

Senior Corps Work Plan SAMPLE

Work Plan Name: Delivery of Health Services – Sample 4 (RSVP)	Work Plan ID: MOE04067
Issue Area: Health and Nutrition	Total # Stations: 1
Service Category: Delivery of Health Services	Total # Volunteers: 25
<p>Community Need: Each state currently receives a federal grant from the Centers for Medicare and Medicaid Services to provide a program that assists Medicare beneficiaries and their families. In the state of New Hampshire, the program is called CARE and is administered by the state’s Patient Advocacy Foundation. The CARE Paid Prescription Program concentrates primarily on assisting low income members of the community to meet the rising costs of prescription drugs by offering medicine at low or no cost to those who qualify. In Snowflake County, where there are currently no CARE counseling sites available, the number of low income residents who may be eligible is approximately 1,200, including at least 750 seniors. To address this gap in services, RSVP was asked to co-sponsor the CARE program in Snowflake County by providing volunteers who can do outreach in the community and counsel potential beneficiaries.</p>	
<p>Service Activity: RSVP volunteers will conduct outreach in the community and provide counseling out of the RSVP office. Outreach activities will target low income seniors and consist of scheduling and conducting presentations, distributing materials, and answering questions about CARE at churches, senior centers, social service organizations, and housing projects. Volunteer counselors will have access to community based and CARE 800# referrals. Counseling activities will consist of responding to inquiries by telephone, email, and in the RSVP office; helping to determine eligibility; assist applicants with paperwork; and refer clients to additional resources. Each volunteer is asked to commit 10 hours per month for ten months.</p>	
<p>Anticipated Input: 10 RSVP volunteers will do outreach and 15 RSVP volunteers will counsel and assist with CARE applications. All 25 RSVP volunteers will be trained by the Patient Advocacy Foundation and CARE program representatives. The initial training will be two eight hour days, and three hours per quarter thereafter. Volunteer counselors will be trained and certified to work with the client, the physician’s office, and the pharmaceutical company representatives. Office space, travel reimbursement, and recognition will be provided by RSVP; distribution materials will be provided by CARE and the Patient Advocacy Foundation; and office supplies, referrals for presentation locations, and other materials/handouts will be provided by the Patient Advocacy Foundation. RSVP volunteers will contribute a total of 2,500 hours.</p>	

<p>Anticipated Accomplishments/Outputs: Snowflake County seniors making inquiries about CARE services receive assistance from volunteers.</p> <p>Indicator: Number of seniors inquiring about service—through telephone calls, letters, emails and walk-ins—who receive assistance.</p> <p>Target: At least 500 seniors will inquire about CARE services and receive responses.</p> <p>How Measured? <i>RSVP/CARE Contact Log</i></p>
<p>Anticipated Intermediate Impact/Outcome: Snowflake County seniors will apply for the CARE program’s free/low-cost prescriptions.</p> <p>Indicator: Number of seniors in Snowflake County who file applications</p> <p>Target: Three hundred seniors in Snowflake County will file applications with the CARE program.</p> <p>How Measured? <i>CARE Application Record</i></p>
<p>Anticipated End Impact/Outcome: Seniors will receive prescriptions that they could not otherwise afford.</p> <p>Indicator: Percent of applicants whose applications are awarded (i.e., they receive prescriptions).</p> <p>Target: Seventy-five percent of the Snowflake County seniors who applied for CARE assistance will receive prescriptions.</p> <p>How Measured? <i>CARE Application Record</i></p>