



Community & Home Assistance to Seniors



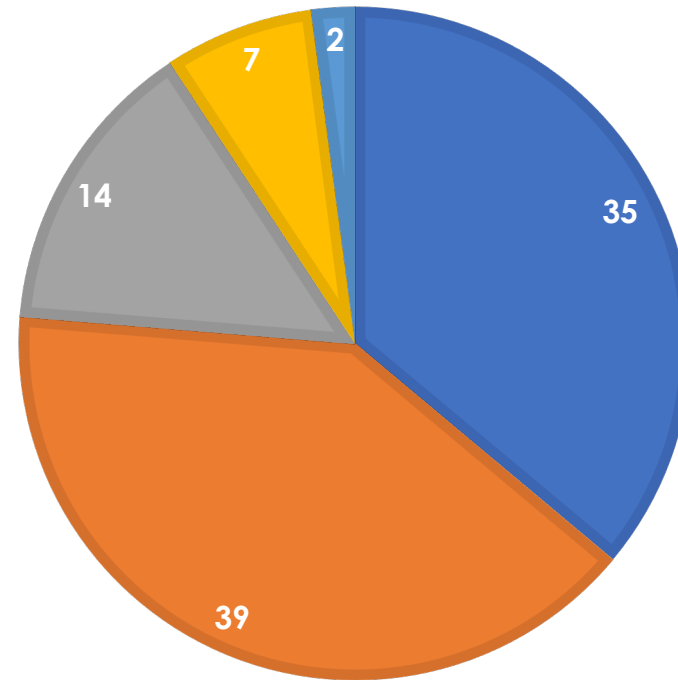
City of Vaughan and CHATS
Snow Clearing Project
November 15, 2022 – April 15th, 2023

CHATS received requests for service from:

Statistics	2019-2020	2020-2021	2021-2022	2022-23
Inquiries	438	275	313	512
Request for quote	127	138	209	175
Confirmed Active Service	19	47	77	97

Breakdown of Active Clients by Area All 55 +years of age (2022-23)

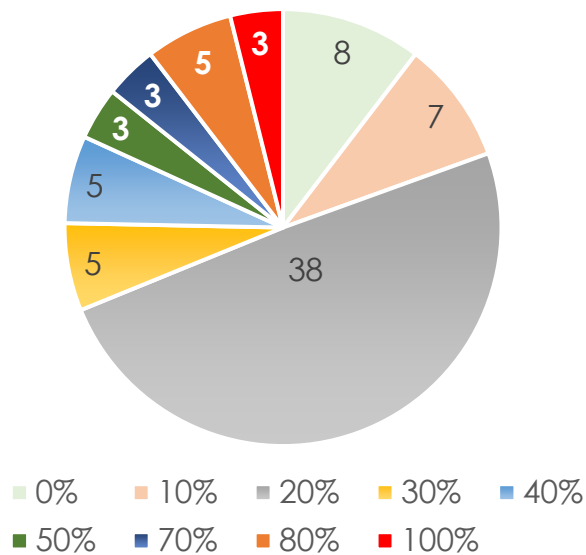
REGION BREAKDOWN OF 97 CLIENTS



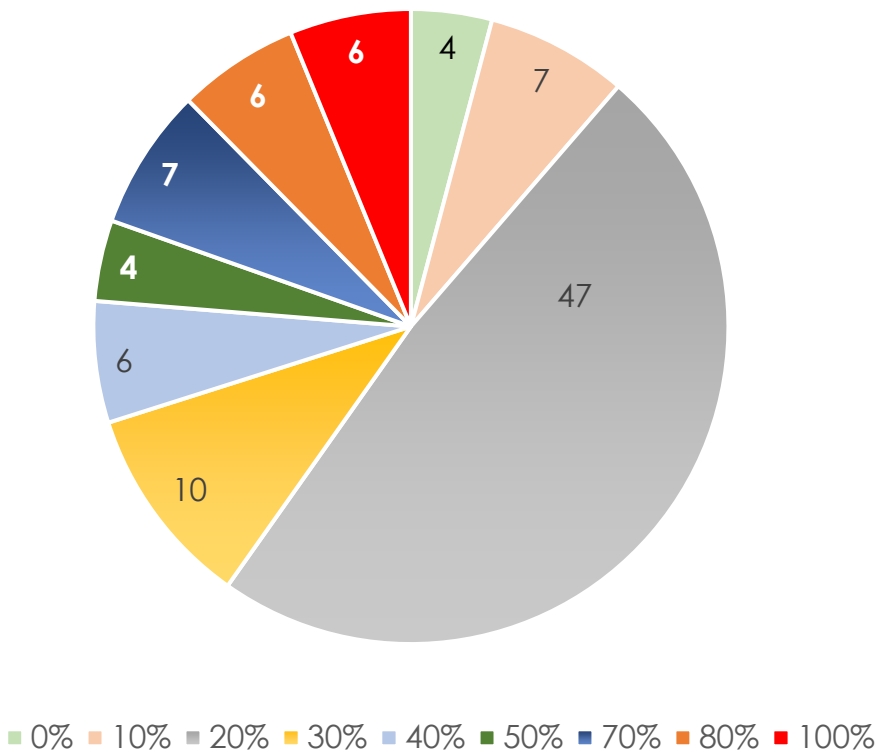
■ Woodbridge ■ Maple ■ Thornhill ■ Concord ■ Kleinburg

In 2022–2023 snow clearing season, 20K in subsidy support was provided to clients in need.

Subsidy % Breakdown
for 77 Active Clients
(2021-22)



Subsidy % Breakdown for 97
Active Clients (2022-23)



Vaughan resident 100% Subsidy Stories

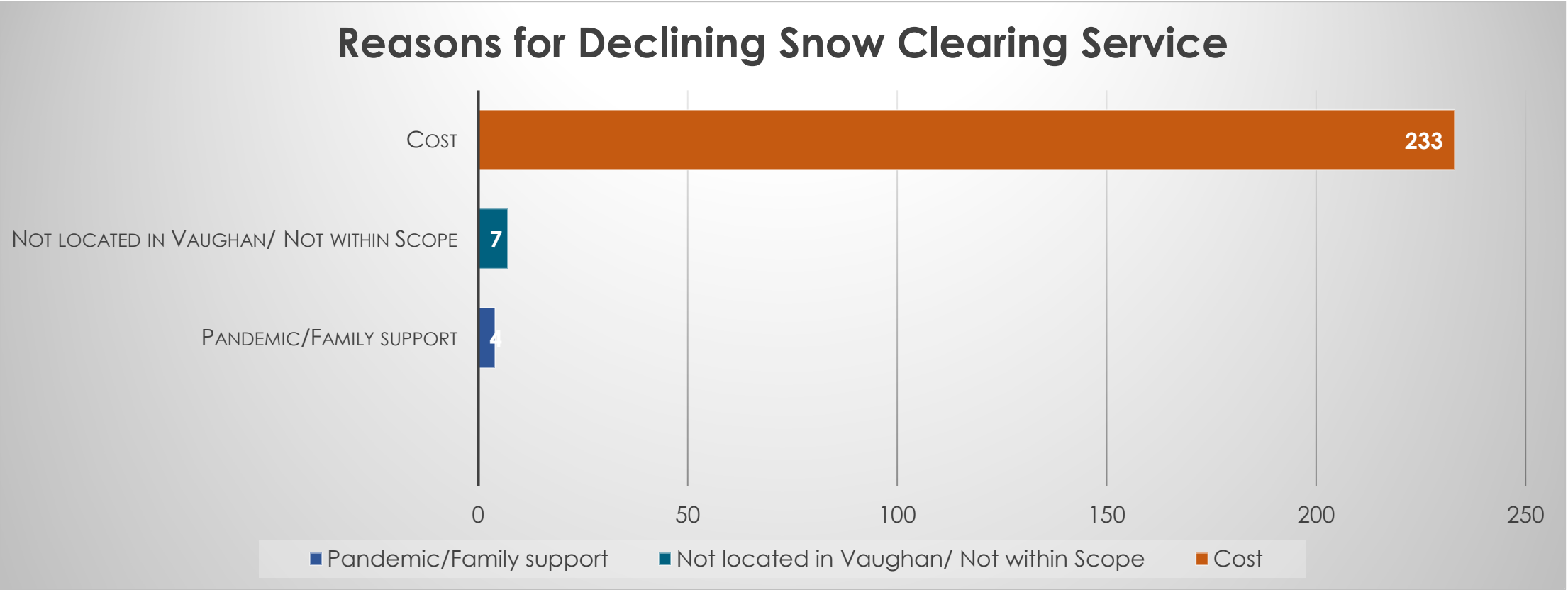
- #67477
 - Widowed April 2022, Cataracts, osteoporosis and arthritis.
 - Client went into debt paying for spouse's funeral; cannot afford to purchase his headstone
 - Income under \$10,000 annually.
- #61948
 - Full time caregiver.
 - Spouse has ALS. He quit work to support her full time.
 - PSW care daily.
 - Income under \$5000 after housing costs.
- #59622
 - Survivor of gunshot wounds + PTSD, in/out of hospital regularly, osteoporosis, fibromyalgia.
 - Cannot stand for long periods of time.
 - Income below \$3,000 after medical expenses.

100% Subsidies

Vaughan Resident Stories

- #59105
 - Survivor of severe car accident.
 - Lasting mobility challenges with legs, chronic vertigo.
 - Client's only income is ODSP and lives in constant fear of ending up homeless due to rising costs.
- #41441
 - Referred to CHATS by York Region Housing Social Worker.
 - Client suffers from incontinence and dental issues as well as extremely low income.
 - Client income assessed at \$3,000 rent and medical supply payments.
- #64963
 - Client lives alone and broke her foot in 2022 reducing mobility.
 - Has blood clots, sciatica and significant dental bills.
 - Client income under \$11,000. Client reported that her health insurance was a priority for her and already paid until the end of the year.
 - Client was balancing bills between insurance, food and snow clearing and could not afford all three.

Reasons Why Individuals Declined Service



Cost Breakdown: Full HAMP Process Supported

- Staffing support dedicated to this program for 7 months to support pre and post season.
- Financial assessments conducted to determine subsidy eligibility.
- In home safety assessment conducted if requested.
- Management of all client inquiries about the COV snow program.
- Vendor Management – Recruitment, Retention, Training, Solutioning and QC checks.
- Dedicated snow line and email for program.
- Tracking, reporting and supporting all client and service provider questions and concerns.
- Advertising in local papers, websites and social media.
- Salt (2 20 kg bags of salt) and salt buckets provided for clients use.
- Decals for bucket and reflectors for driveways.

Funding Dollar Breakdown (97 Clients served)

Budget	COV	CHATS
Total Funds	55K	25K
Vendor Management Dedicated Staff	10K	5K 15K
Subsidy	25K	2K
Administration	15 K	3K
Advertisement	2K	-
Supplies	3K	-

Funding Projections needed to service up to 150 Clients

Budget	COV 2023-2024
Total Funds	75K
Vendor Management	5K
Dedicated Staff	15K
Subsidy	40K
Administration	7K
Advertisement	5K
Supplies	3K

What residents on service are saying:

- “They came out more times than I thought they would... knowing that gives one peace of mind and made me feel safe when I had to get out of the house!”
- “We knew who to reach out to if we had any concerns. Having a point of contact is essential for ensuring security and providing reassurance.”
- “I am a 71 yr. woman who lives alone...who felt the snow was never-ending this year...the peace of mind knowing I could go down the stairs safely from the veranda to walk to the community mailbox was gift in itself...”
- “The support allowed us to stay safe this winter. Made winter less stressful.”
- “I knew if I called about something that someone would get back to me. The service was great.”



Community & Home
Assistance to Seniors

For more information,

905-713-6596

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Snow@chats.on.ca



Partnership Matters

Thank you, City of Vaughan