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TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JULY 21, 2014
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	MEMORANDUM OF UNDERSTANDING – ADULT DAY PROGRAM TRANSPORTATION

RECOMMENDATION

That, on the recommendation of the Manager of Community Life and the Administrator, Dearness Home and concurrence of the Managing Director Housing, Social Services and Dearness Home the following actions **BE TAKEN** with respect to the Memorandum of Understanding (schedule 1) between the applicable parties for Adult Day Program transportation in the City of London.

- a) The attached proposed by-law (Appendix A) **BE INTRODUCED** at the Council meeting of July 29, 2014,
- b) **TO APPROVE** the Memorandum of Understanding (MOU) between the Boys’ and Girls’ Club of London and the Women’s Christian Association of London, McCormick Home and the Governing Council of the Salvation Army on behalf of the London Village and the Corporation of the City of London, Dearness Home,
- c) **TO AUTHORIZE** the Mayor and City Clerk to execute the agreement; and,
- d) **DELEGATE TO** the Managing Director Housing, Social Services and Dearness Home, or his or her written designate, the authority to renew the Memorandum of Understanding, provided that it does not increase the City’s liability and is provided for in the City’s current budget.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- CPSC Report March 24, 2014 - Amendments to Fees and Changes by-law A-47 Adult Day Program – Dearness Home

BACKGROUND

Within the City of London, transportation services for the community’s three adult day programs for seniors, (McCormick Home, Salvation Army and the Dearness Home) have traditionally been funded through the South West LHIN and provided by the Boys’ and Girls’ Club of London. The service consists of door to door pickup and drop off in fully accessible wheelchair vans. Due to the interconnected nature of this service arrangement, all parties must work together in order to fully utilize the available resources through complementary scheduling of program start and stop times and working collaboratively through any issues that arise.

In 2012, as part of the Access to Care initiative, the South West LHIN provided a report that summarized adult day program client characteristics, demographics, service variability and recommendations to improve access to these services across the LHIN. The report outlined inconsistencies in transportation services across the 12 organizations that operate 30 adult day program sites throughout the South West LHIN. A significant variance in user fees largely attributed to the transportation component was also highlighted. In London, transportation was funded directly to the Boys’ and Girls’ club by the South West LHIN and clients of adult day programs in London were not charged a transportation fee.

As a result of the Access to Care initiative, a funding methodology was put in place that provided for consistent LHIN funding to providers and a standardized user and transportation fee to each client attending an adult day program. One of the implementation principles of this

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new funding methodology is to ensure that the monthly participant billing process remained efficient and straightforward for participants. In order to satisfy this principle, the adult day program providers in the City of London agreed to include the transportation fee along with the monthly program user fee in the invoice that program providers send to participants. In this way participants would receive and be required to pay one invoice for their transportation and attendance at the Adult Day Program of their choice in London.

To formalize and document this mutually agreed arrangement related to the new model of transportation and collection of fees the Memorandum of Understanding (MOU) (attached as Schedule A) was drafted. The agreement sets out the principles and expectation of the parties under this arrangement and will be used as a guiding document for the provision of service, insurance requirements and the collection and reconciliation of fees. There is no indemnification obligation on the City under this MOU.

The MOU is for a one year term with the option to extend or renew the MOU agreement through a written amendment signed by each party's authorized signatory. To facilitate the renewal of the MOU civic administration is requesting that council delegate this task to the Managing Director Housing, Social Services and Dearness Home. Legal Services has reviewed this MOU and is in agreement with its content and use.

In March 2014, program participants and caregivers received a letter from Dearness Home administration explaining the upcoming proposed changes to transportation services and related fees (attached for your reference as schedule 2). Since that time, Dearness staff have provided additional information and addressed any questions or concerns that have arisen. The home's Manager of Community Life continues to provide ongoing support through face to face information sessions, newsletter article updates, and/or personal phone calls with participants. These supports are in place to ensure equitable access for all participants and consistent quality without any service disruption in the program delivery.

FINANCIAL IMPACT

In consultation with ADP providers, the South West LHIN set the transportation user fee at \$10 per visit. Under the MOU, the City is required to collect a \$10 flat fee for transportation to and from the program. The Boys' and Girls' Club will invoice the City monthly for the trips provided in the previous month. The Boys' and Girls' Club will be responsible for uncollectible transportation fees and this will be reconciled on a quarterly basis. There will be no financial impact to the City of London under this agreement.

SUBMITTED BY:	RECOMMENDED BY:
JANICE BROWN FINANCIAL BUSINESS ADMINISTRATOR	CHERYL GILMOUR MANAGER OF COMMUNITY LIFE
RECOMMENDED BY:	CONCURRENCE BY:
CINDY SHEPPARD ADMINISTRATOR, DEARNESS HOME	SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS

cc: A. Barbon, Manager Financial & Business Services
L. Marshall, Solicitor