

**HOMES FOR THE AGED DIVISION
ACHIEVEMENT OF 2007 OBJECTIVES
COMMUNITY PROGRAMS**

Objective	Success	Indicators of Achievement
To develop GoldCare reports for Community Programs that will enhance client demographic data.	Partially Achieved Ongoing	<ul style="list-style-type: none"> • Data defined. • Data tables designed. • Reports setup in GoldCare. • Prototype reports run and verified for accuracy. • Client databases reviewed for accuracy and completeness. • Reports to be further refined in 2008.
To streamline billing procedures that will replace manual tabulation with more efficient GoldCare generated reports.	Achieved	<p>Improved billing systems through GoldCare such as:</p> <ul style="list-style-type: none"> • Money transfer by spreadsheet instead of paper cheque requisitions. • Monthly billing. • Blended rate. • SAP entries during the month in which cost is incurred.
To develop and provide ongoing education for HMNS and SH staff regarding client documentation, with the goal of achieving more focused and outcome-based documentation.	Achieved	<ul style="list-style-type: none"> • Needs assessment meeting held on September 13, 2007. • Educational sessions held with Community Programs staff. • Quality monitoring tool developed. • Monthly quality monitoring of documentation to address sustainability.
In collaboration with Toronto Community Housing Corporation open Dundas/Mabelle Supportive Housing site.	Achieved	<ul style="list-style-type: none"> • Site selected in collaboration with TCHC. • Partnership established with Storefront Humber as service provider. • Site opened April 16, 2007 with 18 clients admitted to the program by year end.
To identify and open a new SH site in one of the mayor's priority neighbourhoods in collaboration with Toronto Community Housing Corporation (TCHC).	Partially Achieved. Ongoing	<ul style="list-style-type: none"> • Site selected: in collaboration with TCHC (6250 Bathurst Street). • Partnership established with Circle of Care. • Site to open February 2008.
To strengthen the culture of safety through the Worker Safety Group.	Partially Achieved. Ongoing	<ul style="list-style-type: none"> • Set the foundation with review of existing policy, and education with all community staff. • Have initiated ongoing staff dialogue as part of regular staff meetings. • Staff have participated in education sessions such as Occupational Health and Safety Act; Working along in the community; WHIMIS; Pandemic Planning; Infection Control.

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Review and revise risk management and quality indicators.	Achieved Ongoing	<ul style="list-style-type: none">• Developed new and more meaningful indicators that measures core business of Community Programs while highlighting risk (real or potential).• Newly designed report allows for monthly trending and timely identification of issues and follow-up at the same time allowing for ongoing trending.