



Two Senior Connection outreach windows strengthen year-round service

Fall and spring contacts are supported by seasonal care, roster maintenance, referrals, and follow-through.

SEP- DEC	JAN- APR	MAY- AUG	YEAR ROUND
Fall + Early Winter • Family Essentials Drive • Senior Connection fall contact window • Thanksgiving and Christmas baskets	Winter + Early Spring • Senior Connection spring contact window • Easter food-basket delivery • Follow-up on identified needs	Spring + Summer • Refresh chapter contact / phone list • Back-to-school planning • Volunteer and partner development	Continuous Care • Family referrals and needs response • Widow connection as needed • Grants, sponsorships, impact tracking
3 SEASONAL DISTRIBUTION ANCHORS	7 CORE PROGRAM COMPONENTS	2 ANNUAL SENIOR CONNECTION CONTACT WINDOWS	1 ANNUAL IMPACT REPORT

Measure families, Brothers, widows, contacts, identified needs, resolved needs, items, volunteers, service hours, partners, stewardship, quality, and unresolved needs.



Twice-yearly contact turns Brotherhood into organized caring

Senior Connection is Caring & Sharing's local delivery of Brother's Keeper. Widow outreach remains inside this same component rather than becoming a separate program.

COVERAGE STANDARD

2X

**MEANINGFUL CONTACTS
PER PROGRAM YEAR**

100%

**APPROVED SENIOR CONNECTION
ROSTER COVERAGE**

CONTACT + CARE

3

**PRIMARY OPTIONS
PHONE • IN PERSON • ZOOM/VIDEO**

1

**NEEDS PATHWAY THROUGH
CARING & SHARING**

Ask: How are you doing? Is anything needed?
What is the best way for us to stay connected?

CONTACT > LISTEN > IDENTIFY NEED > RESPOND > FOLLOW UP > DOCUMENT

OPERATING MECHANISMS

- Updated chapter phone/contact list
- Preferred communication method
- Assigned Brothers or outreach leads
- Contact dates and brief status
- Need identified + response owner
- Follow-up / referral through closure
- Known widows included in the same system

**ROSTER FOCUS: senior, retired, ill,
homebound, or otherwise vulnerable
Brothers + known widows**



Every referral or Senior Connection needs to move through review and follow-through

A consistent process protects family and Brother privacy, makes volunteer roles clear, and records what support was actually delivered.

REFERRAL & REVIEW

7

**BUSINESS-DAY REVIEW
TARGET**

1

**OFFICIAL RECORD FOR EACH
APPROVED CASE**

SERVICE DELIVERY

100%

**ASSIGNMENTS CONFIRMED
BEFORE SERVICE**

100%

**PRIVACY, SAFETY, AND
SUPERVISION EXPECTED**

**Volunteers follow the assigned lead
and report concerns promptly.**

FOLLOW-THROUGH

- Leadership clarifies the need and available capacity
- Approved support is prepared and delivered respectfully
- Completed deliveries, expenses, and outcomes are recorded
- Unresolved needs receive resource connection when possible
- Quality review improves the next service cycle

**Senior Connection data is limited to
approved leadership and assigned
Brothers who need it for an
approved follow-up.**