

Senior Corps Work Plan SAMPLE

Work Plan Name: Other Health – Transportation - Sample 1 (RSVP)	Work Plan ID: PAE15013
Issue Area: Health/Nutrition	Total # Stations: 3
Service Category: Other Health/Nutrition	Total # Volunteers: 10
<p>Community Need: The three main agencies providing services to the elderly and low-income clients in Bixby and Eddie Counties are the Salvation Army, the Sally M. Smith Center (SMSC), and the Veterans Council. These organizations provide a wide range of services to their clientele, including meals-on-wheels, home repairs, and health care services. To ensure that their clients have access to adequate health care services, these agencies offer them transportation to medical appointments. Together, these agencies transport clients to approximately 900 medical appointments each year.</p> <p>Currently these agencies do not have enough personnel to transport all of the clients that need assistance. A lack of sufficient transportation services compromises the ability of clients to keep all scheduled appointments, as well as their overall ability to manage their health. In addition, the provision of transportation services takes staff time away from providing other important services, such as solicitation of resources (e.g., funding, food donations) and referral services. For this reason, the Salvation Army, the SMSC, and the Veterans Council have asked RSVP for help with this service.</p>	
<p>Service Activity: RSVP volunteers will transport clients of the Salvation Army, the SMSC, and the Veterans Council to their medical appointments.</p>	
<p>Anticipated Input: Using the SMSC station wagon or the Veterans Council van, ten (10) RSVP volunteers will each serve approximately 100 hours per year transporting clients to their medical appointments. Insurance for the volunteers will be covered by both SMSC and RSVP. The SMSC and Veterans Council will provide a two-hour training course on communicating and working with individuals with diverse health care needs. The Salvation Army will provide the volunteers with mileage and meal reimbursement, and RSVP will provide recognition to volunteers at a thank you ceremony at the end of the service period.</p>	
<p>Anticipated Accomplishments/Outputs: Agency clients will be transported to their medical appointments.</p>	
<p>Indicator: Number of agency clients served; number of medical appointment trips made</p>	
<p>Target: At least 250 agency clients will be transported to their medical appointments over a six month period.</p>	
<p>How Measured? <i>Medical Appointment and Trip Log</i></p>	

Anticipated Intermediate Impact/Outcome: Clients will be able to keep medical appointments.

Indicator: Percent of clients who keep all scheduled appointments (i.e., appointments are not missed, canceled, or rescheduled)

Target: Eighty percent of clients will keep all scheduled medical appointments over a six-month period.

How Measured? *Medical Appointment Tracking Sheet*

Anticipated End Impact/Outcome: Clients will become more confident in their ability to manage their health as a result of being able to consistently access health care services.

Indicator: Percent of clients who report that they worry less about getting to health services, and that they are more confident in their ability to manage their health.

Target: After participating in the program for six months, 60% of clients will report that they worry less about getting to health services, and that they are more confident in their ability to manage their health.

How Measured? *Health Care Access Checklist* (pretest administered during client intake; posttest administered six months later)