

Diagram 1: “SSSC” Funding Flow and Contractual Relationships

MoH = Ministry of Health

HAUW = Healthy Aging by United Way

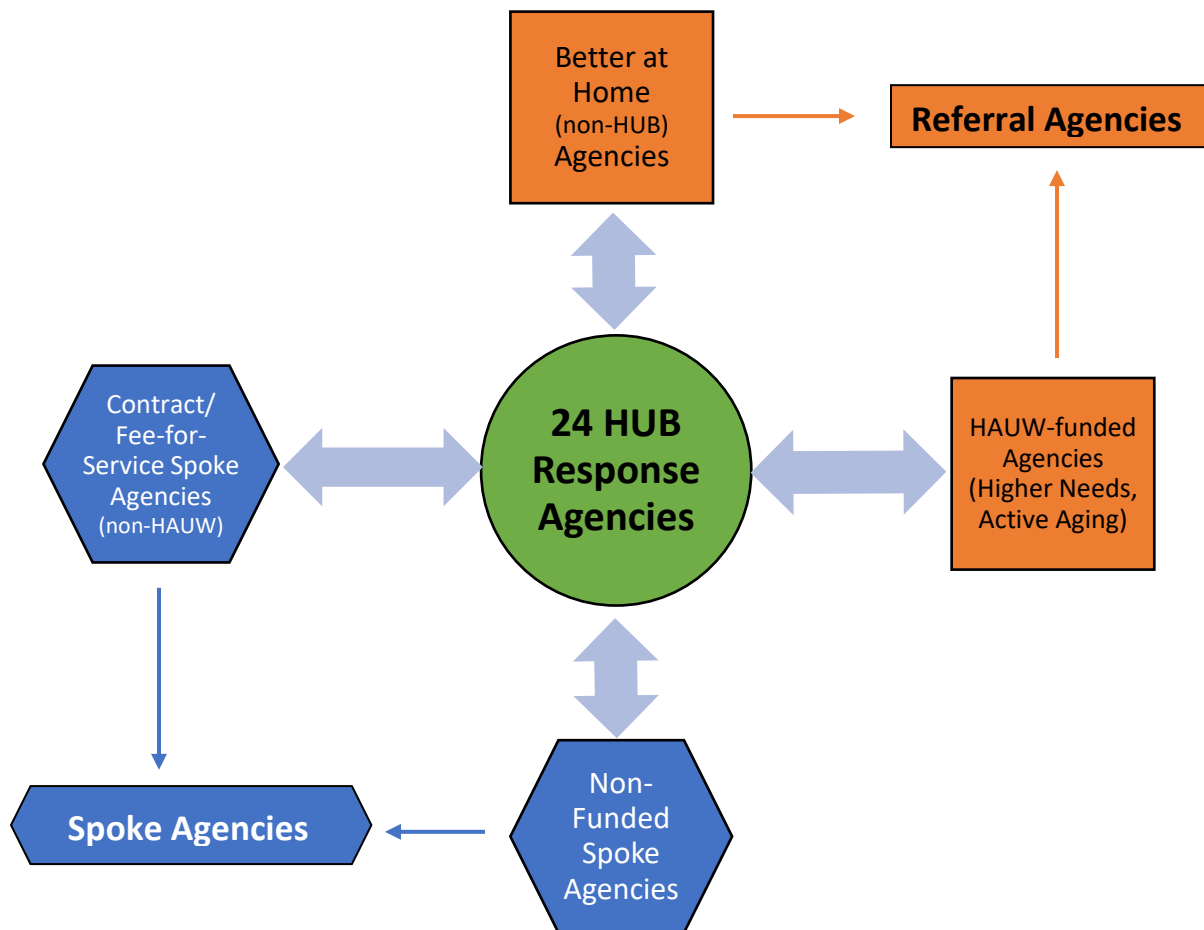


Diagram 2: “SSSC” HUB and Potential Referral and Spoke Agencies

**Roles & Responsibilities of “SSSC” Actors**

**Ministry of Health (MoH)**

Funding	Solicitor General's Office	Program Oversight
<ul style="list-style-type: none"> <li>Dispersal of funding to HAUW to support the "Safe Seniors, Strong Communities" ("SSSC") initiative</li> </ul>	<ul style="list-style-type: none"> <li>Oversight of the Criminal Record Check (CRC) system for volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Program co-development</li> <li>Oversight of "SSSC" initiative</li> <li>Respond to program complaints, where necessary</li> </ul>

**bc211**

Data Collation/Referrals	Communication
<ul style="list-style-type: none"> <li>Receive calls/texts/emails from interested participants and volunteers</li> <li>Send collated data to HAUW for processing</li> </ul>	<ul style="list-style-type: none"> <li>Direct communication with MoH and HAUW</li> </ul>

**Healthy Aging by United Way (HAUW)**

Funding	Program Management	Referrals
<ul style="list-style-type: none"> <li>Dispersal of funding to HUB and Referral agencies and contracted Spoke Agencies (where applicable)</li> <li>Ensure HUBs allocate required funding to Spoke agencies</li> </ul>	<ul style="list-style-type: none"> <li>Program co-development</li> <li>Administrative body for "SSSC" initiative</li> <li>Manage provincial issues and escalation processes</li> <li>Support contracted Spoke Agencies</li> </ul>	<ul style="list-style-type: none"> <li>Process bc211 data</li> <li>Run volunteers through iVolunteer CRC system</li> <li>Distribute referrals to HUB agencies</li> </ul>
Reporting	Communication	Safety
<ul style="list-style-type: none"> <li>Development of reporting design and protocols</li> <li>Responsible for reporting out to MoH, HUBs, public</li> <li>Support HUB, Referral and Spoke Agencies to report at their designated intervals</li> </ul>	<ul style="list-style-type: none"> <li>Direct communication for HUB and Referral agencies</li> <li>Marketing/outreach material development</li> <li>Media relations</li> <li>Relationship with other United Ways in BC</li> <li>Management of CORE</li> </ul>	<ul style="list-style-type: none"> <li>Establishment of safety framework for volunteers</li> </ul>
Service Delivery	Partnerships	
<ul style="list-style-type: none"> <li>Development of service delivery model</li> </ul>	<ul style="list-style-type: none"> <li>Support provincial partnerships</li> <li>Liaise with municipalities</li> </ul>	

HUB Response Agencies

<p style="text-align: center;"><b>Funding/Budget</b></p> <ul style="list-style-type: none"> <li>• Dispersal of funding to Spoke Agencies, where necessary</li> <li>• Ensure funded Spokes are a qualified donee or a registered charity</li> <li>• Develop and manage "SSSC" budget</li> </ul>	<p style="text-align: center;"><b>Program Management</b></p> <ul style="list-style-type: none"> <li>• Personnel management, including agency employees, service providers and contractors (if applicable)</li> <li>• Issue management at local level, escalation to HAUW</li> <li>• Support for Spokes in issue and program management</li> <li>• Encouraged to leverage local relationships</li> </ul>	<p style="text-align: center;"><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Management of financial protocols including money exchange, procurement of gift cards, etc.</li> <li>• Procurement of proper insurance</li> </ul>
<p style="text-align: center;"><b>Safety</b></p> <ul style="list-style-type: none"> <li>• Management of safety protocols for participants, staff and volunteers including PPE use, social distancing, food prep and delivery, cleaning/ sanitizing, etc.</li> </ul>	<p style="text-align: center;"><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Oversight of participants accessing services</li> <li>• Abbreviated intake processes</li> <li>• Adherence to CDC guidelines, safety and financial protocols</li> <li>• Submit bc211 senior and volunteers to Referral and Spoke agencies</li> <li>• Serve existing HAUW-program participants (if necessary)</li> <li>• Serve walk-ins/call-ins</li> </ul>	<p style="text-align: center;"><b>Volunteer Management</b></p> <ul style="list-style-type: none"> <li>• Oversight of volunteers delivering services</li> <li>• In-house CRCs (not already performed by HAUW)                             <ul style="list-style-type: none"> <li>• Reimbursements (where applicable)</li> <li>• Onboarding processes and checklist</li> <li>• Training (local training, CORE, other webinars, etc.)</li> </ul> </li> <li>• Volunteer recognition</li> </ul>
<p style="text-align: center;"><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Share service delivery protocols with Referral and Spoke agencies</li> <li>• Check-ins with staff, service providers, participants and volunteers</li> <li>• Share information with HAUW (via RCDs), Referral agencies (when necessary), funded and non-funded Spokes</li> <li>• Participate in COPs</li> <li>• Connect with local United Way (if necessary)</li> </ul>	<p style="text-align: center;"><b>Marketing/Outreach</b></p> <ul style="list-style-type: none"> <li>• Utilize HAUW-approved marketing/outreach materials</li> <li>• Adhere to "SSSC" Key Messages</li> <li>• If using own, send draft to HAUW for approval</li> </ul>	<p style="text-align: center;"><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Rolling reporting (daily) to HAUW</li> <li>• Send Spoke agency reporting package and links</li> <li>• Support Spokes to report weekly (<b>note: Referral Agencies are supported directly by HAUW</b>)</li> <li>• With support from HAUW Data Coordinator</li> </ul>

Referral Agencies

Better at Home (non-HUB) Agencies

**Better at Home (non-HUB) Agencies**

Definition: Better at Home (BH) agencies that receive funding from HAUW/Ministry of Health and have adjusted their regular services to serve within the “SSSC” model. These agencies are **not** Response HUBs Agencies and may differ in the services they offer.

HAUW-funded Agencies (Higher Needs, Active Aging)

**Healthy Aging by United Way-funded Agencies (Higher Needs and Active Aging)**

Definition: HAUW-funded agencies that receive Higher Needs and Active Aging funding from HAUW/Ministry of Health and have adjusted their regular program/services to serve within the “SSSC” model. These agencies may differ in the services they offer.

**Program Management**

- Personnel management, including agency employees, service providers and contractors (if applicable)
- Issue management at local level, escalation to HAUW (and HUB where necessary)
- Encouraged to leverage local relationships

**Financial**

- Management of financial protocols including money exchange, procurement of gift cards, etc.
- Procurement of proper insurance

**Safety**

- Management of safety protocols for participants, staff and volunteers including PPE use, social distancing, food prep and delivery, cleaning/ sanitizing, etc.

**Service Delivery**

- Oversight of participants accessing SSSC services
- Abbreviated intake processes
- Adherence to CDC guidelines, safety and financial protocols
- Serve HUB-referred participants and volunteers
- Serve existing HAUW-program participants (if necessary)
- Serve walk-ins/call-ins

**Volunteer Management**

- Oversight of volunteers delivering services
- In-house CRCs (not already performed by HAUW)
- Reimbursements
- Onboarding processes and checklist
- Training (local training, CORE, other webinars, etc.)
- Volunteer recognition

**Communication**

- Check-ins with staff, service providers, participants and volunteers
- Share information with HAUW (via RCDs), HUB agencies (where necessary)
- Participate in COPs
- Connect with local United Way (if necessary)

**Marketing/Outreach**

- Utilize HAUW-approved marketing/outreach materials
- Adhere to "SSSC" Key Messages
- If using own, send draft to HAUW for approval

**Reporting**

- Rolling reporting to HAUW (weekly snapshot Thursdays at 4PM)
- **Note:** Regional BH programs may continue to report to the Lead Organization as normal, using the new "SSSC" reporting tools - if have questions, please connect with your RCD
- With support from HAUW Data Coordinator

Spoke Agencies



**Contract/Fee-for-Service Spoke Agencies (non-HAUW)**

Definition: CBSS Sector agencies (non-profits) that receive funding for their “SSSC” services/supports. Each HUB directs roughly 25-33% (avg. of 27%) of their COVID-19 Response funds to these agencies:

- Neighbourhood Houses
- Hospices
- Seniors organizations (eg. Legion)
- CRNs
- Multicultural Centres
- Food Banks/Food Share programs
- Community/social drop-in resources
- First Nation Community Agencies



**Non-Funded Spoke Agencies (whose volume does not require a formal contractual relationship)**

Examples:

- Meals on Wheels (eg. 1-2 meal drop-offs per week)
- Senior Peer Counsellors of BC (eg. 3 phone wellness checks a week)
- BC Housing (eg. 2 prescription pick up/drop offs a week)
- Community Living Agencies (eg. 3 grocery shopping services a week)

Service Delivery
<ul style="list-style-type: none"> <li>• Abbreviated intake processes (<i>funded Contract Spokes only</i>)</li> <li>• Oversight of participants accessing SSSC services</li> <li>• Adherence to HUB agency and CDC guidelines</li> <li>• Serve HUB-referred participants and volunteers</li> </ul>

Volunteer Management
<ul style="list-style-type: none"> <li>• Oversight of volunteers delivering services</li> <li>• In-house CRCs (not already performed by HAUW) (<i>funded Contract Spokes only</i>)</li> <li>• Reimbursements (<i>funded Contract Spokes only</i>)</li> <li>• Onboarding processes and checklist</li> <li>• Training (local training, CORE, other webinars, etc.) (<i>funded Contract Spokes only</i>)</li> </ul>

Communication
<ul style="list-style-type: none"> <li>• Check-ins with staff, service providers, participants and volunteers</li> <li>• Share information with HUB agency (where necessary)</li> <li>• Escalate to HUB agency (where necessary)</li> </ul>

Marketing/Outreach
<ul style="list-style-type: none"> <li>• Utilize HAUW-approved marketing/ outreach materials (<i>funded Contract Spokes only</i>)</li> <li>• Adhere to "SSSC" Key Messages</li> </ul>

Reporting
<ul style="list-style-type: none"> <li>• Rolling reporting to HAUW (weekly snapshot Thursdays at 4PM) (<i>funded Spokes only</i>)</li> <li>• With support from HUB agency (escalate support from HAUW Data Coordinator)</li> </ul>

Criteria and logistics for selection of **Contract/Fee-for-Service and Non-Funded Spoke Agencies:**

- Based on geographical need
- Based on uptakes and requests coming in
- Resident seniors and population density of seniors (% of overall population) including low-income seniors and marginalized populations
- Not currently funded by HAUW
- Organizational capacity to delivery services
- Sound fiduciary and judiciary processes
- Incorporated charity