

MEMO

To: Higher Needs Programs:
Family & Friend Caregiver Support Programs (FFCS), Social Prescribing Programs (SPP), and TAPS Programs

From: Kahir Lalji, Provincial Director, Population Health, UWLM

Date: April 23, 2020

Subject: Important Updates for Higher Needs Programs – i-Unite Database and Service Tracking and Reporting

Good afternoon Higher Needs programs,

Please see below for important information for Healthy Aging by United Way (HAUW)-funded programs:

i-Unite Database Launch Delay

While we prioritize “Safe Seniors, Strong Communities” (“SSSC”) services to the people who need it most, the i-Unite database launch will be delayed. We will continue to work on refining i-Unite in the interim, which will be at a date when the COVID-19 crisis is under control and regular service delivery can begin again. Your Regional Community Developer (RCD) will advise when that time comes.

Service Tracking and Reporting – “Safe Seniors, Strong Communities” (“SSSC”) and Other Services

HAUW-funded programs are asked to redirect funding and human resources, where possible, to support referrals from BH HUB agencies and to provide “Safe Seniors, Strong Communities” (“SSSC”) services – virtual/phone check-ins, meal preparation and delivery, grocery shopping and delivery, and prescription pick up and drop off.

It is important that each program we fund track and report on all services and activity happening during the COVID-19 pandemic for the seniors in our communities. This is not only a requirement of the Province of BC, but also, it helps further demonstrate the collective impact of the CBSS sector and those we partner with.

That said, we are increasing the interval in which we report to government – in the case of BH HUB Response agencies, services are reported daily. We are now asking that non-HUB HAUW-funded programs report on service delivery, both SSCC services and other services on a rolling basis, with a weekly snapshot pulled **on Thursdays by 4PM**. You are welcome and encouraged to submit your service numbers more frequently.

Important: The below reporting process will replace i-Unite during this time, and you **will not** be required to input these numbers later on. You will be informed when we are able to resume regular service tracking and reporting processes. If you have previously been reporting service numbers to your HUB, going forward, you will be asked to change your reporting relationship to HAUW.

By May 1, you will be sent a link to an individualized COVID-19 Response – Daily Report Google Spreadsheet to report your weekly aggregated numbers and a Reporting & Data Collection Guide, directly from HAUW. If you hold multiple HAUW grants, services delivered by these grant funds should be combined and reported collectively on the COVID-19 Response – Daily Report Google Spreadsheet. **Note:** If you are an organization who receives referrals

from a HUB agency, the HUB is able to see your aggregated numbers reported to HAUW. The contents of the weekly Google Spreadsheet include all the information we require during this pandemic and **no other service tracking/reporting is necessary.**

You will also be sent a COVID-19 Data Collection Excel Spreadsheet for daily tracking of services delivered – this is an optional tool ie. organizations may use this Excel Spreadsheet for tracking or use an existing service tracking instrument (Access Database, other databases, your own Excel spreadsheets, etc.). **Note:** No one besides your agency staff will have access to this Excel spreadsheet. Unfortunately, customizations of existing databases and/or the COVID-19 Data Collection Excel Spreadsheet is not possible nor required at this time.

Please also remember that your program **is not** expected to perform a fulsome intake at this time – reduced intakes for basic “SSSC” services are acceptable and can be performed by phone/online.

If you foresee any difficulty with this new data collection/tracking process and timeline, please connect with your RCD as soon as possible.

Kind Regards,



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