

Seniors Coordinated Outreach

Building Connections for Seniors Across Edmonton

Update III - July 2023

Background

12 organizations across Edmonton will be working together over the upcoming two and half years to pilot a more **coordinated** way of **connecting** seniors to the supports they need to live a good quality of life. This final update provides information about this new approach.

In 2022, at the request of the Family and Community Support Services (FCSS) Program run by the City of Edmonton, Edmonton Seniors Coordinating Council (ESCC) convened a group of around **26 Community Based Senior-Serving Organizations** to discuss how we could provide outreach services in a more coordinated fashion. Prior to this transition, outreach had been provided by 12 organizations separately across Edmonton.

The purpose of the Seniors Coordinated Outreach Program is to build relationships of support and mutual understanding with diverse older adults and our communities, to create an equitable system of care that contributes to healthy, dignified, and connected aging.

Which Organizations are Involved in the new Model for Seniors Coordinated Outreach?



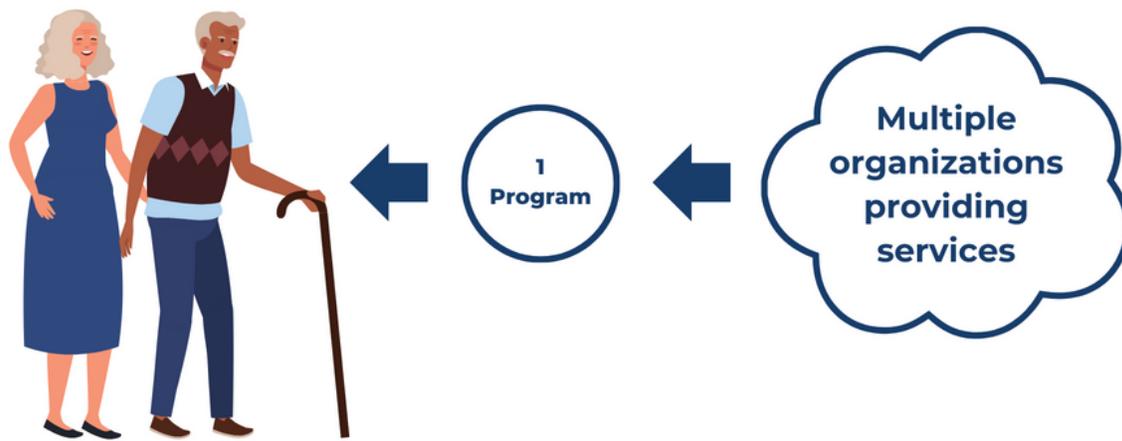
The Canadian Mental Health Association will be providing resourcing for phone intake through the Seniors Information Phone Line, which can be accessed by calling 211 and pressing 2.

The service provider organizations will employ the workers that will provide service in the new model.

The Edmonton Seniors Coordinating Council will provide backbone support to the model through staffing a **Program Manager** and **Practice Coordinator** that will help support the development of operational structures and resources for the program and work with all partner agencies to help build a successful program.

Coordinated System

Service will be provided in a **Coordinated System**, which means from the outside, seniors accessing services will experience them all as one program while internally, we will have multiple organizations providing services to help us have a diversity of perspectives on how to improve our care for seniors in our community.



Roles within the System

We will have **3 major roles** for workers providing service in the new system:

<p>Outreach Workers</p>		<p>Act as the Social Workers within our system, helping older adults that need more ongoing support or have more complex issues they are dealing with navigate to help them get access to the supports they need.</p>
<p>General Support Workers</p>		<p>Are community connectors that work with an older adult to provide more short-term support through referrals, introductions to community services, form-filling, support with navigation, and follow ups for participants within the system.</p>
<p>Home Support Coordinators (Year 1 of Pilot)*</p>		<p>Are specialized support workers. Home Supports Workers provide three referrals to different service providers that can provide a variety of services to support a senior living at home. These services could include: lawn mowing, yard maintenance, snow shoveling, foot care or personal care, as examples.</p>

*Over the course of year one we will be working with our technology consultant to allow for all agencies to have access to this referral list so any worker in our system including 211, can provide the home supports referral.

When this transition occurs, two Home Supports Workers will become General Support Workers and two will move into a Service Provider Finder role, tasked with maintaining the list of vetted service providers and finding new services to support seniors.

Values of the Program

Our program believes deeply in creating belonging and support for the full diversity of older adults in our community. With a rapidly growing and diverse aging population, it is more essential than ever to provide supports that are deeply aligned with the unique experiences and needs of each participant.

To aid us in this approach we have named and defined the following 5 values at core to our work going forward: Honouring First Peoples, Anti-Oppression, Social Justice, Cultural Responsiveness, Honouring Diversity. We believe by working to embed these five values into all aspects of our work, we will create a culture of active consideration and responsiveness to the full diversity of older adults in Edmonton.

#1. Honouring First People

#2. Being Anti-Opressive

#3. Social Justice

#4. Being Culturally Responsive

#5. Honouring Diversity

Service Delivery

There are a few important features of service delivery that are valuable to highlight:

The service prioritizes trying to provide as much support as possible upfront to the older adult. Where possible, workers within the system will try to provide as much help as they are able, before passing the senior further into the system. The aim to help seniors feel supported throughout the process so they feel trust in the program.

Our goal is consistent improvement, over the first year we will be taking a developmental evaluation approach meaning the program will be consistently reflecting and making changes to help us align closer to our goals and values in serving older adults. .

Due to the fact that all participant information is stored in a common data warehouse, when the warehouse goes live older adults will only have to share their information once and then it will be passed forward to the relevant service providers with their permission. This avoids seniors from having to retell painful information to multiple service providers within the same system.

Client Journey Progression

Older adult is looking for support
Calls 211 press 2
211 asks, "How can we support you?"
Older Adult is struggling with housing and financial concerns
211 asks some questions of the older adult to better understand if they have any language, cultural, or accessibility needs (in-home appointments vs phone vs meeting in a centre)
211 provides some immediate referrals for support in the interim and let's them know an outreach worker will be calling them tomorrow at 2pm
2:00 pm the next day, the older adult receives a call from the outreach worker and they start setting up some goals and working together
They meet in person a few times at a seniors centre near the person's home
Over time, the outreach worker is able to get them into affordable housing and connected to some community programs
A support worker stays in touch with them and helps them fill out forms or get referrals to services as needed
The support worker periodically follows up and supports them as needed
Our senior is more connected and supported within our community

Looking to support a Senior?



Use Seniors Coordinated Outreach

Community organizations across Edmonton are there to help Older Adults connect to the supports they need to thrive.



How?

Call 211 and press 2 for the Seniors Information Phone Line. Share the support you are looking for and an operator will guide you to the support you need.



Community Supports



Diversity / Inclusion Support



Transportation



Financial & Legal Support



Information / Referral & Advocacy



Nutrition / Food



Home Supports



Social Engagement



Mental & Physical Health



Caregiver Support



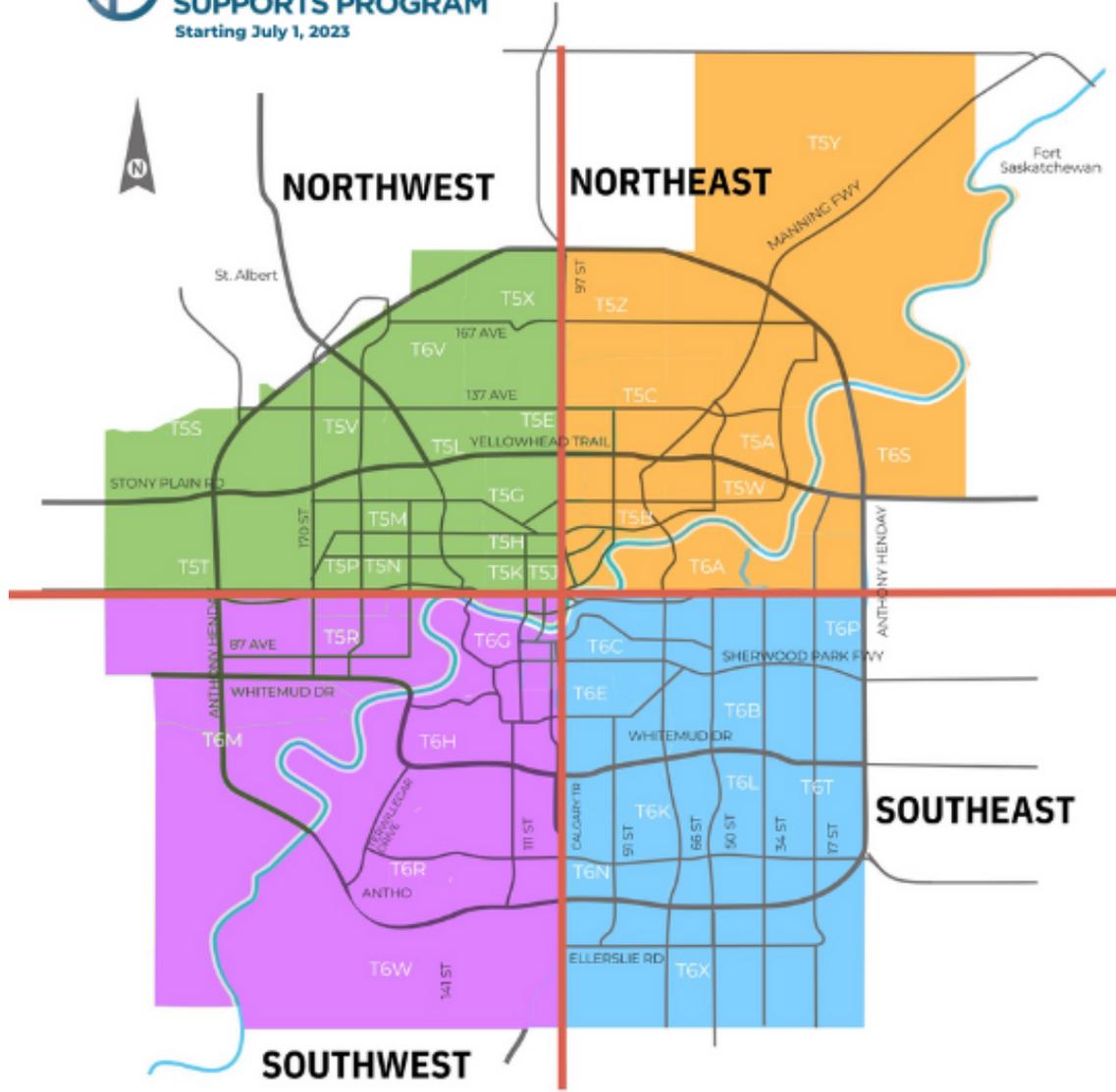
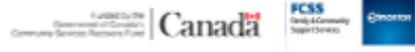
Wellbeing Supports



Supportive Living (seniors housing)

Home Supports Transition

SENIORS HOME SUPPORTS PROGRAM
Starting July 1, 2023



Southwest
Contact: Barbara
(780) 860-2931
homesupport3@jfse.org

Northwest
Contact: Kathy
(780) 995-2908
homesupport4@jfse.org

Northeast
Contact: Amanda
(780) 995-8072
homesupport2@jfse.org

Southeast
Contact: Jenny
(587) 594-7884
homesupport1@jfse.org

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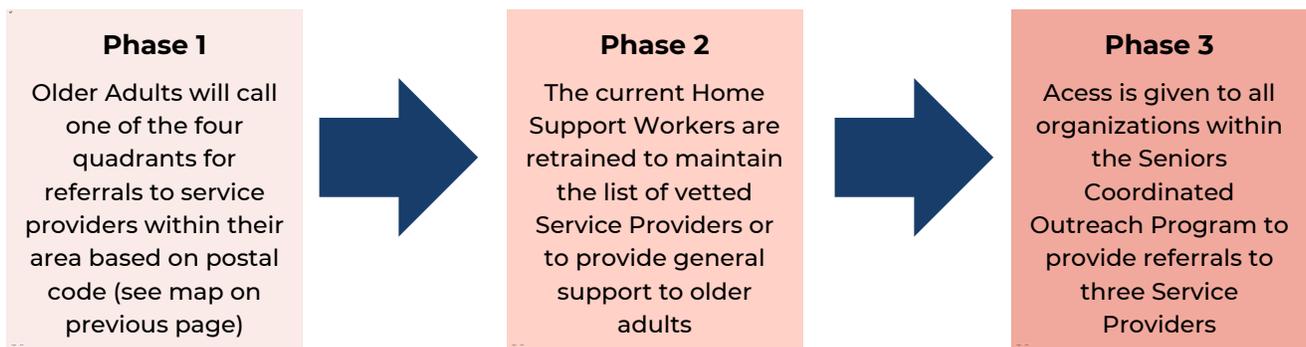
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As part of the transition, we are also working towards redesigning the Home Supports Program. The Home Supports Program connects seniors to three referrals to service providers that can help seniors with services at home like snow shoveling, home repairs, or personal care.

In this new process we will be transitioning from only specialized workers being able to provide referrals to anyone within the Seniors Coordinated Outreach Program including 211 being able to supply referrals to service providers.

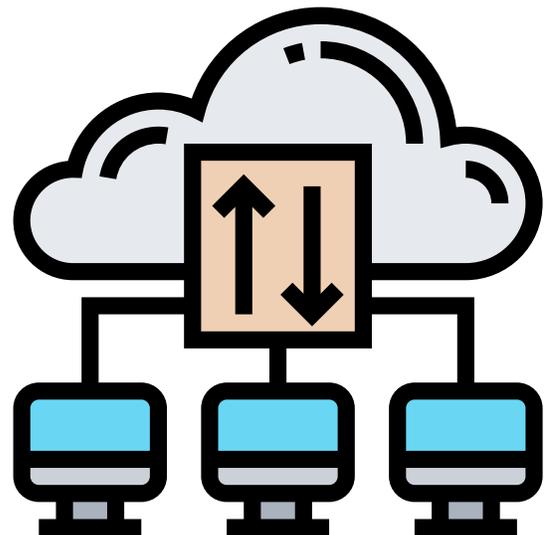
The process will work as follows:



Data Warehouse

To ensure easier collaboration and stronger support for older adults across the program, our organizations will be linking their data together through a **data warehouse**.

We are building a bridge that connects all of our partners' data together into one warehouse. Each organization will have the relevant data linked through the backend to a centralized data warehouse, which will store the information based on the consent of the older adult. We hope that this process allows for all partnered organizations to begin viewing each other as a team and share resources supporting the wellbeing of seniors.



Another important feature of this data sharing is being able to roll up aggregated trends, so that we can attempt to plan for any upcoming waves of issues seniors may be facing. As well as provide more robust data on the important work we are doing as a partnership.

Two exciting data tools that are forthcoming are our digital resource list and barriers tracker.

<p>Digital Resource List</p>	<p>A digital resource list, will be a centralized database available to all workers within the system that tracks potential referral options for a variety of issues a senior might face. This list would be based initially on the data from 211, but then be expanded through the resources and relationships of the workers in our program.</p> <p>The power of this tool is that workers will be able to edit this information in real time. So, if a worker calls a program and it is no longer available that can be noted in the system immediately, to ensure that other members of our team do not have to go through the same trouble in referring services. We hope that these improvements will ensure more active and up to date data on supports for seniors in Edmonton.</p>
<p>Barriers Tracker</p>	<p>We plan to launch a barrier tracking system that allows workers to track issues that come up for the older adults they serve. Whether it is during service or through follow-up conversations, we know that we might learn of problems a senior faces within our program.</p> <ul style="list-style-type: none"> • If the issue is internal we look to track it and resolve it as soon as possible, to keep a record of improvement and to understand common barriers • . If the barrier is external or more systemic, like barriers accessing government supports or experiences of differences of access for racialized or homeless communities, then these are things our program can keep an active track on and advocate actively for changes using this important data. <p>Together this information will allow us to better understand whether certain communities experience additional barriers to service. It also allows us to strive for continuous improvement to the accessibility of supports for older adults.</p>

Community of Practice

Staff members from all partnered agencies will be involved in a Community of Practice to strengthen our joint resources and improve our service. In this space we will be working actively to promote Equity, Diversity and Inclusion and to look at new ways to remove barriers and create new opportunities to support older adults in Edmonton.

More details will be coming shortly detailing the full structure of the new model and information for seniors on how to access the service. If you would like more information in the meantime, please contact asheika@seniorscouncil.net.