

Integrated Community Services for Seniors A Promising Practice

**A Hub to Connect Seniors with Community
Information in Richmond to Access the
Right Service at the Right Time**

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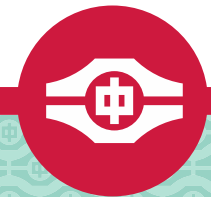


S.U.C.C.E.S.S.

Our History



S.U.C.C.E.S.S. was founded over 50 years ago in Vancouver in 1973, when a group of caring community members came together to help recent immigrants settle in the region.

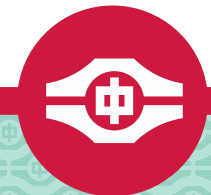


Our Vision

A vibrant Canadian society where people thrive and contribute to inclusive communities.

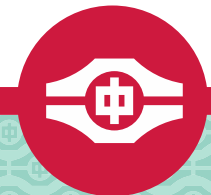
Our Mission

S.U.C.C.E.S.S. empowers people on their Canadian journey to achieve their goals through services and advocacy that promote belonging, wellness, and independence.



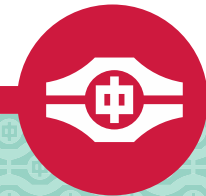
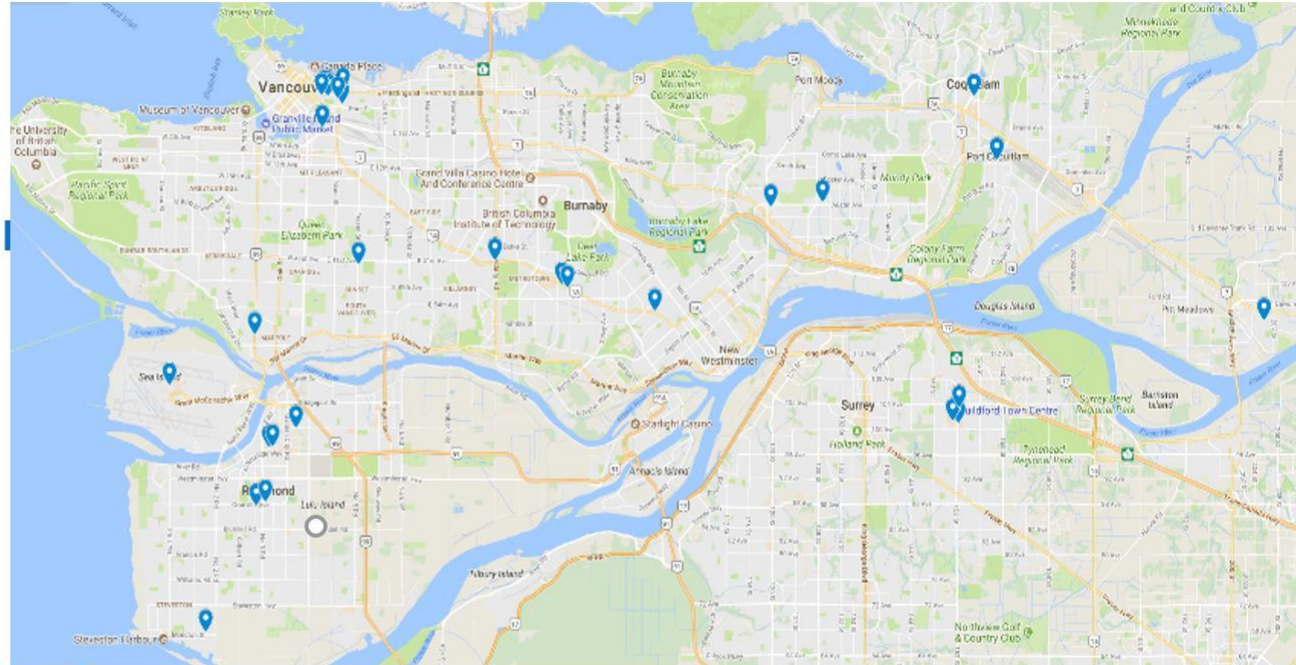
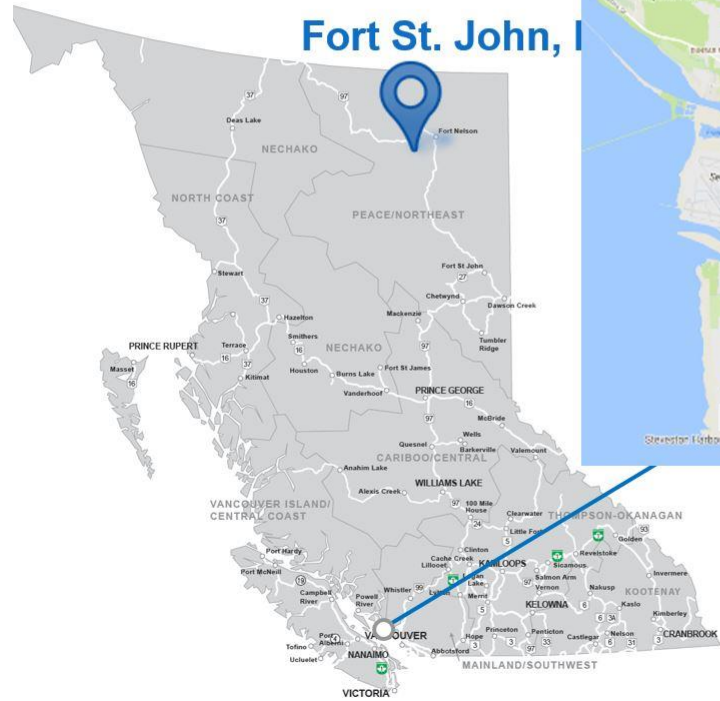
Our Work

- We're one of the largest newcomer social service agencies in Canada.
- Founded in 1973, we have over 50 years of giving service to the community.
- In 2022-23, we served 77,000+ individual clients in 50 languages with 152,000+ client services.
- We have 40+ service locations across BC, Canada, and internationally in China and Korea.
- Our diverse, multicultural organization has 900+ staff members and an annual budget of \$76M+.
- Our three main services are Integrated Services for Newcomers, Affordable Housing and Seniors Care.





Our BC Locations





WHY WE DO IT



WHAT WE DO



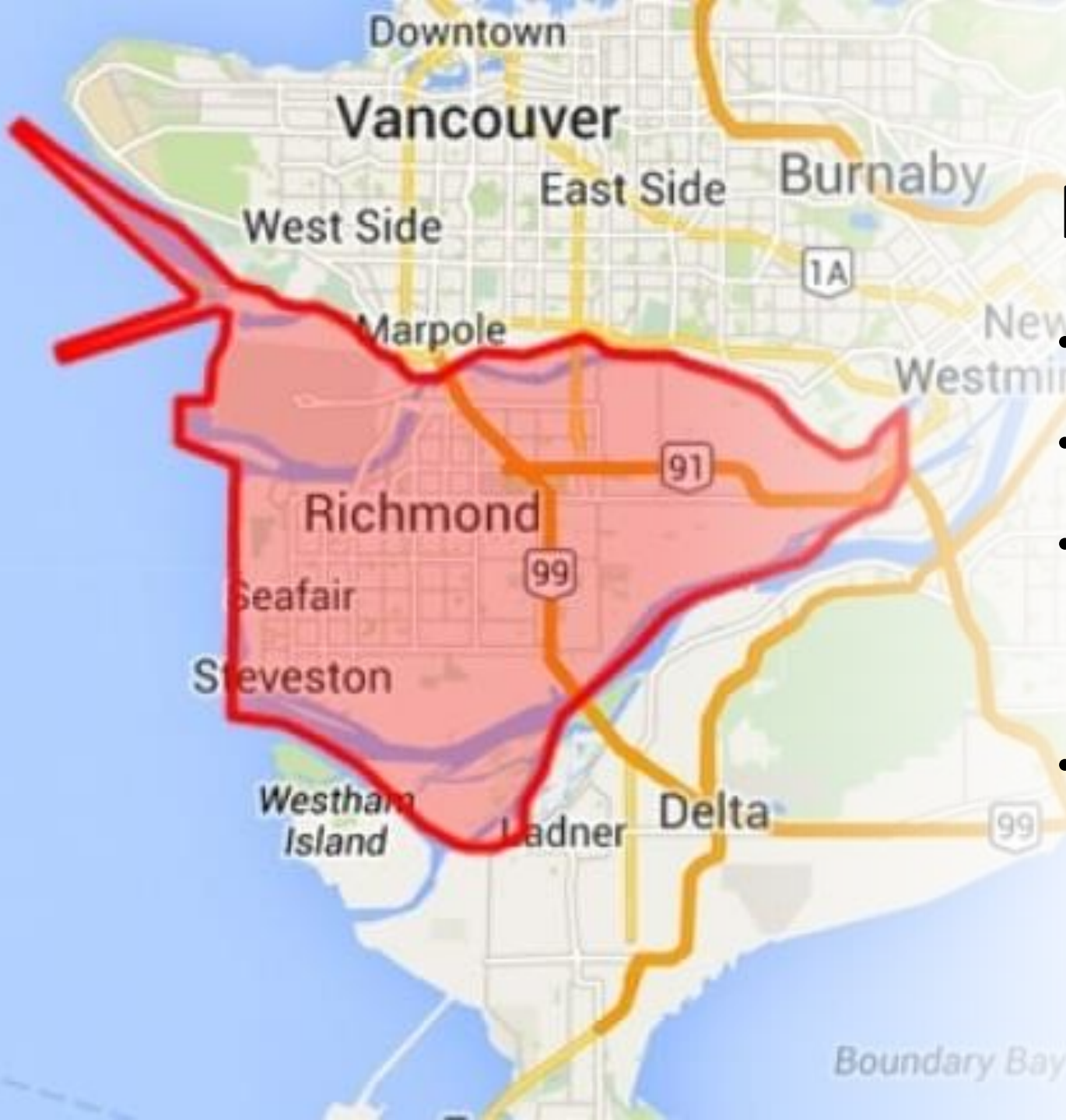
FINDINGS



OBSERVATIONS



RECOMMENDATIONS



Richmond BC

- Located on Canada's Pacific Coast in BC.
- Estimated population of over 230,000 people
- Ethnically diverse, growing and dynamic urban centre with over 60% of the population are of Asian decent.
- It's a dynamic, multi-ethnic community with a significant proportion of Asian immigrants contributing to its vibrancy.



Bridging people to **S.U.C.C.E.S.S.**

- **S.U.C.C.E.S.S. Vision for Seniors Care**
- Seniors achieve healthy and active aging by accessing comprehensive, integrated, and culturally-appropriate services delivered across the continuum of care.
- Community capacity is enhanced by collaborating with primary care providers, sponsors, individuals, health authorities, and public.





Bridging people to **S.U.C.C.E.S.S.**

- **S.U.C.C.E.S.S. Seniors Care Services**

Type	Name	Units/Beds	Community
Long Term Care	S.U.C.C.E.S.S. Simon KY Lee Care Home	114 beds	Vancouver
Assisted Living	Harmony House	33	Vancouver
Assisted Living	Austin Harris Residence	50	Richmond
Adult Day Centre	S.U.C.C.E.S.S. Chieng's Adult Day Centre	20	Vancouver
Adult Day Centre	S.U.C.C.E.S.S. Jackson Lam Adult Day Centre	25	Richmond

Other seniors services include Meals on Wheels, Better at Home, Social Prescribing Project, Digital Literacy Classes, & Social Support Groups. Others services include affordable housing, language training and settlement.



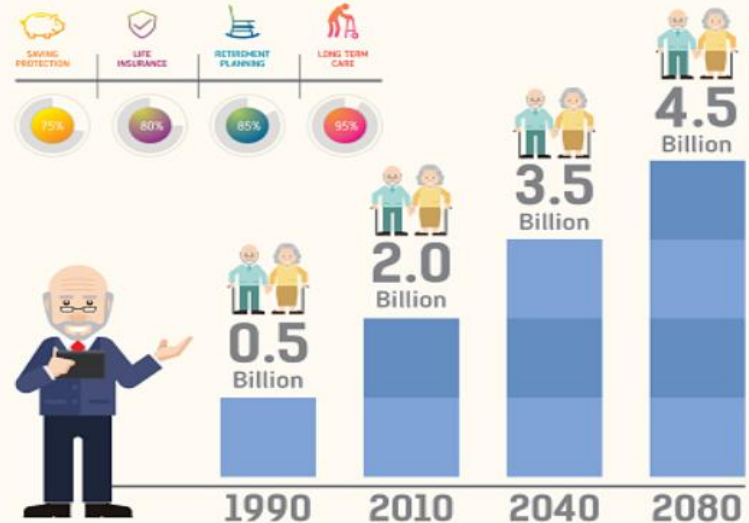


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- The Why: Setting the Context**



AGING POPULATION





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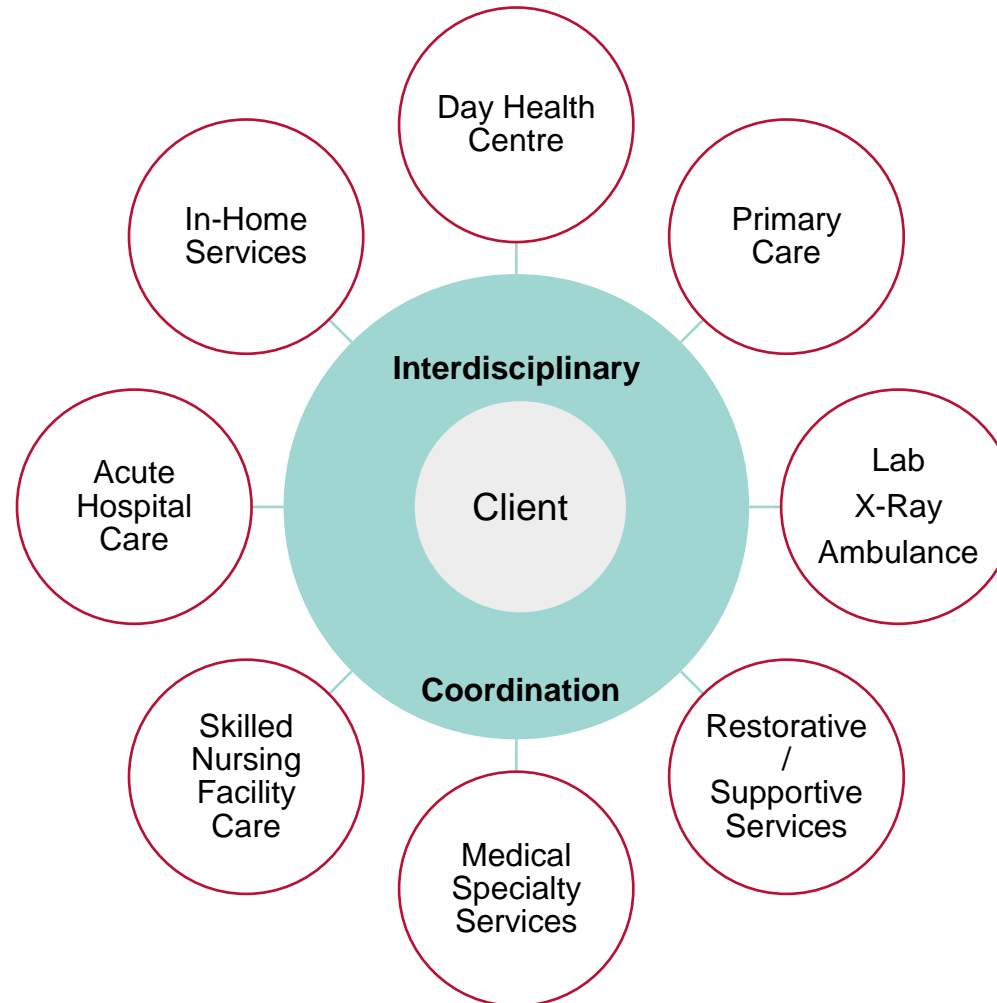
Solution: Need to Re-Focus on and Prioritize People Centered Care





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- **Built on the On Lok /Program of All-Inclusive Care for the Elderly (PACE) Model**





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- **Proposed Solution**
 - **A culturally-appropriate and integrated community-based seniors wellness hub that supports aging at home**





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Community Connectors linking seniors to community services





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- **Function/service:** seniors are connected with the right services at the right time. Rapport is built with them throughout the process of connection and engagement. Not only physical connections but also understanding the underlying social determinants of health. As such it will help achieve the best possible health outcomes of seniors in the community.
-
- **Location:** Austin Harris residence in Richmond
-
- **Hours of operation:** Monday – Friday (9 am – 5 pm) and a minimum of 12 webinars
-
- **How service is accessed:** by phone, in-person or virtual
-
- **Anticipated volume:** approximately 500 seniors over 12 months. client number will gradually increase as program is better known in the community
-
- **Enablers:** collaboration with all VCH, non-VCH services as well as leverage services offered at SUCCESS



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- **Target Population**
- Richmond residents 65+ experiencing 1 or more of the following:
 - Caregiver burnout
 - New to the community
 - No Primary Care Physician
 - Cultural and/or language barriers
 - Health knowledge deficit/CDM/palliative care
 - No access to transportation
 - Housing, meals, social isolation issues
 - Fragility
 - Alzheimer's and dementia
 - No caregiver and family support
 - Mental health issues



Bridging people to **S.U.C.C.E.S.S.**

Key Features of ICSS





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Connection to Services

Coordinate and connect seniors to services based on needs such as:

- Meals on Wheels services
- Better at Home program
- Health care system, dementia care specialists, palliative care, chronic disease management
- Home Health, Assisted Living, Long Term Care, Adult Day Programs, Overnight Respite
- Health and volunteer services
- Transportation, medication management, socialization
- Mental and social wellness support
- Integrated settlement and integration services
- BC Housing Registry
- Monthly health webinar

For enquiries or appointments, please contact us at:

✉ icss@success.bc.ca

☎ 604-241-8222

**Monday to Friday 9 am-5 pm
(except statutory holidays)**

What is it?

This information hub for seniors is a project designed to support Chinese-speaking seniors to age at home by connecting them to culturally appropriate health and social services in Richmond.

Through our bilingual (English and Chinese) community connectors, seniors can access the right services at the right time.



Who is it for?

- ✓ Chinese-speaking residents in Richmond
- ✓ Age 65 or above and their caregivers
- ✓ People experiencing one or more of the following:
 - New to Richmond
 - No Family physician
 - Frailty
 - Alzheimer and other forms of dementia
 - Mental health issues
 - Housing, meals, social isolation issues
 - No access to transportation
 - No caregiver and family support
 - Cultural and/or language barriers
 - Caregiver burnout



S.U.C.C.E.S.S.

Integrated Community Services for Seniors Pilot Project



The right service at the right time

**A Hub to Connect
Chinese Seniors with
Community Information
in Richmond**

Vancouver
CoastalHealth

Austin Harris Residence
5411 Moncton Street
Richmond, BC V7E 0A8

Key Deliverables

- A Minimum of 500 visits per year
- A Minimum of 12 health webinars per year
- Clients medically complex & frail, unknown to VCH but need VCH support
- Clients unknown to VCH, but need support

- >80% satisfied with the support received
- >80% expressed language need is important
- >80% increase of knowledge & access to VCH
- >80% received at least one satisfactory intervention



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- **How to partner with VCH & other community services**
- VCH referral to ICSS
- ICSS clients to VCH
- Speakers to webinars
- Cultural education to VCH
- Referral to SUCCESS Help Line, affordable housing, language training & settlement services, seniors go digital training
- Mental health support – counselling services
- Social prescribing programs
- Better at Home
- End of life care
- Caregiver support, home health, home care, MOW
- Transportation/mobility aids
- UPCC and PCN

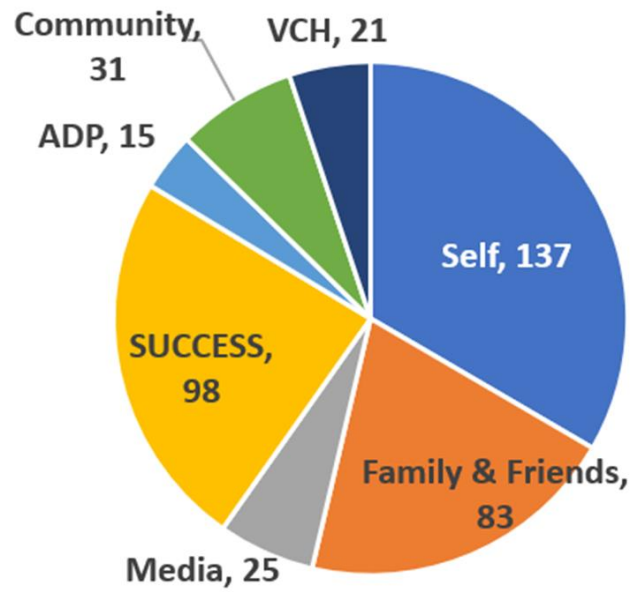


Bridging people to **S.U.C.C.E.S.S.**

- **Benefits of Proposed Solution**

Community	Greater health equity
	Prevention of caregiver burnout
	Greater satisfaction with health system interactions and better health outcomes
	Supports age friendly communities that benefit all seniors
System	Brings together fragmented health and community systems
	Lower health system costs and delays entry to long-term care
	Seniors access services based on need rather than what is available
	Increase in sectoral knowledge and skills
	Higher job satisfaction among care providers
	Model is replicable and scalable to other communities

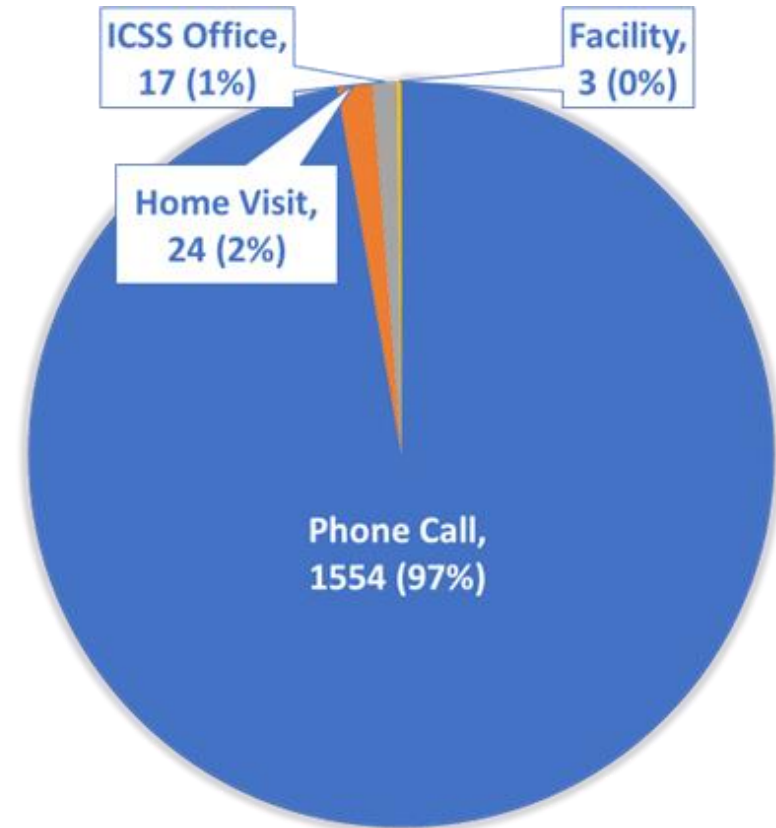
Source of Referral



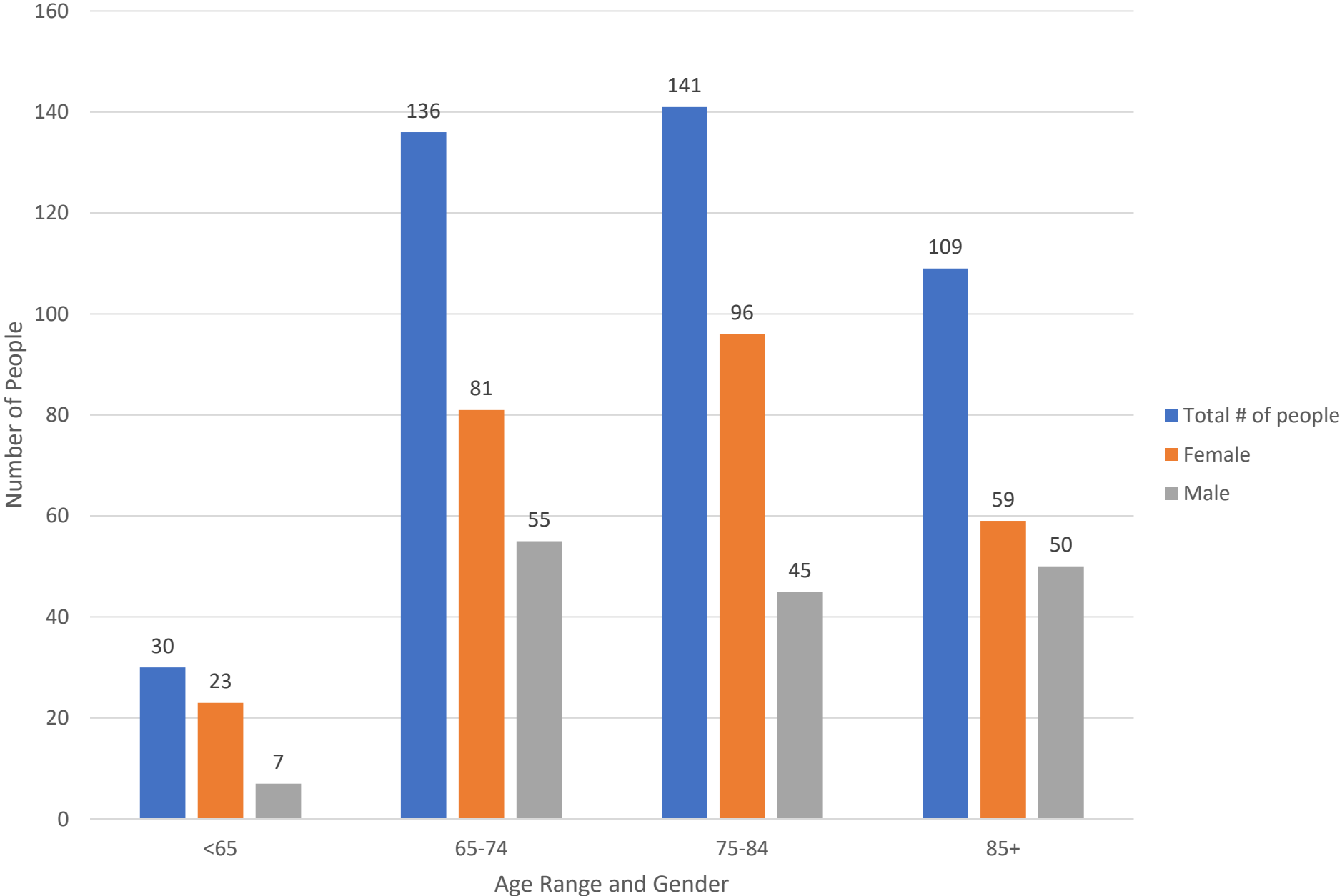
	Number	Description
Callers	478	From Richmond: 435 From other cities: 43
Eligible for ICSS	416	<p><u>Preferred language:</u> Cantonese: 316 Mandarin: 94 English: 6</p> <p><u>Age Range:</u> Senior age 65+: 344 (83%) Senior Caregiver age 65+: 42 (10%) Caregiver age <65: 23 (5%) Senior age <65: 7 (2%)</p>

Findings:

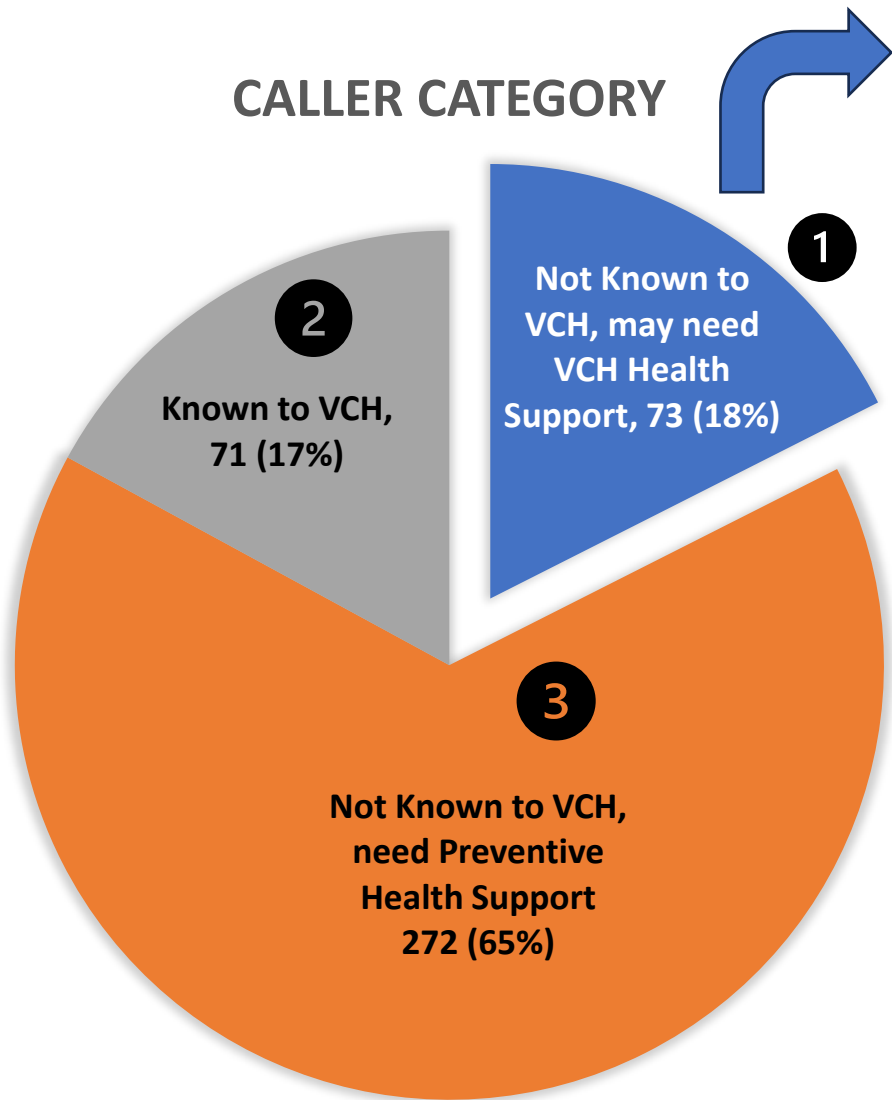
Total # of Visits: 1598
(1 visit = 1 encounter)



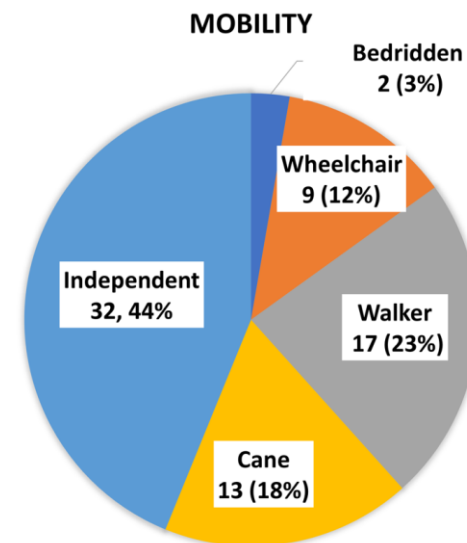
Age and Gender



CALLER CATEGORY



Not Known to VCH, may need VCH Health Support	Number of people: 73	Description
Male	24 (33%)	
Female	49 (67%)	
Senior	53 (72%)	51 > age 65+; 2 < age 65
Senior Caregiver	15 (21%)	15 > age 65+
Caregiver	5 (7%)	5 < age 65
Average Age	80	Age Range: 57- 97



Need OR Condition	Not Known to VCH and need VCH Health Support (category 1)	Known to VCH (category 2)	Not Known to VCH but need Preventive Health Support (category 3)
Number of People	73 (18%)	71 (17%)	272 (65%)
ADLs Need per person in average	* (2.8)	(2.3)	(1.1)
IADLs Need per person in average	* (3.5)	(3.3)	(1.7)
# of Health Conditions per person in average	(2.4)	(2.4)	(1.7)
Frailty Level 5-8	(73%)	(89%)	(16%)
Without Family Support	* (20%)	(8.5%)	(16%)
Caregiver Stress	* (34%)	(25%)	(10%)
Language & Cultural Barrier	* (20%)	(7%)	(36%)
# of Assessed Needs per person in average	(4.3)	(4.5)	(1.7)
# of Needs Met per person in average	(3.5)	(3.8)	(1.3)

Month	Topic	Speaker	Format	Organizer
2022 September	Home Care Options	Janet Chau (RN)	In person	ICSS
October	Depression & Seasonal Affective Disorder	Dr. Hiram Mok	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
October	Using Technologies for your health at home: It's easy	Dr. Kendall Ho	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
October	Cognitive Impairment & Dementia	Dr. Roger Wong	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
October	Diabetes & Eating Habits (Mandarin)	Mengdi Xia, RD	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
October	Osteoarthritis vs Rheumatoid arthritis (Mandarin)	Dr. Muxin Sun	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
October	Cardiovascular & Renal Protection in people with Diabetes (Mandarin)	Dr. Danni Li	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
October	Let's Talk About Stroke!	Dr. Dominic Tse	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
October	Learning about Coronary Artery Disease	Dr. Calvin Tong	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
November	Understanding Cholesterol & the Latest Treatment (Mandarin)	Dr. Siu Him Chan	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
November	COVID: How to protect yourself (Mandarin)	Dr. Susan Kwan	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
November	Dental Talk (Mandarin)	Dr. Teresa Lee	watch party	S.U.C.C.E.S.S. ,CCMS, CCDSBC
November	Living Well Together with Diabetes	Multiple doctors	watch party	iCON
December	Brain Health & Dementia Care	Dr. Roger Wong	online	ICSS
2023 January	Elderly Housing, Home Support, Care Options for seniors	Betty Liang (SW)	online	ICSS
February	Home Support & Community Care for Seniors (Mandarin)	Betty Liang (SW)	online	ICSS, ISIP & Richmond library
February	Seeing your doctor in the comfort of your own home- it's easy	Dr. Kendall Ho	online	ICSS, iCON
March	BC Housing Updates & Application	Dominic Fung	In person	ICSS
April	Overnight Respite Program	Joanne Fung	hybrid	ICSS, VCH
May	Medication Safety and Management for seniors	Grace Chong (RP)	hybrid	ICSS
June	Power of Attorney & Representative Agreements	Daisy Au	hybrid	ICSS

Findings- Evaluation on ICSS Pilot Project

Deliverable	Target/ Measure	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-July 2023	Average
Client Satisfaction	>80% level of client and family satisfaction in relation to the visits	93.44%	89.83%	91.55%	96.51%	93%
Intervention Satisfaction	>80% of clients received at least 1 satisfactory Intervention	98.36%	82.26%	97.14%	94.44%	93%
Language Needs Met	>80% of clients expressed language need is being met	100%	96.72%	100%	100%	99%
Knowledge Increase	>80% increase in client knowledge of the ways to access VCH services	88.52%	91.8%	94.44%	87.18%	90%
Webinars Organized	12 webinars per year (inclusive of linguistic and cultural needs of the community)	1	13	4	3	21/12

Quotes from ICSS Service Users

- “Helpful and grateful **for information**”; “This service is a good pointer, good communication”
- “Clear information obtained in the first contact”; “Able to access services needed”
- “Touching and good **follow up / follow through**”, “Grateful for follow up”
- “... appreciated the follow up arrangement and the **quick responses** of the services”
- “Good listening and caring”; “staff patient and kind”; “grateful for S.U.C.C.E.S.S.”
- “Very timely response to my call; able to provide information and **options** for us to consider; very helpful.” ; “**Very timely help**”; “Very appreciative for timely help and information”
- “Able to help resolve practical needs”; “Appreciated time & support”
- “**Able to communicate with ICSS worker in mother tongue**”
- “More Cantonese social services needed”
- “Very helpful zoom info session; wants more updated info about newest housing projects”
- “Keep up the good work”; “**This is the kind of service we need**”
- “No Direct Service”; “Hope for **more interpretation services**”

Quotes from ICSS Service Users

Continued...

- “**Appreciate the follow up call**”; “Very helpful workers speak Chinese because I don't know English”
- Very useful to know **ICSS through mailbox** which otherwise would not have known where to get help.”
- “**Expects direct services** rather than information.”; “**Hope the service can expand**”
- “Prefer in person talk over online”
- “Appreciated the information and support; would like to give back one day.”
- “Impressed with the enthusiasm in offering help and support”
- “Worker very sincere and kind”; “**A good service for emotional support**”
- “Still grieving over loss; not ready for social activity; **appreciated ICSS reach out.**”
- “Comforting and better understanding when spoken to in Chinese although I teach in English. I will take it one step at a time. **Appreciate care and follow up.**”
- “Not knowing the role of Nurse Practitioner; therefore, rejected the offer.”
- “Hard to communicate with VCH”; “**Language is a huge barrier in finding & using services**”
- “Needs not met (MOW/ GP/ VCH)”; “No need to know about VCH yet”

Quote from a case manager,

“This information service has supported seniors and their families to acquire **health related service without delay**. With help of ICSS, clients and families are provided **program information of Home Health**. This prompts clients for further screening of personal care support, adult day program, respite care, long term care, assisted living where it applies.

Being a case manager of Community Home Health, ICSS has provided **language friendly** service to especially Chinese community, a significant visible minority in Richmond. They serve as a **bridge to elderly**, and their caregivers covering their difficulty in accessing service **whether in writing, or by phone.** “

Observations

1. ICSS support reached seniors: with mental health issues, disabilities, or in abusive environment
2. People returned to ICSS with unmet needs or new needs
3. High risk seniors: live alone (single/ couple), frail, no family/ friends, no GP, complex medical/ mental health issues, losses, no/ low English proficiency, poor network
4. ICSS initiated collaboration and resources sharing with community partners & VCH
5. Seniors don't look for resources until they need it
6. Seniors benefit from direct services more than mere information
7. Seniors' needs change; follow up is key to build rapport, identify and address needs promptly
8. Long wait list for ADP, assisted living and LTC
9. Overnight respite program is not available to non-VCH clients
10. The public wants to learn about VCH programs
11. Lack of service coordination and collaboration
12. Lack of free translation services
13. Doctors & Specialists unaware of / unwilling to use provincial interpreting services
14. More seniors face the housing crisis
15. More Chinese speaking GPs are retiring in 2024...

Recommendations

1. More demands for preventive health services
2. Increasing needs for VCH services
3. Needs free interpretation services for medical and specialist appointments
4. Reduce service gaps in VCH service coordination
5. More ICSS for Seniors- connectors are building trust with seniors
5. Increased Accessibility - ensure the right service at the right time
6. Culturally Appropriate Services for Seniors – language and culture
7. Community Education – VCH and community programs

Next steps

1. Increase capacity- ICSS
2. Sustainable funding – for future programming
3. Replicate the program for other communities



Bridging people to **S.U.C.C.E.S.S.**

**VCH & S.U.C.C.E.S.S. work together to build a better future
for seniors in the community**



Contact Information

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Q & A