

Edmonton Seniors Home Supports Program Overview

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October 18, 2016



Edmonton Seniors Coordinating Council

- Increases coordination and capacity of organizations providing social support and recreation services to seniors
- 40 Member agencies: e.g. Senior Centres
- ESCC holds no regulatory power—our member agencies have to see the merit and value in collaborating on a common agenda






ESCC Collaborative Efforts

- Senior Sector Outreach Worker Toolkit
- Seniors Information Phone Line-to adapt 211 to be more responsive to seniors.
Callers requiring more support are transferred over to an outreach worker for detailed needs assessment

ESCC Collaborative Efforts



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- ❑ Model established collaboratively re. assisted transportation for seniors using volunteer drivers who are recruited, trained and dispatched using one brand
- ❑ Effort was to address sustainability, build capacity, streamline processes, improve efficiency by sharing resources such as recruitment and dispatching program

Seniors Home Support Program

- ❑ Six large senior centres act as district hubs to vet service providers offering snow removal, yard help, housekeeping and minor home repair





Model Development

- Impetus for Seniors Home Supports Program was ESCC member agencies prioritizing snow removal as an issue in the sector-there was not enough capacity to manage the requests from seniors 2011-12
- In 2013-14 ESCC members worked on developing a model that would increase capacity of senior sector to meet snow removal demand-other home supports added in as model was developing



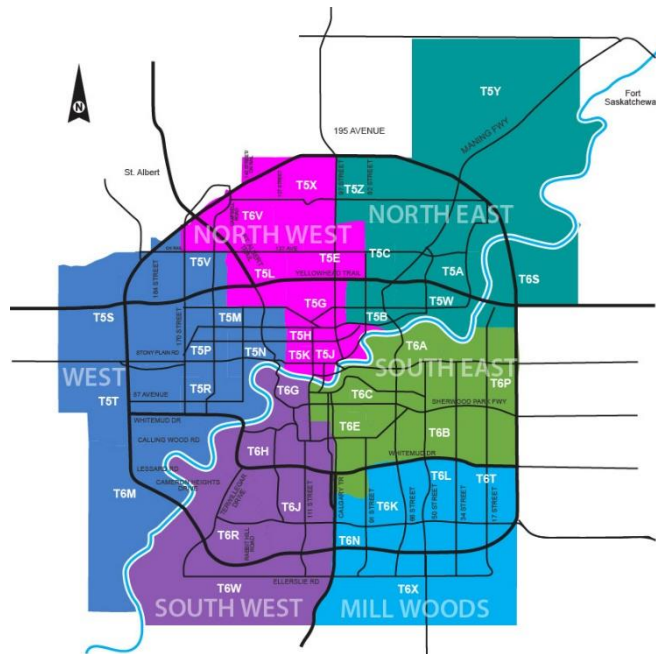
Model Development

Large senior centres were identified as best place to offer the program because their core services include integral pieces of the home supports model:

- social service component (connection to outreach) and
- community development component
- volunteerism opportunities

Model Development

- Several senior organizations were involved in model development





Implementation of the Model

- Business Case for model approved late in 2014 by City Council and funding provided 2015-17
- Implementation began in 2015 and a committee struck including agency representatives from all district agencies, plus Sage, Lifestyle Helping Hands Sr. Assoc, the City, Society of Seniors Caring About Seniors and ESCC
- Funding agreements created by City with each agency outlined in business case



Implementation of the Model

- Collaboration was required to help district senior centres build capacity (only two of the six had been involved in snow removal previously)
- One senior centre took on the district role one year after model launched as they didn't feel they were ready initially



Implementation of the Model

- Roles were defined for all parties via MOU
- All parties signed MOU
- Sage helped with model development and transitioned out of being a home supports referral site that served city-wide
- Sage worker wrote draft chapters of the manual for committee who then amended and approved
- One district agency agreed to be the lead in vetting city-wide service providers (SEESA)



Implementation of the Model

ESCC assigned role of:

- ❑ Chairing and facilitate meeting of the Implementation Committee,
- ❑ Preparing reports, minutes, plans etc.
- ❑ Leading development of evaluation framework, and supporting evaluation including ensuring a common collection of data,
- ❑ Leading shared promotion and advertising for the model
- ❑ Facilitate communications/connection among partners and other interested stakeholders



Seniors Home Support Program

- Each district employs a part-time Homes Supports Coordinator who recruits and screens service providers
- Model uses postal codes to divide the City into six districts
- Seniors are provided with the name of 3 suitable vendors according to their needs and ability to pay and referrals can be made to outreach workers if financial security is an issue



Tools/Resources for Model

- Manual created to guide workers/volunteers in program delivery (policies, forms, templates)
- Website and promotional materials created
- Joint advertising undertaken to recruit businesses and promote the program
- Shared data management system set up (July 2016) that links to program evaluation and allows districts to input data



Questions?

Contact Information

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