

MEMO

To: Better at Home Programs

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

Date: April 23, 2020

Subject: Important Updates for Better at Home Programs – Reporting, Service Tracking and Use of Sliding Scale

Good afternoon Better at Home programs,

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

2019-20 Better at Home Annual Report

The 2019-20 Better at Home (BH) Annual Report will be open in [eAccess](#) on May 7, 2020 for the reporting period of April 1, 2019 – March 31, 2020. Please try to complete the report by June 30, 2020; if this is not possible, please let your Regional Community Developer (RCD) know.

Some sections have been made optional to expedite the reporting process; however, you are encouraged to complete as much as possible and we look forward to hearing what you are able to share.

Note: The Self-Reflections from the Field tools (both reflections from 2019-20 and planning for 2020-21) have been removed as a deliverable from your 2019-20 Annual Report.

Note: Any 2019-20 BH carryover funds will be monitored by Regional Community Developers (RCDs) and should be redirected to the “SSSC” initiative in 2020-21 to support seniors in your program and referrals from HUB agencies.

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 SSSC 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 eAccess 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 i.e. 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.

Use of Sliding Scale

We understand there are some agencies are offering services outside of the “SSSC” initiative (light housekeeping, minor home repairs, light yard work, etc.). We recommend that services that require person-to-person contact be paused and redirected to urgent services that don’t require close human interaction; however, we understand that there may still be a community need for other services, and the choice to continue is an organizational decision.

If your organization chooses to continue, you are welcome to reinstate the sliding scale for these services **only** – all “SSSC” services are to be offered free-of-charge or are by donation. **Please note:** the services are offered for free to all seniors; however, there may still be costs payable to the participant (i.e. cost of groceries, laundry money, etc.).

Please note the below guidelines for safe service delivery:

- Review in detail the Public Health Guidance for Community Volunteers from the Centre for Disease Control
- Ensure your agency is operating with the proper insurance for present circumstances
- Ensure your agency is utilizing the most appropriate safety gear as directed by the Province of BC

As always, please contact your RCD if you have any questions.

Kind Regards,



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