

Senior Corps Work Plan SAMPLE

Work Plan Name: Senior Citizens Assistance – Sample 2 (RSVP)	Work Plan ID: IAF09001
Issue Area: Human Needs	Total # Stations: 4
Service Category: Senior Citizens Assistance	Total # Volunteers: 15
<p>Community Need:</p> <p>According to the 2000 US Census and the North Dakota Department of Health, 14.9 percent of North Dakota’s population is 65 years old or older, and 50% of this population resides in a nursing home. Fargo County contains approximately 4,500 people who are 65 and over, and approximately 400 (9 percent) reside in nursing homes.</p> <p>North Dakota law requires every nursing home or other long-term care facility to have a Resident Advocate Committee. Resident advocate volunteers are needed to visit and advocate on behalf of residents at nursing home and other long-term care facilities. With information gathered through these visits, resident advocates can determine whether or not residents’ are receiving the best possible care with respect and dignity. There is a shortage of volunteers to maintain the Resident Advocate program; RSVP volunteers can help fill the need.</p>	
<p>Service Activity:</p> <p>15 RSVP volunteers will serve as resident advocates through a minimum of three visits per month to four of the nursing homes and long term care facilities in Fargo County. RSVP Resident Advocates will monitor facility conditions and resident care to ensure that the rights of citizens in nursing homes and long term care facilities are protected. Residents will be assigned to the RSVP Resident Advocate by a resident advocate committee chairperson. RSVP Resident Advocates will be aware of what is going on in the facilities, what the surroundings are like, the appearance and attitude of staff and the sights, sounds and smells of the environment in which the residents live. During the visit, the RSVP Resident Advocate will go over a checklist of questions regarding the cleanliness of the resident and the room, resident dignity and well-being, food service and resident/family input, and will meet with and interview residents and/or a family member. The RSVP Resident Advocate will meet regularly with facility staff and work to find solutions and resolution to resident and/or family concerns.</p>	
<p>Anticipated Input:</p> <p>15 RSVP volunteers will visit 180 residents in four area nursing homes and long term care facilities for at least one-half hour at least three times a month during the year. Each volunteer will serve 40 hours per month; total volunteer hours will be 7,200 hours over the year. Training and training materials will be provided by the Area Agency on Aging Resident Advocate Committee Coordinator. Mileage reimbursement will be provided by RSVP. On going support and in-service training will be provided by the Area Agency on Aging Resident Advocate Committee Coordinator.</p>	

Anticipated Accomplishments/Outputs: Residents of nursing homes and long-term care facilities will receive regular visits from RSVP Resident Advocates.

Indicator: Number of residents of nursing homes and long-term care facilities who receive visits from RSVP Resident Advocates at least three times per month for at least four months

Target: 180 residents of nursing homes and long-term care facilities will visit with RSVP Resident Advocates at least three times per month for at least four months.

How Measured: *Resident Advocate Tracking Form*

Anticipated Intermediate Impact/Outcome: Concerns and issues raised by RSVP Resident Advocates are resolved in-house.

Indicator: Percent of concerns and issues RSVP Resident Advocates present to nursing home/long term care facility administrators that are resolved in-house within one month

Target: Eighty percent of concerns and issues RSVP Resident Advocates present to nursing home/long term care facility administrators will be resolved in-house within one month after the complaint is made.

How Measured: *Resident Advocate Issue Tracking & Resolution Record*

Anticipated End Impact/Outcome: Conditions in nursing homes and long-term care facilities visited by RSVP Resident Advocates will improve.

Indicator: Percent decline in documented issues and concerns tracked by RSVP Resident Advocates over one year

Target: After 12 months, there will be a 35 percent decline in documented issues and concerns tracked by RSVP Resident Advocates at the nursing homes and long-term care facilities visited.

How Measured: *Resident Advocate Issue Tracking & Resolution Record*