



Family Service

Senior Resource Center

Friendly Callers &
ENGAGE! Activity Boxes Pilot Project

What We'll Cover

- **Organizational alignment**

- **Friendly Callers**

- Program Design/Partners
- FY 2021 Statistics
- Scales
- Client Impact

What We'll Cover

- **ENGAGE! Activity Boxes for Older Adults**
 - Program Design/Partners
 - FY 2021 Statistics
 - Scales
 - Client Impact
 - Client Satisfaction
- **Wrap-up**
- **Q&A**

Organizational Alignment



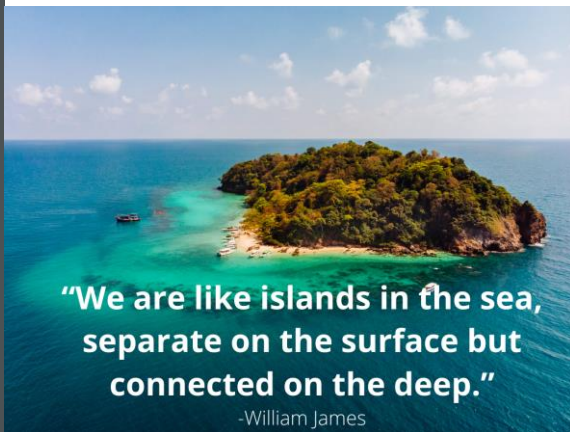
- Collaborative
- Adapting to Community Need
- SRC Mission

Friendly Callers Fits



Increasing social connectivity builds resilience, increases safety checks, and improves quality of life.

Activity Boxes Align



**"We are like islands in the sea,
separate on the surface but
connected on the deep."**

-William James

Activity boxes create a feeling of community despite social isolation.



They remind older adults of their self-worth and that someone cares.

- Activity boxes ENGAGE:
 - Multiple Senses
 - Reminiscence and Introspection
 - Movement
 - Intergenerational Socialization
 - Positive Thinking/Mindfulness
 - Deep Breathing
 - Right Side of the Brain
- Activity boxes improve quality of life.
- Activity Boxes are the beginning of SRC's focus on providing innovative programs and services and infusing them with creativity



A  Family Service and  OSF[®] HEALTHCARE partnership

Friendly Callers

Where We've Been, Where We're Going

Friendly Callers: Partners/Design

- RSVP

- Client inclusion
- Volunteers

- OSF

- Client Inclusion
- Volunteers

-Peace Meals

- Intake Question

-Circle of Friends

- Group Calling Site

- SRC

- Client Inclusion
- Volunteers



Friendly Callers: FY 2021 Statistics

- Number includes calls made to Activity Box Participants 1

Clients	86
Units	1,904
Avg. Units/Client	22.14

Note: Clients includes both Friendly Callers and Activity Boxes as this is how they are reported in ACORN.

Friendly Callers: UCLA Loneliness Scales

Starting Score

5.06

Last Score

4.75

% Change

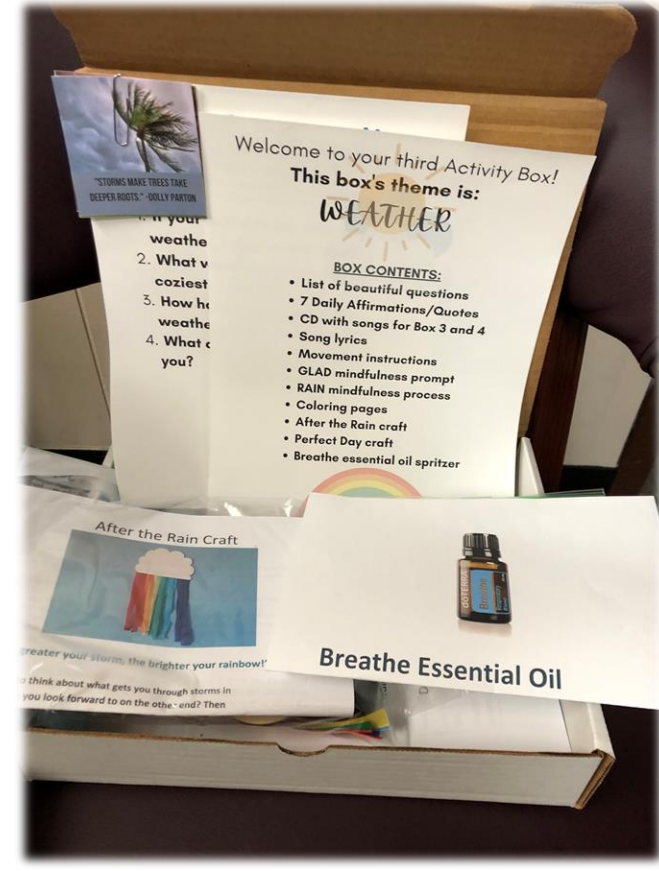
6.5%

Note: Friendly Callers and Activity Box clients have been separated within scales to more accurately measure impacts of the services.

Friendly Callers: Client Impact



- “Two of my clients rave about the program when I call to do their scales. I ask if they are still actively participating and they tell me that they look forward to their calls and how they were matched with an amazing caller, they have many of the same interests” - Caseworker
- “My friendly caller and I have a great relationship; in fact, we just celebrated our 1-year Friendly Caller anniversary”- Client
- “I was referred to the Friendly Caller Program at a low point in my life, and I have nothing but good things to say. The calls are always on time, have helped lift my spirits during the COVID pandemic and have gotten me out of a low time in my life” - Client



Activity Boxes

A holistic approach to service delivery

Activity Boxes: Partners/Design



- **Program Outline**
 - 6 biweekly activity boxes and 12 weekly social calls over the course of 3 months.
- **Client inclusion**
- **Box Components/Design**
 - Holistic, Positive, Introspective, Themed
- **Parkland College**
 - Boxes were designed by SRC Director and OTA students
 - Boxes are assembled by Parkland student groups.
 - OTA and Nursing students
- **Box Delivery**
 - 7 Parkland nursing students who deliver to 7 of the participants and go through the box components with them.
 - 3 routes that Family Service volunteers deliver boxes to those who do not have a nursing student.
- **Check-in Calls**
 - Parkland Occupational Therapy Assistant or Nursing students, trained as Friendly Callers, call the clients every week.

Activity Boxes: FY 2021 Statistics

Clients	14 (one in Douglas Co.)
Unique Components	50+
Boxes Delivered	85 (one client withdrew after first box)

Note: The second session of this project just started in late September, so these statistics are only for the first six box session that ran from January to April of 2021.

Activity Box: UCLA Loneliness Scales

Starting Score	4.5
Last Score	2.88
% Change	36%

Note: Friendly Callers and Activity Box clients have been separated within scales to more accurately measure impacts of the services.

ENGAGE!

ACTIVITY BOXES FOR OLDER ADULTS

SEPT - NOV, 2021
Take part in an exciting, new project!

Looking for more socialization, movement, or creativity in your life? Try ENGAGE!

For this *free* pilot project, you will receive **6 biweekly activity boxes** and **12 weekly calls** from a Parkland Occupational Therapy Assistant or Nursing student. Boxes are themed and include music, art materials, fun movement instruction and aides, mindfulness tips, coloring pages, craft instructions, and more!

Call 217-352-5100 to register

PROVIDED IN PARTNERSHIP BY:



This program is partially supported by a grant from THE ILLINOIS ARTS COUNCIL AGENCY, HEALTH ALLIANCE through THE COMMUNITY FOUNDATION OF EAST CENTRAL ILLINOIS, & EAST CENTRAL ILLINOIS AREA AGENCY ON AGING,

Session 2 Clients

30 (ten in Douglas Co.)

Note: The second session of this project just started in late September. Final statistics will be available at a later date.



Activity Box Session 1: Client Impact



- “My client really enjoys getting these boxes. She said it is helping her depression and mood swings. She typically has 3-day low periods, and the boxes are helping pull her out of those low periods”- Caseworker
- “My client is sharing the questions and affirmations with some in her building to brighten their day.”- Caseworker
- One participant suggested a booster box set (maybe 2 boxes over 6 months) “to help seniors wean off of these beautiful experiences”
 - We received RSI Flex Comm gap funding for the second session, which allowed us to create a booster box for the Session 1 participants filled with box improvement made in Session 2.

Activity Box Session 1: Client Impact Continued...



- "I'm enjoying every minute of it! There's enough in here to keep me busy all year."
- "Everything in the box will last a long time and will be very useful at all times!"
- "I loved the box. It lifted me up and made me feel inspired. I can't wait to get the next box!"
- "I get excited about the boxes coming which is nice, it splits up the day."
- "[It] was very nice to receive, very positive themes. you can always go back & do again."
- "The boxes got better and better, final knocked it out of the park"
- "Loved it, continue to do the project."

Activity Box Session 2: Client Impact

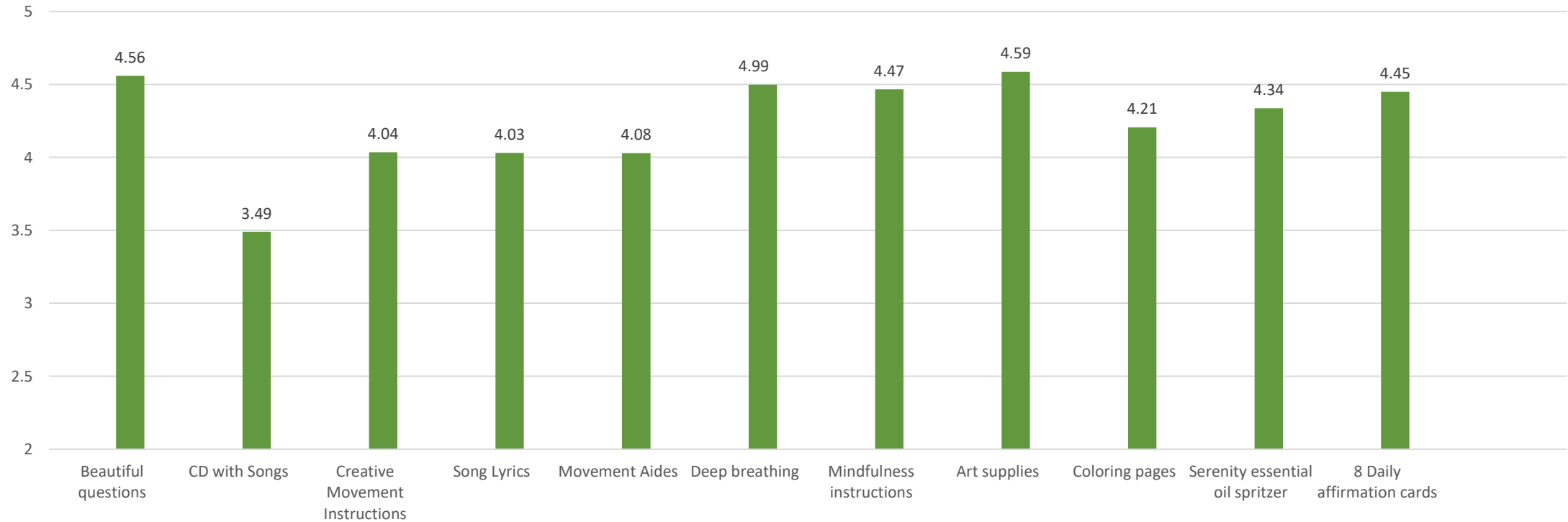


"STORMS MAKE TREES TAKE
DEEPER ROOTS." -DOLLY PARTON

- A current participant has macular degeneration and had been thinking about getting a magnifying lamp. When the client saw that they had one in their box they were thrilled and couldn't wait to try it out. The client stated "You've saved my life. This is going to change my life!"
- One participant feels more comfortable inviting her granddaughter over because they can work on the activities together, prior to the box "she wouldn't because coming up with a task for them to do seemed too daunting"
- "I love the social calls with a student, my grandkids all live so far away so it is nice to chat with someone younger. I also have been sharing items from the boxes..." -Client

Activity Boxes: Client Satisfaction

Average Score for all Boxes



Wrap Up

- With the new structure for managing Friendly callers, we are excited to see how it will change this year.
- The Activity Box pilot project expanded greatly between the first and second sessions, and it is a matter of finding organizational balance for it to continue to grow.



Family Service

Senior Resource Center

Questions??
