

# FINANCIALS

## Revenue

Central East LHIN	4,159,484
City of Toronto	84,050
United Way Toronto	204,158
Fundraising and Donations	23,012
Fees for Services rendered	6,659,033
Productive Enterprise	735,640
Other contributions	131,909
Investment income	20,935

**TOTAL REVENUE** 12,018,221

## Expense

Wages and Benefits	8,816,573
Staff training & conferences	37,221
Building occupancy	172,281
Office and general expense	233,462
Program supplies & expense	749,055
Productive Enterprise	581,932
Promotion & Publicity	70,066
Other operating expense	732,530
Amortization	165,948
Travel & vehicle expenses	227,392
Volunteer recognition	1,795

**TOTAL EXPENSE** 11,788,255

# PROGRAMS

**Adult Day Program** Therapeutic social and recreational activities for seniors and adults with disabilities, providing caregiver respite.

**Assisted Living Services** Access to daily living assistance and 24/7 emergency response in designated seniors buildings.

**Client Intervention & Support Assistance** to clients in addressing problems and accessing services beneficial to their needs.

**Community Dining** Therapeutic social, recreational and communal dining programs offered at locations across Scarborough.

**Exercise & Falls Prevention** Free classes offered to seniors in the Scarborough community at over 30 locations.

**Friendly Visiting/Telephone Reassurance** Volunteers provide face-to-face visits or contact by telephone to seniors requiring reassurance or security check.

**Home At Last** Assistance in the transition from hospital to home and getting settled in safely.

**Home First** Eligible discharged patients from the hospital are offered enhance community support services during their convalescing period at home.

**In-Home Services** Assistance with personal care, respite care, and activities of daily living.

**Home Care Supplies** Mobility aid, ostomy supplies, incontinence products, and compression stockings available for home delivery.

**Meals on Wheels** Hot and frozen meals. Special diets available. Asian meal program delivered.

**Outdoor Maintenance** Young adults matched with seniors who require assistance with snow removal and yard work.

**Transportation** Cost-effective and senior friendly transportation to medical appointments, shopping, and community programs.



# 2017-2018 ANNUAL REPORT

Registered Charity # 11914 2412 RR0001  
|1045 McNicoll Avenue | Toronto, ON | M1W 3W6 |  
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# STATISTICS

**Adult Day Program**  
109 clients received 6038 days of care

**Assisted Living Services**  
190 clients received 38891 resident days of care

**Client Intervention and Assistance**  
1528 clients received 4848 face-to-face & telephone visits

**Community Dining & Recreation**  
256 clients were provided with 6433 meals and therapeutic recreation activities

**Exercise and Falls Prevention**  
2273 clients were provided with 69294 classes/days

**Friendly Visiting & Telephone Reassurance**  
33 clients received 2677 visits of companionship

**Home At Last - Scarborough**  
1112 clients were referred to the Home at Last program by hospitals for settlement assistance at home

**Home First - Scarborough**  
1923 clients were assessed and referred to community support services upon discharge from hospital

**In-Home Services**  
1764 clients received 194,156 hours of service

**Meals on Wheels**  
1023 clients were delivered with 82,453 meals

**Outdoor Maintenance**  
534 clients had 6249 outdoor jobs completed

**Transportation**  
487 clients were provided with 21,342 trips

**Staff**  
214 staff members worked 366,518 hours to manage, coordinate and provide direct services to clients

**Volunteers**  
237 volunteers contributed 24,060 hours of service in various agency programs

# 2017-18 HIGHLIGHTS

## OUR FUNDERS

TransCare® Community Support Services is a non-profit charitable organization that receives its revenue from various sources, including the Central East LHIN (Ministry of Health & Long-Term Care), United Way Greater Toronto, City of Toronto, as well as agency fundraising and modest client fees for those who can afford it, and subsidy assistance for those who cannot.

## ABOUT US

TransCare® Community Support Services is a charitable not-for-profit corporation providing high quality care and compassion since 1976. We provide home and community support services for people who need assistance due to illness, convalescence, disability or functional limitations related to aging.

Our services often make the difference as to whether someone can continue to live in their own home, instead of a long-term care facility.

**TransCare Community Support Services** continued its commitment to collaborate with other organizations to ensure seniors and adults with disabilities have access to support services that allow them to remain active in the community. The following are some of the initiatives that we have undertaken:

### Exploration of Integration Opportunities

In January 2017, TransCare® along with Scarborough Centre for Healthy Communities (SCHC) were voluntarily exploring integration opportunities through the development of a Business Case by our consultants Lough Barnes Consulting Group. The process included sessions with employees and volunteers from both organizations.

As a result of thorough review of the Business Case Report recommendations, the Board of Directors of TransCare® came to a decision not to proceed with a merger with SCHC at this time. The Board recommended that TransCare®'s Management team continue the process of exploring the integration of programs and services that are common to both SCHC and TransCare®, and to include other service providers within the Scarborough region. In addition, the Board recommended that TransCare® and SCHC invite the CELHIN to assist the agencies through this process, building on other integration models and exploring opportunities that put the patient first.

### Program Enhancement and New Initiatives

**Home to Stay** Together with East GTA Family Health Team, Providence Healthcare, Scarborough Centre for Healthy Communities and Home Hospice Association, TransCare is working on a demonstration project that focuses on creating an integrated approach to primary and community care. Partners will offer existing resources that can support this initiative including case coordination, primary and professional care referral and support, inpatient and outpatient rehab, palliative care and home support services.

**Health Links** TransCare®, together with East GTA Family Health Team and Toronto Community Housing worked together to develop processes for improving Coordinated Care Plans by testing them on existing high need patients. The Agency participates at two levels, as a member of the Steering Committee and a member of the Design Committee. The agency has completed a number of Coordinated Care Plan through our Assisted Living and Supportive Housing Programs, and by CIA Coordinators targeting high need clients.

**Transportation** TransCare® received three new vehicles thanks to a \$142,000 one-time funding from the Central East LHIN. With three new highly efficient vehicles, TransCare continues to offer safe and accessible transportation to more seniors and adults with disabilities in the community.

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