



Office of the Auditor General of Ontario
Bureau de la vérificatrice générale de l'Ontario

Value-for-money audit of:

Community Care Access Centres—Home Care Program

2015 Annual Report, Section 3.01

Background

- Community Care Access Centres (CCACs) provide home-care services to Ontarians who might otherwise need to stay in hospitals or long-term care homes
- Ontario's 14 CCACs spent \$2.5 billion on home-care services in 2014/15
- Most CCAC care offered by service providers under contract to CCACs
- CCACs overseen by Local Health Integration Networks (LHINs)



Audit Objective

Assess whether Ministry, LHINs and CCACs had processes in place to ensure that:

- care-co-ordination to home-care clients is provided seamlessly and equitably;
- service providers work in accordance with contractual and other requirements; and
- quality and effectiveness are measured and reported on.



Overall Conclusions

- Clients face long wait-lists and get different levels of service depending on where in the province they live
- Funding to CCACs based on what they got in the past rather than on actual client needs
- CCACs not consistently overseeing service providers
- Each CCAC's performance measured against different targets



Specific Findings

- Per-client funding on home care across CCACs ranged from \$2,879 to \$4,027 in 2014/15
- 65% of initial home-care assessments and 32% of reassessments for chronic- and complex-needs clients not done within required timeframes in 2014/15
- Law allows up to 90 hours/month of personal support service but CCACs usually provide maximum 60 hours
- Supports to caregivers (e.g., family members) limited and not consistently available across Ontario



Recommendations

- Develop standard guidelines for prioritizing clients
- Assess clients within required timeframes
- Assess practices in other jurisdictions and consider using appropriate ones in Ontario
- Examine causes of caseload variances and determine how to address them
- Conduct routine site visits to monitor quality of care by contracted service-providers



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