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March 6, 2015

Ms. Mary Hansen
Executive Director
Storefront Humber Inc.
2445 Lakeshore Blvd. West
Etobicoke, ON M8V 1C5

Dear Ms. Hansen,

Re: 2014-17 Multi-Sector Service Accountability Agreement

When Toronto Central Local Health Integration Network (the "LHIN") and Storefront Humber Inc. (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 the applicable Schedules listed in Appendix 1.

Subject to HSP's agreement, the MSAA will be amended with effect April 1, 2015, by adding the amended Schedules that are included in Appendix 1 to 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 Kelly Cronin-Cowan, Administrative Assistant Performance Management **by March 31, 2015**. If you have any questions or concerns please contact Gillian Bone, Senior Consultant Performance Management at 416-969-3322, or gillian.bone@lhins.on.ca.

Toronto Central LHIN appreciates your team's collaboration and hard work during this 2015/16 MSAA refresh process. We look forward to our continued work together.

Sincerely,

Camille Orridge
Chief Executive Officer

c: Feiona Persaud, Chair, Storefront Humber Inc.
Angela Ferrante, Board Chair, Toronto Central LHIN
Bill Manson, Senior Director, Performance Management, Toronto Central LHIN
Gillian Bone, Senior Consultant, Performance Management, Toronto Central LHIN

encl.: Appendix 1

re: Amendment of 2014-17 MSAA for 2015/16

AGREED TO AND ACCEPTED BY:

Storefront Humber Inc.

By:

Mary Hansen, Executive Director on March 9th, 2015.
I have the authority to bind Storefront Humber Inc.

And By:

Feiona Persaud, Chair on March 11th, 2015.
I have the authority to bind Storefront Humber Inc.

Schedule B1: Total LHIN Funding

2014-2017

Health Service Provider: Storefront Humber Inc.

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHSR Version 9.0	2014/2015 Plan Target	2015/2016 Plan Target	2016/2017 Plan Target
REVENUE					
LHIN Global Base Allocation	1	F 11006	\$2,296,239	\$2,511,403	
HBAM Funding (CCAC only)	2	F 11005	\$0	\$0	
Quality-Based Procedures (CCAC only)	3	F 11004	\$0	\$0	
MOHLTC Base Allocation	4	F 11010	\$0	\$0	
MOHLTC Other funding envelopes	5	F 11014	\$0	\$0	
LHIN One Time	6	F 11008	\$0	\$0	
MOHLTC One Time	7	F 11012	\$0	\$0	
Paymaster Flow Through	8	F 11019	\$0	\$0	
Service Recipient Revenue	9	F 11050 to 11090	\$335,000	\$335,000	
Subtotal Revenue LHIN/MOHLTC	10	Sum of Rows 1 to 9	\$2,631,239	\$2,846,403	
Recoveries from External/Internal Sources	11	F 120*	\$0	\$0	
Donations	12	F 140*	\$0	\$0	
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*]	\$140,000	\$140,000	
Subtotal Other Revenues	14	Sum of Rows 11 to 13	\$140,000	\$140,000	
TOTAL REVENUE	FUND TYPE 2	15	Sum of Rows 10 and 14	\$2,771,239	\$2,986,403
EXPENSES					
Compensation					
Salaries (Worked hours + Benefit hours cost)	17	F 31010, 31030, 31090, 35010, 35030, 35090	\$2,172,969	\$2,354,233	
Benefit Contributions	18	F 31040 to 31085 , 35040 to 35085	\$355,570	\$386,470	
Employee Future Benefit Compensation	19	F 305*	\$0	\$0	
Physician Compensation	20	F 390*	\$0	\$0	
Physician Assistant Compensation	21	F 390*	\$0	\$0	
Nurse Practitioner Compensation	22	F 380*	\$0	\$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	\$0	
Sessional Fees	26	F 39092	\$0	\$0	
Service Costs					
Med/Surgical Supplies & Drugs	27	F 460*, 465*, 560*, 565*	\$0	\$0	
Supplies & Sundry Expenses	28	F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 69596, 69571, 72000, 62800, 45100, 69700]	\$167,400	\$167,400	
Community One Time Expense	29	F 69596	\$0	\$0	
Equipment Expenses	30	F 7*, [excl. F 750*, 780*]	\$10,200	\$10,200	
Amortization on Major Equip, Software License & Fees	31	F 750* , 780*	\$2,000	\$2,000	
Contracted Out Expense	32	F 8*	\$0	\$0	
Buildings & Grounds Expenses	33	F 9*, [excl. F 950*]	\$59,000	\$62,000	
Building Amortization	34	F 9*	\$4,100	\$4,100	
TOTAL EXPENSES	FUND TYPE 2	35	Sum of Rows 17 to 34	\$2,771,239	\$2,986,403
NET SURPLUS/(DEFICIT) FROM OPERATIONS	36	Row 15 minus Row 35	\$0	\$0	
Amortization - Grants/Donations Revenue	37	F 131*, 141* & 151*	\$0	\$0	
SURPLUS/DEFICIT Incl. Amortization of	38	Sum of Rows 36 to 37	\$0	\$0	
FUND TYPE 3 - OTHER					
Total Revenue (Type 3)	39	F 1*	\$0	\$0	
Total Expenses (Type 3)	40	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0	\$0	
NET SURPLUS/(DEFICIT)	FUND TYPE 3	41	Row 39 minus Row 40	\$0	\$0
FUND TYPE 1 - HOSPITAL					
Total Revenue (Type 1)	42	F 1*	\$0	\$0	
Total Expenses (Type 1)	43	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0	\$0	
NET SURPLUS/(DEFICIT)	FUND TYPE 1	44	Row 42 minus Row 43	\$0	\$0
ALL FUND TYPES					
Total Revenue (All Funds)	45	Line 15 + line 39 + line 42	\$2,771,239	\$2,986,403	
Total Expenses (All Funds)	46	Line 16 + line 40 + line 43	\$2,771,239	\$2,986,403	
NET SURPLUS/(DEFICIT)	ALL FUND TYPES	47	Row 45 minus Row 46	\$0	\$0
Total Admin Expenses Allocated to the TPBEs					
Undistributed Accounting Centres	48	82*	\$0	\$0	
Admin & Support Services	49	72 1*	\$427,000	\$427,000	
Management Clinical Services	50	72 5 05	\$0	\$0	
Medical Resources	51	72 5 07	\$0	\$0	
Total Admin & Undistributed Expenses	52	Sum of Rows 48-51 (included in Fund Type 2 expenses above)	\$427,000	\$427,000	

Schedule E1: Core Indicators

2014-2017

Health Service Provider: Storefront Humber Inc.

Performance Indicators	2014/2015 Target	Performance Standard	2015/2016 Target	Performance Standard	2016/2017 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0	\$0	>=0		
Proportion of Budget Spent on Administration	15.4%	15.4% - 18.5%	14.3%	14.3% - 17.2%		
**Percentage Total Margin	0.00%	>=0%	0.00%	>=0%		
Variance Forecast to Actual Expenditures	\$0	<5%	\$0	<5%		
Variance Forecast to Actual Units of Service	0	<5%	0	<5%		
Service Activity by Functional Centre	Refer to Schedule E2a	-	Refer to Schedule E2a	-		
Number of Individuals Served	Refer to Schedule E2a	-	Refer to Schedule E2a	-		
Explanatory Indicators						
Cost per Unit Service (by Functional Centre)						
Cost per Individual Served (by Program/Service/Functional Centre)						
Percentage of Acute Alternate Level of Care (ALC) days (Closed Cases)						
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						
* Balance 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

2014-2017

Health Service Provider: Storefront Humber Inc.

OHRs Description & Functional Centre		2014-2015		2015-2016		2016-2017	
		Target	Performance Standard	Target	Performance Standard	Target	Performance Standard
¹ These values are provided for information purposes only. They are not Accountability Indicators.							
CSS In-Home and Community Services (CSS IH COM) 72 5 82*							
CSS IH - Service Arrangement/Coordination 72 5 82 05							
¹ Full-time equivalents (FTE)	72 5 82 05	1.20	n/a	1.20	n/a		
Visits	72 5 82 05	7,500	7,125 - 7,875	7,500	7,125 - 7,875		
Individuals Served by Functional Centre	72 5 82 05	500	425 - 575	500	425 - 575		
¹ Total Cost for Functional Centre	72 5 82 05	\$56,000	n/a	\$56,000	n/a		
CSS IH - Social and Congregate Dining 72 5 82 12							
¹ Full-time equivalents (FTE)	72 5 82 12	1.20	n/a	1.20	n/a		
Individuals Served by Functional Centre	72 5 82 12	350	280 - 420	350	280 - 420		
Attendance Days Face-to-Face	72 5 82 12	9,000	8,550 - 9,450	9,000	8,550 - 9,450		
¹ Total Cost for Functional Centre	72 5 82 12	\$75,000	n/a	\$75,000	n/a		
CSS IH - Transportation - Client 72 5 82 14							
¹ Full-time equivalents (FTE)	72 5 82 14	1.60	n/a	1.60	n/a		
Visits	72 5 82 14	8,200	7,790 - 8,610	8,200	7,790 - 8,610		
Individuals Served by Functional Centre	72 5 82 14	340	272 - 408	340	272 - 408		
¹ Total Cost for Functional Centre	72 5 82 14	\$76,000	n/a	\$76,000	n/a		
CSS IH - Crisis Intervention and Support 72 5 82 15							
¹ Full-time equivalents (FTE)	72 5 82 15	1.00	n/a	1.00	n/a		
Visits	72 5 82 15	1,400	1,260 - 1,540	1,400	1,260 - 1,540		
Individuals Served by Functional Centre	72 5 82 15	320	256 - 384	320	256 - 384		
¹ Total Cost for Functional Centre	72 5 82 15	\$47,000	n/a	\$47,000	n/a		
CSS IH - Day Services 72 5 82 20							
¹ Full-time equivalents (FTE)	72 5 82 20	2.90	n/a	3.90	n/a		
Individuals Served by Functional Centre	72 5 82 20	55	44 - 66	71	57 - 85		
Attendance Days Face-to-Face	72 5 82 20	2,600	2,340 - 2,860	3,425	3,083 - 3,768		

OHRs Description & Functional Centre		2014-2015		2015-2016		2016-2017	
		Target	Performance Standard	Target	Performance Standard	Target	Performance Standard
¹ These values are provided for information purposes only. They are not Accountability Indicators.							
¹ Total Cost for Functional Centre	72 5 82 20	\$173,000	n/a	\$221,000	n/a		
CSS IH - Homemaking 72 5 82 31							
¹ Full-time equivalents (FTE)	72 5 82 31	12.60	n/a	12.60	n/a		
Hours of Care	72 5 82 31	18,700	17,765 - 19,635	18,700	17,765 - 19,635		
Individuals Served by Functional Centre	72 5 82 31	360	288 - 432	360	288 - 432		
¹ Total Cost for Functional Centre	72 5 82 31	\$412,000	n/a	\$412,000	n/a		
CSS IH - Respite 72 5 82 34							
¹ Full-time equivalents (FTE)	72 5 82 34	6.25	n/a	6.25	n/a		
Hours of Care	72 5 82 34	9,650	9,168 - 10,133	9,650	9,168 - 10,133		
Individuals Served by Functional Centre	72 5 82 34	66	53 - 79	66	53 - 79		
¹ Total Cost for Functional Centre	72 5 82 34	\$229,000	n/a	\$245,704	n/a		
CSS IH - Assisted Living Services 72 5 82 45							
¹ Full-time equivalents (FTE)	72 5 82 45	33.50	n/a	36.85	n/a		
Inpatient/Resident Days	72 5 82 45	67,300	65,281 - 69,319	68,300	66,251 - 70,349		
Individuals Served by Functional Centre	72 5 82 45	265	212 - 318	265	212 - 318		
¹ Total Cost for Functional Centre	72 5 82 45	\$1,266,269	n/a	\$1,416,729	n/a		
CSS IH - Visiting - Social and Safety 72 5 82 60							
¹ Full-time equivalents (FTE)	72 5 82 60	0.20	n/a	0.20	n/a		
Visits	72 5 82 60	8,200	7,790 - 8,610	8,200	7,790 - 8,610		
Individuals Served by Functional Centre	72 5 82 60	350	280 - 420	350	280 - 420		
¹ Total Cost for Functional Centre	72 5 82 60	\$9,970	n/a	\$9,970	n/a		
Total Administration Expenses							
Administration and Support Services 72 1*							
¹ Full-time equivalents (FTE)	72 1*	7.37	n/a	7.37	n/a		
¹ Total Cost for Functional Centre	72 1*	\$427,000	n/a	\$427,000	n/a		
Total Full-Time Equivalents for All F/C							
		67.82		72.17			
Total Cost for All F/C							
		\$2,771,239		\$2,986,403			

Schedule E2d: CSS Sector Specific Indicators

2014-2017

Health Service Provider: Storefront Humber Inc.

Performance Indicators	2014-2015 Target	Performance Standard	2015-2016 Target	Performance Standard	2016-2017 Target	Performance Standard
No Performance Indicators	-	-	-	-	-	-
Explanatory Indicators						
# Persons waiting for service (by functional centre)						

