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**Senior Companion Program**

**Volunteer Assignment /Client Care Plans**

**For Effective Outcomes**

# Session Objectives:

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- Creating Effective Care/Assignment Plans
- Who, what, when, where & how
- Completing a Care/Assignment Plan
- Resources Available
- Getting Outcomes from your Care/Assignment Plan
- Reporting Results
- Sharing Results
- Questions & Answers

# What you need to know...

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- Volunteer Assignment and Client Care Plans:
  - Why you need an assignment/care plan
  - What an assignment/care plan does
  - Who completes the assignment/care plan
  - Where the assignment/care plan will be used



# Why *Do* You Need Plans?

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- Your Program Specialist said so-
- It's recommended in the SCP Handbook-
- It was an item used when you took the job, so you're still using it-
- Everyone is doing it-
- It helps stations define the role for the companion & client
- It describes the services to be performed to the companion and the client
- It can help with Performance Measure & Outcomes
- The law governing the SCP program requires it. SCP Regulations 45 CFR §2551.81 and 72

# What does an effective assignment/ care plan do?

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- Assignment/Care Plans:
    - Contain vital information on the client's needs
    - Certifies the client is eligible to receive service
    - List emergency information and contact information for the client
    - Describe services the Companion provides
    - Protects the Companions and the clients
    - Support the Letter of Agreement to provide in-home service
- SCP Regulations [45 CFR §2551.62\(d\)](#)

# They also...

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- Effectively
  - State intended outcomes of services
  - Measure those outcomes for performance measures
  - Keeps the volunteer station engaged
  - Protect the Companions and the clients

# Who completes the assignment/care plan?

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- It's your job as director to ensure that the following is completed:
  - Before a Companion is assigned to a client, the Volunteer Station supervisor completes the form and collects required signatures
  - Should be updated annually
  - Station uses the plan to assess the Companion's accomplishments for their annual evaluation.

# Example Assignment/Care Plans

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- Distribution of Sample Plans



# Does every station need assignment/care plans?

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- Yes!
  - Every volunteer and every client needs a plan
  - In-home placements require the assignment/care plan and a letter of in-home agreement SCP Regulations [45 CFR §2551.62\(d\)](#)

# Exercise-

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- Break into teams of three
- Complete sample assignment/care plan
- What could be added or deleted to make an assignment/care plan work for your program?
- How can you complete outcome measures with the assignment/care plan you were provided?

# Resources, resources, resources!

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- In 2006 work plans and instruments were developed
- These work plans included:
  - In-Home Care Services
  - Companionship/Outreach Services
  - Respite Care Services
  - These Work Plans (including assessments) are available at:
    - [http://www.nationalserviceresources.org/resources/online\\_pubs/perf\\_meas/sc\\_opt\\_pm\\_plans.php?search\\_term=optional%20common%20work%20plans%20and%20instruments%20for%20senior%20companion%20projects](http://www.nationalserviceresources.org/resources/online_pubs/perf_meas/sc_opt_pm_plans.php?search_term=optional%20common%20work%20plans%20and%20instruments%20for%20senior%20companion%20projects)

# More resources!

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- Insert the appropriate information for your geographic area
- Insert the appropriate time line for your grant
- Each Work Plan includes:
  - Performance Measurement Work Plan
  - Instrument for measuring outcomes
  - Instructions for summarizing results

# Getting Outcomes

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- If using the three optional national work plans suggested surveys already exist and can be adapted to your need
  - Send Volunteer Station Supervisor survey near the end of the program year to get results; or
  - You can actually build your survey on [www.surveymonkey.com](http://www.surveymonkey.com) and send out an electronic survey to your volunteer stations; or
  - Call clients near end of year and ask them questions directly to get results (and you could build the survey in [www.surveymonkey.com](http://www.surveymonkey.com) and record results there.
  - The figures/percentages of the above survey answers the outcomes in your work plan.

# Reporting Results



- Once you get all your results compiled, you can enter them into a report.
  - If you used [www.SurveyMonkey.com](http://www.SurveyMonkey.com), the results will automatically be tallied.
  - Otherwise, you can compile your results the old fashioned way—with tick marks and then tally the percentages by hand.
  - You can use Excel to chart your results and paste them into a Word file that gives a written explanation of the process and results.

# Sharing Your Results



- The outcome results are not only for you to share with CNCS through your PPR, you can also:
  - Send the report to local news media to share your results
  - Send to your Advisory Council so they can share the results with others they know
  - Share the results with your volunteers so they'll know that they are having a positive effect on their clients and/or the client's caregivers

# Wrapping It Up

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- What have we learned?
  - The need for an assignment/care plan/letter of agreement
  - How and where to use an assignment/care plan/letter of agreement
  - There are Optional National Work Plans that include the Work Plan, Instruments and Instructions for use
  - How the assignment/care plan/letter of agreement can be part of your outcome tools

# Wrapping it up, continued

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- Getting Results
- Putting Results into a Report
- Sharing Results
- Questions?

