



## **Service Standards**

### **Title III-B Telephone Reassurance**

The service provider must adhere to the AgeGuide General Service Requirements in addition to service-specific requirements listed below.

#### **I. Definitions**

- A. Service Definition (IDOA 603.27 A):** 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.
- B. Unit of Service (IDOA 603.27 C):** Each telephone reassurance call placed or received by a participant constitutes one unit of service.
- C. Participant Eligibility:** In addition to serving the target populations identified in the General Service Requirements, participants must meet the following requirements:
  - 1.** Be aged 60 years or older.

#### **II. Service Activities**

- A.** Procedures for supervising calls and for the caller to report a participant's needs for services (IDOA 603.27 B).
- B.** Establishment of an emergency plan for participants if a telephone call is unanswered (IDOA 603.27 B).
- C.** Activities planned for each telephone call relative to the participant's needs (IDOA 603.27 B).
- D.** Telephone calls to each participant at specified times (IDOA 603.27 B).
- E.** Telephone calls to assure that participants are safe and have access to services to meet their immediate needs during disaster situations (e.g. flooding, hot weather, tornadoes, severe weather, man-made emergencies, etc.) (IDOA 603.27 B).
- F.** Provide training to ensure competent, ethical and qualified staff and volunteers (IDOA 603.11 B).

### **III. Service Standards**

#### **A. Records and Documentation**

- 1.** Intake procedures (including a standardized intake form and interview process) must be established to collect the participant's demographic information and to assess their preferences and needs (AgeGuide).
- 2.** Provider has implemented policies to ensure the privacy, confidentiality, and security of client information (AgeGuide).
  - a.** Provider may disclose information by name about a participant only with the informed consent of the participant or his or her authorized representative. Such informed consent must be documented in the participant's record whether it is written or verbal consent. The documentation must include who (participant or authorized representative) provided the written or verbal consent (IDOA 603.17 E3).
- 3.** A record keeping system will be in place to maintain count of unduplicated persons and daily units of service provided (AgeGuide).

#### **B. Access**

- 1.** Telephone reassurance calls must be scheduled on a regular or specified basis to reduce social isolation and feelings of loneliness (AgeGuide).
  - a.** At a minimum, participants will be offered 2 phone calls per week while they are participating in the program.

#### **C. Staffing**

- 1.** Provider will utilize a staff person and/or volunteer dedicated to overseeing service delivery (AgeGuide).
- 2.** Volunteers: The service must have procedures for recruiting, training, and supervising volunteers. As stated in the AgeGuide General Service Requirements, this includes procedures for conducting and evaluating criminal background checks. Each volunteer should have a job description, orientation, schedule of work, and a record kept of hours served (AgeGuide).
  - a.** Training should minimally include information regarding services and opportunities available for older persons, mandated reporting procedures, and a process to ensure volunteers contact the Provider in case of emergency and when needs of their participants arise.

**D. Coordination**

- 1.** As stated in the AgeGuide General Service Requirements, providers are required to maintain linkages with other service providers and organizations in their service area. Provider must also:
  - a.** Coordinate and make referrals to the local Aging and Disability Resource Network (ADRN) provider as appropriate (AgeGuide).