



Edmonton Seniors Home Supports Program

QUICK FACTS

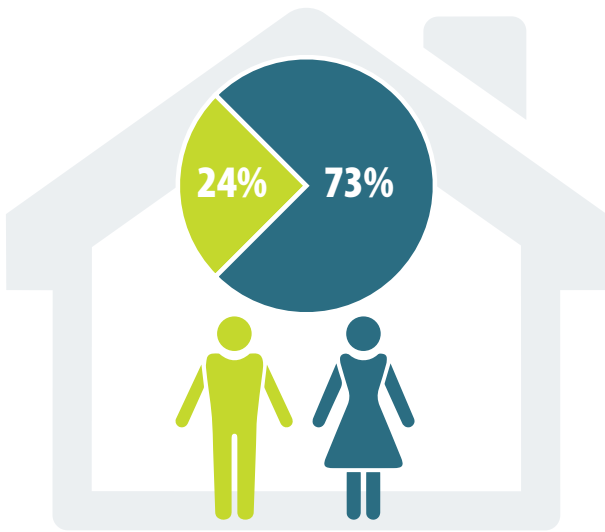
The Seniors Home Supports Program helps seniors age in the community by providing referrals to service providers offering snow removal, yard help, housekeeping, home repair and maintenance, personal services, and moving help.



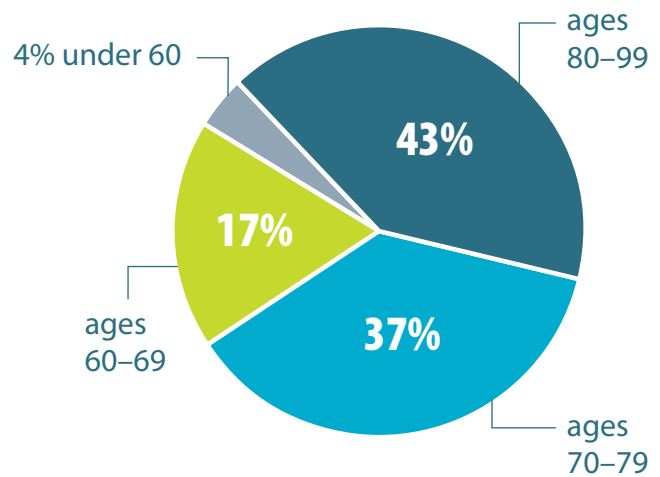
Who is being helped by the program?

2,389 seniors

have used the program to the end of 2017



5% of seniors used the program **more than once**



55% reported they were **low income**



EDMONTON
SENIORS
COORDINATING
COUNCIL

Referrals to Services

Services Requested by Seniors

During 2015-2017 referrals were provided to services in the following categories.



In response to the high number of requests for referrals outside of the four original categories of services, the scope of the program was broadened in 2018 to be more responsive to seniors needs. The services offered under the category of Home Repair were expanded and two new categories (personal services and moving help) were added.

The other category included requests for help with tasks such as plumbing, electrical, moving, and maintenance.

Acting on Referrals Follow-ups are conducted with seniors to gather information about their experience. We learned that:

53% Called a referred service provider and used the service

22% Called a referred service provider but did not use the service

25% Did not call one of the referrals

Reasons for not contacting or using a referred service provider varied:

- Found an alternative solution
- Decided to do it myself
- Found someone else to do the work
- Work was not a priority
- Service provider did not return my call
- Service provider was not available or not a good fit
- Cost too much

Affordability concerns prompted the program to pilot a subsidy for snow removal for 2018

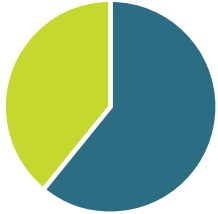
Services Beyond Home Supports

An unanticipated outcome has been learning that the Seniors Home Supports Program is a gateway for access to other vital services. The call to the Seniors Home Supports Program was the start of a conversation that helped to connect the senior to other things they needed.

In addition to home support referrals, the program provided referrals to:

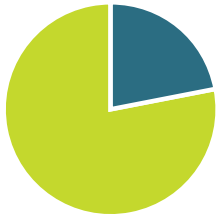
- Outreach services offered by seniors organizations
- Government benefits
- Health services
- Transportation
- Other

▶ What difference has this made for Edmonton seniors?



61% of seniors

accessed the Seniors Home Supports Program **because they could no longer do the household task on their own**



22% of seniors

needed assistance because the person who used to do the task for them was **no longer helping them.**

With the support of the program, these seniors were able to continue to live in their homes.

Seniors reported many positive outcomes of using the program:



SAFETY

"I feel safer and happier to get all repairs done in my home."



INDEPENDENCE

"You helped me keep my house clean, because I cannot do it anymore."



PEACE OF MIND

"I have peace of mind knowing the providers are screened."



BELONGING

"I am happy that you remember me and are following up."



The Model

The Edmonton Seniors Home Supports Program (SHSP) is funded as a collaborative with the Edmonton Seniors Coordinating Council as the backbone organization and six seniors organizations responsible for a geographic district delineated by postal codes.



The six organizations are:

- North Edmonton Seniors Association
- North West Edmonton Seniors Society
- Mill Woods Seniors Association
- South East Edmonton Seniors Association
- SouthWest Edmonton Seniors Association
- Westend Seniors Activity Centre

The six district centres:

- recruit and screen third-party service providers (individuals, businesses, and organizations)
- provide seniors with referrals to service providers
- follow-up with referral recipients

The Edmonton Seniors Coordinating Council:

- Facilitates the design of common service delivery practices with the districts
- Maintains a collective database used for program activities and outcomes
- Oversees the developmental evaluation allowing for ongoing improvements of the program
- Develops promotional material for the districts and does city-wide promotion

For more information on this data, contact the Edmonton Seniors Coordinating Council at 780-423-5635 or info@seniorscouncil.net.

Learn more www.seniorshomesupports.com

Compiled using data from Jan. 2016-Dec. 2017