

## Senior Corps Work Plan SAMPLE

<b>Work Plan Name:</b> Crisis Intervention – Sample 2 (RSVP)	<b>Work Plan ID:</b> ALF04066
<b>Issue Area:</b> Human Needs	<b>Total # Stations:</b> 2
<b>Service Category:</b> Crisis Intervention	<b>Total # Volunteers:</b> 8
<p><b>Community Need:</b> According to the 2000 census, about 20% of the population of Crystal County is 62 years of age and older and many are disabled. At least 5% of these seniors live in poverty and often are unable to pay their energy bills, resulting in temporary loss of utilities (Senior Research Institute’s Quality of Life Indicators, 2001 Report, Crystal County). Project SHARE, which is administered by the American Red Cross, is designed to assist elderly or disabled individuals facing financial hardship and/or medical emergencies with the payment of two energy bills per year and financial counseling. The American Red Cross has asked for volunteers to administer Project SHARE; RSVP is able to meet this need by placing committed volunteers where they are needed, in communities that volunteers know well.</p>	
<p><b>Service Activity:</b> Eight (8) RSVP volunteers will assist seniors in Crystal County to obtain help with utility bills through Project SHARE. The volunteers will provide service in the RSVP office space donated to Project SHARE and make appointments, conduct one-on-one interviews, screen clients to determine their eligibility for the program, and assist with applications. In addition, volunteers will use some of their volunteer hours to help publicize Project SHARE services through community presentations.</p>	
<p><b>Anticipated Input:</b> Eight (8) RSVP volunteers will each receive 10 hours of training from the American Red Cross, Crystal Area Chapter and give 6 hours a week to Project SHARE for six months. The volunteers will be trained in the mission, values, and commitments of Red Cross and Project SHARE policies and procedures. Total volunteer hours will be approximately 1,200. Crystal County RSVP will provide office space, storage, and telephone. All office supplies will be furnished by the American Red Cross., as well as reimbursement for postage and copying. A representative of Project SHARE will be available by telephone for consultation four days a week.</p>	
<p><b>Anticipated Accomplishments/Outputs:</b> Low income seniors and persons with disabilities will receive counseling and assistance with their SHARE applications.</p> <p><b>Indicator:</b> Number of seniors and persons with disabilities who receive assistance</p> <p><b>Target:</b> 150 eligible low-income seniors and persons with disabilities will receive counseling and assistance in completing SHARE application paperwork.</p> <p><b>How Measured?</b> <i>Project SHARE Client Log</i></p>	

**Anticipated Intermediate Impact/Outcome:** Clients will submit accurate energy bill applications and receive financial assistance.

**Indicator:** Percent of clients/applicants who receive financial assistance.

**Target:** 85% of clients are awarded financial assistance for utility bills.

**How Measured?** *Payment Authorization Tracking Logs*

**Anticipated End Impact/Outcome:** Clients are able to maintain utilities services.

**Indicator:** Percent of clients who are able to keep their utilities turned on for at least six months

**Target:** 75% of the clients served are able to keep their utilities turned on for at least six months after receiving counseling and financial assistance.

**How Measured?** *Client Follow-up Survey*