

# WoodGreen Community Care and Wellness for Seniors

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Jane Piccolotto

Director



## WoodGreen Community Services

WoodGreen's reach extends far beyond Toronto's East end. The organization is a founding United Way of Toronto member agency, and serves 37,000 people each year from 23 locations. WoodGreen employs nearly 500 staff and relies on the invaluable efforts of 1,500 volunteers.

Known for developing innovative and holistic programs, WoodGreen works with policymakers to reshape the way social services are delivered.

WoodGreen programs are often examples of best practice models, replicated throughout the GTA.

WoodGreen has over 70 programs that meet diverse needs in the Toronto area



Opportunity made here.

- ❑ Succession planning
- ❑ Process being established to identify potential new leaders within the organization
- ❑ Mentoring program being developed



## Preparing for future demand and needs

- ❑ Caregiver support and education
- ❑ Increases in number of sandwich generation
- ❑ Needs delivered via new modes -- technology solutions



### **Engaging Newcomer Grassroots Groups**

- Outreach program that has funding partnerships with ethno-specific grassroots communities, is a small example of building the capacity of new immigrant communities to support their aging members and link in with broader supports to ensure the sustainability and holistic nature of providing supports for ethno-specific seniors as the demand increases in the future.

## Preparing for future demand and needs

- ❑ Seniors who are homeless – innovative Supportive Housing Model
- ❑ EPC -new expectations, interests -Seniors and technology- Computer Literacy Programs
- ❑ Community Navigation and Access Program – WoodGreen Lead Agency



Opportunity made here.



# CNAP: Community Navigation and Access Program

Funding support provided by:



Toronto Central Local Health  
Integration Network

# What is CNAP?

- A network of **over 30 not-for-profit organizations**, working together to serve seniors in communities across Toronto. **Build capacity in the CSS Seniors sector to facilitate access and navigation to community support services**
- **Continued leadership to further enable equal access to services** and equitable health care through standardized processes and collaborative care

Meals on Wheels  
Adult Day Programs  
Transportation  
Home Help  
Counselling & Support  
Caregiver Services  
Shopping Help  
Group Dining  
Hospice Care  
Home Maintenance  
Foot Care  
Friendly Visiting  
Personal Care  
Social Work



## Over 30 not-for-profit agencies serving seniors across Toronto.

Alzheimer Society of Toronto  
Baycrest Centre for Geriatric Care  
Better Living Health & Community Services  
Community Care East York  
Central Neighbourhood House  
Dixon Hall  
East York Meals on Wheels  
Etobicoke Support Services for Seniors  
Family Service Toronto  
The Good Neighbours' Club  
Greek Community of Toronto,  
Department of Social Services  
Harmony Hall Centre for Seniors  
Hospice Toronto  
Humber Community Seniors' Services  
Les Centres D'Accueil Héritage  
Mid-Toronto Community Services  
Native Canadian Centre of Toronto

Neighbourhood Link Support Services  
Parkdale Golden Age Foundation  
Philip Aziz Centre for Hospice Care  
Providence Healthcare  
Second Mile Club of Toronto  
SPRINT (Senior Peoples' Resources  
in North Toronto)  
St. Christopher House  
St. Clair West Services for Seniors  
St. Stephen's Community House  
Storefront Humber  
SAINTS (Student Assistance in  
North Toronto for Seniors)  
Toronto Intergenerational Partnerships  
True Davidson Meals on Wheels  
Warden Woods Community Centre  
West Toronto Support Services for Seniors  
WoodGreen Community Services  
Yorkminster Park Meals on Wheels

# Preparing for Future Sustainability and Capacity

## History: Where has CNAP Been?

### Year 1 (2008-2009)

Formation of Network, Standardized Service Definitions, Standardized Intake Process and Form, FARM Tool, Pilot of Intake and Referral Process

### Year 2: (2009-2010)

Developed and implemented access hub model on behalf of the Network. Identified IT/IM Resources across network of agencies. Developed clusters for planning and local discussions



Opportunity made here.

## Year 3 (2010-2011)

- Launched the one hub Access number
- E-health - Implemented RMR – electronic referral system
- Developed collaborative care model with TCCAC
- Conducted Capacity Study



# CNAP Capacity Study

- “It is not well understood **how many resources are on the ground** for specific services, eligibility criteria, staff competencies, fees, subsidies, protocols, etc.”



# CNAP Capacity Study Cont'd

- Provide a better understanding of CSS capacity issues
- Provide recommendations to the sector for future program configuration and sector planning to enable planning for the future increase in aging population



# CNAP Capacity Study Cont'd

Make recommendations as to what would be required to harmonize fees across all the services

Identify similarities and differences in approach to case management by agencies offering the service and recommend a preferred consistent approach

