



## FY2025 Title III-B Friendly Visiting Service Description

### **Overview**

Loneliness and social isolation are major issues for older adults and are linked with negative physical and mental health consequences. AgeGuide Northeastern Illinois is committed to collaborating with the Illinois Department on Aging (IDOA) and other community-based providers within our region to address social isolation among older adults throughout the region and to provide programs and services that increase social connection. AgeGuide is seeking applications from organizations interested in providing Title III-B Friendly Visiting Services to adults 60 years of age or older. For older adults who are socially isolated, experiencing loneliness and seeking companionship, Friendly Visiting services provide essential access to social connection and the development of new social supports.

### **Service Design**

Friendly Visiting involves regular visits by staff or volunteers to socially and/or geographically isolated older adults for purposes of providing companionship and social contact with the community. The program is for the older adult who is often unable to leave their residence, if at all, and may have few to no friends, family, or neighbors who can visit them. New participants are matched with a friendly visitor with similar interests for regular visits focused on building rapport and developing a new friendship. Providers are encouraged to utilize a person-centered approach and may offer in person visits, phone conversations, and/or virtual visits (e.g. Zoom).

A variety of activities may take place such as socializing and engaging in conversation, sharing stories, reading, playing games, gardening, going out to eat, reminding participants to take medications, and providing linkages to additional services as needed. Although friendly visitors are not to provide homecare tasks, they may choose to assist the older adult with minor tasks, if they feel comfortable, like picking up the mail, watering a plant, taking them to the grocery store, etc.

## FY2025 Title III-B Friendly Visiting Service Description

In addition, staff and/or volunteers are tasked with encouraging participants to engage in additional programming within the community where they live. One goal of this program is to connect participants with other community-based services and resources available to them. For example: community dining, educational programs, health and wellness programs, transportation options, and senior fairs and events.

### **Statement on Serving Populations in Greatest Economic and Social Need**

As outlined in the *AgeGuide General Service Requirements* and the *FY25 Request for Proposals document*, providers must assign priority, in the provision of services, to older adults in greatest economic and social need (“target populations”), at a rate at least in proportion to the incidence level of each group within the county.

### **Title III-B Friendly Visiting Requirements**

Title III-B Friendly Visiting providers will be required to perform the following activities:

1. Persons and Units
  - a. The provider will minimally serve the number of persons and units as determined by AgeGuide during the grant period. **See Page 4 FY25 Service Projections.**
2. Staffing:
  - a. Dedicate at least 1 staff position to coordinate and oversee Friendly Visiting services.
  - b. The provider will recruit volunteers to help 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.



## FY2025 Title III-B Friendly Visiting Service Description

3. Adhere to the AgeGuide General Service Requirements and the III-B Friendly Visiting Service Standards as well as reporting requirements for these services, including completion 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.
4. Required demographic information, units of service provided, and outcomes data as specified by IDOA and/or AgeGuide for each participant will be submitted to the software system determined by IDOA/AgeGuide.
5. Participate in regular check-in calls and/or meetings with AgeGuide.



## FY2025 Title III-B Friendly Visiting Service Description

### FY25 Service Projections

*Projections subject to change based on available funding.*

*For new grantees, these projections are considered ideal. AgeGuide will work with new grantees to build capacity to meet the performance expectations.*

#### Friendly Visiting

**Persons:** *The unduplicated number of individuals who receive Friendly Visiting services during each fiscal year.*

**Units:** *One hour of staff/volunteer time expended on behalf of a participant.*

<b>County Projection</b>	<b>Persons</b>	<b>Units</b>
DuPage	125	3000
Grundy	25	500
Kane	60	3000
Kankakee	50	1500
Kendall	25	500
Lake	60	1800
McHenry	62	3100
Will	50	1000