NS Seniors Coalition
North Shore Community Resources
Seniors’ One Stop
January 19, 2016
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.
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
Seniors’ Focused Programs & Services

- Caregiver Support Program
- Legal Services
- North Shore Better at Home
- Seniors’ One Stop Information
- Volunteer North Shore
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
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
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
SOS Program Statistics 1992 - 2012

Women call more often than men, but the trend is changing and becoming more balanced.
69% of calls come from seniors’ themselves, but the trend is changing as more and more calls come from adult children or service providers.
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.
Thank You!

Questions?