

Staff Report



Community Services Department

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REPORT TO: Community and Infrastructure Services Committee

DATE OF MEETING: February 13, 2023

SUBMITTED BY: Lori Palubeski, Manager, Program & Resource Services, 519-741-2200 ext. 7623

PREPARED BY: Bethany Pearce, Supervisor, Older Adult Services, 519-741-2200 ext. 5081

WARD(S) INVOLVED: All

DATE OF REPORT: January 30, 2023

REPORT NO.: CSD-2023-008

SUBJECT: Ontario Health Multi-Sector Service Accountability Agreement

RECOMMENDATION:

That the Mayor and Clerk be authorized to execute an agreement with Ontario Health for the Multi-Sector Service Accountability Agreement; and,

That the CAO or the Deputy CAO of Community Services be authorized to execute the necessary documentation relating to compliance, reporting, and operational matters required by the Multi-Sector Service Accountability Agreement between The Corporation of the City of Kitchener and Ontario Health; and said documentation to be to the satisfaction of the City Solicitor.

REPORT HIGHLIGHTS:

- The purpose of this report is to seek Council approval to enter into a funding and service agreement with Ontario Health for the Senior Day and Connected at Home Programs.
- The funding provided by Ontario Health supports the city to deliver specialized programs and services that assist older adults to age in place and to maintain social connections.

BACKGROUND:

The Senior Day Program and the Connected at Home Program are two specialized programs delivered by the City of Kitchener for older adults living in Kitchener. The Senior Day Program operates 5 days a week at the Downtown Community Centre and provides a full day of structured and inclusive programming for older adults living with a variety of physical and cognitive disabilities. The Senior Day Program was attended approximately 2525 times in 2022 allowing older adults to participate in recreation activities, to socialize with peers and to receive a healthy meal. The Connected at Home Program is a new program that was developed in response to the pandemic and supports identified gaps and needs that exist for certain segments of the older adult population. This program provides a flexible and responsive model of service delivery that offers participants the choice of how they would prefer to participate. It offers accessible options including virtual program delivery (phone or videoconferencing), activity kit delivery to their

home, or in-person activities at different community centres. Older adults typically supported through this program include those with physical or cognitive disabilities, individuals experiencing social isolation, or those who face barriers in accessing programs due to health challenges, transportation, technology limitations, or income. In 2022, an estimated 5,713 program and service interactions with older adults were facilitated through the Connect at Home Program. The Senior Day Program and the Connected at Home Program receive 85% of base funding from Ontario Health (previously the Local Health Integration Network).

On April 1, 2021, the Government of Ontario transitioned the Local Health Integration Networks (LHIN), and other existing provincial health agencies into the new agency, Ontario Health. The role of Ontario Health is to oversee the planning, delivery, funding, and performance of the provincial health care system. To support the transparent and responsible use of health resources, accountability agreements between service providers and Ontario Health are required.

The funding agreement known as the Multi-sector Service Accountability Agreement (M-SAA) is a standardized contract among all Ontario Health funded service providers. The M-SAA includes schedules outlining:

- Services to be provided with Ontario Health Funding
- Corporate entity reporting requirements
- Financial reporting requirements
- Relevant policies and standards applicable to the funded service; and
- Performance obligations for the funded programs

REPORT:

The previous M-SAA agreement which commenced on April 1, 2022, is set to expire on March 31, 2023, and is requiring renewal. On December 21, 2022, Ontario Health formally notified the city of the requirement to enter a new one-year M-SAA agreement to maintain funding for the Senior Day and Connected at Home Programs. This new agreement would commence on April 1, 2023, and conclude on March 31, 2024.

STRATEGIC PLAN ALIGNMENT:

This report supports the delivery of core services.

FINANCIAL IMPLICATIONS:

There is no additional budgetary impact. Over 85% of the budget for these programs are funded through Ontario Health and user fees. The total budget for these programs in 2023/24 will be \$779,077 with the City of Kitchener contributing up to \$104,909 and Ontario Health contributing \$606,688.

COMMUNITY ENGAGEMENT:

INFORM – This report has been posted to the City's website with the agenda in advance of the council/committee meeting.

PREVIOUS REPORTS/AUTHORITIES:

- CSD-19-004-Multi-Sector Service Accountability Agreement for the Senior Day and Peer Support Programs

- CSD-12-008-Declaration of Compliance for Multi-Service Sector Accountability Agreement
- CSD-11-023-Multi-Sector Service Accountability Agreement for the Senior Day and Peer Support Programs
- CSD-17-030 Age-friendly Communities

APPROVED BY: Michael May, DCAO Community Services