

## **Home Care Permanent EFT Pilot Project**

**Executive Sponsor:** Milton Sussman

**Project Sponsor:** Linda Dando

**Program/Dept:** Home Care

**Project Manager:** Alanna Hinrichsen

**Start Date:** February 2008

**Finish Date:** March 2009

Over the last few years, the Home Care capacity to meet service delivery requirements has reached a critical level due to a shortage of Direct Service Staff (HCA's & HSW's). The issues related to the inability to fill service requests, resulting in a disruption of service or extended lengths of stay waiting for services to begin, are multi-faceted and inter-connected. The service need has outstripped availability of resources resulting in the need to develop a strategy for Direct Service Staff retention, recruitment and scheduling.

The goal of the pilot project is to develop principles upon which scheduling methodology will be based and to implement plans to streamline service scheduling, incorporating permanent EFT positions. For the pilot, EFT positions will be offered in the revised service scheduling.