

Inverness County Home Support Society



MARCH 2018

INVERNESS COUNTY HOME SUPPORT SOCIETY



- ICHSS is a private not-for-profit incorporated Agency with a Mission to provide excellence in delivery of Home Support Services throughout the County of Inverness.
- ICHSS is a service delivery Agency for the Department of Health and Wellness, Continuing Care.

INVERNESS COUNTY HOME SUPPORT SOCIETY



- delivers Home Support Services to Continuing Care clients in Inverness County.
- complies with the Continuing Care mission and philosophy, goals, objectives, and policies while promoting client goals and outcomes.
- meets and continuously strives to exceed the standards for delivery of Home Support services to its clients.

MISSION STATEMENT



- The mission of Inverness County Home Support Society is to provide essential Home Support Services enabling client independence, assisting with unmet needs, and maintaining quality of life in their home environment.

CONTINUING CARE SERVICES



- If you know someone who is in need of our services you can contact the Department of Health and Wellness, Continuing Care Branch
- 1-800-225-7225 for more information or to process an assessment
- www.gov.ns.ca/health

HOME SUPPORT SERVICES



- The services we deliver to the residents of this area enable citizens to remain in the homes and to continue with quality of life they have become accustomed to.
- With our services clients are able to manage at home longer, avoiding longer hospital stays and delay LTC admission.

HOME SUPPORT SERVICES



- Personal Care
- Meal Preparation
- Light Housekeeping
- Respite Services
- Other authorized tasks as requested by Care Coordination

ADMINISTRATION

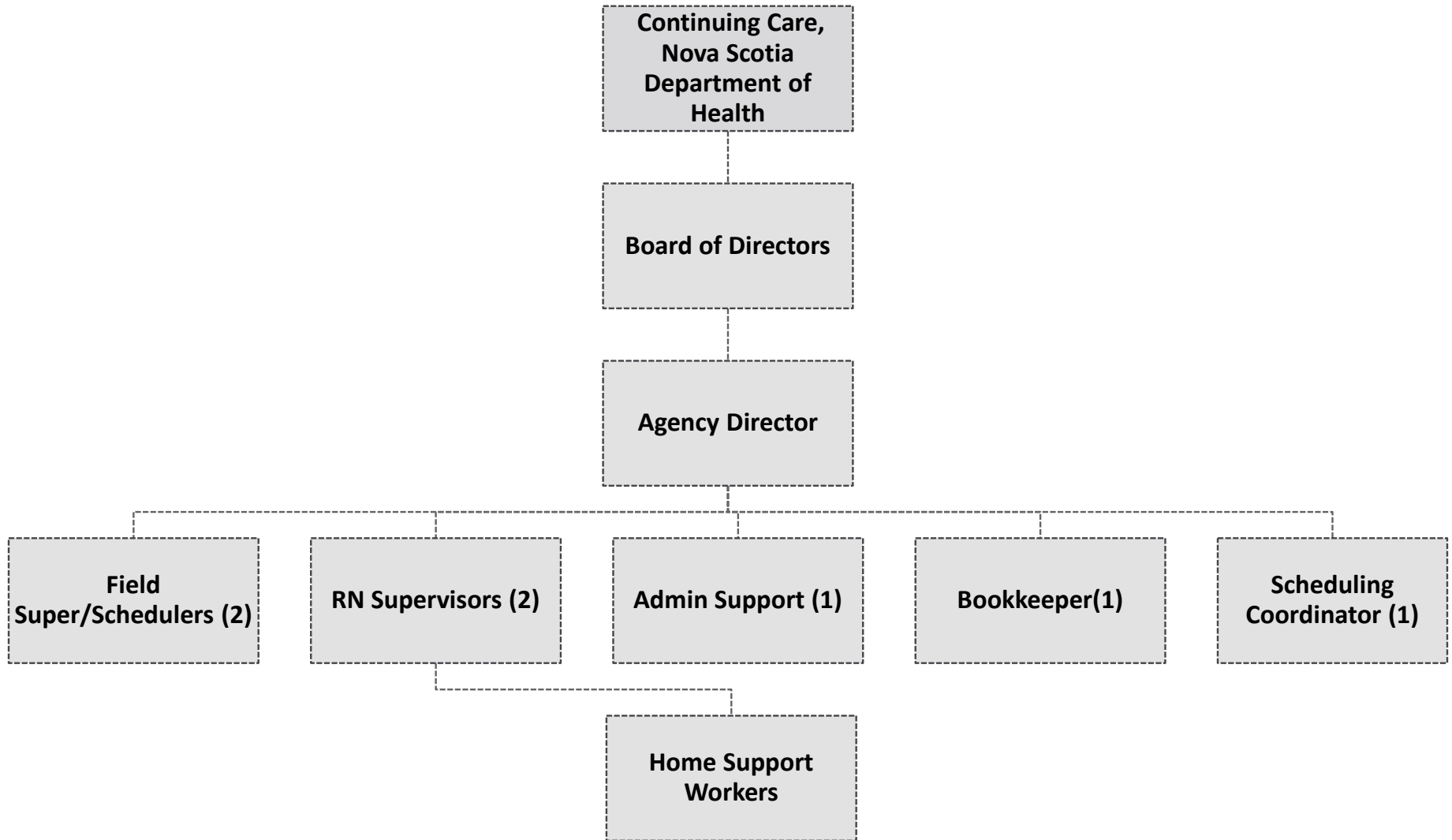


- **Agency Director ~ Angela MacEachern**
- **RN Supervisor ~ Carrie Cameron, RN**
- **RN Supervisor ~ Cathy Beaton, RN**
- **Bookkeeper ~ Marina MacIntyre**
- **Field Supervisor / Scheduler ~ Imelda Horne**
- **Field Supervisor / Scheduler ~ Paulette Chiasson**
- **Administrative Support ~ Denise Spears**
- **Scheduling Coordinator ~ Lynne Graham**

BOARD OF DIRECTORS



- **Clifford Maillet ~ Chairperson** (Cheticamp)
- **Claire MacNeil ~ Vice Chair Person** (Craigmore)
- **Councillor John Dowling** (West Bay Road)
- **Kate Beaton** (Judique)
- **Mary Ross** (River Denys-Whycocomagh)
- **Frank Gillis** (Inverness)
- **Ethel Chisholm** (Port Hood)
- **Councillor Hughie MacDougall** (Port Hawkesbury)



STAFFING



- Currently 53 Home Support Workers
- Staff need to have their CCA Certificate (Continuing Care Assistant)
- Staffing is an on-going challenge for this Agency
- Shortage of trained CCAs
- On average we are wait listing 10-25 hours per week

STAFFING



CHETICAMP	10	19%
INVERNESS	8	15%
MABOU	4	7%
MARGAREE	7	13%
PORT HOOD	7	13%
PORT HAWKESBURY	12	23%
RIVER DENYS	3	6%
WHYCOCOMAGH	2	4%
	53	

ICHSS – Clients



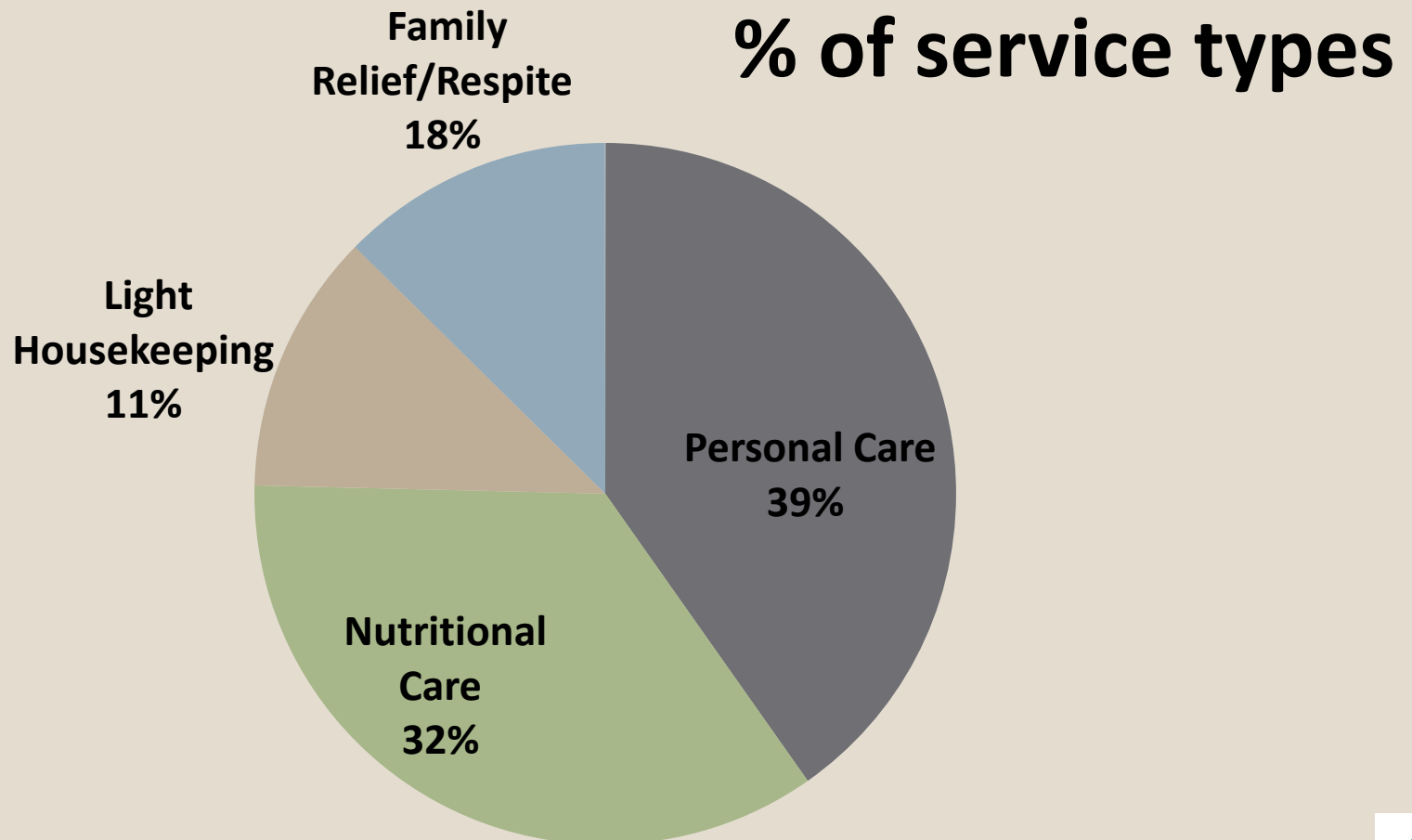
- ICHSS provides services to approximately (300) clients within a large geographic region of Inverness County
- delivers approximately (4'500) direct service hours per month

CLIENTS



	# clients	% total clients	% total service
CHETICAMP	62	23%	16%
INVERNESS	41	15%	20%
MABOU	10	4%	4%
MARGAREE	32	12%	16%
PORT HOOD	22	8%	7%
PORT HAWKESBURY	77	29%	28%
RIVER DENYS	11	4%	2%
WHYCOCOMAGH	15	6%	7%
	270		

Service Delivery by Service Type



FUNDING



- ICHSS is fully funded by the DHW (Department of Health and Wellness)
- Funding changed for all funded Agencies in 2012.
- All funded Agencies are now budgeted based on a rate set by the DHW per Direct Service Hour.
- This Agency has not been able to meet the budgeted rate of service since that time.

BUDGET CONCERNS



- Best business practices and increasing efficiencies have been the focus of ICHSS
 - better use of technology
 - introduction of an attendance management policy
 - improved methods of scheduling staff
 - closer monitoring and evaluating of costs
- We have been working closely with DHW to resolve our budget and financial issues

CHALLENGES AHEAD



- Operational Review – recently completed
- Ongoing Financial challenges
 - Budget rates
 - Funding formulas
 - Direct vs Indirect costs
 - Lack of consideration for challenges facing delivery of services in our large, rural County

SUPPORT



- From the Municipality of Inverness
- From The Town of Port Hawkesbury

Questions?

