community Services (Ottawa)	✓	
Marianhill	✓	
Ottawa West Community Support	✓	✓

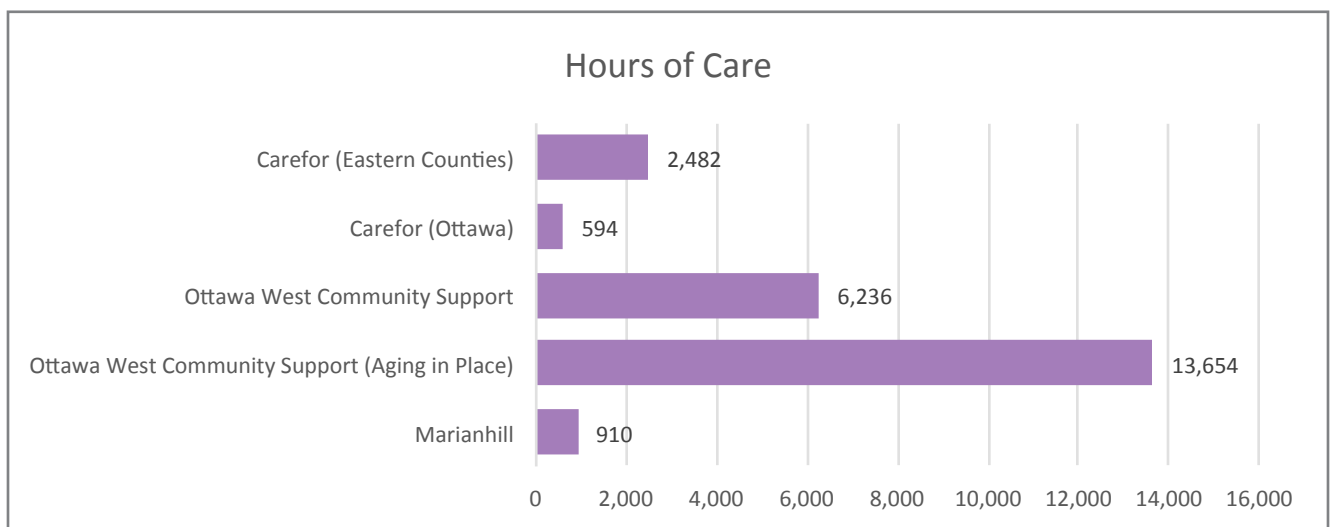
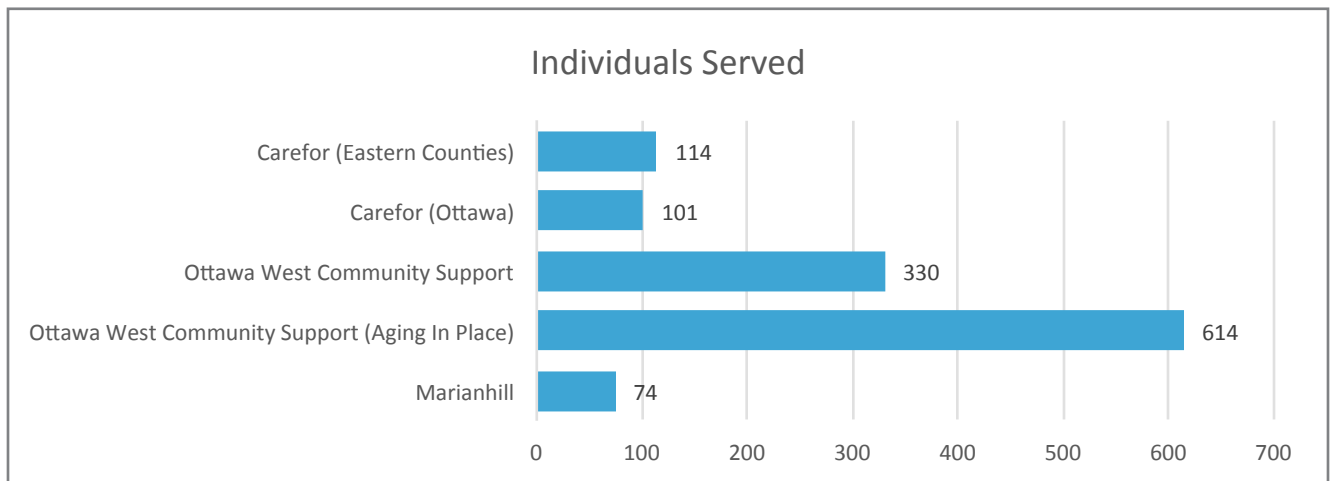
2014-15 Fiscal Year

Regional Data Summary for Homemaking:

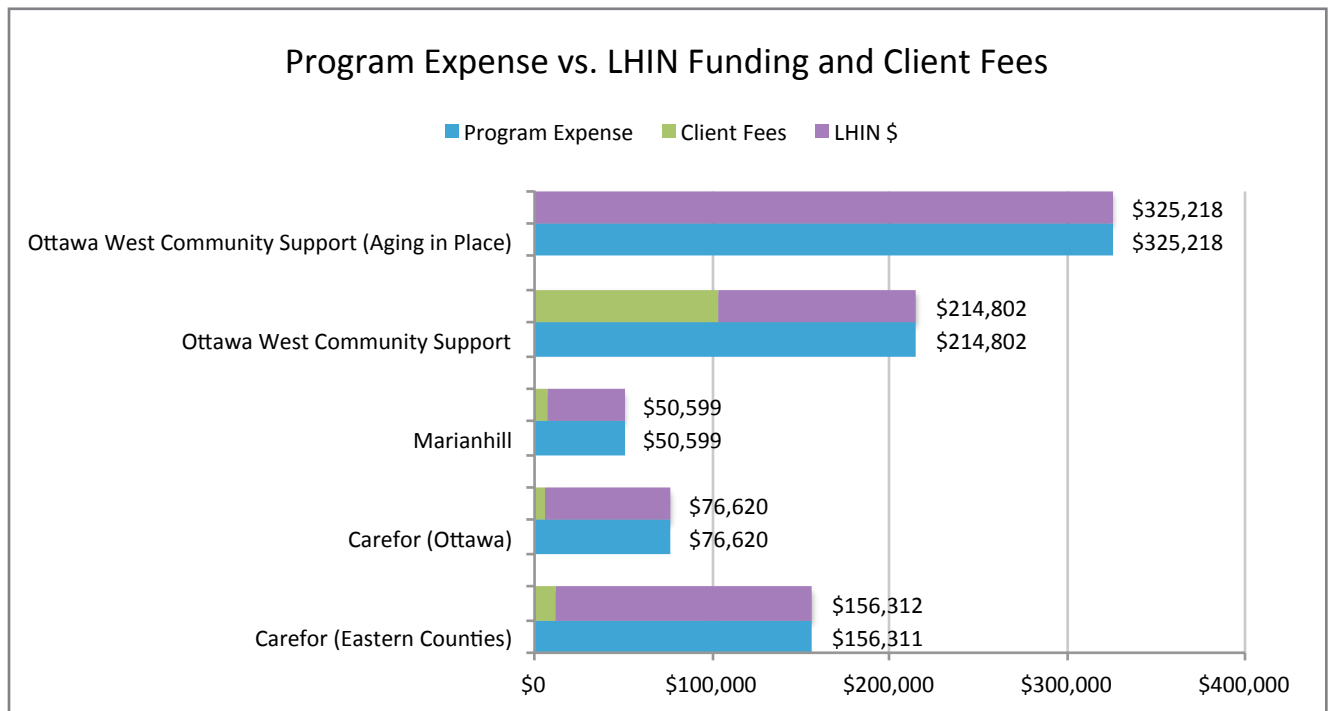
Number of Health Service Providers	3	Lead Health Service Provider	Ottawa West Community Support – Aging In Place
Number of Programs	<i>4 (In-home)</i> <i>1 (Aging in Place)</i>		
Clients Served	1,233 individuals served <i>In Home – 619</i> <i>Aging in Place – 614</i>	Units of Service	23,876 hours of care <i>In-Home – 10,222</i> <i>Aging In Place – 13,654</i>
LHIN Funding	\$694,899 <i>In Home: \$369,681 (53%)</i> <i>Aging In Place: \$325,218 (47%)</i>	Proportion of Total LHIN Funding to CSS Sector	1.0%

Cost Per Service (In-Home)				
	Minimum	Mean	Median	Maximum
In-Home	\$34.45	\$70.50	\$59.29	\$128.99

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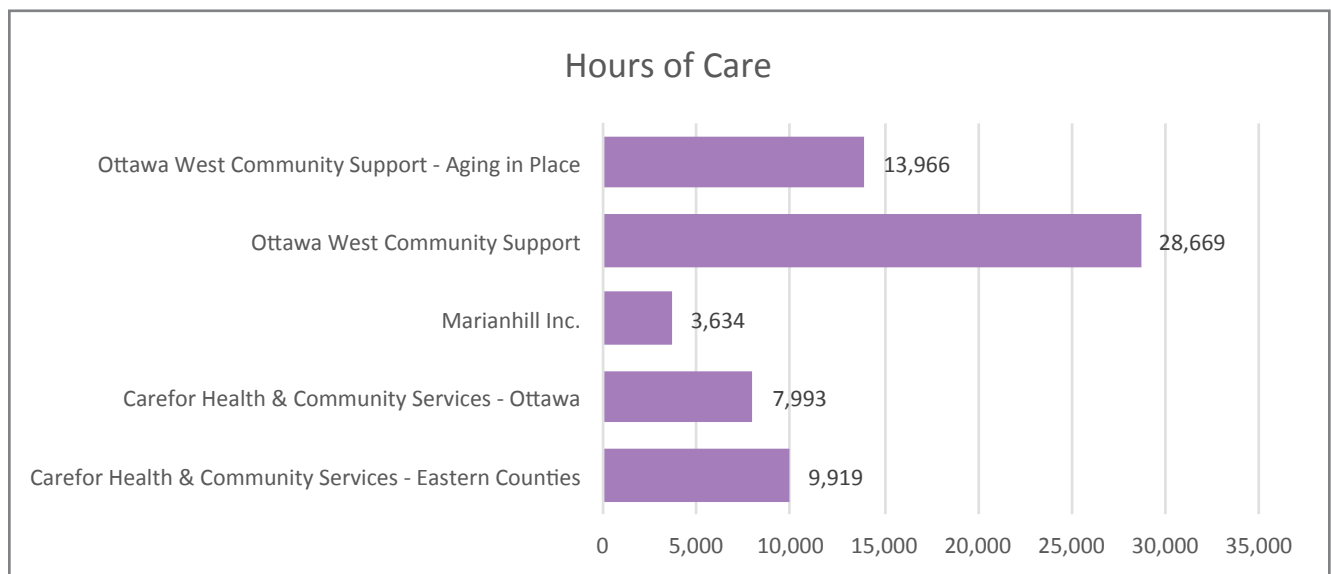
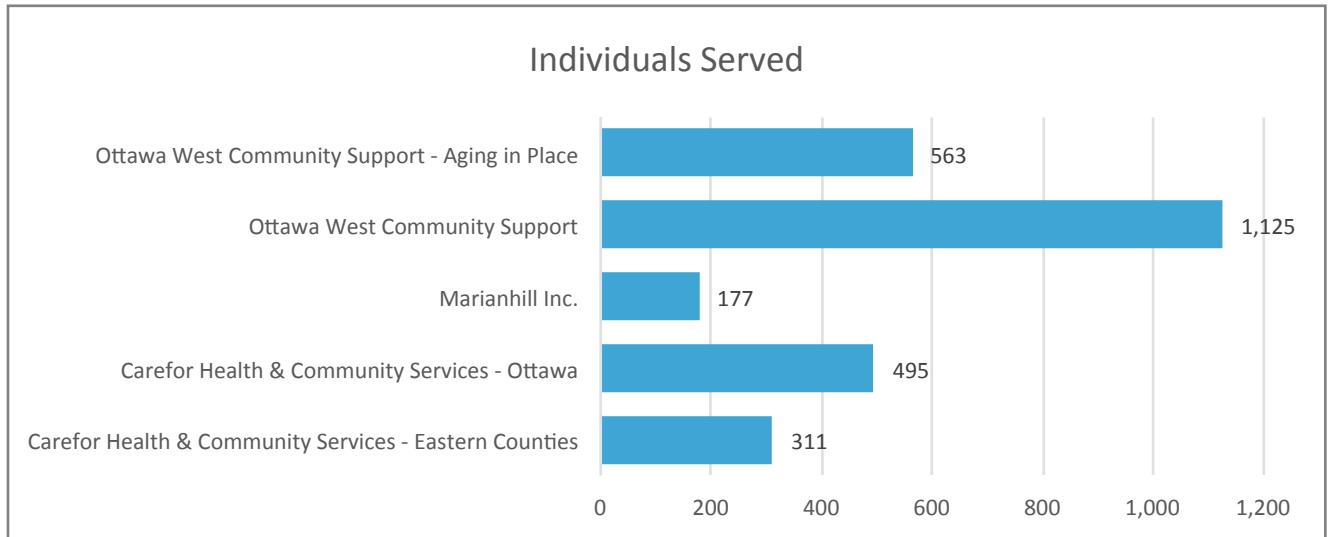
2015-16 Fiscal Year

Regional Data Summary for Homemaking:

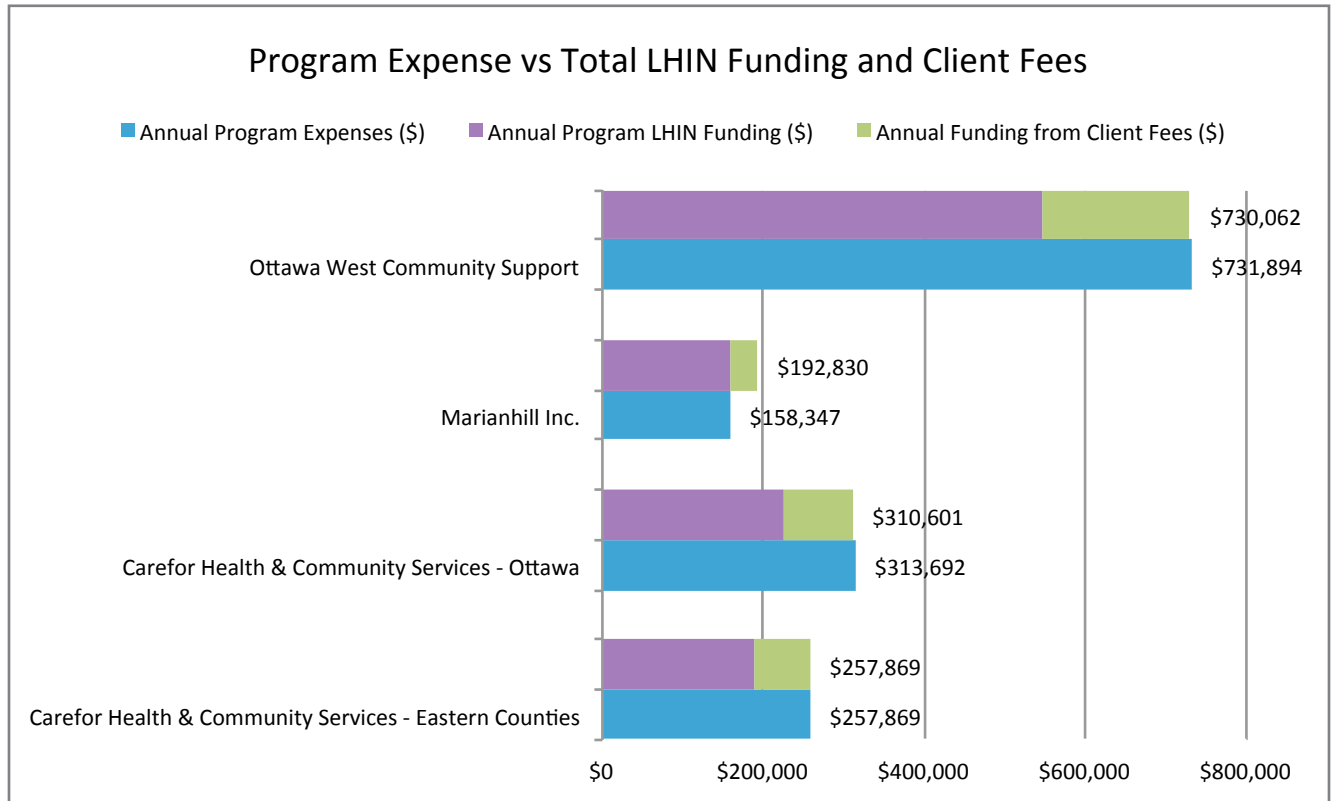
Number of Health Service Providers	3	Lead Health Service Provider	Ottawa West Community Support (Aging In Place)
Number of Programs	<i>4 (In-home) 1 (Aging in Place)</i>		
Clients Served	2,671 individuals served <i>In Home – 2,108 Aging in Place – 563</i>	Units of Service	64,181 hours of care <i>In-Home – 50,215 Aging In Place – 13,966</i>
LHIN Funding	\$1,103,147 <i>In Home: \$1,103,147 (100%) Aging In Place: n/a</i>	Proportion of Total LHIN Funding to CSS Sector	1.5%

Cost Per Service (In-Home)				
	Minimum	Mean	Median	Maximum
In-Home	\$25.53	\$33.59	\$32.62	\$43.57

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MEALS DELIVERY

(OHRS Functional Centre 72 5 82 10)

Program Description:

Meals Delivery programs provide nutritious food and social and safety checks for individuals living in their own homes, helping them to remain independent.

Program Details in Champlain:

In-Home

Meals Delivery programs across the region provide nutritious meals to clients to support their health and independence in their home. Meals are delivered by trained volunteers who also provide personal contact, and safety/security checks. Clients are provided with Hot or Frozen meal selections, and availability varies by provider. Specialized diet or culturally specific meals are available through some providers.

Going Home – Meals Delivery

The Going Home Program is a hospital diversion strategy that provides subsidized services to individuals 65 years of age and older for ten days immediately following discharge from hospital. As lead agency, Carefor connects appropriate clients to Meals Delivery agencies based on client need for service.

Aging in Place – Meals Delivery

The Aging in Place program provides a variety of integrated services to seniors living in 11 designated buildings. The services aim to prevent hospitalization and promote well-being. Through this program, subsidized hot meals are provided to clients residing in designated Aging in Place buildings free of charge. There are no client fees for this service.

Meal Type and Client Costs Per Meal 2014-15				
	Hot	Frozen	Specialty	Package
Arnprior Braeside-McNabb Seniors at Home Program	\$7.00	\$5.00		
Barry's Bay and Area Home Support	\$4.00	\$4.50		
Calabogie and Area Home Support		\$5.00		
Carefor Health and Community Services – Eastern Counties	\$4.50	\$4.50		
Carefor Health and Community Services – Renfrew County		\$4.50		
City of Cornwall (Glen-Stor-Dun Lodge)	\$6.00			
Eastern Ottawa Resource Centre	\$6.00	\$5.50	Gourmet meals \$5.25 soup; \$7.25 entree	\$35.75 (5 entrees, 5 soups OR desserts)
Eganville and District Senior Citizens Needs Association	\$6.00	\$5.00		
Home Support Services – Morrisburg and District	\$4.50	\$4.50		
Jewish Family Services of Ottawa	\$8.50	\$8.50	\$10.00 Fresh Meal; Kosher available	
Kemptville and District Home Support Services	\$5.25+	\$5.25+		\$5.25+ \$1.45 soup + \$1.45 dessert
Maxville Manor	\$4.50	\$4.50		
Meals on Wheels/La Popote roulante	\$5.60	\$4.85-\$6.05	\$2.20/side dish	\$32.25 (7 frozen meals)
The Mills Community Support Corporation	\$7.50			
**Mohawk Council of Akwesasne	\$0			
North Renfrew Long Term Care	\$6.25			
Ottawa West Community Support	\$0		Aging In Place	
Renfrew and Area Seniors' Home Support		\$5.00		
Rural Ottawa South Support Services	\$5.75	\$5.15		
Services Communautaires de Prescott-Russell	\$4.50 - \$10.00			
Western Ottawa Community Resource Centre	\$6.00	\$5.00		\$32.75/ package of meals
Williamsburg Non-Profit Housing Corporation	\$4.50	\$4.50		

***Mohawk Council of Akwesasne also provides culturally specific Meals Delivery program.*

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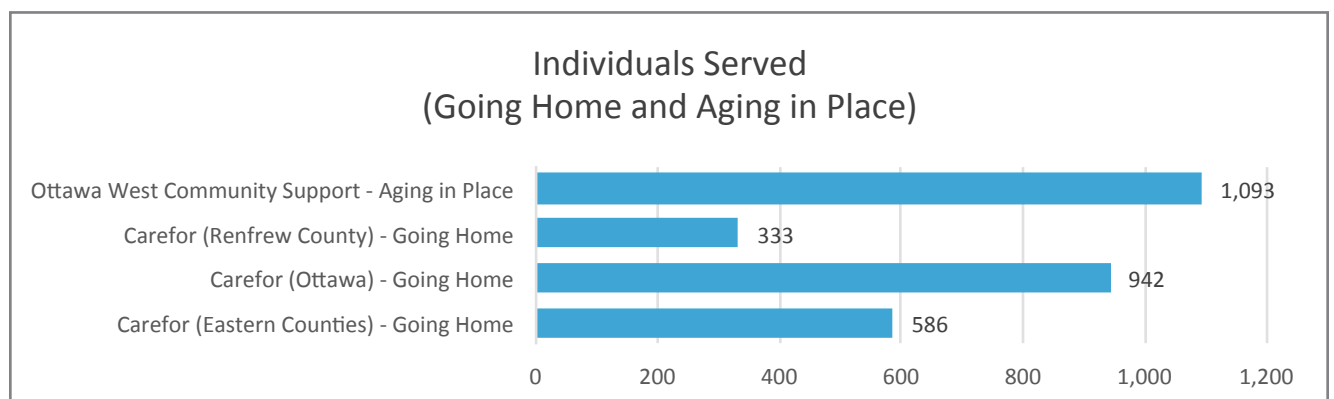
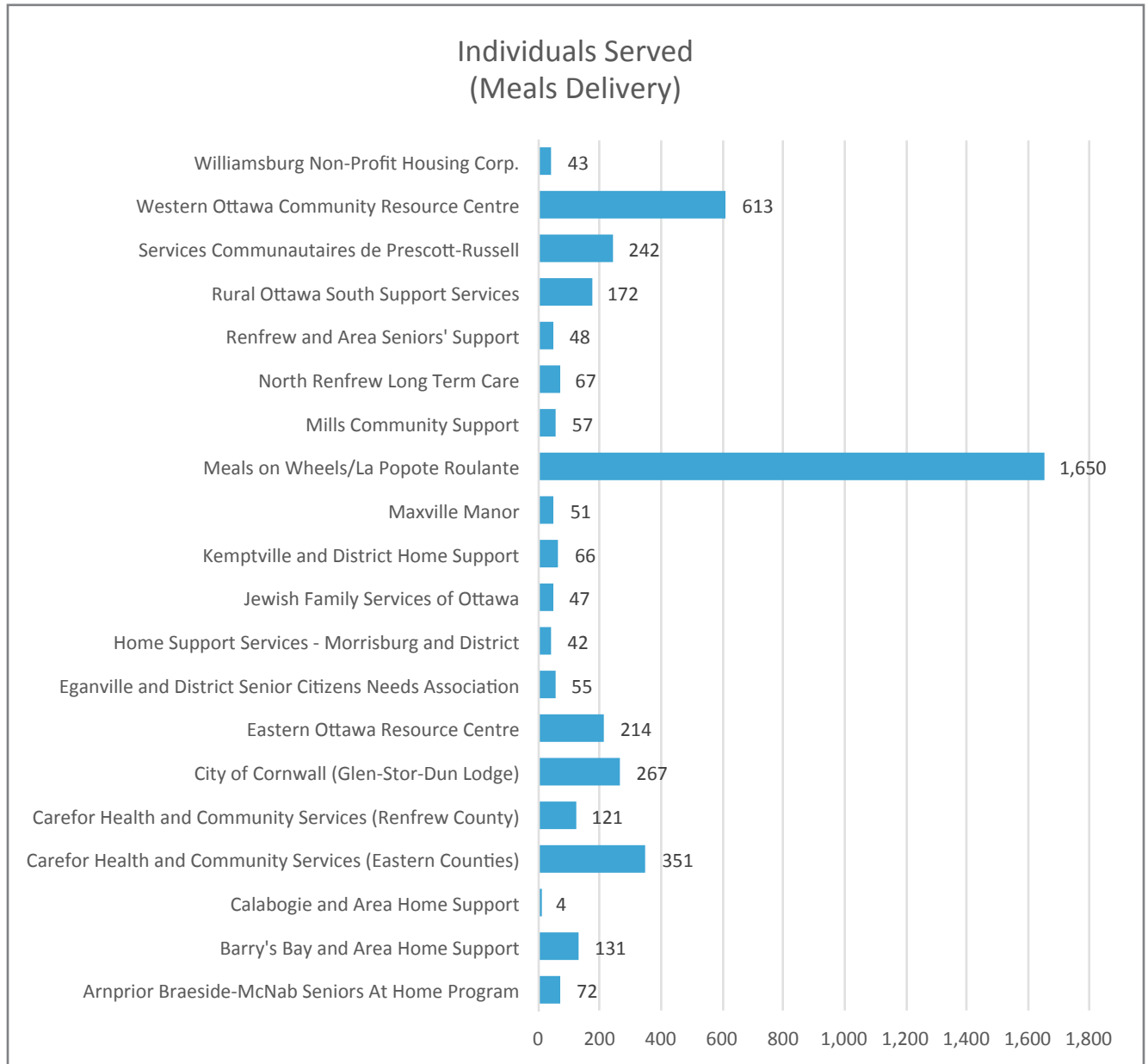
Regional Data Summary for Meals Delivery:

Number of Health Service Providers	20	Lead Health Service Provider	Carefor (Going Home Program)
Number of Programs	23 <i>20 (In-home)</i> <i>1 (Going Home Program)</i> <i>1 (Aging in Place)</i> <i>1 (Mohawk Council of Akwesasne)</i>		Ottawa West Community Support (Aging In Place Program)
Clients Served	7,267 individuals served <i>In Home – 4,313</i> <i>Going Home – 1,861</i> <i>Aging in Place – 1,093</i>	Units of Service	299,570 meals <i>In-Home – 275,045</i> <i>Going Home – 20,483</i> <i>Aging In Place – 4,042</i>
LHIN Funding	\$ 1,385,031 <i>In Home: \$1,069,384 (77%)</i> <i>Going Home: \$245,814 (18%)</i> <i>Aging In Place: \$69,833 (5%)</i>	Proportion of Total LHIN Funding to CSS Sector	2.1%

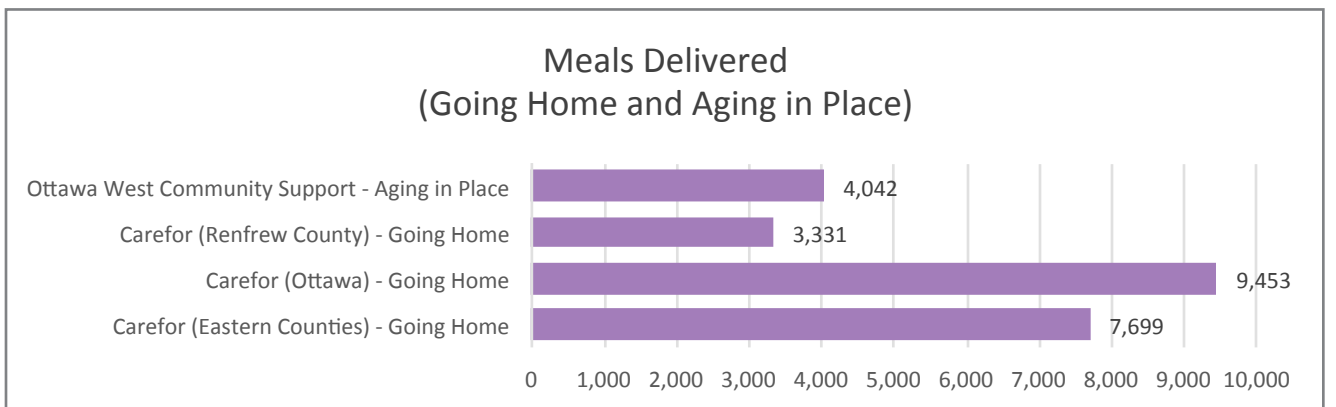
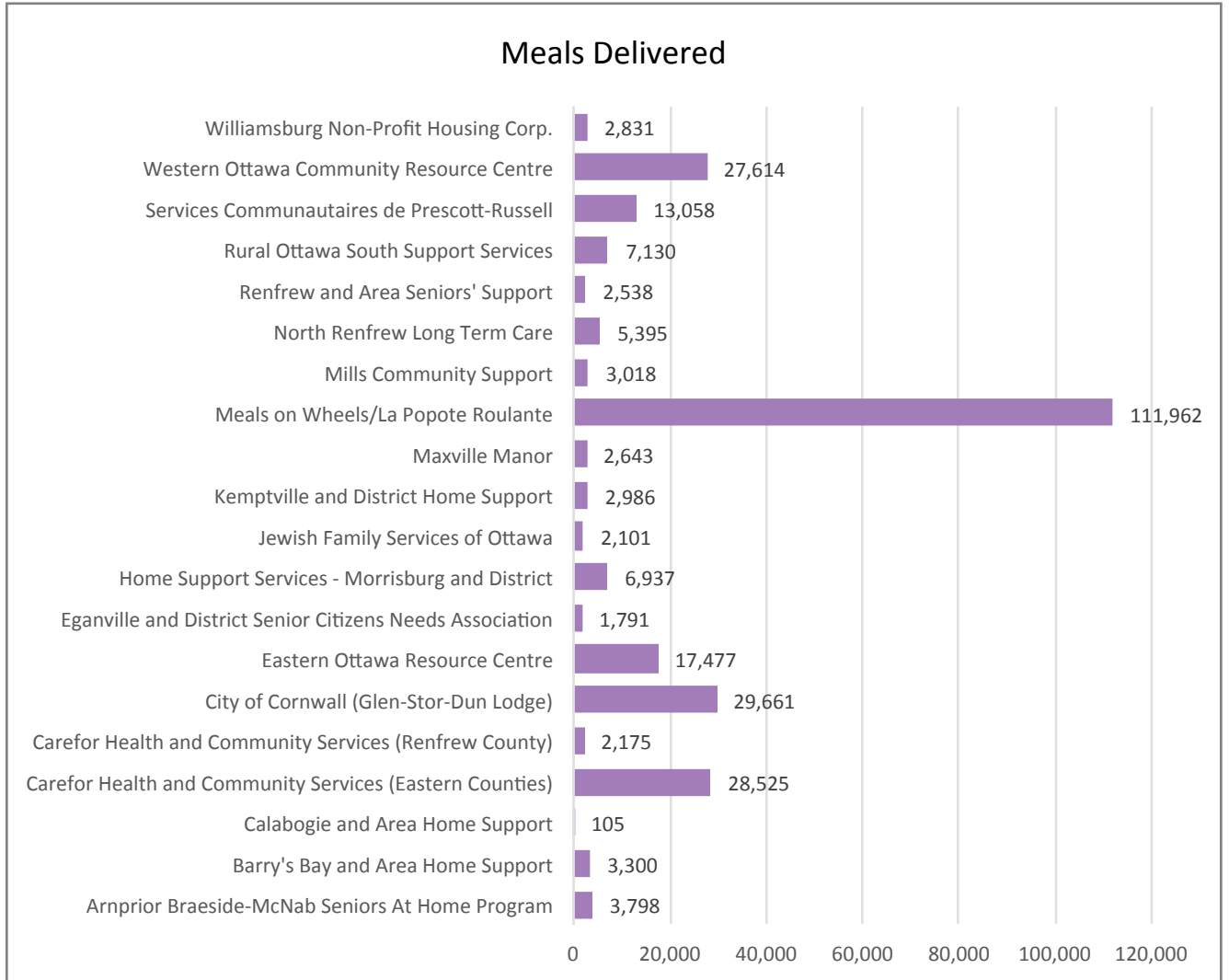
Cost Per Service				
	Minimum	Mean	Median	Maximum
In-Home	\$8.23	\$15.22	\$11.99	\$51.09

Cost of Client Co-Payment				
	Minimum	Mean	Median	Maximum
In-Home	\$4.00	\$5.53	\$5.00	\$10.00

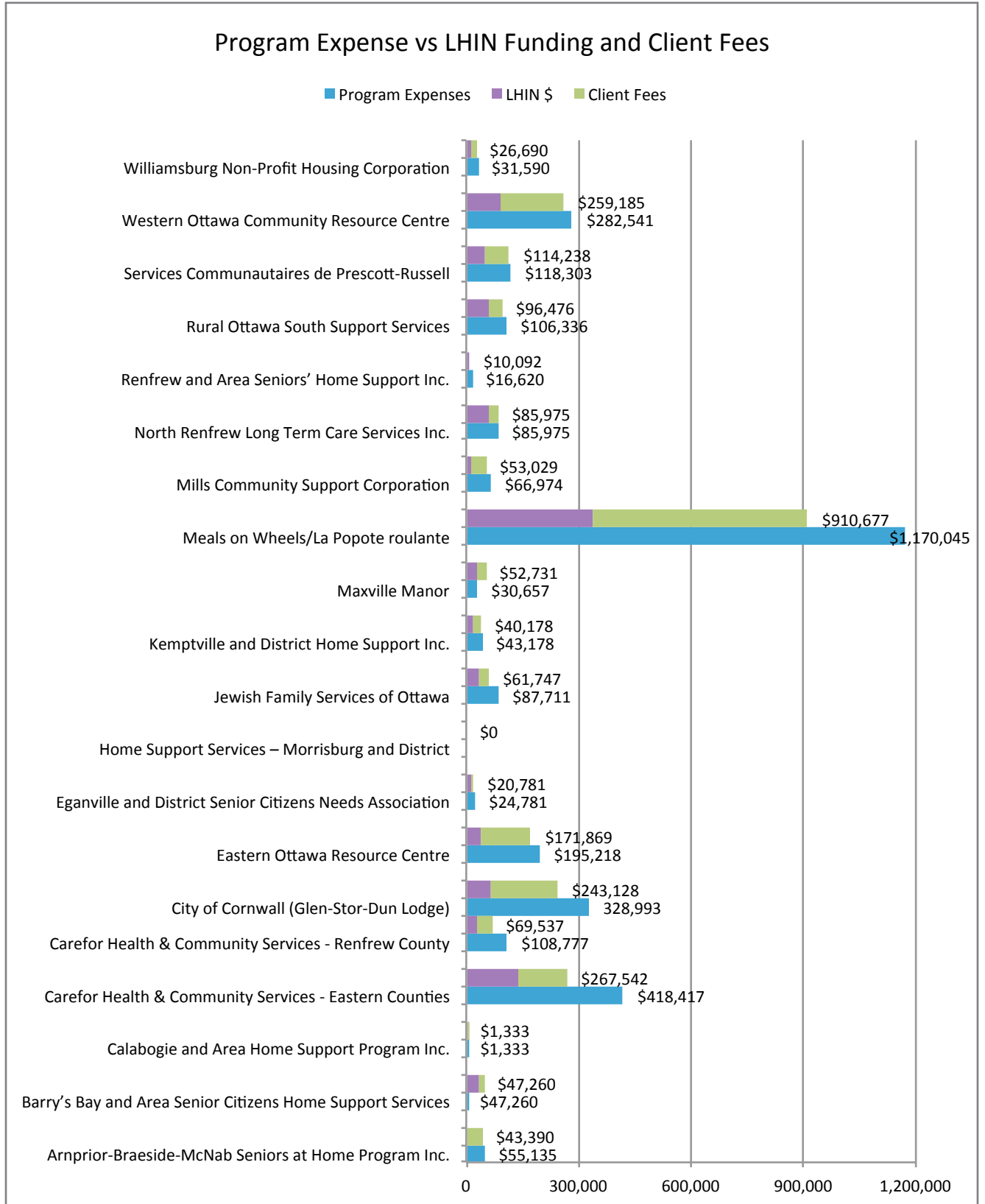
2014-15 Fiscal Year



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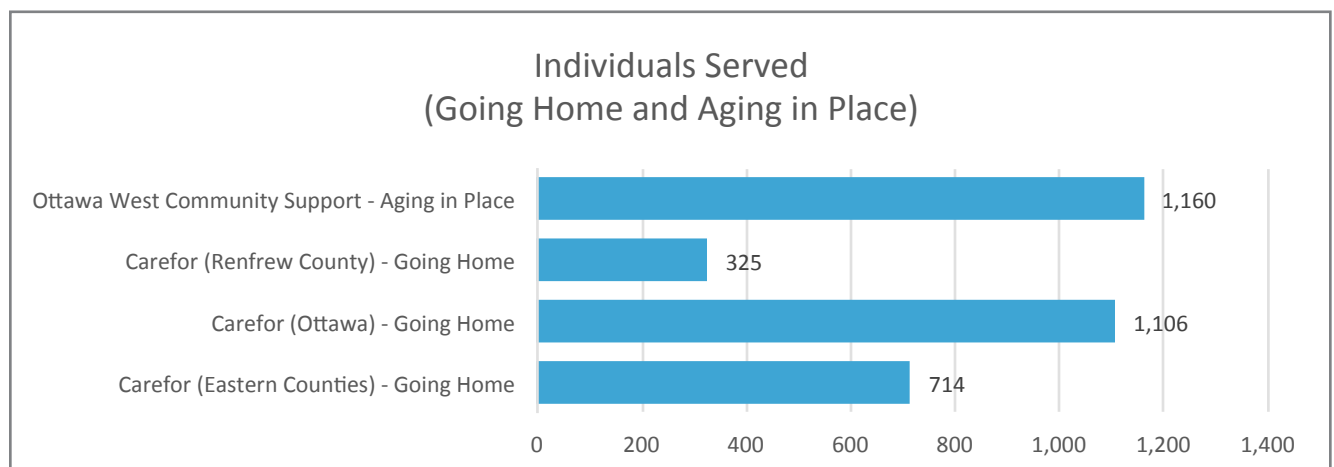
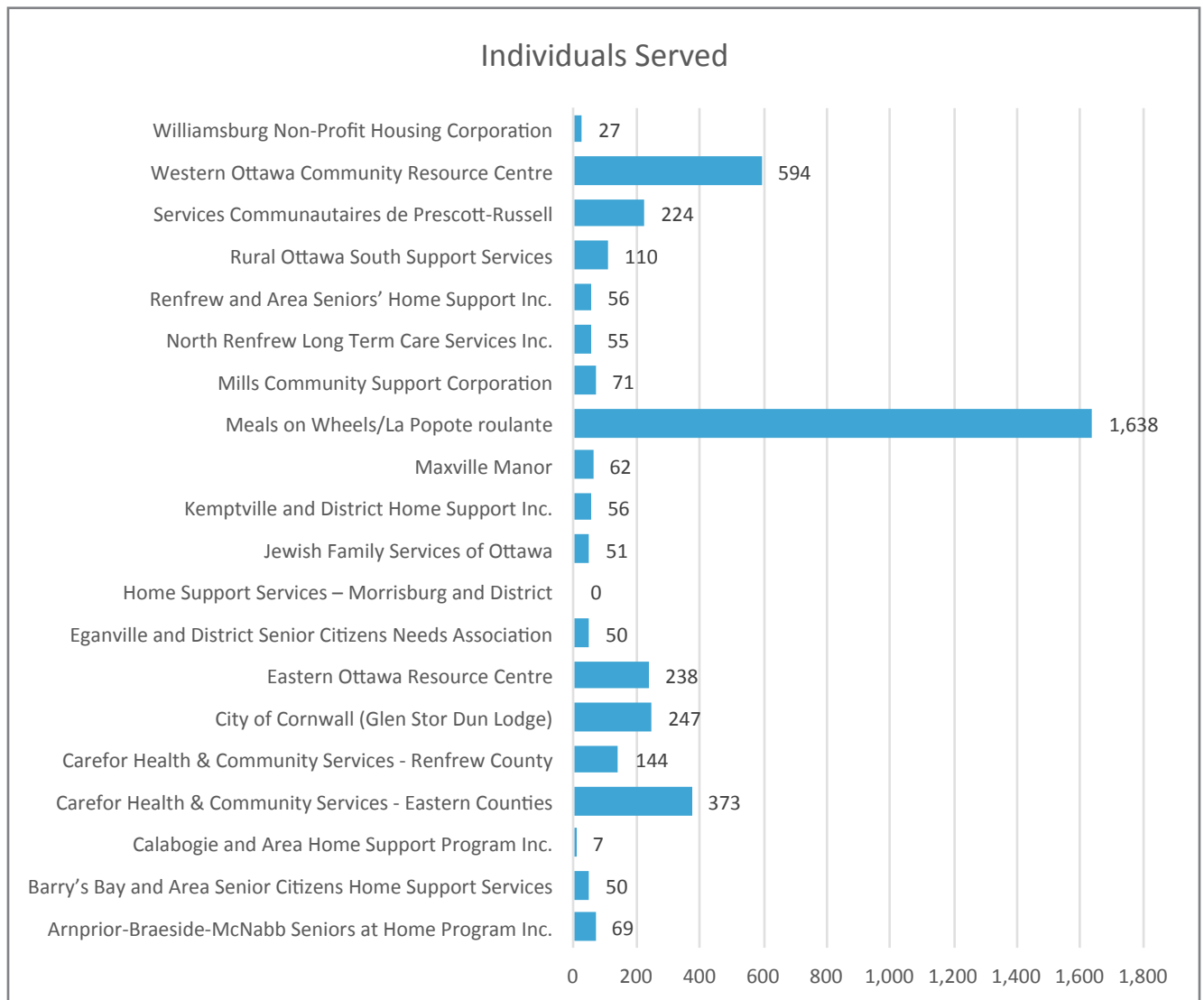
Regional Data Summary for Meals Delivery:

Number of Health Service Providers	20	Lead Health Service Provider	Carefor (Going Home Program)
Number of Programs	23 <i>20 (In-home)</i> <i>1 (Going Home Program)</i> <i>1 (Aging in Place)</i> <i>1 (Mohawk Council of Akwesasne)</i>		Ottawa West Community Support (Aging In Place Program)
Clients Served	7,427 individuals served <i>In Home – 4,122</i> <i>Going Home – 2,145</i> <i>Aging in Place – 1,160</i>	Units of Service	309,890 meals <i>In-Home – 276,805</i> <i>Going Home – 28,573</i> <i>Aging In Place – 4512</i>
LHIN Funding	\$ 1,369,140 <i>In Home: \$1,033,780 (75.6%)</i> <i>Going Home: \$285,542 (20.8%)</i> <i>Aging In Place: \$49,818 (3.6%)</i>	Proportion of Total LHIN Funding to CSS Sector	1.9%

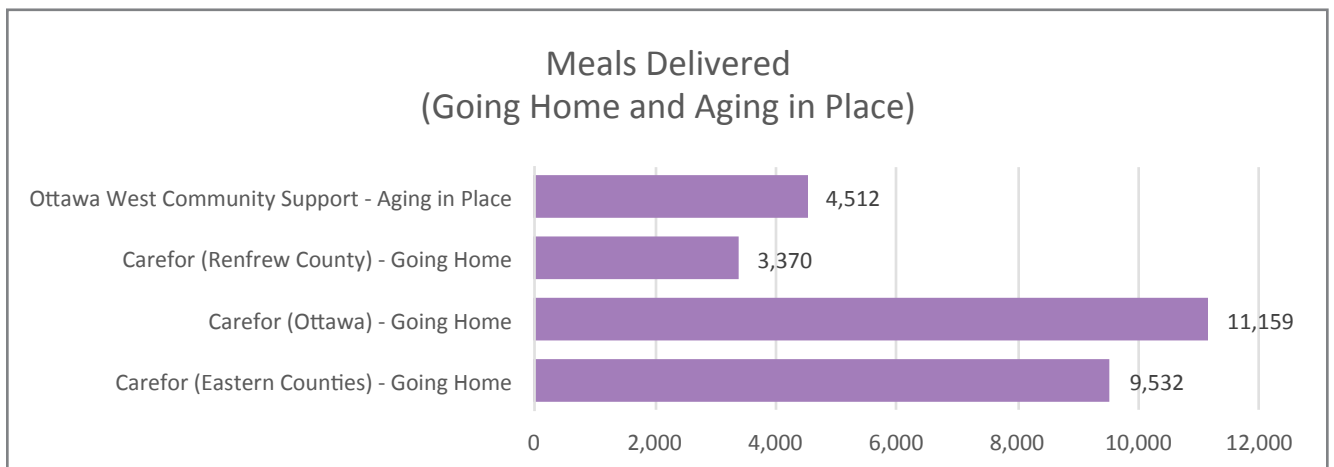
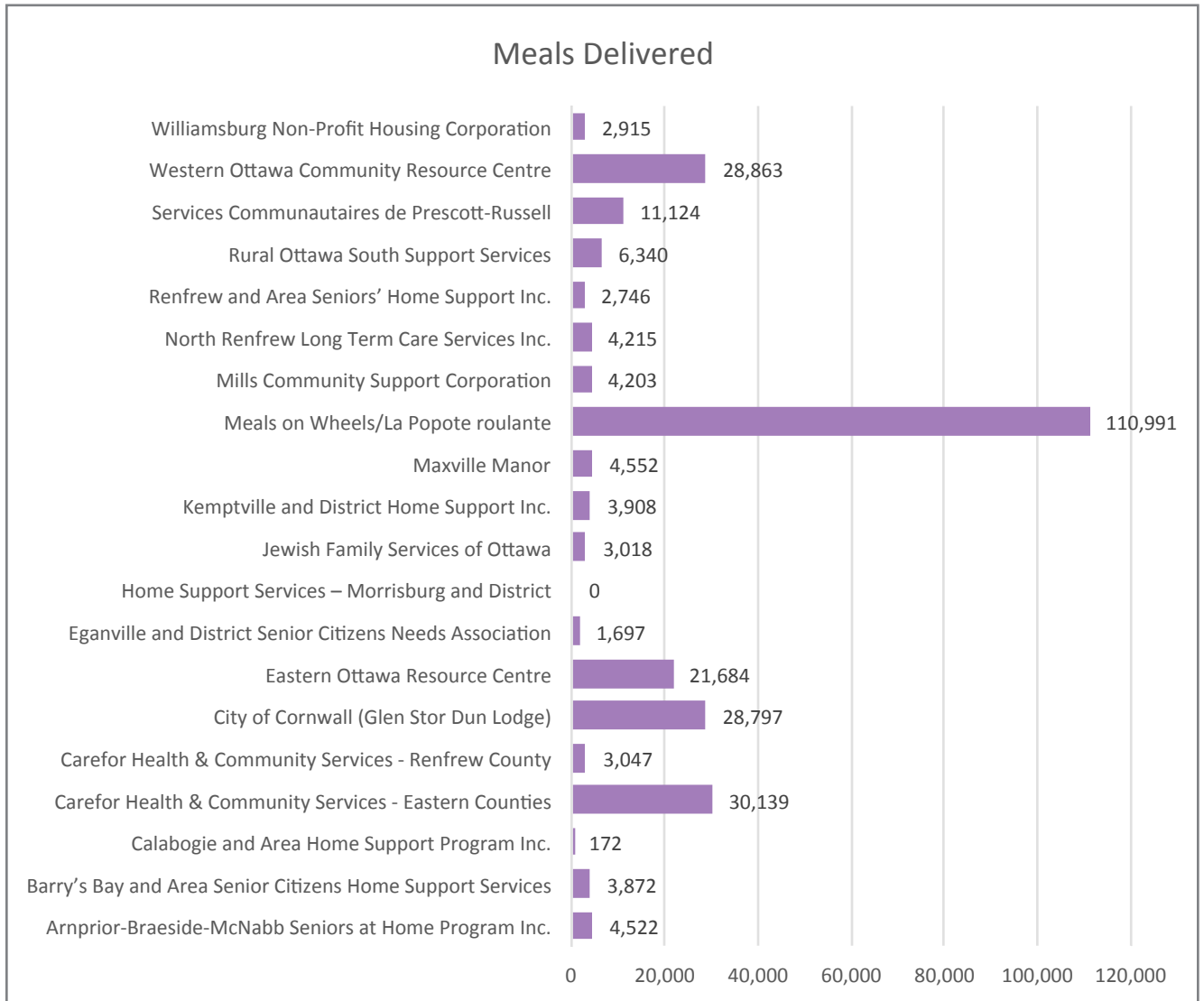
Cost Per Service				
	Minimum	Mean	Median	Maximum
In-Home	\$6.73	\$14.32	\$11.94	\$35.70

Cost of Client Co-Payment				
	Minimum	Mean	Median	Maximum
In-Home	\$4.00	\$5.53	\$5.00	\$10.00

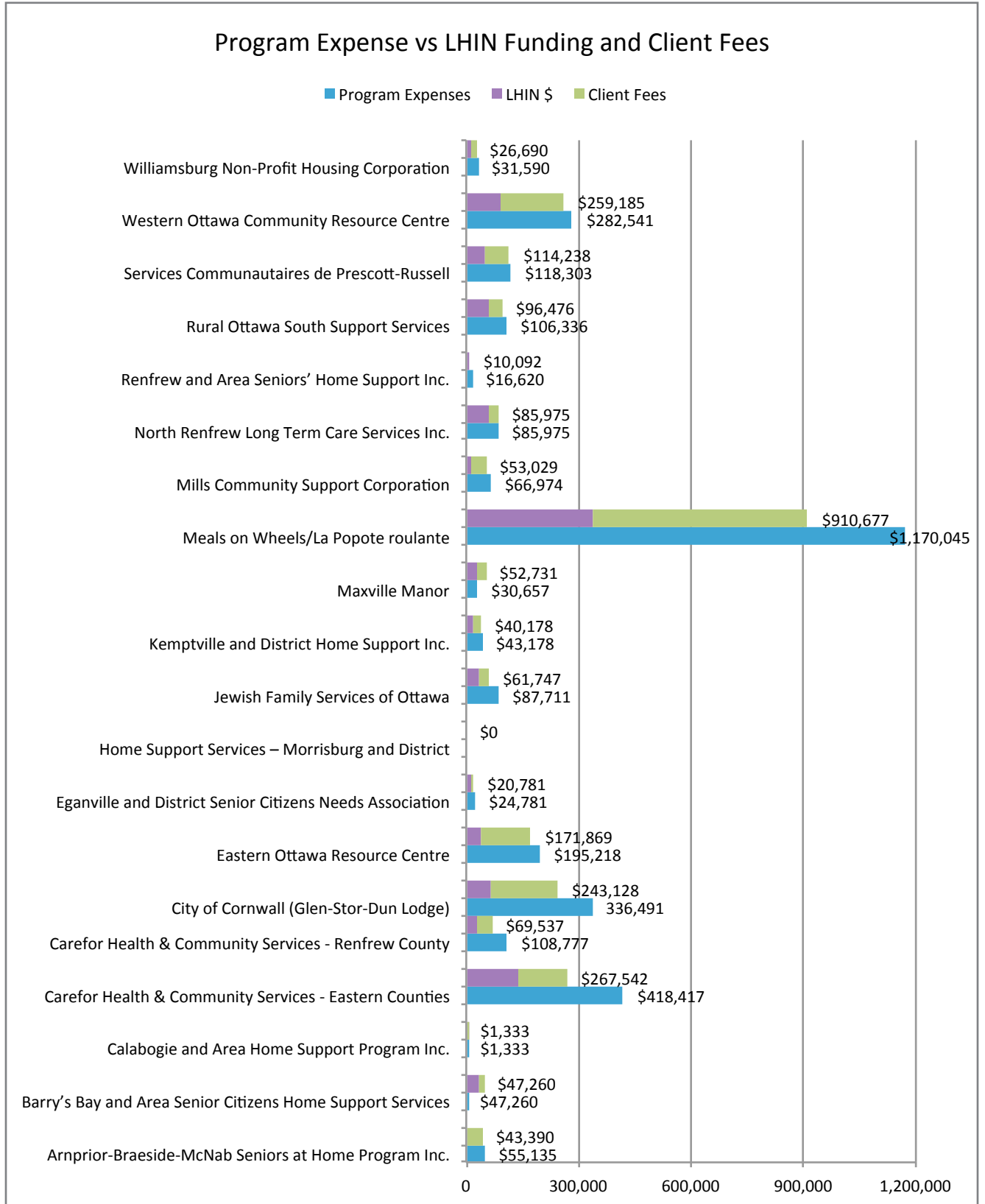
2015-16 Fiscal Year



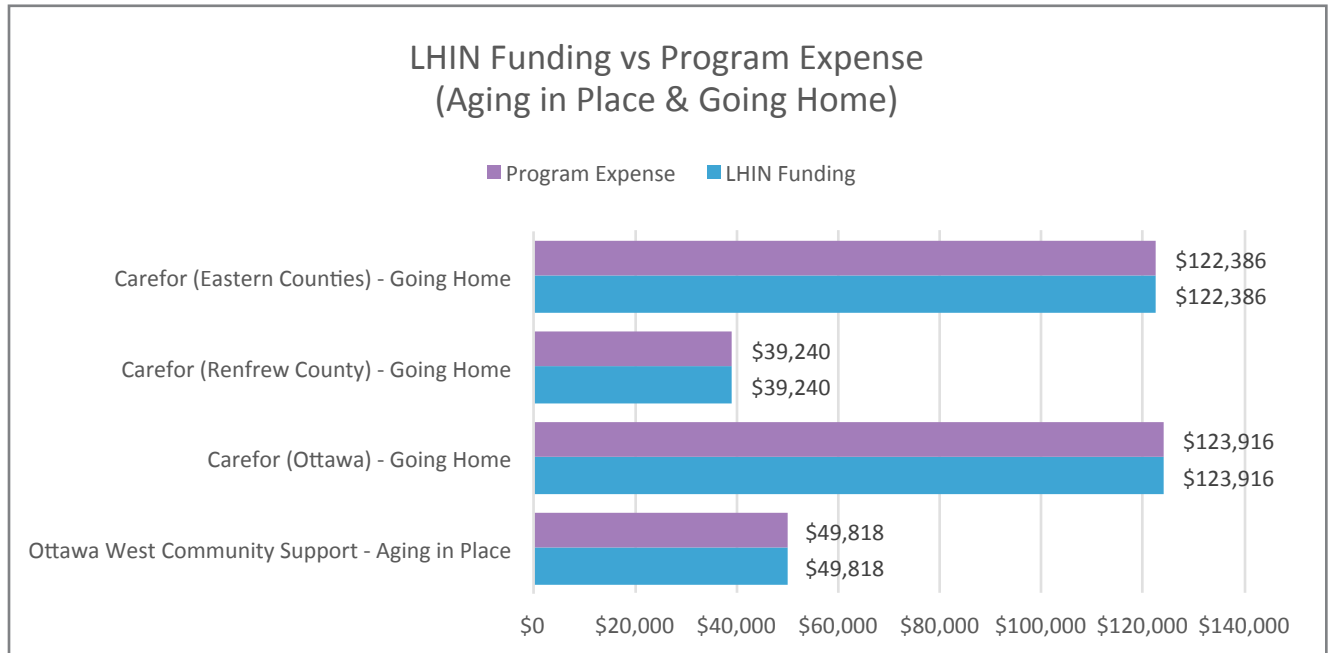
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RESPITE

(OHRS Functional Centre 72 5 82 34)

Program Description:

Respite services provide personal care to clients who are unable to do so independently and thereby provide relief to their caregiver. Respite services are provided primarily in the client's home, and client eligibility and level of need is determined through standardized assessments. The respite program in Champlain has multiple objectives:

- To provide care to clients, including personal care and bathing
- To reduce client anxiety about isolation
- To reduce the client's risk of injury
- To prevent premature institutionalization
- To prevent unnecessary hospitalization

Program Details in Champlain:

In Home Respite

In-home models of respite are offered by seven agencies with standardized \$9 client co-pay rate for first two hours of service. Services to clients through this model are typically provided with a 2 or 3 hour minimum, per visit. Service maximums vary by agency.

Community Respite

Community respite in Champlain is comprised of four service models: crisis bed program, short-term respite apartment stays, short and long-term respite bed stays, and Respite and Relief (combines elder mediation and self-directed funds to reach difficult to serve clients).

Respite Providers In Champlain		
	In-Home	Community
Carefor (Eastern Counties)	✓	✓ Crisis Bed Program
Community Care Access Centre (CCAC)		✓ Respite and Relief Program
Marianhill	✓	
Ottawa West Community Support	✓	
The Mills Community Support	✓	
North Renfrew Long Term Care		✓ Short and Long Term Respite Bed Program
Rural Ottawa South Support Services (ROSSS)	✓	
VHA Home & Health Support	✓	
Williamsburg Non-Profit Housing Corporation (WNPHC)	✓	✓ Respite Apartment Program
**Mohawk Council of Akwesasne		✓

***Mohawk Council of Akwesasne also provides culturally specific Respite program.*

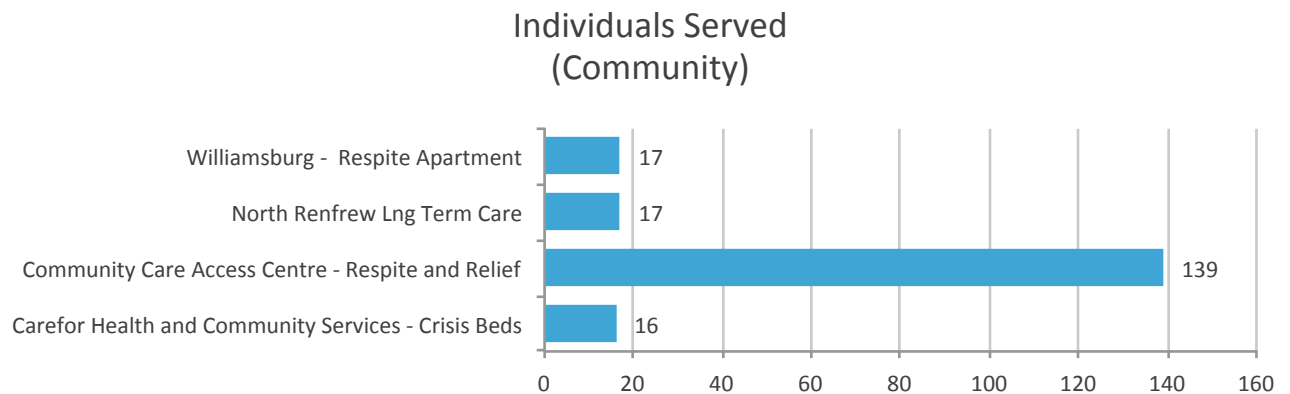
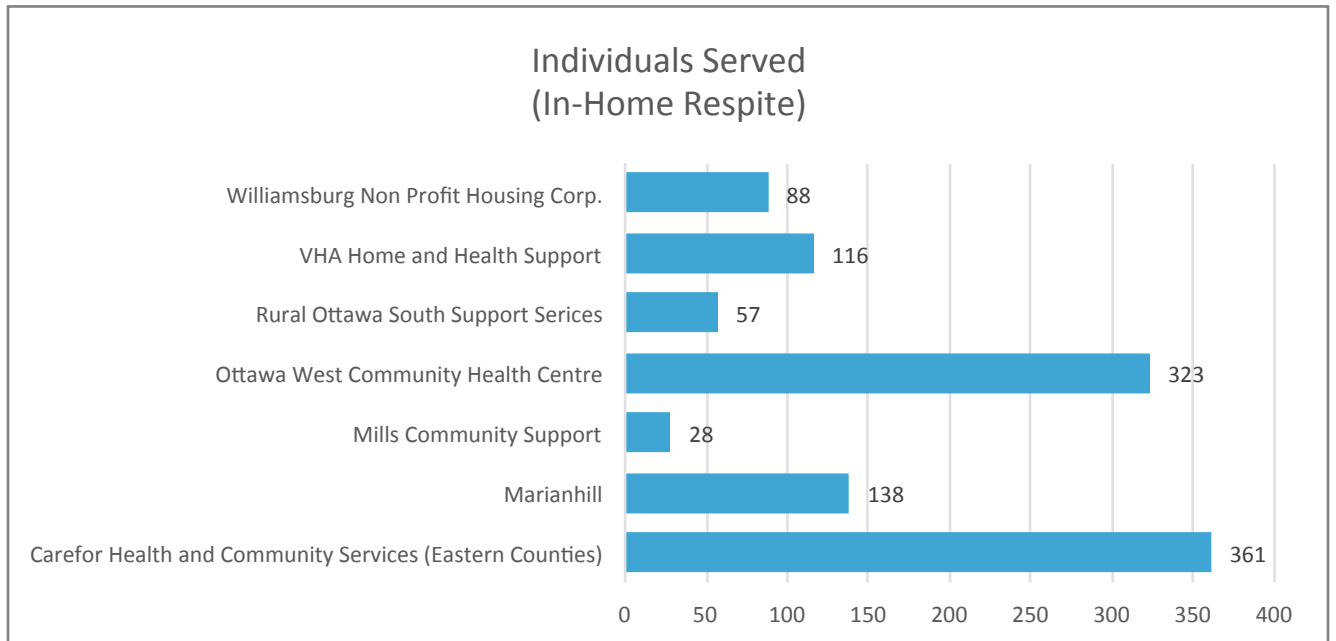
2014-15 Fiscal Year

Regional Data Summary for Respite:

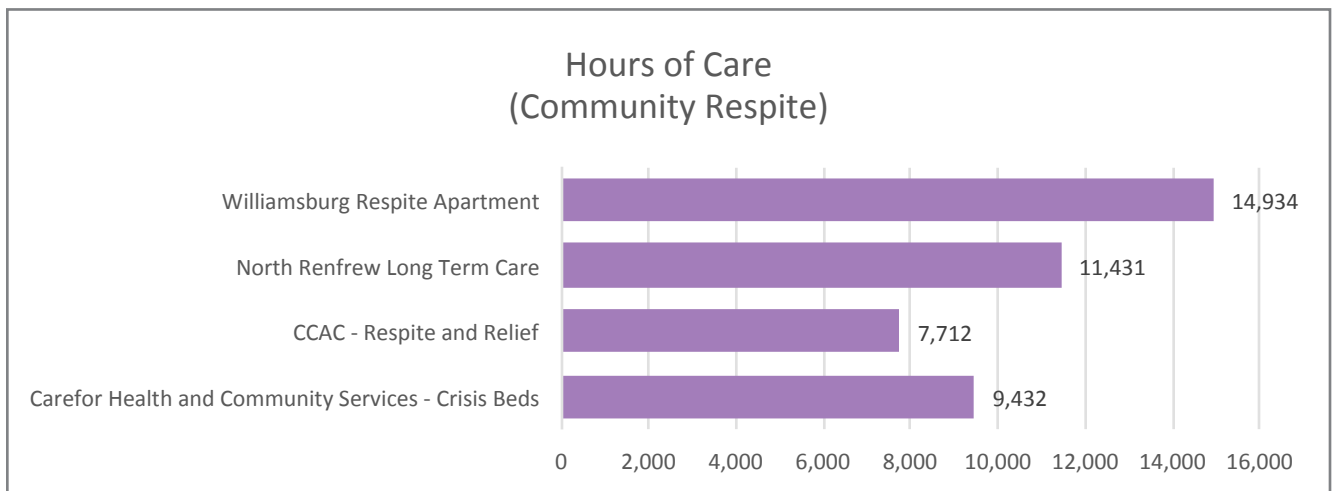
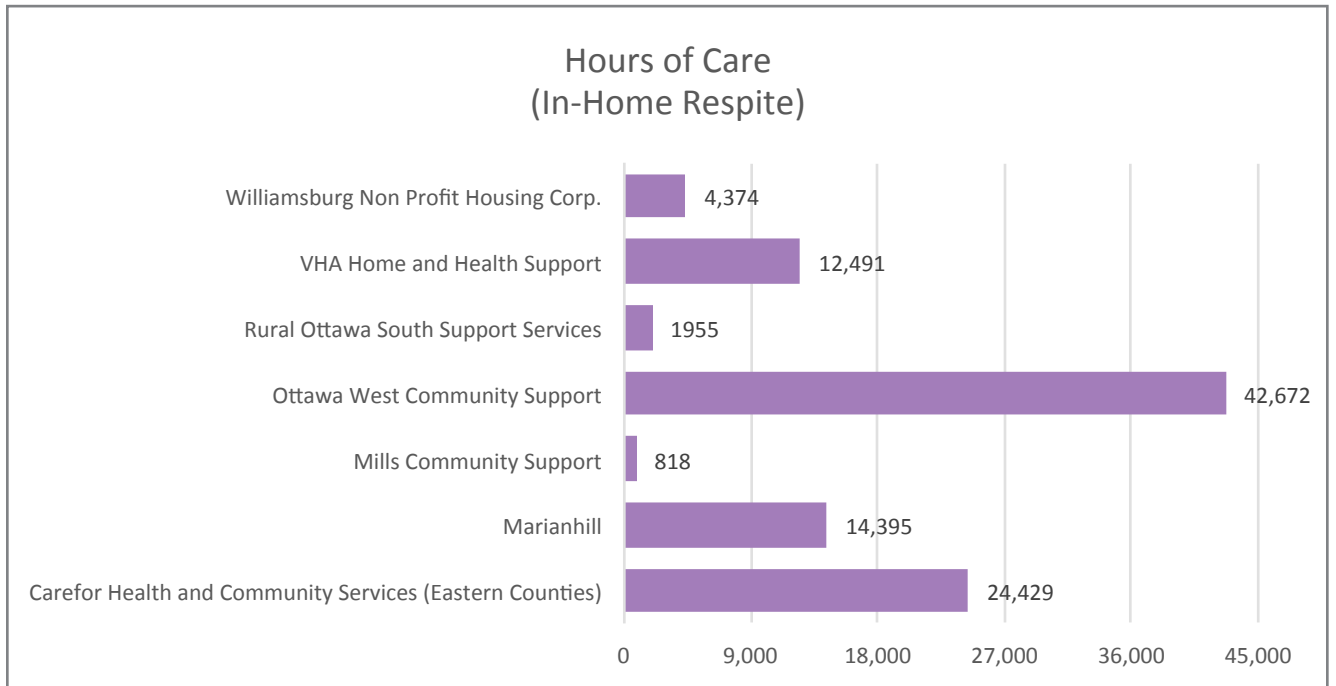
Number of Health Service Providers	10	Lead Health Service Provider	n/a
Number of Programs	7 (<i>In-home</i>) 5 (<i>Community</i>)		
Clients Served	1,300 individuals served <i>In Home – 1,111</i> <i>Community – 189</i>	Units of Service	144,643 hours of care <i>In-Home – 101,134</i> <i>Community – 43,509</i>
LHIN Funding	\$3,092,654 <i>In Home: \$2,352,607 (76.1%)</i> <i>Community: \$740,047 (23.9%)</i>	Proportion of Total LHIN Funding to CSS Sector	4.7%

Cost Per Service				
	Minimum	Mean	Median	Maximum
In-Home	\$25.15	\$45.79	\$39.16	\$86.51

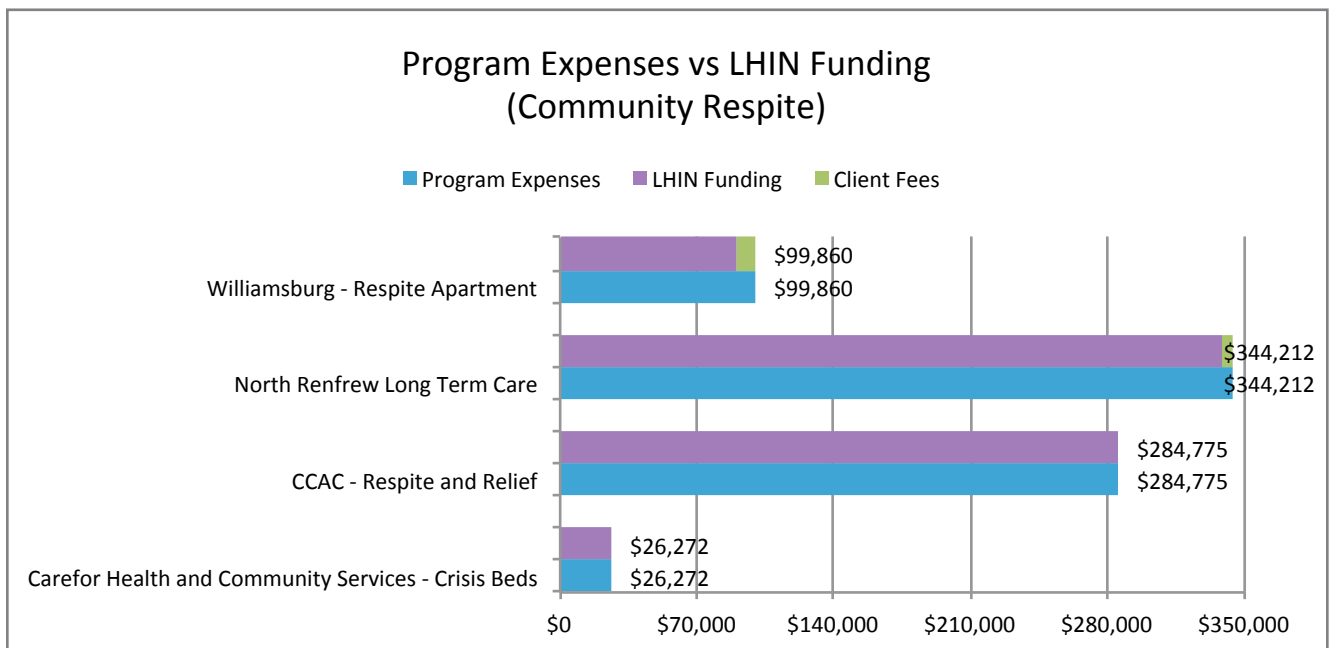
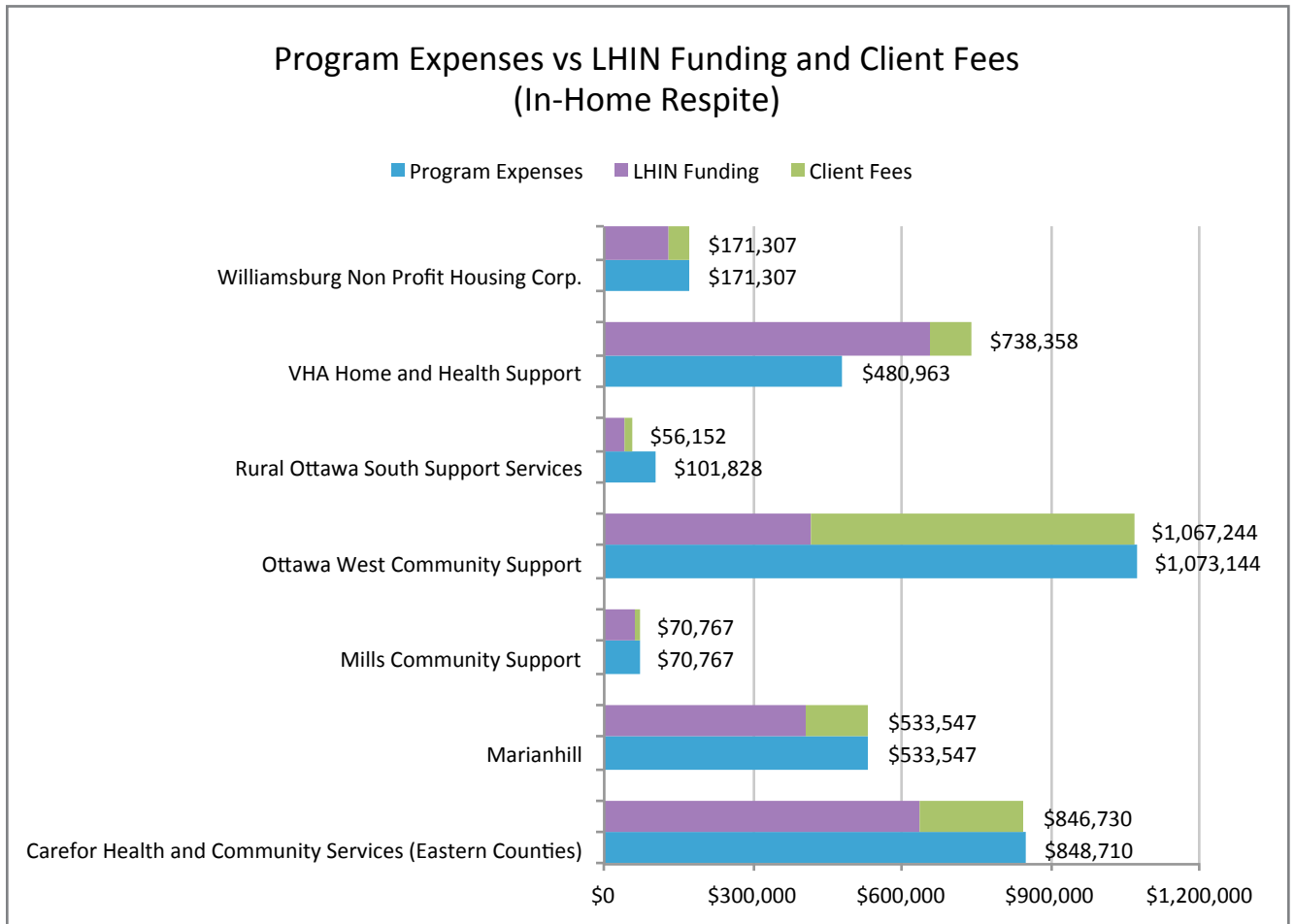
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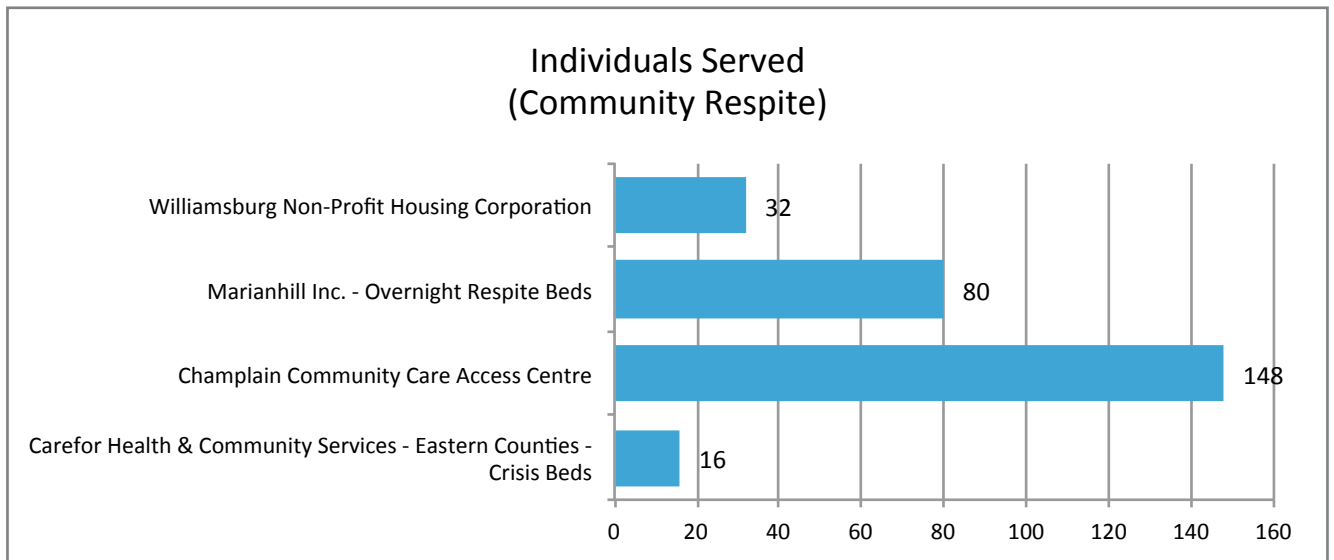
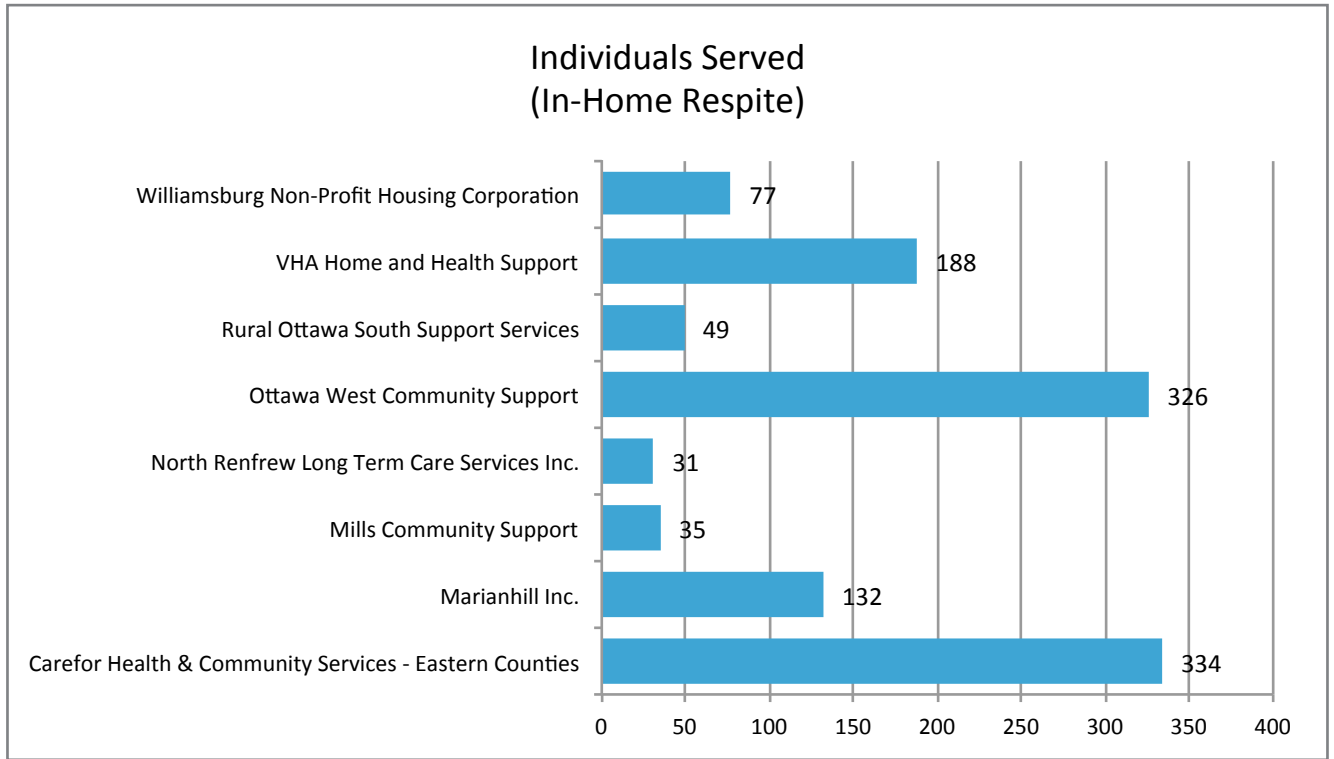
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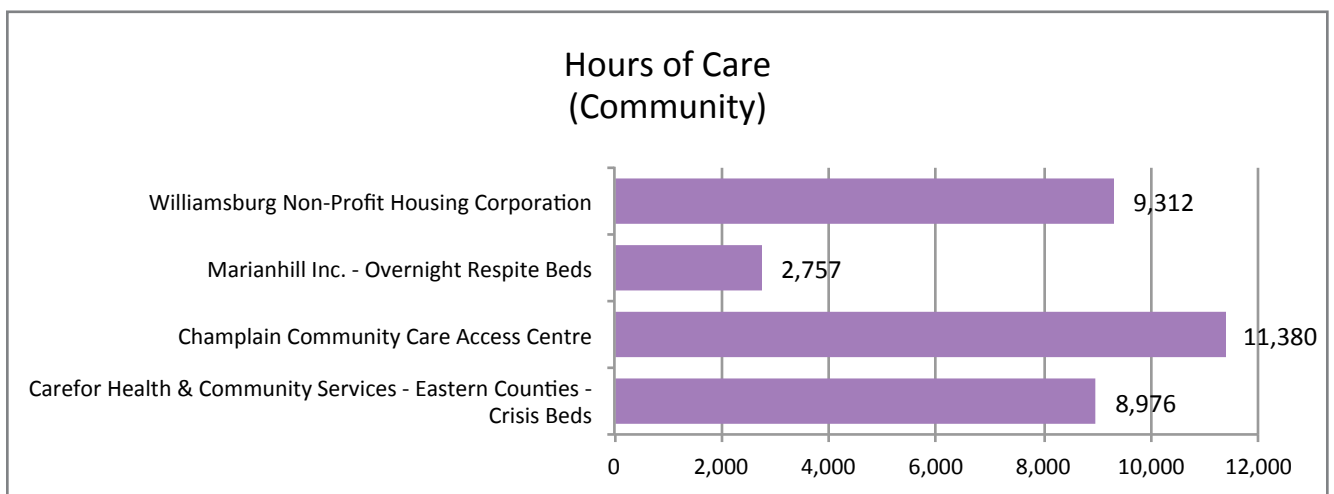
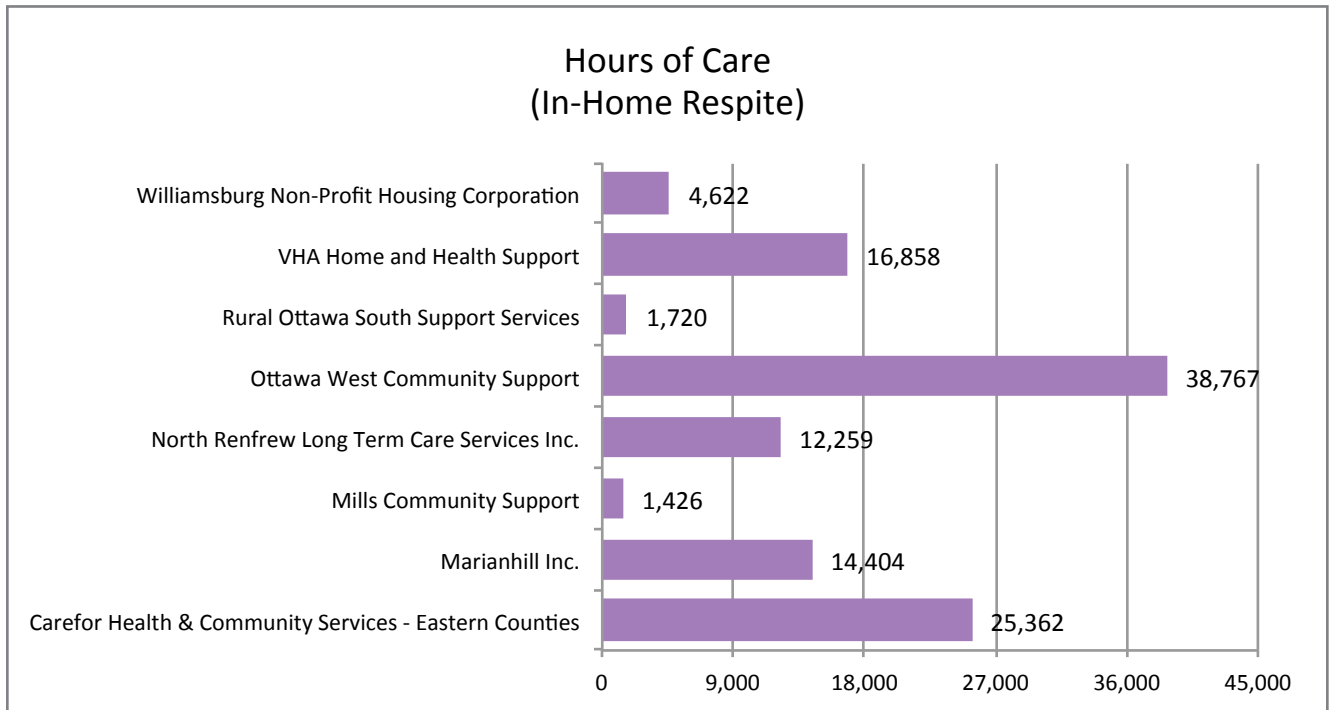
Number of Health Service Providers	10	Lead Health Service Provider	n/a
Number of Programs	7 (<i>In-home</i>) 4 (<i>Community</i>)		
Clients Served	1,448 individuals served <i>In Home – 1,320</i> <i>Community – 128</i>	Units of Service	147,843 hours of care <i>In-Home – 126,798</i> <i>Community – 21,045</i>
LHIN Funding	\$4,124,710 <i>In Home: \$3,312,475 (80.3%)</i> <i>Community: : \$812,235 (19.7%)</i>	Proportion of Total LHIN Funding to CSS Sector	5.8%

Cost Per Service (In-Home)				
	Minimum	Mean	Median	Maximum
In-Home	\$27.93	\$38.19	\$36.63	\$58.28

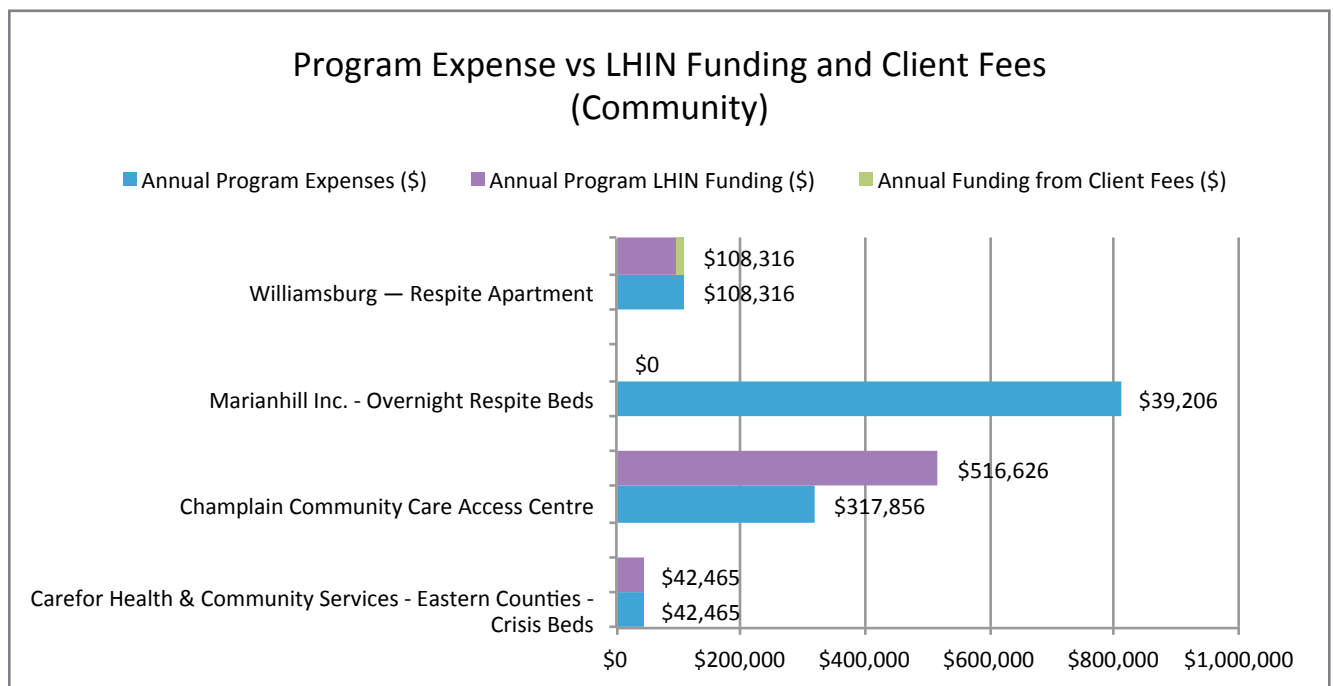
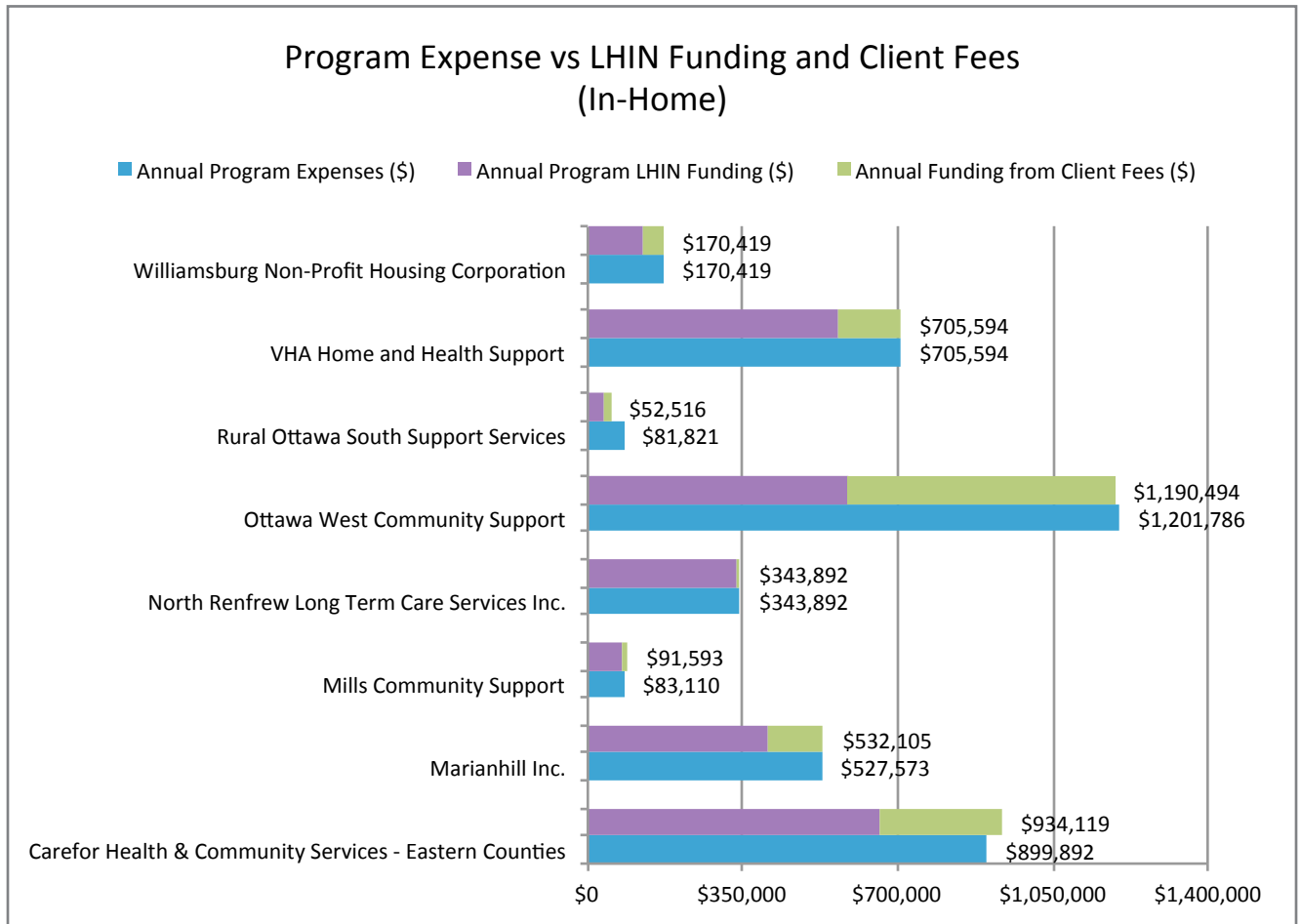
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TRANSPORTATION

(OHRS Functional Centre 72 5 82 14)

Program Description:

Transportation programs arrange rides to medical appointments, shopping, social activities and programs. Staff and volunteers rely on agency vehicles, private cars, and public transportation to assist clients to attend programs and services to support health and social wellbeing.

Program Details for Champlain:

Local transportation services are provided by 24 individual agencies across Champlain to provide non-urgent health and social needs. Clients are supported by staff, paid drivers, and volunteers who ensure transportation and door through door service. Transportation services typically provide service to clients for scheduled medical appointments, Adult Day Services, grocery/shopping trips, and social and recreational groups.

The Champlain Community Transportation Collaborative (CCTC) was established in 2011. Through this formalized partnership, Champlain LHIN funded agencies work together to enhance regional capacity and better respond to increasing demand for transportation services. CCTC agencies have adopted common information systems and referral protocols and work with regional coordinators to schedule and arrange services. Client co-payments for the service vary across agencies and are often dependent on the distance travelled.

Going Home - Transportation

The Going Home program is a hospital diversion strategy that provides subsidized services to individuals 65 years of age and over for ten days immediately following discharge from hospital. The program provides a basket of services based on client need. Transportation for the Going Home program is coordinated through Champlain Community Transportation Collaborative.

Aging in Place – Transportation

Aging in Place is a program that provides a variety of integrated services to seniors living in 11 designated buildings. The services aim to prevent hospitalization and promote well-being. Through this program, transportation is provided to clients residing in designated Aging in Place buildings. There are no client fees for this program.

2014-15 Fiscal Year

Regional Data Summary for Transportation:

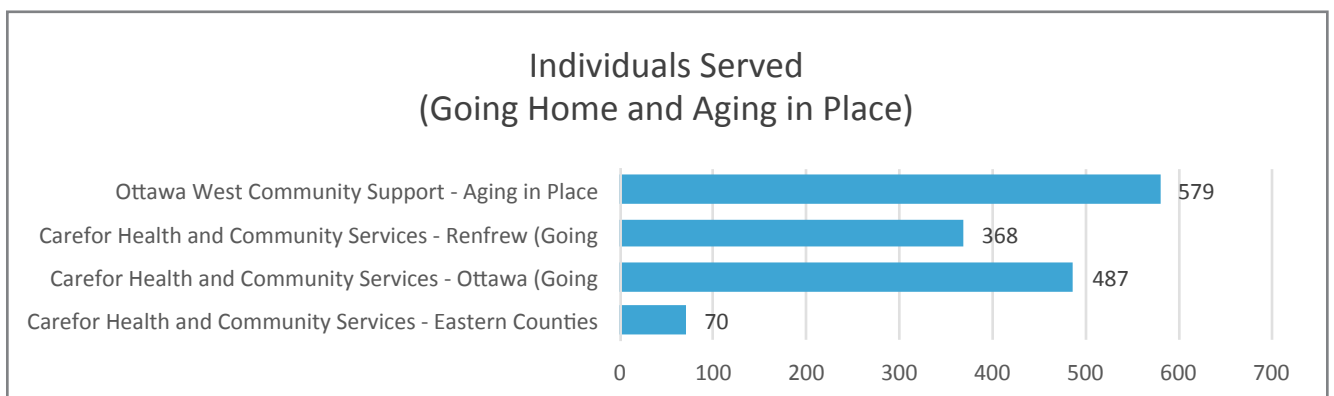
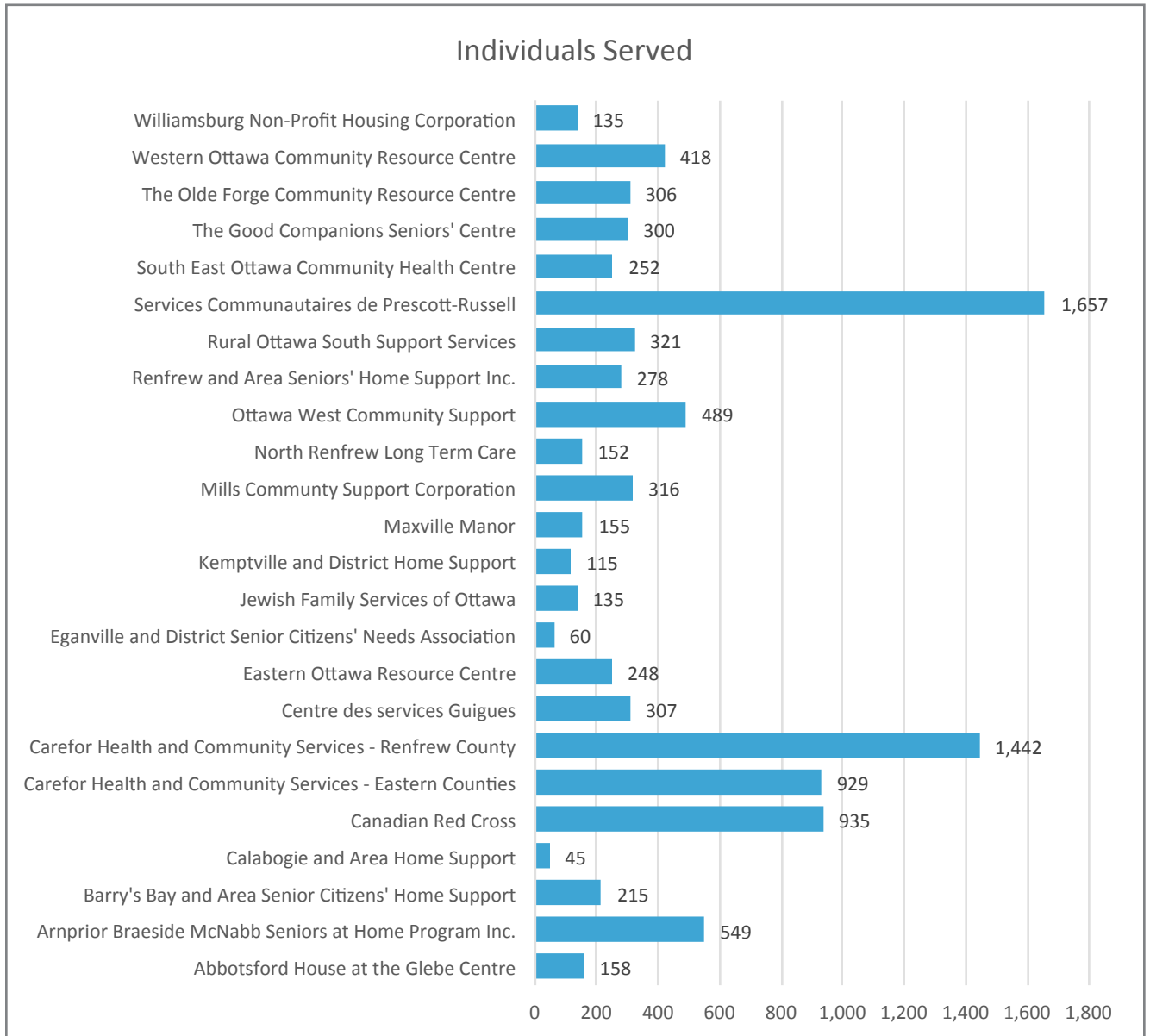
Number of Health Service Providers	26	Lead Health Service Provider	Carefor Health and Community Services — Renfrew County
Number of Programs	28 <i>24 (Agency programs) 1 (Going Home Program) 1 (Aging in Place) 1 (Pikwakanagan First Nation) 1 (Wabano)</i>		
Clients Served	11,421 Individuals Served <i>Agency – 9761 Going Home – 725 Aging in Place – 579</i>	Units of Service	216,675 trips <i>Agency – 204,232 Going Home – 1,182 Aging In Place – 4,213</i>
LHIN Funding	\$ 3,578,226 <i>Agency: \$3,342,579 (93.4%) Going Home: \$96,625 (2.7%) Aging In Place: \$139,021 (3.9%)</i>	Proportion of Total LHIN Funding to CSS Sector	5.4%

Cost Per Service			
Minimum	Mean	Median	Maximum
\$4.45	\$28.80	\$25.54	\$75.36

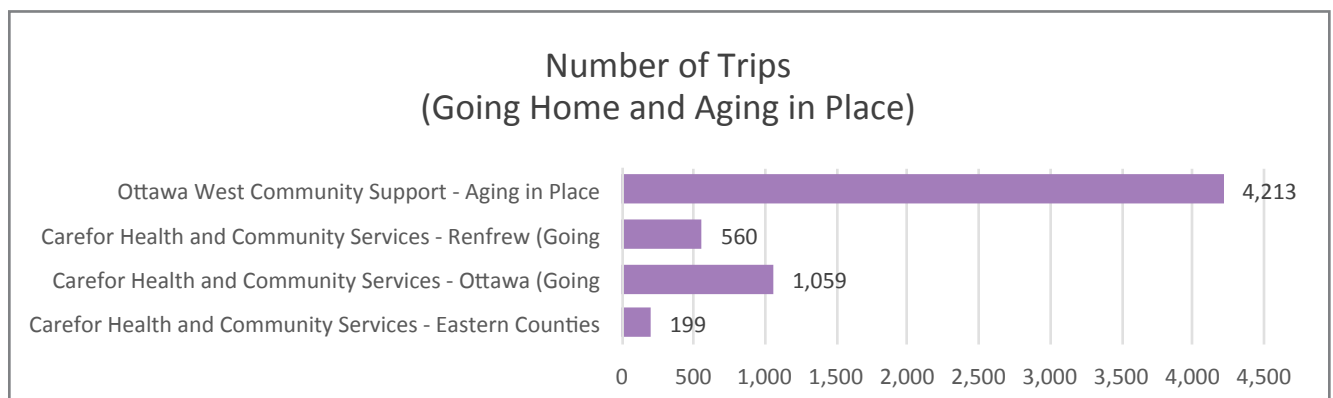
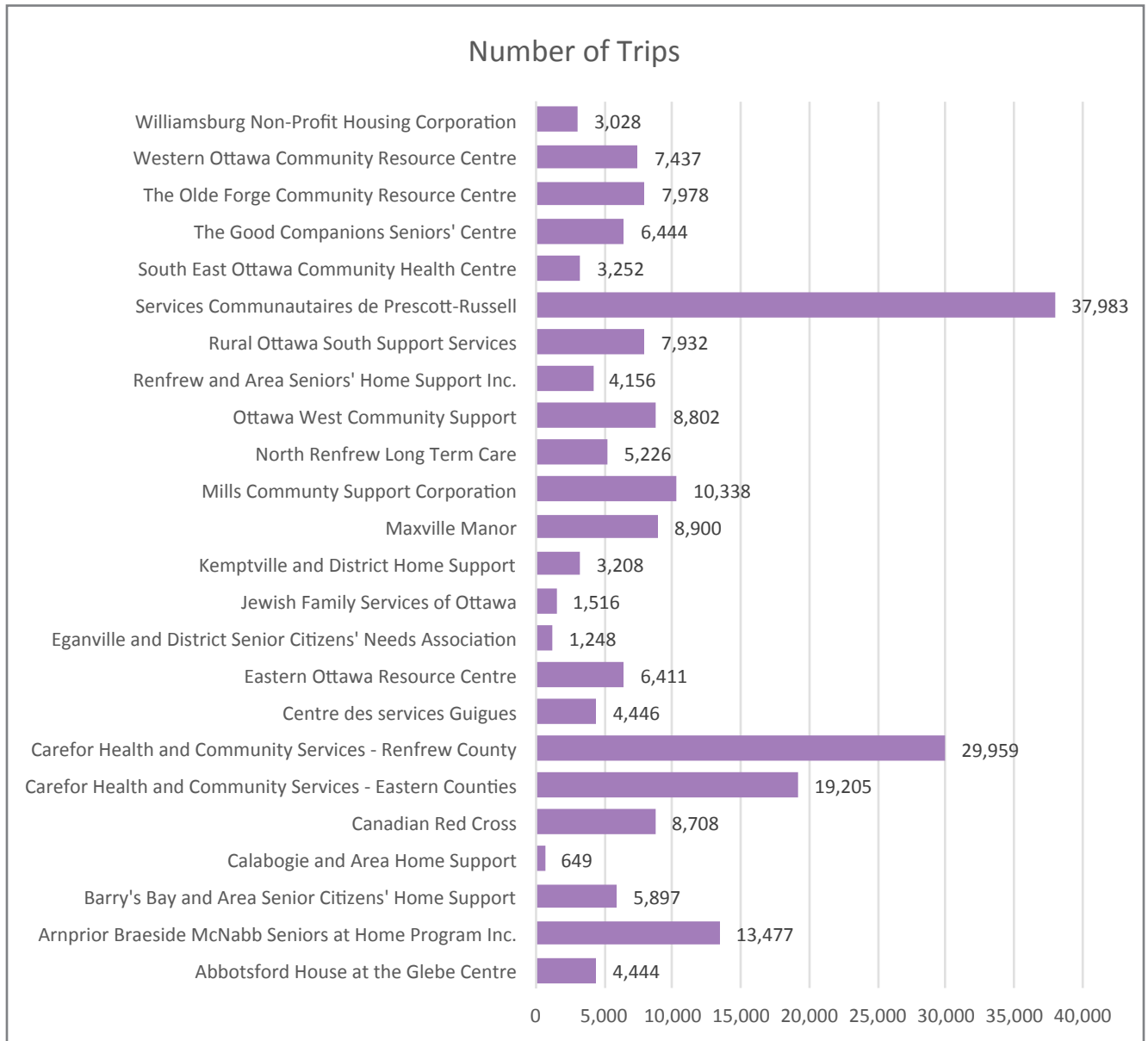
Cost of Client			
Minimum	Mean	Median	Maximum
\$0.38/km	\$ 0.46/km	\$0.40/km	\$0.90/km

The co-payment is based on the per kilometre rate of 14 of the 26 providers. The other 12 have established flat rates for their catchment areas. Some providers have a range of per km rate depending on the type of vehicle used and/or distance travelled. In those cases, the higher per km rate was used.

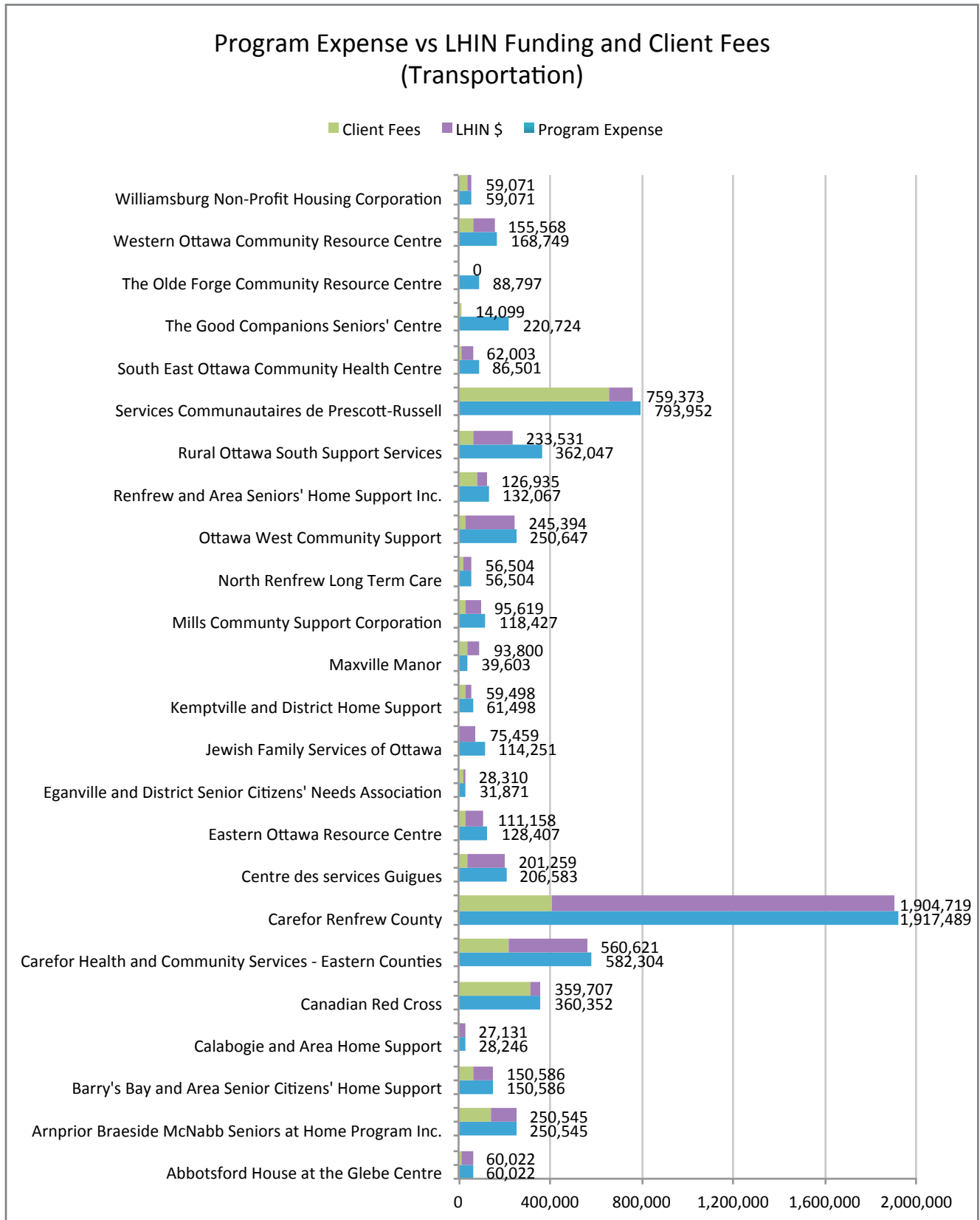
2014-15 Fiscal Year



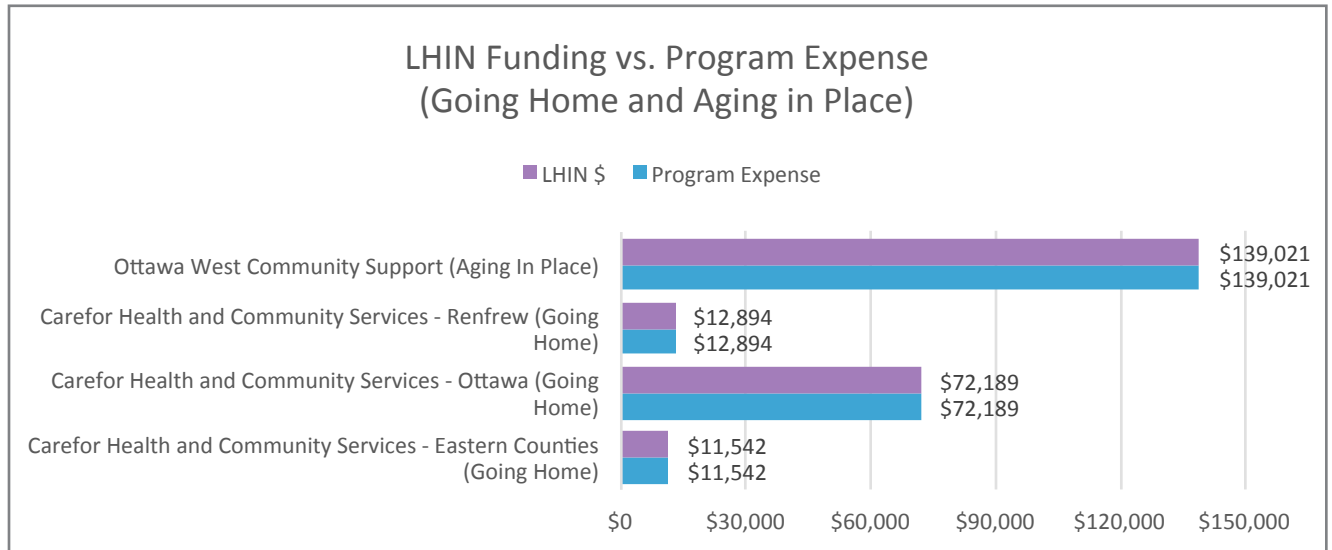
2014-15 Fiscal Year



2014-15 Fiscal Year



2014-15 Fiscal Year



2015-16 Fiscal Year

Regional Data Summary for Transportation:

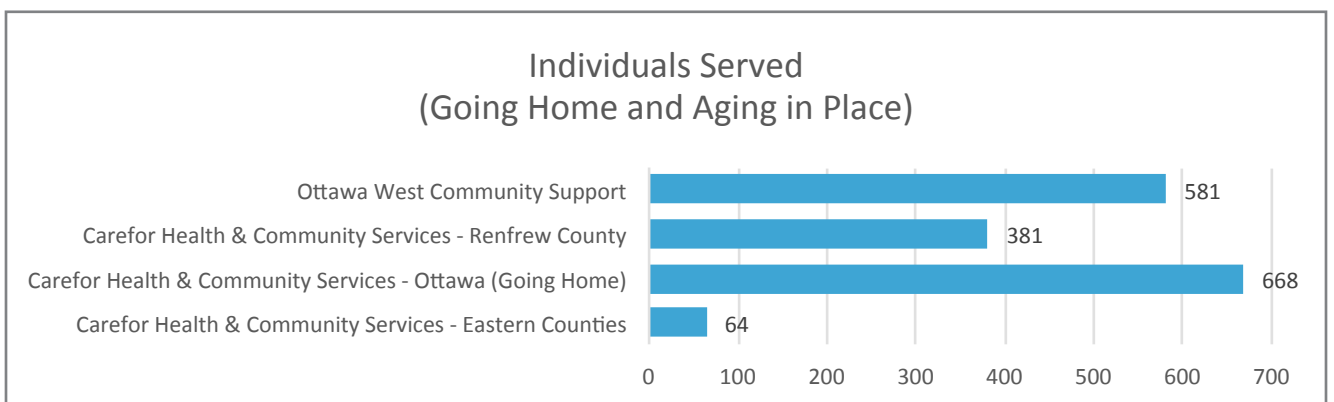
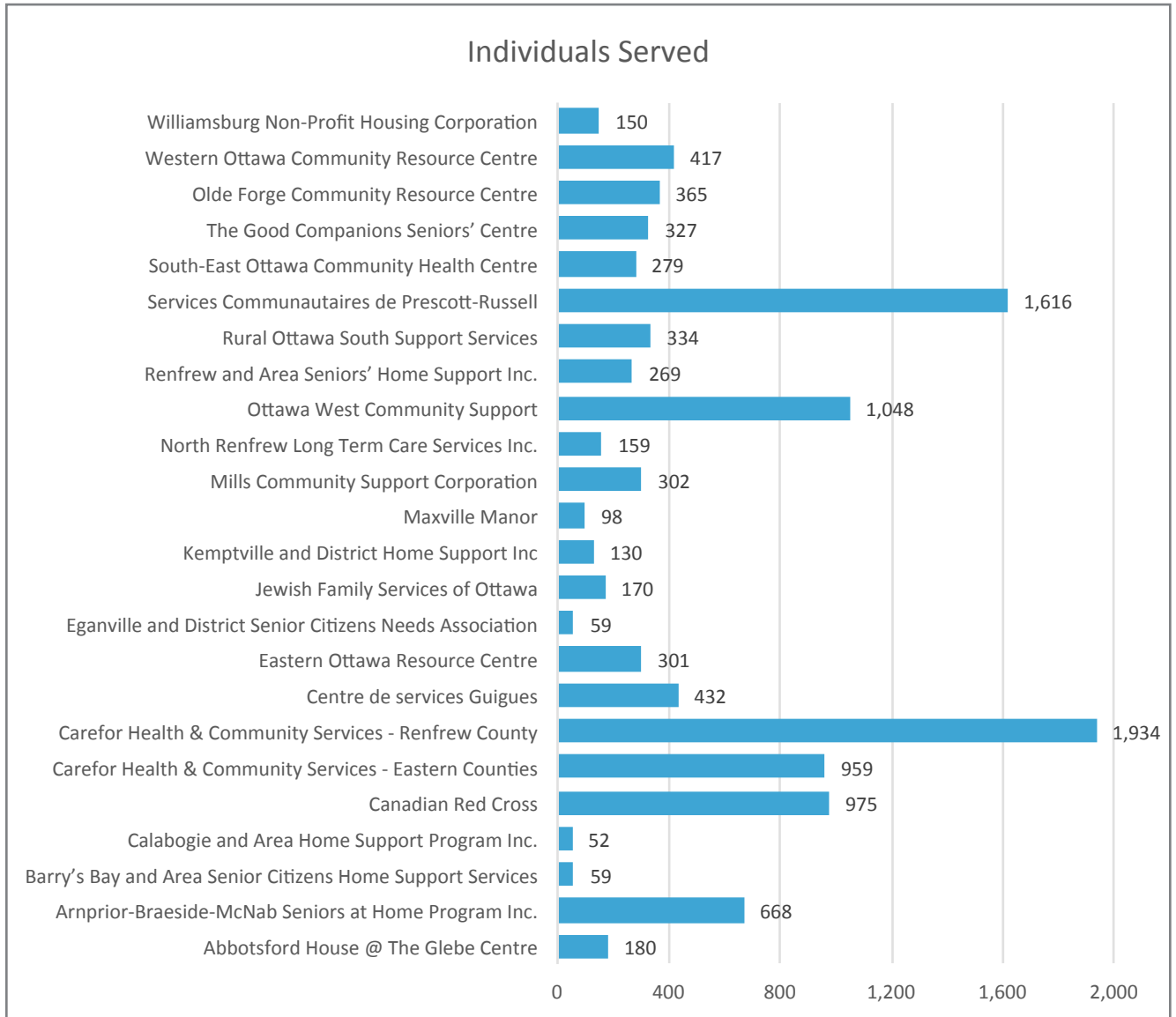
Number of Health Service Providers	26	Lead Health Service Provider	Carefor Health and Community Services – Renfrew County
Number of Programs	28 <i>24 (Agency programs)</i> <i>1 (Going Home Program)</i> <i>1 (Aging in Place)</i> <i>1 (Pikwaknagan First Nation)</i> <i>1 (Wabano)</i>		
Clients Served	12,977 Individuals Served <i>Agency – 11,283</i> <i>Going Home – 1,113</i> <i>Aging in Place – 581</i>	Units of Service	221,919 trips <i>Agency – 215,966</i> <i>Going Home – 1,860</i> <i>Aging In Place – 4,093</i>
LHIN Funding	\$2,692,205 <i>Agency: \$2,607,547 (96.9%)</i> <i>Going Home: \$84,658 (3.1%)</i> <i>Aging In Place: n/a</i>	Proportion of Total LHIN Funding to CSS Sector	3.7%

Cost Per Service			
Minimum	Mean	Median	Maximum
\$10.11	\$27.52	\$25.33	\$59.40

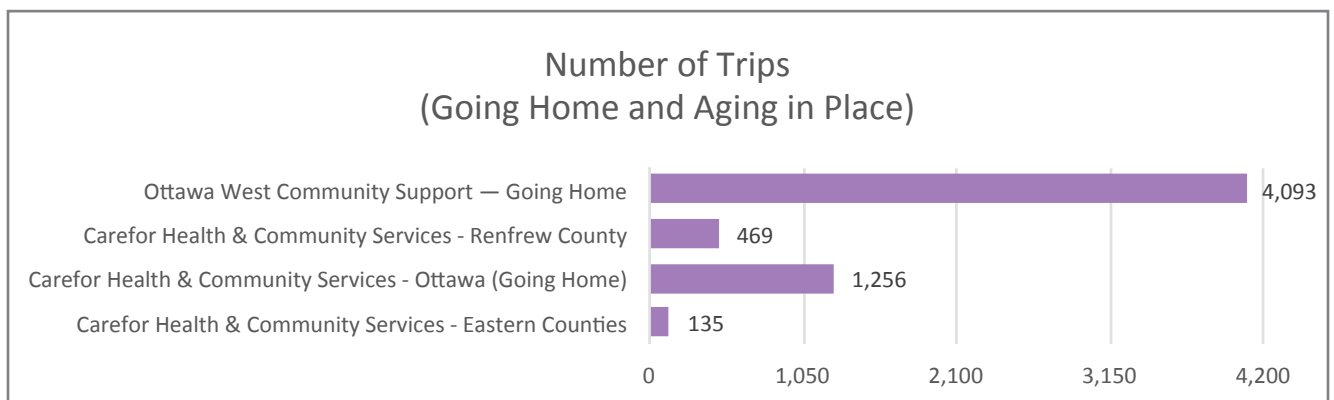
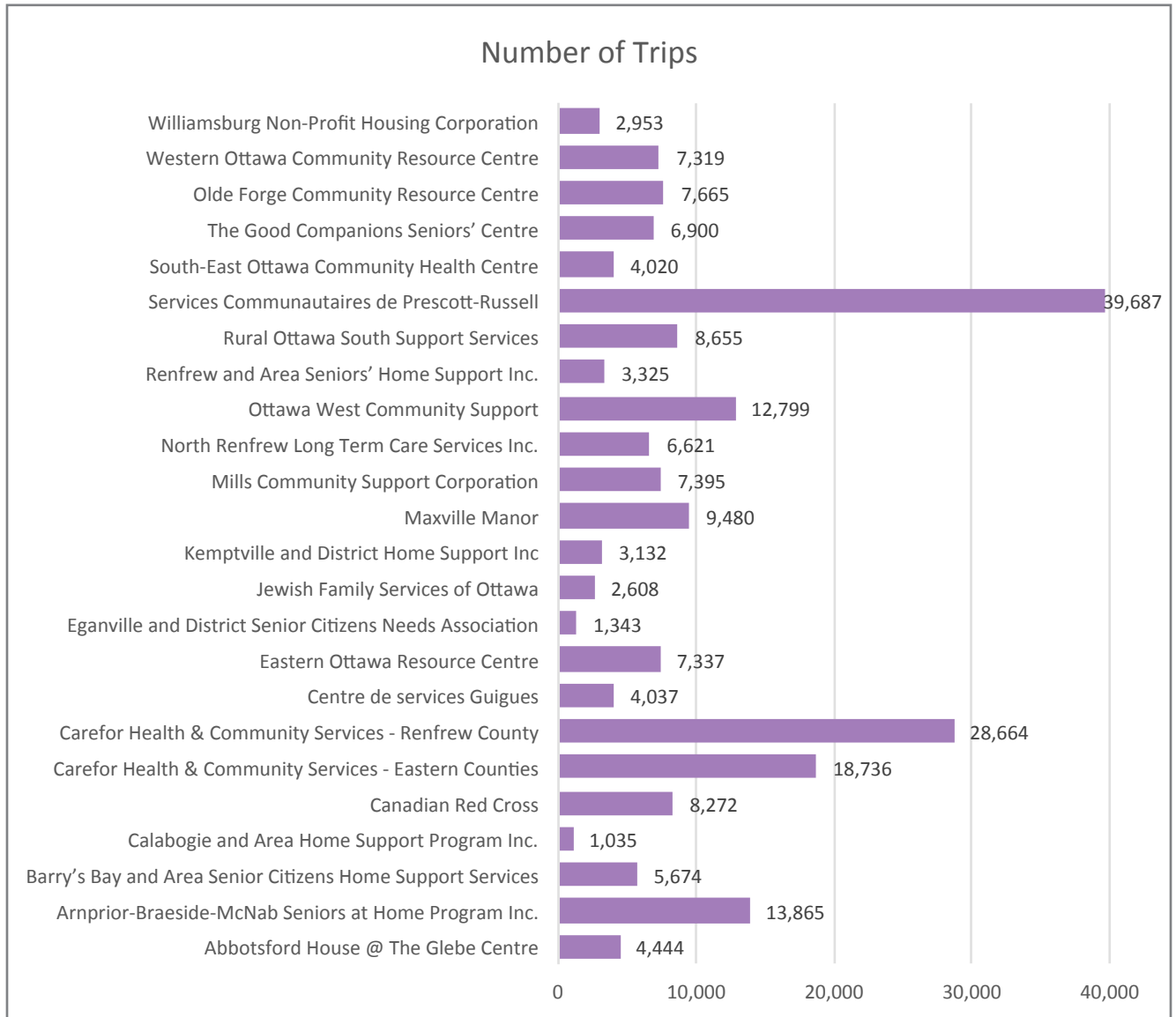
Cost of Client			
Minimum	Mean	Median	Maximum
\$0.38/km	\$ 0.46/km	\$0.40/km	\$0.90/km

The co-payment is based on the per kilometre rate of 14 of the 26 providers. The other 12 have established flat rates for their catchment areas. Some providers have a range of per km rate depending on the type of vehicle used and/or distance travelled. In those cases, the higher per km rate was used.

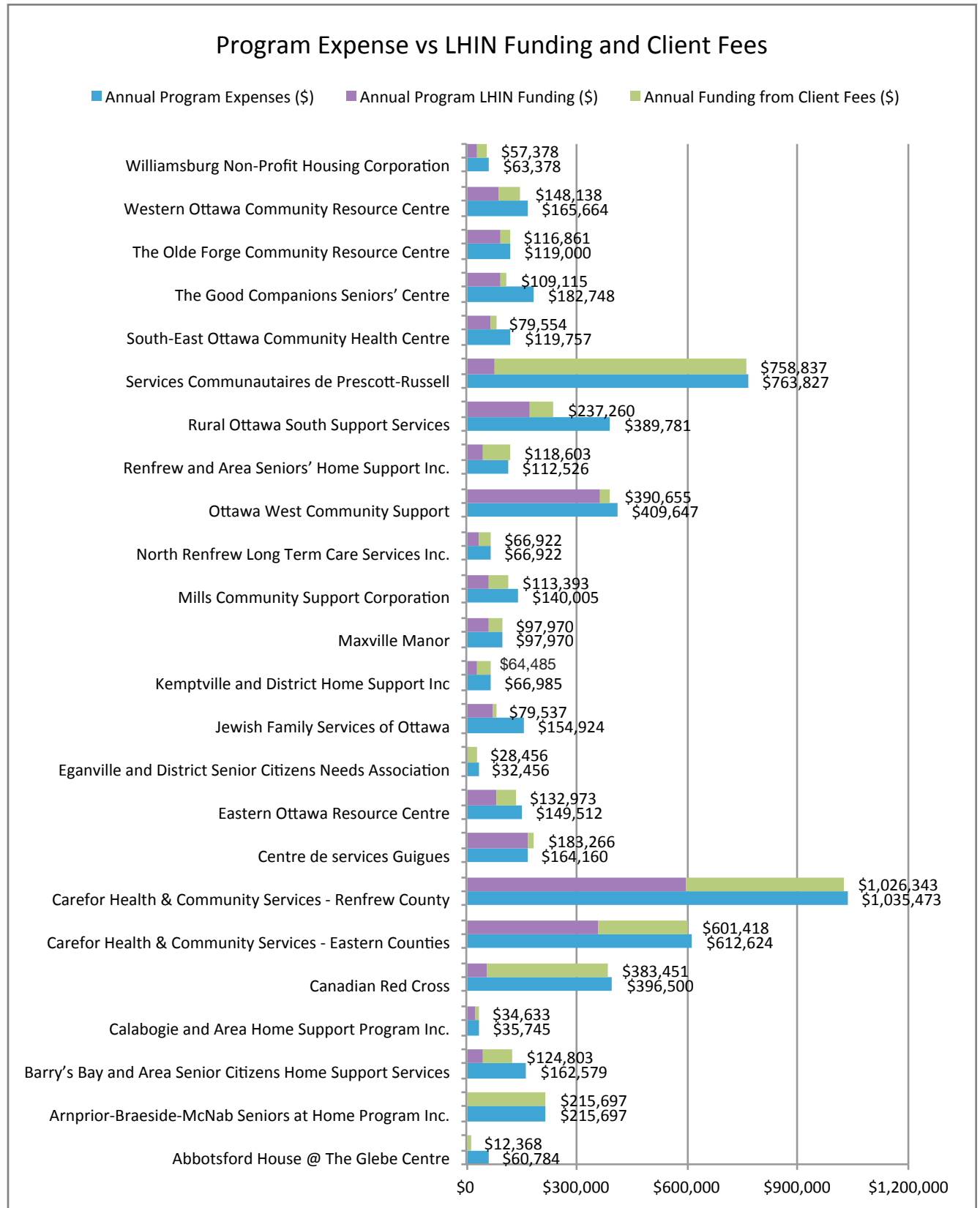
2015-16 Fiscal Year



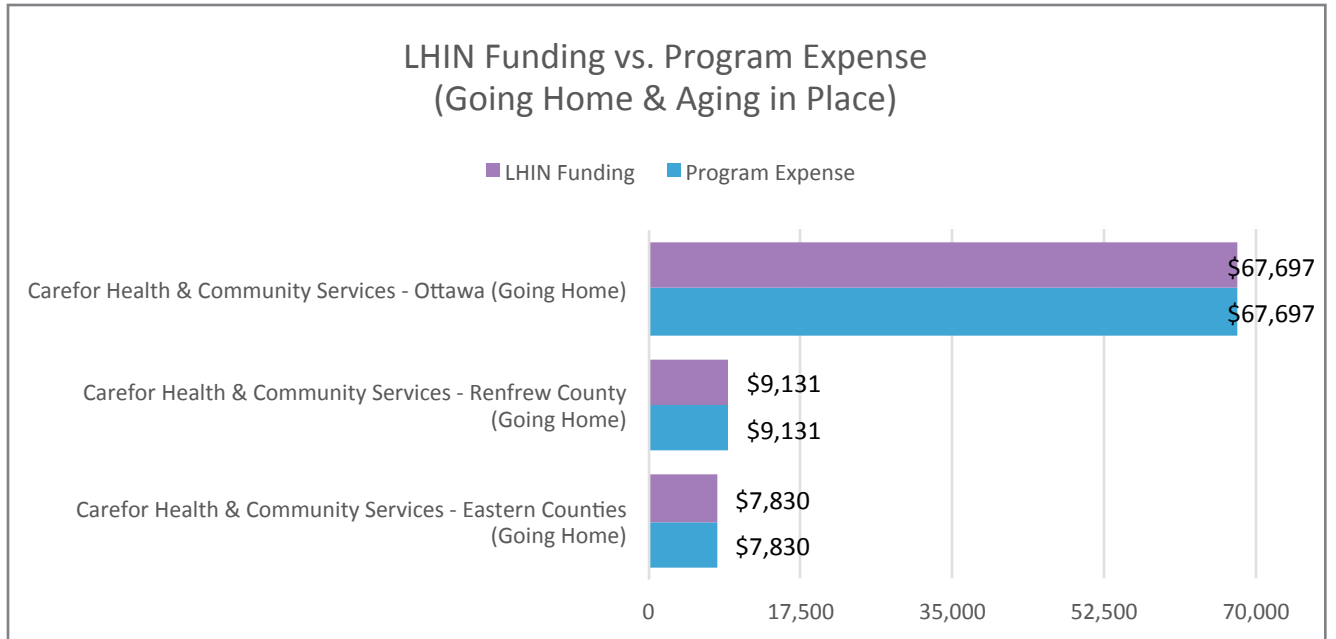
2015-16 Fiscal Year



2015-16 Fiscal Year



2015-16 Fiscal Year





COLLABORATIVES IN CHAMPLAIN

CHAMPLAIN COMMUNITY TRANSPORTATION COLLABORATIVE

The Champlain Community Transportation Collaborative (CCTC) was established in 2011. Through this formalized partnership, Champlain LHIN funded agencies work together to enhance regional capacity and better respond to increasing demand for non-urgent transportation services. CCTC agencies have adopted common information systems and referral protocols and work with regional coordinators to schedule and arrange services. Client co-payments for the service vary across agencies and are often dependent on the distance travelled.

Carefor Health and Community Services received \$1,260,200.00 of CCTC funding in 2015-16 fiscal year. Of this amount, \$469,044 was disbursed across local agencies as determined by the local CCTC committees.

The remaining \$915,356 is administered by Carefor and pays for salaries and benefits of the four Regional Transportation Coordinators and regional drivers. The funds also cover subsidies, operation cost such as maintenance of vehicles, recruitment of staff, and volunteer driver's abstracts, insurance, GPS monitoring, and SharePoint costs.

CCTC Funding and Services

LHIN Funding				
\$1,260,200	Total Units of service	28% of total units	Total Budget (\$)	Cost per unit using CCTC dollars (\$)
Regional Coordinators	41,907	41,907*	935,199	22.32
Carefor –Eastern Counties	18,786	5,260	136,800	26.00
Arnprior	14,369	4,023	72,640	18.06
Barry's Bay	7,877	2,205	15,500	7.03
The Mills	7,401	2,272	15,500	6.82
Centre Service Guiges	7,039	1,970	36,561	18.56
Jewish Family services	2,608	730	36,561	50.08
ROSSS	9,138	2,558	73,122	28.59
Olde Forge	7,469	2,091	13,440	6.43
Ottawa West	11,184	3,131	13,440	4.29
The Good Companions	6,900	1,932	21,120	10.93
Totals		66,149	\$1,260,200	\$19.05

*100% of the Regional Coordinators units are costed to the CCTC budget allocation.

Overview CCTC Service Delivery

Regional Coordinators	Eastern Counties	Renfrew County and Area	Ottawa- Urban	Ottawa - Rural
New Referrals - Intake	166	1333	286	564
Referrals Out to other agencies	76	2393	87	840

Drives coordinated by Regional Coordinators	Eastern County	Renfrew County	Ottawa- Urban	Ottawa Rural
Adult Day Program	3140	4851	2305	0
Dialysis	2012	2744	14	56
Other	3330	8973	8946	1339

SHARED SERVICE OPERATIONS

Program Description:

The Champlain Community Shared Services Operation (SSO) supports agencies providing community support services through the provision of a client information system (CIMS-HR,) ,Technical support for their operations and business level solutions for the interactions between agencies and their clients and between agencies themselves. Personal Health Information (PHI) is held in a controlled datacenter and both physical and electronic protocols are in place to control access to systems and data.

Regional Data Summary

Number of agencies engaged with SSO	44			
Active clients within SSO supported system (34 agencies)		2014	2015	2016
	Clients	20,587	23,948	31,578
	Client Growth		16%	32%
LHIN Funding	\$630,000			

Program Details:

CIMS-HR – Client Information Management System

CIMS-HR is a contact and resource management CIS application that understands many of the special requirements of the Home and Community Care sector. CIMS-HR organizes an agency's data from client intake, assessments, care planning, scheduling, billing, payroll integration, reporting, and fundraising. It efficiently tracks critical statistical information as required by Ministry, the LHIN and other stakeholders.

Support

SSO provides consistent and ongoing data support to member agencies in a variety of formats. SSO's team provides assistance with:

- data requests
- system upgrades
- coding standardization and best practices
- training
- business process redesign
- support desk assistance

Partnerships

SSO though its operations with member agencies support initiatives that are broader in nature and involve SSO agencies, Non SSO agencies and other stakeholders.