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TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON MARCH 24, 2015
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	HOMEMAKERS PROGRAM UPDATE

RECOMMENDATION

That, on the recommendation of the Manager of Community Life, Dearness Home and the Administrator Dearness Home and the concurrence of the Managing Director Housing, Social Services and Dearness Home, this report providing an update on the Homemakers Program **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Homemakers Program Update (CPSC, July 21, 2014)
- Introduction of By-Law to Appoint the Ontario Works Administrator Homemakers Program – Appointment of Municipal Welfare Administrator under the Homemakers and Nurses Services Act, R.S.O. 1990, c. H. 10 (CPSC, June 16, 2014); and
- Homemakers Program Review – Dearness Home (CPSC, July 22, 2013)

BACKGROUND

In 2013, Civic Administration initiated a review of the Homemakers Program. On July 21, 2014 Civic Administration brought forward a Homemakers Program Update report to Community and Protective Services Committee for approval by Council (See Appendix A). The report provided an overview of the program review conducted and proffered recommendations including:

- to continue the Homemakers Program Service delivery for the 2014 and 2015 operating periods;
- that Civic Administration continue to conduct further discussions with key stakeholders to continue to examine options for this program; and
- that Civic Administration be directed to issue a Request for Proposal to acquire service providers to provide homemaking services through purchase of service arrangements.

In late 2014, a tender was issued for agencies to provide homemaking services for residents in the City of London under the Homemakers Program. Based on the diverse needs of the clients who receive services under the program and to support flexible service provision, the tender was awarded to two service providers, AGTA Home Health Care (AGTA) and PACE@Home, a Program of All-inclusive Care for the Elderly (PACE), effective February 1, 2015. It is intended that each will provide approximately 50% of the services under the program. The contracts are for 2 years with 3 additional one-year renewal options for both. These service providers were the two lowest bidders in the procurement process, were interviewed and met all of the requirements of the tender.

Thirty days written notice was sent to existing providers, Rivera and Paramed, advising them that their services would be no longer required as of February 1, 2015. Impacted clients of Rivera and Paramed also received a letter giving 30 days of notice of change in providers.

Program Provision Roll out Status

PACE was an existing care provider under the Homemakers Program, serving 25 clients, and providing approximately 250 hours of service per month. These clients, which represented 61%

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of the total clients receiving services under the Homemaker Program, continue to receive supports from PACE.

The second provider, AGTA, is a new service provider, and has taken on 16 clients, who were transferred from those agencies no longer providing service, as noted above. AGTA provides 120 hours per month to the remaining 39% of the clients who receive services. The transitioning work for these clients has been as seamless as possible. A letter of communication and introduction to AGTA was sent to these clients, and encouraged to initiate direct contact with AGTA to explain their personal care needs so they were more at ease with the transition. AGTA reports that in some cases, the agency has been able to maintain consistency in service provision for some clients by contracting with Personal Support Workers who had been working directly with some individual clients. Ongoing communication strategies are in place for support to transitioning clients by phone, visitation, and in some cases with Community Care Access Centre's collaboration. AGTA has assigned a point of contact person who oversees the agency's Care Providers and who is in frequent communication with Dearness staff responsible for program oversight. As needed, clients received follow up calls from Dearness staff throughout the transition period.

Future State of Service

In order to maximize approved budgeted service hours Civic Administration will be adding new clients for service provision up to 100 hours per month. These new clients will receive services from AGTA, which will then provide the agency with total service hours similar to those assigned to PACE. Civic Administration will continue to closely monitor service transition and provision, and will meet quarterly with both service providers to ensure service is delivered consistent with that intended in the Request for Proposal and program guidelines.

FINANCIAL IMPACT

The 2015 approved Homemakers program total budget is \$211,000. Service to clients (through purchase of service agreements) totals approximately \$180,000, 80% of which (\$144,000) is provided by the MOHLTC. The remaining 20% share of the direct services (\$36,000) plus approximately \$31,000 for program administrative costs (100% municipal) comprises the City's total program financial commitment of \$67,000.

RECOMMENDED BY:	RECOMMENDATION BY:
CHERYL GILMOUR MANAGER, COMMUNITY LIFE DEARNESS HOME	ANGIE HEINZ, ADMINISTRATOR, DEARNESS HOME
CONCURRED BY:	
SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME	

cc.
J. Brown, Financial Business Administrator