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March 2, 2015

Ms. Tanya Elliot
Director General
Canadian Red Cross Society-Cornwall
165 Montreal Road,
Cornwall, ON K6H 1B2

Dear Ms. Elliot,

Re: 2014-17 Multi-Sector Service Accountability Agreement

When the Local Health Integration Network (the "LHIN") and the Canadian Red Cross Society-Cornwall (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 second and third year of the agreement (fiscal years 2015/16 and 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 2015/16 fiscal year to Schedules B, C, D and E.

Subject to HSP's agreement, the MSAA will be amended with effect April 1, 2015, by adding the amended Schedules B, C, D and E (the "Schedules") that are enclosed within 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 the accountability team at ch.accountabilityteam@lhins.on.ca by March 31, 2015. If you have any questions or concerns please contact Colleen Taylor by phone 613.747.3223 or by email colleen.taylor@lhins.on.ca.

Champlain LHIN
RLISS de Champlain

The LHIN appreciates your and your team's collaboration and hard work during this 2015/16 MSAA refresh process. We look forward to maintaining a strong working relationship with you.

Sincerely,



Chantale LeClerc
Chief Executive Officer
Champlain LHIN


c: Maureen Taylor-Greenly, Senior Director, Health System Performance
Colleen Taylor, Senior Accountability Specialist

encl.: Schedules – Schedule B, C, D and E.

AGREED TO AND ACCEPTED BY:

Canadian Red Cross Society-Cornwall

By:



ED, I have the authority to bind Canadian Red Cross Society-Cornwall

March 4, 2015
Date

And By:



Chair, I have the authority to bind Canadian Red Cross Society-Cornwall

March 6, 2015
Date

**Schedule B1: Total LHIN Funding
2015-2016**

Health Service Provider: Canadian Red Cross Society-Cornwall

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHSR VERSION 9.0	2015-2016 Plan Target
REVENUE			
LHIN Global Base Allocation	1	F 11006	\$3,855,761
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	\$284,900
Subtotal Revenue LHIN/MOHLTC	10	Sum of Rows 1 to 9	\$4,140,661
Recoveries from External/Internal Sources	11	F 120*	\$0
Donations	12	F 140*	\$13,105
Other Funding Sources & Other Revenue	13	F 130* to 190*, 110*, [excl. F 11006, 11008, 11010, 11012, 11014, 11019, 11050 to 11090, 131*, 140*, 141*, 151*]	\$330,958
Subtotal Other Revenues	14	Sum of Rows 11 to 13	\$344,063
TOTAL REVENUE FUND TYPE 2	15	Sum of Rows 10 and 14	\$4,484,724
EXPENSES			
Compensation			
Salaries (Worked hours + Benefit hours cost)	17	F 31010, 31030, 31090, 35010, 35030, 35090	\$3,228,154
Benefit Contributions	18	F 31040 to 31085, 35040 to 35085	\$553,266
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 (Row 128)	23	F 350*	\$0
Chiropractor Compensation (Row 129)	24	F 390*	\$0
All Other Medical Staff Compensation	25	F 390*, [excl. F 39092]	\$0
Sessional Fees	26	F 39092	\$0
Service Costs			
Med/Surgical Supplies & Drugs	27	F 460*, 465*, 560*, 565*	\$0
Supplies & Sundry Expenses	28	F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 69596, 69571, 72000, 62800, 45100, 69700]	\$671,842
Community One Time Expense	29	F 69596	\$0
Equipment Expenses	30	F 7*, [excl. F 750*, 780*]	\$0
Amortization on Major Equip, Software License & Fees	31	F 750*, 780*	\$0
Contracted Out Expense	32	F 8*	\$0
Buildings & Grounds Expenses	33	F 9*, [excl. F 950*]	\$31,462
Building Amortization	34	F 9*	\$0
TOTAL EXPENSES FUND TYPE 2	35	Sum of Rows 17 to 34	\$4,484,724
NET SURPLUS/(DEFICIT) FROM OPERATIONS	36	Row 15 minus Row 35	\$0
Amortization - Grants/Donations Revenue	37	F 131*, 141* & 151*	\$0
SURPLUS/DEFICIT Incl. Amortization of Grants/Donations	38	Sum of Rows 36 to 37	\$0
FUND TYPE 3 - OTHER			
Total Revenue (Type 3)	39	F 1*	\$0
Total Expenses (Type 3)	40	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0
NET SURPLUS/(DEFICIT) FUND TYPE 3	41	Row 39 minus Row 40	\$0
FUND TYPE 1 - HOSPITAL			
Total Revenue (Type 1)	42	F 1*	\$0
Total Expenses (Type 1)	43	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0
NET SURPLUS/(DEFICIT) FUND TYPE 1	44	Row 42 minus Row 43	\$0
ALL FUND TYPES			
Total Revenue (All Funds)	45	Line 15 + line 39 + line 42	\$4,484,724
Total Expenses (All Funds)	46	Line 16 + line 40 + line 43	\$4,484,724
NET SURPLUS/(DEFICIT) ALL FUND TYPES	47	Row 45 minus Row 46	\$0
Total Admin Expenses Allocated to the TPBEs			
Undistributed Accounting Centres	48	82*	\$0
Admin & Support Services	49	72 1*	\$482,067
Management Clinical Services	50	72 5 05	\$0
Medical Resources	51	72 5 07	\$0
Total Admin & Undistributed Expenses	52	Sum of Rows 46-50 (included in Fund Type 2 expenses above)	\$482,067

**SCHEDULE C – REPORTS
COMMUNITY SUPPORT 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 "**".

OHRS/MIS Trial Balance Submission (through OHFS)	
2014-2015	Due Dates (Must pass 3c Edits)
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
2015-16	Due Dates (Must pass 3c Edits)
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
2016-17	Due Dates (Must pass 3c Edits)
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

Supplementary Reporting - Quarterly Report (through SRI)	
2014-2015	Due five (5) business days following Trial Balance Submission Due Date
2014-15 Q2	November 7, 2014
2014-15 Q3	February 7, 2015
2014-15 Q4	June 7, 2015 – Supplementary Reporting Due
2015-2016	Due five (5) business days following Trial Balance Submission Due Date
2015-16 Q2	November 7, 2015
2015-16 Q3	February 7, 2016
2015-16 Q4	June 7, 2016 – Supplementary Reporting Due
2016-2017	Due five (5) business days following Trial Balance Submission Due Date
2016-17 Q2	November 7, 2016
2016-17 Q3	February 7, 2017
2016-17 Q4	June 7, 2017 – Supplementary Reporting Due

**SCHEDULE C – REPORTS
COMMUNITY SUPPORT SERVICES**

Annual Reconciliation Report (ARR) through SRI and paper copy submission*	
(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)	
Fiscal Year	Due Date
2014-15 ARR	June 30, 2015
2015-16 ARR	June 30, 2016
2016-17 ARR	June 30, 2017

Board Approved Audited Financial Statements *	
Fiscal Year	Due Date
2014-15	June 30, 2015
2015-16	June 30, 2016
2016-17	June 30, 2017

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

Community Support Services – Other Reporting Requirements	
Requirement	Due Date
French language service report through SRI	2014-15 - April 30, 2015
	2015-16 - April 30, 2016
	2016-17 April 30, 2017

**SCHEDULE D – DIRECTIVES, GUIDELINES AND POLICIES
COMMUNITY SUPPORT SERVICES**

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

▪ Personal Support Services Wage Enhancement Directive, 2014
▪ Community Financial Policy, 2015
▪ 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
▪ Assisted Living Services for High Risk Seniors Policy, 2011 (ALS-HRS)
▪ Community Support Services Complaints Policy (2004)
▪ Assisted Living Services in Supportive Housing Policy and Implementation Guidelines (1994)
▪ Attendant Outreach Service Policy Guidelines and Operational Standards (1996)
▪ Screening of Personal Support Workers (2003)
▪ Ontario Healthcare Reporting Standards – OHRS/MIS – most current version available to applicable year
▪ Guideline for Community Health Service Providers Audits and Reviews, August 2012

Schedule E2a: Clinical Activity- Detail

2015-2016

Health Service Provider: Canadian Red Cross Society-Cornwall

OHRs Description & Functional Centre		2015-2016	
		Target	Performance Standard
¹ 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*	2.07	n/a
Total Cost for Functional Centre	72 1*	\$482,067	n/a
CSS IH - Transportation - Client 72 5 82 14			
Full-time equivalents (FTE)	72 5 82 14	1.85	n/a
Visits	72 5 82 14	7,000	6650 - 7350
Individuals Served by Functional Centre	72 5 82 14	930	791 - 1070
Total Cost for Functional Centre	72 5 82 14	\$320,549	n/a
CSS IH - Personal Support/Independence Training 72 5 82 33			
Full-time equivalents (FTE)	72 5 82 33	16.21	n/a
Hours of Care	72 5 82 33	25,808	24518 - 27098
Individuals Served by Functional Centre	72 5 82 33	129	103 - 155
Total Cost for Functional Centre	72 5 82 33	\$747,599	n/a
CSS IH - Assisted Living Services 72 5 82 45			
Full-time equivalents (FTE)	72 5 82 45	64.38	n/a
Inpatient/Resident Days	72 5 82 45	58,400	55480 - 61320
Individuals Served by Functional Centre	72 5 82 45	160	128 - 192
Total Cost for Functional Centre	72 5 82 45	\$2,934,509	n/a
ACTIVITY SUMMARY			
Total Full-Time Equivalents for all F/C		84.51	n/a
Total Visits for all F/C		7,000	6650 - 7350
Total Hours of Care for all F/C		25,808	24518 - 27098
Total Inpatient/Resident Days for all F/C		58,400	55480 - 61320
Total Individuals Served by Functional Centre for all F/C		1,219	1097 - 1341
Total Cost for All F/C		\$4,484,724	n/a

Schedule E1: Core Indicators

2015-2016

Health Service Provider: Canadian Red Cross Society-Cornwall

Performance Indicators	2015-2016 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0
Proportion of Budget Spent on Administration	10.7%	8.6 - 12.9%
**Percentage Total Margin	0.00%	>= 0%
Percentage of Alternate Level of Care (ALC) days (closed cases)	13.5%	<14.85%
Variance Forecast to Actual Expenditures	0	< 5%
Variance Forecast to Actual Units of Service	0	< 5%
Service Activity by Functional Centre	Refer to Schedule E2a	-
Number of Individuals Served	Refer to Schedule E2a	-
Explanatory Indicators		
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 Systems 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 E2d: CSS Sector Specific Indicators

2015-2016

Health Service Provider: Canadian Red Cross Society-Cornwall

Performance Indicators	15-16 2015-2016 Target	Performance Standard
No Performance Indicators	-	-
Explanatory Indicators		
# Persons waiting for service (by functional centre)		

**Schedule E3d Local: CSS Local Indicators
2015-2016**

Health Service Provider: Canadian Red Cross Society-Cornwall

Self-Management Programs for Chronic Diseases: All Health Service Providers that offer chronic disease self-management programs will register these with the Living Healthy Champlain Program.

Regional Transportation System: Health Service Providers that receive Champlain LHIN funding to support transportation (OHRS FC. 72 5 82 14) will work with the Champlain Community Transportation Collaborative to regionally enhance the capacity and efficiency of current transportation service providers to meet the needs of the existing and expanding client base in the areas served by the Champlain LHIN by developing a coordinated approach to non-urgent transportation. In support of this work, the HSP will implement SharePoint web based software, hosted through the Champlain Regional Collaboration Space (lhinworks.on.ca), for regional client intake, scheduling drives, referrals (when needed) through regional coordinators, and generating reliable statistics and reports.

**Schedule E3 FLS Local: : Identified Organizations
2015-2016**

Health Service Provider: Canadian Red Cross Society-Cornwall

Should the designation plan review reveal compliance discrepancies, the Health Service Provider (HSP) will address these in order to have a fully compliant plan by April 30, 2016. (Community Providers related to a Hospital or LTC Home are not required to submit an additional designation plan.)