



The Key to Your Community

Capitol Hill Village Care Services  
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## Care Services Definition and Policy

### Capitol Hill Village Care Services

Capitol Hill Village has a Care Services Team of two licensed social workers, supplemented by our Village Connections cohort of 30 individuals. As with all Village programs, the mission is to support seniors so they can stay independent and live according to their own terms in community.

#### Care Services are classified into three levels:

**Level 1:** Resources and referrals on information, services, and/or supports. This includes providing research materials, making introductions to experts, or making recommendations about services or products.

**Level 2:** Care Services for individuals who are frail or struggle with a persistent illness or other condition. These are community members whom CHV checks in on once or twice a week, works directly with to engage in activities, and provides targeted services for their individual needs. If the person suffers an illness or crisis, CHV provides more intensive services and monitoring.

**Level 3:** Care Services for those who need intensive weekly support, counseling, and case management.

**Village Connections** is a team of trained volunteers, each of whom works directly with a member who needs support. Village Connections volunteers generally visit once a week and carry out needed tasks, like reading mail, going shopping, reducing household clutter, making phone calls. Village Connections volunteers receive quarterly training aging and care issues and maintain communication with CHV staff for support, and guidance.

**Managing Expectations:** Care Service work is a balancing act that supports individuals, identifying and addressing their own issues, while ensuring that they are not in harm's way. Except in an extreme crisis, CHV provides about an hour of direct interaction per week with members in Care Services. In addition to the direct interaction, staff also work to identify resources, make referral introductions, and co-ordinate volunteers. For members who require more-intensive services, CHV connects them to a geriatric care manager, who can help address day-to-day needs. In other words there is a lot of behind-the-scenes work in supporting seniors.

**The social worker used to visit lots and now does not come by as much.** This is good news. When you don't see us, that means we trust that you are doing fine and we are spending our time with other clients. If you need us, or have a question – just call. We have not forgotten you, but often our work is a series of triage among many members. This is why we prioritize independence and members' taking actions and making decisions about their needs. We can provide resources and think through priority questions with you, but we respect your ability to problem-solve for yourself.

**Capitol Hill Village Responsiveness:** CHV has an after-hours phone for night time and weekend calls. Members can reach the after-hours line by calling the regular CHV number (202) 543 1778. and following prompts. We listen to all messages that come through the after-hours line. If a member is hospitalized and safe and his home / family are safe, there is little that we can do. We will check in on the next business day. We will respond to emergency calls when there is an immediate need for the health or safety of an individual. In the event of an emergency, the first call should be to emergency services 911.

**Capitol Hill Village Principles:** CHV is dedicated to the autonomy and independence of adults of any age. Like in all life stages there are calculated risks and benefits. Individuals deemed mentally competent are entitled to assess their own risk and make decisions based on that assessment.

## When to call on Care Services

<b>What you can expect from Care Services</b> <b>Matters that Care Service clients manage</b>	Connect to support groups / CHV members w/ similar experience	Facilitated conversation with a social worker	Resource materials, referrals to vetted providers, experts	An explanation of what to expect	Check list of questions for the health or other professionals	Insurance review	Expectations for transitioning home	Check list of questions to ask health team	Conversation / visit with the health team re: transition plan	Connection to volunteer services for home needs	Connections to care for family members	Occasional or Ongoing check-ins from social workers	Village Connections pairing	Family support
Thinking through wills, estates, power of attorney, death and dying issues	*	*	*	*	*							*		
Conversations with family members about care and living independently	*	*	*	*	*									*
Thoughts about pluses and minuses of moving.	*	*	*									*		
Planned medical procedure / hospitalization	*	*	*	*	*	*	*	*	*	*	*	*		*
Addressing changing health needs within the family	*	*	*	*	*	*		*		*	*	*		*
Health crisis / sudden hospitalization			*	*	*		*	*	*	*	*	*		*
Frail health, ongoing chronic health needs	*		*	*										
Changes in mood, behavior, engagement w/ others	*	*	*		*			*				*		
Managing a challenging situation or health condition	*	*	*	*	*	*		*		*		*	*	*

### Calling on Friends and Neighbors

Neighbors helping neighbors. If you have a friend or neighbor who is a member of Capitol Hill Village and whom you think is going through some of the issues above, you should feel free to call on CHV's Care Services team and ask them to look in on them. We will and we will let you know when we have. We appreciate and value the care and concern that community members have for each other. We also value individuals' privacy and so we will not be discussing details of care or conversations. CHV is a HIPPA compliant organization and we take confidentiality very seriously.