

Senior Corps Work Plan SAMPLE

Work Plan Name: Independent Living - Seniors - Sample 2 (RSVP)	Work Plan ID: FLG06032
Issue Area: Housing	Total # Stations: 1
Service Category: Independent Living - Seniors	Total # Volunteers: 50
<p>Community Need: In Fox County, people ages 65 and older are the fastest growing segment of the population. Fox County Census figures show a 15.1 percent increase in this population between 1990 and 2000, and this trend is expected to continue. According to the Fox County Department on Aging Annual Report for 2004, approximately 3,900 Fox County seniors live alone; 22 percent are frail, in need of at least some outside assistance, and/or at risk of entering a nursing home during the next 30 months. In an effort to provide support to this vulnerable population and assist them to remain living at home, Fox Senior Services (FSS) is asking for volunteers to serve with the Telephone Reassurance Program. The purpose of the program is to maintain the safety and well-being of homebound seniors by reducing isolation and by addressing health and personal safety issues in a timely fashion through daily telephone contact. Callers can provide social interaction for homebound seniors and identify warning signs of potential health and housing emergencies. Early intervention can delay or prevent nursing home placement for many Fox County seniors.</p>	
<p>Service Activity: RSVP volunteers will make daily calls to homebound seniors from their homes to check on the senior's well-being and to engage in friendly conversation. Calls will typically last at least 15 minutes. The RSVP volunteers will report any concerns to the FSS staff, including failure to answer the telephone. If a senior does not answer the phone, then a staff person will be responsible for contacting the senior's friend, neighbor, or relative (contact person on file), police or other social service agencies as needed. Volunteers will keep a daily log of calls made and issues encountered. FSS staff will contact the homebound seniors at least once every six months for quality assurance and to update emergency contact information.</p>	
<p>Anticipated Input:</p> <ul style="list-style-type: none"> • Fifty RSVP volunteers will each serve with the Telephone Reassurance Program for at least 75 minutes per day, seven days per week, for 50 weeks per year (at least 21,875 volunteer hours per year). • RSVP volunteers will use their own telephones. All calls are local. • FSS will assign RSVP volunteers five homebound seniors wishing to receive daily contact. • FSS will provide eight hours of training on issues such as elder dementia, depression, how to handle a variety of home and health emergencies, and ethical issues. • FSS will provide log books to each RSVP volunteer to track telephone calls. • FSS staff will be available for consultation from 8:00 – 5:00 every day, and will make the calls for volunteers if they are unable to serve that day. 	

Anticipated Accomplishments/Outputs: Homebound elderly will receive daily telephone calls to check on their well-being.

Indicator: Number of homebound elderly who receive daily telephone calls for one year

Target: 250 homebound seniors will each receive a daily telephone reassurance call from an RSVP volunteer for at least one year.

How measured? *FSS Volunteer Telephone Reassurance Log*

Anticipated Intermediate Impact/Outcome: Homebound seniors will report that they feel safer and more secure due to the telephone reassurance calls.

Indicator: Percent of homebound seniors who respond “strongly agree” or “agree” when asked if they feel safer and more secure due to telephone reassurance

Target: Seventy-five (75) percent of the homebound seniors will “strongly agree” or “agree” that they feel safer and more secure due to telephone reassurance.

How Measured? *FSS Telephone Reassurance Program Survey* (FSS staff will contact homebound seniors every six months to update emergency contact information and to complete the survey.)

Anticipated End Impact/Outcome: Homebound seniors will express greater confidence in their ability to continue living in their own homes due to telephone reassurance calls.

Indicator: Percent of homebound seniors who respond “strongly agree” or “agree” when asked if they feel more confident that they can continue to live at home due, in part, to telephone reassurance calls

Target: Sixty (60) percent of homebound seniors will “strongly agree” or “agree” that they can continue to live at home due, in part, to telephone reassurance.

How Measured? *FSS Telephone Reassurance Program Survey* (FSS staff will contact homebound seniors every six months to update emergency contact information and to complete the survey.)