

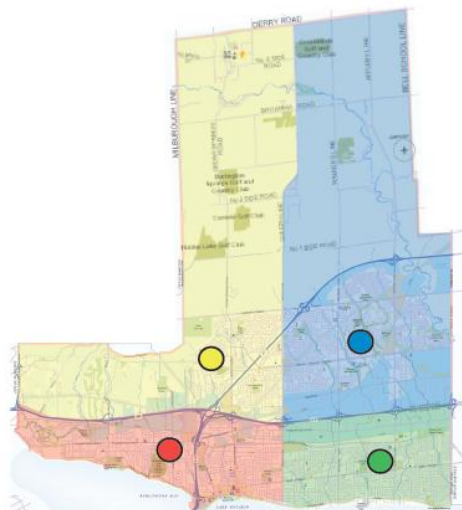
A COLLABORATIVE MODEL OF SERVICE DELIVERY FOR ADULTS WITH DISABILITIES

About Supported@Home Burlington

Supported@Home Burlington is a collaboration of seven forward-thinking service providers in Burlington, Ontario looking to change the future of support services for adults with physical disabilities in Burlington. This multi-stakeholder group is comprised of a number of partners including: Halton Cheshire Homes, MS Society Halton Region Chapter, March of Dimes Canada, AbleLiving Services, Rotary Club of Burlington Lakeshore, Hamilton Niagara Haldimand Brant CCAC, and the Joseph Brant Memorial Hospital.

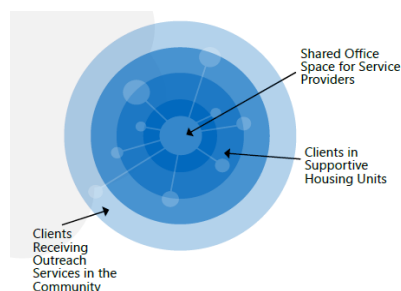
The Vision

This group is in the process of developing and refining a collaborative service delivery model for housing and support services for adults with physical disabilities. Together they are working toward the creation of a network of four service hubs in neighborhoods throughout Burlington. The hope is that these hubs will include supportive housing with a full basket of services, shared office space for service providers, as well as an outreach service team.



The Hubs

Each hub would include the provision shared office space for service providers, clients in supportive housing and outreach services within the surrounding community.



Being Client-Centred:

Determined to radically improve the system of support for adults with disabilities, Supported@Home Burlington knew that understanding the experiences of potential clients was integral to the group's success. As the end users and primary stakeholders of the service, their input and stories fuelled the service design process.

Methods such as analyzing a day in the life of a real couple in Burlington, developing a spectrum of client needs, conducting interviews, facilitating focus groups, using photovoice, and employing fictional client profiles in the design process, helped to weave rich research insights from clients into the development of a meaningful service offering. It is through these empathetic processes that unmet needs were identified, complexities understood and targeted, innovative solutions were developed.

The Service Model

Through a series of participatory design workshops, Supported@Home Burlington developed a new model of service delivery that spans organizational mandates and care restrictions to ensure that the client's full range of needs are met through a coordinated, systems approach.

The goal is that clients will no longer have to jump through hoops to find the right person to talk to and connect with the services they need. Clients of Supported@Home Burlington will be connected instantly with a Wellness Coordinator who will act as the main point of contact for the client's wide spectrum of needs. The coordinator will also communicate with the client's CCAC Case Manager and other service providers to ensure that each person involved with the client's care has a full understanding and can provide quality care that matches the desires of the client. The service model integrates informal care and community support and will continue to evolve to include new local partners that can meet unmet needs within each hub.



SERVICE DESIGN PRINCIPLES

1. Integrated, holistic care
2. Client-centred and client-driven
3. Flexible to new partners and new services
4. Inclusive of informal connections and supports
5. Respectful of current legislative requirements

Governance Structure

It was collectively determined that S@HB will utilize an informal project-based governance model with revolving leadership as appropriate for each hub. The structure is designed to promote informal collaboration based on organizational choice and strong communication.

The Collaborative Service Model project was funded by the Ontario Trillium Foundation.

