

# **Splaine Consulting**

## **Calling for Care: Wellness Check Programs as a Tool for Aging in Place**

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## **Overview of Wellness Check Programs**

The global population is aging, driven by declining fertility and increasing longevity; this has led to a demographic shift, with an increasing share of the population now made up of older adults (Ogugua et al., 2024). Between 2005 and 2050, every country will experience a growing proportion of people aged 60 and older (Bloom & Luca, 2016). Population aging carries significant societal and policy implications and raises questions about how the healthcare systems will support an increase in the demand for services (Ogugua et al., 2024).

A significant majority of older adults express a clear preference to remain in their homes as they age. According to the American Association of Retired Persons (AARP), 77% of individuals aged 50 and older desire to "age in place," underscoring the importance of services that support this choice (AARP, 2022). Empirical evidence suggests that aging in place offers benefits over institutional care. Older adults who age in place tend to exhibit better cognitive functioning, lower rates of depression, enhanced ability to perform daily tasks, and improved continence outcomes when compared to their counterparts in residential care settings (Touhey, 2024).

Aging in place necessitates a comprehensive support system encompassing both informal and formal services. Essential supports include meal delivery, transportation, housekeeping, wellness checks, assistance with bathing and dressing, and home maintenance (National Institute on Aging, 2023). One such intervention is the implementation of wellness check call programs—regular phone calls placed to older adults to ensure their well-being. If a participant fails to answer after multiple attempts, a designated contact person, volunteer, or local law enforcement may be dispatched to ensure their safety (Bergal, 2022).

While protocols vary, major providers such as RUOK, a widely used system reported to be in over 2,000 communities across the U.S., often implemented through local police departments, follow a similar escalation model (RUOK, 2025). If a participant misses a scheduled call, the system will attempt two to three additional follow-up calls. If there is still no response, it contacts the designated alternate. Should the alternate fail to answer or be unreachable, the system notifies the local non-emergency service to initiate a welfare check. In practice, an

alternate contact is typically not required, and non-emergency services may be contacted directly if the participant remains unresponsive.

The primary objectives are to provide peace of mind, prioritize safety, offer free support, and ensure consistent check-ins for individuals who may lack regular social contact (Bernard, 2020). Enrollment in wellness check programs generally requires the participant's informed consent because unanswered calls may lead to a law enforcement welfare check, including home entry. For example, Brazos County, Texas, requires clients to personally sign enrollment forms granting this permission. While family members typically cannot enroll loved ones without consent, for individuals with cognitive impairments like dementia, a legal guardian may consent on their behalf. Since policies vary, consulting local program guidelines is recommended.

While no federal program exists for wellness calls, a variety of locally driven models have emerged. Some states have created coordinated, statewide programs, while others rely on more decentralized efforts run through municipal governments, police departments, or nonprofits (Bergal, 2022). Maryland became the first state to launch a statewide wellness call program, funded primarily through flexible federal dollars provided by the Older Americans Act (OAA) (see Appendix A). The OAA allows states to allocate resources toward services that reduce isolation and enhance the safety of older adults, core objectives of wellness call programs (ACL, 2025; Bergal, 2022) (see Appendix B).

Given the OAA's flexible structure and current reauthorization status, it offers a potential funding pathway for wellness call initiatives and provides a useful lens through which to understand how the federal government can support locally tailored aging services. At the federal level, the Supporting Older Americans Act of 2020 reauthorized the OAA through fiscal year 2024 (ACL, 2025; Bonamici, 2020) (see Appendix C). A new reauthorization bill was introduced in July 2024 and has passed the Senate; as of December 2024, it remains pending in the House of Representatives (Sanders, 2024) (see Appendix D).

Wellness check call programs, while varying in structure and scope, have steadily expanded across the United States. Despite limited formal evaluation, their growing adoption reflects local

innovation and increasing recognition of their role in supporting aging populations. This growing interest is also reflected in policy; the Friendly Calls for Our Seniors Act of 2023 (H.R. 6388) proposes a federal grant program to expand telephone reassurance services for older adults and individuals with disabilities nationwide (see Appendix E). The following section provides a state-by-state overview of publicly available, no-cost wellness check call programs for older adults.

For older adults living in areas without access to public or nonprofit-run wellness call programs, private services such as [CARE](#) and [IAmFine](#) offer similar daily check-in calls for under \$15 per month.

### State-by-State Wellness Check Call Programs

| <i>State</i> | <i>Name</i>             | <i>Location</i>   | <i>Administering Body</i>          | <i>Link</i>                                                                                                                                                                                                                        |
|--------------|-------------------------|-------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AL           | Call Reassurance        | Montgomery County | Police department                  | <a href="https://www.montgomerysheriff.com/public-interest/are-you-ok">https://www.montgomerysheriff.com/public-interest/are-you-ok</a>                                                                                            |
| AL           | RUOK                    | City of Abbeville | Police department                  | <a href="https://www.facebook.com/story.php/?story_fbid=587372056852594&amp;id=100067394134528">https://www.facebook.com/story.php/?story_fbid=587372056852594&amp;id=100067394134528</a>                                          |
| AL           | RUOK                    | Lee County        | Police department                  | <a href="https://www.leecosherriffal.gov/areYouOK">https://www.leecosherriffal.gov/areYouOK</a>                                                                                                                                    |
| AL           | Telephone Reassurance   | Blountsville      | Police department                  | <a href="http://www.callingcare.com/telephone-reassurance-blountsville.htm">http://www.callingcare.com/telephone-reassurance-blountsville.htm</a>                                                                                  |
| AL           | Telephone Reassurance   | Midfield          | Police department                  | <a href="http://www.callingcare.com/care-providers-alabama.htm">http://www.callingcare.com/care-providers-alabama.htm</a> ;<br><a href="https://www.cityofmidfield.com/?page_id=15">https://www.cityofmidfield.com/?page_id=15</a> |
| AL           | Telephone Reassurance   | Tuskegee          | Local government/police department | <a href="https://www.tuskegeealabama.gov/senior-citizens/pages/programs-services">https://www.tuskegeealabama.gov/senior-citizens/pages/programs-services</a>                                                                      |
| AK           | Telephone Reassurance   | Anchorage         | Police department                  | <a href="http://www.callingcare.com/care-providers-alaska.htm">http://www.callingcare.com/care-providers-alaska.htm</a> ;<br><a href="https://www.anchoragopolice.com/">https://www.anchoragopolice.com/</a>                       |
| AZ           | Call Reassurance (CARE) | Surprise          | Police department                  | <a href="https://surpriseaz.gov/406/Senior-Services">https://surpriseaz.gov/406/Senior-Services</a>                                                                                                                                |
| AZ           | RUOK                    | Castle Hills      | Police department                  | <a href="https://www.fountainhillsaz.gov/268/RUOK-Program">https://www.fountainhillsaz.gov/268/RUOK-Program</a>                                                                                                                    |
| AZ           | RUOK                    | Pima County       | Police department                  | <a href="https://pimasheriff.org/careers/volunteer">https://pimasheriff.org/careers/volunteer</a>                                                                                                                                  |
| AZ           | RUOK                    | Sun City West     | Police department                  | <a href="https://scwposse.org/ruok/">https://scwposse.org/ruok/</a>                                                                                                                                                                |

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|----|---------------------------------|--------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AZ | RUOK                            | Town of Youngtown        | Police department                                              | <a href="https://youngtownaz.org/departments/community_development/code_enforcement_division/ruok_program.php">https://youngtownaz.org/departments/community_development/code_enforcement_division/ruok_program.php</a>       |
| AR | Call Reassurance Program (CARE) | Garland                  | Police department                                              | <a href="http://www.callingcare.com/telephone-reassurance-garland.htm">http://www.callingcare.com/telephone-reassurance-garland.htm</a>                                                                                       |
| AR | Careline                        | Central Arkansas         | Non-Profit (Carelink)                                          | <a href="https://www.carelink.org/volunteer/">https://www.carelink.org/volunteer/</a>                                                                                                                                         |
| AR | Telephone Reassurance           | City of Pocahontas       | Fire department                                                | <a href="http://www.callingcare.com/care-providers-arkansas.htm">http://www.callingcare.com/care-providers-arkansas.htm</a> ; <a href="https://www.cityofpocahontas.com/fire">https://www.cityofpocahontas.com/fire</a>       |
| AR | Telephone Reassurance           | St Francis               | Police department                                              | <a href="http://www.callingcare.com/care-providers-arkansas.htm">http://www.callingcare.com/care-providers-arkansas.htm</a> ; <a href="https://www.stfranciscountysheriff.org/#">https://www.stfranciscountysheriff.org/#</a> |
| AR | Telephone Reassurance           | Upper Arkansas           | Local government (Council of Governments Area Agency on Aging) | <a href="https://www.lakecountyco.gov/DocumentCenter/View/779/Programs-for-Seniors-PDF">https://www.lakecountyco.gov/DocumentCenter/View/779/Programs-for-Seniors-PDF</a>                                                     |
| CA | CARE Reassurance Program        | County of Kings          | Local government/police department                             | <a href="https://www.countyofkingsca.gov/services/are-you-ok-ruok-program">https://www.countyofkingsca.gov/services/are-you-ok-ruok-program</a>                                                                               |
| CA | Phone Reassurance               | Grass Valley & Yuba City | Non-profit (FREED)                                             | <a href="https://freed.org/services/independent-living/phone-reassurance/">https://freed.org/services/independent-living/phone-reassurance/</a>                                                                               |
| CA | Project Care                    | San Diego                | Local government (Aging and Independent Services)              | <a href="https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ais/Services/Project-CARE.html">https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ais/Services/Project-CARE.html</a>                                 |

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|----|--------------------------------|-----------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CA | RUOK                           | Kern County     | Police department                                 | <a href="https://www.kernsheriff.org/">https://www.kernsheriff.org/</a><br><a href="https://www.kernsheriff.org/Substation_Document/ruok_pamphlet_front_and_back.pdf">https://www.kernsheriff.org/Substation_Document/ruok_pamphlet_front_and_back.pdf</a>                                                                                                                                                 |
| CA | RUOK                           | North Bay       | Non-profit (North Bay Golden Age Club)            | <a href="https://211ontario.ca/service/65292875/north-bay-golden-age-club-are-you-ok-telephone-reassurance-program/">https://211ontario.ca/service/65292875/north-bay-golden-age-club-are-you-ok-telephone-reassurance-program/</a>                                                                                                                                                                        |
| CA | RUOK                           | Plesanton       | Police department                                 | <a href="https://www.alamedacountysocialservices.org/acssa-assets/PDF/AAS/AAA/senior-resource-guides/SENIOR_RESOURCE_GUIDE-East.pdf">https://www.alamedacountysocialservices.org/acssa-assets/PDF/AAS/AAA/senior-resource-guides/SENIOR_RESOURCE_GUIDE-East.pdf</a> ;<br><a href="https://www.cityofpleasantonca.gov/our-government/police/">https://www.cityofpleasantonca.gov/our-government/police/</a> |
| CA | RUOK                           | Sausalito       | Police department                                 | <a href="https://www.sausalito.gov/departments/police-department/programs-services/r-u-ok-program">https://www.sausalito.gov/departments/police-department/programs-services/r-u-ok-program</a>                                                                                                                                                                                                            |
| CA | Telephone Reassurance          | Auburn          | Non-profit (Seniors First)                        | <a href="https://seniorsfirst.org/telephone-reassurance/">https://seniorsfirst.org/telephone-reassurance/</a>                                                                                                                                                                                                                                                                                              |
| CA | SLPD Cares Reassurance Program | San Leandro     | Police department                                 | <a href="https://www.sanleandro.org/402/SLPD-CARES-Reassurance-Program-for-San-L">https://www.sanleandro.org/402/SLPD-CARES-Reassurance-Program-for-San-L</a>                                                                                                                                                                                                                                              |
| CA | Telephone Reassurance Program  | State-wide      | Local government (California Department of Aging) | <a href="https://aging.ca.gov/providers_and_partners/area_agencies_on_aging/supportive_services/program_narrative_and_fact_sheets/">https://aging.ca.gov/providers_and_partners/area_agencies_on_aging/supportive_services/program_narrative_and_fact_sheets/</a>                                                                                                                                          |
| CA | Telephone Reassurance Program  | City of Fortuna | Police department                                 | <a href="http://www.callingcare.com/care-providers-california.htm">http://www.callingcare.com/care-providers-california.htm</a> ;<br><a href="https://www.friendlyfortuna.com/departments/police_department/services/index.php">https://www.friendlyfortuna.com/departments/police_department/services/index.php</a>                                                                                       |

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| CA | Telephone Reassurance Program | Cotati       | Police department                                        | <a href="https://www.cotaticity.gov/229/Police">https://www.cotaticity.gov/229/Police</a>                                                                                                                                                                                                   |
| CA | Telephone Reassurance Program | Los Angeles  | Non-profit (Jewish Family Service)                       | <a href="https://211la.org/services/HxLJEEybLH8NqP06C4LNDKntak9A2x/telephone-reassurance">https://211la.org/services/HxLJEEybLH8NqP06C4LNDKntak9A2x/telephone-reassurance</a>                                                                                                               |
| CA | Telephone Reassurance Program | San Rafael   | Police department                                        | <a href="https://www.srpd.org/telephone-reassurance-program">https://www.srpd.org/telephone-reassurance-program</a>                                                                                                                                                                         |
| CA | Telephone Reassurance Program | Eskaton      | Police department                                        | <a href="https://www.eskaton.org/sites/default/files/file-attachments/telephone-reassurance.pdf?1700066972">https://www.eskaton.org/sites/default/files/file-attachments/telephone-reassurance.pdf?1700066972</a>                                                                           |
| CA | Y.A.N.A                       | El Dorado    | Local government/ Police department                      | <a href="https://www.eldoradocounty.ca.gov/Services/Assistance-Programs/Seniors/Senior-Services/YANA-You-Are-Not-Alone">https://www.eldoradocounty.ca.gov/Services/Assistance-Programs/Seniors/Senior-Services/YANA-You-Are-Not-Alone</a>                                                   |
| CA | Y.A.N.A                       | Stockton     | Police department                                        | <a href="https://www.stocktonca.gov/services/police_department/programs_services/yana_for_seniors.php">https://www.stocktonca.gov/services/police_department/programs_services/yana_for_seniors.php</a>                                                                                     |
| CO | Phone Reassurance             | Logan County | Police department                                        | <a href="http://www.callingcare.com/care-providers-colorado.htm">http://www.callingcare.com/care-providers-colorado.htm</a> ; <a href="https://logancounty.colorado.gov/elected-officials/logan-county-sheriff">https://logancounty.colorado.gov/elected-officials/logan-county-sheriff</a> |
| CO | RUOK                          | Castle Rock  | Police department                                        | <a href="https://www.crgov.com/3206">https://www.crgov.com/3206</a>                                                                                                                                                                                                                         |
| CO | Telephone Reassurance         | Statewide    | Local government (Colorado Department of Human Services) | <a href="https://cdhs.colorado.gov/our-services/older-adult-services/state-unit-on-aging/support-services-for-older-adults">https://cdhs.colorado.gov/our-services/older-adult-services/state-unit-on-aging/support-services-for-older-adults</a>                                           |

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| CO | Telephone Reassurance           | St. Lawrence County | Local government                 | <a href="https://www.stlawco.gov/sites/default/files/OfficefortheAging/Telephone%20Reassurance%20Program.pdf">https://www.stlawco.gov/sites/default/files/OfficefortheAging/Telephone%20Reassurance%20Program.pdf</a>                                                   |
| CT | Automated Phone Reassurance     | Easton              | Police department                | <a href="http://www.callingcare.com/care-providers-connecticut.htm">http://www.callingcare.com/care-providers-connecticut.htm</a> ; <a href="https://www.eastonct.gov/police">https://www.eastonct.gov/police</a>                                                       |
| CT | Call Reassurance (CARE) Program | Town of Monroe      | Police department                | <a href="https://www.townofmontville.org/">https://www.townofmontville.org/</a>                                                                                                                                                                                         |
| CT | Friendly Callers Service        | Greenwich           | Non-profit (Family Centers)      | <a href="https://www.familycenters.org/">https://www.familycenters.org/</a>                                                                                                                                                                                             |
| CT | RUOK                            | Town of Monroe      | Police department                | <a href="https://www.211ct.org/search/17299636">https://www.211ct.org/search/17299636</a>                                                                                                                                                                               |
| CT | SWCAA Telephone Reassurance     | Fairfield           | Police department                | <a href="https://www.swcaa.org/staying-in-your-home-overview/telephone-reassurance/">https://www.swcaa.org/staying-in-your-home-overview/telephone-reassurance/</a>                                                                                                     |
| CT | Telephone Reassurance           | Manchester          | Police department                | <a href="http://www.callingcare.com/care-providers-connecticut.htm">http://www.callingcare.com/care-providers-connecticut.htm</a> ; <a href="https://www.manchesterct.gov/Government/Departments/Police">https://www.manchesterct.gov/Government/Departments/Police</a> |
| CT | Telephone Reassurance           | West Hartford       | Police department                | <a href="https://www.211ct.org/search/17308202">https://www.211ct.org/search/17308202</a>                                                                                                                                                                               |
| DE | Senior Roll Call Lifeline       | New Castle County   | Police department                | <a href="https://newarkseniorcenter.com/local-services/">https://newarkseniorcenter.com/local-services/</a>                                                                                                                                                             |
| DE | Telephone Reassurance           | Town of Bethany     | Police department                | <a href="http://www.callingcare.com/care-providers-delaware.htm">http://www.callingcare.com/care-providers-delaware.htm</a> ; <a href="https://www.townofbethanybeach.com/95/Police-Department">https://www.townofbethanybeach.com/95/Police-Department</a>             |
| FL | CARE (Call reassurance)         | Miami               | Company (The Emerald Apartments) | <a href="http://www.callingcare.com/telephone-reassurance-emerald.htm">http://www.callingcare.com/telephone-reassurance-emerald.htm</a>                                                                                                                                 |

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|----|-------------------------|--------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| FL | CARE (Call reassurance) | Hollywood          | Company (The Gardens at Driftwood) | <a href="http://www.callingcare.com/telephone-reassurance-driftwood.htm">http://www.callingcare.com/telephone-reassurance-driftwood.htm</a>                                                                                     |
| FL | Caring Connections      | Jacksonville       | Non-profit (ElderSource)           | <a href="https://myeldersource.org/eldersource-launches-caring-connections/">https://myeldersource.org/eldersource-launches-caring-connections/</a>                                                                             |
| FL | CARE (Call Reassurance) | Okaloosa           | Police department                  | <a href="http://www.callingcare.com/telephone-reassurance-okaloosa.htm">http://www.callingcare.com/telephone-reassurance-okaloosa.htm</a>                                                                                       |
| FL | RUOK                    | Crestview          | Police department                  | <a href="https://www.cityofcrestview.org/694/RUOK">https://www.cityofcrestview.org/694/RUOK</a>                                                                                                                                 |
| FL | RUOK                    | Fort Walton Beach  | Police department                  | <a href="https://www.fwb.org/246/Are-You-Okay">https://www.fwb.org/246/Are-You-Okay</a>                                                                                                                                         |
| FL | RUOK                    | Hallandale         | Police department                  | <a href="https://hallandalebeachfl.gov/DocumentCenter/View/5832/RUOK-in-color?bidId=">https://hallandalebeachfl.gov/DocumentCenter/View/5832/RUOK-in-color?bidId=</a>                                                           |
| FL | RUOK                    | Niceville          | Police department                  | <a href="https://cityofniceville.org/393/Are-You-OK-RUOK-Program">https://cityofniceville.org/393/Are-You-OK-RUOK-Program</a>                                                                                                   |
| FL | RUOK                    | Winter Park        | Police department                  | <a href="https://cityofwinterpark.org/departments/police/programs/community-outreach-programs/are-you-ok-program/">https://cityofwinterpark.org/departments/police/programs/community-outreach-programs/are-you-ok-program/</a> |
| FL | Touchline               | City of Lighthouse | Local government                   | <a href="https://www.lighthousepointfl.gov/277/Senior-Touchline-Broard-211">https://www.lighthousepointfl.gov/277/Senior-Touchline-Broard-211</a>                                                                               |
| GA | RUOK                    | Cherokee County    | Police department                  | <a href="https://sheriff.cherokeecountyga.gov/RUOK.php">https://sheriff.cherokeecountyga.gov/RUOK.php</a>                                                                                                                       |
| GA | RUOK                    | Troup County       | Police department                  | <a href="http://troupcountysheriff.org/Home/RUOK">http://troupcountysheriff.org/Home/RUOK</a>                                                                                                                                   |
| GA | RUOK                    | Watkinsville       | Police department                  | <a href="https://www.cityofwatkinsville.com/221/RUOK-Program">https://www.cityofwatkinsville.com/221/RUOK-Program</a>                                                                                                           |
| GA | RUOK                    | Vidalia            | Police department                  | <a href="https://www.vidaliaga.gov/police/page/ruok-program">https://www.vidaliaga.gov/police/page/ruok-program</a>                                                                                                             |

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|----|-----------------------------------------|-----------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| HI | Telephone Reassurance Program           | Maui County                                                                 | Local government (Office of Aging)  | <a href="https://www.mauicounty.gov/255/Office-on-Aging">https://www.mauicounty.gov/255/Office-on-Aging</a>                                     |
| HI | Phone-A-Friend                          | O'ahu, Hawai'i Island, Kaua'i, and Maui                                     | Non-profit (Catholic Charities)     | <a href="https://www.catholiccharitieshawaii.org/phone-a-friend/">https://www.catholiccharitieshawaii.org/phone-a-friend/</a>                   |
| HI | Telephone Reassurance Program           | Maui County                                                                 | Non-profit (Na Hoaloha)             | <a href="https://nahoaloha.org/programs-services/">https://nahoaloha.org/programs-services/</a>                                                 |
| ID | ECHO                                    | Caldwell, Homedale, Marsing, Middleton, Parma, Wilder, and surrounding area | Non-profit (Our Lady of the Valley) | <a href="https://olv.caldwell.org/services-for-seniors">https://olv.caldwell.org/services-for-seniors</a>                                       |
| ID | RUOK                                    | City of Lewiston                                                            | Police department                   | <a href="https://www.cityoflewiston.org/292/Police-Department">https://www.cityoflewiston.org/292/Police-Department</a>                         |
| IL | Automated Telephone Reassurance Program | Rock Island County                                                          | Police department                   | <a href="http://www.callingcare.com/telephone-reassurance-rock-island.htm">http://www.callingcare.com/telephone-reassurance-rock-island.htm</a> |
| IL | CARE provider                           | Troy                                                                        | Police department                   | <a href="http://www.callingcare.com/telephone-reassurance-rock-island.htm">http://www.callingcare.com/telephone-reassurance-rock-island.htm</a> |
| IL | Guardian Program                        | DuPage County                                                               | Police department                   | <a href="https://www.dupagesheriff.org/guardian">https://www.dupagesheriff.org/guardian</a>                                                     |
| IL | Reassurance Program                     | Clarendon Hills                                                             | Local government                    | <a href="https://www.clarendonhills.us/455/Reassurance-Program">https://www.clarendonhills.us/455/Reassurance-Program</a>                       |

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|----|----------------------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IL | RUOK                                   | Lake County                                                                                                | Police department                                  | <a href="https://www.lakecountyil.gov/596/RUOK-Personal-Wellness-Check">https://www.lakecountyil.gov/596/RUOK-Personal-Wellness-Check</a>                                                                       |
| IL | RUOK                                   | Fremont Township                                                                                           | Local government                                   | <a href="https://fremonttownship.com/resident-services/for-seniors/">https://fremonttownship.com/resident-services/for-seniors/</a>                                                                             |
| IL | Telephone Reassurance Program          | Grundy, Kankakee and Will Counties                                                                         | Non-profit (Catholic Charities, Diocese of Joliet) | <a href="https://815941help.com/listing/telephone-reassurance-program/">https://815941help.com/listing/telephone-reassurance-program/</a>                                                                       |
| IL | Telephone Reassurance Program          | Norridge                                                                                                   | Non-profit (Seniors Assistance Center)             | <a href="https://www.sac-il.org/telephone-reassurance-program">https://www.sac-il.org/telephone-reassurance-program</a>                                                                                         |
| IN | Friendly Caller/RUOK                   | Wells County                                                                                               | Local government (Council on Aging)                | <a href="https://www.indianadisabilityresourcefinder.org/view/provider/5994/wells-county-council-on-aging">https://www.indianadisabilityresourcefinder.org/view/provider/5994/wells-county-council-on-aging</a> |
| IA | Neighbor to Neighbor Call Program/RSVP | Cass, Fremont, Harrison, Iowa, Keokuk, Louisa, Mahaska, Monona, Montgomer, Poweshiek, Shelby, and Woodbury | Local government (Iowa Health and Human Services)  | <a href="https://hhs.iowa.gov/aging-services/rsvp">https://hhs.iowa.gov/aging-services/rsvp</a>                                                                                                                 |

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| IA | Telephone Reassurance Program    | Mason City     | Non-profit (Good Shepherd Inc.)                                       | <a href="https://goodshepherdhealthcenter.org/about/community/">https://goodshepherdhealthcenter.org/about/community/</a>                                                                                                             |
| KS | RUOK                             | Parsons        | Police department                                                     | <a href="https://www.parsonspdks.gov/r-you-ok">https://www.parsonspdks.gov/r-you-ok</a>                                                                                                                                               |
| KS | Telephone Reassurance Program    | Statewide      | Non-profit (Always in Touch)                                          | <a href="https://form.jotform.us/70716939660162">https://form.jotform.us/70716939660162</a>                                                                                                                                           |
| KY | Telephone Reassurance Program    | Elizabeth Town | Police department                                                     | <a href="http://www.callingcare.com/telephone-reassurance-elizabeth-town.htm">http://www.callingcare.com/telephone-reassurance-elizabeth-town.htm</a>                                                                                 |
| KY | Telephone Reassurance Program    | Kentucky River | Local government                                                      | <a href="https://kradd.org/services/agin-g-programs/">https://kradd.org/services/agin-g-programs/</a>                                                                                                                                 |
| KY | Telephone Reassurance Program    | Louisville     | Local government (Kentucky Commision on the Deaf and Hard of Hearing) | <a href="https://www.kcdhh.ky.gov/docs/ois/DB_ResourceGuide-ServicesOlderAdults.pdf">https://www.kcdhh.ky.gov/docs/ois/DB_ResourceGuide-ServicesOlderAdults.pdf</a>                                                                   |
| LA | Telephone Reassurance Program    | Cenla          | Local government (Cenla Area Agency on Aging)                         | <a href="https://www.cityofalexandria.com/senior-services">https://www.cityofalexandria.com/senior-services</a>                                                                                                                       |
| LA | Telephone Reassurance Program    | Iberia         | Local government (Iberia Council on Aging)                            | <a href="https://cajunaaa.org/directories/iberia-council-on-aging/">https://cajunaaa.org/directories/iberia-council-on-aging/</a>                                                                                                     |
| ME | Good Morning/Reassurance Program | City of Bath   | Police department                                                     | <a href="https://www.cityofbathmaine.gov/media/PermitsApplications/Police/Good%20Morning%20Program%20Application.pdf">https://www.cityofbathmaine.gov/media/PermitsApplications/Police/Good%20Morning%20Program%20Application.pdf</a> |
| ME | Good Morning/Reassurance Program | Freeport       | Police department/Local government                                    | <a href="https://www.freeportmaine.com/222/Good-Morning-Reassurance-Program">https://www.freeportmaine.com/222/Good-Morning-Reassurance-Program</a>                                                                                   |

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| ME | Phone Pals                | Cumberland and York Counties                                                                                       | Local government (Southern Maine Area on Aging)  | <a href="https://www.smaaa.org/services-for-older-adults/phone-pals/">https://www.smaaa.org/services-for-older-adults/phone-pals/</a>                                                                                                                                       |
| ME | RUOK                      | Town of Newcastle                                                                                                  | Police department                                | <a href="https://www.newcastlemaine.us/home/news/check-out-ruok-program-through-lc-sheriffs-office-and-project-lifesaver-through-lc-ema">https://www.newcastlemaine.us/home/news/check-out-ruok-program-through-lc-sheriffs-office-and-project-lifesaver-through-lc-ema</a> |
| ME | SEARCH                    | Androscoggin, Kennebec, Sagadahoc, Somerset, Franklin, Lincoln, Oxford, Penobscot, Brunswick and Cumberland County | Non-profit (Catholic Charities)                  | <a href="https://www.ccmaine.org/search-program-elderly-services">https://www.ccmaine.org/search-program-elderly-services</a>                                                                                                                                               |
| ME | Reassurance Program       | Town of Yarmouth                                                                                                   | Police department                                | <a href="https://yarmouth.me.us/departments/police/community_programs/reassurance_program.php">https://yarmouth.me.us/departments/police/community_programs/reassurance_program.php</a>                                                                                     |
| MD | Senior Call Check Program | Statewide                                                                                                          | Local government                                 | <a href="https://aging.maryland.gov/SiteAssets/Pages/senior-call-check/Maryland-Senior-Call-Check-Paper-Application.pdf">https://aging.maryland.gov/SiteAssets/Pages/senior-call-check/Maryland-Senior-Call-Check-Paper-Application.pdf</a>                                 |
| MD | Telephone Reassurance     | Anne Arundel County                                                                                                | Local government (Aging and Disability Services) | <a href="https://www.aacounty.org/aging-and-disabilities/services/telephone-reassurance/">https://www.aacounty.org/aging-and-disabilities/services/telephone-reassurance/</a>                                                                                               |

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| MD | Telephone Reassurance   | Frederick County | Non-profit (Mental Health Association of Frederick County) | <a href="https://fcmha.org/how-we-help/reassurance/">https://fcmha.org/how-we-help/reassurance/</a>                                                                   |
| MA | Call Reassurance (CARE) | City of Auburn   | Police department                                          | <a href="http://www.callingcare.com/telephone-reassurance-auburn.htm">http://www.callingcare.com/telephone-reassurance-auburn.htm</a>                                 |
| MA | Call Reassurance (CARE) | Holden           | Local government (Council on Aging)/Police department      | <a href="http://www.callingcare.com/telephone-reassurance-holden.htm">http://www.callingcare.com/telephone-reassurance-holden.htm</a>                                 |
| MA | Call Reassurance (CARE) | Leicester        | Police department                                          | <a href="http://www.callingcare.com/telephone-reassurance-leicester.htm">http://www.callingcare.com/telephone-reassurance-leicester.htm</a>                           |
| MA | Call Reassurance (CARE) | Nahant           | Police department                                          | <a href="http://www.callingcare.com/telephone-reassurance-nahant.htm">http://www.callingcare.com/telephone-reassurance-nahant.htm</a>                                 |
| MA | Call Reassurance (CARE) | Norfolk          | Police department                                          | <a href="http://www.callingcare.com/telephone-reassurance-norfolk.htm">http://www.callingcare.com/telephone-reassurance-norfolk.htm</a>                               |
| MA | Call Reassurance (CARE) | Plymouth         | Police department                                          | <a href="http://www.callingcare.com/telephone-reassurance-plymouth.htm">http://www.callingcare.com/telephone-reassurance-plymouth.htm</a>                             |
| MA | Reassurance Program     | Chatham          | Police department                                          | <a href="https://www.chatham-ma.gov/DocumentCenter/View/7548/Reassurance-Program-PDF">https://www.chatham-ma.gov/DocumentCenter/View/7548/Reassurance-Program-PDF</a> |
| MA | Reassurance Program     | Mashpee          | Police department                                          | <a href="https://mashpeepd.com/reassurance-program/">https://mashpeepd.com/reassurance-program/</a>                                                                   |
| MA | RUOK                    | Auburn           | Police department                                          | <a href="https://www.auburnma.gov/259/Outreach">https://www.auburnma.gov/259/Outreach</a>                                                                             |
| MA | Telephone Reassurance   | Billerica        | Local government                                           | <a href="https://www.town.billerica.ma.us/359/Outreach">https://www.town.billerica.ma.us/359/Outreach</a>                                                             |
| MA | Telephone Reassurance   | City of Salem    | Police department                                          | <a href="https://www.salemma.gov/CivicAlerts.aspx?AID=64">https://www.salemma.gov/CivicAlerts.aspx?AID=64</a>                                                         |

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| MA | Telephone Reassurance       | Millbury              | Local government                                | <a href="https://www.millburyma.gov/senior-center/pages/outreach-coordinator">https://www.millburyma.gov/senior-center/pages/outreach-coordinator</a>                                                         |
| MA | Telephone Reassurance       | Mystic Valley         | Non-profit (Mystic Valley Elder Services)       | <a href="https://www.mves.org/mves-seeks-volunteers-for-social-engagement-and-money-management-programs/">https://www.mves.org/mves-seeks-volunteers-for-social-engagement-and-money-management-programs/</a> |
| MA | Telephone Reassurance       | North Andover         | Local government                                | <a href="https://www.northandoverma.gov/419/Outreach">https://www.northandoverma.gov/419/Outreach</a>                                                                                                         |
| MA | Telephone Reassurance       | Norwell               | Local government                                | <a href="https://www.townofnorwell.net/council-aging/pages/outreach-and-advocacy">https://www.townofnorwell.net/council-aging/pages/outreach-and-advocacy</a>                                                 |
| MA | Telephone Reassurance       | Norwood               | Local government                                | <a href="https://www.norwoodma.gov/residents/senior_center/outreach.php">https://www.norwoodma.gov/residents/senior_center/outreach.php</a>                                                                   |
| MA | Telephone Reassurance       | Town of Nantucket     | Police department                               | <a href="https://www.nantucket-ma.gov/DocumentCenter/View/863/Telephone-Reassurance">https://www.nantucket-ma.gov/DocumentCenter/View/863/Telephone-Reassurance</a>                                           |
| MA | Telephone Reassurance       | Waltham               | Police department                               | <a href="https://www.city.waltham.ma.us/council-on-aging/pages/telephone-reassurance-program">https://www.city.waltham.ma.us/council-on-aging/pages/telephone-reassurance-program</a>                         |
| MA | Telephone Reassurance       | Wilmington            | Local government (Health and Wellness Services) | <a href="https://www.wilmingtonma.gov/elderly-services/pages/health-and-wellness">https://www.wilmingtonma.gov/elderly-services/pages/health-and-wellness</a>                                                 |
| MA | T.R.I.A.D                   | Easton                | Police department                               | <a href="https://eastonpd.com/t-r-i-a-d/">https://eastonpd.com/t-r-i-a-d/</a>                                                                                                                                 |
| MI | ACCOA Telephone Reassurance | Alcona County         | Local government                                | <a href="https://alconaseniors.org/accoa-telephone-reassurance-program/">https://alconaseniors.org/accoa-telephone-reassurance-program/</a>                                                                   |
| MI | Friendly Assurance Program  | City of Highland Park | Local government                                | <a href="https://www.highlandparkmi.gov/services/senior-program/">https://www.highlandparkmi.gov/services/senior-program/</a>                                                                                 |
| MI | Friendly Assurance Program  | Dearborn              | Non-profit (The Senior Alliance)                | <a href="https://thesenioralliance.org/services/friendly-reassurance/">https://thesenioralliance.org/services/friendly-reassurance/</a>                                                                       |

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| MI | Friendly Assurance Program              | Wayne                                                                   | Non-profit (The Senior Alliance)                           | <a href="https://thesenioralliance.org/wp-content/uploads/2023/10/The-Senior-Alliance-rack-card-friendly-reassurance-english.pdf">https://thesenioralliance.org/wp-content/uploads/2023/10/The-Senior-Alliance-rack-card-friendly-reassurance-english.pdf</a>                                                                                                                                                                                                                                                                                                                                                                         |
| MI | Keeping Independent Seniors Safe (KISS) | Flint                                                                   | Local government (Valley Area on Aging)                    | <a href="https://valleyareaaging.org/programs-and-services/kiss-program/">https://valleyareaaging.org/programs-and-services/kiss-program/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| MI | Senior Friendly Reassurance Services    | Oakland                                                                 | Non-profit (Oakland County Michigan)                       | <a href="https://www.oakgov.com/community/health/partnerships/older-adults/senior-friendly-reassurance-services">https://www.oakgov.com/community/health/partnerships/older-adults/senior-friendly-reassurance-services</a>                                                                                                                                                                                                                                                                                                                                                                                                           |
| MI | Telephone Reassurance                   | Benzie County                                                           | Non-profit (Benzie Senior Resources)                       | <a href="https://benzieseniorresources.org/services/health-safety/telephone-reassurance/">https://benzieseniorresources.org/services/health-safety/telephone-reassurance/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| MN | Telephone Reassurance                   | Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington          | Local government (Vietnamese Social Services of Minnesota) | <a href="https://www.minnesotahelp.info/Providers/Vietnamese_Social_Services_of_Minnesota/Telephone_Reassurance/1?returnUrl=%2FProviders%2FVietnamese_Social_Services_of_Minnesota%2FMap%3Fr%3D0%26loc%3D4461%2BLake%2BAve%2BS%252c%2BSt%2BPaul%252c%2BMN%2B5110%26geo%3D45.076265%252c-93.017333%26o%3Dprovider-asc">https://www.minnesotahelp.info/Providers/Vietnamese_Social_Services_of_Minnesota/Telephone_Reassurance/1?returnUrl=%2FProviders%2FVietnamese_Social_Services_of_Minnesota%2FMap%3Fr%3D0%26loc%3D4461%2BLake%2BAve%2BS%252c%2BSt%2BPaul%252c%2BMN%2B5110%26geo%3D45.076265%252c-93.017333%26o%3Dprovider-asc</a> |
| MN | Telephone Reassurance                   | Lincoln, Lyon, Redwood, Pipestone, Murray, Cottonwood, Rock, and Nobles | Non-profit (A.C.E. Southwest Minnesota)                    | <a href="https://aceswmn.org/self-supporting-services/telephone-reassurance/">https://aceswmn.org/self-supporting-services/telephone-reassurance/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| MI | Telephone Reassurance                   | Macomb, Oakland and St. Clair Counties                     | Non-profit (Interfaith Volunteer Caregivers)     | <a href="https://www.ivcinfo.org/what-we-do/what-we-do">https://www.ivcinfo.org/what-we-do/what-we-do</a>                                   |
| MI | Telephone Reassurance                   | Muskegon, Oceana, and Southeast Ottawa County              | Non-profit (Community ACCESS Line of Lakeshore)  | <a href="https://www.call-211.org/telephone-reassurance/">https://www.call-211.org/telephone-reassurance/</a>                               |
| MN | Telephone Reassurance                   | Southwest Minnesota                                        | Local government (Minnesota River Area on Aging) | <a href="https://mnraaa.org/what-services-can-help-me-stay-in-my-home/">https://mnraaa.org/what-services-can-help-me-stay-in-my-home/</a>   |
| MS | CARE (Call Reassurance)                 | Oxford Park                                                | Local government                                 | <a href="http://www.callingcare.com/telephone-reassurance-rsvp.htm">http://www.callingcare.com/telephone-reassurance-rsvp.htm</a>           |
| MS | CARE (Call Reassurance)                 | Rankin County                                              | Police department                                | <a href="http://www.callingcare.com/telephone-reassurance-rankin.htm">http://www.callingcare.com/telephone-reassurance-rankin.htm</a>       |
| MS | RUOK                                    | Oktibbeha County                                           | Police department                                | <a href="https://sheriff.oktibbeha.ms.us/programs/elderly-ruok">https://sheriff.oktibbeha.ms.us/programs/elderly-ruok</a>                   |
| MS | Telephone Reassurance Program           | Hinds, Madison, Rankin, Simpson, Copiah, Warren, and Yazoo | Local government (Central MS Area on Aging)      | <a href="https://cmpdd.org/images/Reassurance-Program-brochure.pdf">https://cmpdd.org/images/Reassurance-Program-brochure.pdf</a>           |
| MO | Automated Telephone Reassurance Program | City of Brentwood                                          | Police department                                | <a href="http://www.callingcare.com/telephone-reassurance-brentwood.htm">http://www.callingcare.com/telephone-reassurance-brentwood.htm</a> |
| MO | Call Reassurance Program                | City of St. Louis                                          | Fire department                                  | <a href="http://www.callingcare.com/telephone-reassurance-stlouisfd.htm">http://www.callingcare.com/telephone-reassurance-stlouisfd.htm</a> |

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| MO | RUOK                          | City of Herculaneum                             | Police department                                        | <a href="https://cityofherculaneum.gov/police-department/ruok-program/">https://cityofherculaneum.gov/police-department/ruok-program/</a>                                                                     |
| MO | Telephone Reassurance Program | St.Louis City, St. Louis County, and St.Charles | Non-profit (Circle of Care)                              | <a href="https://www.circleofcarestlouis.org/telephone-reassurance">https://www.circleofcarestlouis.org/telephone-reassurance</a>                                                                             |
| MO | Telephone Reassurance Program | Raytown                                         | Non-profit (Shepherd's Center)                           | <a href="https://shepherdscenterofraytown.org/services/">https://shepherdscenterofraytown.org/services/</a>                                                                                                   |
| MT | CARE (Call Reassurance)       | Whitefish                                       | Local government (Whitefish Community Center)            | <a href="http://www.callingcare.com/telephone-reassurance-whitefish.htm">http://www.callingcare.com/telephone-reassurance-whitefish.htm</a>                                                                   |
| NE | Telephone Reassurance         | Neligh                                          | Local government (Nebraska Resource and Referral System) | <a href="https://nrns.ne.gov/resource/25478/">https://nrns.ne.gov/resource/25478/</a>                                                                                                                         |
| NV | Telephone Reassurance         | Douglas County                                  | Police department                                        | <a href="https://sheriff.douglascountynv.gov/services/community_programs_resources/triad_senior_programs">https://sheriff.douglascountynv.gov/services/community_programs_resources/triad_senior_programs</a> |
| NV | Telephone Reassurance         | Fernley                                         | Non-profit (House Calls)                                 | <a href="http://www.callingcare.com/telephone-reassurance-housecalls.htm">http://www.callingcare.com/telephone-reassurance-housecalls.htm</a>                                                                 |
| NH | Telephone Reassurance         | Greater Manchester and Nashua                   | Non-profit (The CareGivers)                              | <a href="https://caregiversnh.org/services/reassurance-calls/">https://caregiversnh.org/services/reassurance-calls/</a>                                                                                       |
| NH | Telephone Reassurance         | Manchester                                      | Non-profit (Catholic Charities)                          | <a href="https://www.cc-nh.org/services/caregivers/">https://www.cc-nh.org/services/caregivers/</a>                                                                                                           |
| NJ | CARE (Call Reassurance)       | Mount Laurel                                    | Police department                                        | <a href="http://www.callingcare.com/telephone-reassurance-seoc.htm">http://www.callingcare.com/telephone-reassurance-seoc.htm</a>                                                                             |

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| NJ | Telephone Wellness Check                          | Passaic County  | Local government  | <a href="https://www.passaiccountynj.org/departments/senior-services-disability-veterans-affairs/telephone-wellness-checks">https://www.passaiccountynj.org/departments/senior-services-disability-veterans-affairs/telephone-wellness-checks</a> |
| NM | Good Morning Call Program                         | Roswell         | Police department | <a href="https://www.roswell-nm.gov/1235/Good-Morning-Call-Program">https://www.roswell-nm.gov/1235/Good-Morning-Call-Program</a>                                                                                                                 |
| NY | CARE (Call Reassurance)                           | Columbia County | Police department | <a href="http://www.callingcare.com/telephone-reassurance-columbia.htm">http://www.callingcare.com/telephone-reassurance-columbia.htm</a>                                                                                                         |
| NY | CARE (Call Reassurance)                           | Otsego County   | Police department | <a href="http://www.callingcare.com/telephone-reassurance-otsego.htm">http://www.callingcare.com/telephone-reassurance-otsego.htm</a>                                                                                                             |
| NY | CARE (Call Reassurance)                           | Pound Ridge     | Police department | <a href="http://www.callingcare.com/telephone-reassurance-poundridge.htm">http://www.callingcare.com/telephone-reassurance-poundridge.htm</a>                                                                                                     |
| NY | CARE (Call Reassurance)                           | Putnam County   | Police department | <a href="http://www.callingcare.com/telephone-reassurance-putnam.htm">http://www.callingcare.com/telephone-reassurance-putnam.htm</a>                                                                                                             |
| NY | CARE (Call Reassurance)                           | Scarsdale       | Police department | <a href="http://www.callingcare.com/telephone-reassurance-scarsdale.htm">http://www.callingcare.com/telephone-reassurance-scarsdale.htm</a>                                                                                                       |
| NY | CARE (Call Reassurance)                           | Washingtonville | Police department | <a href="http://www.callingcare.com/telephone-reassurance-washingtonville.htm">http://www.callingcare.com/telephone-reassurance-washingtonville.htm</a>                                                                                           |
| NY | Friendly Call Telephone Reassurance               | Oswego County   | Local government  | <a href="https://www.oswegocounty.com/departments/human_services/office_for_the_aging/friendly_call_.php">https://www.oswegocounty.com/departments/human_services/office_for_the_aging/friendly_call_.php</a>                                     |
| NY | Friendly Visitors & Telephone Reassurance Program | Chemung County  | Local government  | <a href="https://www.chemungcountyny.gov/448/Friendly-Visitor-Telephone-Reassurance-P">https://www.chemungcountyny.gov/448/Friendly-Visitor-Telephone-Reassurance-P</a>                                                                           |
| NY | RUOK                                              | Lewiston        | Police department | <a href="https://www.lewistonpolice.org/copy-of-fingerprinting">https://www.lewistonpolice.org/copy-of-fingerprinting</a>                                                                                                                         |
| NY | RUOK                                              | Wilton          | Police department | <a href="https://townofwilton.ny.gov/town-services/r-u-ok/">https://townofwilton.ny.gov/town-services/r-u-ok/</a>                                                                                                                                 |

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| NY | Telephone Assurance Program (TAP) | Erie County        | Local government/Non-profit (Senior Services and Catholic Charities) | <a href="https://www3.erie.gov/senior-services/telephone-assurance-program-tap">https://www3.erie.gov/senior-services/telephone-assurance-program-tap</a>                               |
| NY | Telephone Reassurance Program     | Northwest Bronx    | Non-profit (Riverdale Neighborhood House)                            | <a href="https://www.riverdaleonline.org/trp">https://www.riverdaleonline.org/trp</a>                                                                                                   |
| NY | Telephone Reassurance Program     | Lower Manhattan    | Non-profit (Visiting Neighbors)                                      | <a href="https://www.visitingneighbors.org/programs/telephone-reassurance">https://www.visitingneighbors.org/programs/telephone-reassurance</a>                                         |
| NY | Telephone Reassurance Program     | Suffolk County     | Non-profit (Caring for our Community, RSVP)                          | <a href="https://www.nyconnects.ny.gov/services/the-telephone-reassurance-program-sofa45597">https://www.nyconnects.ny.gov/services/the-telephone-reassurance-program-sofa45597</a>     |
| NY | Telephone Reassurance Program     | Town of Huntington | Local government                                                     | <a href="https://www.huntingtonny.gov/content/13749/13841/13971/335925/default.aspx">https://www.huntingtonny.gov/content/13749/13841/13971/335925/default.aspx</a>                     |
| NC | RUOK                              | Brunswick County   | Police department                                                    | <a href="https://www.brunswicksheriff.com/community-programs/ruok">https://www.brunswicksheriff.com/community-programs/ruok</a>                                                         |
| NC | RUOK                              | Catawba County     | Police department                                                    | <a href="https://www.catawbacountync.gov/county-services/sheriffs-office/programs/are-you-ok/">https://www.catawbacountync.gov/county-services/sheriffs-office/programs/are-you-ok/</a> |
| NC | RUOK                              | City of Dunn       | Police department                                                    | <a href="http://www.cityofdunn.org/police/ruok-citizen-well-check-program.asp">http://www.cityofdunn.org/police/ruok-citizen-well-check-program.asp</a>                                 |
| NC | RUOK                              | Chowan County      | Police department                                                    | <a href="https://www.chowancounty-nc.gov/?SEC=2E76263B-46F0-4C09-A7C3-DF2907FF5ED0">https://www.chowancounty-nc.gov/?SEC=2E76263B-46F0-4C09-A7C3-DF2907FF5ED0</a>                       |
| NC | RUOK                              | Emerald Isle       | Police department                                                    | <a href="https://www.emeraldise-nc.org/226/The-R-U-OK-Program-has-merged-with-carte">https://www.emeraldise-nc.org/226/The-R-U-OK-Program-has-merged-with-carte</a>                     |

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|----|------------------------------|------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NC | RUOK                         | Fuquay-Varina    | Police department                   | <a href="https://www.fuquay-varina.org/875/R-U-OK-Program">https://www.fuquay-varina.org/875/R-U-OK-Program</a>                                                                       |
| NC | RUOK                         | Lake Lure        | Police department                   | <a href="https://www.townoflakelure.com/community/page/are-you-okay">https://www.townoflakelure.com/community/page/are-you-okay</a>                                                   |
| NC | RUOK                         | Pender County    | Police department                   | <a href="https://www.pendersheriff.com/337/Sign-up-for-Are-You-OK">https://www.pendersheriff.com/337/Sign-up-for-Are-You-OK</a>                                                       |
| NC | RUOK                         | Polk County      | Police department                   | <a href="https://polksheriffnc.com/r-u-ok%3F">https://polksheriffnc.com/r-u-ok%3F</a>                                                                                                 |
| NC | RUOK                         | Robeson County   | Police department                   | <a href="https://robesoncountysync.gov/community-programs/are-you-ok/">https://robesoncountysync.gov/community-programs/are-you-ok/</a>                                               |
| ND | Telephone Assistance Program | Statewide        | Non-profit (North Dakota Assistive) | <a href="https://ndassistive.org/our-programs/">https://ndassistive.org/our-programs/</a>                                                                                             |
| OH | CARE (Call Reassurance)      | Fairfield County | Police department                   | <a href="http://www.callingcare.com/telephone-reassurance-fairfield.htm">http://www.callingcare.com/telephone-reassurance-fairfield.htm</a>                                           |
| OH | CARE (Call Reassurance)      | Licking County   | Police department                   | <a href="http://www.callingcare.com/telephone-reassurance-licking.htm">http://www.callingcare.com/telephone-reassurance-licking.htm</a>                                               |
| OH | CARE (Call Reassurance)      | Union County     | Local government                    | <a href="http://www.callingcare.com/telephone-reassurance-ucseniors.htm">http://www.callingcare.com/telephone-reassurance-ucseniors.htm</a>                                           |
| OH | RUOK                         | City of Mentor   | Police department                   | <a href="https://cityofmentor.com/lifeline-launches-new-are-you-ok-safety-assurance-program/">https://cityofmentor.com/lifeline-launches-new-are-you-ok-safety-assurance-program/</a> |
| OH | RUOK                         | City of Urbana   | Police department                   | <a href="https://www.urbanaohio.com/are-you-ok-program.html">https://www.urbanaohio.com/are-you-ok-program.html</a>                                                                   |
| OH | RUOK                         | Fairview Park    | Police department                   | <a href="https://www.fairviewparkohio.gov/332/Senior-Resources">https://www.fairviewparkohio.gov/332/Senior-Resources</a>                                                             |
| OH | RUOK                         | Northwood        | Police department                   | <a href="https://www.northwoodpolice.com/areyouok">https://www.northwoodpolice.com/areyouok</a>                                                                                       |

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|----|-------------------------------|------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OH | RUOK                          | Wood County            | Police department                                          | <a href="https://woodcountysheriff.com/wood-county-sheriffs-office-r-u-ok-program-launch/">https://woodcountysheriff.com/wood-county-sheriffs-office-r-u-ok-program-launch/</a>                                                                                                                                                                     |
| OK | R.S.V.P.                      | Enid and North Central | Local government                                           | <a href="https://heartline.ok.networkofcare.org/211/services/agency.aspx?pid=RSVPOFENIDANDNORTHCENTRALOKLAHOMATELEPHONEREASSURANCEPROGRAM_4_1753_1">https://heartline.ok.networkofcare.org/211/services/agency.aspx?pid=RSVPOFENIDANDNORTHCENTRALOKLAHOMATELEPHONEREASSURANCEPROGRAM_4_1753_1</a>                                                   |
| OK | Telephone Reassurance Program | Sac and Fox Nation     | Non-profit (NRCNAA)                                        | <a href="https://www.nrcnaa.org/service-locator/center/148">https://www.nrcnaa.org/service-locator/center/148</a>                                                                                                                                                                                                                                   |
| OK | Telephone Reassurance Program | Ponca City             | Non-profit (NRCNAA)                                        | <a href="https://www.nrcnaa.org/service-locator/center/34">https://www.nrcnaa.org/service-locator/center/34</a>                                                                                                                                                                                                                                     |
| OK | Telephone Reassurance         | Woodward               | Local government                                           | <a href="https://www.cityofwoodward-ok.gov/203/Senior-Center">https://www.cityofwoodward-ok.gov/203/Senior-Center</a>                                                                                                                                                                                                                               |
| OR | Telephone Reassurance         | Malheur                | Local government (Council on Aging and Community Services) | <a href="https://www.findhelp.org/malheur-council-on-aging-and-community-services-(mcoacs)--ontario-or--information-&amp;-assistance-services/6083270580240384?postal=97913">https://www.findhelp.org/malheur-council-on-aging-and-community-services-(mcoacs)--ontario-or--information-&amp;-assistance-services/6083270580240384?postal=97913</a> |
| OR | Telephone Reassurance Program | Weston                 | Police department                                          | <a href="http://www.callingcare.com/telephone-reassurance-weston.htm">http://www.callingcare.com/telephone-reassurance-weston.htm</a>                                                                                                                                                                                                               |
| OR | Telephone Reassurance Program | Putnam County          | Local government                                           | <a href="https://putnamcouncilonaging.org/telephone-reassurance-and-friendly-visitor-program/">https://putnamcouncilonaging.org/telephone-reassurance-and-friendly-visitor-program/</a>                                                                                                                                                             |
| PA | Telephone Reassurance Program | Pittsburg              | Non-profit (Senior Life Management)                        | <a href="http://www.callingcare.com/telephone-reassurance-grane.htm">http://www.callingcare.com/telephone-reassurance-grane.htm</a>                                                                                                                                                                                                                 |
| PA | Telephone Reassurance Program | Statewide              | Non-profit (UDS Foundation)                                | <a href="https://udservices.org/services/planning-support/wellness-calls/">https://udservices.org/services/planning-support/wellness-calls/</a>                                                                                                                                                                                                     |

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| PA | Telephone Reassurance Program       | Indiana                  | Non-profit (Aging Service Inc)             | <a href="https://agingservicesinc.com/telephone-reassurance/">https://agingservicesinc.com/telephone-reassurance/</a>                                                                                                         |
| PA | Telephone Touch Reassurance Program | Centre County            | Local government                           | <a href="https://centrecountypa.gov/497/Telephone-Touch-Reassurance-Program">https://centrecountypa.gov/497/Telephone-Touch-Reassurance-Program</a>                                                                           |
| RI | Telephone Reassurance Program       | Smithfield               | Police department                          | <a href="https://www.smithfieldri.gov/departments/police-department">https://www.smithfieldri.gov/departments/police-department</a>                                                                                           |
| SC | RUOK                                | Bamberg County           | Police department                          | <a href="https://www.msn.com/en-us/news/other/bamberg-county-sheriff-s-office-launches-r-u-ok-program/ar-AA1qLpB">https://www.msn.com/en-us/news/other/bamberg-county-sheriff-s-office-launches-r-u-ok-program/ar-AA1qLpB</a> |
| SC | Telephone Reassurance Program       | City of North Charleston | Police department                          | <a href="http://www.callingcare.com/telephone-reassurance-ncharleston.htm">http://www.callingcare.com/telephone-reassurance-ncharleston.htm</a>                                                                               |
| SC | Telephone Reassurance Program       | Horry County             | Non-profit (Horry County Council on Aging) | <a href="https://hccoa.org/">https://hccoa.org/</a>                                                                                                                                                                           |
| SD | Telephone Reassurance Program       | Sioux Falls              | Non-profit (Dakota at Home)                | <a href="https://www.helplinecenter.org/support-programs/outreach-support/">https://www.helplinecenter.org/support-programs/outreach-support/</a>                                                                             |
| TN | CARE (Call Reassurance)             | Elizabethton             | Police department                          | <a href="http://www.callingcare.com/telephone-reassurance-elizabethton.htm">http://www.callingcare.com/telephone-reassurance-elizabethton.htm</a>                                                                             |
| TN | CARE (Call Reassurance)             | Gibson County            | Police department                          | <a href="http://www.callingcare.com/telephone-reassurance-gibson.htm">http://www.callingcare.com/telephone-reassurance-gibson.htm</a>                                                                                         |
| TN | CARE (Call Reassurance)             | Henry County             | Police department                          | <a href="http://www.callingcare.com/telephone-reassurance-henry.htm">http://www.callingcare.com/telephone-reassurance-henry.htm</a>                                                                                           |
| TN | CARE (Call Reassurance)             | Wayne County             | Police department                          | <a href="http://www.callingcare.com/telephone-reassurance-wayne.htm">http://www.callingcare.com/telephone-reassurance-wayne.htm</a>                                                                                           |

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| TX | RUOK                          | City of Alton    | Police department                        | <a href="https://texasborderbusiness.com/alton-pd-launces-r-u-ok-senior-program/">https://texasborderbusiness.com/alton-pd-launces-r-u-ok-senior-program/</a>                                                                         |
| TX | RUOK                          | Belton           | Police department                        | <a href="https://www.belontexas.gov/departments/police_department/ru_ok_senior_program.php">https://www.belontexas.gov/departments/police_department/ru_ok_senior_program.php</a>                                                     |
| TX | RUOK                          | Brazos County    | Police department                        | <a href="https://www.brazoscountytexas.gov/616/R-U-OK">https://www.brazoscountytexas.gov/616/R-U-OK</a>                                                                                                                               |
| TX | RUOK                          | City of Dickson  | Police department                        | <a href="http://www.callingcare.com/telephone-reassurance-dickinson.htm">http://www.callingcare.com/telephone-reassurance-dickinson.htm</a>                                                                                           |
| TX | RUOK                          | City of Alpine   | Police department                        | <a href="https://cityofalpine.com/departments/alpine_police_department/ruok.php">https://cityofalpine.com/departments/alpine_police_department/ruok.php</a>                                                                           |
| TX | RUOK                          | Harris County    | Police department                        | <a href="http://www.callingcare.com/telephone-reassurance-harris.htm">http://www.callingcare.com/telephone-reassurance-harris.htm</a>                                                                                                 |
| TX | RUOK                          | Hewitt           | Police department                        | <a href="https://www.cityofhewitt.com/852/R-U-OK-Program">https://www.cityofhewitt.com/852/R-U-OK-Program</a>                                                                                                                         |
| TX | RUOK                          | Plano            | Police department                        | <a href="http://www.callingcare.com/telephone-reassurance-plano.htm">http://www.callingcare.com/telephone-reassurance-plano.htm</a>                                                                                                   |
| TX | RUOK                          | Saldo            | Police department                        | <a href="https://www.saladotx.gov/police/webform/police-ru-ok-enrollment-form">https://www.saladotx.gov/police/webform/police-ru-ok-enrollment-form</a>                                                                               |
| TX | Telephone Reassurance Program | San Antonio      | Non-profit (Northeast Senior Assistance) | <a href="https://www.sacrd.org/directory/program/353">https://www.sacrd.org/directory/program/353</a>                                                                                                                                 |
| TX | YANA                          | Fort Bend County | Local government                         | <a href="https://www.fortbendcountytexas.gov/government/departments/sheriff-s-office/programs/you-are-not-alone-yana">https://www.fortbendcountytexas.gov/government/departments/sheriff-s-office/programs/you-are-not-alone-yana</a> |

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| UT | Friendly Caller-Senior Reassurance Program | West Provo                                                                                        | Non-profit (United Way of Utah County)              | <a href="https://volunteer.unitedwayuc.org/need/detail/?need_id=904026">https://volunteer.unitedwayuc.org/need/detail/?need_id=904026</a>                                                                                                           |
| UT | Good Morning Sunshine                      | St. George                                                                                        | Non-profit (Memory Matters Utah)                    | <a href="https://memorymattersutah.org/phone-reassurance-program/">https://memorymattersutah.org/phone-reassurance-program/</a>                                                                                                                     |
| UT | Telephone Reassurance Plan                 | Beaver, Garfield, Iron, Kane, and Washington                                                      | Local government (Area Agency on Aging)             | <a href="https://www.areaagencyonagingfivecounty.org/post/telephone-reassurance-connecting-our-community-one-call-at-a-time">https://www.areaagencyonagingfivecounty.org/post/telephone-reassurance-connecting-our-community-one-call-at-a-time</a> |
| VT | RSVP Telecare Program                      | Rutland                                                                                           | Police department                                   | <a href="https://www.volunteersinvt.org/wp-content/uploads/2017/10/Volunteer_Guide_Revised_2015.pdf">https://www.volunteersinvt.org/wp-content/uploads/2017/10/Volunteer_Guide_Revised_2015.pdf</a>                                                 |
| VT | Telephone Reassurance Program              | Central Vermont                                                                                   | Local government (Central Vermont Council on Aging) | <a href="https://www.cvcoa.org/">https://www.cvcoa.org/</a>                                                                                                                                                                                         |
| VT | Telephone Reassurance Program              | Windham County                                                                                    | Police department                                   | <a href="https://windhamcountyyvt.gov/about.php">https://windhamcountyyvt.gov/about.php</a>                                                                                                                                                         |
| VA | CARE Telephone Reassurance Program         | Roanoke, Botetourt, Craig, and Allegheny Counties and the Cities of Roanoke, Salem, and Covington | Local government (Area Agency on Aging)             | <a href="http://www.callingcare.com/telephone-reassurance-loa-virginia.htm">http://www.callingcare.com/telephone-reassurance-loa-virginia.htm</a>                                                                                                   |
| VA | Checking                                   | Statewide                                                                                         | Local government (DARS)                             | <a href="https://www.vda.virginia.gov/servicedescrip.htm">https://www.vda.virginia.gov/servicedescrip.htm</a>                                                                                                                                       |

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| VA | Reassurance Care Calls | Chesterfield County, Henrico County, Richmond City | Non-profit (Family Lifeline)                            | <a href="https://virginiannavigator.org/program/65247/visiting-volunteers-telephone-reassurance">https://virginiannavigator.org/program/65247/visiting-volunteers-telephone-reassurance</a>                                                     |
| VA | Reassurance Care Calls | Scott County                                       | Police department                                       | <a href="https://www.scottcountyvirginiasheriff.com/wellness">https://www.scottcountyvirginiasheriff.com/wellness</a>                                                                                                                           |
| VA | RUOK                   | Lower Columbia                                     | Local government                                        | <a href="https://lowercolumbiacap.org/get-help/senior-services/">https://lowercolumbiacap.org/get-help/senior-services/</a>                                                                                                                     |
| VA | Telephone Reassurance  | Chesterfield                                       | Local government (County Aging and Disability Services) | <a href="https://www.chesterfield.gov/188/Aging-and-Disability-Resources">https://www.chesterfield.gov/188/Aging-and-Disability-Resources</a>                                                                                                   |
| VA | Telephone Reassurance  | Dickenson County                                   | Police department                                       | <a href="https://www.dickensoncountysheriff.net/wellness">https://www.dickensoncountysheriff.net/wellness</a>                                                                                                                                   |
| VA | Telephone Reassurance  | Henrico County                                     | Local government                                        | <a href="https://www.facebook.com/story.php?story_fbid=1515339571991096&amp;id=166345966890470">https://www.facebook.com/story.php?story_fbid=1515339571991096&amp;id=166345966890470</a>                                                       |
| VA | Telephone Reassurance  | Loudoun County                                     | Non-profit (Loudoun Volunteer Caregivers)               | <a href="https://virginiannavigator.org/program/32454/companion-care-services-friendly-visitors-and-telephone-reassurance">https://virginiannavigator.org/program/32454/companion-care-services-friendly-visitors-and-telephone-reassurance</a> |
| VA | Telephone Reassurance  | Richmond                                           | Non-profit (JFS Richmond)                               | <a href="https://jfsrichmond.org/care/senior-engagement/">https://jfsrichmond.org/care/senior-engagement/</a>                                                                                                                                   |
| WA | RSVP Program           | Washington County                                  | Local government                                        | <a href="https://www.wccoaging.org/programs-services/support-services">https://www.wccoaging.org/programs-services/support-services</a>                                                                                                         |
| WA | RSVP Program           | Spokane                                            | Non-profit (ALTCEW)                                     | <a href="https://www.rsvpspokane.org/post/volunteers-needed-senior-reassurance-calls-program">https://www.rsvpspokane.org/post/volunteers-needed-senior-reassurance-calls-program</a>                                                           |
| WA | Telecare Program       | Oak Harbor                                         | Non-profit (Help House)                                 | <a href="https://ccwa.doh.wa.gov/search/f8931c08-28a6-5769-8ef7-cd776d0d7c9b">https://ccwa.doh.wa.gov/search/f8931c08-28a6-5769-8ef7-cd776d0d7c9b</a>                                                                                           |

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| WA | Telephone Reassurance | Clark County                | Police department            | <a href="https://clark.wa.gov/sheriff/community-information">https://clark.wa.gov/sheriff/community-information</a>                                                                                                                                                                                                     |
| WA | Telephone Reassurance | Pierce County               | Police department            | <a href="https://www.piercecountywa.gov/697/Telephone-Reassurance-Program">https://www.piercecountywa.gov/697/Telephone-Reassurance-Program</a>                                                                                                                                                                         |
| WA | Telephone Reassurance | Prince George's County      | Local government             | <a href="https://www.princegeorgescountymd.gov/departments-offices/family-services/older-adult-services/volunteer-services">https://www.princegeorgescountymd.gov/departments-offices/family-services/older-adult-services/volunteer-services</a>                                                                       |
| WV | Telephone Reassurance | Kanawha and Putnam counties | Non-profit (Faith in Action) | <a href="https://www.faithinactionkv.com/services">https://www.faithinactionkv.com/services</a>                                                                                                                                                                                                                         |
| WI | Telephone Reassurance | Calumet County              | Local government             | <a href="https://www.co.calumet.wi.us/158/Aging-Disability-Resource-Center">https://www.co.calumet.wi.us/158/Aging-Disability-Resource-Center</a>                                                                                                                                                                       |
| WI | Telephone Reassurance | Milwaukee County            | Non-profit (Vital Voices)    | <a href="https://servingolderadults.org/wp-content/uploads/2020/08/Milwaukee-County-Socialization-Mental-Health-and-Addiction-Resources-8-3-no-MCD-A-logo.pdf">https://servingolderadults.org/wp-content/uploads/2020/08/Milwaukee-County-Socialization-Mental-Health-and-Addiction-Resources-8-3-no-MCD-A-logo.pdf</a> |
| WY | RSVP                  | Laramie County              | Local government             | <a href="https://adrcwyoming.org/service/rsvp-program/">https://adrcwyoming.org/service/rsvp-program/</a>                                                                                                                                                                                                               |
| WY | RSVP                  | Central Wyoming             | Local government             | <a href="http://www.callingcare.com/care-providers-wyoming.htm">http://www.callingcare.com/care-providers-wyoming.htm</a>                                                                                                                                                                                               |

## National Experts

### *Technology and Program Implementation*

- **Bruce Johnson**  
*Owner, RUOK Telephone Reassurance System*  
Developer of RUOK, a telephone reassurance software system used by public safety agencies across the U.S.
- **Joy Zhang**  
*Co-Founder, Mon Ami*  
Leads the development of digital platforms that support scalable community-based services for seniors, including wellness checks.
- **Diane Schrameyer**  
*Program Manager, RSVP of the Lehigh, Northampton & Carbon Counties (LNC), Pennsylvania*  
Experienced in launching telephone reassurance programs. Has presented on volunteer recruitment, liability and safety considerations, grant funding, and technology for streamlining call operations.

### *Government and Service Provider Leadership*

- **Shirlene S. Carr**  
*Director, Senior Care Programs, Maryland Department of Aging*  
Oversees Maryland's statewide Senior Call Check program.
- **Fatima Perkins**  
*Director of Community Outreach & Advocacy, Western Reserve Area Agency on Aging*  
Leads efforts in identifying isolated older adults and implementing wellness call programs grounded in a social service model.
- **Darrick Lam**  
*Regional Administrator at Centers for Medicaid and Medicare Services*  
Brings operational experience integrating telephone reassurance into existing services like Meals on Wheels at the ACC, with an emphasis on workflow tracking and coordination.

## ***Policy and Legislative Leadership***

- **Marcus Molinaro**  
*U.S. Representative*  
Introduced the Friendly Calls for our Seniors Act of 2023 (H.R.6388) to promote telephone reassurance programs nationwide (see Appendix E).
- **Ben Kramer**  
*Maryland State Legislature*  
Sponsor of Maryland's Senior Call Check initiative, a first-of-its-kind statewide wellness check system for older adults.
- **Greg Olsen**  
*Acting Director, New York State Office for the Aging*  
Leads state aging office, champions state implementation of initiatives to support aging-in-place.

## ***Academic and Research Experts***

- **David Bass, PhD**  
*Senior Vice President & Senior Research Scientist, Benjamin Rose Institute on Aging*  
Lead researcher on adapting BRI Care Consultation for use in telephone reassurance models (see Appendix F).
- **Morgan Minyo, PhD**  
*Research Scientist, Benjamin Rose Institute on Aging*  
Conducted comparative research on two styles of telephone reassurance and their outcomes on older adult well-being (see Appendix G).
- **Kathy L. Sipker, PhD**  
*Associate Professor, University of Texas at Arlington*  
Lead author of "*Caring Callers: The Impact of the Telephone Reassurance Program on Homebound Older Adults During COVID-19*," focusing on loneliness and social support (see Appendix H).

## **Future Considerations for Wellness Check Programs**

Wellness check call programs aim to support the safety of older adults by establishing systems that prompt follow-up, such as alerting emergency contacts or dispatching responders, when calls go unanswered. Despite this clear safety objective, most existing research on wellness calls has focused on their role in reducing social isolation, rather than evaluating their effectiveness in preventing adverse events or promoting physical safety. As these programs continue to expand across the United States, there is a growing need for rigorous, safety-focused research to assess their outcomes, standardize best practices, and guide future implementation.

One area requiring further exploration is the variation in how these programs are structured. Automated systems, often deployed by police departments, are typically lower-cost and more scalable. In contrast, volunteer-based models—more common in nonprofit settings—may offer more personalized engagement but come with greater operational costs. This raises key questions: Are automated systems as effective as volunteer-led models in identifying risk? And is the additional cost of personalized, volunteer-based outreach justified by improved outcomes? Understanding which model is more effective, and under what conditions, is essential to making evidence-based funding and design decisions.

The involvement of law enforcement in wellness checks also raises important considerations. While police officers have emergency response training that can be invaluable in urgent situations, their presence may deter some older adults, particularly those from historically marginalized communities, from enrolling in or trusting the service. Future evaluations should consider not only the logistical effectiveness of different response models but also how the identity of the responder shapes program uptake, satisfaction, and equity.

Finally, for individuals living in communities without public or nonprofit-run wellness call programs, private services like [CARE](#) and [IAmFine](#) provide daily check-in calls for under \$15 per month. While these services fill an important gap, questions remain about their accessibility for low-income seniors and the role public agencies might play in subsidizing or integrating such tools into broader aging-in-place strategies.

As policymakers and advocates seek to strengthen support systems for older adults, wellness check call programs represent a promising but under-researched tool. Further study—especially from a safety and equity lens—will be critical to ensuring these interventions are designed and deployed in ways that truly meet the diverse needs of aging populations across the country.

## **Appendices**

### **Appendix A**

#### **Maryland Statewide Wellness Call Program, §3.5–701**

Enacted under Maryland State Finance and Procurement Code, the Senior Call–Check Service and Notification Program is administered by the Department of Aging to support residents aged 65 and older.

The program provides daily automated or live phone calls at a scheduled time to check on participants' well-being. If a participant fails to answer or initiate their scheduled call, the system initiates follow-up calls. If no response is received, a designated "person of record"—such as local law enforcement or another local agency—is notified.

The program also includes delivery of relevant updates or information deemed important by the Secretary of Aging. Participation is voluntary and designed to promote safety, connection, and rapid response for older adults living independently.

[§3.5–701, Maryland General Assembly, State Finance and Procurement  
Maryland Department of Aging, Senior Call Check Program](#)

### **Appendix B**

#### **OAA: Relevant Provisions**

The Older Americans Act (OAA) is a federal law that funds essential services to support adults aged 60 and over. These include supportive services like personal care, transportation, meal delivery, family caregiver support, and protections against elder abuse. The Act aims to help older adults live independently and age in place.

The OAA was first passed in 1965 and most recently reauthorized through fiscal year 2024 under the Supporting Older Americans Act of 2020. It includes seven titles, with Title III being most relevant to wellness check programs. Title III authorizes grants to states to provide community-based services and mandates that programs target those with the greatest social and economic need, such as people with disabilities, language barriers, or geographic isolation.

While the Act prohibits means testing, it allows flexible funding that states can allocate to reduce isolation and improve safety—key goals aligned with wellness call programs. Most OAA programs are administered by the Administration on Aging (AoA) within the Administration for Community Living (ACL), under the Department of Health and Human Services (HHS).

[Older Americans Act of 1965 \[Public Law 89-73\]](#)

[Overview of Older Americans Act Title III Programs](#)

## **Appendix C**

### **2020 Reauthorization of the OAA**

The Supporting Older Americans Act of 2020, signed into law on March 25, 2020, reauthorized funding for programs under the Older Americans Act through fiscal year 2024.

[H.R.4334 Supporting Older Americans Act of 2020](#)

## **Appendix D**

### **Older Adults Reauthorization Act of 2024**

The Older Americans Act Reauthorization Act of 2024 proposes to extend funding for programs under the OAA through fiscal year 2029. Introduced by Senator Bernie Sanders on July 25, 2024, the bill passed the Senate with amendments on December 10, 2024, and is currently awaiting consideration in the House of Representatives.

[S.4776 Older Americans Reauthorization Act of 2024, Status](#)

[S.4776 Older Americans Reauthorization Act of 2024, Text](#)

## **Appendix E**

### **Friendly Calls for Our Seniors Act of 2023**

H.R. 6388, introduced in the U.S. House of Representatives on November 13, 2023, proposes a federal grant program administered by the Administration for Community Living, part of the Department of Health and Human Services (HHS). The program would support telephone

reassurance services for older adults and adults with disabilities who are at risk of social isolation or loneliness.

The bill highlights the significant public health impacts of loneliness, including increased risk of premature death and higher healthcare costs. It also identifies rural communities as especially vulnerable due to limited access to resources and services.

As of January 17, 2024, the bill is still under review by the House Subcommittee on Health.

[H.R.6388 Friendly Calls for Our Seniors Act of 2023](#)

## **Appendix F**

### **Dr. David Bass, BRI Care Consultation Presentation**

Dr. David Bass, Senior Vice President and Senior Research Scientist at the Benjamin Rose Institute on Aging, led a study adapting the evidence-based BRI Care Consultation (BRI-CC) model for use in telephone reassurance programs. The project had two primary goals: (1) to develop a new style of reassurance call, known as BRI-CC Telephone Reassurance, based on the original BRI Care Consultation approach; and (2) to compare this new model to traditional friendly check-in calls in terms of client outcomes and program feasibility. While the BRI-CC model emphasized reducing social isolation and fostering client engagement, its structure and successful components may also be applicable to telephone reassurance programs with a greater focus on physical safety.

[BRI Care Consultation for Telephone Reassurance Presentation](#)

## **Appendix G**

### **Dr. Morgan Minyo, Telecare Presentation**

Morgan Minyo, PhD, Research Scientist at the Benjamin Rose Institute on Aging, worked on a telephone reassurance program during the COVID-19 pandemic to address social isolation and loneliness. The program identified isolated individuals and provided weekly calls covering emergency contacts, basic needs (e.g., food and water), and overall wellness. These candid

conversations often revealed additional service needs. While focused more on social connection than physical safety, the initiative offered valuable insights into identifying individuals in need and structuring effective telephone reassurance programs, contributing to the evolution of telecare models.

[Western Reserve Area Agency on Aging Telecare Presentation](#)

[An Evidence Based Approach to Telephone Reassurance Calls: Randomized Controlled Trial Procedure](#)

## **Appendix H**

### **Dr. Kathy L. Spiker, Telephone Reassurance Programs During COVID-19**

Led by Dr. Kathy Lee, Associate Professor, this study evaluated Caring Callers, a telephone reassurance program developed during the COVID-19 pandemic to reduce loneliness among socially isolated, homebound older adults. The program functioned as a structured wellness call model, pairing older adult volunteers (Senior Companions) with participants for weekly check-in calls. Using a mixed-methods approach, the study found significant improvements in participants' overall health and well-being. The findings support telephone reassurance programs as a feasible and impactful intervention, particularly during crises, and emphasize the effectiveness of peer-based wellness checks in reducing isolation.

[Caring Callers: the Impact of the Telephone Reassurance Program on Homebound Older Adults During COVID-19](#)

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