

# North East Community Support Services

## Caredove Utilization Report 2024

### Reporting Period:

January 2024 - December 2024

### Submitted By:

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### NECSS Program Overview:

The North East Community Support Services (NECSS) Network has become a vital resource for connecting clients with the services they need in North Eastern Ontario. NECSS Network was designed to promote collaboration between agencies, reduce duplication of services, and ensure that all clients in the region have access to the support they need.

The NECSS Network has grown substantially since its launch in 2019. The Network now has 63 Community Support Service agencies listed with services, and 35 current active agencies. There are now 69 service categories to choose from and over 448 services listed on the NECSS Network.

### Organizations Listed

**Listed Agencies:** 63 (+2)

**Active Agencies:** 35 (-12) (Have received a referral during the last 3 months)

**Services Categories:** 69 (+1)

**Services Listed:** 448 (active service listings)

**Network Referrers:** 1,273



# North East Community Support Services Caredove Usage by the Numbers 2024



**7,787**

referrals sent through Caredove  
on the NECSS Network in 2024



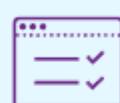
**448 Services  
Listed**

Across North East Ontario



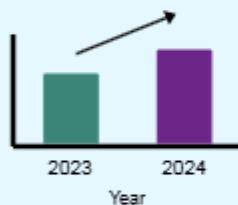
**1,273**

CSS staff registered  
users



**63**

CSS agencies listed to  
make or receive e-referrals



An increase of  
**2050**  
referrals from 2023

**649**

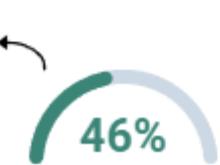
Average number of  
referrals per month



of referrals were to Canadian Red  
Cross agencies across the region

**29%**

of referrals were for Hospital  
Transition to Home (2,250)



**3,147**

of referrals were from Ontario Health  
atHome North East

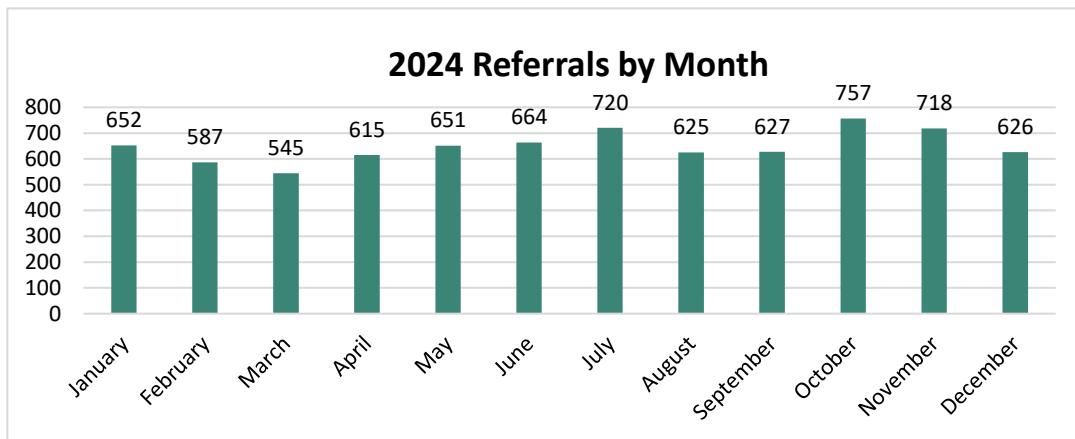
*Read the full report here: [Caredove Usage Report 2024.pdf](#)*



## Referrals Sent in 2024

**Figure 1** shows the total referrals made on Caredove by month for the year 2024. This year, we have seen a significant increase in the average referrals per month from 478 in 2023 to an average of 649 in 2024. We have also seen more consistency since 2023, with the spread (standard deviation) decreasing from 85 referrals last year to 57 this year. In total, 7,787 referrals were sent through Caredove in 2024, representing a 2,050 referral increase over the previous year.

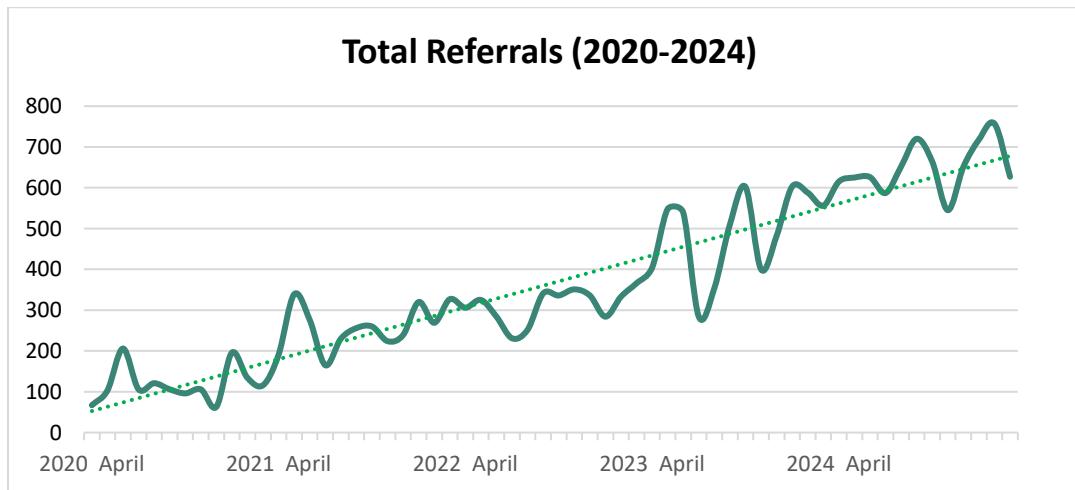
*Figure 1*



## Total Referrals Over 4 Years

**Figure 2** examines the trend in total referrals from 2020 to the end of 2024. Overall, referrals have shown a consistent increase, and we expect this growth to continue through 2025 as we increase the intersectoral visibility of CSS in the North East and its referral systems.

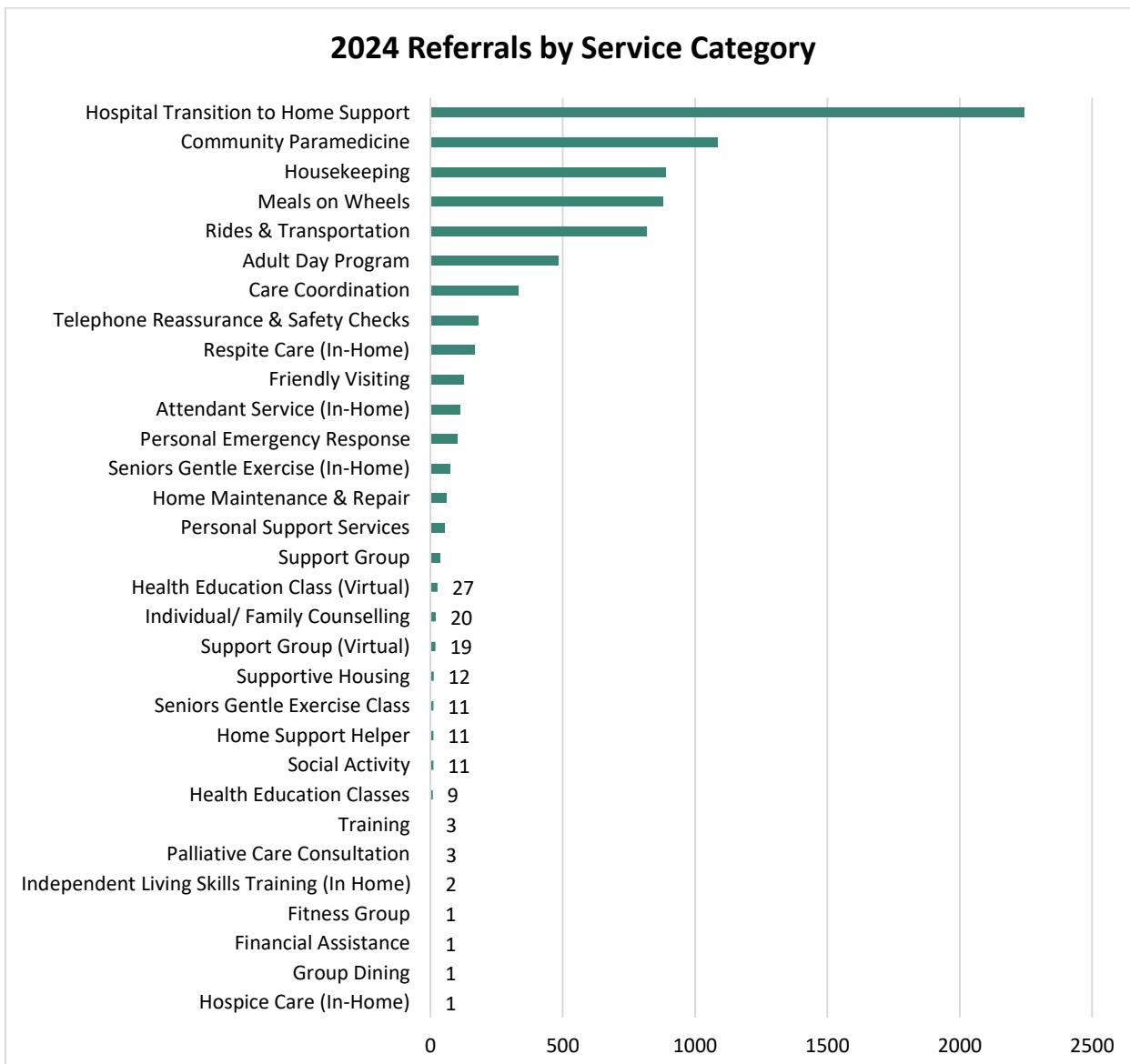
*Figure 2*



## Referrals by Service Category

The most used referral category in 2024 was Hospital Transition to Home Support at 29% of all referrals. Other highly referred to categories in the Network were Community Paramedicine, Housekeeping, Meals on Wheels, Rides & Transportation, and Adult Day Program. Among the categories that may need to be evaluated for inefficiencies in 2025 are Palliative Care Consultation, Independent Living Skills Training (In-Home), Fitness Group, Financial Assistance, Group Dining, and Hospice Care (In-Home) due to low Caredove usage.

Figure 3

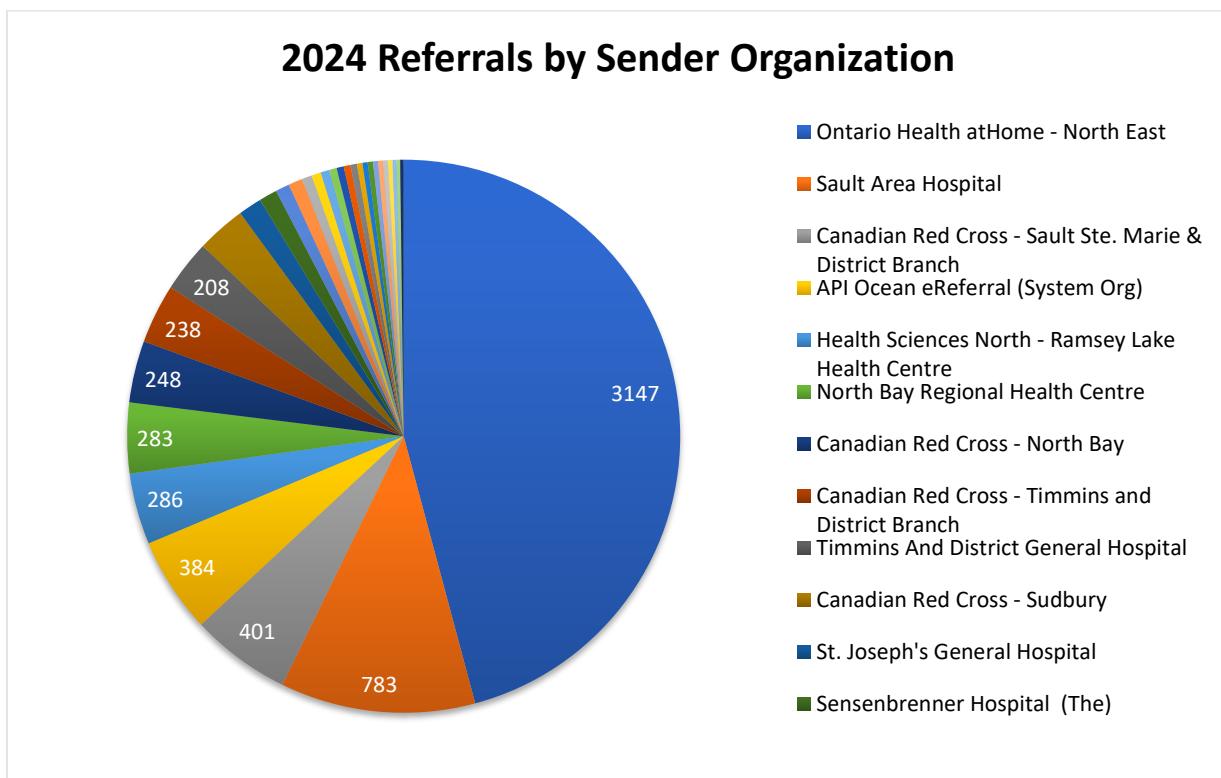


## Referral Sender Information

**Figure 4** illustrates the sources from which referrals are being sent. Various organizations in the NECSS Network both send and receive referrals, however, most organizations are primarily performing one or the other. Mirroring 2023, the highest referral source (46%) is Ontario Health atHome, a 2% decrease from 2023, indicating that Ontario Health atHome care coordination continues to play an integral part in connecting clients to community support services (CSS).

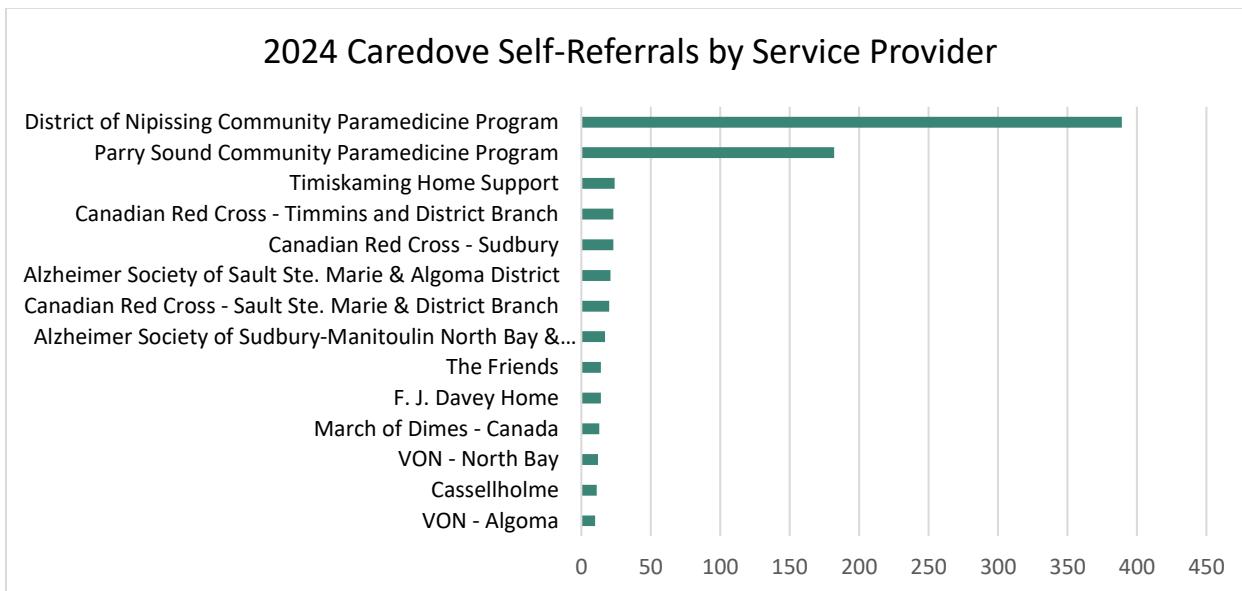
Organizations such as West Nipissing General Hospital, Timiskaming District Community Paramedicine Program, Centre de Santé Communautaire de Timmins, Wawa Family Health Team, and Espanola Family Health Team show insignificant proportions of referrals sent and would benefit from further training and support, as well as evaluation of workflow inefficiencies.

Figure 4

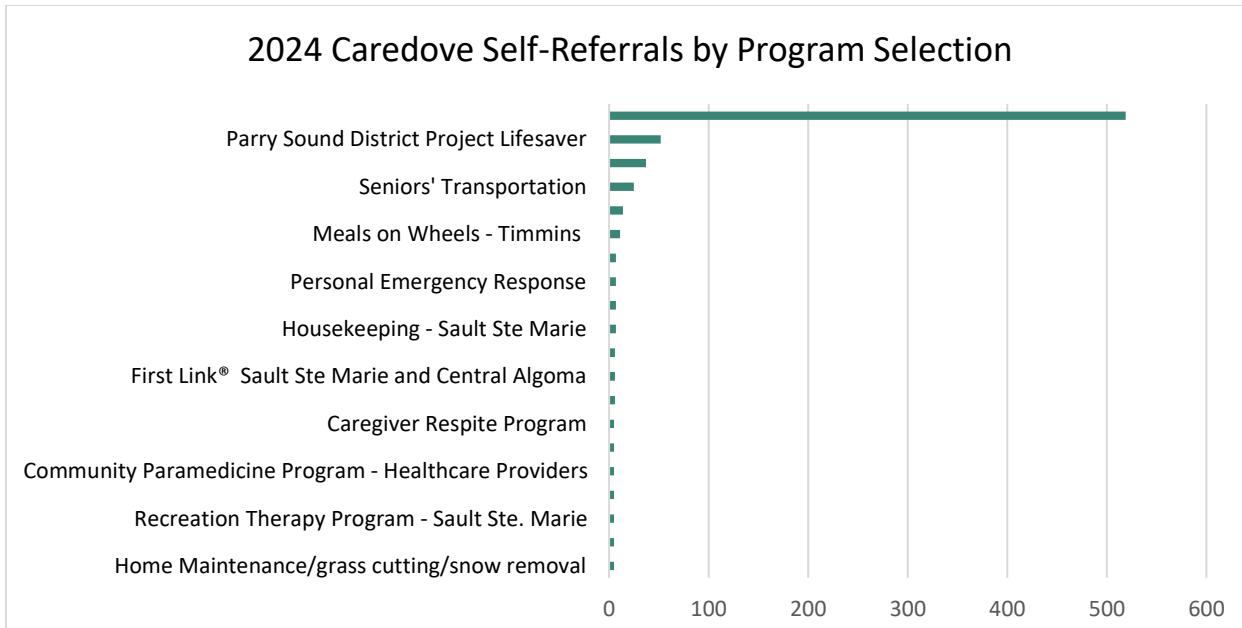


Another source of referrals through Caredove is from client self-referrals. As seen in **Figure 4**, the majority of self-referrals are being sent to the Nipissing District and Parry Sound Community Paramedicine Programs. While the primary source of self-referrals is to Community Paramedicine, a small amount was sent to a wide range of providers for different programs, as shown in **Figure 5**.

*Figure 5*



*Figure 6*



Although Ontario Health atHome and CSS organizations widely utilize online referrals through Caredove, their use in family medical clinics is relatively low, as shown in **Table 1**. Currently, about two-thirds of Caredove referrals to CSS organizations are coming from other CSS organizations. Almost one-third come from hospitals, and only 0.89% come from family medical clinics.

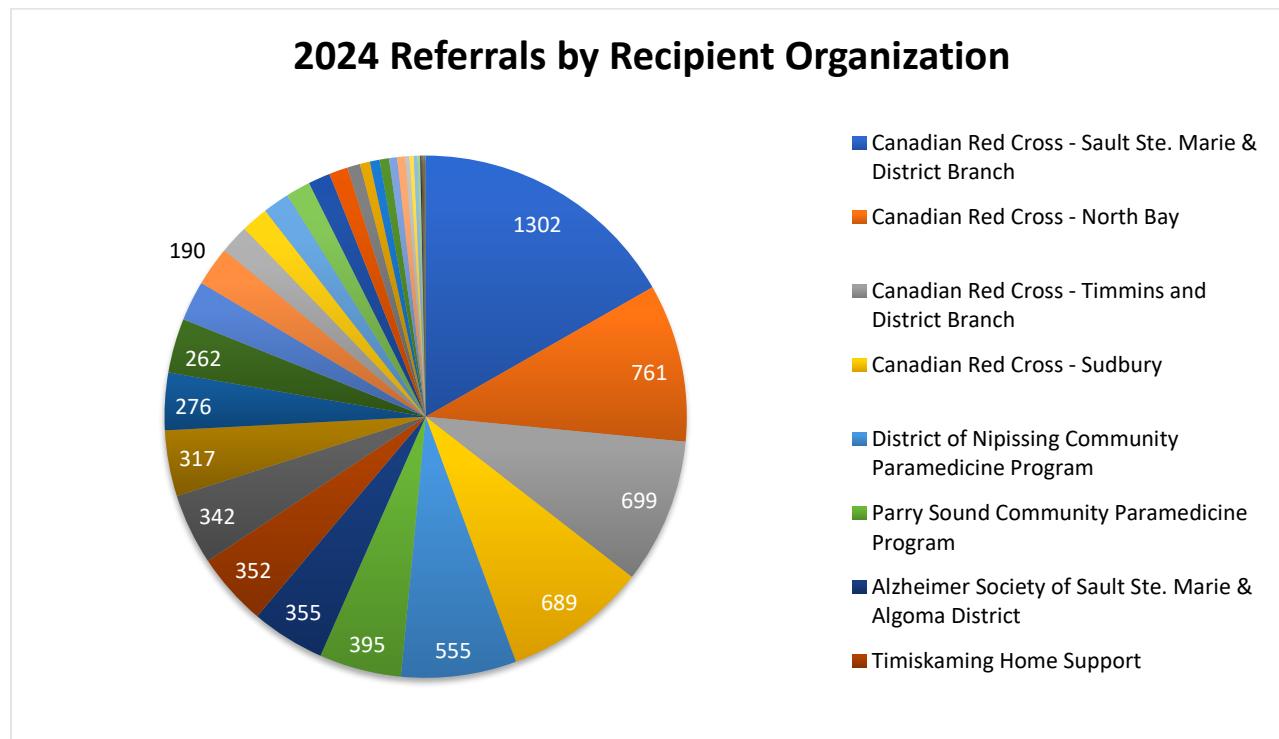
*Table 1*

Health Care Setting	Outbound Referrals in 2024	Percentage
Family Medicine	61	0.89%
Hospital	1828	26.62%
Home & Community Care	4542	66.15%
<b>Total</b>	<b>6431</b>	<b>100.00%</b>

## Referral Recipient Information

**Figure 7** shows the number of referrals received by organizations. Organizations that provide CSS, such as Meal Delivery, Transportation, Hospital to Home, Adult Day Program, and Home Care received the highest proportions of referrals in 2024. A significant proportion, specifically 44%, of inbound referrals were to Canadian Red Cross branches across the region. Some organizations with lower referral volumes that may benefit from increased support are Trefry Memorial Centre, Collaborative Care Algoma, Services de Santé de Chapleau Health Services, the Parkside Centre, and Noojmowin Teg Health Centre.

*Figure 7*



## Moving Forward

The Innovation Centre's focus for 2025 will be to continue to provide first-tier support for organizations and users on the NECSS Network. Evaluations of the organizations and services with low usage of the platform will allow us to better understand how we can uphold a unified system for referrals in the CSS sector. Outreach and education to clients will be necessary to promote the availability of client self-referrals available through Caredove.

In the future, we would like to see more referrals coming from family medical clinics as they are the first point of contact for many clients before the onset of illness or disease. It is at this point that it is important to introduce community support services to prevent alternate level of care (ALC) hospital visits. To increase referral counts coming from family medicine, we must ensure education among leadership and stakeholders. Similarly, we would like to reaffirm client self-referrals to the general public, available on [northeastsupport.ca](http://northeastsupport.ca).

In addition to providing user onboarding and training, we have developed resource materials such as job aids and a walkthrough tutorial video to support organization administrators with training staff members internally when transitions occur. We regularly follow up with onboarded agencies on quality assurance efforts and work closely with the Caredove support team to ensure efficient use of the platform across the Network.

## Conclusion

The 2024 Caredove Usage Report for the NECSS Network highlights significant growth and increased utilization of the Caredove platform. The report shows a substantial rise in referrals, with a total of 7,787 referrals sent in 2024, marking a 2,050 referral increase from the previous year. The most referred service category was Hospital Transition to Home Support, accounting for 29% of all referrals. Despite the overall positive trend, certain service categories and organizations exhibited lower referral volumes, indicating areas for potential improvement. Moving forward, the focus will be on enhancing support for underutilized services, promoting client self-referrals, and increasing referrals from family medical clinics to ensure comprehensive community support.

