

October 6, 2014

IFIS# 51190
Program# 563

Tanya MacDonald
Administrator
Ritz Lutheran Villa (Mitchell and Area Community Outreach)
4118A Perth Road 164
Hwy 23, RR 5
Mitchell ON N0K 1N0

Re: Adult Day Program Transportation

The South West Local Health Integration Network (LHIN) is pleased to advise that \$5,700 in additional base funding in 2014/15 will be provided to your organization to support changes to Adult Day Program Transportation. This will bring your total Community Support Services (CSS) base funding for fiscal year 2014/15 to \$238,954. **This letter replaces LHIN letter LHIN15-23A dated August 21, 2014.**

This allocation is from the redistribution of base funding for community transportation services to fund direct costs related to transporting clients to and from ADP programs supported by the implementation of the standard client fee.

The funding allocation of \$5,700 will form part of your budget and will amend the current Multi-Sector Service Accountability Agreement (M-SAA) as per clause 14.12 Amendment of Agreement and Appendix 1: South West LHIN Approved Allocation. Please review Appendix 1 which outlines the approved funding and sets out any additional conditions or qualifiers. To confirm agreement with the terms and conditions, please return one signed copy to Sheri Nolan, Administrative Assistant at the South West LHIN at sheri.nolan@lhins.on.ca by **October 10, 2014**

As a condition of the funding, the HSP shall complete the Project Reporting Template, which will be sent to the HSP separately, and submitted to Christina.Janson@lhins.on.ca.

We anticipate that the electronic cash flow of the funding will commence in the scheduled **November 3, 2014** payment.

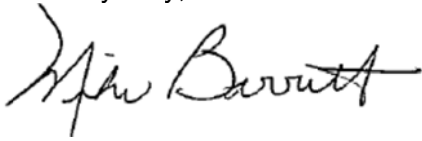
We would like to take this opportunity to thank you and your staff for your efforts and hard work in helping to improve health care within the South West LHIN.

If you have any questions about this initiative, please contact Kristy McQueen, System Design & Integration Lead at (519) 640-2583.

LHIN15-23A-REVISED

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Yours very truly,

A handwritten signature in black ink, appearing to read "Michael Barrett". The signature is fluid and cursive, with a large initial "M" and "B".

Michael Barrett
Chief Executive Officer

Encl.

cc: Deb Little, Board Chair, Ritz Lutheran Villa (Mitchell and Area Community Outreach)
Jeff Low, Board Chair, South West LHIN
Kelly Gillis, Senior Director, System Design and Integration, South West LHIN
Mark Brintnell, Senior Director, Performance and Accountability, South West LHIN

Appendix 1: South West LHIN Approved Allocation	
<i>Ritz Lutheran Villa (Mitchell and Area Community Outreach)</i> IFIS: 51190 Program: 563	
Initiative/Project Title:	Adult Day Program Transportation (REVISED)
Project Funding Source:	Redistribution of base funding for ADP Transportation

Project Funding				
Fiscal Year	One-Time	Base - Fiscal	Base - Annual	Fiscal Year Total
2014/15			\$5,700	\$5,700

Conditions:

- The HSP will ensure that any procurement of goods and services through the use of these funds will follow The Broader Public Sector Procurement Directive (“Directive”). If the HSP is not mandated to adhere to the Directive, the HSP will have a procurement policy and apply consistent practices that are based on best practices to increase efficiency in procurement practices.
- The Initiative/Project will not increase risk to your agency’s multi-year expense limits and annual balanced budget requirements.
- The HSP is required to maintain financial records for this allocation for year-end evaluations and settlement; unspent funds within the fiscal year may be subject to recovery.

Description of Program:

- In May 2012, an Access to Care report was completed for the South West LHIN that summarized Adult Day Program (ADP) client characteristics, demographics, service variability and recommendations to improve access to these services across the LHIN, including transportation.
- These recommendations called for the development of consistent eligibility and prioritization criteria, referral processes, waitlist management, service definitions, client fees and LHIN funding.
- ADP transportation is a significant enabler for clients in terms of their ability to access service. Current practices are inconsistent with respect to charging a client fee for transportation as well as related to the pricing of services in area that do currently charge a fee.
- ADPs and their transportation providers have been engaged to develop key principles, verify data, articulate impacts to clients, and programs and organizations and have agreed to the implementation of the following:

Guiding Principles

In support of the Access to Care work to redesign Adult Day Program services, the development and implementation of changes to ADP-related transportation will support a common good experience through:

- Ensuring every person has equitable access to affordable and appropriate transportation to ADPs regardless of where they live in the South West LHIN
- Being person-centered and committed to a common good experience
- Providing safe and reliable transportation
- Optimizing and leveraging existing resources in a coordinated way to achieve good value for money
- Ensuring adequate funding to support equitable access

Implementation Principles

- Transportation fees should support access to attending ADPs
- Transportation experience is flexible to meet client needs and comfort

- Processes will be designed to reduce client confusion and simplify their experience
 - Travel to and from ADP will be no longer than 1 hour each way
 - Vehicles are safe and reliable and operated with adequate and appropriate staffing to meet client needs
 - Vehicles and equipment are maintained to be compliant with applicable legislation and oversight
 - Processes are in place for providers to communicate with drivers
 - Drivers (paid and volunteer) have appropriate training to support safety and sensitivity to the range of client needs
 - Ensure that funding is maximized by reducing administrative expenses & simplifying the monthly client billing process
 - Set parameters for service delivery and client fee structure
- This base funding is for direct transportation costs to deliver rides to clients travelling to and from ADPs.

Description of Services:

- To be financially sustainable, transportation must be supported by a consistent client fee across the South West LHIN.
- Understand that we may need to move toward having consistent client fees for volunteer transportation and accessible transportation; and that volunteer and accessible transportation should be available where indicated by client needs.
- Move to adopting a common pricing methodology.

Description of Deliverables:

- Implement standard \$10 client fee for clients requiring transportation to and from the ADP.
- Adopt a pay-by-registration model aligned with that which has been implemented within the ADPs.

Performance Standards:

- Metrics, monitoring and reporting will be determined as part of the South West LHIN's overall Seniors and Adults with Complex Needs Evaluation. Supplemental reporting requirements to be established in partnership with the HSP.

Reporting:

- The HSP shall report pursuant to the terms of the SAA and outlined in Schedule C.
- The HSP shall submit monthly reports to the LHIN by the 15th day of each month. Template and reporting schedule to be sent to HSP separately.
- The HSP shall submit a close-out report to the LHIN on April 15, 2015.

Please confirm receipt of this Notification of Funding Allocation by signing and returning a copy to Sheri Nolan by **October 10, 2014** E-mail: sheri.nolan@lhins.on.ca or fax (519) 672-6562

Tanya MacDonald		
Name of CEO/Executive Director	CEO/Executive Director signature	Date