



# Outreach Pilot: In-Home Supports Coordination

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## 1.0 The Way In Network and Project Background

The Way In Network is a collaboration of 4 agencies (JFSC, Calgary Seniors, carya, and CCECA) with over ten years experience providing in-home supportive referrals, and case management services for older adults across Calgary.

Building on the strength of The Way In collaboration, this pilot project aims to improve the integration of health and community based seniors services. The focus is on improving coordination of non-health related services that support healthy aging in community and enhancing the quality of life for seniors.

## 2.0 How We Can Help your Patients

Working collaboratively with PCNs and AHS acute care discharge staff, The Way In Network has dedicated an Outreach Worker who is assigned to a designated PCN and Acute Care Site who will work in the client home to coordinate a plan to support their return to independent living in the community setting. With every client, we complete a comprehensive in-home social work assessment and service plan to address their individual needs.

We can help clients with:

- Accessing in-home support programs
- Social connection and reducing loneliness
- Connection with the health home in their community
- Referrals and access to mental health/addiction supports
- Accessing financial benefits and income support
- Navigating support for medication costs
- Finding help with transportation

All services will be delivered to the individual, in their home with cultural and language sensitivity.

Clients will be assessed within 48 hours of the referral being received.

## 3.0 Eligibility Criteria

Vulnerable individuals 55 years of age and older with limited natural supports who require community-based services.

#### 4.0 Outcomes

It is the goal of the pilot to:

- Reduce emergency room visits
- Reduce length and frequency of hospital stays
- Reduce isolation and feelings of loneliness for Older Adult/Seniors
- Increase natural support networks/community connections

#### 5.0 Referral/Contact Information

Project Lead: Roxanne Droppo, Executive Director, JFSC [roxanned@jfsc.org](mailto:roxanned@jfsc.org) 403 692 6377

**Calgary South PCN** - Sairose Kassam with JFSC [sairosek@jfsc.org](mailto:sairosek@jfsc.org) 403 287- 3511

**Siu Wai Lie** from Calgary Chinese Elderly Citizens' Association will work with each agency providing support to clients with language barriers. [siuwai.lie@cceca.ca](mailto:siuwai.lie@cceca.ca) - 403-269-6122