



## CFI Home Visit Initiative

*New Hampshire's aging population and growing need for health care services will require our legislators to make important policy and funding decisions regarding home and community-based care, specifically the Choices for Independence (CFI) program. Many legislators do not understand the types of services home care agencies provide or how critical CFI services are to the people we serve. A great way to foster an appreciation for the vital role that home care plays is to demonstrate it directly to legislators. **Invite them to participate in a home visit!***

### GOALS

- *To have all 24 NH State Senators accompany a caregiver on a CFI visit.*
- *To develop understanding of the importance and value of CFI services to Granite Staters*
- *To build relationships between home care agencies and State Senators*

### GETTING STARTED

How is it done? It's easier than you think.

- **Contact Gina Balkus at the Association to let us know your agency would like to host a Senator.** Gina will coordinate visits among agencies, so efforts are not duplicated. We will provide you with the contact information to invite your State Senator.
- Invite the Senator to visit your agency to see firsthand the compassionate, high-quality, cost-effective work that your agency provides. Agree on potential dates that would be convenient for your agency and the Senator.
- Time frame: **Between now and January 2018.** Senators will get busy once the Legislative Session begins in January. Mondays and Fridays are usually best for Senators.
- Inform Gina once a visit is confirmed. She'll brief you on the Senator's committee assignments and background.

### BEFORE THE VISIT: THINGS TO CONSIDER

- Determine potential caregivers and clients who would interact well with a visit.
- Check with your caregivers to determine their willingness to participate. Decide at what point in a client visit it would be appropriate to have a guest (e.g., not during bathing and grooming, but perhaps during a meal).
- Contact potential clients who would be appropriate for a visit on that day. Be sure you have the client's/family's written consent ahead of time. Have a few to choose from for backup in case your first choice isn't up for company that day.

## THE DAY OF THE MEETING

- **Have the Senator meet you at your agency, but ride to the home visit together.** Use the time to discuss your services and your agency's role in the community.
- Have the Senator sign your agency's confidentiality agreement.
- Give the caregivers time to prepare the client. Respect everyone's dignity. Be in contact with the caregiver before and when you arrive to assure it's an appropriate time for a guest.
- Introduce the Senator to the client, family and caregivers.
- Prompt the patient and family to discuss the CFI services that are important to them.
- Allow time for the Senator to ask questions of the patient, family and caregiver.
- The Senator's visit in the home should last about 20 minutes. Be respectful of the time needed for the client's services.
- Photos are acceptable, but only with the client's and Senator's permission. Use your agency's photo permission form, or contact HCANH and we can send you a generic one.
- Drive the Senator back to your agency and answer any questions she or he might have. Discuss any challenges your agency has in continuing to provide CFI services.
- ***Close the appointment with the Senator by restating the importance of the CFI program and ask the Senator to "support policies and funding to assure the program can meet the needs of New Hampshire's vulnerable citizens."***
- **Remember:** This meeting is simply to foster appreciation of CFI program and build relationships. There is no request for specific rates increases.

## FOLLOW UP & EVALUATE

**Send thank you letters to the legislator, the client and any staff or family members who were present.** Re-emphasize key points you discussed during the visit. Be sure to provide any additional information you may have promised.

Let the Association know how the meeting went by e-mailing [gbalkus@homecarenh.org](mailto:gbalkus@homecarenh.org) or calling (603) 225-5597. This information is crucial to planning future lobbying efforts and will ensure that our message is consistent.

**Thank you for your grassroots advocacy efforts!**