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February 27, 2015

Mr. Paul Welsh
Executive Director
Rideauwood Addiction and Family Services
312 Parkdale Avenue,
Ottawa, ON K1Y 4X5

Dear Mr. Welsh,

Re: 2014-17 Multi-Sector Service Accountability Agreement

When the Local Health Integration Network (the "LHIN") and the Rideauwood Addiction and Family Services (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 20, 2015. If you have any questions or concerns please contact Eric Partington by phone 613.747.3216 or by email eric.partington@lhins.on.ca.

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
Eric Partington, Senior Accountability Specialist

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

AGREED TO AND ACCEPTED BY:

Rideauwood Addiction and Family Services

By:

_____

Mr. Paul Welsh, ED, I have the authority to bind Rideauwood Addiction and Family Services

And By:

_____

Mr. Steve Bell, Chair, I have the authority to bind Rideauwood Addiction and Family Services

Schedule B1: Total LHIN Funding
2015-2016

Health Service Provider: Rideauwood Addiction and Family Services

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHRS VERSION 9.0	2015-2016 Plan Target
REVENUE			
LHIN Global Base Allocation	1	F 11006	$1,467,204
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	$0
Subtotal Revenue LHIN/MOHLTC	**10**	**Sum of Rows 1 to 9**	**$1,467,204**
Recoveries from External/Internal Sources	11	F 120*	$0
Donations	12	F 140*	$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*]	$0
Subtotal Other Revenues	**14**	**Sum of Rows 11 to 13**	**$0**
TOTAL REVENUE FUND TYPE 2	**15**	**Sum of Rows 10 and 14**	**$1,467,204**
EXPENSES			
Compensation			
Salaries (Worked hours + Benefit hours cost)	17	F 31010, 31030, 31090, 35010, 35030, 35090	$1,226,600
Benefit Contributions	18	F 31040 to 31085 , 35040 to 35085	$185,000
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]	$24,883
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*]	$30,721
Building Amortization	34	F 9*	$0
TOTAL EXPENSES FUND TYPE 2	**35**	**Sum of Rows 17 to 34**	**$1,467,204**
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*	$2,604,279
Total Expenses (Type 3)	40	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	$2,544,279
NET SURPLUS/(DEFICIT) FUND TYPE 3	**41**	**Row 39 minus Row 40**	**$60,000**
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**	**$60,000**
ALL FUND TYPES			
Total Revenue (All Funds)	45	Line 15 + line 39 + line 42	$4,071,483
Total Expenses (All Funds)	46	Line 16 + line 40 + line 43	$4,011,483
NET SURPLUS/(DEFICIT) ALL FUND TYPES	**47**	**Row 45 minus Row 46**	**$60,000**
Total Admin Expenses Allocated to the TPBEs			
Undistributed Accounting Centres	48	82*	$0
Admin & Support Services	49	72 1*	$85,250
Management Clinical Services	50	72 5 05	$58,900
Medical Resources	51	72 5 07	$0
Total Admin & Undistributed Expenses	**52**	**Sum of Rows 46-50 (included in Fund Type 2 expenses above)**	**$144,150**

Schedule B2: Clinical Activity- Summary
2015-2016

Health Service Provider: Rideauwood Addiction and Family Services

Service Category 2015-2016 Budget	OHRS Framework Level 3	Full-time equivalents (FTE)	Visits F2F, Tel.,In-House, Cont. Out	Not Uniquely Identified Service Recipient Interactions	Hours of Care In-House & Contracted Out	Inpatient/Resident Days	Individuals Served by Functional Centre	Attendance Days Face-to-Face	Group Sessions (# of group sessions- not individuals)	Meal Delivered-Combined	Group Participant Attendances (Reg & Non-Reg)	Service Provider Interactions	Service Provider Group Interactions	Mental Health Sessions
Case Management	72 5 09*	1.3	149	32	0	0	32	0	0	0	0	0	0	0
Primary Care- Clinics/Programs	72 5 10*	19.6	5,023	235	0	0	1,072	0	965	0	5,100	0	0	0

SCHEDULE C – REPORTS
COMMUNITY MENTAL HEALTH AND ADDICTIONS 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)	
2014-15	**Due Dates (Must pass 3c Edits)**
2014-15 Q1	*Not required 2014-15*
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	*Not required 2015-16*
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	*Not required 2016-17*
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
2016-17	**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 MENTAL HEALTH AND ADDICTIONS 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 Mental Health and Addictions – Other Reporting Requirements	
Requirement	**Due Date**
Common Data Set for Community Mental Health Services	Last day of one month following the close of trial balance reporting for Q2 and Q4 (Year-End)
	• 2014-15 Q2 November 28, 2014 • 2014-15 Q4 June 30, 2015
	• 2015-16 Q2 November 30, 2015 • 2015-16 Q4 June 30, 2016
	• 2016-17 Q2 November 30, 2016 • 2016-17 Q4 June 30, 2017
DATIS (Drug & Alcohol Treatment Information System)	Fifteen (15) business days after end of Q1, Q2 and Q3 - Twenty (20) business days after Year-End (Q4)
	• 2014-15 Q1 July 22, 2014 • 2014-15 Q2 October 22, 2014 • 2014-15 Q3 January 22, 2015 • 2014-15 Q4 April 30, 2015
	• 2015-16 Q1 July 22, 2015 • 2015-16 Q2 October 22, 2015 • 2015-16 Q3 January 22, 2016 • 2015-16 Q4 April 28, 2016
	• 2016-17 Q1 July 22, 2016
	• 2016-17 Q2 October 24, 2016
	• 2016-17 Q3 January 23, 2017
	• 2016-17 Q4 May 2, 2017

SCHEDULE C – REPORTS
COMMUNITY MENTAL HEALTH AND ADDICTIONS SERVICES

Connex*Ontario* Health Services Information • Drug and Alcohol Helpline • Ontario Problem Gambling Helpline (OPGH) • Mental Health Helpline	All HSPs that received funding to provide mental health and/or addictions services must sign an Organization Reporting Agreement with **Connex***Ontario* Health Services Information, which sets out the reporting requirements.

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 MENTAL HEALTH AND ADDICTIONS SERVICES

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

▪ **Community Financial Policy, 2015**	
▪ **Operating Manual for Community Mental Health and Addiction Services (2003)**	Chapter 1. Organizational Components 1.2 Organizational Structure, Roles and Relationships 1.3 Developing and Maintaining the HSP Organization / Structure 1.5 Dispute Resolution
	Chapter 2. Program & Administrative Components 2.3 Budget Allocations/ Problem Gambling Budget Allocations 2.4 Service Provision Requirements 2.5 Client Records, Confidentiality and Disclosure 2.6 Service Reporting Requirements 2.8 Issues Management 2.9 Service Evaluation/Quality Assurance 2.10 Administrative Expectations
	Chapter 3. Financial Record Keeping and Reporting Requirements 3.2 Personal Needs Allowance for Clients in Some Residential Addictions Programs 3.6 Internal Financial Controls *(except "Inventory of Assets")* 3.7 Human Resource Control
▪ **Early Psychosis Intervention Standards (Nov 2010)**	
▪ **Ontario Program Standards for ACT Teams (2005)**	
▪ **Intensive Case Management Service Standards for Mental Health Services and Supports (2005)**	
▪ **Crisis Response Service Standards for Mental Health Services and Supports (2005)**	
Psychiatric Sessional Funding Guidelines (2004)	
▪ **Joint Policy Guideline for the Provision of Community Mental Health and Developmental Services for Adults with Dual Diagnosis (2008)**	
▪ **Addictions & Mental Health Ontario – Ontario Provincial Withdrawal Management Standards (2014)**	
▪ **Ontario Admission Discharge Criteria for Addiction Agencies (2000)**	
▪ **Admission, Discharge and Assessment Tools for Ontario Addiction Agencies (2000)**	
▪ **South Oaks Gambling Screen (SOGS)**	

SCHEDULE D – DIRECTIVES, GUIDELINES AND POLICIES
COMMUNITY MENTAL HEALTH AND ADDICTIONS SERVICES

▪ **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: Rideauwood Addiction and Family Services

OHRS Description & Functonal Centre [1]These values are provided for information purposes only. They are not Accountability Indicators.		2015-2016 Target	2015-2016 Performance Standard
Administration and Support Services 72 1*			
Full-time equivalents (FTE)	72 1*	**1.23**	n/a
Total Cost for Functional Centre	72 1*	**$85,250**	n/a
Clinical Management 72 5 05			
Full-time equivalents (FTE)	72 5 05	**0.70**	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 05	**52,000**	49400 - 54600
Total Cost for Functional Centre	72 5 05	**$58,900**	n/a
Case Management (CCAC) 72 5 09 30			
Full-time equivalents (FTE)	72 5 09 30		n/a
Case Management Addictions - Substance Abuse 72 5 09 78 11			
Full-time equivalents (FTE)	72 5 09 78 11	**1.29**	n/a
Visits	72 5 09 78 11	**149**	119 - 179
Not Uniquely Identified Service Recipient Interactions	72 5 09 78 11	**32**	26 - 38
Individuals Served by Functional Centre	72 5 09 78 11	**32**	26 - 38
Total Cost for Functional Centre	72 5 09 78 11	**$75,000**	n/a
Addictions Treatment-Substance Abuse 72 5 10 78 11			
Full-time equivalents (FTE)	72 5 10 78 11	**18.32**	n/a
Visits	72 5 10 78 11	**4,893**	4404 - 5382
Not Uniquely Identified Service Recipient Interactions	72 5 10 78 11	**235**	188 - 282
Individuals Served by Functional Centre	72 5 10 78 11	**932**	792 - 1072
Group Sessions	72 5 10 78 11	**790**	672 - 909
Total Cost for Functional Centre	72 5 10 78 11	**$1,136,521**	n/a
Group Participant Attendances	72 5 10 78 11	**4,150**	3735 - 4565
Addictions Treatment-Problem Gambling 72 5 10 78 12			
Full-time equivalents (FTE)	72 5 10 78 12	**1.29**	n/a
Visits	72 5 10 78 12	**130**	104 - 156
Individuals Served by Functional Centre	72 5 10 78 12	**140**	112 - 168
Group Sessions	72 5 10 78 12	**175**	140 - 210
Total Cost for Functional Centre	72 5 10 78 12	**$111,483**	n/a
Group Participant Attendances	72 5 10 78 12	**950**	808 - 1093
ACTIVITY SUMMARY			
Total Full-Time Equivalents for all F/C		**22.83**	n/a
Total Visits for all F/C		**5,172**	4913 - 5431
Total Not Uniquely Identified Service Recipient Interactions for all F/C		**52,267**	49654 - 54880
Total Individuals Served by Functional Centre for all F/C		**1,104**	994 - 1214
Total Group Sessions for all F/C		**965**	820 - 1110
Total Group Participants for all F/C		**5,100**	n/a
Total Cost for All F/C		**$1,467,154**	n/a

Schedule E1: Core Indicators

2015-2016

Health Service Provider: Rideauwood Addiction and Family Services

Performance Indicators	2015-2016 Target	Performance Standard
*Balanced Budget - Fund Type 2	$0	>=0
Proportion of Budget Spent on Administration	5.8%	4.6 - 7%
**Percentage Total Margin	1.50%	>= 0%
Percentage of Alternate Level of Care (ALC) days (closed cases)	11.4%	<12.54%
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 E2c: CMH&A Sector Specific Indicators

2015-2016

Health Service Provider: Rideauwood Addiction and Family Services

Performance Indicators	2015-2016 Target	Performance Standard
No Performance Indicators	-	-

Explanatory Indicators
Repeat Unplanned Emergency Visits within 30 days for Mental Health conditions
Repeat Unplanned Emergency Visits within 30 days for Substance Abuse conditions
Average Number of Days Waited from Referral/Application to Initial Assessment Complete
Average number of days waited from Initial Assessment Complete to Service Initiation

Schedule E3c Local: CMH&A Local Indicators
2015-2016

Health Service Provider: Rideauwood Addiction and Family Services

Client Evaluation - Mental Health and Addictions: The HSP will adopt the Ontario Perception of Care tool (OPOC) as a standard feedback and evaluation tool for all clients, including family members. This will apply to all new and existing/active clients. The HSP will work with the LHIN to develop a reporting mechanism. Reporting may include a breakdown of the following by age and gender: total number of clients in service; total number of clients completing an OPOC.

Screening and assessment tools - Mental Health and Addictions: To help build a more integrated system, the HSP will use all new screening and assessment tools supported by the Ministry of Health and Long-Term Care and the Centre for Addiction and Mental Health. This may include: the Global Assessment of Individual Need (GAIN-SS), GAIN Q3, Psychiatric Diagnostic Screening Questionnaire (PDSQ), and the Problem Oriented Screening Instrument for Teenagers (POSIT). The HSP will work with the LHIN to develop a reporting mechanism. Reporting may include a breakdown of the following by age and gender: total number of clients in service; total number of clients completing each tool; total number of clients referred to Ottawa Addictions Access and Referral System (OAARS) to complete screening and assessment tools (not OPOC). HSPs will also be expected to use other evidence-based tools as they are identified (e.g. a Problem Gambling Screen). HSPs will submit their screening and assessment results into the corresponding data system (e.g. Catalyst, DATIS).

Workforce Development and Capacity Building: Mental Health and Addictions: All Health Service Providers will integrate one or more components of the Champlain Mental Health and Addictions Competency model for purposes of recruitment, professional development, and performance management. Components include the following: 1. Competency based profiles, 2. Competency based job descriptions, 3. Interview questions, 4. Technical and behavioural competencies (both), 5. Performance management tools. The Champlain model incorporates the competency research and tools developed by the Canadian Centre on Substance Abuse (2014). Reporting tool is to be determined and may include: Total number of competency-based job descriptions (and postings) developed, Total number of new job interviews conducted, Total number of interviews conducted using the CCSA technical and behavioral interview tools, Total number of performance reviews conducted, Total number of job specific performance management tools completed (using the Champlain model).

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

Health Service Provider: Rideauwood Addiction and Family Services

The Health Service Provider (HSP) will provide a brief report to the LHIN by April 30, 2016 that outlines how the HSP addresses the needs of its local Francophone community, using a template to be provided by the LHIN.