

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JANUARY 22, 2019
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	FUNDING CHANGES 2018-2019 MULTI-SECTOR SERVICE ACCOUNTABILITY AGREEMENT BETWEEN THE CORPORATION OF THE CITY OF LONDON (DEARNESS HOME) AND THE SOUTH WEST LOCAL HEALTH INTEGRATION NETWORK (LHIN)

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home:

(1) the proposed by-law attached as Appendix “A” **BE INTRODUCED** at the Municipal Council meeting on January 29, 2019 to:

- a) **APPROVE** the South West Local Health Integration Network (LHIN) funding letter dated January 7th, 2019 with respect to the 2018-2019 Multi-Sector Accountability Agreement (M-SAA) between The Corporation of the City of London and the LHIN, for the provision of funding with respect to the Adult Day Program, attached as Schedule 1 for the period February 1, 2019 to March 31, 2019; and
- b) **AUTHORIZE** the Managing Director, Housing, Social Services and Dearness Home to execute the letter approved in (a) above;

(2) the Managing Director, Housing, Social Services and Dearness Home **BE REQUESTED** to explore future opportunities with the Ministry of Health and Long Term Care (MOLTCH) and LHIN to further address the growing Adult Day Program needs in the community.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- 2018-2019 Multi-Sector Service Accountability Agreement between the Corporation of the City of London (Dearness Home) and the South West Local Health Integration Network (LHIN) (CPSC, March 20, 2018)
- 2014-2017 Multi- Service Accountability Agreement between the Corporation of the City of London (Dearness Home) and the South West Local Health Integration Network (LHIN) (CPSC, April 7, 2014)

BACKGROUND

The funding letter received from the LHIN on January 7th, 2019 attached as Schedule 1, sets out the terms under which the LHIN will provide funding to the City for the delivery of the Adult Day Program services at Dearness Home. In summary, the funding letter proposes a service level increase of two spaces per day for a total of 10 spaces per week that will see the program move from 30 spaces daily to 32. Given the LHIN’s desire to maximize the Home and Community Care Community Investment funding before fiscal year end, they have requested civic administration fill the additional daily spaces starting February 1st, 2019.

Once approved and executed the existing 2018-2019 M-SAA funding will be amended by the LHIN’s January 7th, 2019 funding letter. The funding letter also requested that The City of London return the Board-approved (Council) and signed copy of the letter by February 1, 2019.

Adult Day Program Description

The City of London operates an Adult Day Program (ADP) 10:45am to 4:15pm Monday to Friday in a purpose built space located at the Dearness Home. It is a discretionary program that provides

social, recreational, personal care and therapeutic activities to support older adults in a group setting during the day while also helping support family caregivers to have a break from their regular day to day care routines. Dearness Home ADP is designed to support and engage people who may have difficulty accessing other programs in the community due to physical frailty, disability or chronic illness.

In addition to personal care and a nutritious three course meal and snacks, recreational and leisure activities/therapies, exercise/ education programs, musical entertainment as well as theme days are covered within the current funding model. Affordable door to door transit, hair care, foot care, and bathing services can be provided for an additional fee. In addition to the 4.6 FTE's required to operate the program, Dearness Home ADP has a strong and dedicated volunteer base that utilizes approximately 1890 volunteer hours per year to provide additional program supports. Additionally, the program has a rich history of partnership with Fanshawe College and Westervelt PSW programs whose students complete co-operative community placements at the Dearness Home ADP site.

There are two other providers of ADP services in London (McCormick Care and Salvation Army) that offer specialized dementia supports and programming. Currently, Dearness Home is the only provider of frail/ elderly ADP services in the London area. The program offers 30 spaces a week for a total of approximately 7500 hours of support to people assessed by the LHIN as frail/ elderly.

Potential clients are referred to the LHIN from medical and community partners. The LHIN assesses and approves clients for ADP services then refers them to Dearness Home or another appropriate ADP service provider. Each client pays a \$10 standardized fee (set by the LHIN) to Dearness Home per day to attend the program. The LHIN provides additional annual base funding with the intention of covering 100% of remaining costs. Due to the significant demand for frail/ elderly ADP supports in the London area, Dearness Home ADP has maintained a waitlist of more than 150 people for many years.

Demographic Considerations

The Ontario Ministry of Finance's 2018 Ontario Population Projections Update predicts the number of seniors aged 65 and over is projected to almost double from about 2.4 million, or 16.7 per cent of population in 2017, to almost 4.6 million, or 24.8 per cent, by 2041. Notably in 2015, for the first time, seniors accounted for a larger share of population than children aged 0–14. Also, according to the report older age groups will experience the fastest growth among seniors. For example the number of people aged 75 and over is projected to rise from 1.0 million in 2017 to 2.7 million by 2041 and the 90+ group will more than triple in size, from 120,000 to 400,000.

Committee and Council Report Summary

It is a requirement of the Local Health System Integration Act, 2006 that a Local Health Integration Network (LHIN) have a service accountability agreement (SAA) with each Health Service Provider that it funds. The SAA for the community service sector is called the Multi-Sector Service Accountability Agreement (M-SAA).

On November 11, 2013 Civic Administration brought forward a recommendation to Community and Protective Services Committee that the 2014-2017 Community Accountability Planning Submission (CAPS) for Dearness Home Adult Day Program be approved for submission to the South West Local Health Integration Network (the LHIN); it being noted that it is a requirement of the LHIN that the Planning Submission be approved by the Board of Directors (City Council). In order to meet LHIN timelines around submission of the CAPS report, Civic Administration submitted a CAPS report encompassing new service levels and a draft budget showing a deficit position of \$91,685 with the provision that negotiations were currently underway between the City and the LHIN to determine a financial model that met expectations of both the City and the LHIN.

On submission of the council approved CAPS report, the LHIN rejected the report for failing to demonstrate movement towards a balanced budget. Civic Administration worked to develop a model that would satisfy the new service delivery requirements within the new funding model. Through this process it became apparent that the Dearness Adult Day Program could not deliver within the new service and financial model and still be considered a 100% funded program.

Given this realization and in order to negotiate an acceptable model with the LHIN, Civic Administration eliminated suggested staffing changes recommended to meet new service guidelines and at the same time reduced existing costs through a reduction in the allocation of costs from long term care. In addition, it was necessary to include a municipal contribution to balance the budget.

In March 2014 the City of London signed the MSAA with the LHIN which introduced ADP service

delivery requirements within a new funding model to align with new requirements of the Patients First Act. During the 2014-17 timeframe covered by the original MSAA, Civic Administration worked diligently to meet the new standards. Two subsequent amending M-SAA agreements were executed by Council in April 2017 and April 2018 with the latter ending March 31, 2019.

Service Review

In order to develop a plan of action past the 2018/19 year, Civic Administration initiated a Dearness Home ADP Service Review in October 2018 and a working group consisting of management representatives from Dearness Home, Financial Business Supports, Corporate Services /Human Resources, and Housing and Social Services was established. The working group evaluated options including but not limited to opportunities for partnerships, cost containment, and service level changes. Additionally, current clients, people on the Dearness Home ADP waitlist and their caregivers were engaged and provided feedback through an in person and telephone survey. The stakeholder feedback was then used to inform SWOT and STEEPLE analysis conducted in the later stages of the review.

In the course of conversations with the LHIN and during the early stages of the review, the LHIN conveyed their desire to maximize the Dearness Home ADP service level foot print by exploring the possibility of increasing the current service level standard by two spaces per day (Monday to Friday) and 15 spaces on Saturday or one weekday afternoon for a total of 25 spaces per week. In December 2018 civic administration received correspondence from the LHIN that they wished to proceed with the 10 weekday spaces, however the 15 spaces proposed for Saturday or one weekday afternoon was not possible at this time due to available transportation resources being exhausted by recent increases to other ADP services in the area.

In the later part of December 2018 the working group was satisfied with its data analysis and concluded the service review. Given the LHIN's desire to fill the two spaces quickly and the service review results favouring service delivery expansion in the future, this report is being brought prior to finalizing the Dearness Home ADP Service Review. The final Dearness Home ADP Service Review Report is expected to be complete in the near future.

Recommendation and Next Steps

As Ontario's population ages, home and community care is becoming especially important. Ontarians want and deserve a health care system that helps them live independently at home – where they want to be. The City of London's mission is to be “At Your Service” and aims to accomplish key activities related to its strategic themes including those that support “Strengthening Our Community” and “Leading In Public Service”. The City endeavors to provide exceptional health care and social support networks that ensure the health and well-being of all Londoners. Although a relatively small program in comparison to larger social and health services in the community, the City of London Adult Day Program operated at Dearness Home provides an essential and cost effective resource for those in our community in need.

As a municipal service provider, the City has access to provincial funding to support this service, it provides exceptional service as demonstrated by the three year Commission on Accreditation of Rehabilitation Facilities (CARF) in 2016, and enjoys an overall 91% service approval rating, as indicated in the 2018 Annual Client Satisfaction Survey. The ADP program also makes the most of mutually beneficial relationships with its Dearness Home Long Term Care and City of London divisional partners. Synergies that include but are not limited to maintaining a vibrant volunteer program and student co-op opportunities, sharing of physical space that can be utilized by the home and the public during non-programing hours, group purchasing savings, City of London departmental expertise, training, knowledge base and resource sharing which all contribute to improved ADP client, caregiver and Dearness Home resident experiences.

The proposed additional spaces are a measured response to help address the current Dearness Home waitlist and the growing community need as the ADP Service Review is finalized. Civic administration can confirm the addition of two spaces per day will be managed within the existing staff compliment and that the funding increase associated with the new service level will improve the overall financial position of the program. As a result, Civic Administration recommends the service level expansion proposed in Schedule 1 be approved.

Further, as the LHIN looks to strengthen ADP supports across the province to address the growing demand for ADP, it is presumed there may be future opportunities for the City of London to increase ADP services to the community. Therefore, Civic Administration also recommends actively engaging the MOHLTC and the LHIN in discussions about further ADP funding and service level opportunities.

FINANCIAL IMPACT

The January 7th, 2019 funding letter increases the previous service delivery standards by two spaces per day for a total of 10 spaces per week. The increased funds will be used primarily to pay for lunches/snacks and some program cost increases. Additionally, with no increases to the staff compliment required at this time the remaining funds will be used to reduce the municipal contribution to zero. Going forward and through the next multi-year budget process, costs will be updated to reflect current and future costs including wage increases. Also, in preparation for the next multi-year budget, civic administration will continue exploring future service level opportunities with the MOHLTC and LHIN to address anticipated program expenditure increases.

PREPARED BY:	RECOMMENDED BY:
JASON WESTBROOK MANAGER, BUSINESS PLANNING PROCESS	LESLIE HANCOCK DEARNESS HOME ADMINISTRATOR
CONCURRED BY:	
SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME	

- cc:** C. Gilmour, Manager of Community Life
A. Hagan, Manager III, Labour Relations
K. Murray, Senior Financial Business Administrator
J. Brown, Financial Business Administrator
L. Marshall, Solicitor II
J. Wills, Manager, Risk Management

APPENDIX A

Bill No.
2019

By-law No.

A By-law to approve the funding letter dated January 7th, 2019 with respect to the 2018-2019 Multi- Sector Service Accountability Agreement with the South West Local Health Integration Network, for funding for the Adult Day Program; and to authorize the Managing Director – Housing, Social Services and Dearness Home to execute the letter.

WHEREAS subsection 5(3) of the *Municipal Act, 2001* provides that a municipal power shall be exercised by by-law;

AND WHEREAS the Minister of Health and Long-Term Care may provide funding to a local health integration network under the *Local Health System Integration Act, 2006*;

AND WHEREAS a Local Health Integration network, established under the Local Health System Integration Act, 2006, may provide funding to a health service provider, defined to include a municipality maintaining a long-term care home, in respect of services that the service provider provides in or for the geographic area of the network;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The funding letter dated January 7th, 2019 with respect to the 2018-2019 Multi-Sector Accountability Agreement (M-SAA) between The Corporation of the City of London and the South West Local Health Integration Network, for the provision of funding with respect to the Adult Day Program, for the period February 1, 2019 to March 31, 2019, attached as Schedule "1" to this By-law, is approved.
2. The Managing Director – Housing, Social Services and Dearness Home is authorized to execute the letter approved in section 1 above.
3. This by-law shall come into force and effect on the day it is passed

PASSED in Open Council on

Ed Holder
Mayor

Catharine Saunders
City Clerk

First reading -
Second reading -
Third reading –