

Senior Reach Fidelity (SR) Assessment Tool



Fidelity Item	Data Source	Scoring	Scores
1. Program Administration			
a. There is a Program Manager devoting sufficient time to the leadership of the Senior Reach Program	Program Manager job description Staff interviews	3=Sufficient time allowed to meet the needs of the program 2=Limited time allowed to meet the needs of the program 1=Not enough time allowed to meet the needs of the program	
b. Network of SR Provider Organizations that regularly shares information and resources for information sharing have been developed and routinely assessed for program gaps and needs. Please note, this group can be the same as the Advisory Board (1c).	Staff interviews Senior Reach team meetings/minutes	3=Monthly or more frequent communication on resources among providers 2=Provider communication every 3 months 1=Provider communication every 6 months or less	
c. Community Advisory Board formed that guides the program and meets regularly. Please note, this group can be the same as 1b.	Community advisory board minutes Observation of community advisory board	3=Board meets quarterly – reviews outcomes data and annually conducts needs assessment 2=Board meets twice a year or less 1=No board is in place	
d. Senior Reach provider organizations collaboratively market and promote Senior Reach programs	Marketing materials Staff interviews	3- At least 80% initial marketing materials are developed with input from collaborating agencies 2- At least 50% of initial marketing materials include input from collaborating agencies 1- Less than 50% of initial marketing materials include input from collaborating agencies	
2. Outreach and identification of targeted at-risk older adults			
a. The program continually trains and outreaches non-traditional Community Partners in identification of older adults who may benefit from Senior Reach <i>(Non-traditional Community Partners = individuals or groups that do not comprise the typical set of service providers.</i>	SR training list	3=SR staff provide at least one training to non-traditional Community Partners on average per month 2=SR staff provide less than one training per month, but more than 1 training per year 1=SR staff does not provide training to non-traditional Community Partners, or provides training less than once per year.	

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b. Trained, non-traditional Community Partners aid in identification and referral of older adults to Senior Reach	Senior Reach Database: Progress Report (tracks referral source)	3=At least 35% of referrals come from a variety of, trained, non-traditional Community Partners 2=At least 20% of referrals come from trained, non-traditional Community Partners 1=20% or less of referrals are from non-trained, non-traditional Community Partners	
c. There is a SR single entry point, during typical business hours to access care management, therapy, wellness, outreach, and training.	Marketing materials Staff interviews	3=Single entry point for all aspects of SR 2=Single entry point but client is asked to make their own contacts or referred to one of the partners. 1=No single entry point	
d. SR staff is involved with the larger community, including traditional Community Partners serving older adults, providing orientation to the SR program.	Staff interviews Lists of committees staff attend	3=80% of staff are involved with 1 or more agency or committee serving older adults 2=50% of staff are involved with 1 or more agency or committee serving older adults 1=25% or less of staff are involved with 1 or more agency or committee serving older adults	
3. Senior Reach Service Provision			
a. Assertive outreach to individuals referred within two business days of call center assignment of referral.	Staff interviews SR client tracking spreadsheet	3=At least 90% of referrals have attempted or achieved contacts within two business days. 2=At least 75% of referrals have attempted or achieved contacts within two business days. 1=50% or less of referrals have attempted or achieved contacts within two business days.	
b. The preferred location for Senior Reach services are provided in the person's natural environment -including the home or another community location of the senior's choice. However, Senior Reach services can also be provided in an office-based setting.	Staff interviews Client satisfaction survey Location tracking sheet	3=80% of contacts are in the individual's home or in the community. 2=50% of contacts are in the individual's home or in the community. 1=Less than 50% of contacts are in the individual's home or in the community.	
c. The initial outreach appointment includes a focused assessment of the immediate needs and safety of the individual and a plan to address these needs.	Senior Reach data base or EHR case records of initial session	3=80% of initial assessments include immediate needs and safety screen 2=50% of initial assessments include immediate	

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	Staff interviews	needs and safety screen 1=Less than 50% of initial assessments include immediate needs and safety screen	
d. The initial assessment forms or baseline assessments are completed within the first three sessions.	Senior Reach database EHR-Treatment plan Staff interviews	3= 80% of seniors have completed initial assessment forms within first three sessions 2= 50% of initial assessments completed within first three sessions 1= Less than 50% of initial assessments completed within first three sessions	
e. Senior Reach staff has access to or provides case management, and/or therapy.	Staff interviews Staff role assignments	3=All three are available 2=Two are available 1=One or less are available	
f. Senior Reach staff provide solution focused, brief interventions, uniquely targeted for the older adult population	Therapist interviews EHR: Therapist Notes Treatment plan	3= 80% of services include documentation of solution-focused, brief interventions 2=50% of services include documentation of solution-focused, brief interventions 1=Less than 50% of services include documentation of solution-focused, brief interventions	
4. Staffing			
a. Ratio of staff to older adults is no more than 27:1	Staff interview	3=Staff caseloads <=27 2=Staff caseloads 28 to 35 1=Staff caseloads > 35	
b. Senior reach staff report having ample time to engage older adults	Staff interviews	3=Staff report that they have available time to engage seniors in services 2= Staff report they feel they are limited as to the time available to engage with seniors 1=Staff feel they don't have the time to engage.	
c. Entry point staff are elder friendly and successful in their approach to engaging seniors in the program	Senior Reach database: Progress Report (acceptance rate)	3= >=80% acceptance rate 2= 50-79% acceptance rate 1=<50% acceptance rate	
FINAL SCORE			
FINAL SCORE/51= FIDELITY PERCENTAGE			

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		Fidelity to program attained at 80%	

Notes page for assessment and fidelity needs