CLIENT INTAKE PROCESS

Eras SENIOR NETWORK

INITIAL CONTACT WITH ERAS

Call (414) 488-6500 or (262) 549-3348
A staff member will ask you a few questions to determine your level of need and eligibility.

PHONE ELIGIBILITY SCREENING

- Milwaukee County: age 60+
- Waukesha County: age 60+ or 18+ with a disability
- Lives in an independent apartment or home
- Limited support system
- For transportation: able to ambulate independently or require limited assistance getting in/out of a vehicle

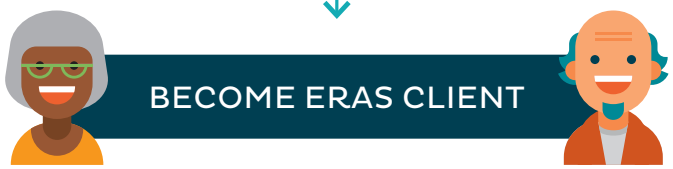
BACKGROUND CHECK

Clients and volunteers must take part in a background check to help keep everyone safe.

IN HOME ASSESSMENT

Eras staff or trained volunteers perform a final assessment, explain our services, and answer any questions.

BECOME ERAS CLIENT



Volunteer Provided Services Include:

• Weekly friendly phone calls • Delivery of food pantry stock boxes • Transportation to medical appointments • Grocery Shopping • Seasonal Yard Clean Up

MAY NOT BE ELIGIBLE FOR SERVICES

- Milwaukee County: Under 60
- Waukesha County: Under 60 without a disability
- Lives in an assisted living facility
- Is enrolled in a long-term care program, such as Family Care or Iris
- For transportation: requires a wheelchair for transportation

- Problematic background check: reviewed on a case by case basis by Eras staff

- Has sufficient family support or other resources
- Other concerns from in home assessment: reviewed on a case by case basis by Eras staff

REFERRALS

Eras staff and Mobility Manager will refer individual to other services. Staff will schedule a follow up call.