



Funder: Robert Wood Johnson Foundation

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Grantees: Visiting Nurse Association, Kansas City 2008–2010
United Way of Greater Kansas City 2010—2012

Local Funding Partners: REACH Healthcare Foundation
Health Care Foundation of Greater Kansas City

Citizen Assist Program (C.A.P.) is an innovative program that provides non-emergency social services and health care to individuals and families in their environment. Connecting Communities to Resources – One Person at a Time.

A cooperative program of Visiting Nurse Association (VNA) and the Kansas City Missouri Fire Department. Initiated in 2006, the Citizen Assist Program works by obtaining referrals for clients who access the emergency response system for non-emergency medical, mental health and social service needs.

For example, an elderly person who lives alone may call 911 for help in getting up from a fall. C.A.P. Referrals are made by emergency responders who feel a client requires further assistance.

Once a referral is made, a C.A.P. member schedules an initial home assessment with the client. Drawing from a resource pool of over 150 medical and community agencies, appropriate connections are made. C.A.P. remains in contact with the client throughout the process, working as their advocate within the system.

Misuse of the emergency response system costs approximately \$750 - \$1000 per event. Many such events progress to multiple episodes. Non-emergent calls can contribute to overcrowding in hospital emergency departments, which may compromise and delay care for true emergencies.

Emergency responders are often unable to help because the resident's needs exceed the scope of their position. Contacting C.A.P. allows them the opportunity to get the resident the assistance they need.

In order to fulfill its mission, C.A.P. relies on participation by emergency responders. For each call, whether emergency or non-emergency, responders are urged to "THINK C.A.P." by evaluating whether or not the resident's situation needs further attention. Then it is as simple as making a phone call. Since 2006, C.A.P. has served over 1,000 residents of greater Kansas City.

Robert Wood Johnson Foundation Local Funding Partnerships joins the resources of a national foundation with local grant makers and nonprofit organizations, so better health can take root in our communities. Together we support ambitious new community solutions that meet people where health starts—where they live, learn, work and play.

REDUCE NON-EMERGENCY CALLS. GET PEOPLE THE HELP THEY NEED.

MAKING CONNECTIONS THAT COUNT

816-627-6368

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