



Higher Needs Programs

Therapeutic Activation Program for Seniors (TAPS)

Orientation for successful applicants

November 19th 2019

Information Session Procedures

- All participants will be kept on mute for the duration of the Information Session
- Please type questions into the question box on your control panel
- Questions can be submitted at anytime and will be responded to during the Q&A portion of the Information Session
- If your question is not addressed during Q&A it will be included in the FAQ document available following this Information Session
- Session will be recorded and posted on CORE early next week

Introductions – Population Health, UWLM



Kahir Lalji,
Provincial Director



Bobbi Symes,
Assistant Director



Camille J. Hannah,
Provincial Coordinator,
Healthy Aging



Isaac Shr,
Provincial Coordinator,
Grants & Data



Agenda

- Funding and Selection process
- Programmatic adjustments
- Overview of Database
- Overview of LQA Plan
 - Summative Evaluators
 - CORE, CoPs
 - Research
 - Intake Form
- Next steps and LOAs

Funding & Selection Process



Key Messages

- Exceptional proposals across the province far in excess of the limited funding capacity.
- We are currently in conversations with government around additional funding
- The Grant review committee consisted of a UW staff, 2 MoH Representatives and 2 members of the CBSS Leadership Council
- Activities may need to be adjusted
- There are 19 Social Prescribing programs, 17 Family Caregivers Programs and 9 TAPS Programs that have been funded
- Awaiting directive on public announcements



Programmatic Adjustments



Programmatic Adjustments

Activities may need to be adjusted if:

- You received adjusted funding amounts
- Activities do not correlate to the program model
- Outputs do not reflect budget allocations
- Potential for geographical coverage changes

Database



Background

- Launching new database application 2020
- New system to cover entire data cycle
- Current system is a network of local databases and siloed applications
- Moving to a cloud-based solution



Features

Planned features for the system we'll talk about today.



01

Dashboard

An overview of organizational information and easy access links for each user.

02

Clients

Store, view, and update new and existing clients.

03

Tracking

Forms and tools to track activity within the program.

04

Calendar

Track and view service moments.

05

Reporting

Regular reporting available for organizational use.

06

Users

Settings and preferences for each user and access levels on a per user basis.

Login

Username/Email:

Password:

Login

[← Forgot Password](#)

[Sign Up →](#)

Welcome Jen!



Statistics as of:

November 3, 2019

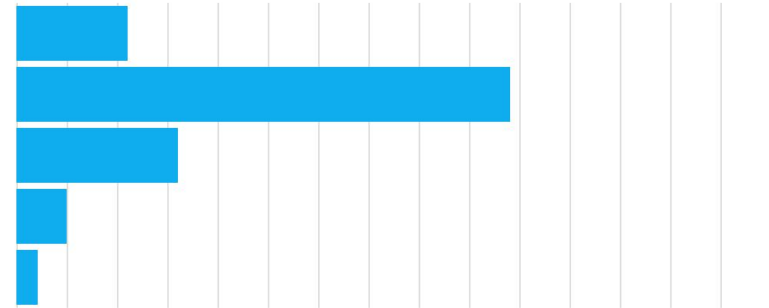
TRANSPORT:
11.33%

B@H:
49.77%

SOCIAL PRESCR:
16.09%

MOW:
5.41%

FOOD CENTRE:
1.62%



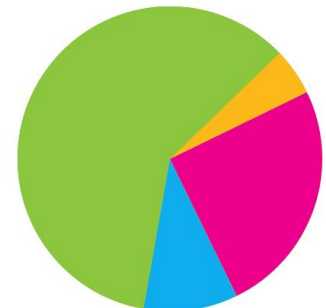
Your Tasks

Review Payments	(32)
Donations Pending	(71)
Volunteer Mileage & Hours	(17)
Invoices to Mail	(56)

Volunteering

April 25	Soup Kitchen - 9am-12pm Volunteering to give out food at the soup kitchen.
May 04	Fundraiser - 2pm-4pm Collecting donations at the mall.
May 21	Friendly Visitor - 1pm-3pm Visiting with seniors at the retirement home.

Stats



Client List

Filter by: Program: Recent Activity:











[Add New Client](#)

Clients



Keep track of client info as it happens.

- Client Profiles
- New Client Intake
- Quick access links

 Bob Johnson PROGRAMS: Better at Home, Social Prescribing	 Margaret Gordon PROGRAMS: Social Prescribing, TAPS
 Margaret Gordon PROGRAMS: Social Prescribing, TAPS	 Bob Johnson PROGRAMS: Better at Home, Social Prescribing
 Bob Johnson PROGRAMS: Better at Home, Social Prescribing	 Margaret Gordon PROGRAMS: Social Prescribing, TAPS
 Margaret Gordon PROGRAMS: Social Prescribing, TAPS	 Bob Johnson PROGRAMS: Better at Home, Social Prescribing
 Johnson PROGRAMS: Better at Home, Social Prescribing	 Margaret Gordon PROGRAMS: Social Prescribing, TAPS

Service Tracking

Program**Client****Service****Assigned Volunteer/Staff****Notes**

Rides for November 2019

EVENTS IN Date VIEW AS Month ▼

« October

December »

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28 Betty O'Neill – Medical Ride	29 Shelley Jo – Other Appointment	30 Bob Johnson – Grocery	31	1 Betty O'Neill – Medical Ride	2 Bob Johnson – Grocery	3 Shelley Jo – Other Appointment
4	5 Bob Johnson – Grocery Betty O'Neill – Medical Ride	6	7	8 Bob Johnson – Grocery Shelley Jo – Other Appointment	9 Betty O'Neill – Medical Ride	10
11 Bob Johnson – Grocery	12	13 Shelley Jo – Other Appointment Betty O'Neill – Medical Ride	14 Bob Johnson – Grocery	15	16	17 Bob Johnson – Grocery Betty O'Neill – Medical Ride
18 – Other	19	20 Bob Johnson – Grocery	21 Betty O'Neill – Medical Ride	22	23 Bob Johnson – Grocery Shelley Jo – Other Appointment	24
	26 Bob Johnson – Grocery	27	28 Shelley Jo – Other Appointment	29 Bob Johnson – Grocery	30	1

Calendar



See all scheduled services at a glance.

- Filter by service type
- Search by date
- Drill down for information

Reporting

Reporting



Your stats in real-time.

- Data pulled as reports are run
- Multiple types
- Expanding to cover year-end reporting

Program

Available Reports

[Service Overview](#)[Demographic Breakdown](#)[Services By Date](#)[Volunteering Breakdown](#)

Start Date

End Date

[Submit](#)

Oct		2019				
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

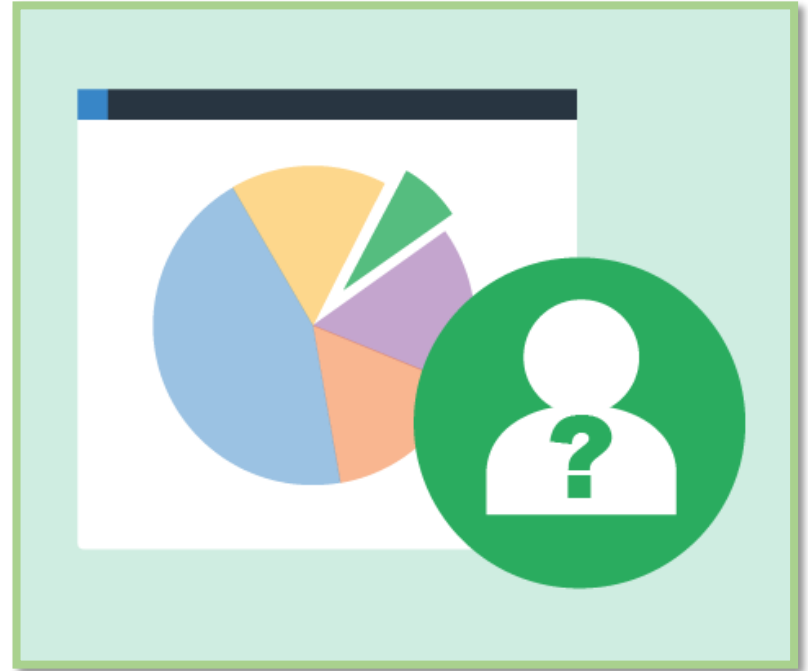
Timeline

- 2020 will be a transition year from our old system
- **January 2020:** User Accounts Setup
- **February 2020:** Client Intake
- **March 2020:** Service Tracking
- **Throughout 2020:** Reporting and Analysis features to rollout



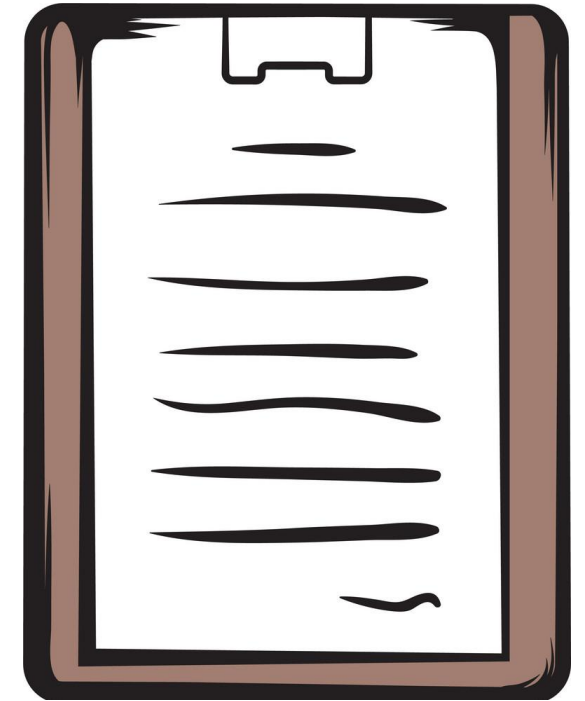
Data Usage

- Data will be used for reporting and analysis
- All data accessible to United Way will be anonymized and aggregated
- Local programs and organizations are the owners of client data NOT United Way



Reporting

- **First Outcome Report: May 2021** for January 1 2020 – March 31 2021
- **Second Outcome Report July 2022** for April 1 2021 – June 30 2022



Training

- January 2020
- Tutorial videos will be made available for the various features and posted in CORE
- Additional training will be provided virtually through Zoom
- E-mail and Phone Support will be available throughout



Evaluation

Learning and Quality Assurance Plan

- Develop knowledge and track new learnings, thus informing planning, program development, and quality improvement
- monitor and describe progress, results and impacts
- ensure and demonstrate accountability
- adopt best practices and develop Communities of Practice (COPs)



Learning & Quality Assurance

Every grant stream will have a Learning plan with four distinct components through the duration of the 2.5 year demonstration project:

1. All funded programs will be required to work with our external evaluator Howegroup as part of a **summative evaluation** process. Programs can expect to participate in distribution and collection of surveys, hosting focus groups, one on one interviews and facilitating stakeholder meetings in community.

Learning & Quality Assurance (cont'd)

2. In order to ensure adoptions of promising practices, and **ongoing learning and quality improvement**, all funded agencies and programs will be required to participate in communities of practice, actively participate in online discussions, participate in training and development opportunities and participate in learning conventions & conferences as opportunities emerge.
3. **Research:** In order to demonstrate change and impact there will be a research component supported by researchers from UBC. Programs will be required to work with the Provincial Office and researchers to collect and provide data (program metrics, Personal Health Numbers, Intake information) support data collection and participate in research updates.



Learning & Quality Assurance (cont'd)

- 4. Outcome reporting:** all agencies will annually report back on United Way Outcome reports to assess program delivery against application submissions

The goal of the multipronged framework is to embrace a holistic approach in measuring change and impact, and assess to what extent the programs as meeting the identified goals. The intent is to transition the demonstration project funding to ongoing contributions

Healthy Aging

by **United Way** At home. In community.

Summative Evaluation Overview:

Integrated Community-Based Programs for Older Adults
with Higher Needs Program



Prepared by: The Howegroup (Wynona Giannasi, Jennifer Hystad & Elayne Mclvor)

November 19, 2019

Our Team



Wynona Giannasi



Jennifer Hystad



Elayne McIvor

Presentation Overview

- Summative evaluation objectives
- Approach
- Workplan
- Questions

Summative Evaluation Objectives

- Overarching objective:
 - **to assess the changes and impact resulting from the program on the people and communities it is designed to serve**
- Secondary objectives:
 - measure service quality
 - inform program quality improvement
 - test new service delivery approaches
 - examine promising practices
 - provide accountability
 - make recommendations for local/provincial program improvements

Approach

- Hybrid methodology
- Participatory and Developmental Evaluation approaches
- Three-phased approach:
 - (i) assess effects
 - (ii) undertake inquiry
 - (iii) communicate implications
- Holistic approach to measuring change

A Holistic Approach to Measure Change



Project initiation & design

- Project initiation and ongoing management
- Evaluation design
 - Collect and review background documents and peer-reviewed literature
 - Co-create Theory of Change
 - Design evaluation framework
 - Design data collection tools
 - Evaluation information webinar for program sites

Assess Effects

- Data collection
 - Program reach
 - Surveys
 - Interviews
 - Focus groups
 - Photo Catalogue
 - Site Visits

Undertake Inquiry & Communicate Implications

- Undertake Inquiry
 - Data analysis
 - Analysis at multiple levels – provincial, regional, etc.
 - Triangulation
- Communicate implications
 - Bi-annual progress reports
 - Full-length evaluation report
 - Summary reports
 - Ongoing reporting to support developmental learning
 - Conference presentations
 - High resolution, two-minute video

High-Level Timelines

- Draft evaluation framework for review – Dec. 2019
- Draft data collection tools for review – Dec 2019/Jan. 2020
- Data collection/analysis – Jan. 2020 to Mar. 2022
- Draft & final report submission – April/May 2022



Quality Assurance

- CORE
 - Get set up and registered
 - Familiarize yourselves
 - Discussion Groups
 - Training & Resources
- Communities of Practice
 - Required participation
 - Virtual and/or in Person
 - Monthly to start then move to Quarterly
 - Identification of trends, challenges and best practices

Research

- Research will look at the effects of these programs on health care services use
- The objective of the research is to understand what these effects are and to try to understand what about these programs is generalizable; in other words, does it make sense to expand the program to other communities or settings
- We will be looking at health care services use, including visits to doctors, emergency departments and hospitals, and moving into assisted living or long term care facilities
- We will also be looking at changes in health status of both older adults and their caregivers.

Intake Form



Participant Intake Interview

The purpose of the interview will be to get to know each participant and gather some basic information on their demographic, social supports and relevant health conditions.

The information will be used to:

- Help the program staff to learn how best to support each participant and decide if the program is appropriate for their needs.
- Help the evaluators to concretely define what is meant by “higher needs” in the different streams and locations

Protocols will be put in place to protect the privacy of the individual participants.

Next Steps & LOAs

- LOAs to go out end of November and returned by December 13
- Must be signed and returned before money distributed
- Needs to be uploaded to eAccess, not emailed
- Funding Breakdown:
 - January 2020 = 25%
 - April 2020 = 75%
 - January 2021 = 25%
 - April 2021 = 75%
 - January 2022 = 50%



Next Steps & LOAs

- Submit your forms to receive an EFT (electronic funds transfer) if you don't already have this set up with UWLM
- The LOA is contingent on funding being received by the Ministry of Health
- The LOA must be signed by the organization's Board President/Chair, Chief, or designate AND the CEO, Executive Director, Senior Administrator, or designate
- The parties have an agreement to promote and recognize the partnership

Contact

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