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Monitoring Report

Provider Name	Shanti Niwas Charitable Trust	Partnering for Outcomes Advisor	Out of Scope
Provider Number	50742	Period Covered by this Assessment	01/07/2020 to 30/09/2020
Agreement Number	329195	Agreement Term	01 July 2020 to 30 June 2023
Meeting attendees	Nilima Venkat, General Manager; Vijay Viswanathon, Project Manager; Verona Sequeira, Social Worker; Out of scope, Partnering for Outcomes Advisor	Meeting Date	30 September 2020

1. Services Contracted

Service Description	Rate	Total Contracted Volume per annum	Total funding per annum	Volume reported from 01/07/2020 to 30/09/2020
Elderly Abuse Response Services (EARS) ensures that older people experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect have timely access to appropriate local services that respond to ensure their immediate safety, and support them to have greater control over their lives.	\$1,013.94	Currently 45 (moving to .75 FTE in F21)	Currently \$45,627.30 (there will be a funding increase in F21)	30 Open: 21 Closed: 9

2. Actions/Issues from previous visits/reports

Any issues or follow up required, outstanding information from previous monitoring/verification visits, provider return/narrative reports, Social Services Accreditation Team or other Agencies (relevant to this contract).	<p>Note: Shanti Niwas has until F21 been part of the Auckland EARS Collective with Age Concern Auckland acting as the fund holder. The Collective agreed to have separate contracts from F21.</p> <p>Monitoring visits to EARS providers in February 2020 Three generic issues were identified in the February monitoring visits.</p> <ul style="list-style-type: none"> • Decrease in 0800 helpline referrals • The difficulty of recruiting and retaining Social Workers <p>Shanti Niwas has had a small number of referrals from the 0800 helpline. Because of limited funding, Shanti Niwas is still having difficulty recruiting another Social Worker.</p> <p>Social Services Accreditation Shanti Niwas' Level 2 accreditation status was approved on 25/06/2019. The Provider noted that SSA was critical of a lack of signed consent forms, but this is a difficult client group to attain written consent from. Verbal consent or the consent of a family member is obtained wherever possible.</p>
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3. Service delivery

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<p>How the provider is tracking in relation to volumes contracted.</p>	<p>Volume reported for 01 July 2020 to 30 September 2020 Contracted volume = 45; reported volume = 30.</p> <p>Shanti Niwas volume is well over where they would normally expect their volume to be at this time of the year. The Provider is experiencing a spike in demand. There is enormous pressure on a single Social Worker, resulting in the General Manager (also a registered Social Worker) spending a substantial portion of her time attending to social work clients. Clients do not want to go to other agencies as Shanti Niwas is the only culturally relevant service for Indian and South Asian seniors in Auckland.</p>
<p>Service delivery issues and trends identified.</p> <p>COVID 19 related questions:</p> <ul style="list-style-type: none"> ● Operational status (BAU, Reduced, Alternative Services, Redeployed, Closed)? ● Current level of demand for the service (higher or lower), and how this is being managed? ● Any changes to the composition of your client group? ● Any changes to the issues that clients are presenting with? 	<p>Service delivery issues In the 10 July 2020 Provider Report Shanti Niwas reported that the common trend they were seeing was an increase in alcoholism and drugs from clients. Earlier trends noted were:</p> <ul style="list-style-type: none"> ● A number of referrals have been from the Police's Family Safety System (FSS) database. Clients were unaware of Shanti Niwas and their work, thus building trust with them was an issue. None of the referrals came from the 0800 Helpline number. ● The lead perpetrator has been a close family member (son or daughter-in-law) in most of the cases with psychological, financial abuse and neglect remaining the top three types of abuses. Females were abused more than males. ● Cases of behaviour changing from a relationship of trust to breaking it was seen in most of the cases. For example, married son asking parents to move out of their home, or sister's family starting to abuse the brother when his business went bankrupt. Other factors of elder abuse remain the same, such as generation gap, financial factors and mental health issues. ● Lack of awareness about elder abuse services amongst the clients. ● Lack of awareness of other support services available for the seniors in need. <p>The impact of COVID 19 It is business as usual for the Provider, though COVID 19 has seen an increase in cases. For the three months under review the volume has increased by more than 100% compared to the same period last year.</p> <p>The Provider is getting a lot of Police referrals and is seeing a spike in referrals for alcohol and drug related incidents. There is cultural stigma around having drug and alcohol issues within the family. This is seen as a bad thing, and clients are often not aware of the services available to assist. Staff at Shanti Niwas need more training to deal with the drug and alcohol issues that clients and their family members are presenting with.</p> <p>It is often the elderly male in the family causing issues or the children or grandchildren living in the house. This can lead to stress and tension, and verbal, physical or financial abuse. It is important to work holistically with the family when there are issues for the seniors in the household.</p>

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	<p>More clients under the age of 65 years are presenting with issues, but Shanti Niwas cannot take these clients under the EARS contract. For this client group 60 years is 'old' as the retirement age in India is 58 years.</p> <p>A Meals on Wheels service has been started by Shanti Niwas as a response to COVID 19. Through home visits the Provider became aware that seniors living alone were not feeding themselves well.</p> <p>Source of referrals Self-referrals and Police are the main source of referrals. Referrals also come from health agencies and NGOs.</p>
Staffing.	<p>Shanti Niwas, is still looking to recruit a part time Social Worker to support the increase in demand. The Social Worker recruited six months ago has left to join Oranga Tamariki. The Provider would also like to recruit a full time Counsellor.</p>

4. Results achieved

<p>Results being achieved with clients/families.</p> <p>Note: the success measures for EARS are currently under review by MSD.</p>	<p>Working with clients of Indian and South Asian origin, Shanti Niwas understands their cultural background and issues. Therefore, culturally appropriate strategies are used to reach out and work with clients and their families. For example, Family values and cultural beliefs involving extended family members. They connect their clients with other agencies that are already providing appropriate services to clients with similar issues. One of their own services is DOSTI Visiting Services where they connect another senior to visit the house bound and isolated seniors in their homes or Rest Homes.</p> <p>Shanti Niwas also provides a transitional / emergency house for seniors who are in an abusive environment and require a safe and secure home to get over their trauma. The home is also available for family members who may need temporary removal from the home while issues are resolved, or alternative housing found.</p> <p>s9(2)(a) OIA</p>
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	s9(2)(a) OIA
What the quality measures show and how this data is informing improvements to the service.	Number of clients who provided formal client satisfaction, and of these clients the number who noted that their circumstances had improved. Of the clients who provided feedback, all improved their circumstances.
How the Provider is gathering client feedback and how is this informing achieving better results for clients.	<p>Where appropriate, staff are encouraged to use the Client Results Measurement questionnaire, and other mechanisms for collecting client feedback.</p> <p>The client feedback form uses a rating scale of 1 to 5 and has an overall question on client satisfaction as well as questions about being respected and valued, skills and knowledge, understanding rights, and feeling more in control of their life.</p>
Client demographics.	<p>Client statistics for 01 July 2020 to 30 September 2020</p> <ul style="list-style-type: none"> ● Gender: Female (50%), Male (50%) ● Ethnicity: Indian and South Asian origin ● Age ranges: 65 years to 82 years ● The main type of abuse identified was: Psychological Abuse (72%) ● The most common relationship between the client and the perpetrator was a family relationship ● The main sources of referrals were: Police (25%), self-referral (25%), health workers (25%), family member (12%), 0800 Helpline (12%) ● Clients were mainly drawn from Central Auckland

5. Relationships and Community Links

Community links and collaborations.	Shanti Niwas works in collaboration with ADHB, (Auckland Hospital, Waitakere Hospital and Middlemore Hospital), NZ Police (FSS) Waitemata, Central Auckland and Counties Manukau Police, Age Concern, Indian agencies, such as Sahaayta Counselling Services and Gandhi Nivas, shelter for men and other senior groups of health care providers and family. These services enable them to meet their clients' needs on several different levels.
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6. Verification

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<p>What is the process for producing report statistics?</p>	<p>Paper based client files are currently the main way of collecting client data. Shanti Niwas is in the process setting up an Excel based client relationship management (CRM) system.</p> <p>Volume for 01 July 2020 to 30 September 2020 was 30 clients. Shanti Niwas volume was verified from sighting paper based client files.</p> <p>A client file verification will be carried out in the March 2021 monitoring visit.</p>
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7. Summary

Overall summary of visit
<p>Shanti Niwas is a niche provider delivering Elder Abuse Response Services (EARS) to elderly clients of Indian and South Asian origin.</p> <p>Shanti Niwas volume is well over where they would normally expect their volume to be at this time of the year. The Provider is experiencing a spike in demand, which they think is COVID related. There is enormous pressure on the only Social Worker. The General Manager has been doing social work to help out as well as managing the organisation. Clients do not want to go to other agencies as Shanti Niwas is the only culturally relevant service for Indian and South Asian seniors in Auckland.</p> <p>The Provider is getting a lot of Police referrals and is seeing a spike in referrals for alcohol and drug related incidents.</p> <p>More clients under the age of 65 years are presenting with issues, but Shanti Niwas cannot take these clients under the EARS contract.</p> <p>Shanti Niwas, is still looking to recruit a part time Social Worker to support the increase in demand. The Provider would also like to recruit a full time Counsellor.</p> <p>It is business as usual for the Provider, though with an increased client case load.</p>

8. Findings and Recommendations

Findings	Recommendations	Action
Increase in demand and limited funding to employ additional staff.	The Provider has applied for MSD tranche 3 COVID funding. The PFO Advisor is working with MSD to increase the FTE funding for EARS.	Follow up with MSD.
Few referrals from the EARS 0800 Helpline	The PFO Advisor to notify MSD of this on-going issue.	Follow up with MSD.

Partnering for Outcomes Advisor	Out of scope	Lead Advisor	Out of scope
Date	09/10/2020	Date	05 November 2020
Signature		Signature	 MV1378692400 Monitoring Report Sh
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