

Schedule A: Total LHIN Funding
2019-2020

Health Service Provider: Country Roads Community Health Centre

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHS VERSION 10.2	2019-2020 Plan Target
REVENUE			
LHIN Global Base Allocation	1	F 11006	\$3,998,324
MOHLTC Base Allocation	4	F 11010	\$0
MOHLTC Other funding envelopes	5	F 11014	\$0
LHIN One Time	6	F 11008	\$71,500
MOHLTC One Time	7	F 11012	\$0
Paymaster Flow Through	8	F 11019	\$0
Service Recipient Revenue	9	F 11050 to 11090	\$9,000
Subtotal Revenue LHIN/MOHLTC	10	Sum of Rows 1 to 9	\$4,078,824
Recoveries from External/Internal Sources	11	F 120*	\$1,000
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*]	\$8,200
Subtotal Other Revenues	14	Sum of Rows 11 to 13	\$9,200
TOTAL REVENUE	FUND TYPE 2	15	Sum of Rows 10 and 14
			\$4,088,024
EXPENSES			
Compensation			
Salaries (Worked hours + Benefit hours cost)	17	F 31010, 31030, 31090, 35010, 35030, 35090	\$1,599,383
Benefit Contributions	18	F 31040 to 31085 , 35040 to 35085	\$333,443
Employee Future Benefit Compensation	19	F 305*	\$0
Physician Compensation	20	F 390*	\$1,249,960
Physician Assistant Compensation	21	F 390*	\$0
Nurse Practitioner Compensation	22	F 380*	\$327,010
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*	\$38,597
Supplies & Sundry Expenses	28	F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 69596, 69571, 72000, 62800, 45100, 69700]	\$251,297
Community One Time Expense	29	F 69596	\$71,500
Equipment Expenses	30	F 7*, [excl. F 750*, 780*]	\$6,750
Amortization on Major Equip, Software License & Fees	31	F 750* , 780*	\$0
Contracted Out Expense	32	F 8*	\$11,250
Buildings & Grounds Expenses	33	F 9*, [excl. F 950*]	\$198,834
Building Amortization	34	F 9*	\$0
TOTAL EXPENSES	FUND TYPE 2	35	Sum of Rows 17 to 34
			\$4,088,024
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*	\$50,000
Total Expenses (Type 3)	40	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$50,000
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	\$4,138,024
Total Expenses (All Funds)	46	Line 16 + line 40 + line 43	\$4,138,024
NET SURPLUS/(DEFICIT)	ALL FUND TYPES	47	Row 45 minus Row 46
			\$0
Total Admin Expenses Allocated to the TPBEs			
Undistributed Accounting Centres	48	F 72 7*, F 72 8*, F 72 9*, F 82*	\$0
Plant Operations	49	F 72 1 5*, F 72 1 6*	\$198,834
Volunteer Services	50	F 72 1 40*	\$0
Information Systems Support	51	F 72 1 25*	\$108,854
General Administration	52	F 72 1 10*	\$388,331
Other Administrative Expenses	53	F 72 1 12*, F 72 1 15*, F 72 1 20*, F 72 1 22*, F 72 1 3*, F 72 1 45*, F 72 1 7*, F 72 1 8*, F 72 1 9*	\$0
Admin & Support Services	54	Sum of Rows 49-53	\$696,019
Management Clinical Services	55	F 72 5 05	\$233,286
Medical Resources	56	F 72 5 07	\$0
Total Admin & Undistributed Expenses	57	Sum of Rows 48, 54, 55-56 (included in Fund Type 2 expenses above)	\$929,305

Schedule B: Reports

COMMUNITY HEALTH CENTRES

2019-2020

Health Service Provider: Country Roads Community Health Centre

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 "**". When a reporting due date falls on a weekend, the report will be due on the next business day.

OHRs/MIS Trial Balance Submission (through OHFS)*

2019-2020	Due Date (Must pass 3c Edits)
2019-2020 Q2	October 31, 2019
2019-2020 Q3	January 31, 2020
2019-2020 Q4	May 31, 2020

Supplementary Reporting - Quarterly Report (through SRI)*

2019-2020	Due Date
2019-2020 Q2	November 7, 2019
2019-2020 Q3	February 7, 2020
2019-2020 Q4	June 7, 2020

Annual Reconciliation Report (ARR) through SRI and paper copy submission*

(All HSPs must submit both paper copy of ARR submission, duly signed, to the Ministry and the respective LHIN where funding is provided, and soft copy to be provided through SRI)

Fiscal Year	Due Date
2019-2020	June 30, 2020

Schedule B: Reports

COMMUNITY HEALTH CENTRES

2019-2020

Health Service Provider: Country Roads Community Health Centre

Board Approved Audited Financial Statements *

(All HSPs must submit a paper copy of Board Approved Audited Financial Statements, duly signed, to the Ministry and the respective LHIN where funding is provided.)

Fiscal Year	Due Date
2019-2020	June 30, 2020

Declaration of Compliance

Fiscal Year	Due Date
2019-2020	June 30, 2020

Community Health Centres – Other Reporting Requirements

Requirement	Due Date	
French Language Service Report	2019-2020	June 30, 2020

Quality Improvement Plan

The HSP will submit annually a Quality Improvement Plan to Health Quality Ontario that is aligned with this Agreement and supports local health system priorities. A copy of the QIP is to be provided to the LHIN at the time it is submitted to HQO.

Planning Period	Due Date
April 1, 2019 – March 31, 2020	April 1, 2019

Community Engagement and Integration Activities Reporting

Fiscal Year	Due Date
2019-2020	June 30, 2020

SCHEDULE C – DIRECTIVES, GUIDELINES AND POLICIES

COMMUNITY HEALTH CENTRES

2019-2020

Health Service Provider: Country Roads Community Health Centre

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

- Broader Public Sector Perquisites Directive August 2011
- Broader Public Sector Procurement Directive July 2011
- Community Capital Own Funds Directive, October 2016
- Community Financial Policy, 2016
- Community Health Capital Programs Policy, March 2017
- Community Health Centre – Requirements, November 2013
- Community Health Centre Guidelines, November, 2013 v1.1
- Guide to Requirements and Obligations Relating to French Language Health Services, November 2017
- Guideline for Community Health Service Providers Audits and Reviews, August 2012
- Ontario Healthcare Reporting Standards – OHRS/MIS - most current version available to applicable year
- Recruitment and Retention Funding Terms and Conditions, May 2018
- Space Standards for Community Health Care Facilities, March 2018

Appendix 1: Non-Contractual Requirements

The following documents are considered to be to be guides only for informational purposes and are not to be considered contractual requirements:

- CHC Panel Size Handbook, September 2018 (see Note #1)
- Community Infrastructure Renewal Fund Guidelines, 2018-2019
- Model of Health and Wellbeing, October 2016
- Results-Based Logic Model, September 2016

Note #1: CHC Panel Size Handbook

The handbook provides an overview of the methodology used to determine primary care panel size, other important considerations that may impact panel size and how this information is being used for accountability purposes within LHINs. The guide ensures that panel size is calculated in a standardized way throughout the CHC sector which allows for meaningful comparisons across the sector.

While this handbook is to be considered a guide, adjusted panel size is a required indicator under the CHC LHIN Multi-Sector Accountability Agreement as of October 2012.

Schedule D1: Core Indicators

2019-2020

Health Service Provider: Country Roads Community Health Centre

Performance Indicators	2019-2020 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0
Proportion of Budget Spent on Administration	17.0%	<=20.4%
**Percentage Total Margin	0.00%	>= 0%
Service Activity by Functional Centre (Refer to Schedule D2a)		
Number of Individuals Served (by functional centre- Refer to Schedule D2a)		
Explanatory Indicators		
Cost per Unit Service (by Functional Centre)		
Cost per Individual Served (by Program/Service/Functional Centre)		
Client Experience		
Percentage of Alternate Level of Care (ALC) days (closed cases)		

* Balanced Budget Fund Type 2: HSP's are required to submit a balanced budget

** No negative variance is accepted for Total Margin

Schedule D2a: Clinical Activity- Detail

2019-2020

Health Service Provider: Country Roads Community Health Centre

OHRs Description & Functional Centre		2019-2020 Target	2019-2020 Performance Standard
* 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	2.08	n/a
Total Cost for Functional Centre	72 1	\$696,019	n/a
Clinical Management 72 5 05			
Full-time equivalents (FTE)	72 5 05	1.90	n/a
Total Cost for Functional Centre	72 5 05	\$233,286	n/a
Clinics/Programs - General Clinic 72 5 10 20			
Full-time equivalents (FTE)	72 5 10 20	18.07	n/a
Individuals Served by Functional Centre	72 5 10 20	4,500	4050 - 4950
Group Sessions	72 5 10 20	12	10 - 14
Total Cost for Functional Centre	72 5 10 20	\$2,393,175	n/a
Group Participant Attendances	72 5 10 20	70	56 - 84
Service Provider Interactions	72 5 10 20	30,000	28800 - 31200
Service Provider Group Interactions	72 5 10 20	12	10 - 14
Clinics/Programs - Therapy Clinic - Foot Care 72 5 10 40 20			
Full-time equivalents (FTE)	72 5 10 40 20	0.56	n/a
Individuals Served by Functional Centre	72 5 10 40 20	300	240 - 360
Total Cost for Functional Centre	72 5 10 40 20	\$37,600	n/a
Service Provider Interactions	72 5 10 40 20	900	765 - 1035
Clinics/Programs - Therapy Clinic - Pharmacy 72 5 10 40 40			
Full-time equivalents (FTE)	72 5 10 40 40	0.75	n/a
Individuals Served by Functional Centre	72 5 10 40 40	427	342 - 512
Total Cost for Functional Centre	72 5 10 40 40	\$92,713	n/a
Service Provider Interactions	72 5 10 40 40	686	583 - 789
Clinics/Programs - Therapy Clinic - Nutrition 72 5 10 40 45			
Full-time equivalents (FTE)	72 5 10 40 45	0.90	n/a
Individuals Served by Functional Centre	72 5 10 40 45	500	425 - 575
Group Sessions	72 5 10 40 45	36	29 - 43
Total Cost for Functional Centre	72 5 10 40 45	\$86,945	n/a
Group Participant Attendances	72 5 10 40 45	1,500	1350 - 1650
Service Provider Interactions	72 5 10 40 45	600	510 - 690
Service Provider Group Interactions	72 5 10 40 45	55	44 - 66
Clinics/Programs - Therapy Clinic - Counselling 72 5 10 40 60			
Full-time equivalents (FTE)	72 5 10 40 60	1.12	n/a
Individuals Served by Functional Centre	72 5 10 40 60	210	168 - 252
Group Sessions	72 5 10 40 60	25	20 - 30
Total Cost for Functional Centre	72 5 10 40 60	\$104,334	n/a
Group Participant Attendances	72 5 10 40 60	200	160 - 240
Service Provider Interactions	72 5 10 40 60	760	646 - 874
Service Provider Group Interactions	72 5 10 40 60	25	20 - 30
Clinics/Programs - Oral Health Clinic 72 5 10 45			

Schedule D2a: Clinical Activity- Detail

2019-2020

Health Service Provider: Country Roads Community Health Centre

OHRs Description & Functional Centre		2019-2020 Target	2019-2020 Performance Standard
* These values are provided for information purposes only. They are not Accountability Indicators.			
Individuals Served by Functional Centre	72 5 10 45	174	139 - 209
Total Cost for Functional Centre	72 5 10 45	\$71,500	n/a
Service Provider Interactions	72 5 10 45	390	312 - 468
COM Clinics/Programs - Chronic Disease – Asthma/COPD Clinic 72 5 10 50 30			
Full-time equivalents (FTE)	72 5 10 50 30	0.38	n/a
Individuals Served by Functional Centre	72 5 10 50 30	125	100 - 150
Total Cost for Functional Centre	72 5 10 50 30	\$7,844	n/a
Service Provider Interactions	72 5 10 50 30	300	240 - 360
Health Prom/Educ.& Com. Dev. - Personal Health and Wellness – General 72 5 50 45 05			
Full-time equivalents (FTE)	72 5 50 45 05	4.66	n/a
Individuals Served by Functional Centre	72 5 50 45 05	844	717 - 971
Group Sessions	72 5 50 45 05	400	320 - 480
Total Cost for Functional Centre	72 5 50 45 05	\$364,608	n/a
Group Participant Attendances	72 5 50 45 05	4,767	4290 - 5244
Service Provider Interactions	72 5 50 45 05	550	468 - 633
Service Provider Group Interactions	72 5 50 45 05	474	379 - 569
ACTIVITY SUMMARY			
Total Full-Time Equivalents for all F/C		30.42	n/a
Total Individuals Served by Functional Centre for all F/C		7,080	6726 - 7434
Total Group Sessions for all F/C		473	378 - 568
Total Group Participants for all F/C		6,537	n/a
Total Service Provider Interactions for all F/C		34,186	32819 - 35553
Total Service Provider Group Interactions for all F/C		566	481 - 651
Total Cost for All F/C		4,088,024	n/a

Schedule D2b: CHC Sector Specific Indicators

2019-2020

Health Service Provider: Country Roads Community Health Centre

Performance Indicators	2019-2020 Target	Performance Standard
Cervical Cancer Screening Rate (PAP tests)	85.0%	68 - 100%
Colorectal Screening Rate	85.0%	68 - 100%
Inter-professional Diabetes Care Rate	95.0%	76 - 100%
Influenza Vaccination Rate	75.0%	60 - 90%
Breast Cancer Screening Rate	80.0%	64 - 96%
Retention Rate (For NPs and Physicians)	90.0%	>= 72%
Access to Primary Care	81.0%	77 - 85.1%

Explanatory Indicators
Client satisfaction – Access
Clinic support staff per primary care provider
Interpretation
Exam rooms per primary care provider
New grads/new staff
Non-Primary Care Activities
Number of Registered Clients
Number of New Patients
Specialized Care
Supervision of students
Third next available appointment
Non-Insured Clients
Travel time
High risk urban population

Schedule F: Declaration of Compliance

2019-2020

Health Service Provider: Country Roads Community Health Centre

DECLARATION OF COMPLIANCE

Issued pursuant to the MSAA effective April 1, 2018

To: The Board of Directors of the [insert name of LHIN] Local Health Integration Network (the "LHIN"). Attn: Board Chair.

From: The Board of Directors (the "Board") of the [insert name of HSP] (the "HSP")

Date: [insert date]

Re: April 1, 2018 – March 31, 2019 (the "Applicable Period")

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between the LHIN and the HSP effective April 1, 2018.

The Board has authorized me, by resolution dated [insert date], to declare to you as follows:

After making inquiries of the [insert name and position of person responsible for managing the HSP on a day to day basis, e.g. the Chief Executive Officer or the Executive Director] and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of the Board's knowledge and belief, the HSP has fulfilled, its obligations under the service accountability agreement (the "MSAA") in effect during the Applicable Period.

Without limiting the generality of the foregoing, the HSP has complied with:

- (i) Article 4.8 of the MSAA concerning applicable procurement practices;
- (ii) The *Local Health System Integration Act, 2006*;
- (iii) The *Public Sector Compensation Restraint to Protect Public Services Act, 2010*.

[insert name of Chair], [insert title]