



# *One2One*

## Telephone Reassurance Program



A telephone reassurance program by the Atlanta Area Agency on Aging.

**empowerline**  
WELL DESIGNED WELL BEING  
POWERED BY ARC

# Program Goals

- Decrease social isolation and loneliness by providing telephone contact with trained peer support volunteers.
- Share resources, information, and referrals with clients who express need
- Provide a sense of well-being through one-on-one communication with another caring individual.



# Frequency

Two calls per week  
15 minutes (minimum)



# Target Demographic

- At-risk adults over the age of 60,
- Persons with disabilities,
- Persons who typically live alone,
- Persons who are homebound, and/or
- Persons who have little or no caregiver support.



# One2One YTD

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Trained over 150 individuals

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Received 90 applications | 69 Volunteers | 44 Active

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179 Clients

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Served approx. 920 hours

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Over 2,900 calls made

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Current waitlist 60+



# 30318 Grant Partnership

- Fall 2021, ARC received funding from Thanks Mom and Dad to expand the One2One Telephone Reassurance Program to older Adults in the 30318-zip code.
- **Snapshot of 30318:**
  - 40% of Seniors are living alone
  - 30% of seniors have received food stamps in the last year
  - 21% of the people have an income below poverty level.



# General Programmatic Challenges

- Background Checks
- Retaining volunteers as the world re-opens.
- Not enough volunteers to serve clients



# Success Story...



To learn more about the One2One Telephone Reassurance Program, refer clients or become a volunteer, visit

[www.empowerline.org/volunteer/one2one/](http://www.empowerline.org/volunteer/one2one/)

## **Contact**

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