

Volunteers of America's Service Coordinator will be on-site and provide the following services:

- Conduct individual assessments and develop individual service plans for each resident that are person-centered and address resident's physical, mental, emotional and social needs.
- Provide referrals to appropriate services related to health care, elder care, mental health, substance abuse, social/recreational activities, transportation, home management
- Meet regularly with residents to determine delivery of services, assessment of how needs are being met, determine additional needs, and refer to appropriate services
- Monitor issues related to income and expenses (to ensure housing stability)
- Coordinate fulfillment of basic needs to maintain aging in-place
- Conduct one-on-one meetings with residents on a regular basis to review issues and monitor their health, safety, and housing needs
- Refer residents to community resources and coordinate with community organizations to arrange services to meet residents' needs
- Arrange mental health/substance abuse evaluations and treatment, as well as medical and other appointments as necessary
- Provide lifeskills guidance as necessary (i.e. money management/budgeting, personal hygiene, nutrition, and household upkeep)
- Provide and/or assist with securing transportation for necessary appointments and errands
- Check in regarding daily household cleanliness and arrange house care if necessary
- Arrange medical and family support
- Conduct home visits to ensure maintenance of apartments
- Provide supportive counseling
- Utilize knowledge of, watch for, and address signs of dementia, health deterioration and/or physical/mental/emotional decompensation
- Arrange transfers to appropriate nursing or assisted living facility if necessary.

In addition, VOA will work with ElderOne's PACE program, which can coordinate and provide the following services for residents: adult day care; home health aides and personal care services; social services; mental health services; medical care, including specialists (audiology, dentistry, optometry, podiatry, cardiology, and neurology); rehabilitation services; recreational, physical and occupational therapy; homemaker/chore services; transportation; speech and language therapy; medication management; and home visits and telephone support for ongoing health needs.

VOA will also work with other appropriate service providers to arrange additional services for residents as appropriate, including Meals on Wheels, Lifespan, Visiting Nurse Service, the Monroe County Office of the Aging and medical health professionals. VOA will help to arrange the following services as appropriate:

- Meal delivery and nutritional assistance
- Personal and home care
- Home health aides
- Transportation
- Legal and financial assistance