

COVID-19 Reporting & Data Collection Guide for HUB Agencies

The new “SSSC” reporting requirements will **entirely replace** existing reporting requirements from HAUW. You will not be required to resubmit “SSSC” data at a later date. HAUW will be taking data snapshots **daily at 4:00pm PST**.

Resources

1. **COVID-19 Reporting & Data Collection Guide** (this document): reference and guide for reporting.
2. **COVID-19 Response – Daily Report** (Google Spreadsheet URL): **REQUIRED** live spreadsheet that HAUW will use to report to the Province of BC. Contact [Isaac Shr](#) if you did not receive your dedicated URL.
3. **COVID-19 Data Collection** (Excel Spreadsheet): **optional** data collection tool that auto-calculates aggregate reporting data as required by HAUW.

Please note: Customization services for existing databases and/or the **COVID-19 Data Collection** (Excel Spreadsheet) is not available at this time.

Instructions

*The following are for those using the optional **COVID-19 Data Collection** (Excel Spreadsheet). Organizations may elect to use any method (MS Access, custom systems, other spreadsheets, etc.) to collect data and capture the required statistics as outlined in pg. 2 of this guide.*

Please note: The **only** reporting requirement for HAUW funded programs is the completion of the **COVID-19 Response – Daily Report** (Google Spreadsheet URL).

1. Record all referrals in the **Participant Intake** and **Volunteer Intake** worksheet tabs from the **COVID-19 Data Collection** (Excel Spreadsheet).
 - For successful auto-calculation functionality, please adhere to the *yyyy-mm-dd* format in the *Intake Date* column and use the exact spelling and format of the dropdowns (bc211 or other) in the *Referral Source* column
2. Record service moments in the **Service Delivery** worksheet tab from the **COVID-19 Data Collection** (Excel Spreadsheet).
 - For successful auto-calculation functionality, please adhere to the *yyyy-mm-dd* format in the *Service Delivery Date* column and use the exact spelling and format of the dropdowns in the *Service Provided* column
3. As you complete the first three worksheet tabs, data should be auto-calculated in the **Report Output** worksheet tab from the **COVID-19 Data Collection** (Excel Spreadsheet).
 - Manually input any comments where necessary (Row 13)
4. Copy & Paste the auto-calculated data from the **Report Output** worksheet tab into your **COVID-19 Response – Daily Report** (Google Spreadsheet URL) under the corresponding date(s).

Reporting Requirements

Category	Description
# Senior Referrals (non-bc211):	<p>Senior participants from non-bc211 referrals, including:</p> <ul style="list-style-type: none"> • Agency walk-ins/phone calls • Existing agency and HAUW participants (Better at Home, Active Aging, Higher Needs) • Other United Way/“Local Love” Referrals • Healthy Authority, Community Paramedic, First Nation Band Office Referrals, etc. <p>*Only recorded once (per senior) when contact is first made for a service request during the “SSSC” initiative</p>
# Volunteer Referrals (non-bc211):	<p>Volunteers from non-bc211 referrals, including:</p> <ul style="list-style-type: none"> • Agency walk-ins/phone calls • Existing agency and HAUW participants (Better at Home, Active Aging, Higher Needs) <p>*Only recorded once (per volunteer) when contact is first made service provision offer during the “SSSC” initiative</p>
# Initial Contacts:	First time reaching out to a senior participant to discuss requested services
# Phone Check-Ins:	Subsequent check-in with senior conducted over telephone
# Virtual Visits:	Subsequent check-in with senior conducted over video (Skype, Zoom, Facetime, etc.)
# Grocery Shopping & Delivery Services:	Shopping for and delivery of groceries for seniors
# Meal Preparation & Delivery Services:	Preparation and/or delivery of cooked or ready-to-eat meals for seniors
# Prescription Pickup & Drop-off Services:	Dropping off, picking up, and delivery of prescriptions for seniors
# Transportation Services:	Pick-up and drop-off of a senior to an appointment
# Laundry Services:	Laundry services for seniors – in home or at laundromat
# Other Services:	<p>Examples include:</p> <ul style="list-style-type: none"> • Light housekeeping • Light yard work • Minor home repairs • Caregiver supports • Group meetings <p><i>* Include descriptions of Other Services in the Comments section below. Please contact your RCD for clarifications</i></p>
Comments:	Include any general comments, other service descriptions, interesting notes, challenges and/or concerns.

Please report the following on a rolling basis in your dedicated **COVID-19 Response – Daily Report** (Google Spreadsheet URL).