



SENIORS FOR SOCIAL ACTION (ONTARIO)

INFORMATION BULLETIN

THIS IS WHY YOU CAN'T GET HOME CARE

March 25, 2024

After three deadline extensions, four months of waiting, and finally an appeal with the Freedom of Information and Protection of Privacy Commission sending the Ministry of Health a Notice of Inquiry, the Ministry finally gave up the information requested by Seniors for Social Action Ontario – all 7 pages of it.

We have long wondered why people seem unable to get anywhere near the number of hours of in-home support they require – causing them to be forced into long-term care institutions in huge numbers. The results of our Freedom of Information request on Home Care tell the story.

Please keep in mind, as you read this, that long-term care institutions, 57% of them operated for-profit, receive approximately \$200 per person per day to provide about 2 hours of care daily, and have received a \$6.4 billion boost in funding to redevelop dilapidated facilities and build thousands of new institutional beds.

Home care got only \$1 billion in new dollars, and you are about to find out where that money is going. The majority of it is not going into direct service.

How Much Funding Did Each HCCSS Area Office Get?

The first graphic shows the provincial budget for Home and Community Care Support Services per each of the 14 area offices. The second graph shows how many clients each of the area offices serves. By dividing the number of clients into the funding allocation for each HCCSS area office you will see just how little funding is allocated, on average, to each client per year – less than \$5500.00 per year for many, with two notable exceptions –Toronto Central and Central West.

Who Is Responsible for Funding HCCSS?

The response is that the Ministry of Health - Minister Sylvia Jones, is directly responsible.

Who Got the New Funding Allocation of \$1 Billion for Home Care?

Predominantly staff.

In spite of the Minister stating that the money was to “get more people connected to care in the comfort of their own home and community” \$300 million of \$569 million went to staff salary increases. The next new allocation is also predominantly designated for “workforce compensation”.

The next three pages show you just how much was paid in staff compensation and for travel costs, and to the Children’s Hospital for Eastern Ontario, and how this funding trend is to continue over the next year.

The next page (6) shows you how much HCCSS received through what appears to be fee for service contracting out of its staff and services – to the Armed Forces, and to we know not who else (private, for-profit companies?) all of whom appear to have reimbursed HCCSS for that courtesy.

Family Managed Home Care – Direct Funding

This same slide also shows that the province has not actually created a budget for the Family Managed Home Care Program – the direct funding program that is to provide funds to individuals and families to arrange their own supports and services.

You will recall that Seniors for Social Action Ontario has repeatedly called for expansion of this program, and for elimination of the restrictive and discriminatory criteria used to access it.

The Ministry has no plans, as it states, to either expand this program and allocate more resources to it, or to eliminate the restrictive criteria that discriminate against the majority of older adults needing Home Care.

The amount spent in this program, primarily for children and younger adults with complex needs, divided by the number of people served shows that younger people get significantly more funding support per person than older people. What this means is that older people with complex needs, especially those with cognitive and neurological disabilities are not served by this program with many ending up in 30 bed locked wards in long-term care institutions rather than being supported in the community as younger people are – an apparent human rights violation.

ANALYSIS

It is now no longer in doubt that Ontario does not in reality have a functional Home Care Program based on the needs of those who require it.

It is also now no longer in doubt that the Ontario government is quite comfortable discriminating against older adults in its funding policies, and has no plans to address this discrimination.

What is also clear is that the Ontario government's priority is to address staff wage increases rather than have, as its primary focus, increasing direct services to Home Care clients.

Take Action

You now have the proof of all of this and are free to use it in any way you wish. Hopefully you will share it with organizations with which you are affiliated, with local press, and with your MPPs, and demand change.

Without a unified elder voice, this discrimination against older adults and their families who desperately need Home Care is likely to continue.

Information requested by Seniors for Social Action (Ontario)

1. “What the provincial budget is for 2021-22 fiscal year for HCCSS and how it is distributed to the 14 offices?”

2021-22 Fiscal Year

The HCCSS 2021-22 fiscal year opening cash allocation: \$3.032M

This does not include new investments for the 2021-22 Fiscal Year.

The table below outlines the 2021-22 ministry allocation for each HCCSS organization.

Budget as of January 2022 - Source: 2021-22 HCCSS

IBPD

HCCSS	2021-22 Allocation
Central	\$436,091,672
Central East	\$400,416,478
Central West	\$190,502,775
Champlain	\$292,538,874
Erie St. Clair	\$173,905,439
HNHB	\$405,419,303
Mississauga Halton	\$249,714,631
North East	\$168,879,256
North Simcoe Muskoka	\$127,146,386
North West	\$64,645,814
South East	\$139,615,839
South West	\$258,060,855
Toronto Central	\$301,451,610
Waterloo Wellington	\$184,390,361
Total	\$3,392,779,293

2. How many clients are served by HCCSS provincially, and what is the breakdown of this number in the 14 offices?

The number of clients served by HCCSS provincially in the 2021-22 fiscal year is outlined in the table below.

HCCSS Region	Number of Active Clients
	FY 2021-22
Erie St. Clair	34,277
South West	53,655
Waterloo Wellington	34,028
Hamilton Niagara Haldimand Brant	76,808
Central West	30,922
Mississauga Halton	42,651
Toronto Central	45,782
Central	73,228
Central East	73,198
South East	30,860
Champlain	54,939
North Simcoe Muskoka	23,297
North East	32,126
North West	11,748
Ontario	617,519

3. To whom is HCCSS directly accountable?

HCCSS is directly accountable to the Minister of Health.

4. With respect to the \$1 Billion announcement by the Minister on April 25, 2022, I would like to know how, specifically, this funding has been distributed since the Minister's announcement - so the period from April 25, 2022 to the present.

At a recent webinar the Minister also stated that the funding was being expedited, so any available records, documents, or slide decks concerning this expediting of funds for Home Care would be appreciated.

In the 2022 Budget, the government announced a plan to invest \$1 billion over three years to get more people connected to care in the comfort of their own home and community. The government is now accelerating investments as part of the 2023 Budget to bring funding up to \$569 million, including nearly \$300 million to support contract rate increases to stabilize the home and community care workforce. This funding will also expand home care services and improve the quality of care, making it easier and faster for people to connect to care.

The three-year period of the investment is 2022-23, 2023-24 and 2024-25. To date, funding that represents \$536.2M over the three-year period of the investment has been allocated. In addition, further allocations for 2023-24 are expected in October, including an investment focused on workforce compensation outlined in a Minister's memo dated August 30, 2023.

2022-23: \$117M Funding Issued (funding continues in 2023-24 and 2024-25 = \$351M)

- \$112,628,000 to Home and Community Care Support Services organizations (HCCSS)
 - \$61,058,680 towards a 5% increase to all contract rates for professional services, including nursing and therapies
 - \$46,974,925 towards a 3% increase to the contract rates for personal support services (PSS)
 - \$4,594,400 to address higher-than-average costs related to higher-than-average travel/fuel costs or other expenditures, in the context of existing contract rates and with consideration of existing contract rates subject to engagement with the ministry

Allocations for Home and Community Care Support Services				
Region	Home and Community Care Support Services Name	Contract Rate Increases	Travel / Fuel Cost Plan	Total (Rounded)
Central	CENTRAL	\$15,151,600	\$693,200	\$15,844,800
Central	CENTRAL WEST	\$5,891,600	\$293,200	\$6,184,800
Central	MISSISSAUGA HALTON	\$7,788,500	\$347,700	\$8,136,200
Central	NORTH SIMCOE MUSKOKA	\$3,875,000	\$138,700	\$4,013,700
Central Total		\$32,706,700	\$1,472,800	\$34,179,500
East	CENTRAL EAST	\$12,408,500	\$586,700	\$12,995,200
East	CHAMPLAIN	\$9,581,300	\$388,300	\$9,969,600
East	SOUTH EAST	\$4,558,000	\$166,400	\$4,724,400
East Total		\$26,547,800	\$1,141,400	\$27,689,200
North	NORTH EAST	\$4,211,500	\$494,900	\$4,706,400
North	NORTH WEST	\$1,987,500	\$248,000	\$2,235,500
North Total		\$6,199,000	\$742,900	\$6,941,900
Toronto	TORONTO CENTRAL	\$9,994,800	\$0	\$9,994,800
Toronto Total		\$9,994,800	\$0	\$9,994,800
West	ERIE ST. CLAIR	\$5,563,800	\$209,200	\$5,773,000
West	HAMILTON NIAGARA HALDIMAND BRANT	\$13,923,400	\$566,200	\$14,489,600
West	WATERLOO WELLINGTON	\$5,213,900	\$244,600	\$5,458,500
West Total		\$32,585,300	\$1,237,300	\$33,822,600
Total		\$108,003,600	\$4,594,400	\$112,628,000

- \$4,372,000 to Ontario Health (OH)
 - \$696,500 towards the Children's Hospital of Eastern Ontario - Ottawa Children's Treatment Centre (CHEO) for a 5% increase to all contract rate for professional services and 3% increase for to the harmonize contract rate for PSS.
 - \$3,675,500 to address increased costs related to higher-than-average travel/fuel costs or other costs, in the context of existing contract rates, in consideration of existing contract rates subject to engagement with the ministry

2023-24: \$92.6M Funding Issued To Date (to be provided/continued in 2024-25 = \$185.2M)

In 2023-24, funding is being expedited and brought up to \$569 million, including nearly \$300 million to support contract rate increases to stabilize the home and community care workforce.

As a first phase of investments to stabilize the home care workforce, the ministry is providing up to \$92,610,000 to Home and Community Care Support Services (HCCSS) organizations and Ontario Health (OH) in the 2023-24 fiscal year to support a 3% increase to the contract rates for professional services and personal support services (PSS).

- \$89,325,900 to Home and Community Care Support Services organizations (HCCSS)
 - Up to \$89,325,900 in the 2023-24 fiscal year to the fourteen HCCSS organizations for a 3% increase to all contract rates for PSS and professional services, including Family-Managed Home Care agreements.

Region	Home and Community Care Support Services Name	Total (Rounded)
Central	CENTRAL	\$13,644,800
Central	CENTRAL WEST	\$5,419,200
Central	MISSISSAUGA HALTON	\$6,452,000
Central	NORTH SIMCOE MUSKOKA	\$3,058,000
Central Total		\$28,574,000
East	CENTRAL EAST	\$10,545,300
East	CHAMPLAIN	\$7,305,400
East	SOUTH EAST	\$3,307,800
East Total		\$21,158,500
North	NORTH EAST	\$3,180,800
North	NORTH WEST	\$1,507,800
North Total		\$4,688,600
Toronto	TORONTO CENTRAL	\$8,899,000
Toronto Total		\$8,899,000
West	ERIE ST. CLAIR	\$4,365,900
West	HAMILTON NIAGARA HALDIMAND BRANT	\$10,903,700
West	SOUTH WEST	\$6,178,300
West	WATERLOO WELLINGTON	\$4,557,900
West Total		\$26,005,800
Total		\$89,325,900

- \$3,284,100 to Ontario Health (OH)
 - Up to \$3,284,100 in the 2023-24 fiscal year to OH for a 3% increase to all contract rates for PSS and professional services held by Health Service Providers approved for home care delivery.
 - This includes \$549,900 to be provided by OH to the Children's Hospital of Eastern Ontario - Ottawa Children's Treatment Centre (CHEO), which CHEO will then use towards a 3% increase to all contract rates for PSS and professional services and its Family-Managed Home Care agreements.
 - The remainder \$2,734,200 will be provided to OH-funded HSPs for a 3% contract rate increase for all contract rates for PSS and professional services.

Additional 2023-24 investments are pending final Minister of Health approvals. Details on the remaining 2023-24 workforce investment component of the remaining 2023-24 investment can be found in the attached memo below.



Minister Memo -
HCC Funding Updat

5. What other funding does HCCSS receive from non-Crown sources, and what are these sources and amount of funding?

HCCSS Non-Crown Funding	Purpose of Payment	Funding Amount
Sources		2021-22 Fiscal Year
A.	<i>Employee Related Expenses – secondments</i>	
Health sector organizations	Delivery of services	\$803,996
Health sector organizations	Professional development	\$5,306
Non-health sector organizations	Reimburse employee wages	\$34,954
B.	<i>Reimbursement of non-employee LHIN costs</i>	
Canadian Armed Forces	Health services for CFM	\$120,652
C.	<i>Revenue</i>	
WSIB	Home Care Services for insured patients	\$229,827

6. What is the budget for the Family Managed Home Care Program and is a budget expansion and less restrictive criteria to access it planned

The Family-Managed Home Care Program is an alternate form of home care delivery. Individuals must have an assessment to determine their needs, meet the eligibility requirements for home care, and have a plan of service developed by the Home and Community Care Support Services or the Children's Hospital of Eastern Ontario. They must also meet eligibility requirements for the Family-Managed Home Care program. There is no separate budget for the Family-Managed Home Care program as it is part of the Home and Community Care funding envelope.

There are no plans at present to expand the Family-Managed Home Care program or have less restrictive criteria for access.

7. What is the total funding allocation for the Family Managed Home Care Program?

According to HCCSS and CHEO reporting, expenditures for the Family-Managed Home Care program were ~\$49,000,000 in fiscal 2022-23. Again, this is not the budget for the program but reflects spending through the program.

8. What is the number of clients served by the Family Managed Home Care Program?

According to HCCSS and CHEO reporting, there were 1253 clients served by the Family-Managed Home Care Program in fiscal 2022-23