



FAQ for United Way BC's Family & Friend Caregiver Supports (FFCS) Program Info Session

November 26, 2024

What is United Way BC Healthy Aging's New Program & Service Delivery Design Model?

The new program and service delivery model focuses on a revised target population with a health equity lens based on the social determinants of health. It aims to serve vulnerable community dwelling seniors, providing access to low-barrier, locally coordinated, strength-based programming and services that significantly contribute to physical, mental, and emotional health and well-being. The new service delivery model has been developed in conjunction with Community-Based Seniors' Service (CBSS) programs across the province. This new vision requires us to shift to placing social connections at the heart of our programs.

What is the priority population?

Community-dwelling older adults, aged 65 or older, who are experiencing the following vulnerabilities:

- Low to modest income
- Low to moderate frailty
- Socially isolated/lonely
- A member of an underserved population, including Indigenous Elders, immigrant and ethnocultural minority, caregivers, 2SLGBTQIA+, persons living with a disability, and others.

What is the Family Friend Caregiver Support Program (FFCS)?

FFCS is a community-based program designed to provide support and resources for family and friend caregivers who are taking care of older adults living in the community with higher needs, including chronic disease, frailty, or other life-limiting conditions. This program serves as a valuable resource offering comprehensive information, educational materials, and additional support to help caregivers enhance their skills and foster a sense of confidence in their caregiving roles.

What are the FFCS core program elements?

Core FFCS Program Elements:

- One-to-One Support (including emotional support)
- Support Groups
- Healthcare System Navigation
- Connection to Community Services
- Knowledge and Skill Enhancement



Optional FFCS Program Elements:

- Social and Self-Care Activities
- Informal Respite
- Circles of Care (A Family Caregivers of BC model)

Important Note: Each FFCS program is unique and may offer other optional caregiver support services.

What kind of funding is available?

Funding is available for 6-7 new programs across the province. Each program would receive up to \$125,000 annually.

Communities are encouraged to work with people in the community to identify what the costs would be to run a Family Friend Caregiver Support (FFCS) program, such as a full-time coordinator, funding to bring in guest speakers, facilitators, support transportation and meals. Please consider all these factors when developing budgets. Communities are also encouraged to consult with their HAS (Healthy Aging Specialist/RCD) as they have a broader lens and range of information that may be helpful in developing a budget.

What if my community already has a FFCS program?

Communities who already have a FFCS program will continue with ongoing funding much like Better at Home. There will be a renewal application for updated budget and program information in advance of the new fiscal year.

What is the eligibility to apply for FFCS funding?

You must have either attended the FFCS session held on November 26, 2024 or have watched the recorded session, see here: [United Way BC Healthy Aging FFCS Program - Expression of Interest & Information Session Recording, Slides and FAQ.](#)

Priority will be given to areas with high need/demand, where there are service gaps or “voids”, and where there is capacity for a collaborative to carry out and sustain the program.



What is the timeline?

| Approximate Timeline | |
|----------------------|---------------------------------------|
| November 2024 | Expressions of Interest open |
| Early January 2025 | Expressions of Interest close |
| Mid-January 2025 | Shortlisted agencies informed |
| Early February 2025 | Shortlisted agencies invited to apply |
| Mid-March 2025 | Applications close |
| April 2025 | Programs launch |

Can communities apply together or from a partnership with more than one for FFCS funding?

Absolutely! Communities are highly encouraged to apply together and submit a joint Expression of Interest (EOI).

How do we define a local community collaborative?

Communities are invited to create their own definition of a collaborative based on how they are working together (i.e., who your healthcare connections are). Rural and remote communities will look different than downtown Vancouver or Victoria.

What training and support does United Way BC provide to FFCS funds holders?

There is a regular Community of Practice (COP), there is a handbook that is being developed into online training. There will be other opportunities for training identified at the COP and United Way BC. BC Family Caregivers has a wealth of training available and United Way will share information and promote these.

How long does a typical participant stay in a FFCS program after their loved one passes?

While each organization will have their own policies and best practices, often this is on average three months. In many cases, individuals will be referred onwards to other support services (i.e., hospice organizations)



Is respite eligible as an expense under this program?

In some instances, yes. It is important to remember that there are many definitions of respite. Health Authorities often offer formal respite, and some community organizations will offer informal respite. It is important for FFCS program coordinators to have relationships with the formal programs. An example of informal respite that some funded agencies may provide is an art program for seniors that is run simultaneously with caregiver support group.

Can FFCS support palliative care in communities?

In the spirit of collaboration, many organizations have partnerships with programs like hospices, palliative care programs. There is a section in the program handbook on the spectrum of palliative care.

How often should services be delivered in FFCS?

The expectation is that there is a daily offering for programs for group or individualized services.

Does your community need to have a Community Connector to apply?

No, this is not a requirement.

How do you define a 'service desert'? For example, if there is a program in a relatively nearby community, can we still apply?

It was pointed out that deserts landscapes actually have robust ecosystems, and we will need a new term like 'void'. In this instance, it was emphasised the community in question had a high proportion of seniors and it might make sense to apply. Agencies are encouraged not to assume they are too close and to consult with their region's Healthy Aging Specialist if uncertain.

Do you require letters of support with EOIs or applications?

No. We aim to make this process as simple as possible for funded agencies.

What are the budget criteria in the expression of interest (EOI)?

This will be included in the EOI form. There will be no surprises as far as categories (i.e., staff, travel, etc.)