

ARKANSAS DEPARTMENT OF HUMAN SERVICES
Division of Aging and Adult Services

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| Policy Type AAA Functions | Subject of Policy Telephone Reassurance | Policy Number 222 |
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Policy Statement

Providers who receive federal or state funds for Telephone Reassurance services provided to individuals aged 60 and older must comply with the provisions of the Older Americans Act as well as state and federal regulations pertaining to the funding and delivery of such service.

Purpose

The purpose of this policy is to provide an organized system of calling elderly clients who have telephones, who live alone or temporarily alone, are homebound in isolated areas; on a mutually agreed upon calling schedule. Telephone Reassurance is designed to alleviate loneliness and the feeling of isolation and to check on the client's status and, if contact is not made, to ensure that assistance will be forthcoming.

Scope

This policy applies to all Area Agencies on Aging and all subcontractors of home and community-based services that provide Telephone Reassurance to frail older individuals.

General Authority

Older Americans Act of 1965 as amended, Title III, Part D, Sections 341, 342, 343 and 344.
Arkansas Code Annotated Section 25-10-101 et. seq.
Social Services Block Grant

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| Arkansas Department of Human Serv/Division of Aging & Adult Services | | | |
| Section: | AAA Functions | Subj. of Proc.: | Telephone Reassurance |
| Procedure Number: | 222 | Corresponding Policy: | Telephone Reassurance |
| Originating Unit: | Com. Based Care | Effective Date: | June 15, 1993 |

Scope

These procedures apply to all Area Agencies on Aging (AAA) and all subcontractors of home and community-based services that provide Telephone Reassurance to frail older individuals.

Definitions

- I. Client: Any person receiving Telephone Reassurance services which are provided through state or federal funds.
- II. Telephone Reassurance: Telephone Reassurance is telephone calls at an appointed time to eligible elderly clients to check their status thus providing an element of emotional and psychological reassurance and, if contact is not made, to ensure that assistance will be forthcoming.
- III. Unit: One (1) completed individual client call per household or one (1) call placed to the client's emergency contact in the event the client does not answer their phone at the appointed time or there is a continual busy signal, equals one (1) unit.
- IV. Provider: Any entity that gives Telephone Reassurance services as described in II above either as a contractor or subcontractor.

Procedural Requirements

- I. Responsibilities of the Division of Aging and Adult Services:
 - A. Monitoring of all state and federally funded activities which involve service delivery to elderly persons.
 - B. Establish an assessment process to ensure compliance with program policy and procedures.
 - C. Provide technical assistance and quality assurance in program area.
 - D. Provide necessary reports requested by the Administration on Aging and/or state legislators.
 - E. Revise program area policy and procedures as necessary.