COMMUNITY
IMPACT NETWORK

POWERED BY **AL NE**

Information Booklet

The Community Impact Network (CIN)

Providing support through training, resources and technology to all organisations working with older people across Ireland.

EMPOWERING& DEVELOPING THE CAPACITY OF YOUR ORGANISATION TO SUPPORT OLDER PEOPLE IN YOUR COMMUNITY

FOREWORD

Dear Colleague,

With the scale of the growing and ageing population ALONE's vision is to enable older person to age happily and securely at home and to be strongly connected to their community. The Community Impact Network (CIN) is a key element of ALONE's Strategic Plan to Lead the Drive to Age Positively at home in Ireland.

It is a key enabler by sharing knowledge, skills and building capacity in organisations, in the sector and in the community. This will create a ripple effect that will multiply the impact we can collectively have in supporting Older People nationally. Within this plan, the CIN is committed to work with, and support its members, leveraging our collective knowledge, expertise and contribution to improve the lives of older people in our communities.

With our national coverage, we can align and compliment community groups and NGO organisations with relevant health and government strategies with CIN's common purpose. This is a strategic investment in recognizing the collective value of community and local services, we can't loose the local voice

The scale of support required by Older People requires the ability of all of us to meet the changing needs of older people within the frameworks of funders and regulators. Through the Community Impact Network, together we will build capacities in organisations, in the sector and in the community. As part of this, we will create referral pathways to each other to enhance services working together, sharing skills and knowledge.

This approach will also allow us to combat the lack of scale in our sector and to champion the use of technology to empower Older People and to increase human contact.

We need to work together to fill the gaps in services to reduce any duplication and build the trust needed to work together to meet the needs and or challenges that older people face like health, loneliness, housing, finance, legal.

We will strengthen the voice of our networks members and their ability to enhance the quality of life for older persons to age well at home and in their communities.

Seán Moynihan
CEO, ALONE

COMMUNITY IMPACT NETWORK INFORMATION LEAFLET

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THE ALONE COMMUNITY IMPACT NETWORK

ALONE is the leading national non-governmental organisation that enables older people to age at home. Last year in 2022, we supported 22,300 older persons across the country. Our staff numbers have increased to over 200 nationally in 97 locations, with the support of 4,000 Volunteers. In 2024, we will continue to

grow nationally to achieve our strategic objectives across our range of Services.

Since ALONE began in 1977, we have accumulated vast amounts of learnings and resources that canbe shared withcommunity groups and other organisations to enhance the capacity and promotethe sector. The ALONE Community Impact Network (CIN) provides the opportunity to be part of a collaborative network thatsupports organisations working with Older People across Ireland. The ALONE Community Impact Network (CIN) supports community-based impact and innovation to achieve a stronger network and create a ripple effect for the benefit of older people. As a national network, we are committed to supporting our members in their mission to deliver effective and appropriate services to the Older Person, by building capacity, facilitating development and providing opportunity for shared learning. We will achieve this through the provision of: Advice, Information & resources, training (online and in-person), frameworks on policies, practices & procedures

technology & data management supports, networking & partnership opportunities.

OUR OBJECTIVES

- Enhance the development of capacityofmember organisations in their work to support the older person in their communities through a suite of training and resources.

- Support member organisations to replicate proven models of service to create an infrastructure within the Age sector and make community services provision stronger and consistent across ireland.

- Increase and support network opportunities and engagement between members through national, regional and local events.

- Build and maintain strategic relationships and partnerships between statutory, community and voluntary services which will enhance services for older people across Ireland.

- Support members meet Governance and Quality standards by sharing ALONEs significant experience in this area .

- Provide organisations with access to the uniquely designed purpose-built ALONE Data Management System developed for organisations providing services and supports in the community.

- Provide access and training for assistive technology resources to improve the quality of life for older people in the community. technology resources to improve the quality of life for older people in the community.

- Promote the work of our member organisations within the sector and encourage and facilitate opportunities for cross learning.

SERVICES & RESOURCES WE PROVIDE

- Collaboration and partnership opportunities

- Training across multiple areas of an NGOs operations

- Advice & Information e.g Member Newsletter

- National seminars and events

- Information on and access to technology devices

- Access to the ALONE Data Management System alongside associated training and supports

- Organisational & Governance document templates e.g Policy Templates

- Policy, Procedure & Practice document templates e.g Safeguarding Policy, Audit Procedure, Risk Assessment, End of Life Matters

- Networking opportunities

- Peer-to-peer sessions e.g virtual coffee morning

COLLABORATIVE WORKING & PARTNERSHIPS

ALONE has built up extensive knowledge in the provision of services and governance in the community and voluntary sector. Part of our objectives, is to support and share this information with community groups, which will ultimately benefit the older people nationwide.

As part of ALONE's responsive services, the Community Impact Network adapts to and reflects the needs that emerge in our communities and society. We work collaboratively with services to identify service gaps, organisational needs and the needs of the older person.
The CIN takes a collaborative and participatory approach to our work with other groups, services and organisations to ensure that we:

- Take a strategic approach with our members, to align and integrate our services with other agencies and regional and national initiatives.

- Gain and share resources and geographic/local knowledge for services.

- Establish sustainable commitments to work together with our members to accomplish a shared vision.

- Build trust and relationships with others and build the capacity of our sector to respond to the needs of older people.

- Establish referral pathways between CIN members and the services of other agencies and stakeholders for the older people.

- Build on and learn from the Community Impact Network membership, to inform and develop advocacy opportunities.

- Share and signpost knowledge and services of all member organisations within the Community Impact Network.

- Gain an understanding of the variety of services that are available from organisations providing support to the older community.

- Encourage open discussion around the challenges that organisations face when trying to support older people in their communities and how we can collectively contribute to addressing these.

TRAINING & RESOURCES

OurrangeofCIN Member Training&Development modules arecontinually beingreviewed, updated and expandedaspart of ongoing evaluation and ensuring we meet the needs of the Network. We work with members to identify the training and support needs of both service users and staff/volunteers. We can look into developing the training in-house ourselves or in partnership with external organisation.

Below is just a snapshot of some of the training modules we have available:

- CIN Safeguarding
- CIN Boundaries
- CIN Digital Champion Training
- CIN Writing Grant Applications
- CIN Communication Styles & Managing Difficult Calls
- CIN Community Advocacy
- CIN Organising Local Events
- Service Set-Up Training
- Befriending Coordination Training
- Support and Case Management Training
- How to Train your Befrienders
- Support and Befriending Befriender Training

We are currently developing training to meet the needs for Regulation alongside training focused on the older person including modules on Mental Health and Dementia Awareness. Our training is delivered by the Community Impact Network Coordinator staff throughout Ireland and is available online through a Zoom facilitated session and in-person.

Also available to members are policy, practice and procedure resources that cross all operations of an organisation for example staff handbook, performance appraisals, audit procedure, quality and compliance planning. We also can provide information that pertains to front-line services including decluttering, risk assessment and end of life matters.

Training or resources can be requested by contacting community@alone.ie Please contact the team for the full list of resources and training and development modules available with associated costs where applicable.

TECHNOLOGY

Community Impact Network has three key offerings.

1. Assistive Technology

2. Digital inclusion training and support

3. ALONE's CIN Member Data Management System
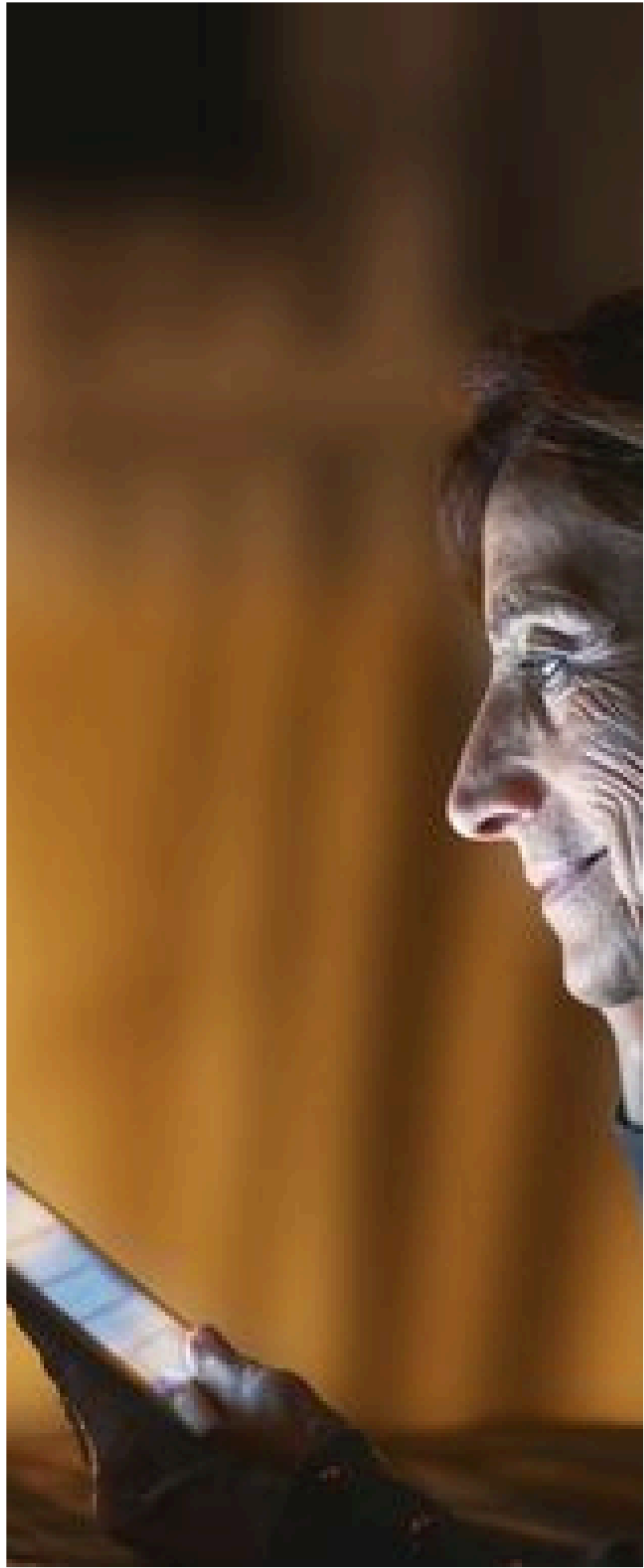
1. ASSISTIVE TECHNOLOGY

SOCIAL CONNECTION, HEALTH, SAFETY, SECURITY

ALONE is developing a vision of Assistive Technology as a digital enabler for social connectivity, cohesion and empowerment, informed by our work with older people living in their communities.

Assistive Technology is a combination of devices and Tech 'prescriptions' with support interventions implemented by ALONE to enable older persons to overcome risks, be safe, active, well and stay connected. This will enhance the person's quality of life, safety and independence. Assistive Technology can support older persons and their families, civic society and community groups, volunteers and public service housing and healthcare to work, live and care together- creating an age-friendly environment of 'belonging together'.

This service can be accessed by making a referral to ALONE by CIN member organisations, community groups, family members or directly by the older person themselves.

Referrals are:
- **Assessed by ALONE to ensure that a technological intervention will appropriately meet and address the needs of the older person.**
- **Prioritised based on the identified need and risk mitigation.**

For futher information, please contact the Community Impact Network Team.

2. DIGITAL INCLUSION AND SUPPORT

DIGITAL SKILLS

ALONE is in partnership with the Vodafone Foundation to deliver 'Hi Digital', a programme to tackle digital literacy amongst older people. Through this partnership, the CIN delivers Digital Champion training to organisations staff so they can support older individuals with basic digital skills to use their phone/device and go online.

The format is a 1-hour self-directed eLearning and a 2.5-hour workshop (either online or in person). We also offer training to member organisations volunteers who support or visit older persons on a one-to-one basis.

3.ALONE CIN MEMBER DATA MANAGEMENT SYSTEM

DATA MANAGEMENT, COMPLIANCE, REPORTING , QUALITY

ALONE can offer a Data Management System to its members. The ALONE Data Management System, developed with Salesforce, is uniquely designed to meet the needs of our sector, letting you record all your organizational and service-related data in one place securely online.

Efficient and reliable data and information management is crucial for organisations providing services and supports in the community. It can be challenging for organisations to ensure that they are working with a system that both meets their needs, and ensures appropriate compliance and security.

It is accessible through any device that can access the internet, is quality based, and features ease of reporting on any data that is captured within the system. All information is held in real time with multiple simultaneous user access allowed.

Training on how to use and get the best from the system is also provided to your service or organisation as part of the license package. The Community Impact Network will provide access to and training on the ALONE Data Management System. Organisations using the ALONE Data Management System will be able to:

✓ **Manage organisational data**

✓ **Manage service user information**

✓ **Individual case files**

✓ **Generate reporting**

✓ **Track service delivery**

✓ **GDPR best-practice guideline**

MEMBERSHIP

The Community Impact Network is a national community of local and national groups, services and organisations who support older people in their communities. Each member organisation is community-based and supports older persons in their locality and communities each week.

MEMBERSHIP CRITERIA

CIN membership is open to all organisations that support older persons, primarily our members come from the community and voluntary sector. Current members represent a diverse range of services supporting older people who are living at home or in different settings and include organisation from both the Statutory and Community & Voluntary Sector. Examples include older persons day care services, befriending organisations, social and wellbeing programmes, care & repair services and digital supports.

To join the CIN, members must:

- ✓ Align with Community Impact Network vision, values, approach, methodology and standards of service delivery.

- ✓ Be committed to attend professional CIN Training & Development Modules and CIN Network Supports annually.

- ✓ Be willing to participate in external quality assurance programmes.

WHAT MEMBERS CAN ACCESS:

- Advice, Information & resources
- Training (online and in-person)
- Frameworks on policies, practices & procedures
- Technology & data management supports
- Networking & partnership opportunities
- Regional & national events

BENEFITS OF MEMBERSHIP:

- Capacity Building: availing of core training and development of responsive needs led bespoke training for member organisations

- Governance: Access sectoral resources including policy and procedure template documents

- Networking & collaboration: Attend regional and national collaboration events and networking for members and key stakeholders to discuss emerging needs and work together to address them.

- Regulation: Support to meet Regulation and Quality standards

- Data Management: Access to the uniquely designed purpose-built ALONE Data Management System developed for organisations providing services and supports in the community.

- Technology: Access and training for assistive technology resources to improve the quality of life for older people in the community.

Our supports, resources and information is available to network members to use in their own work and share with older people in their communities.

WE HAVE 100+ COMMUNITY IMPACT MEMBER ORGANISATIONS TO DATE AND OUR MEMBERSHIP CONTINUES TO GROW.

REGISTRATION

Ifyouwish toregister interest asaCIN member, please access the CIN membership registration formusing theQR below, oremailing: Community@alone.ie

CONTACT

For any queries on the CIN, please the team by emailing: **Community@alone.ie**

REFERRING INTO ALONE

If youare anolder person andneedsupport fromALONE, oryouwould like to make a referral, pleasecall our National Support & ReferralLine: 0818222024

Our Services Team support people over 60 who:

- Need information on rights and entitlements
- Cannot access vital services
- Have physical or mental health difficulties
- Have financial difficulties
- Are experiencing elder abuse
- Are experiencing isolation and loneliness
- Live in substandard or unsuitable housing
- Are homeless or at risk of homelessness
- Require additional support to remain living in the community

The service is confidential, non-judgmental and non-denominational.