



Aging in Community Support Program

The Way In Network and Program Background

The Way In Network is a collaboration of 4 agencies (JFSC, Calgary Seniors' Resource Society, carya, and CCECA) with over ten years' experience providing in-home supportive referrals, and case management services for older adults across Calgary.

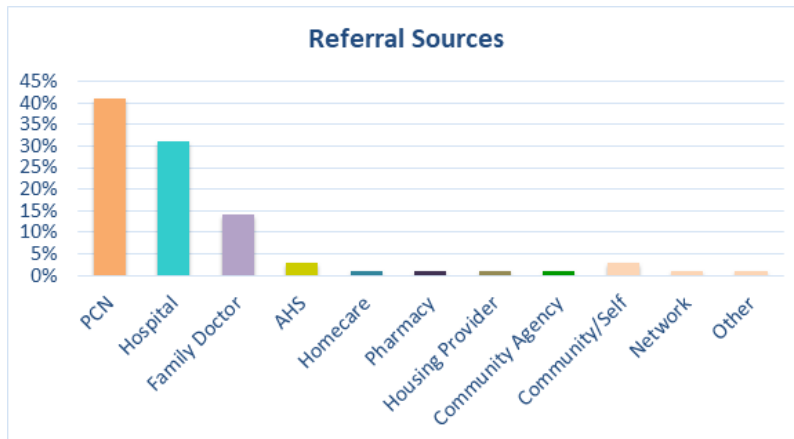
Building on the strength of network collaboration, this program aims to improve the integration of health and community-based seniors services with a focus is on improving coordination of non-health related services that support healthy aging in community and enhancing the quality of life for seniors.



Successes: Year 1

205 Referrals

since January 2023



- Strong referral pathways from PCNs and acute care sites in Calgary
- Developed community of practice with front-line staff to support with training
- Diversity worker role established

Challenges/ Learnings/Gaps: Year 1

- Complexity and high acuity of referrals including mental health and addiction
 - Staff turn-over and burnout
 - Implementing Link-worker position within outreach approach
 - Maintaining referral pathways with health system
- Safety considerations for front-line staff
 - Gaps in services for age 55 - 64
 - System capacity to accept referrals (e.g. long wait-times)

Excitement for Year 2/3

- Program expansion in Calgary
 - Utilizing the Link worker role to help support our outreach teams and the older adults connect to their communities
 - Continued expansion and support of current referral pathways
 - Connect with other community-based serving agencies in Calgary to help support our older adult clients
- Participation in the provincial community of practice and see how we can align further to support the development and expansion of social prescribing in Alberta
 - Supporting the sustainability of social prescribing in Alberta



Program Contact Info:

Megan Hincks

The Way In Network Coordinator
Aging in Community Supports
Program Coordinator

[meganh@caryacalgary.c
a](mailto:meganh@caryacalgary.ca)

403-906-0942

Thank you!