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April 14, 2016

Ms. Helen Leung  
CEO  
Carefirst Seniors and Community Services Association  
300 Silver Star Blvd.  
Scarborough ON M1V 0G2

Dear Helen:

**Re: 2014-17 Multi-Sector Service Accountability Agreement Amendment**

When the Central Local Health Integration Network (the "LHIN") and Carefirst Seniors and Community Services Association (the "HSP") entered into a service accountability agreement for a three-year term effective April 1, 2014 (the "MSAA"), the budgeted financial data, service activities and performance indicators for the third year of the agreement (fiscal year 2016/17) were indicated as "To Be Determined (TBD)". The LHIN would now like to update the MSAA to include the required financial, service activity and performance expectations for the 2016/17 fiscal year in Schedules A, B, C, D and E.

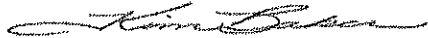
Subject to HSP's agreement, the MSAA will be amended with effect April 1, 2016, by adding the amended Schedules A, B, C, D and E (the "Schedules") that are included in this letter.

To the extent that there are any conflicts between the current MSAA and this amendment, the amendment will govern in respect of the Schedules. All other terms and conditions in the MSAA will remain the same.

Please indicate the HSP's acceptance of, and agreement to this amendment, by signing below and returning one copy of this letter to Edin Wong, Senior Business Analyst, Performance, Contracts and Allocation by April 22, 2016. If you have any questions or concerns please contact Edin Wong at [Edin.Wong@lhins.on.ca](mailto:Edin.Wong@lhins.on.ca) or 905-948-1872 ext. 209.

The L<sup>H</sup>IN appreciates your and your team's collaboration and hard work during this 2016/17 M<sup>S</sup>AA refresh process. We look forward to maintaining a strong working relationship with you.

Sincerely,



Kim L. Baker  
Chief Executive Officer  
Central L<sup>H</sup>IN

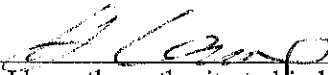
Encls. Schedules A, B, C, D, E

c. Karin Dschankilic, Senior Director, Performance Contracts and Allocation & CFO, Central L<sup>H</sup>IN

**AGREED TO AND ACCEPTED BY:**

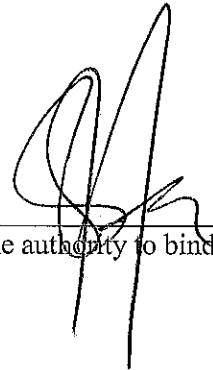
Carefirst Seniors and Community Services Association

**By:**

  
\_\_\_\_\_  
CEO, I have the authority to bind the HSP

April 18, 2016  
Date

**And By:**

  
\_\_\_\_\_  
Chair, I have the authority to bind the HSP

Apr 15, 2016  
Date



Schedule A2: Population and Geography  
2016-2017

Health Service Provider: Carefirst Seniors and Community Services Association

Client Population

- Carefirst serves a diverse community in GTA and surrounding York regions. It serves over 7,000 clients/year, at least 25% (1,625) are frail and homebound seniors, who require more intensive care coordination and support services. Services are delivered in English, Chinese (Mandarin, Cantonese and other Chinese dialects). The profile of the clientele is as follows
- >75% of the 7,000 clients have low-income with an annual income of less than \$22,000.
- >60% of the 7,000 clients are aged 75 and over.
- >89% of the 7,000 clients speak mainly Chinese and 11% speak other languages (English, Tagalog, Vietnamese, Korean)
- > 25% of seniors served suffer from depression due to social isolation, service barriers, deteriorating health status etc.
- Client service target outcomes are: 1) to reduce the seniors' dependency on hospital service; 2) to defer their admissions to long-term care facilities; and 3) to increase more days for them to stay at home by providing them with quality in-home and community support services in a cultural and language appropriate manner.

Geography Served

- Care first serves GTA and surrounding regions within Central East, Central, and Toronto Central LHINs' boundaries, including Toronto, Scarborough, North York, Richmond Hill, Markham, south east York Region, and Mississauga.
- Basket of home and community support services are delivered through Carefirst's multiple service sites include: 1) Carefirst South Toronto Services Centre at 479 Dundas St., Toronto; 2) Carefirst One-Stop Multi-Services Centre at 300 Silver Star, Blvd, Scarborough; 3) Supportive Housing Services (operate 24/7) site office at 3825 Sheppard Avenue East, Scarborough and 91 Augusta Avenue, #707, Toronto; 4) Carefirst Adult Day Centre at 17-19 Glen Watford Drive, Scarborough; and 5) Carefirst York Region Service Centre at 9893 Leslie Street, Richmond Hill; 6) Carefirst Ip Fu Ling Fung Community Services Centre at 420 Highway 7 East, #104A, Richmond Hill; 7) Carefirst Social and Congregate Dining Services are provided on-site at all services centres and other off-site, community centres in 15 locations - housing buildings, community centres, churches and restaurants
- Transportation service boundary: Scarborough, North York, Toronto and Southern York Region
- Homecare and Assisted Living Service boundaries (operate 24/7): 1) Central East LHIN: East Victoria Park Ave to Neilson Road, North to Steeles Ave, South to Lakeshore Blvd; 2) Toronto Central LHIN: Entire area; 3) Central LHIN: East Dufferin Street to 9th Line, North to 19th Ave, South to Steeles Ave.

# Schedule B1: Total LHIN Funding

2016-2017

## Health Service Provider: Carefirst Seniors and Community Services Association

Account: Financial (F) Reference OHRS Version \$,0	Row #	2016/2017 Plan Target
LHIN Program Revenue & Expenses		
<b>REVENUE</b>		
LHIN Global Base Allocation	1 F 11006	\$2,545,151
HBAM Funding (CCAC only)	2 F 11005	\$0
Quality-Based Procedures (CCAC only)	3 F 11004	\$0
MOHLTC Base Allocation	4 F 11010	\$0
MOHLTC Other funding envelopes	5 F 11014	\$0
LHIN One Time	6 F 11008	\$0
MOHLTC One Time	7 F 11012	\$0
Paymaster Flow Through	8 F 11019	\$0
Service Recipient Revenue	9 F 11050 to 11090	\$126,000
<b>Subtotal Revenue: LHIN/MOHLTC</b>	<b>10 Sum of Rows 1 to 9</b>	<b>\$2,671,151</b>
Recoveries from External/Internal Sources	11 F 120*	\$0
Donations	12 F 140*	\$0
Other Funding Sources & Other Revenue	13 F 130* to 190*, 110*, [excl. F 11006, 11008, 11010, 11012, 11014, 11018, 11050 to 11090, 131*, 140*, 141*, 151*]	\$0
<b>Subtotal Other Revenues</b>	<b>14 Sum of Rows 11 to 13</b>	<b>\$0</b>
<b>TOTAL REVENUE</b>	<b>15 Sum of Rows 10 and 14</b>	<b>\$2,671,151</b>
<b>EXPENSES</b>		
<b>Compensation</b>		
Salaries (Worked hours + Benefit hours cost)	17 F 31010, 31030, 31090, 35010, 35030, 35090	\$1,916,740
Benefit Contributions	18 F 31040 to 31085 + 38040 to 35085	\$257,783
Employee Future Benefit Compensation	19 F 305**	\$0
Physician Compensation	20 F 390*	\$0
Physician Assistant Compensation	21 F 390*	\$0
Nurse Practitioner Compensation	22 F 380*	\$0
Physiotherapist Compensation	23 F 350*	\$0
Chiropractor Compensation	24 F 390*	\$0
All Other Medical Staff Compensation	25 F 390*, [excl. F 39092]	\$0
Sessional Fees	26 F 39092	\$0
<b>Service Costs</b>		
Med/Surgical Supplies & Drugs	27 F 460*, 465*, 560*, 565*	\$25,000
Supplies & Sundry Expenses	28 F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 66596, 66571, 72000, 62800, 45100, 66700]	\$169,722
Community One Time Expense	29 F 69596	\$0
Equipment Expenses	30 F 7*, [excl. F 750*, 780*]	\$3,000
Amortization on Major Equip, Software License & Fees	31 F 750**, 780*	\$0
Contracted Out Expense	32 F 8*	\$248,270
Buildings & Grounds Expenses	33 F 9*, [excl. F 950*]	\$50,636
Building Amortization	34 F 9*	\$0
<b>TOTAL EXPENSES</b>	<b>35 Sum of Rows 17 to 34</b>	<b>\$2,671,151</b>
<b>NET SURPLUS/(DEFICIT) FROM OPERATIONS</b>	<b>36 Row 15 minus Row 35</b>	<b>\$0</b>
Amortization - Grants/Donations Revenue	37 F 131*, 141* & 151*	\$0
<b>SURPLUS/DEFICIT Incl. Amortization of Grants/Donations</b>	<b>38 Sum of Rows 36 to 37</b>	<b>\$0</b>
<b>FUND TYPE 3 - OTHER</b>		
Total Revenue (Type 3)	39 F 1*	\$14,819,671
Total Expenses (Type 3)	40 F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$14,819,671
<b>NET SURPLUS/(DEFICIT)</b>	<b>41 Row 39 minus Row 40</b>	<b>\$0</b>
<b>FUND TYPE 1 - HOSPITAL</b>		
Total Revenue (Type 1)	42 F 1*	\$0

# Schedule B2: Clinical Activity-Summary

2016-2017

Health Service Provider: Carefirst Seniors and Community Services Association

Service Category 2016-2017 Budget	OHS Framework Level 3	Full-time equivalents (FTE)	Visits	Not Uniquely Identified Service Recipient Interactions	Hours of Care	Inpatient / Resident Days	Individuals Served by Functional Centre	Attendance Days Face- to-Face	Group Sessions	Meal Delivered- Combined	Group Participant Attendances	Service Provider Interactions	Mental Health Sessions	Service Provider Group Interactions
CSS In-Home and Community Services (CSS IH COM)	72 5 82*	45.54				42,588	2,613	161,160						

Schedule C: Report  
**COMMUNITY SUPPORT SERVICES**  
**2016-2017**

**Health Service Provider: Carefirst Seniors and Community Services Association**

*Only those requirements listed below that relate to the programs and services that are funded by the LHM will be applicable.*

A list of reporting requirements and related submission dates is set out below. Unless otherwise indicated, the HSP is only required to provide information that is related to the funding that is provided under this Agreement. Reports that require full entity reporting are followed by an asterisk \*.

<b>OHRIS/MIS Trial Balance Submission (through OHFS)</b>	
<b>2014-2015</b>	<b>Due Dates (Must pass 3c Edits)</b>
2014-15 Q1	<i>Not required 2014-15</i>
2014-15 Q2	October 31, 2014
2014-15 Q3	January 31, 2015
2014-15 Q4	May 30, 2015
<b>2015-16</b>	<b>Due Dates (Must pass 3c Edits)</b>
2015-16 Q1	<i>Not required 2015-16</i>
2015-16 Q2	October 31, 2015
2015-16 Q3	January 31, 2016
2015-16 Q4	May 31, 2016
<b>2016-17</b>	<b>Due Dates (Must pass 3c Edits)</b>
2016-17 Q1	<i>Not required 2016-17</i>
2016-17 Q2	October 31, 2016
2016-17 Q3	January 31, 2017
2016-17 Q4	May 31, 2017

<b>Supplementary Reporting - Quarterly Report (through SRI)</b>	
<b>2014-2015</b>	<b>Due five (5) business days following Trial Balance Submission Due Date</b>
2014-15 Q2	November 7, 2014
2014-15 Q3	February 7, 2015
2014-15 Q4	June 7, 2015 – Supplementary Reporting Due
<b>2015-2016</b>	<b>Due five (5) business days following Trial Balance Submission Due Date</b>



2015-16 Q2	November 7, 2015
2015-16 Q3	February 7, 2016
2015-16 Q4	June 7, 2016 – Supplementary Reporting Due
2016-17 Q2	Due five (5) business days following Trial Balance Submission Due Date
2016-17 Q3	November 7, 2016
2016-17 Q4	February 7, 2017
	June 7, 2017 – Supplementary Reporting Due

<b>Annual Reconciliation Report (ARR) through SRI and paper copy submission*</b>	
<b>(All HSPs must submit both paper copy ARR submission, duly signed, to the Ministry and the respective LHIN where funding is provided; soft copy to be provided through SRI)</b>	
<b>Fiscal Year</b>	<b>Due Date</b>
2014-15 ARR	June 30, 2015
2015-16 ARR	June 30, 2016
2016-17 ARR	June 30, 2017
<b>Board Approved Audited Financial Statements *</b>	
<b>Fiscal Year</b>	<b>Due Date</b>
2014-15	June 30, 2015
2015-16	June 30, 2016
2016-17	June 30, 2017

<b>Declaration of Compliance</b>	
<b>Fiscal Year</b>	<b>Due Date</b>
2013-14	June 30, 2014
2014-15	June 30, 2015
2015-16	June 30, 2016
2016-17	June 30, 2017

<b>Community Support Services – Other Reporting Requirements</b>	
<b>Requirement</b>	<b>Due Date</b>
French Language Service Report	2014-15 - April 30, 2015 2015-16 - April 30, 2016 2016-17 - April 30, 2017

**Schedule D: DIRECTIVES, GUIDELINES AND POLICIES  
COMMUNITY SUPPORT SERVICES  
2016-2017**

**Health Service Provider: Carefirst Seniors and Community Services Association**

*Only those requirements listed below that relate to the programs and services that are funded by the LHN will be applicable.*

<ul style="list-style-type: none"> <li>• Personal Support Services Wage Enhancement Directive, 2014</li> </ul>
<ul style="list-style-type: none"> <li>• Community Financial Policy, 2015</li> </ul>
<ul style="list-style-type: none"> <li>• Policy Guideline for CCAC and CSS Collaborative Home and Community-Based Care Coordination, 2014</li> </ul>
<ul style="list-style-type: none"> <li>• Policy Guideline Relating to the Delivery of Personal Support Services by CCACs and CSS Agencies, 2014</li> </ul>
<ul style="list-style-type: none"> <li>• Protocol for Approval of Agencies under the Home Care and Community Services Act, 1994, 2012</li> </ul>
<ul style="list-style-type: none"> <li>• Assisted Living Services for High Risk Seniors Policy, 2011 (ALS-HRS)</li> </ul>
<ul style="list-style-type: none"> <li>• Community Support Services Complaints Policy (2004)</li> </ul>
<ul style="list-style-type: none"> <li>• Assisted Living Services in Supportive Housing Policy and Implementation Guidelines (1994)</li> </ul>
<ul style="list-style-type: none"> <li>• Attendant Outreach Service Policy Guidelines and Operational Standards (1996)</li> </ul>
<ul style="list-style-type: none"> <li>• Screening of Personal Support Workers (2003)</li> </ul>
<ul style="list-style-type: none"> <li>• Ontario Healthcare Reporting Standards – OHRS/MIS – most current version available to applicable year</li> </ul>
<ul style="list-style-type: none"> <li>• Guideline for Community Health Service Providers Audits and Reviews, August 2012</li> </ul>

# Schedule E1: Core Indicators

2016-2017

Health Service Provider: Carefirst Seniors and Community Services

Performance Indicators	2016/2017 Target	Performance Standard
*Balanced Budget - Fund Type 2	0.00%	>=0
Proportion of Budget Spent on Administration	Refer to Schedule E3a	Refer to Schedule E3a
**Percentage Total Margin	0.00%	>=0%
Percentage of Alternate Level of Care (ALC) days (closed cases)	9.46%	<=10.41%
Variance Forecast to Actual Expenditures	0.00%	<5%
Variance Forecast to Actual Units of Service	0.00%	<5%
Service Activity by Functional Centre	Refer to Schedule E3a	Refer to Schedule E3a
Number of Individuals Served	Refer to Schedule E3a	Refer to Schedule E3a
Alternate Level of Care (ALC) Rate	12.70%	<=13.97%
<b>Explanatory Indicators</b>		
Cost per Unit Service (by Functional Centre)		
Cost per Individual Served (by Program/Service/Functional Centre)		
Client Experience		
Budget Spent on Administration - AS General Administration 72 1 10		
Budget Spent on Administration - AS Information System Support 72 1 25		
Budget Spent on Administration - AS Volunteer Services 72 1 40		
Budget Spent on Administration - AS Plant Operation 72 1 55		
* Balanced Budget Fund Type 2: HSP's are required to submit a balanced budget		
**No negative variance is accepted for Total Margin		

# Schedule E2a: Clinical Activity-Detail

2016-2017

Health Service Provider: Carefirst Seniors and Community Services Association

OHRS Description & Functional Centre		2016-2017	
		Target	Performance Standard
<sup>†</sup> These values are provided for information purposes only. They are not Accountability Indicators.			
<b>CSS In-Home and Community Services (CSS IH-COM) 72 5 82*</b>			
<b>CSS IH - Social and Congregate Dining 72 5 82 12</b>			
<sup>†</sup> Full-time equivalents (FTE)	72 5 82 12	3.54	n/a
Attendance Days Face-to-Face	72 5 82 12	157,560	152,833 - 162,287
<sup>†</sup> Total Cost for Functional Centre	72 5 82 12	\$411,692	n/a
<b>CSS IH - Day Services 72 5 82 20</b>			
<sup>†</sup> Full-time equivalents (FTE)	72 5 82 20	5.50	n/a
Attendance Days Face-to-Face	72 5 82 20	3,600	3,240 - 3,960
<sup>†</sup> Total Cost for Functional Centre	72 5 82 20	\$293,888	n/a
<b>CSS IH - Assisted Living Services 72 5 82 45</b>			
<sup>†</sup> Full-time equivalents (FTE)	72 5 82 45	36.50	n/a
Inpatient/Resident Days	72 5 82 45	42,588	41,310 - 43,866
<sup>†</sup> Total Cost for Functional Centre	72 5 82 45	\$1,714,068	n/a
<b>Total Administration Expenses</b>			
<b>Administration and Support Services 72 1*</b>			
<sup>†</sup> Full-time equivalents (FTE)	72 1*	2.67	n/a
<sup>†</sup> Total Cost for Functional Centre	72 1*	\$251,503	n/a
<b>Total Full-Time Equivalents for All F/C</b>			
		48.21	
<b>Total Cost for All F/C</b>		\$2,671,151	

# Schedule E2d: CSS Sector Specific Indicators

2016-2017

Health Service Provider: Carefirst Seniors and Community Services Association

Performance Indicators	2016-2017 Target	Performance Standard
No Performance Indicators	-	-
<b>Explanatory Indicators</b>		
Number of Persons Waiting for Service (By Functional Centre)		

Schedule E3a Local: All  
2016-2017

Health Service Provider: Carefirst Seniors and Community Services Association

Performance Indicators	2016-2017 Target	Performance Standard
Portion of Budget Spend on Administration <sup>1,2</sup>	8.44%	≤ 15%
Number of Individuals Served by Organization <sup>3</sup>	2596	2336 - 2856

<sup>1</sup> Budget spend on Administration: (Total Admin and support Expenses - Program Rent) / (LHIN Base Allocation + Service Recipient Revenue)

<sup>2</sup> All Central LHIN HSPs are required to identify the cost related to Program Rent out of the total Administration and Support Expenses.

<sup>3</sup> Central LHIN HSPs are required to report Total Unique Individuals Served by Organization