





Contact: 304.907.0428, info@nvcnetwork.org; www.nvcnetwork.org

FAITH IN ACTION: ELDER OUTREACH
CARE RECEIVER FLOWCHART
ADDITIONAL INTERNAL PROCESSES

1. Both the **Administrator and Volunteer Coordinator** receive referrals when in the office.
 - Referrals can come by application in mail, application faxed, over the phone, or email.
 - Whoever receives referral, *immediately* mails out application (if not already received), brochure, and letter (form letter on computer) to referral source/care receiver.

2. Both **Administrator and Volunteer Coordinator** record referrals *immediately* in red book as they are received.
 - If meets our criteria, then inform nurses to schedule a HV.
 - FIA Service Criteria:
 - Age 65 or older
 - Live in community: own home, caregiver's home, apartment, or independent living (not assisted living or nursing facility).
 - Reside in Fayette County (*soon this will change to include other counties*).
 - Prospective CR must have need that does not involve personal or medical care.
 - Could also be to provide respite for family caregiver.

3. Both the **Administrator and Volunteer Coordinator** receive completed applications when in the office.
 - Completed applications can be received via fax, email, mail, or over the phone.
 - Whoever receives the completed application *immediately* mails out a 'receipt' letter to the CR/sender informing him/her we received application (form letter on computer).
 - Whoever receives the completed application *immediately* contacts referral agency (if there is one) to inform them of receipt of application.

4. **Nurses** complete HV *within three weeks* of receipt of application.
 - **Nurses** record in CR folder *immediately* after completing HV.
 - **Nurses** *immediately* inform Volunteer Coordinator & Administrator the HV is complete.
 - **Nurses** discuss details of HV *within one week* with Volunteer Coordinator.
 - **Administrator** records HV complete in Care Works software program *immediately*.

5. **Team** reassesses the appropriateness of CR for FIA program *immediately* after HV is complete.
 - Use criteria outline above in #2 as well as:
 - Safety of neighborhood: Would a volunteer feel safe/be willing to travel into the neighborhood to provide services?
 - Mental competency: Does the CR mental status allow for a safe situation for a volunteer?
 - Physical health: Does the CR have too many physical problems, or can they receive outside assistance as well as our services?
 - If CR is appropriate based on above criteria, **Volunteer Coordinator** begins to find a volunteer to match with CR.



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6. **Administrator or Volunteer Coordinator** (whoever initially received the referral) follows up with the referral agency or family/friend regarding the CR appropriateness for FIA services *immediately* after the HV is complete.
7. **Volunteer Coordinator** matches CR with appropriate Volunteer *within two weeks* following the HV.
 - **Volunteer Coordinator** *immediately* records this match in both the CR's and Volunteer's folders.
 - **Administrator** *immediately* records this match in Care Works.
8. **Volunteer Coordinator** follows up with both the CR and Volunteer *within two weeks* after initial meeting to check status of experience.
 - **Volunteer Coordinator** *immediately* records the status of experience in both the CR's and Volunteer's folders.
9. **Administrator** reports *monthly* to the FIA Board and BGAAA status of CRs being served from their programs.
 - **Administrator** reports which BGAAA program (Homecare or FCSP) the CR is involved with to the BGAAA.
 - **Administrator** reports how many hours and which services are being provided for each CR to BGAAA.
 - **Administrator** reports total number of hours & total number of CR to the board each month.
