

# 2022 DHHS Aging Unit Vital Voices Telephone Reassurance Program Annual Report



# Telephone Reassurance Program

- The goal of the Telephone Reassurance Program is to ensure that older adults can maintain their sense of well-being while remaining independent.
- There are many older adults in our community who are isolated or at risk for medical emergencies and/or falling.
- We serve older adults age 60 and up who live alone by calling them Monday-Friday.
- People are referred to our program from different agencies, self-referral, emergency services and senior centers.
- Intakes completed with consumers to match with best type of call.
- We have our Advocacy & Volunteer Coordinator or another staff member check-in with the people in the TR program to make sure they are doing well and provide any resources that are needed.



# Please share a success from the first six months of 2022.

- Increased both participant and volunteers
- Increased community partnerships with other senior agencies
- Going forward: We are working out outreach programing with community churches, senior centers and senior independent living communities
- Increased Board Diversity



# **Please share a challenge from the first six months of 2022.**

- Continued engagement post intake.
- Follow up with churches and senior housing communities.



# Please tell us about your plans for the rest of the year.

- Continued outreach to various community partners including senior centers, churches and senior independent living communities.
- Participant inclusion in newsletter.



# Progress on 2022 Performance Objectives

	Satisfactory Progress?
To expand coverage of telephone reassurance program that provides reassurance, sense of safety, and security to seniors.	Satisfactory
To measure and monitor the effectiveness of the program through an annual survey of participants annually.	Satisfactory
To To attend 4 meetings or events with different agencies to discuss Telephone Reassurance program.	Satisfactory



# Vendor Staffing Overview

- We have 3 full-time employee positions.
- We have 5 part-time employee positions.
- We have 0 limited-term employee positions.
- We have 10 volunteers.



# Funding Summary: Insert program name here

- Total Agency Budget-\$243,000
- MCDA funding amount, and percentage of agency budget-\$22,662 or approximately 9%.
- Contract spending for year-\$9,783.37

