

Senior Corps Work Plan SAMPLE

Work Plan Name: Senior Citizens Assistance – Sample 3 (RSVP)	Work Plan ID: MOF09008
Issue Area: Human Needs	Total # Stations: 1
Service Category: Senior Citizens Assistance	Total # Volunteers: 5
<p>Community Need: Eighteen percent of the people living in San Ramos County (approximately 12,000) are over 65 years old, according to the U.S. Census Bureau (2004). The state-sponsored program, Medicare Answers (MA), aims to help elderly citizens who qualify for Medicare navigate the maze of policies, procedures, and paperwork, increasing the likelihood that they will receive necessary healthcare services and file claims appropriately. However, MA does not have the capacity to serve the northeast part of the state, which includes San Ramos County. To alleviate this gap, the RSVP program in San Ramos has been asked by the state to co-sponsor the MA program. Trained RSVP volunteers can provide the information required to ensure successful navigation of the Medicare maze for citizens who are currently not receiving those services.</p>	
<p>Service Activity: Five RSVP volunteers will provide assistance with Medicare and health insurance claims to San Ramos seniors and their family members. Some of the specific services these RSVP volunteers will provide will include:</p> <ul style="list-style-type: none"> • Helping clients understand the various supplemental and long-term care insurance policies; • Assisting clients with Medicare and health insurance claims; • Providing information to clients about Medicare-approved coordinated care options; • Helping clients understand Medigap insurance policies; and • Assisting with Medicare appeals. <p>RSVP volunteers will receive referrals from other community based organizations, individuals, and through MA's toll-free information line. The volunteers will contact the seniors and family members by phone to assist with Medicare issues. RSVP volunteers will serve for three hours a week for 30 weeks a year, on average, and will be based out of the San Ramos RSVP office.</p>	
<p>Anticipated Input:</p> <ul style="list-style-type: none"> • Five RSVP volunteers will each provide 90 hours of service a year, for a total of 450 hours of service. • Initial training and orientation of 16 hours, and ongoing training of three hours a quarter, will be provided by the state MA program and the Department of Insurance. • Training manuals, client materials, and ongoing supervision will be provided by the MA program. 	

Anticipated Accomplishments/Outputs: Seniors will receive advice and guidance about their health care and insurance claims.

Indicator: Number of seniors who receive guidance from RSVP volunteers

Target: 100 seniors will receive assistance.

How Measured: *MA Client Intake Forms*

Anticipated Intermediate Impact/Outcome: Clients will learn options about what they can do to resolve their Medicare issues.

Indicator: Percent of clients who report their questions were answered satisfactorily and they understood the next steps they needed to take.

Target: 75 percent of clients will indicate that they received satisfactory answers to their questions and that they know the appropriate next steps to take to resolve Medicare issues.

How Measured: *Client Survey*, administered at the end of session

Anticipated End Impact/Outcome: Clients will be able to resolve their Medicare issues.

Indicator: Percent of clients who report that assistance received from the MA program had helped them resolve Medicare issues.

Target: 75 percent of clients will report that the assistance they received at the MA program was useful in resolving the Medicare issue/question they had had.

How Measured: *Follow-up Client Telephone Survey* conducted six weeks after session