

Researching & Accessing Resources

- Create a record for each organization you research.
- Record the information below as you research available resources.
- Keep a file of all information.

Agency name	
Phone number	
Person contacted/title	

What services does your agency offer?

1. Assessment <i>What is included? (social, emotional and physical well-being, highlight strengths and weakness)? How long will it take? How soon will this be done?</i>	
2. Information and referral information about and makes connections with local community resources?	
3. Completion of forms for needed services e.g., Medicare and Medicaid?	
4. Counseling on aging issues for older adults and their families?	
5. Visiting clients?	
6. Arranging for and/or providing transportation?	
7. Accompanying people to appointments?	
8. Assisting with locating alternative housing?	
9. Hiring and supervising home care assistance?	

assistance?	
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What is your Staffing?

1. How many staff person does your agency employ? What is the ratio of staff to persons served?	
2. What are their credentials?	
3. How long have each staff person worked with older adults?	
4. What hours are staff persons available?	
5. What geographic area does your staff cover?	

What are your Fees?

1. Do you accept Medicare, Medicaid or private insurance?	
2. What are your fees for the initial consultation? What does this consultation include?	
3. How are your fees structured after the initial consultation (per hour, per service or per job)?	
4. Do you have a sliding scale? What are the criteria for a reduce rate?	
5. What is the average cost for your particular needs?	

Adapted from *As People Grow Older*, Jane Oderberg and Sue Smith, 1995