

Scope of Work: Dakota at Home



Program Evaluation Topic:

Dakota at Home

Description of Program:

Dakota at Home is a free information and referral service to provide objective information and options planning to help individuals, regardless of age, disability, or income, identify and access public and private services and supports in their local communities. Over the last several months, Dakota at Home has undertaken an extensive plan to rebrand and improve the program.

Scope of Work:

Question 1: Does Dakota at Home align with best practices and standards for aging and disability resource centers for assisting clients through options counseling, benefits counseling, referral, and planning for future needs?

Hypothesis: Dakota at Home is adhering to best practices and standards for assisting and informing clients on options for long-term care needs.

Task #1 Complete a literature review of best practices for ADRC client assistance standards

Task #2 Assess and verify Dakota at Home's compliance with best practices and standards

Task #3 Analyze customer satisfaction survey results

Question 2: Does Dakota at Home align with best practices and standards for aging and disability resource centers for assisting clients to access services through eligibility screening, programmatic eligibility determination, and availability of services?

Hypothesis: Dakota at Home is adhering to best practices and standards for helping clients access long-term care services.

Task #1 Complete a literature review of best practices for ADRC client access standards

Task #2 Assess and verify Dakota at Home's compliance with best practices and standards

Task #3 Analyze customer satisfaction survey results

Question 3: Does Dakota at Home effectively reach target audiences to promote awareness of the program?

Hypothesis: Dakota at Home has restructured public outreach to effectively inform the target demographic of the program.

Task #1 Complete a literature review of advertising best practices and standards

Task #2 Assess and verify Dakota at Home's compliance with advertising best practices and standards

Task #3 Initiate a survey of public awareness of Dakota at Home