Name of Organization: Health Insurance Counseling & Advocacy Program (HiCAP)  
PASSAGES Adult Resource Center

Address(es):  2491 Carmichael Dr., Ste. 400, Chico, CA 95928

Telephone number: 530-898-6716  
Fax: 530-898-4870

Web Site: www.passagescenter.org

Contact person: Maria Woodbury

Title: Volunteer Specialist

Telephone (if different from above):  
Email address: mwoodbury@csuchico.edu

Office Hours: 9:00 AM-4:00 PM  
Best time to call: 9:00AM-Noon

Please indicate if your agency is a:  
Government agency ______ or 501C3# __________________

Purpose of agency: Assist people with their Medicare and other related questions, including finding prescription drug discount programs.

Population/ages served: Anyone with Medicare or their caregivers (usually 65+)

Area served: Butte, Colusa, Glenn, Tehama and Plumas

Agency expectations of students (duty/attitude description): Must be Internet proficient, wear office appropriate attire, and be have good telephone manner. Must speak English. Bi-lingual English and Spanish or Hmong considered.

Any previous experience or qualifications required: Telephone answering, computer use, Internet research.

Describe any volunteer supervision: Volunteer will be trained and supervised by Volunteer Specialist staff. May be paired with experienced volunteer.

Possible ways Butte College students could serve your organization/clientele:
- Assist clients in identifying prescription drug discount programs
- Answer phones and set counseling appointments
- Prepare mailings
- Deliver promotional material to Senior Centers

days/times available for volunteers: Mon-Friday, 9 AM-Noon

number of students (per day or shift): 1

Available for job shadowing? _x___ yes _____ no

Minimum commitment length: (other then the minimum 20 hours)
One time event or on going: on-going

Orientation/training requirements: Must be done in office

Special needs/requirements: No assistive devices available. Must be able to drive own car and have a valid driver’s license.