

Senior Corps Work Plan SAMPLE

Work Plan Name: Health Education – Sample 2 (RSVP)	Work Plan ID: NHE07072
Issue Area: Health/Nutrition	Total # Stations: 10
Service Category: Health Education	Total # Volunteers: 15
<p>Community Need:</p> <p>According to a recent statewide study conducted by the Oregon State Commission on Aging (2001), many seniors have difficulty accessing, understanding and utilizing the current complicated health insurance system. The study notes that when surveyed, a majority of seniors reported confusion and anxiety in trying to access the most appropriate coverage. Further, a study conducted by the Oregon State Department of Health (2002) explained that due to such confusion, many of our local seniors have either inadequate or excessive coverage, which may impact the quality of their healthcare. According to the federal Department of Health and Human Services, millions of dollars are wasted each year by seniors over-covering or under-covering themselves. Therefore, the federal government requires each state to provide free, confidential counseling by trained volunteers in the areas of Medicare, Medicaid, Medigap policies, Qualified Medicare Beneficiaries program (QMB), Specified Low-Income Medicare Beneficiaries program (SLMB) and long-term care insurance, to assist seniors in understanding and accessing the best available coverage for which they are eligible.</p>	
<p>Service Activity:</p> <p>RSVP HICEAS (Health Insurance Counseling, Education and Assistance Service) volunteers will provide free, confidential counseling to clients in several convenient places throughout Hillsborough County, in the areas of Medicare, Medicaid, Medigap policies, QMB, SLMB and long-term care insurance. Counselors will keep regular weekly office hours in ten locations in the county, working directly with clients in these offices, and will also do outreach to familiarize clients with the service throughout the service year. Volunteers will also provide telephone assistance, and when necessary, home visits. Additionally, they will keep statistics on clients served and savings realized.</p>	
<p>Anticipated Input:</p> <p>The Oregon State Department of Health will provide 15 RSVP HICEAS counselors with 3 days of training each fall, and one day of update training in the spring.</p> <p>In addition, periodic local meetings will be held to offer support and occasional training updates. Office and meeting space, as well as telephones, will be provided by local non-profit clinics, Hillsborough County Public Health Offices, the Oregon State Department of Health, public libraries, and Hillsborough Community and Senior Centers.</p> <p>Transportation to and from home visits will be provided by the volunteers themselves, with expense reimbursement provided by the Oregon State Department of Health at its customary rates for individual mileage or public transportation.</p>	

Anticipated Accomplishments/Outputs: Seniors will receive information regarding health care/health insurance benefits.

Indicator: Number of clients receiving in-person or telephone information from RSVP volunteers, monthly.

Target: Forty clients will receive information from volunteers, monthly, for a total of at least 480 seniors receiving information in the service year.

How Measured? Logs of client contacts kept by volunteers.

Anticipated Intermediate Impact/Outcome: Seniors will find the service helpful in understanding healthcare insurance options.

Indicator: Percent of clients who report that the service was helpful in understanding healthcare insurance/coverage options, and reduced their anxiety about selecting appropriate coverage.

Target: Seventy-five percent of clients surveyed will report they found the service helpful, and that the service reduced their anxiety about selecting appropriate coverage.

How Measured? Client survey administered to seniors at the end of counseling services.

Anticipated End Impact/Outcome: Seniors will have success accessing additional or more appropriate healthcare coverage as a result of the help they received from their HICEAS volunteer(s).

Indicator: Percent of seniors who access additional or more appropriate healthcare coverage as a result of the help they received from their HICEAS volunteer(s).

Target: Forty percent of seniors will report accessing at least one form of additional or more appropriate healthcare coverage as a result of the help they received from their HICEAS volunteer(s).

How Measured? Follow up telephone survey conducted within 3 months after end of counseling with HICEAS volunteer(s).