

Schedule B: Reports

COMMUNITY SUPPORT SERVICES

2019-2022

Health Service Provider: Better Living Health and Community Services

Only those requirements listed below that relate to the programs and services that are funded by the LHIN 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 "**". When a reporting due date falls on a weekend, the report will be due on the next business day.

OHRM/MIS Trial Balance Submission (through OHFS)*

2019-2020	Due Date (Must pass 3c Edits)
2019-2020 Q2	October 31, 2019
2019-2020 Q3	January 31, 2020
2019-2020 Q4	May 31, 2020
2020-2021	Due Date (Must pass 3c Edits)
2020-2021 Q2	October 31, 2020
2020-2021 Q3	January 31, 2021
2020-2021 Q4	May 31, 2021
2021-2022	Due Date (Must pass 3c Edits)
2021-2022 Q2	October 31, 2021
2021-2022 Q3	January 31, 2022
2021-2022 Q4	May 31, 2022

Supplementary Reporting - Quarterly Report (through SRI)*

2019-2020	Due Date
2019-2020 Q2	November 7, 2019
2019-2020 Q3	February 7, 2020
2019-2020 Q4	June 7, 2020
2020-2021	Due Date
2020-2021 Q2	November 7, 2020
2020-2021 Q3	February 7, 2021
2020-2021 Q4	June 7, 2021
2021-2022	Due Date
2021-2022 Q2	November 7, 2021
2021-2022 Q3	February 7, 2022
2021-2022 Q4	June 7, 2022

Annual Reconciliation Report (ARR) through SRI and paper copy submission*

(All HSPs must submit both paper copy of ARR submission, duly signed, to the Ministry and the respective LHIN where funding is provided, and soft copy to be provided through SRI)

Fiscal Year	Due Date
2019-2020	June 30, 2020
2020-2021	June 30, 2021
2021-2022	June 30, 2022

Schedule B: Reports

COMMUNITY SUPPORT SERVICES

2019-2022

Health Service Provider: Better Living Health and Community Services

Board Approved Audited Financial Statements *

(All HSPs must submit a paper copy of Board Approved Audited Financial Statements, duly signed, to the Ministry and the respective LHIN where funding is provided.)

Fiscal Year	Due Date
2019-2020	June 30, 2020
2020-2021	June 30, 2021
2021-2022	June 30, 2022

Declaration of Compliance

Fiscal Year	Due Date
2019-2020	June 30, 2020
2020-2021	June 30, 2021
2021-2022	June 30, 2022

Community Support Services – Other Reporting Requirements

Requirement	Fiscal Year	Due Date
French Language Service Report	2019-2020	April 30, 2020
French Language Service Report	2020-2021	April 30, 2021
French Language Service Report	2021-2022	April 30, 2022

Community Engagement and Integration Activities Reporting

Fiscal Year	Due Date
2019-2020	June 30, 2020
2020-2021	June 30, 2021
2021-2022	June 30, 2022

SCHEDULE C – DIRECTIVES, GUIDELINES AND POLICIES

COMMUNITY SUPPORT SERVICES

2019-2022

Health Service Provider: Better Living Health and Community Services

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

• 2014 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• 2015 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• 2016 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• Assisted Living Services for High Risk Seniors Policy, 2011 (ALS-HRS)
• Assisted Living Services in Supportive Housing Policy and Implementation Guidelines (1994)
• Attendant Outreach Service Policy Guidelines and Operational Standards (1996)
• Broader Public Sector Perquisites Directive August 2011
• Broader Public Sector Procurement Directive July 2011
• Community Financial Policy, 2016
• Community Support Services Complaints Policy (2004)
• Guide to Requirements and Obligations Relating to French Language Health Services, November 2017
• Guideline for Community Health Service Providers Audits and Reviews, August 2012
• Ontario Healthcare Reporting Standards – OHRS/MIS – most current version available to applicable year
• Personal Support Services Wage Enhancement Directive, 2014
• Policy Guideline for CCAC and CSS Collaborative Home and Community-Based Care Coordination, 2014
• Policy Guideline Relating to the Delivery of Personal Support Services by CCACs and CSS Agencies, 2014
• Protocol for the Approval of Agencies under the Home Care and Community Services Act, 2012
• Screening of Personal Support Workers (2003)

Schedule D1: Core Indicators

2019-2022

Health Service Provider: Better Living Health and Community Services

Performance Indicators	2019-2020 Target	Performance Standard	2020-2021 Target	Performance Standard	2021-2022 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0	\$0	>=0	TBD	TBD
Proportion of Budget Spent on Administration	Refer to Schedule D3a	Refer to Schedule D3a	Refer to Schedule D3a	Refer to Schedule D3a	TBD	TBD
**Percentage Total Margin	0.00%	>= 0%	0.00%	>= 0%	TBD	TBD
Service Activity by Functional Centre (Refer to Schedule D2a)						
Number of Individuals Served by Functional Centre (Refer to Schedule D2a)						
Explanatory Indicators						
Cost per Unit Service (by Functional Centre)						
Cost per Individual Served (by Program/Service/Functional Centre)						
Client Experience						
Percentage of Alternate Level of Care (ALC) days (closed cases)						

* Balanced Budget Fund Type 2: HSPs are required to submit a balanced budget

** No negative variance is accepted for Total Margin

Schedule D2a: Clinical Activity- Detail
2019-2022

Health Service Provider: Better Living Health and Community Services

OHRS Description & Functional Centre		2019-2020 Target	2019-2020 Performance Standard	2020-2021 Target	2020-2021 Performance Standard	2021-2022 Target	2021-2022 Performance Standard
* These values are provided for information purposes only. They are not Accountability Indicators.							
Administration and Support Services 72 1							
Full-time equivalents (FTE)	72 1	5.44	n/a	5.44	n/a	TBD	TBD
Total Cost for Functional Centre	72 1	\$797,844	n/a	\$797,844	n/a	TBD	TBD
Health Prom. /Educ - Palliative Care Interdisciplinary 72 5 50 94 10							
Full-time equivalents (FTE)	72 5 50 94 10	0.84	n/a	0.84	n/a	TBD	TBD
Group Sessions	72 5 50 94 10	35	28 - 42	35	28 - 42	TBD	TBD
Total Cost for Functional Centre	72 5 50 94 10	\$125,150	n/a	\$125,150	n/a	TBD	TBD
Group Participant Attendances	72 5 50 94 10	900	765 - 1035	900	765 - 1035	TBD	TBD
CSS IH - Service Arrangement/Coordination 72 5 82 05							
Full-time equivalents (FTE)	72 5 82 05	4.90	n/a	4.90	n/a	TBD	TBD
Visits	72 5 82 05	2,300	2070 - 2530	2,300	2070 - 2530	TBD	TBD
Individuals Served by Functional Centre	72 5 82 05	450	360 - 540	450	360 - 540	TBD	TBD
Total Cost for Functional Centre	72 5 82 05	\$408,026	n/a	\$408,026	n/a	TBD	TBD
CSS IH - Case Management 72 5 82 09							
Full-time equivalents (FTE)	72 5 82 09	4.00	n/a	4.00	n/a	TBD	TBD
Visits	72 5 82 09	9,018	8567 - 9469	9,018	8567 - 9469	TBD	TBD
Individuals Served by Functional Centre	72 5 82 09	1,200	1080 - 1320	1,200	1080 - 1320	TBD	TBD
Total Cost for Functional Centre	72 5 82 09	\$524,810	n/a	\$524,810	n/a	TBD	TBD
CSS IH - Meals Delivery 72 5 82 10							
Full-time equivalents (FTE)	72 5 82 10	5.45	n/a	5.45	n/a	TBD	TBD
Individuals Served by Functional Centre	72 5 82 10	468	374 - 562	468	374 - 562	TBD	TBD
Meal Delivered-Combined	72 5 82 10	61,712	59861 - 63563	61,712	59861 - 63563	TBD	TBD
Total Cost for Functional Centre	72 5 82 10	\$690,147	n/a	\$690,147	n/a	TBD	TBD
CSS IH - Social and Congregate Dining 72 5 82 12							
Full-time equivalents (FTE)	72 5 82 12	9.00	n/a	9.00	n/a	TBD	TBD
Individuals Served by Functional Centre	72 5 82 12	2,559	2303 - 2815	2,559	2303 - 2815	TBD	TBD
Attendance Days Face-to-Face	72 5 82 12	215,500	209035 - 221965	215,500	209035 - 221965	TBD	TBD
Total Cost for Functional Centre	72 5 82 12	\$570,112	n/a	\$570,112	n/a	TBD	TBD
CSS IH - Day Services 72 5 82 20							
Full-time equivalents (FTE)	72 5 82 20	5.56	n/a	5.56	n/a	TBD	TBD
Individuals Served by Functional Centre	72 5 82 20	110	88 - 132	110	88 - 132	TBD	TBD
Attendance Days Face-to-Face	72 5 82 20	3,955	3560 - 4351	3,955	3560 - 4351	TBD	TBD
Total Cost for Functional Centre	72 5 82 20	\$335,945	n/a	\$335,945	n/a	TBD	TBD

Schedule D2a: Clinical Activity- Detail
2019-2022

Health Service Provider: Better Living Health and Community Services

OHRS Description & Functional Centre		2019-2020 Target	2019-2020 Performance Standard	2020-2021 Target	2020-2021 Performance Standard	2021-2022 Target	2021-2022 Performance Standard
*These values are provided for information purposes only. They are not Accountability Indicators.							
CSS IH - Personal Support/Independence Training 72 5 82 33							
Full-time equivalents (FTE)	72 5 82 33	1.40	n/a	1.40	n/a	TBD	TBD
Hours of Care	72 5 82 33	2,600	2340 - 2860	2,600	2340 - 2860	TBD	TBD
Individuals Served by Functional Centre	72 5 82 33	25	20 - 30	25	20 - 30	TBD	TBD
Total Cost for Functional Centre	72 5 82 33	\$105,266	n/a	\$105,266	n/a	TBD	TBD
CSS IH - Comb. PS/HM/Respite Services 72 5 82 35							
Full-time equivalents (FTE)	72 5 82 35	14.30	n/a	14.30	n/a	TBD	TBD
Hours of Care	72 5 82 35	15,000	14250 - 15750	15,000	14250 - 15750	TBD	TBD
Individuals Served by Functional Centre	72 5 82 35	225	180 - 270	225	180 - 270	TBD	TBD
Total Cost for Functional Centre	72 5 82 35	\$610,578	n/a	\$610,578	n/a	TBD	TBD
CSS IH - Caregiver Support 72 5 82 50							
Full-time equivalents (FTE)	72 5 82 50	2.87	n/a	2.87	n/a	TBD	TBD
Visits	72 5 82 50	12,462	11839 - 13085	12,462	11839 - 13085	TBD	TBD
Individuals Served by Functional Centre	72 5 82 50	1,300	1170 - 1430	1,300	1170 - 1430	TBD	TBD
Total Cost for Functional Centre	72 5 82 50	\$397,288	n/a	\$397,288	n/a	TBD	TBD
CSS IH - Visiting - Social and Safety 72 5 82 60							
Full-time equivalents (FTE)	72 5 82 60	1.00	n/a	1.00	n/a	TBD	TBD
Visits	72 5 82 60	5,720	5434 - 6006	5,720	5434 - 6006	TBD	TBD
Individuals Served by Functional Centre	72 5 82 60	300	240 - 360	300	240 - 360	TBD	TBD
Total Cost for Functional Centre	72 5 82 60	\$24,504	n/a	\$24,504	n/a	TBD	TBD
CSS IH - Visiting - Hospice Services 72 5 82 65							
Full-time equivalents (FTE)	72 5 82 65	2.16	n/a	2.16	n/a	TBD	TBD
Visits	72 5 82 65	25,021	24020 - 26022	25,021	24020 - 26022	TBD	TBD
Individuals Served by Functional Centre	72 5 82 65	1,110	999 - 1221	1,110	999 - 1221	TBD	TBD
Total Cost for Functional Centre	72 5 82 65	\$733,814	n/a	\$733,814	n/a	TBD	TBD
CSS Com Sup Init - Support Service Training 72 5 84 10							
Full-time equivalents (FTE)	72 5 84 10	0.26	n/a	0.26	n/a	TBD	TBD
Group Sessions	72 5 84 10	30	24 - 36	30	24 - 36	TBD	TBD
Total Cost for Functional Centre	72 5 84 10	\$52,252	n/a	\$52,252	n/a	TBD	TBD
Group Participant Attendances	72 5 84 10	450	360 - 540	450	360 - 540	TBD	TBD

Schedule D2a: Clinical Activity- Detail
2019-2022

Health Service Provider: Better Living Health and Community Services

OHRS Description & Functional Centre	2019-2020 Target	2019-2020 Performance Standard	2020-2021 Target	2020-2021 Performance Standard	2021-2022 Target	2021-2022 Performance Standard
* These values are provided for information purposes only. They are not Accountability Indicators.						
ACTIVITY SUMMARY						
Total Full-Time Equivalents for all F/C	57.18		57.18		TBD	
Total Visits for all F/C	54,521		54,521		TBD	
Total Hours of Care for all F/C	17,600		17,600		TBD	
Total Individuals Served by Functional Centre for all F/C	7,747		7,747		TBD	
Total Attendance Days for all F/C	219,455		219,455		TBD	
Total Group Sessions for all F/C	65		65		TBD	
Total Meals Delivered for all F/C	61,712		61,712		TBD	
Total Group Participants for all F/C	1,350		1,350		TBD	
Total Cost for All F/C	\$ 5,375,736		\$ 5,375,736		TBD	

2019-2022

Performance Indicators	2019-2020 Target	Performance Standard	2020-2021 Target	Performance Standard	2021-2022 Target	Performance Standard
No Performance Indicators	-	-	-	-	-	-

Explanatory Indicators	
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Number of persons waiting for service (by functional centre)
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Schedule F: Declaration of Compliance
2019-2022

Health Service Provider: Better Living Health and Community Services

Appendix 1 - Exceptions

[Please identify each obligation under the MSAA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.]