

**Central Community Support Services Network  
Results At-A-Glance September 2008- March 2010**

Priority	Year 1 Budget	Year 2 Budget	Total Budget	Results
<b>Quality</b>	\$118,625	\$113,000	\$231,625	<ul style="list-style-type: none"> <li>• RAI CHA assessment, care planning and management software solution developed with Campana and piloted in less than 6 months</li> <li>• 10 supportive housing and day program providers implemented RAI CHA assessment on Goldcare hosted database</li> <li>• 50 assessors trained</li> <li>• Database of 1,000 supportive housing and day program clients in Central LHIN by year-end</li> <li>• 14 additional CSS providers expressed interest to join</li> <li>• Established training partnership with CCAC to develop comprehensive training that meets CCAC assessment and care plan practice standards</li> <li>• Central LHIN recognized as leader by provincial Community Care Information Management Assessment Project, participating on the Provincial Steering Committee; to be recognized as an early adopter with potential for direct funding</li> <li>• 5 service delivery best practice guidelines developed: day programs, transportation, homemaking assisted living and meals on wheels</li> <li>• 51 programs assessed (not including MOW) and program improvement plans developed by organizations to meet new guidelines; analysis completed to identify sector-wide gaps and solutions eg., initiated Medication Management pilot within day programs through Central CCAC</li> </ul>
<b>Information Management</b>	\$416,975	\$140,500	\$557,475	<ul style="list-style-type: none"> <li>• Completed procurement process and established a centrally hosted integrated client database in less than one year</li> <li>• 9 CSS organizations implemented by October 1, 2010 over 24 month implementation period (10,000+ client records estimated on common database to support system planning)</li> <li>• 6 additional CSS providers expressed interest to join</li> <li>• 7 CSS organizations provided financial consulting services to meet new OHRS/MIS reporting requirements at March 31-2010</li> <li>• Developed CSS financial and statistical analysis workbook to assist organizations to analyze financial benchmarks based on 2008/09 MIS/OHRS submissions towards improved data quality</li> <li>• Built sharepoint solution and implemented specific sites for Leadership, Quality, Human Resources, Information Management</li> <li>• 50 organizations and 200+ users registered on the CSS Share sharepoint site</li> </ul>

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<b>Human Resources</b>	\$112,250	\$190,000	\$302,250	<ul style="list-style-type: none"> <li>Developed standard on-line Health and Safety, Community Worker Safety and WHMIS training to address sector risk; 575 staff enrolments to date</li> <li>Developed a major on-line resource for HR professionals using sharepoint technology providing easy access to HR best practices, policies, and tools with emphasis on recruitment resources specific to CSS positions.</li> <li>Other key resources developed to support recruitment include: Workopolis partnership, vulnerable sector screening guidelines and provider partnership, legal services partnership, standard orientation programs: transportation, homemaking services, general HR for new volunteers/staff . Standard training for new and level II supervisors in progress.</li> <li>Established linkage with Personal Support Network of Ontario to support attraction to the sector.</li> </ul>
<b>Sector Leadership &amp; Integration (includes project operating costs)</b>	\$352,150	\$316,500	\$668,650	<ul style="list-style-type: none"> <li>CSS leaders have been supported to implement sector-wide strategic initiatives that support capacity building, common practice and integration within the sector.</li> <li>26 organizations to date formally expressed their support for the CSS sector strategic plan achieved through facilitation, consensus-building and surveys.</li> <li>6 organizations expressed interest to be a Lead/Champion for sector strategic priorities to date. Demonstrates growing momentum to support initiatives that directly impact the Central LHIN's IHSP priorities, enablers and capability areas.</li> <li>Project management, administrative and co-ordination support for Network meetings, committees workgroups have supported communications and relationship-building that support change management and achievement of results. Active engagement by sector leaders and staff has contributed significant in-kind resources.</li> <li>Use of sharepoint technology for communications, knowledge exchange, and common practice demonstrates strong potential for continued collaboration.</li> </ul>
<b>Totals</b>	\$1,000,000	\$760,000	\$1,760,000	<p><b>Annual Cost per Central LHIN CSS health service provider: Approximately \$25,000</b></p> <p>Note: does not include CSS providers outside of the Central LHIN which participate and benefit from the project activities of the Central CSS Network</p>

Note: some results are forecasted or actual to date and may change at year-end