

Senior Corps Work Plan SAMPLE

Work Plan Name: Delivery of Health Services – Sample 1 (RSVP)	Work Plan ID: STE04011
Issue Area: Health/Nutrition	Total # Stations: 2
Service Category: Delivery of Health Services	Total # Volunteers: 5
<p>Community Need: According to the 2000 Census, 63,721 men and women, 60 years and older reside in Rancho County. Forty-five percent of them are below 200 percent of the official poverty line, and have difficulty purchasing medications. A needs assessment conducted by the Rancho County Area Agency on Aging (AAA) in 2002 found that the high cost of prescription drugs ranks highest on a list of concerns reported by senior citizens in the county. The same study estimates that 21 percent of Rancho County seniors are forced by economic circumstances to forego taking at least one prescription drug at least once per month. The director of the AAA has also stated that she expects to see an increase in the number of senior citizens needing assistance with the cost of medications. The AAA operates two charitable pharmacies in Rancho County with paid professional staff. The presence of these pharmacies is expected to increase the likelihood that clients will have access to, and be able to take, all of their prescribed medications. Facilitated access to these medications should assist clients to maintain or improve their overall health and well-being. The AAA is experiencing staffing limitations, however, so it has requested RSVP volunteers to assist with clerical and administrative work at both pharmacy locations.</p>	
<p>Service Activity: Five RSVP volunteers will assist paid staff from the Rancho County AAA at two charitable pharmacies, New Day Pharmacy and SeniorRx, to provide free prescription medications for Rancho County seniors who are not otherwise able to obtain their medications due to inadequate financial resources or insurance coverage. Volunteer duties will include staffing the telephone (to receive prescription orders and to inform clients that prescriptions are ready for pick-up), manage a waiting list of potential clients, processing applications, talking to clients and telling seniors about the availability of the pharmacy service.</p>	
<p>Anticipated Input: RSVP volunteers at both locations will serve at least once a week for a 4-6 hour shift for 12 months. All RSVP volunteers will receive training by AAA staff and be registered with the Pharmacy State Board as pharmacy technicians. RSVP volunteers will also participate in annual pharmacy continuing education classes.</p>	

<p>Anticipated Accomplishments/Outputs: Pharmacy clients will obtain prescriptions.</p> <p>Indicator: Number of pharmacy clients who receive prescriptions (per month), number of prescriptions dispensed (per month)</p> <p>Target: Each month, at least 12,000 prescriptions will be filled for 4,000 clients throughout the 12 month period that RSVP volunteers serve at the two locations.</p> <p>How Measured? Pharmacy electronic database, managed by RSVP volunteers who are overseen by paid staff</p>
<p>Anticipated Intermediate Impact/Outcome: Pharmacy clients are able to take all prescribed medications.</p> <p>Indicator: Percent of pharmacy clients who report that they were able to take all prescribed medications during the prior month</p> <p>Target: Ninety percent of pharmacy clients will report that they were able to take all prescribed medications during the prior month.</p> <p>How Measured? <i>Client Questionnaire</i>, administered monthly to clients by RSVP volunteers</p>
<p>Anticipated End Impact/Outcome: Pharmacy clients who were able to take all prescribed medications during the prior month will report that their health was maintained or improved during the same time period.</p> <p>Indicator: Percentage of clients who were able to take all prescribed medications during the prior month who report that their health was maintained or improved during the same time period.</p> <p>Target: Sixty-six percent of clients who were able to take all prescribed medications during the prior month will report that their health was maintained or improved during the same time period.</p> <p>How Measured? <i>Client Questionnaire</i>, administered monthly to clients by RSVP volunteers</p>