



STAFF REPORT ACTION REQUIRED

Rates for Contracted Agencies, Long-Term Care Homes & Services

Date:	July 29, 2015
To:	Community Development and Recreation Committee
From:	General Manager, Long-Term Care Homes & Services
Wards:	All
Reference Number:	

SUMMARY

This report seeks authority to maintain the established strategic and enabling partnerships Long-Term Care Homes & Services (LTCHS) has with its contracted community-based homemaking and supportive housing service provider agencies, and to implement rate increases that are within the Council approved program budget.

The Homemakers and Nurses Services (HMNS) program provides homemaking, such as light housekeeping, laundry, light meal preparation and incidental grocery shopping for vulnerable residents of the City of Toronto. The HMNS program is a cost shared program (80:20) between the Ministry of Health and Long-Term Care (MOHLTC) and the City of Toronto. The hourly rate paid to the contracted service provider agencies is set out in the annual service agreement between the contracted service provider agency and LTCHS.

The Supportive Housing (SH) program provides assisted living services such as personal care, homemaking, light meal preparation, medication reminders, and security checks, to clients who live in designated buildings 24 hours per day 7 days per week. The SH Program is 100% funded by the MOHLTC. The hourly rate paid to the contracted service provider agencies is set out in the annual service agreement between the contracted service provider agency and LTCHS.

RECOMMENDATIONS

The General Manager, Long-Term Care Homes & Services recommends that:

1. City Council authorize the General Manager, Long-Term Care Homes & Services to negotiate annual rate increases in 2016, 2017, 2018, 2019 and 2020 for the Homemakers & Nurses Services program, that do not exceed the

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rate of inflation and/or any increase prescribed and funded under provincial policy, and that are within the program's Council approved base program budget.

2. City Council authorize the General Manager, Long-Term Care Homes & Services to negotiate annual rate increases in 2016, 2017, 2018, 2019, and 2020 for the Supportive Housing (SH) program, that do not exceed the rate of inflation and/or any increase prescribed and funded under provincial policy, and that are within the program's Council approved base program budget.

Financial Impact

There are no financial implications arising out of this report. All agency rate increases will be implemented within the Council approved program operating budget for current and future years.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity Impact

Long-Term Care Homes & Services is committed to delivering exemplary care and service to residents and clients with a specific goal to respond to emerging needs and serve vulnerable populations.

DECISION HISTORY

City Council on February 7, 2011 adopted the report, "2011 Rates for Contracted Agencies, Supportive Housing Services" without amendment.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.CD1.5>

City Council on June 6, 2012 adopted the report, "Proposed Rate Increase for Homemaking Agencies Contracted by Long-Term Care Homes and Services" without amendment.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.CD13.1>

ISSUE BACKGROUND

HMNS services are provided under the authority of the *Homemakers and Nurses Services Act, 1968*, to address the needs of vulnerable clients. The services are administered by the municipal government, with funding through a cost-shared arrangement (80:20) between the province and the municipality. Each year the MOHLTC establishes a maximum expenditure target for the program. From this agreement, the City has the authority to set the annual rate increase to be paid to the agencies.

In the City of Toronto, annual service agreements between the City and service provider agencies have been in place since 1968, to address the homemaking needs of clients who

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meet the functional and financial eligibility criteria for the HMNS program. Currently the City has contracts with eight (8) service provider agencies. The hourly rate paid to the agencies has increased annually not to exceed the average rate of inflation from \$22.63 in 2012 to \$23.32 in 2015.

The SH Program is 100% funded by the Local Health Integration Networks (LHINs). Base funding for the SH program is provided through Multi-Sector Service Accountability Agreements (M-SAA), between the City of Toronto and the Toronto Central and Central LHINs. From these agreements, the City has the authority to set the annual rate increase paid to the contracted service provider agencies. Annual service agreements between the City and eight (8) SH service provider agencies are in place to address the supportive housing services of clients who meet the functional eligibility criteria for the SH program. There are nine sites across the City of Toronto, eight are situated in Toronto Community Housing apartment buildings and one site is situated in a retirement home. The building operator is the client's landlord, and the SH program provides the supportive housing services.

The hourly rate paid to SH agencies has increased annually not to exceed the average rate of inflation; from \$23.68 in 2012 to \$24.16 in 2014. As part of the Personal Support Worker (PSW) Wage Enhancement Initiative, in 2014 and 2015 supplemental funding was received from the LHIN's and passed through to the agencies, to increase PSW hourly wages.

COMMENTS

The HMNS program supports the City's poverty reduction strategy by providing assistance to low-income individuals with limited financial resources, who need support with light housekeeping, laundry, incidental grocery shopping, and light meal preparation, in order to remain independent in their own homes. Eligibility for the program is based on a functional and financial assessment that considers assets, income and allowable expenses. The majority of clients receiving homemaking services are on a fixed income pension such as Old Age Security and the Ontario Disability Support Program. In 2015, 2,342 clients received homemaking services and as of April 1, 2015 there were approximately 600 applicants on the waitlist.

In partnership with two of the LHINs, the SH program provides supportive housing services such as homemaking and personal care, including bathing assistance, medication reminders, and security checks. These services are fully subsidized and are provided to seniors who live in their own apartments, in designated buildings across the City. Services are scheduled and staff are available on site 24/7, to provide intermittent assistance as needed. In 2015, 410 clients received service from the SH program.

Clients on both programs include the frail elderly, individuals with chronic illness, physical disabilities and/or mental illness, who need assistance with activities of daily living to maintain their independence and remain in their own homes and community. The majority of clients are seniors over the age of 65 who mirror the City's diversity in terms of ethno-racial, cultural and linguistic backgrounds, sexual orientation and gender identity. Once admitted to the HMNS or SH program, a client often remains on the program for many years. The most common discharge dispositions being client deceased or discharged to an alternate level of care. This is in keeping with the philosophy of both programs to support clients to remain at home for as long as possible.

Both the SH and HMNS programs are vital components of the Toronto Seniors Strategy, to ensure equitable access to affordable community support services, and to allow vulnerable adults and seniors to enjoy a higher quality of life. As part of the City's Poverty Reduction Strategy, LTCHS is investigating the opportunity to address the HMNS waitlist, and increase access to home-based supports for seniors with health concerns and adults with disabilities, to promote healthy living and help people living in poverty to age in place with dignity.

CONTACT

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SIGNATURE

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