



555-B West Center Street Ext. • Lexington, NC • 27295

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Thessia Everhart-Roberts, B.S., M.A.

Director of Senior Services

DAVIDSON COUNTY DEPARTMENT OF SENIOR SERVICES

Resource and Benefits Program

Policies and Procedures

1. Persons served are Davidson County residents, 55 or older, or acting on behalf of a person age 55 or older. Callers/walk-ins will be given the contact persons/numbers of appropriate resources for possible assistance. Follow up will be made if needed.
2. Callers that receive services from Senior Services and have a question or need relating to their service will be given the name and number of the program manager and transferred if possible. RBP staff can also give these callers general information, and follow up as needed. Callers that do not identify as receiving services, will receive appropriate information and/or assistance by RBP staff, and follow up as needed.
3. Calls will be returned within 24 hours.
4. Every effort will be made to accurately determine needs and offer appropriate resources/assistance to meet those needs.
5. Priority will be given to calls that indicate possible elder neglect, abuse, exploitation, or danger to themselves or others. Caller will be given the name and number of an Adult Protective Services (APS) intake worker and then transferred.
6. When appropriate (example: if caller doesn't want to "get involved" further,) RBP staff will take the information and notify manager to determine if an APS report needs to be filed. If caller is transferred or given the intake number, RBP staff will still follow up with APS intake to make sure the referral was made. Note: APS intake worker or supervisor will notify RBP staff whether a referral has been accepted for investigation/evaluation or not. RBP staff will maintain updated contact information on APS intake workers and APS supervisor.





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7. Callers who are capable of contacting resources themselves will be encouraged to do so. If client is unable to access resources on their own, RBP staff will make those contacts and assist client as needed. Follow up contacts will be made as needed.
8. Callers who require more extensive assistance will be referred to the Home Care Services Manager for Case Assistance, where a home visit can be made to fully assess client's situation, determine needs, and assist in meeting needs. Follow up will be made with clients to assure needs were met.
9. Walk-ins will be served by the RBP staff or other designated staff in the event the RBP staff is out of the office. The receptionist will notify the RBP staff or designated staff that they have a client waiting. The receptionist will ask the client to fill out the information form. In the event the RBP staff is out, the designated staff will begin the referral process by giving the client information to the appropriate staff. The RBP staff will provide follow up when they return.
10. Every effort will be made to treat callers and walk-ins with proper respect and consideration.
11. Documentation/report of contacts will include caller/client information, needs, referrals made, and follow up information where appropriate.

Adopted 11/09/2012 – Senior Services Advisory Board

Revised 11/17/2014 – Senior Services Advisory Board

Revised 5/18/2020 – Senior Services Advisory Board

