



## FY2022 Title III-B In-Home Service Description

### Overview

AgeGuide Northeastern Illinois is committed to collaborating with the Illinois Department on Aging (IDOA) and other community-based providers within our region to address and reduce social isolation among older adults. Social isolation is the objective absence of contacts and interactions between a person and a social network. Older adults experiencing social isolation have poor or limited contact with others and they view this level of contact inadequate, and/or that the limited contact has had adverse personal consequences for them.

In FY2022, AgeGuide will continue to provide programming in the region that has shown positive effects on reducing social isolation, including Friendly Visiting and Telephone Reassurance services. For older adults experiencing loneliness and seeking companionship, Friendly Visiting and Telephone Reassurance services provide essential access to social connection and the development of new social supports. AgeGuide is seeking applications from organizations interested in providing one of the following Title III-B In-Home Services: Friendly Visiting or Telephone Reassurance.

### Service Design

**AgeGuide will fund one Title III-B In-Home Service in each county.** Interested applicants may apply for one of the following two services and must specify in the below narrative which county the service will be provided:

- Friendly Visiting (603.11): *Regular visits by staff or volunteers to socially and/or geographically isolated individuals for purposes of providing companionship and social contact with the community. The program is for the older person who is often unable to leave his/her residence, if at all, and who has few to no friends, family, or neighbors who can visit them.*
- Telephone Reassurance (603.27): *Telephone calls at specified times to or from individuals who live alone, to determine if they require special assistance, to provide psychological reassurance and reduce isolation.*

New participants will receive a Welcome Packet which will include the State of Illinois Social Isolation brochure, local resources, and a survey based on the UCLA Three-Item Loneliness Scale. Participants will complete the survey as part of the initial visit and will be asked to complete the survey again at the end of the fiscal year (or upon exiting the program). In addition, staff and/or volunteers will be asked to encourage participants to engage in additional programming within the community where they live. A goal of this program is to connect participants receiving the service with other community-based services and/or resources

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available to them. For example: congregate meals, educational programs, health and wellness programs, transportation options, and senior fairs and events.

### Title III-B In-Home Services Requirements

Title III-B In-Home Services providers will be required to perform the following activities:

1. Units/Persons
  - a. The provider will minimally serve the number of persons and units as determined by AgeGuide during the grant period. **See page 4 FY22 Service Projections**
2. Staffing:
  - a. Dedicate at least 1 staff position to coordinate and oversee Friendly Visiting or Telephone Reassurance services.
  - b. The provider will recruit volunteers to provide the service. Providers are responsible for conducting background checks and training volunteers.
  - c. Training for volunteers will minimally include information regarding services and opportunities available for participants and a process to ensure volunteers contact the provider when needs of their participants arise.
3. IDOA Social Isolation Requirements
  - a. Develop Welcome Packets for new participants that will minimally include the IDOA Social Isolation brochure, information on programs that further help reduce social isolation and loneliness (such as *Mathers Lifeways Telephone Topics, Covia Well Connected*), information on local resources and other information as identified by AgeGuide.
  - b. Complete an Intake Form with all new participants that captures demographic data required by IDOA.
    - i. AgeGuide will provide a sample Intake Form outlining required demographic data.
  - a. Complete the UCLA Three-Item Loneliness Scale with all new participants. IDOA is requiring the use of this survey which includes three questions that measure three dimensions of loneliness, and the goal is to see positive outcomes including a decrease in feelings of loneliness and isolation and an increase in overall health and wellbeing. The survey will be administered to new participants two times during FY22: 1.) Pre-Survey: Administered upon beginning the program 2.) Post-Survey: Administered upon the participant exiting the program or by the end of the special project period.
4. Adhere to the AgeGuide General Service Requirements and the program specific requirements as well as reporting requirements for these services, including completion



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of an annual demographic data report for each funded service. Visit the AgeGuide website ([www.ageguide.org](http://www.ageguide.org)) for Service Standards and information on reporting requirements.

5. Providers are required to enter Intake data, Loneliness Scale data and service units into the AgingIS reporting database for all participants.
  - a. All new providers will receive access to and a training on how to use the database.
6. Participate in regular check-in calls and/or meetings with AgeGuide.

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### FY22 Service Projections

*Projections subject to change based on available funding.*

#### **Friendly Visiting**

New grantees or counties where the service doesn't currently exist\* are required to serve, at minimum 50 persons, 1000 units of service.

If a current grantee is awarded the grant are they are required to serve, at minimum, the same amount of persons and units as projected for FY21 below:

<b><u>County Projection</u></b>	<b><u>Persons</u></b>	<b><u>Units</u></b>
<b>DuPage</b>	100	5000
Grundy*	50	1000
<b>Kane</b>	60	2000
Kankakee*	50	1000
<b>Kendall</b>	15	400
<b>Lake</b>	50	1000
<b>McHenry</b>	50	1500
Will*	50	1000

#### **Telephone Reassurance**

New grantees or counties where the service does not exist\* are required to serve, at minimum 50 persons, 3500 units of service.

If a current grantee is awarded the grant are they are required to serve, at minimum, the same amount of persons and units as projected for FY21 below:

<b><u>County Projection</u></b>	<b><u>Persons</u></b>	<b><u>Units</u></b>
DuPage*	50	3500
Grundy	50	3500
Kane*	50	3500
Kankakee	70	4000
Kendall*	50	3500
Lake*	50	3500
McHenry*	50	3500
Will	50	3500