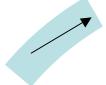




1 Receive referrals from outside:

- Self
- Family member/friend
- BGAAA (HC or FCSP)
- Other agencies

2 Record referral 'from' & 'to' in red book. If meets FIA criteria, schedule HV. If does not meet criteria, refer out and communicate back to initial referral source.



9 Report to Board Members & BGAAA (HC or FCSP) care receivers being served.



8 Follow up with CR & Volunteer. Record status in CW and CR's & Volunteer folders.

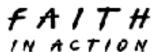


Updated August 2006

7 CRs who are appropriate, match with volunteer & record in CW and CR's &



A Neighbor's Independence Depends On You



Faith in Action: Elder Outreach Care Receiver Flowchart



BGAAA=Bluegrass Area Agency on Aging

HC=Homecare

FCSP=Family Caregiver Support Program

FIA=Faith in Action

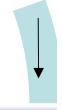
HV=Home Visit

CW=Care Works Software Program

CR=Care Receiver



3 Completed application received and placed processing file. Inform of new referrals & need



4 Complete HV, rec CW & CR's fold



5 Reassess appropriateness of potential C If *inappropriate*, then refer to other a record in CW & CR's folder. If *appropriate*, begin to match with Ve





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.
 - o 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:
 - o Safety of neighborhood: Would a volunteer feel safe/be willing to travel into the neighborhood to provide services?
 - o Mental competency: Does the CR mental status allow for a safe situation for a volunteer?
 - o 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.



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

- **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.