



## **III-B Targeted Outreach RFP Service Description**

### **Overview**

AgeGuide Northeastern Illinois is committed to collaborating with the Illinois Department on Aging and other community-based providers within our region to address social isolation among older adults, as well as address the specialized needs of persons with Alzheimer's Disease and Related Dementias (ADRD) and their family caregivers. Research indicates that older adults unable to access services and supports due to language and/or cultural barriers are at greater risk of social isolation. Further, individuals with language and/or cultural barriers caring for loved ones with severe impairment, such as Alzheimer's Disease and Related Dementias, are also at greater risk of social isolation if they are unable to access services and supports to assist them in their caregiving duties and relieve caregiver stress.

AgeGuide is seeking applications from organizations interested in providing Title III-B Targeted Outreach services to older adults and family caregivers who are isolated due to cultural and/or language barriers to increase their access to Older Americans Act (OAA) services and other essential community services and supports. This funding opportunity is available for RFP in AgeGuide's 8-county area which includes: DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will counties.

### **Service Design**

Targeted Outreach activities include but are not limited to the following:

1. Provide III-B Outreach services which involve one-on-one contacts initiated by an organization for the purpose of identifying potential clients (or their caregivers) and encouraging their use of existing services and benefits. Make referrals on behalf of clients to AgeGuide funded service providers to access Older Americans Act services as necessary. Conduct follow-up with referred clients to determine whether services have been received and the identified need met.



### **III-B Targeted Outreach RFP Service Description**

2. Educate minority clients on accessing the services that need by providing information on AgeGuide funded Older Americans Act service providers in their County.
3. As requested by AgeGuide, translate informational materials in different languages with a focus on Spanish, Hindi, Urdu, Arabic, Korean, Chinese, Polish, Ukrainian, Russian. Disseminate these translated informational materials to minority communities and providers and educate minority providers about the services available.
4. Publicize information about available services through ethnic papers and/or ethnic radio stations.

### **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 Targeted Outreach Requirements**

1. Meet the minimum persons and units performance for each county in the chart below.
2. Services must be performed by bilingual/bicultural staff and/or in conjunction with experienced language interpreters.
3. Staff must be knowledgeable and/or trained in the system of services available to older adults in the target populations.
4. Staff must be a cultural liaison between the targeted population communities and other agencies providing older adult services.



### **III-B Targeted Outreach RFP Service Description**

5. Adhere to the AgeGuide General Service Requirements and the III-B Outreach 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.
6. Participate in regular check-in calls and/or in-person meetings with AgeGuide.



### III-B Targeted Outreach RFP Service Description FY25 Targeted Outreach 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.*

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

**Units:** *Any contact between staff and an older adult client or family caregiver. Outreach units are based on one-on-one contacts by provider agency staff. Client follow-up is counted as another Outreach unit of service.*

County	Persons	Units
DuPage	75	75
Grundy	10	10
Kane	60	60
Kankakee	15	15
Kendall	50	50
Lake	50	50
McHenry	50	50
Will	60	60