

# Frequently asked questions

## How does the Program Work?

A Care Coordinator will complete an assessment of your unique situation and needs. This can be done in the comfort of your home.

You and the Care Coordinator develop a written plan to obtain the services you need. Family members or friends may be involved in the planning process.

The Care Coordinator will follow up to confirm that these services are satisfactory to meet your needs to the fullest extent possible, and may provide advocacy for you as necessary and appropriate.

## Is there a fee?

There is no charge for the service however your donation helps to fund ongoing services.

## Who is Eligible?

People who are 60 or older and reside in the City of Lynchburg or the Counties of Appomattox, Amherst, Bedford or Campbell.

There is no income requirement but you may be asked about your income in order to locate services for which you may be eligible.

## How do I begin?

Please call **(434)385-9070** between the hours of 8:30 am and 4:30 pm and ask to speak to the Intake Coordinator. Your family or friends may call on your behalf.

CVACL also welcomes referrals from other service providers and professionals.