

HOMEMAKER AND NURSES SERVICES AGREEMENT AWARD

1. RECOMMENDATIONS

It is recommended that:

1. The Regional Municipality of York enter into three-year Purchase of Service agreements with:

Agency Name	Homemaking Rates (per hour)	Nursing Rates (per hour)	
		RPN	RN
Bayshore HealthCare Ltd.	\$21.70	\$32.54	\$42.22
Respiron Care Plus Inc.	\$21.70	\$32.54	\$42.22
Comcare Health Services	\$21.70	\$32.54	\$42.22
ONS Ontario Nursing Services Limited	\$21.70	\$32.54	\$42.22
Preferred Health Care Services Inc.	\$21.70	\$32.54	\$42.22
Regional Nursing Services	\$21.70	\$32.54	\$42.22
1223162 Ontario Ltd. o/a	\$21.70	\$32.54	\$42.22
We Care Home Health Services	\$21.70	\$32.54	\$42.22

2. The Commissioner of Community Services and Housing be authorized to execute the contracts with the service providers noted above subject to prior review and approval of the Regional Solicitor.

2. PURPOSE

The purpose of this report is to seek approval to select proponents and enter into agreements for the provision of Homemakers and Nurses Services for three-year durations, expiring December 31, 2003. Expenditures in this program are subject to Council approval of the proposed 2004 budget.

3. BACKGROUND

The Homemakers and Nurses Services (HNS) Fee Assistance program is administered by the Community Services and Housing Department and is currently delivered by six service providers throughout the Region. Formal agreements for the provision of these services are set to expire December 31, 2003.

Many clients serviced in the HNS program are physically disabled or convalescing and are receiving, or have received, services from the Community Care Access Centre (CCAC). Traditionally, the HNS program has provided hours of service when a client has been discharged from the CCAC due to termination of personal care. Hours of service through the HNS program may also be provided when CCAC hours are at their maximum

and additional hours are required for the client. The service is means-tested as required by the Homemakers and Nurses Services Act to ensure that only those clients in need receive appropriate subsidy.

During the past three years, demand for Homemakers and Nurses Services has increased by approximately 30% as clients are discharged earlier from hospital and the Region's population grows. The service provider/client relationship has also changed to provide more services at a higher professional level.

The Request for Proposal (RFP) P-0350, for the Provision of Homemakers and Nurses Services, was issued to ensure a transparent process for selecting service providers. At the same time, it is important to ensure that sufficient qualified service providers are on contract in order to meet the needs of a diverse client group across the Region.

The proposal call focused on key elements of service delivery and compassionate-centred client care. Current rates paid to service providers will remain in effect as per Ministry of Health guidelines. Service deliverables that are required are outlined in the RFP in both the homemaking and nursing program components. Nursing services require professional qualifications.

4. ANALYSIS AND OPTIONS

The RFP was issued on July 18, 2003 under the direction of the Supplies and Services Branch. Bidders were notified of the proposal call by advertisement in the local newspaper and by telephone from the bidder's list on file. The proposal closed August 5, 2003 at 1:00 p.m. A total of nine organizations picked up the RFP documents and seven organizations submitted proposals.

4.1 Vendor Selection Process and Results

The following proponents submitted proposals for the delivery of Homemaker and Nurses services for the Community Services and Housing Department.

- Bayshore HealthCare Ltd.
- Respiron Care Plus Inc.
- Comcare Health Services
- ONS Ontario Nursing Services Limited
- Preferred Health Care Services Inc.
- Regional Nursing Services
- 1223162 Ontario Ltd. o/a We Care Home Health Services

A committee comprised of staff from the Community Services and Housing Department's Housing and Residential Services Division and Business Services Division, as well as staff from the Supplies and Services Branch reviewed the deliverables of the proposals using the following criteria.

1. Management Qualifications
 - Primary Manager/Supervisor
 - Staff Profiles/Qualifications
2. Organization Qualifications
 - Supervision/Staff Ratio
 - Stability/Reputation/Financial Stability of the Agency or proponent
 - Technical Capacity/Information technology resources
 - Process for Transfer of Clients
 - Risk Management Policy/Procedure
3. Deliverables
 - Approach/Thoroughness/Methodology/Quality of Care
 - Demonstration of Client Centred Approach
 - Ability to Deliver Services Region Wide
 - Communication Process - client, agency and The Regional Municipality of York
4. Weighting factors were applied to submissions from each proponent as follows
 - Management Qualifications 10 %
 - Organization Qualifications 42 %
 - Deliverables 48 %

The seven proponents all scored within a range established for meeting the RFP requirements.

4.2 Contracts

The committee recommends entering into agreements with seven proponents. This would allow for sufficient levels of service to the client base and the flexibility required to appropriately match service to client needs, and in particular the ability to co-ordinate services with the CCAC. These contracts will cover the period January 1, 2004 to December 31, 2006. Existing invoice and payment procedures will remain in place for the duration of these agreements.

5. FINANCIAL IMPLICATIONS

The proposed homemaking and nursing hourly rates were established to be comparable with the rates used by CCAC of York Region. The proposed hourly rates for homemaking represents a 3.3% increase over current rates and the proposed nursing hourly rates average a 20% increase over current rates.

The 2004 budget estimates that are being developed allow for expenditures of \$486,400 gross and \$97,280 net and represent no increase over the 2003 approved budget. Expenditures under this program are subject to Council approval of the 2004 budget. This program is cost shared. The Provincial Ministry of Health and Long-Term Care pays 80% of the cost.

The total cost and level of service that will be provided by the successful proponents are expected to be within the 2004 budget estimates. Services to be provided during the balance of 2005 and 2006 are estimated to increase 10% annually given historical trends. Caseloads will be managed to ensure that the optimum level of service is provided to the client base and should future budgets remain at 2004 levels, the increased service levels will be accommodated.

6. LOCAL MUNICIPAL IMPACT

Local residents will receive fee assistance with the cost of HNS enabling them to stay longer in their own homes and community rather than requiring institutionalization.

7. CONCLUSION

Awarding of this RFP will ensure that the Region is well placed to meet the requirements of residents in provision of fee subsidy under the Homemakers and Nurses Services program over the next three years.

The Senior Management Group has reviewed this report.