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### COMMUNITY MENTAL HEALTH AND ADDICTIONS

**2019-2022**

**Health Service Provider: COTA Health**

<b>Declaration of Compliance</b>		
<b>Fiscal Year</b>	<b>Due Date</b>	
2019-2020	June 30, 2020	
2020-2021	June 30, 2021	
2021-2022	June 30, 2022	
<b>Community Mental Health and Addictions – Other Reporting Requirements</b>		
<b>Requirement</b>	<b>Due Date</b>	
<b>Common Data Set for Community Mental Health Services (CDS-MH)<sup>[i]</sup></b>	See end note	
<b>DATIS (Drug &amp; Alcohol Treatment Information System)</b>	Fifteen (15) business days after end of Q1, Q2 and Q3 - Twenty (20) business days after Year-End (Q4)	
	2019-2020 Q1	July 22, 2019
	2019-2020 Q2	October 22, 2019
	2019-2020 Q3	January 22, 2020
	2019-2020 Q4	April 30, 2020
	2020-2021 Q1	July 22, 2020
	2020-2021 Q2	October 22, 2020
	2020-2021 Q3	January 22, 2021
	2020-2021 Q4	April 30, 2021
	2021-2022 Q1	July 22, 2021
	2021-2022 Q2	October 22, 2021
	2021-2022 Q3	January 22, 2022
	2021-2022 Q4	April 30, 2022
<b>ConnexOntario Health Services Information</b>	All HSPs that received funding to provide mental health and/or addictions services must participate in ConnexOntario Health Services Information's annual validation of service details; provide service availability updates; and inform ConnexOntario Health Services Information of any program/service changes as they occur.	
<ul style="list-style-type: none"> <li>• Drug and Alcohol Helpline</li> <li>• Ontario Problem Gambling Helpline (OPGH)</li> <li>• Mental Health Helpline</li> </ul>		
<b>French Language Service Report</b>	2019-2020	April 30, 2020
<b>French Language Service Report</b>	2020-2021	April 30, 2021
<b>French Language Service Report</b>	2021-2022	April 30, 2022
<b>Community Engagement and Integration Activities Reporting</b>		
<b>Fiscal Year</b>	<b>Due Date</b>	
2019-2020	June 30, 2020	
2020-2021	June 30, 2021	
2021-2022	June 30, 2022	

<sup>i</sup> The ministry is reviewing existing data collection processes in the Mental Health and Addictions sector for opportunities to streamline and reduce burden on Health Service Providers. Accordingly, The ministry has deferred the submission of CDS-MH data starting in fiscal year 2018-19. The ministry is currently developing a Mental Health and Addictions Minimum Data Set (MHA-MDS), in order to enable consistent and comparable reporting of key mental health and addictions data and outcomes. The ministry is planning to replace the CDS-MH with the MHA-MDS in 2019-20.

# SCHEDULE C – DIRECTIVES, GUIDELINES AND POLICIES

## COMMUNITY SUPPORT SERVICES

2019-2022

Health Service Provider: COTA Health

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

• 2014 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• 2015 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• 2016 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• Assisted Living Services for High Risk Seniors Policy, 2011 (ALS-HRS)
• Assisted Living Services in Supportive Housing Policy and Implementation Guidelines (1994)
• Attendant Outreach Service Policy Guidelines and Operational Standards (1996)
• Broader Public Sector Perquisites Directive August 2011
• Broader Public Sector Procurement Directive July 2011
• Community Financial Policy, 2016
• Community Support Services Complaints Policy (2004)
• 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
• Personal Support Services Wage Enhancement Directive, 2014
• Policy Guideline for CCAC and CSS Collaborative Home and Community-Based Care Coordination, 2014
• Policy Guideline Relating to the Delivery of Personal Support Services by CCACs and CSS Agencies, 2014
• Protocol for the Approval of Agencies under the Home Care and Community Services Act, 2012
• Screening of Personal Support Workers (2003)

# SCHEDULE C – DIRECTIVES, GUIDELINES AND POLICIES COMMUNITY MENTAL HEALTH AND ADDICTIONS

2019-2022

Health Service Provider: COTA Health

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

• Addictions & Mental Health Ontario – Ontario Provincial Withdrawal Management Standards (2014)
• Addictions staged screening and assessment tools (2015)
• 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 Infrastructure Renewal Guidelines, 2018-2019
• Crisis Response Service Standards for Mental Health Services and Supports (2005)
• Early Psychosis Intervention Standards (March 2011)
• Guide to Requirements and Obligations Relating to French Language Health Services, November 2017
• Guideline for Community Health Service Providers Audits and Reviews, August 2012
• Intensive Case Management Service Standards for Mental Health Services and Supports (2005)
• Joint Policy Guideline for the Provision of Community Mental Health and Developmental Services for Adults with Dual Diagnosis (2008)
• Ontario Healthcare Reporting Standards – OHRS/MIS - most current version available to applicable year
• Ontario Program Standards for ACT Teams (2005)
<p>• Operating Manual for Community Mental Health and Addiction Services (2003)</p> <p>Chapter 1. Organizational Components</p> <p>1.2 Organizational Structure, Roles and Relationships</p> <p>1.3 Developing and Maintaining the HSP Organization Structure</p> <p>1.5 Dispute Resolution</p> <p>Chapter 2. Program &amp; Administrative Components</p> <p>2.4 Service Provision Requirements</p> <p>2.5 Client Records, Confidentiality and Disclosure</p> <p>2.6 Service Reporting Requirements</p> <p>2.8 Issues Management</p> <p>2.9 Service Evaluation/Quality Assurance</p> <p>2.10 Administrative Expectations</p> <p>Chapter 3. Financial Record Keeping and Reporting Requirements</p> <p>3.2 Personal Needs Allowance for Clients in Some Residential Addictions Programs</p> <p>3.6 Internal Financial Controls (except "Inventory of Assets")</p> <p>3.7 Human Resource Control</p>
• Psychiatric Sessional Funding Guidelines (2004)
• South Oaks Gambling Screen (SOGS)
• Space Standards for Community Health Care Facilities, March 2018



**Schedule D1: Core Indicators**

2019-2022

Health Service Provider: COTA Health

Performance Indicators	2019-2020 Target	Performance Standard	2020-2021 Target	Performance Standard	2021-2022 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0	\$0	>=0	TBD	TBD
Proportion of Budget Spent on Administration	Refer to Schedule D3a	Refer to Schedule D3a	Refer to Schedule D3a	Refer to Schedule D3a	TBD	TBD
**Percentage Total Margin	0.00%	>= 0%	0.00%	>= 0%	TBD	TBD
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: HSPs are required to submit a balanced budget

\*\* No negative variance is accepted for Total Margin

Schedule D2a: Clinical Activity- Detail  
2019-2022

Health Service Provider: COTA Health

OHRs Description & Functional Centre		2019-2020 Target	2019-2020 Performance Standard	2020-2021 Target	2020-2021 Performance Standard	2021-2022 Target	2021-2022 Performance Standard
*These values are provided for information purposes only. They are not Accountability Indicators.							
<b>Administration and Support Services 72 1</b>							
Full-time equivalents (FTE)	72 1	5.63	n/a	5.63	n/a	TBD	TBD
Total Cost for Functional Centre	72 1	\$1,010,051	n/a	\$1,010,051	n/a	TBD	TBD
<b>Clinical Management 72 5 05</b>							
Full-time equivalents (FTE)	72 5 05	2.18	n/a	2.18	n/a	TBD	TBD
Total Cost for Functional Centre	72 5 05	\$249,546	n/a	\$249,546	n/a	TBD	TBD
<b>Case Management/Supportive Counselling &amp; Services - Mental Health 72 5 09 76</b>							
Full-time equivalents (FTE)	72 5 09 76	10.11	n/a	10.11	n/a	TBD	TBD
Visits	72 5 09 76	8,406	7986 - 8826	8,406	7986 - 8826	TBD	TBD
Individuals Served by Functional Centre	72 5 09 76	243	194 - 292	243	194 - 292	TBD	TBD
Total Cost for Functional Centre	72 5 09 76	\$882,114	n/a	\$882,114	n/a	TBD	TBD
Mental Health Sessions	72 5 09 76	78	62 - 94	78	62 - 94	TBD	TBD
<b>MH Assertive Community Treatment Teams 72 5 10 76 20</b>							
Full-time equivalents (FTE)	72 5 10 76 20	12.05	n/a	12.05	n/a	TBD	TBD
Visits	72 5 10 76 20	7,280	6916 - 7644	7,280	6916 - 7644	TBD	TBD
Individuals Served by Functional Centre	72 5 10 76 20	84	67 - 101	84	67 - 101	TBD	TBD
Total Cost for Functional Centre	72 5 10 76 20	\$1,110,741	n/a	\$1,110,741	n/a	TBD	TBD
<b>MH Diversion and Court Support 72 5 10 76 56</b>							
Full-time equivalents (FTE)	72 5 10 76 56	7.13	n/a	7.13	n/a	TBD	TBD
Visits	72 5 10 76 56	5,078	4824 - 5332	5,078	4824 - 5332	TBD	TBD
Individuals Served by Functional Centre	72 5 10 76 56	465	372 - 558	465	372 - 558	TBD	TBD
Total Cost for Functional Centre	72 5 10 76 56	\$605,947	n/a	\$605,947	n/a	TBD	TBD
<b>MH Psycho-geriatric 72 5 10 76 96</b>							
Full-time equivalents (FTE)	72 5 10 76 96	2.15	n/a	2.15	n/a	TBD	TBD
Visits	72 5 10 76 96	1,627	1464 - 1790	1,627	1464 - 1790	TBD	TBD
Individuals Served by Functional Centre	72 5 10 76 96	45	36 - 54	45	36 - 54	TBD	TBD
Total Cost for Functional Centre	72 5 10 76 96	\$189,393	n/a	\$189,393	n/a	TBD	TBD
<b>Res. Mental Health - Support within Housing 72 5 40 76 30</b>							
Full-time equivalents (FTE)	72 5 40 76 30	13.21	n/a	13.21	n/a	TBD	TBD
Inpatient/Resident Days	72 5 40 76 30	69,711	67620 - 71802	69,711	67620 - 71802	TBD	TBD
Individuals Served by Functional Centre	72 5 40 76 30	206	165 - 247	206	165 - 247	TBD	TBD
Total Cost for Functional Centre	72 5 40 76 30	\$1,086,647	n/a	\$1,086,647	n/a	TBD	TBD
<b>Res. Mental Health - Short Term Crisis Support Beds 72 5 40 76 60</b>							
Full-time equivalents (FTE)	72 5 40 76 60	14.42	n/a	14.42	n/a	TBD	TBD
Inpatient/Resident Days	72 5 40 76 60	3,796	3416 - 4176	3,796	3416 - 4176	TBD	TBD
Individuals Served by Functional Centre	72 5 40 76 60	98	78 - 118	98	78 - 118	TBD	TBD
Total Cost for Functional Centre	72 5 40 76 60	\$1,155,441	n/a	\$1,155,441	n/a	TBD	TBD

Schedule D2a: Clinical Activity- Detail  
2019-2022

Health Service Provider: COTA Health

OHRs Description & Functional Centre		2019-2020 Target	2019-2020 Performance Standard	2020-2021 Target	2020-2021 Performance Standard	2021-2022 Target	2021-2022 Performance Standard
<small>* These values are provided for information purposes only. They are not Accountability Indicators.</small>							
<b>CSS ABI - Day Services 72 5 83 20</b>							
<b>Full-time equivalents (FTE)</b>	72 5 83 20	<b>2.52</b>	n/a	<b>2.52</b>	n/a	<b>TBD</b>	TBD
Individuals Served by Functional Centre	72 5 83 20	<b>123</b>	98 - 148	<b>123</b>	98 - 148	<b>TBD</b>	TBD
Attendance Days Face-to-Face	72 5 83 20	<b>2,976</b>	2678 - 3274	<b>2,976</b>	2678 - 3274	<b>TBD</b>	TBD
<b>Total Cost for Functional Centre</b>	72 5 83 20	<b>\$205,877</b>	n/a	<b>\$205,877</b>	n/a	<b>TBD</b>	TBD
<b>CSS ABI - Personal Support/Independence Training 72 5 83 33</b>							
<b>Full-time equivalents (FTE)</b>	72 5 83 33	<b>6.17</b>	n/a	<b>6.17</b>	n/a	<b>TBD</b>	TBD
Hours of Care	72 5 83 33	<b>6,448</b>	6126 - 6770	<b>6,448</b>	6126 - 6770	<b>TBD</b>	TBD
Individuals Served by Functional Centre	72 5 83 33	<b>93</b>	74 - 112	<b>93</b>	74 - 112	<b>TBD</b>	TBD
<b>Total Cost for Functional Centre</b>	72 5 83 33	<b>\$421,315</b>	n/a	<b>\$421,315</b>	n/a	<b>TBD</b>	TBD
<b>ACTIVITY SUMMARY</b>							
<b>Total Full-Time Equivalents for all F/C</b>		<b>75.57</b>		<b>75.57</b>		<b>TBD</b>	
<b>Total Visits for all F/C</b>		<b>22,391</b>		<b>22,391</b>		<b>TBD</b>	
<b>Total Hours of Care for all F/C</b>		<b>6,448</b>		<b>6,448</b>		<b>TBD</b>	
<b>Total Inpatient/Resident Days for all F/C</b>		<b>73,507</b>		<b>73,507</b>		<b>TBD</b>	
<b>Total Individuals Served by Functional Centre for all F/C</b>		<b>1,357</b>		<b>1,357</b>		<b>TBD</b>	
<b>Total Attendance Days for all F/C</b>		<b>2,976</b>		<b>2,976</b>		<b>TBD</b>	
<b>Total Mental Health Sessions for all F/C</b>		<b>78</b>		<b>78</b>		<b>TBD</b>	
<b>Total Cost for All F/C</b>		<b>\$ 6,917,072</b>		<b>\$ 6,917,072</b>		<b>TBD</b>	

**Schedule D2c: CMH&A Sector Specific Indicators**

2019-2022

Health Service Provider: COTA Health

Performance Indicators	2019-2020 Target	Performance Standard	2020-2021 Target	Performance Standard	2021-2022 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 D2d: CSS Sector Specific Indicators**

2019-2022

Health Service Provider: COTA Health

Performance Indicators	2019-2020 Target	Performance Standard	2020-2021 Target	Performance Standard	2021-2022 Target	Performance Standard
No Performance Indicators	-	-	-	-	-	-
Explanatory Indicators						
Number of persons waiting for service (by functional centre)						











**Schedule F: Declaration of Compliance**  
**2019-2022**

**Health Service Provider: COTA Health**

**Appendix 1 - Exceptions**

[Please identify each obligation under the MSAA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.]