

2024 TO 2027 PLAN TO SUPPORT SENIORS - PROGRESS SUMMARY FOR 2024 AND 2025

The following table summarizes results from the first two years implementation of the 2024 to 2027 Plan to Support Seniors. It highlights results achieved across the Plan’s four priority areas and demonstrates accountability for actions, deliverables and performance targets.

High Level Summary of 2024-2025 Accomplishments

Summary: All 27 actions are on track, with 5 completed and 22 ongoing

Priority Area	Objective	Status	Highlights
1. Keeping Seniors Healthier, Longer	Provide seniors, caregivers and staff supporting seniors information to help them improve physical activity and social connectedness, and slow decline of or prevent chronic disease	3 Actions - 3 Ongoing	Strong results in healthy aging promotion, awareness activities and education: Seniors and those supporting them provided with practical information to promote healthy aging, prevent decline, and improve access to services.
2. Supporting Seniors to Live in Age-Friendly Communities	Better integrate services for seniors	7 Actions - 1 Complete - 6 Ongoing	Positive momentum in healthy built environment work, community paramedicine, housing engagement and transit access: Advanced age-friendly communities that support seniors to age in the right place through better access to care, housing, transportation, and inclusive community spaces.
3. Connecting Seniors and Caregivers to Right Programs and Services at Right Times	Improve system navigation for seniors	11 Actions - 4 Complete - 7 Ongoing	Significant progress with contact centre (formerly Access York) promotion, Ontario Health Team collaboration, subsidized housing waitlist supports, tax relief review and digital access work: Strengthened system navigation so seniors and caregivers can more easily access the programs, benefits, and services they need when they need them.
4. Improving Coordination, Organization and Planning of Services for Seniors	Collaborate on and support strategic improvements for the overall system supporting seniors	6 Actions - 6 Ongoing	Continued advancement of Vulnerable Seniors Network, evaluation and knowledge exchange, data products, psychogeriatric resource consultant capacity building and advocacy work: Strengthened coordination and planning of seniors services to better respond to crises, align supports, and equip staff and partners.

PRIORITY AREA 1: KEEPING SENIORS HEALTHIER, LONGER

Objective: Provide seniors, caregivers, and staff supporting seniors information to help them improve physical activity and social connectedness, and slow decline of or prevent chronic disease

Action / Current Status	Deliverable	Measure	2024 Target / Result	2025 Target / Result
<p>1 - Communicate information on healthy aging to raise awareness with seniors, caregivers and staff to help seniors stay healthy and connected Status: Ongoing</p>	<p>1.1 - Promote healthy aging, fall prevention, physical activity, increasing strength and balance, healthy eating and social connectedness to improve and maintain health and by working with partners to engage in health promotion strategies for older adults in the community</p>	<p># of program resources updated or revised</p>	<p>Target: 2 resources updated or revised annually Result: 7 Falls Prevention program resources updated or revised</p>	<p>Target: 2 resources updated or revised annually Result: 2 Falls Prevention program resources updated or revised</p>
		<p># of engagement opportunities (e.g., Health Fairs and displays) attended</p>	<p>Target: 5 engagements planned and delivered annually Result: 22 Falls Prevention program engagements planned and delivered</p>	<p>Target: 5 engagements planned and delivered annually Result: 13 Falls Prevention program engagements planned and delivered</p>
		<p># of awareness raising media initiatives (e.g., social media, campaigns, etc.)</p>	<p>Target: 5 initiatives planned and delivered annually Result: 17 Falls Prevention program initiatives planned and delivered</p>	<p>Target: 5 initiatives planned and delivered annually Result: 7 Falls Prevention program initiatives planned and delivered</p>
		<p>1.2 - Offer education series to seniors, caregivers and community agencies to increase understanding of the income tax and benefits system for seniors retiring on low income</p>	<p># of educational sessions offered</p>	<p>Deliverable scheduled for 2025 implementation</p>

Action / Current Status	Deliverable	Measure	2024 Target / Result	2025 Target / Result
2 - Communicate information on Public Works services to raise awareness with seniors, caregivers and staff to help seniors stay healthy and connected Status: Ongoing	2.1 - Public Works communication campaigns targeted towards seniors	# of targeted communications and engagements annually	Target: 2 senior focused Public Works targeted communications and engagements annually Result: Over 20 senior focused Public Works targeted communications and engagements	Target: 2 senior focused Public Works targeted communications and engagements annually Result: Over 20 senior focused Public Works targeted communications and engagements
3 - Advocate to the Province for annual health professional in-home or supported virtual visits for seniors 75 years of age and over Status: Ongoing	3.1 - Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector association	Review and assessment complete	Target: Analysis completed Result: Jurisdictional scan and research completed	Target: Analysis updated Result: Jurisdictional scan and research updated
	3.2 - Advocacy Toolkit created	Seniors Cluster Table and clients engaged	Target: 1 engagement held annually Result: 1 engagement held	Target: 1 engagement held annually Result: 1 engagement held
		Human Services Planning Board engaged	Target: 1 engagement held Result: 1 engagement held	Deliverable completed in 2024
		# of Council endorsed submissions and advocacy	Target: 2 Council endorsed submissions Result: 2 Submissions from Council	Target: 0 Council endorsed submissions Result: 0 submissions (scheduled for 2026)

PRIORITY AREA 2: SUPPORTING SENIORS TO LIVE IN AGE-FRIENDLY COMPLETE COMMUNITIES

Objective: Better integrate services for seniors

Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
4 - Complete design, construction and operationalize the seniors hub and community centre located in Unionville Commons Status: Ongoing	4.1 - Complete an updated needs assessment	# of stakeholders and residents engaged for needs assessment	Target: Feedback provided by 190 residents and 19 different partner organizations for the needs assessment Result: Feedback provided by 190 residents and 19 different partner organizations for the needs assessment	Deliverable completed in 2024
	4.2 - Establish Advisory Group to provide input and advice on programming	Advisory Group membership reflects diversity as identified in terms of reference	Target: Advisory Group recruitment completed Result: Advisory Group recruitment deferred to 2027 once programming is established and feedback can be collected.	Deliverable timeline revised to 2027
	4.3 - Establish partnerships and programming based on findings of needs assessment	# of partnerships at Hub	Target: 1 community centre operator at Hub Result: Working with 2 partners (1 Hub partnership finalized)	Target: 2 Hub partners Result: Working with 2 partners (1 Hub partnership finalized)
		% needs met (as defined by 2023 Needs Assessment)	Target: 60% Needs met (as defined by 2023 Needs Assessment) Result: 85% of needs identified in the needs assessment to be met	Target: 80% Needs met (as defined by 2023 Needs Assessment) Result: 85% of needs identified in the needs assessment to be met
	4.4 - Complete seniors hub and community centre design and construction	% design complete	Target: 30% design completed Result: 30% design completed	Target: 100% design complete Result: 100% design complete
		% construction complete	Target: 0% construction completed Result: 0% construction completed	Target: 20% construction complete Result: 0% construction complete Note: Construction scheduled to start Q1 2026 with completion targeted for Q4 2026. There was a four month

Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
				delay to accommodate a new opportunity for strengthened partnerships and program offerings, resulting in redesign work
5 - Develop policies and programs that link the built environment to healthy aging Status: Ongoing	5.1 - Public health will engage in health promotion activities and support the inclusion of health outcomes for all ages (including seniors) in Regional and municipal community and transportation planning connecting built environment and healthy aging	# of municipalities supported	Target: 3 municipalities supported annually Result: 2 municipalities supported Note: Some local municipalities have Age-Friendly plans, community guidelines and/or programs in place while others are exploring and may require further support. 2 municipalities were supported in 2024; a third municipality was not ready to engage until 2025.	Target: 3 municipalities supported annually Result: 4 municipalities supported
		# of networks and advisory committees supported	Target: 2 networks and advisory committees supported annually Result: 3 networks and advisory committees supported	Target: 2 networks and advisory committees supported annually Result: 3 networks and advisory committees supported
6 - Deliver innovative paramedic and community paramedicine services to support seniors in the community Status: Ongoing	6.1 - Implement and report on the Paramedic Palliative Care Program	# of seniors served in palliative care program	Target: TBD based on patient population needs Result: 35 seniors served by the palliative care program with 121 referred to a palliative care team	Target: TBD based on patient population needs Result: 27 seniors served by the palliative care program with 109 referred to a palliative care team
	6.2 - Offer new or enhanced services to help seniors as funding permits	# of supportive community paramedicine interactions for seniors	Target: 3,000 supportive interactions Result: 4,591 supportive interactions	Target: 3,000 supportive interactions Result: 4,167 supportive interactions

Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
	6.3 - Deliver training to paramedics on how to support seniors in the community	% of paramedics that received palliative care training during annual recruitments	Target: 100% of new Paramedics received training Result: 100% of new staff were trained	Target: 100% of new Paramedics received training Result: 100% of new staff were trained
	6.4 - Participation in Regional working groups and/or tables that support seniors within the community	# of external partner and collaboration networks attended	Target: 10+ collaboration meetings annually Result: More than 250 collaboration meetings annually	Target: 10+ collaboration meetings annually Result: More than 250 collaboration meetings annually
7 - Engage with seniors' networks to support development of the Affordable Private Market Housing Implementation Plan (AHIP) Note: Work consolidated through Development Charges Bylaw Update approval and included in next 10-year housing and homelessness plan Status: Completed	7.1 - Preliminary AHIP Directions and Options presented to Housing Affordability Task Force (HATF)	Seniors Cluster Table engaged in the development of the proposed AHIP Report	Target: 1 Seniors Cluster Table engagement for input Result: 1 Seniors Cluster Table engagement for input	Deliverable completed in 2024
	7.2 - Proposed - staff report integrated into Council report on actions to increase affordable and community housing supply	Number of Seniors Cluster Table updates on proposed AHIP staff report	Target: 1 Seniors Cluster Table update Result: 1 Seniors Cluster Table update provided	Deliverable completed in 2024
8 - Explore opportunities to enhance and continue programs that support seniors' access to York Region Transit (YRT) Status: Ongoing	8.1 - Complete analysis on the possible expansion of the Transit Assistance Program (TAP) to those 65+ years of age	Analysis completed by end of 2024	Target: Review of TAP program conducted Result: Review of TAP program was conducted	Deliverable completed in 2024
	8.2 - YRT to provide On-Request 65+	On Request 65+ adopted as an ongoing service	Target: Adopted Result: Adopted	Deliverable completed in 2024

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
	service for senior residents	# of annual trips taken by seniors in York Region	Target: Review through the service plan and consultation process annually Result: Reviewed	Target: Review through the service plan and consultation process annually Result: Reviewed
9 - Advocate for improved policy planning and funding across a supportive seniors continuum of health and social care Status: Ongoing	9.1 - Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector association	Review and assessment complete	Target: Analysis completed Result: Jurisdictional scan and research completed	Target: Analysis updated Result: Jurisdictional scan and research updated
	9.2 - Advocacy Toolkit created	Seniors Cluster Table and clients engaged	Target: 1 engagement held annually Result: 1 engagement held	Target: 1 engagement held annually Result: 1 engagement held
		Human Services Planning Board engaged	Target: 1 engagement held Result: 1 engagement held	Deliverable completed in 2024 and target met
		# of Council endorsed submissions and advocacy	Target: 2 Council endorsed submissions Result: 2 submissions from Council	Target: 1 Council endorsed submission Result: 1 submission from Regional Chair
10 - Advocate to the Province for sustainable funding to expand Community Paramedicine programs Status: Ongoing	10.1 - Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector association	Review and assessment complete	Target: Analysis completed Result: Jurisdictional scan and research completed	Target: Analysis updated Result: Jurisdictional scan and research updated
	10.2 - Advocacy Toolkit created	Seniors Cluster Table and clients engaged	Target: 1 engagement held annually Result: 1 engagement held	Target: 1 engagement held annually Result: 1 engagement held

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
		Human Services Planning Board engaged	Target: 1 engagement held Result: 1 engagement held	Deliverable completed in 2024
		# of Council endorsed submissions and advocacy	Target: 2 Council endorsed submissions Result: 2 submissions from Council	Target: 0 Council endorsed submissions Result: 0 submissions (scheduled for 2026)

PRIORITY AREA 3: CONNECTING SENIORS AND CAREGIVERS TO RIGHT PROGRAMS AND SERVICES AT RIGHT TIMES

Objective: Improve system navigation for seniors

Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
11 - Promote Access York to seniors and caregivers as a central access point for York Region and community resources Status: Completed	11.1 - Establish plan to promote Access York	# of new communication campaigns / activities used to promote Access York	Target: 1 renewed communication campaign / activity planned and developed to promote Access York annually Result: 1 renewed communication campaign / activities planned and developed to promote Access York	Deliverable completed in 2024
	11.2 - Develop communication material	# of new communication campaigns / activities used to promote Access York	Target: 1 renewed communication campaign / activity planned and developed to promote Access York annually Result: 1 renewed communication campaign / activities planned and developed to promote Access York	Deliverable completed in 2024
	11.3 – Implement the plan	# of new communication campaigns / activities used to promote Access York	Deliverable scheduled for 2025 implementation	Target: 1 renewed communication campaign / activity planned and developed to promote Access York annually Result: 1 renewed communication campaign / activities planned and developed to promote
12 - Advance an accessible seniors focused self-serve tool on York Region website to search for York Region and community resources Status: Ongoing	12.1 - Explore available community resource tools	Review and assessment complete	Target: Analysis completed	Deliverable completed in 2024
	12.2 - Assess appropriate tool to promote for seniors and caregivers	Review and assessment complete	Target: Analysis completed Result: Deliverable timeline revised due to reprioritization	Target: Analysis updated Result: Deliverable timeline revised due to reprioritization

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
	12.3 - Consult on usability and ease of access with Seniors Cluster Table and other existing seniors / caregivers-focused tables	Consultation complete	Deliverable scheduled for 2025 implementation	Target: Consult with Seniors Cluster Table and others Result: Deliverable timeline revised due to reprioritization
	12.4 - Work with partners to share a self-serve tool for senior and caregiver services linked on york.ca	# of seniors and caregiver services available in the self-serve tool	Deliverable scheduled for 2025 implementation	Target: 5 to 10 seniors and caregiver services available in self-serve tool Result: Deliverable timeline revised due to reprioritization
13 - Share knowledge and training on seniors specific resources on York Region navigation tools with regional staff and local municipalities Status: Ongoing	13.1 - Develop knowledge and training resources	# of knowledge and training developed	Deliverable scheduled for 2025 implementation	Target: 1 tailored training resource developed Result: Deliverable timeline revised due to reprioritization
	13.2 - Share resources with regional staff	# of York Region staff that have received training on service navigation tools	Deliverable scheduled for 2025 implementation	Target: All Access York staff offered training Result: Deliverable timeline revised due to reprioritization
14 - Collaborate with Ontario Health Team Partners to develop an access and navigation model for a seamless approach to senior specific customer information and referrals Status: Completed	14.1 - Collaborate on the Eastern York Region North Durham Access and Navigation model development with Ontario Health Team partners	# of collaboration meetings with OHT partners	Target: At least monthly collaboration meetings throughout year Result: Attended bi-weekly OHT collaboration meetings	Deliverable completed in 2025
15 - Develop a York Region specific navigation guide for seniors Status: Ongoing	15.1 - Stakeholder working group (internal and external) established for content development and vetting	In design and/or engagement: - Seniors Cluster Table engaged - Ontario Health Teams engaged (where applicable)	Target: In design and/or engagement: - 1 engagement held with Seniors Cluster Table - 0 OHT engagement - 1 engagement held with local municipalities	Deliverable completed in 2024

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
		- Local municipalities engaged	Result: In design and/or engagement: - 1 engagement held with Seniors Cluster Table - 0 OHT engagement - 2 Local municipalities engaged (Vaughan and Richmond Hill)	
	15.2 - Printable paper-based navigation guide developed and promoted	Number of engagements to support Navigation Guide development	Target: 1 engagement held Result: 3 engagements held	Target: 10 engagements held Result: 28 engagements held on draft content and design (Design approval in 2026)
	15.3 - Paper-based guide printed and distributed	In distribution: Ontario Health Teams (OHTs) engaged (where applicable)	Target: In distribution: 0 Result: OHT not engaged and no distribution	Target: In distribution: 1 Result: 0; will engage Ontario Health Teams in 2026 (Design approval in 2026)
16 - Help connect subsidized housing wait list applicants, including seniors, to available programs and resources while they wait for housing Status: Completed	16.1 - Methodology and work plan developed for piloting tools and/or processes to connect applicants to resources	Methodology and workplan completed	Target: Complete methodology and workplan Result: Completed methodology and workplan	Deliverable completed in 2024
	16.2 - Tracking tools developed to measure pilot process	Tracking tools developed	Target: Complete development of tools for implementation Result: Tracking tools were developed	Deliverable completed in 2024
	16.3 - Pilot implemented	# of eligible households on housing wait list notified of pilot sessions	Target: 1,000+ eligible households notified Result: 1,000+ eligible households notified	Deliverable completed in 2024
		# of pilot workshop sessions	Target: 5+ workshop sessions Result: 17 workshop sessions held	Deliverable completed in 2024

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
17 - Review Regional Low-Income Seniors and Persons with Disabilities Tax Relief program Status: Completed	17.1 - Jurisdictional review of Ontario municipalities	Review and assessment complete	Target: Analysis completed Result: Analysis completed	Deliverable completed in 2024
	17.2 - Identification of scope for improvement	Status of identification and assessment of program options	Target: Identification and assessment of program options complete Result: Identification and assessment of program options complete	Deliverable completed in 2024
	17.3 - Assessment of financial implications for program options	Status of recommendations	Deliverable scheduled for 2025 implementation	Target: Recommendations offered Result: Recommendations offered and approved by Council in May 2025
18 - Incorporate a seniors lens to support development and implementation of proposed York Region 2024 to 2027 Plan for Newcomer Inclusion Status: Ongoing	18.1 - Collective action planning will include community organizations whose clients include newcomer seniors	# of organizations that serve seniors that participate in collective planning	Target: 60 organizations that serve seniors participate in collective planning Result: 62 organizations that serve seniors participated in collective planning	Target: Maintain the number of organizations that serve seniors that participate in collective planning Result: 65 organizations that serve seniors participated in collective planning
19 - Expand broadband infrastructure in York Region to enable access to high-speed internet in underserved communities Status: Ongoing	19.1 - Connect with underserved communities and residents to provide timely and relevant updates about the dark fibre network expansion	YorkNet's electronic newsletter "Connecting Digital Communities" shared with seniors organizations to provide updates on construction and the project expansion	Target: Bi-annual newsletter and relevant communications shared with seniors organizations Result: Newsletter and relevant communications shared 4 times with seniors organizations	Target: Quarterly newsletter and relevant communications shared with seniors organizations Result: Newsletter and relevant communications shared 4 times with seniors organizations
20 - Promote and collaborate with organizations that provide digital access/technology and technology training for seniors	20.1 - Conduct jurisdictional scan to identify initiatives locally to nationally	Jurisdictional scan completed	Target: Scan completed Result: Scan completed	Deliverable completed in 2024
		# of technology groups identified and explored	Target: 50 technology initiatives/groups identified and explored	Deliverable completed in 2024

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
Status: Ongoing	20.2 - Connect with organizations that provide technology assistance	# of technology focused programs and agencies engaged	Result: 94 initiatives identified Target: 1 technology focused program / agency engaged Result: 1 agency engaged	Target: 5 technology focused programs / agencies engaged Result: met with 6 public libraries in York Region and York Regional Police
	20.4 - Include technology section in navigation guide	# of technology resources in navigation guide	Target: 3 technology resources included in navigation guide Result: 3 technology resources in navigation guide	Target: Update technology resources in navigation guide Result: Technology resources reviewed and maintained
21 - Advocate for provincial investments to sustain, scale and spread programs and supports that enhance seniors' access to digital technology Status: Ongoing	21.1 - Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector associations	Review and assessment complete	Target: Analysis completed Result: Jurisdictional scan and research completed	Target: Analysis updated Result: Jurisdictional scan and research updated
	21.2 - Advocacy Toolkit created	Seniors Cluster Table and clients engaged	Target: 1 engagement held annually Result: 1 engagement held	Target: 1 engagement held annually Result: 1 engagement held
		Human Services Planning Board engaged	Target: 1 engagement held Result: 1 engagement held	Deliverable completed in 2024 and target met
		# of Council endorsed submissions and advocacy	Target: 2 Council endorsed submissions Result: 2 Submissions from Council	Target: 0 Council endorsed submissions Result: 0 submissions (scheduled for 2026)

PRIORITY AREA 4: IMPROVING COORDINATION, ORGANIZATION AND PLANNING OF SERVICES FOR SENIORS

Objective: Collaborate on and support strategic improvements for overall system supporting seniors

Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
22 - Implement the York Region Internal Integrated Response for Vulnerable Seniors Network (VSN) Status: Ongoing	22.1 - Implement program	% of general referrals served appropriately for identified needs	Target: 100% of general referrals are served appropriately for identified needs Result: 100% of general referrals served appropriately	Target: 100% of general referrals are served appropriately for identified needs Result: 100% of general referrals served appropriately
		From a harm reduction perspective, % of clients whose crises have stabilized / addressed as a result of VSN intervention	Target: 85% of clients' crises stabilized/addressed annually Result: 85% of clients' crises stabilized/addressed	Target: 85% of clients' crises stabilized/addressed annually Result: 82% of clients' crises stabilized/addressed
	22.2 - Develop reporting system	Dashboard created and annual evaluation report completed on time	Target: Dashboard created in 2024 and annual evaluation reported within Q1 2025 Result: Dashboard created in 2024 and annual evaluation reported within Q1 2025	Deliverable completed in 2024
23 - Evaluate VSN and share learnings York Region wide Status: Ongoing	23.1 - Complete report on VSN evaluation and share learnings for continuous improvement	# of recommendations explored for service improvements and impact	Target: 2 service improvements and impact explored annually Result: 3 service improvements and impact explored	Target: 2 service improvements and impact explored annually Result: 4 service improvements and impact explored
		# of policies / practices updated or enhanced	Target: Update all policies/practices as required Result: All policies reviewed and 3 policies revised	Target: Update all policies/practices as required Result: Reviewed all policies with 1 policy enhancement required and updated
	23.2 - Develop knowledge transfer and exchange opportunities	# of resources / tools created	Target: 1 resource / tool created Result: 1 resource created	Target: 1 resource / tool created Result: 1 resource created
# of capacity building sessions		Target: 4 sessions delivered Result: 4 sessions delivered	Target: 4 sessions delivered Result: 4 sessions delivered	

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
	23.3 - Explore options for scaling program	# of recommendations with options	Target: 1 set of recommendations provided Result: Submitted 1 set of recommendations with options	Target: 1 set of recommendations provided Result: 1 set of recommendations provided
24 - Develop tools and products that allow sector stakeholders access to current evidence and data on York Region seniors to inform program planning Status: Ongoing	24.1 - Develop a comprehensive socio-economic, demographic profile of seniors (65 and over) in York Region based on 2021 Census and other socio-demographic data	Profiles reflect socio-economic and demographic information on York Region Seniors	Target: 1 Census Profile completed Result: 1 York Region Seniors Socio-demographic Data Profile completed	Deliverable completed in 2024 and target met
	24.2 - Develop an online map with data of York Region Seniors based on 2021 Census and other socio-demographic data	Online maps reflect socio-economic and demographic information on York Region Seniors	Target: 1 online map completed Result: 0 online maps completed Note: Exploring opportunities to enhance existing resources by incorporating additional data	Target: 1 online map completed Result: 0 online maps completed Note: Maps have been developed and online publishing options are being explored
	24.3 - Develop additional research & data products based on 2021 Census data to meet specific information needs of Seniors Cluster Table and seniors serving stakeholders	% of products developed that meet specific information needs of Seniors Cluster Table and stakeholders, as agreed upon	Target: 100% of feasible needs are met, as agreed upon Result: 100% of needs met as agreed upon with Seniors Cluster Table	Target: 100% of feasible needs are met, as agreed upon Result: 100% of needs met as agreed upon with Seniors Cluster Table
	24.4 and 24.5 - Distribute and evaluate York Region Seniors Target Groups Toolkit with partner organizations	Community organizations engaged on toolkit	Target: Toolkit to 20+ organizations Result: Toolkit shared with 51 community organizations	Deliverable completed in 2024
		Users' assessment of toolkit	Target: Assessment Completed Result: Assessment Completed	Deliverable completed in 2024

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
25 - Provide education and training opportunities to long-term care home staff and community partners in York Region serving seniors and caregivers Status: Ongoing	25.1 - Deliver capacity building opportunities in Long-Term Care Homes and Ministry of Health funded community organizations across the Region through York Region Psychogeriatric Resource Consultants (PRC)	# of service recipient interactions in long-term care homes and community organizations receiving York Region Psychogeriatric Resource Consultants (PRC) consultation, coaching, and training	Target: Meet Ministry of Health target and standard for # of service recipient interactions Result: Continued to meet provincial target	Target: Meet Ministry of Health target and standard for # of service recipient interactions Result: Continued to meet provincial target
26 - Strengthen and modernize the way we work with and deliver services to seniors in the Region's two Long-Term Care Homes and Adult Day Programs Status: Ongoing	26.2 - Exploration of emotion-focused care models	Phased completion of model exploration	Deliverable scheduled for 2025 implementation	Target: Complete phase 1: jurisdictional scan and research Result: Jurisdictional scan and research completed
27 - Advocate to the Province to establish a service system manager for seniors programs and services Status: Ongoing	27.1 - Jurisdictional scan and research of advocacy agendas for other municipalities, community partners and sector association	Review and assessment complete	Target: Analysis completed Result: Jurisdictional scan and research completed	Target: Analysis updated Result: Jurisdictional scan and research updated
	27.2 - Advocacy Toolkit created	Seniors Cluster Table and clients engaged	Target: 1 engagement held annually Result: 1 engagement held	Target: 1 engagement held annually Result: 1 engagement held
		Human Services Planning Board engaged	Target: 1 engagement held Result: 1 engagement held	Deliverable completed in 2024

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Action	Deliverable	Measure	2024 Target / Result	2025 Target / Result
		# of Council endorsed submissions and advocacy	Target: 2 Council endorsed submissions Result: 2 Submissions from Council	Target: 0 Council endorsed submissions Result: 0 submissions (scheduled for 2026)