

# **Volunteer Updates**

## **What is Change of Condition/ Client Concern Reporting?**

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This is how you report concerns you have about clients to the Case Management team for follow up

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## Where can you find Change of Condition?

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In the Mobile Meals app after you click on “Delivered” a box pops up asking: “Do you have a Change of Condition?” When you click on “yes” you will be asked more questions to submit your concern.

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## What types of items should you report through Change of Condition?

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Any item health or safety related that you or the client is concerned about. this includes: physical or mental health, the ability to afford necessities (heat, food, etc.), structural condition of the home and fall risks, and social isolation.

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## How does Meals on Wheels follow up with Change of Condition?

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A team of Case Managers follow up on every item submitted by contacting the client first to get more information and ask if they would like help. We are unable to follow up with volunteers on the status for privacy reasons.

Sometimes there may be waiting lists for help or the client may decline wanting help. Everything you submit has a follow-up.

# Change of Condition