

NS Seniors Coalition

North Shore Community Resources

Seniors' One Stop

January 19, 2016



*Connecting You to
Community Services!*

North Shore Community Resources Society (NSCR)

Founded in 1976, NSCR promotes a healthy, strong and connected community. We pursue these goals by providing a broad spectrum of resources and services to residents of North Shore municipalities with programming for families and children, seniors, information and referral, volunteer connections, legal information and advocacy, and more.



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NSCR Programs & Services

- Caregiver Support Program
- Community Information and Referral
- Legal Services
- North Shore Better at Home
- Parent & Child Resource Programs
- Seniors' One Stop Information
- Volunteer North Shore
- Host Community Planning Tables



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Seniors' Focused Programs & Services

- Caregiver Support Program
- Legal Services
- North Shore Better at Home
- Seniors' One Stop Information
- Volunteer North Shore



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Seniors' One Stop Information (SOS)

- Established in 1992
- 12 Volunteers & 0.5 FTE deliver program activities
- Provides information, resources, and referrals to seniors on community programs and services available to them on the North Shore
- Publishes the North Shore Seniors Directory



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Seniors' One Stop Information (SOS)

In a 2014 survey of people who accessed SOS services:

- 87% expressed satisfaction with the information they received
- 89% said accessing SOS made them feel more secure and independent



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SOS Program Statistics 1992-2012 - Trends

20 years of data revealed the following trends:

- Call volume has remained steady year over year
- Top 3 months for calls are January, February & March
- Females call more often than males
- Contact is most often made by the client
- Top reason for calling - Health Services
- Call length is on the rise

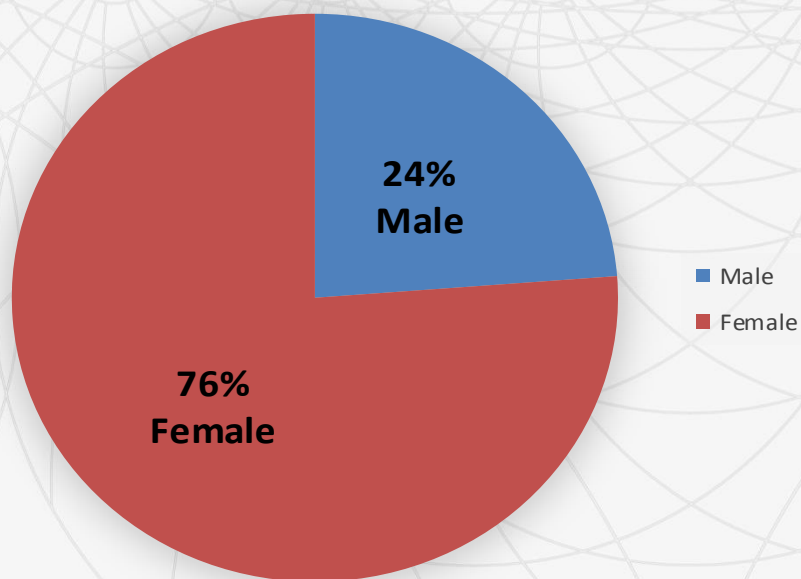


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SOS Program Statistics 1992 - 2012

Women call more often than men, but the trend is changing and becoming more balanced.

Male vs Female calls

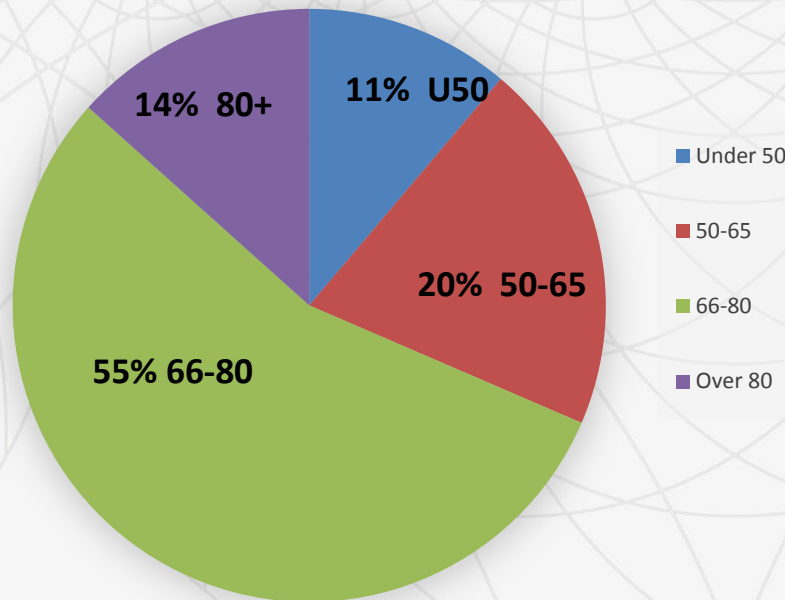


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SOS Program Statistics 1992 - 2012

69% of calls come from seniors' themselves, but the trend is changing as more and more calls come from adult children or service providers.

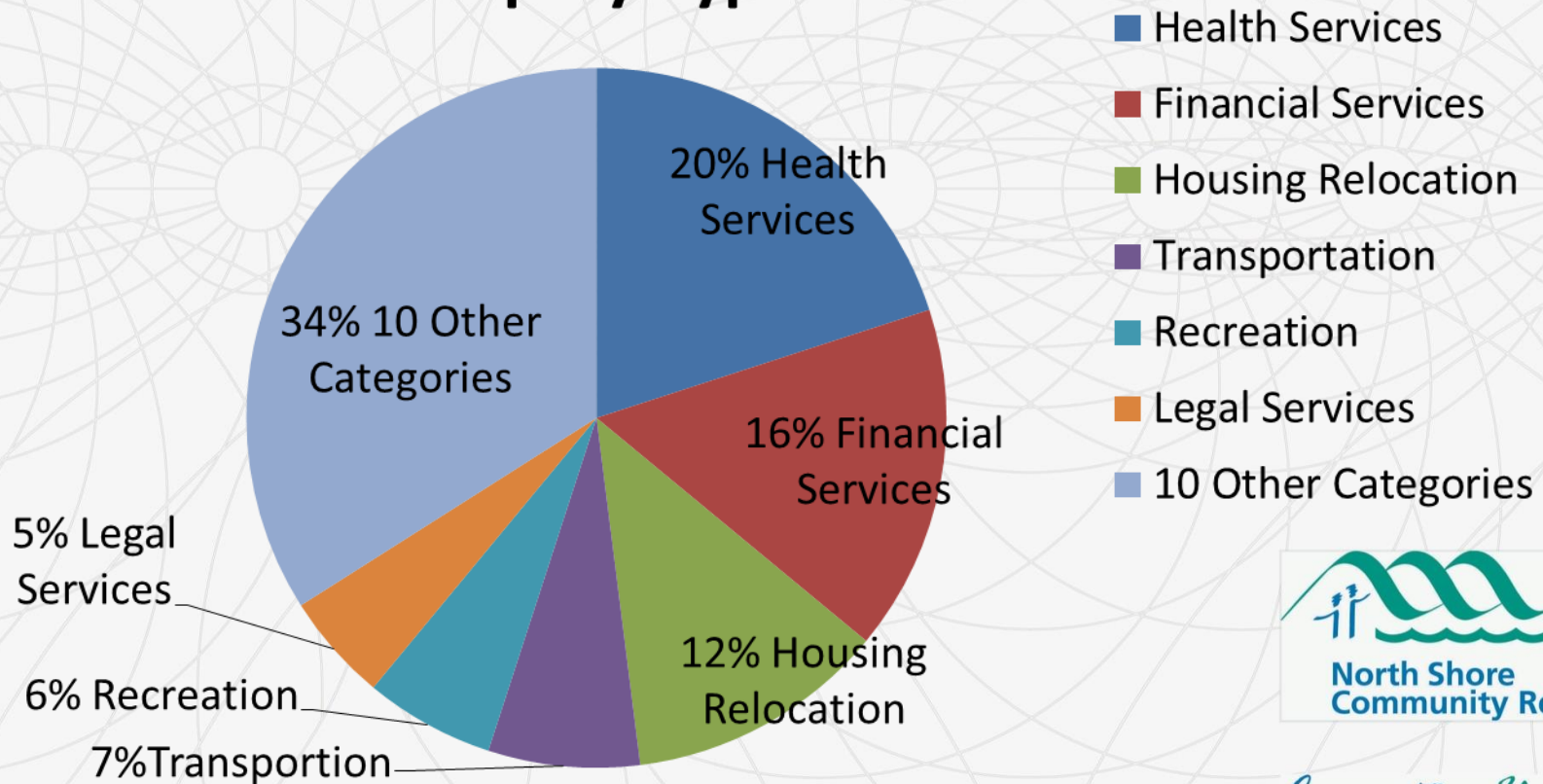
SOS Caller Demographics



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SOS Program Statistics 1992 - 2012

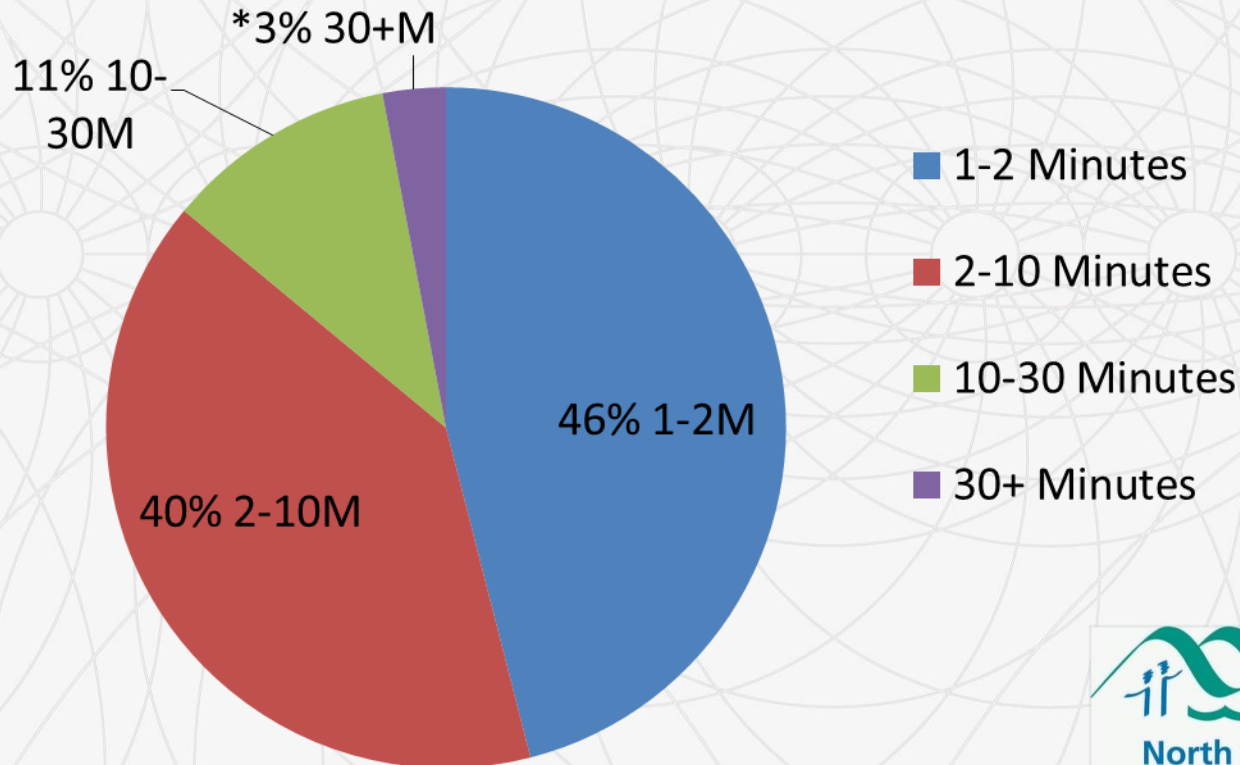
Inquiry Type



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SOS Program Statistics 2002 - 2012

Average Call Duration - 10 Years



*In 2002 there were no 30+Minute calls. By 2014 30+Minute calls represented 7.5% of all call durations. Calls are becoming more and more complex and take longer to address.



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Thank You!



Questions?



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