



United Way's
Better at Home
Program Update
October 2015



United Way

Better
at Home

United Way helping seniors
remain independent.

Better at Home is funded by the Government of British Columbia.

What is Better at Home?

- Provide simple non-medical home support services to help seniors live independently in their own homes longer
- Linked to community needs and assets (vary between sites)
- Basket of services:
 - Friendly visits
 - Grocery shopping
 - Minor home repairs
 - Transportation
 - Light yard work
 - Light housekeeping



Project Background

- **\$20 million committed since 2012 to implement ~60 programs**
 - Funded by MoH / Managed by UWLM
 - \$100,000 annually / per site
 - Based on CASI pilot “Community Action for Seniors’ Independence”



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- **\$2 million committed in 2014 for Enhancement Projects**
 - Program review
 - Funding model
 - Basket of services
 - Pilot rural / isolated sites
 - Tools / Training
 - Integration



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\$10 million annual operating budget

- Funding model
- Basket of services
- Pilot rural / isolated sites
- Tools / Training
- Integration



Roll out – 67 sites by October 7, 2015

January 2013 (6)

- 1 Langley
- 2 Maple Ridge/Pitt Meadows
- 3 New Westminster
- 4 Kamloops
- 5 Penticton
- 6 Sunshine Coast

April 2013 (15)

- 7 Abbotsford
- 8 Dawson Creek
- 9 North Shore
- 10 North Island (prev. Port Hardy)
- 11 Oceanside (prev. Parksville)
- 12 Quesnel
- 13 South Okanagan (prev. Osoyoos)
- 14 South Surrey/White Rock
- 15 Surrey - Newton
- 16 Surrey - Whalley
- 17 Tri-Cities
- 18 Vancouver Renfrew-Collingwood
- 19 Vancouver West End
- 20 Williams Lake
- 21 Victoria Esquimalt

July 2013 (4)

- 22 Cowichan Region
- 23 Cranbrook
- 24 Richmond
- 25 Squamish Nation-Tsleil-Waututh Nation

October 2013 (13)

- 26 Ashcroft/Cache Creek
- 27 Burnaby
- 28 Castlegar
- 29 Chilliwack
- 30 Comox Valley
- 31 Delta
- 32 Hope/Fraser Canyon
- 33 Logan Lake
- 34 Mission
- 35 Prince George
- 36 Shuswap Region (prev. Salmon Arm)
- 37 Kitimat (prev. part of Terrace/Kitimat)
- 38 Vancouver Mount Pleasant

January 2014 (22)

- 39 Campbell River
- 40 Cowichan Tribes
- 41 Gitksan First Nations
- 42 Nanaimo
- 43 North Okanagan (prev. Vernon)
- 44 Port Alberni
- 45 Powell River
- 46 Salt Spring Island
- 47 Sea to Sky (Squamish, Whistler, Pemberton, Mt. Currie)
- 48 Stolo Territory
- 49 Vancouver Kitsilano
- 50 Vancouver Hastings - Sunrise
- 51 Vancouver Kerrisdale/Oakridge/Marpole
- 52 Vancouver South
- 53 Victoria (James Bay)

April 2014 (7)

- 54 Central Okanagan (prev. Kelowna)
- 55 Creston Valley
- 56 Fort St. John
- 57 Prince Rupert
- 58 Vancouver Inner City (prev. DTES)
- 59 Victoria Saanich
- 60 Victoria West Shore

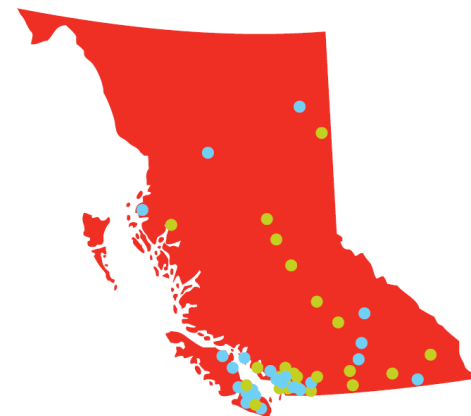
October 2014 (1)

- 61 Terrace (prev. part of Terrace/Kitimat)

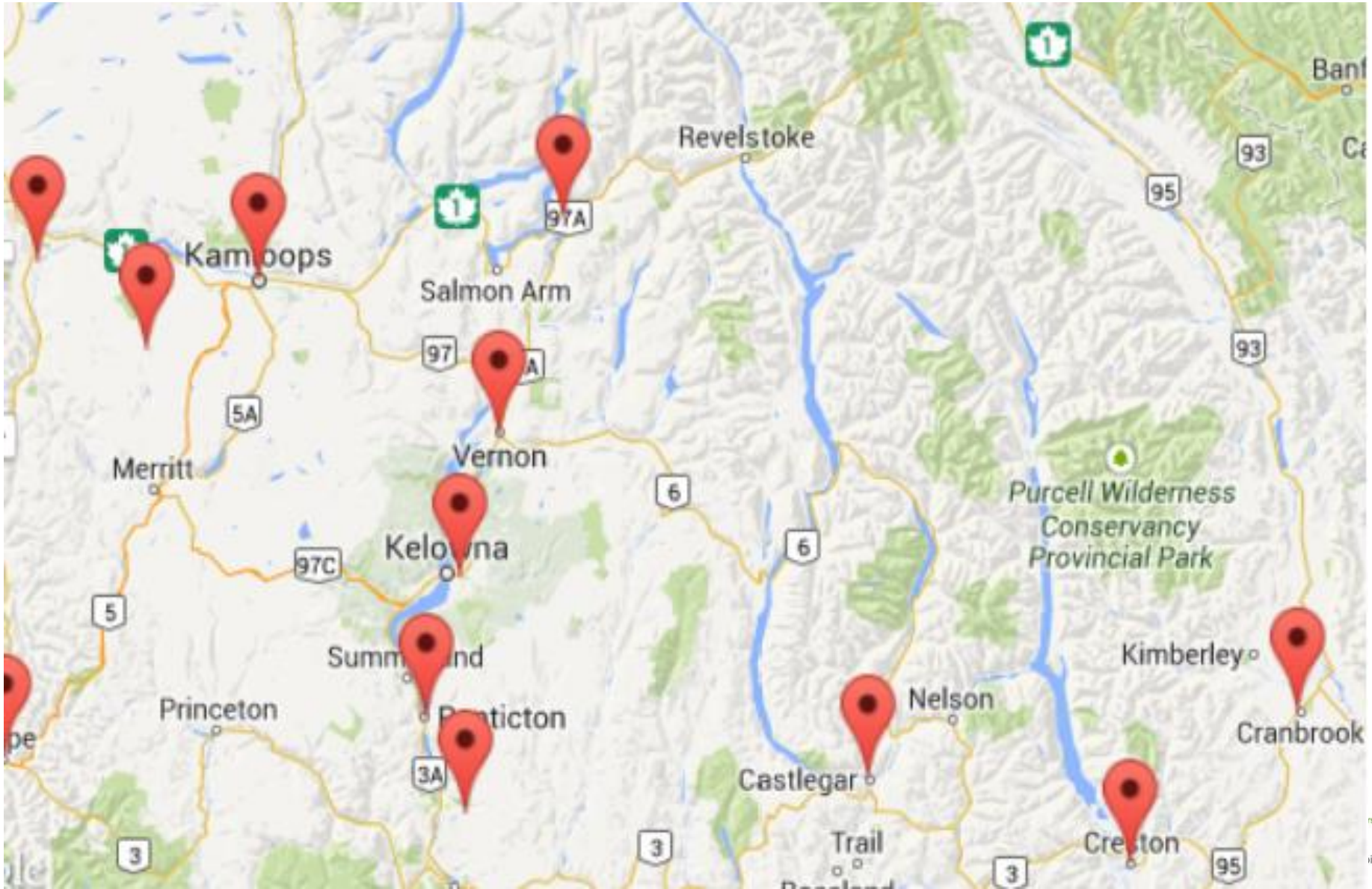
Rural Pilots: April 2015 (6)

- 62 Robson Valley (prev. Valemount)*
- 63 North Central BC (prev. Fraser Lake)
- 64 Southern Gulf Islands (prev. Pender Island)
- 65 Columbia Valley (prev. Invermere)*
- 66 Arrow Lakes (prev. Nakusp)*
- 67 Granisle*

* Indicates Better at Home programs not yet offering services as of June 30, 2015



Programs in our region?? It's coming...

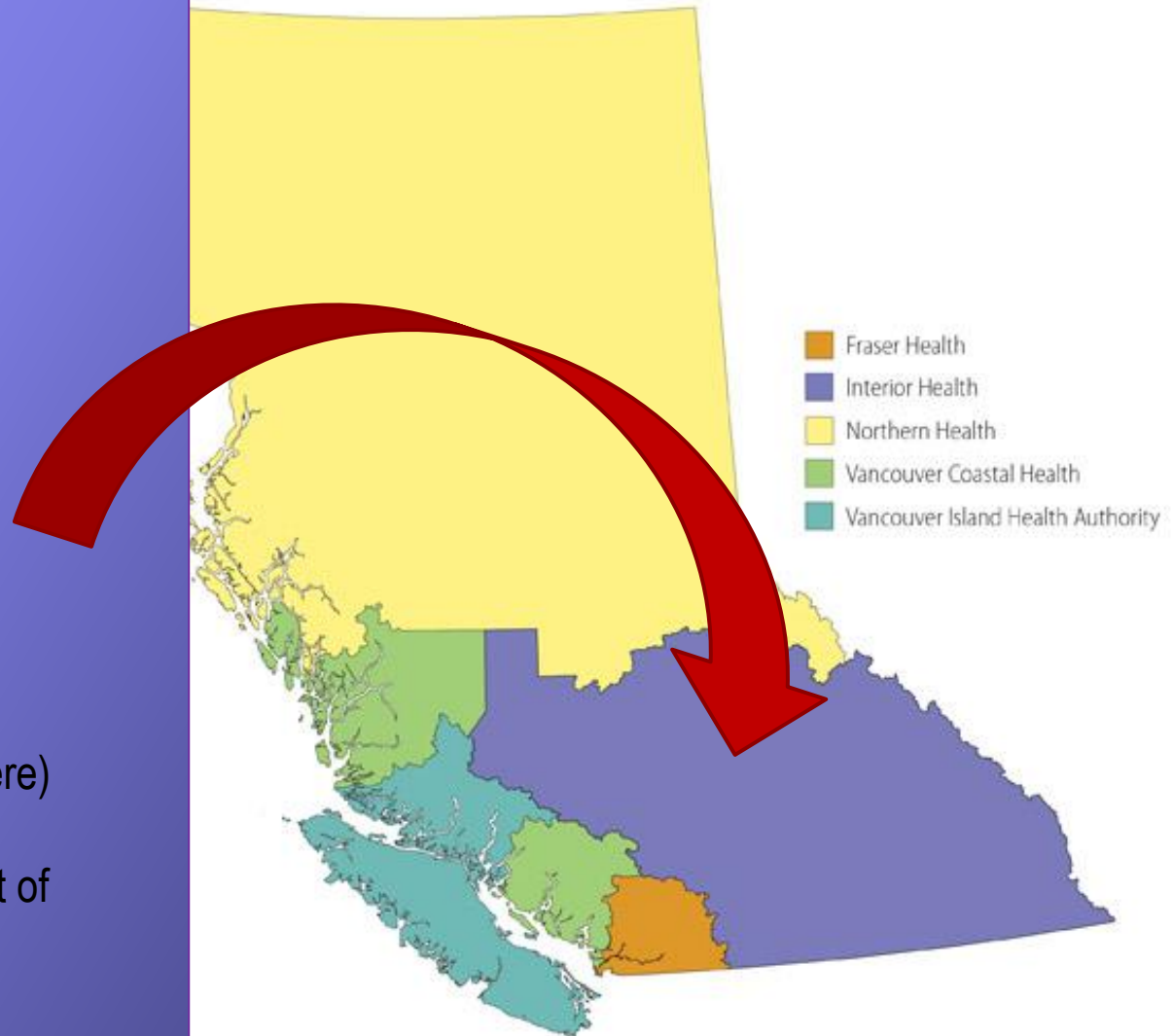


Interior Health Authority (12) + (2)(1)

Williams Lake
Kamloops
Logan Lake
Ashcroft – Cache Creek
Shuswap Region
North Okanagan
Central Okanagan
South Okanagan
Penticton
Creston Valley
Castlegar
Cranbrook

Arrow Lakes (Nakusp)
Columbia Valley (Invermere)

*Valemount (NHA but part of
Columbia Basin Trust)

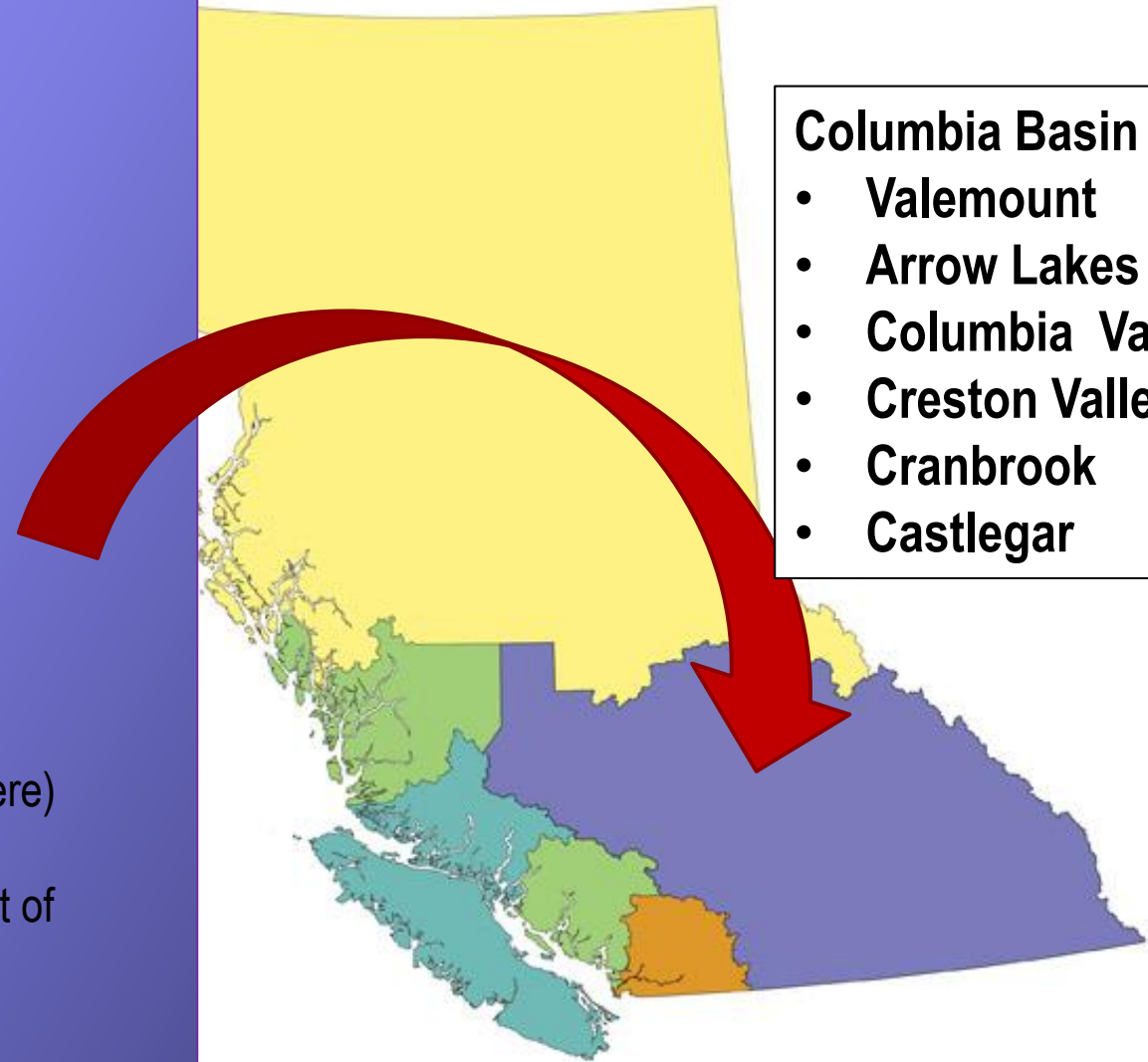


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Columbia Basin Trust

- Valemount
- Arrow Lakes
- Columbia Valley
- Creston Valley
- Cranbrook
- Castlegar

Program Review

Kahir Lalji – New Provincial Program Manager (hired August 2015)

- Passionate about the needs of older adults and the landscape which surround it
- Community development approach; service provider background
- MA in Gerontology, focus on Aging in Place and Holistic Health for Older Adults

UWLM structural change

- Better at Home integrated in Community Impact Dept.
- Change to geographical areas

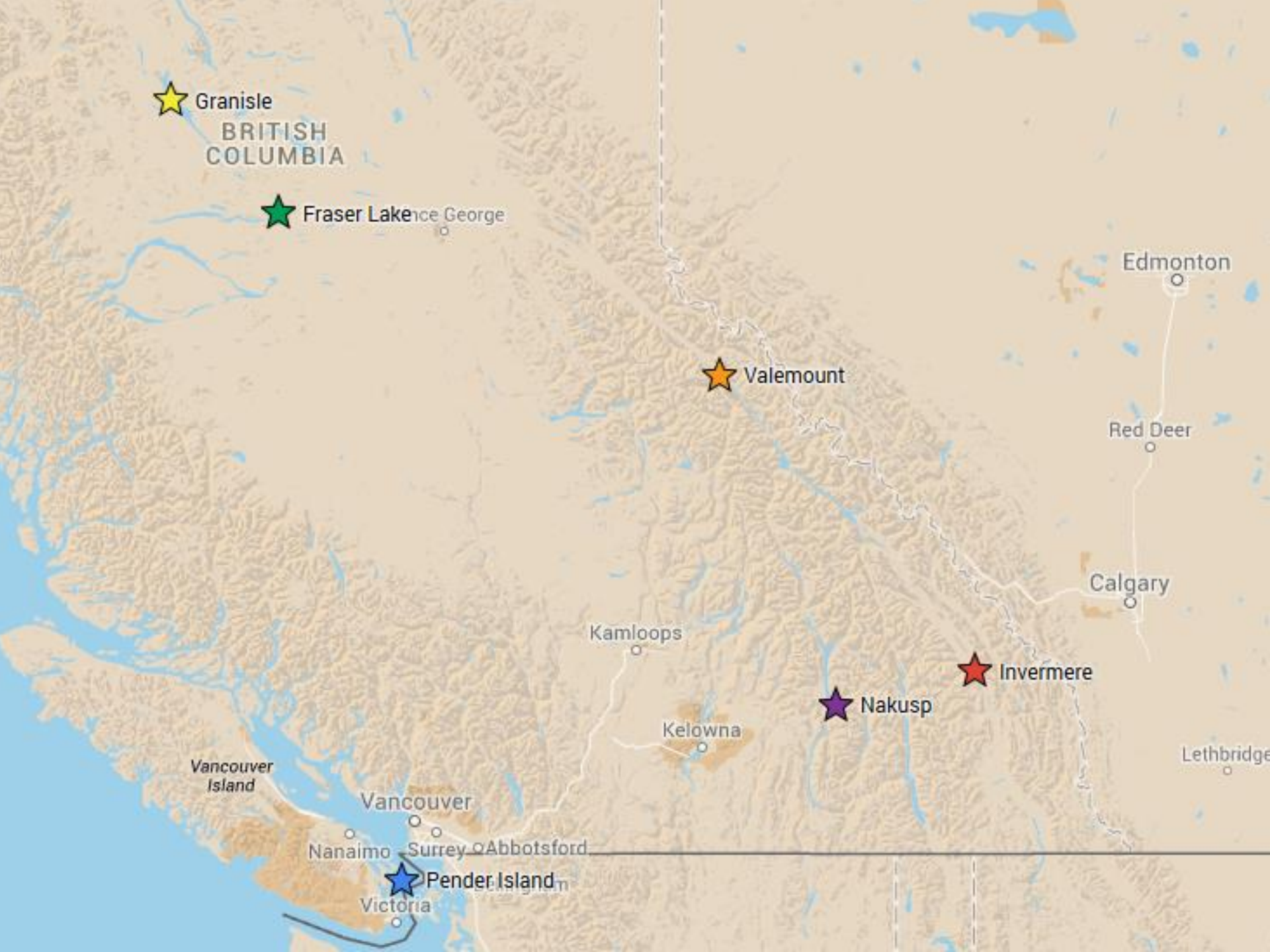


Program Review

Funding model

- ❑ New funding model implemented January, 2015
- ❑ Funding allocated based on community characteristics:
 - number of seniors 85 or older;
 - number of seniors living alone;
 - number of seniors whose first language is not English or French;
 - weather component;
 - distance component for programs serving multiple communities.
- ❑ Allocated funding available after proven need and effectiveness
- ❑ Non-accessed funding yearly available for other programs (Targeted Funds)





★ Granisle
BRITISH
COLUMBIA

★ Fraser Lake
George

★ Valemount

Edmonton

Red Deer

Calgary

Kamloops

★ Invermere

★ Nakusp

Kelowna

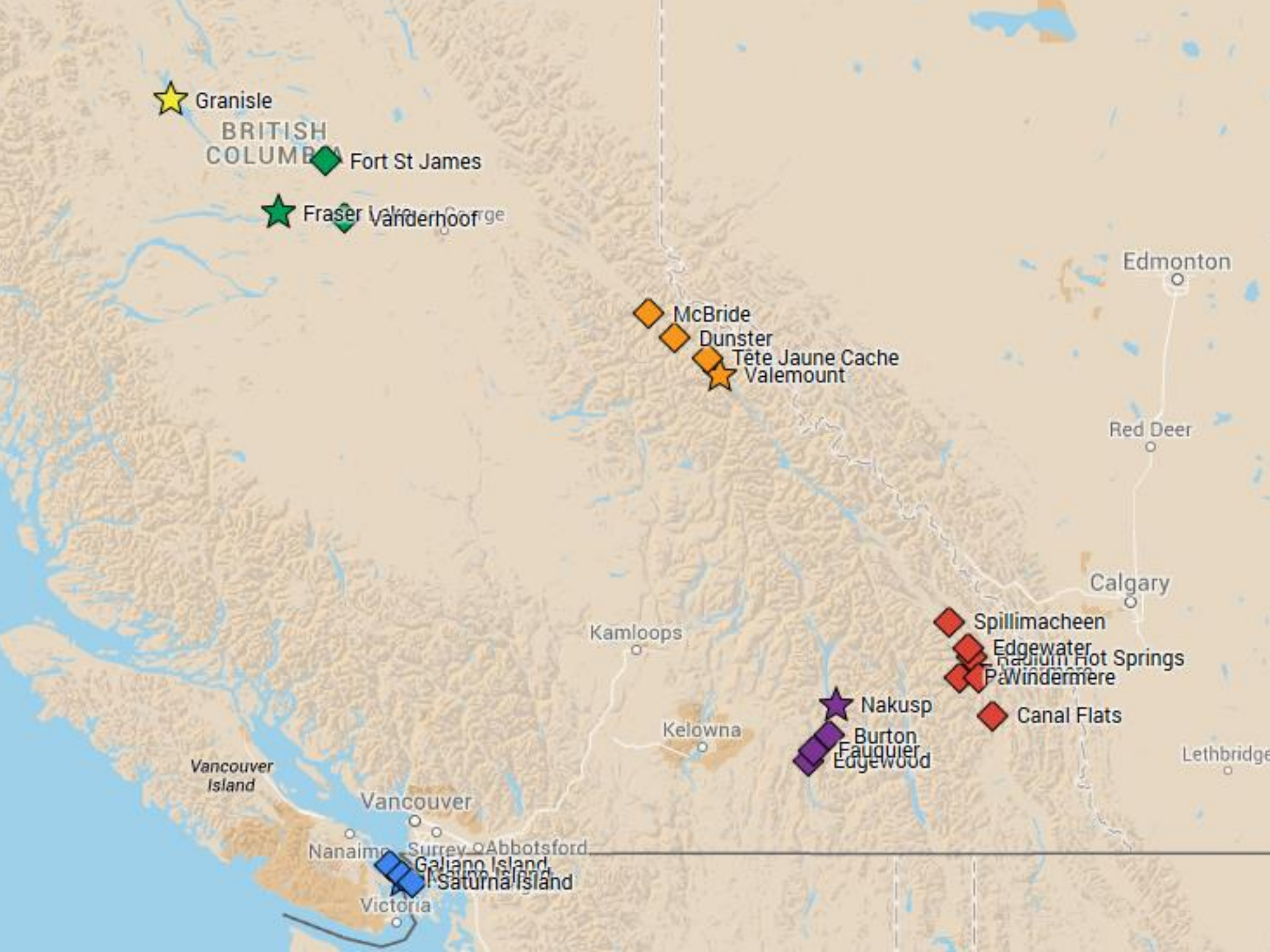
Lethbridge

Vancouver
Island

Vancouver

Nanaimo Surrey Abbotsford

★ Pender Island
Victoria





Granisle

GRANISLE (\$30,000)
300 people; 125 are 65+ (42%)

BRITISH COLUMBIA

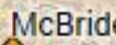
Fort St James



Fraser Valley

NORTH CENTRAL BC (\$70,000)
8,000 people; about 1,000 65+ (12%)

ROBSON VALLEY (\$49,500)
2,000 people; 350 seniors (18%)



McBride
Dunster
Tête Jaune Cache
Valemount

COLUMBIA VALLEY (\$60,000)
6,000 people; 980 65+ (16%)

Kamloops

Kelowna



Spillimacheen
Edgewater
Neudunn Hot Springs
Windermere
Canal Flats

Red Deer

Lethbridge

SOUTHERN GULF ISLANDS (\$74,000)
4,800 people; 1,400 65+ (29%)

Nanaimo
Surrey
Abbotsford
Galiano Island
Saturna Island
Victoria

ARROW LAKES (\$56,500)
2,000 people; 515 65+ (25%)



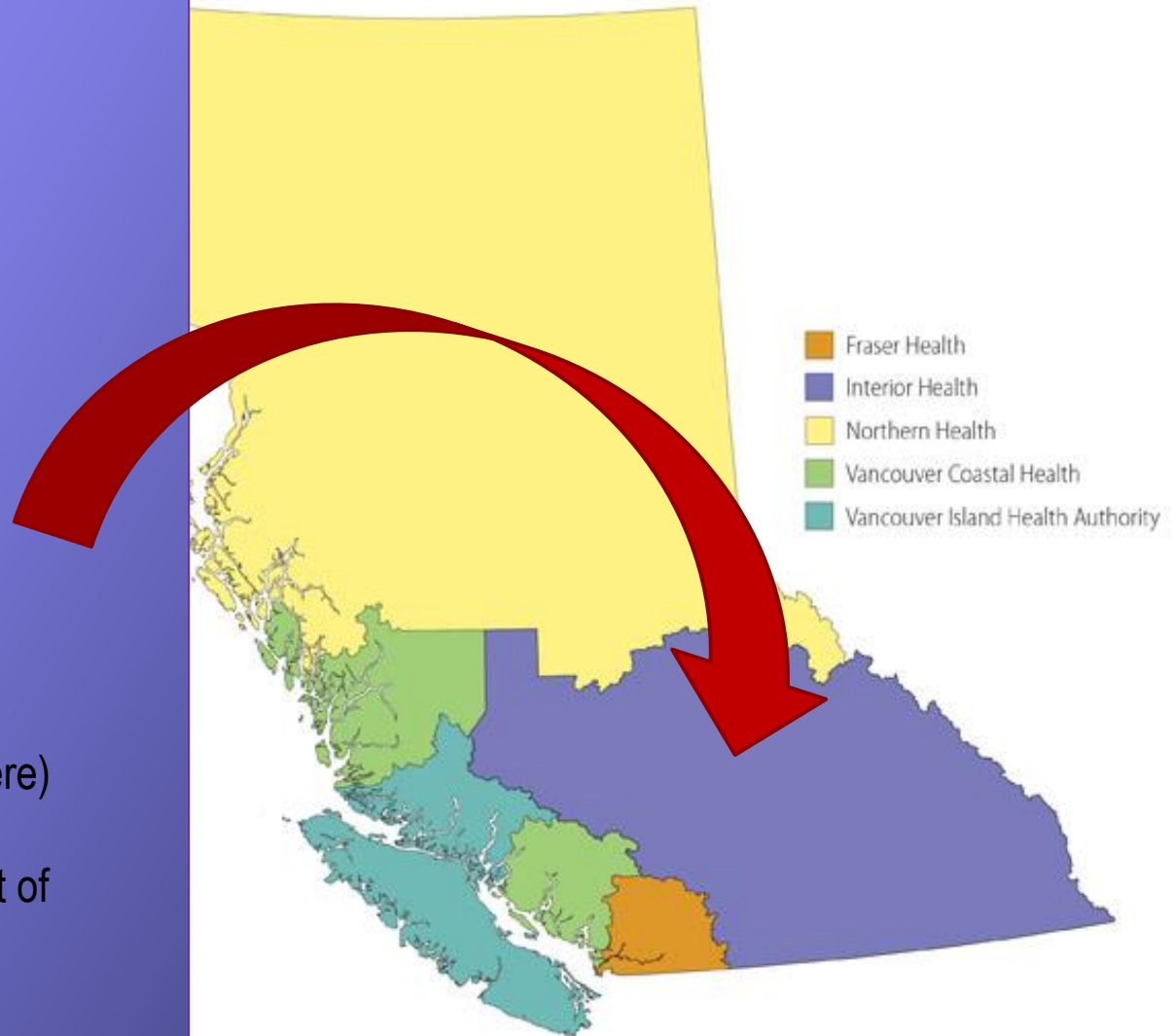
Nakusp
Burton
Fauquier
Edgewood

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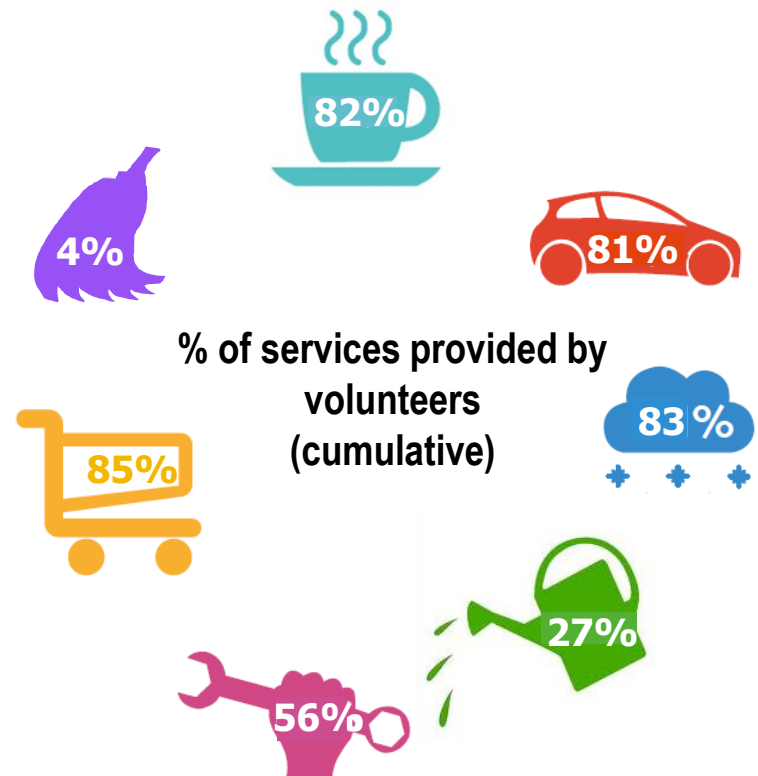
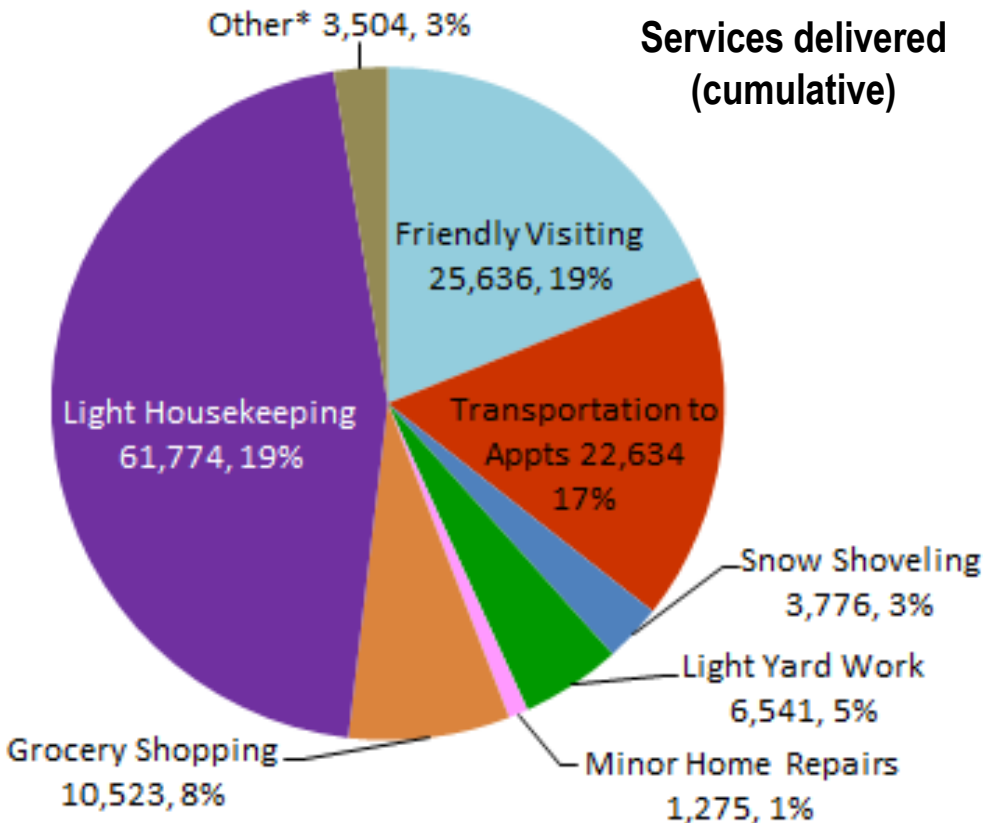
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Seniors & Services

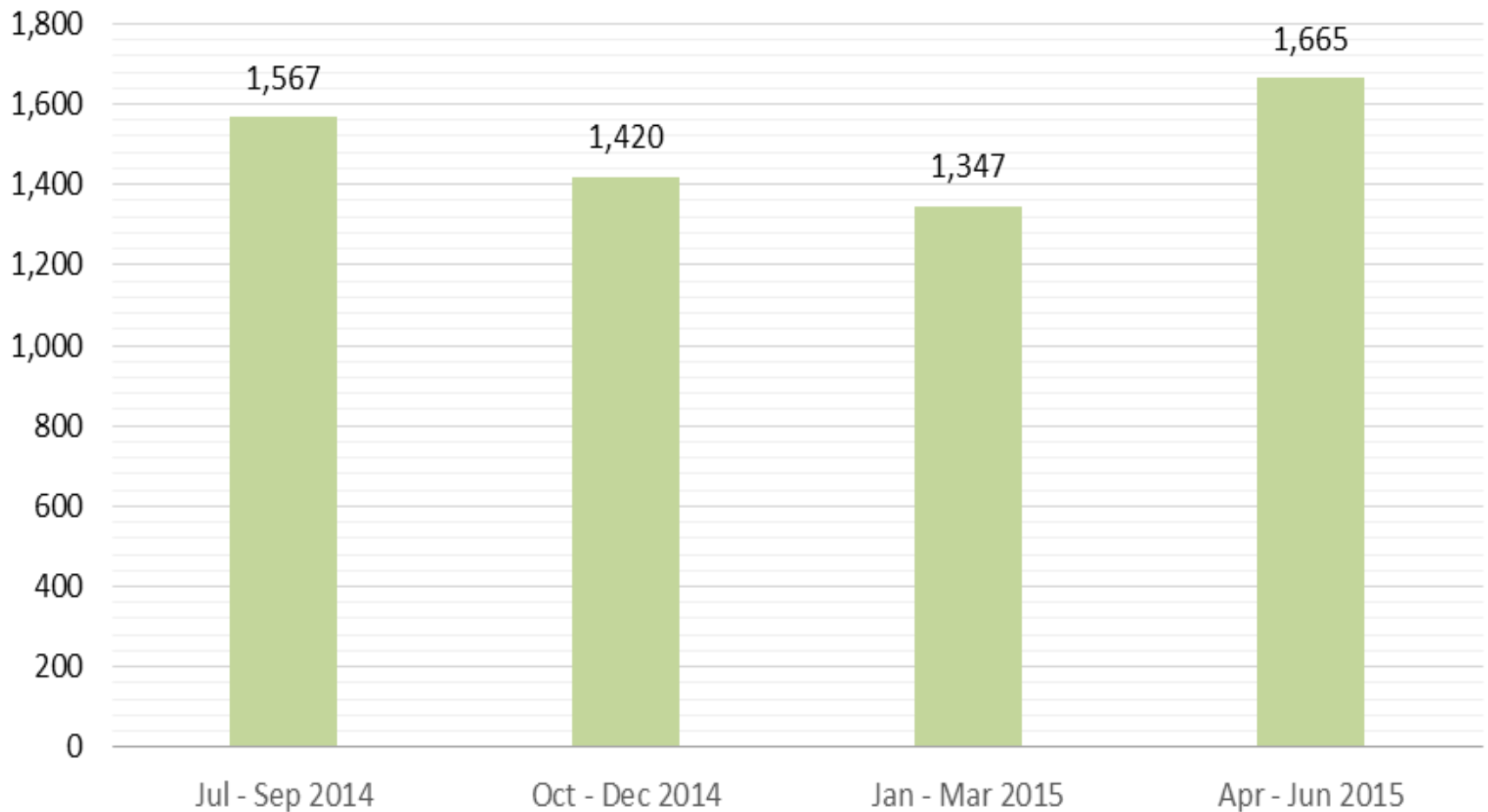
As of June 30, 2015

- 67 programs were funded; 63 were delivering services
- 10,717 seniors were enrolled in BAH (16% ↑ on previous quarter)
- 135,663 services had been provided across the province (26% ↑)



Seniors & Services - Trends

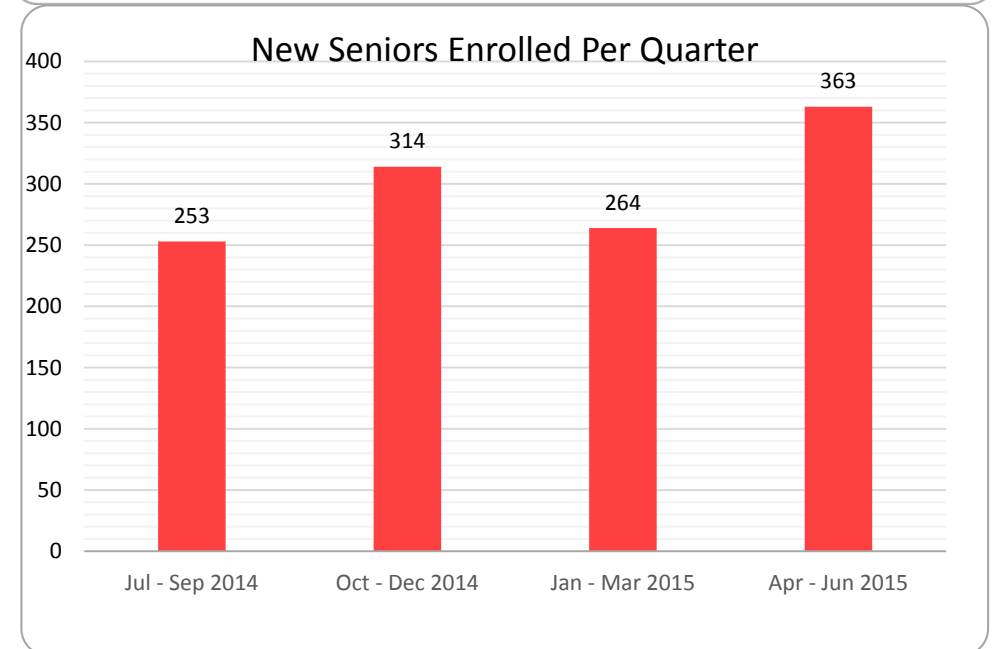
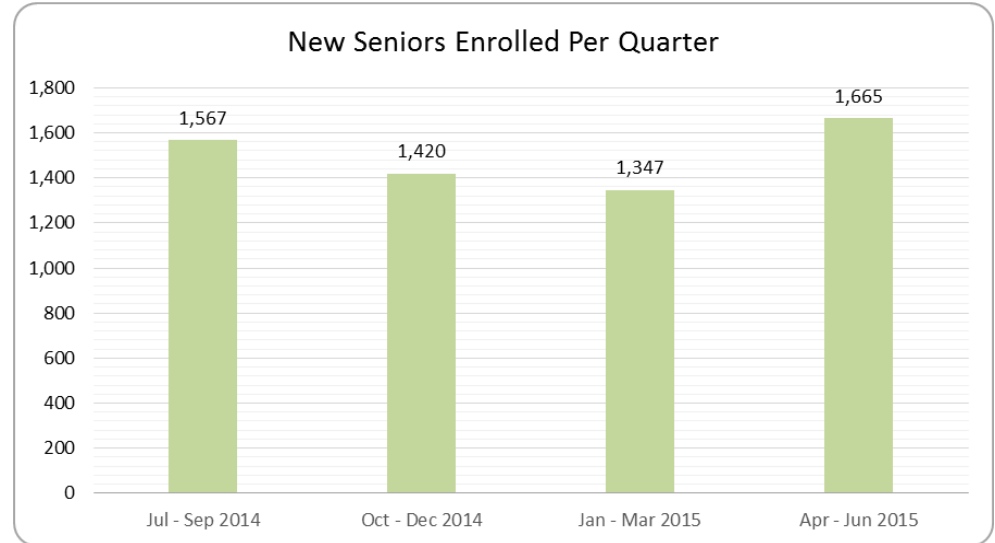
New Seniors Enrolled Per Quarter



Seniors & Services - Trends

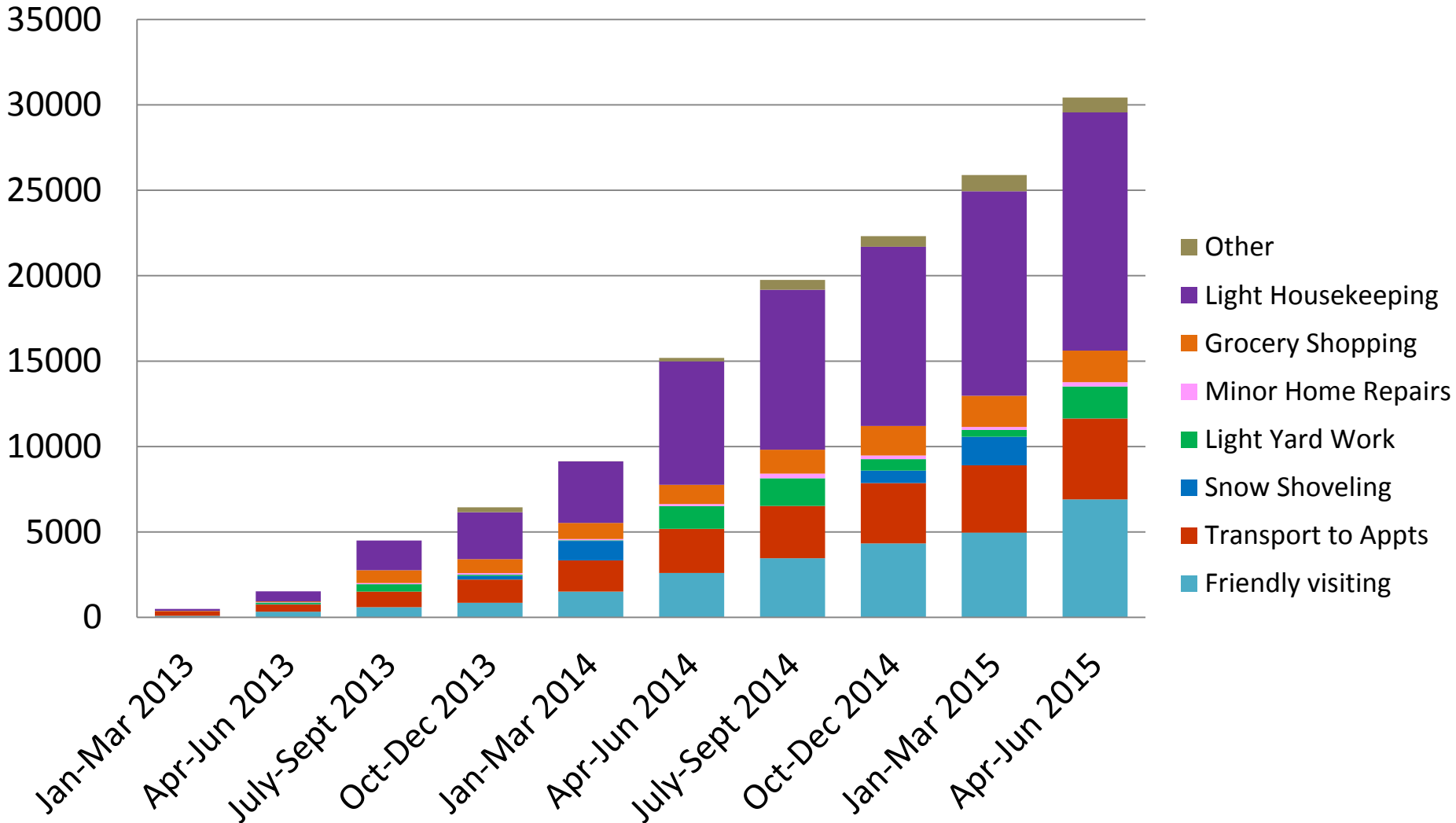
July – Sept 2014 – 16%
Oct – Dec 2014 – 22%
Jan – March – 20%
Apr – June – 22%

Clients Enrolled	Cumulative	Per Quarter
Jan - Mar 2013	102	102
Apr - Jun 2013	347	245
Jul - Sep 2013	448	101
Oct - Dec 2013	624	176
Jan - Mar 2014	936	312
Apr - Jun 2014	1,271	335
Jul - Sep 2014	1,524	253
Oct - Dec 2014	1,838	314
Jan - Mar 2015	2,102	264
Apr - Jun 2015	2,465	363



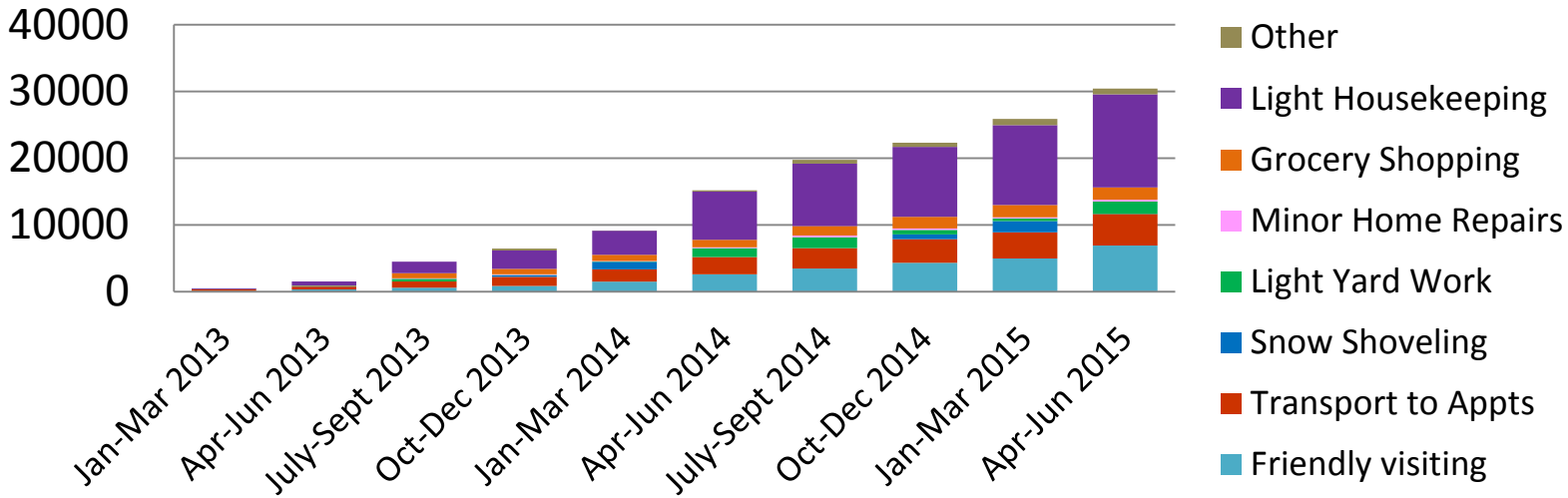
Seniors & Services - Trends

Services per quarter

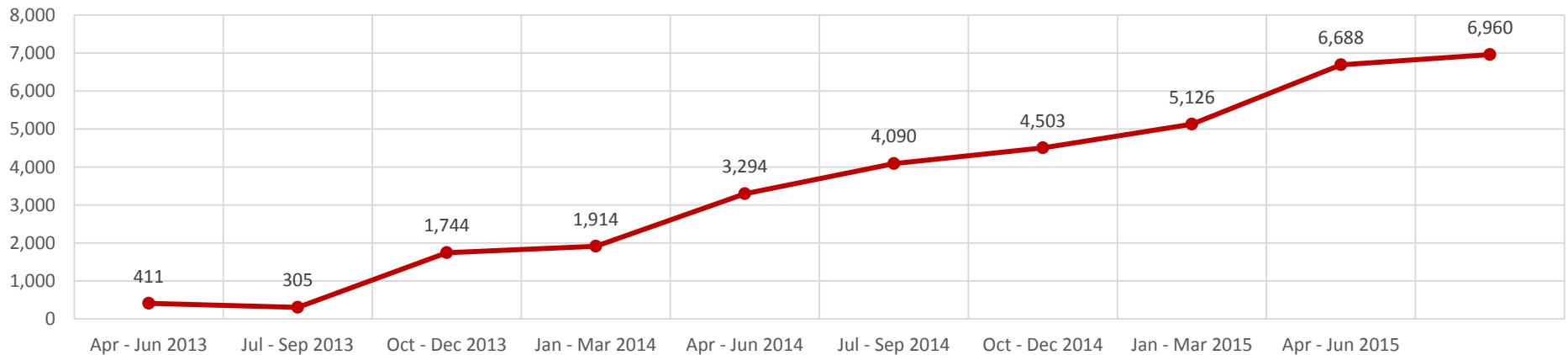


Seniors & Services - Trends

Services per quarter

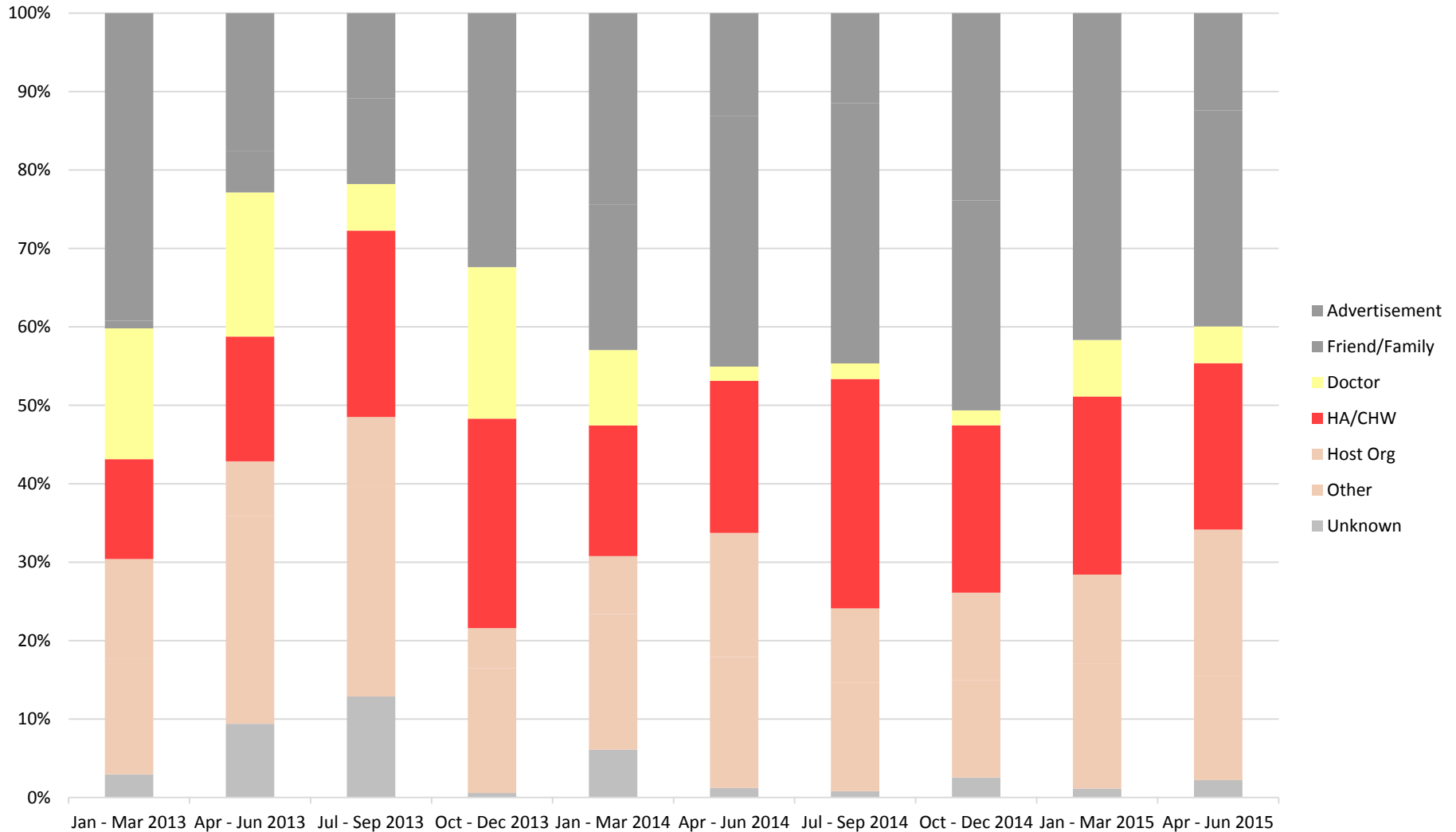


Total Number of Services per quarter



Referral source

How Did Seniors Learn About Better at Home



Enhancement Projects

- **Rural and Remote Pilot project** (April 2014 - Dec 2017)
 - Stakeholder engagement completed in February/March 2015
 - 6 programs funded in April 2015

- **Tools and Training** (October 2014 – March 2016)
 - Comprehensive overview completed of TnT available to BAH programs
 - Currently assessing BAH programs' TnT needs
 - Next steps: contract development and implementation

- **Integration project** (April 2014 – March 2017)
 - Health Authorities in transition – focus on community integration
 - Additional stakeholder input gathered through spring 2015
 - Exploring interim solutions around roll clarity and medical transportation

MSF - Research focus

- ❑ **1. Use of Healthcare Services** (*all seniors*)
 - ❑ Service use before *and* after B@H enrollment; external comparison group

- ❑ **2. Quality of Life and Wellbeing of Seniors** (*400 seniors*)
 - ❑ Telephone-based surveys at 0, 6, 12 and 18 months
 - ❑ First survey ≈ one hour; the other three ≈ 45 minutes
 - ❑ Appreciation of participant burden

- ❑ **3. Cost-Effectiveness**
 - ❑ Using information gathered through goals #1 and #2 above

- ❑ **4. Perspectives of Informal Caregivers** (*in development*)
 - ❑ Qualitative design with face-to-face interviews (≈ 40)

Thank you

Questions?

