



Reducing Loneliness and Isolation  
One Connection at a Time...

# Today's Session Goals

- Provide an OSPO (Oregon Senior Peer Outreach) program update heading into year two
- Address any stakeholder or peer questions or concerns



# Oregon Senior Peer Outreach

## Make A New Social Connection

- Are you, or someone you know lonely?
- Over 55 or physically disabled?
- Living in rural Oregon? (Define)
- Call now to make a referral to receive a reliable weekly telephone call from a Senior Peer Support Specialist
- [communitycounselingsolutions.org/senior-outreach](http://communitycounselingsolutions.org/senior-outreach)
- Toll Free Referral Line
- 1-833-736-4676



# Isolation and Loneliness Are Heavy Weights To Bare



# AGE.UK Video

- Loneliness after loss of loved ones

More BBC video (This is very good)

- Call in Time Program

- <https://www.youtube.com/watch?v=5oxPs-RfcYo>

“No Need To Go It Alone”





# Our Pilot Year

- Goal: to serve at least 60 socially isolated seniors in rural and frontier Oregon
- Use simple surveys to demonstrate reductions in loneliness
- As of May 16th we have 37 senior participants
- We hope to have all 60 pilot participants by July 1<sup>st</sup> and add 60 more participant's in the next budget cycle
- GO ! OSPO !

# GOBHI Counties Currently Being Served

Clatsop	10	Morrow	
Tillamook	1	Grant	4
Columbia	5	Umatilla	10
Hood River		Union	
Wasco	1	Wallowa	1
Baker		Lake	1
Harney	1	Malheur	1
Gilliam	1	Sherman	
Wheeler	1		

OSPO Participation

May 16<sup>th</sup> totals 37



# **The OSPO (Oregon Senior Peer Outreach) program**

## **First Year Barriers Around Senior Enrollment**

- Social and geographic isolation can lead to social withdrawal and avoidance
- Senior sadness around loss of a life purpose
- Telephone scams have lead to senior wariness around telephone offers
- Decreased memory can impact self-confidence
- Family members may not want their senior receiving calls from an unknown entity
- Partnership infancy except with OABHI /GOBHI

# OSPO Referral Process

## Best case scenario at intake

- Receiving a referral from someone the senior already trusts or a senior self-referral works best
- Referral always comes to OSPO program supervisor
- OSPO supervisor has a conversation with the referrer who is known and trusted by the senior
- OSPO supervisor confirms with referrer that senior agrees to receive an intake conversation call from the OSPO supervisor.
- OSPO supervisor has intake conversation with senior to confirm enrollment
- OSPO supervisor assigns Senior Peer Support Specialist to begin calls with within 24-48 hours.

# CCS / GOBHI Fearless Leaders



BUILDING PARTNERSHIPS FOR  
OLDER ADULT BEHAVIORAL HEALTH



# Janet's Turf and Beat GOBHI Columbia Pacific Counties





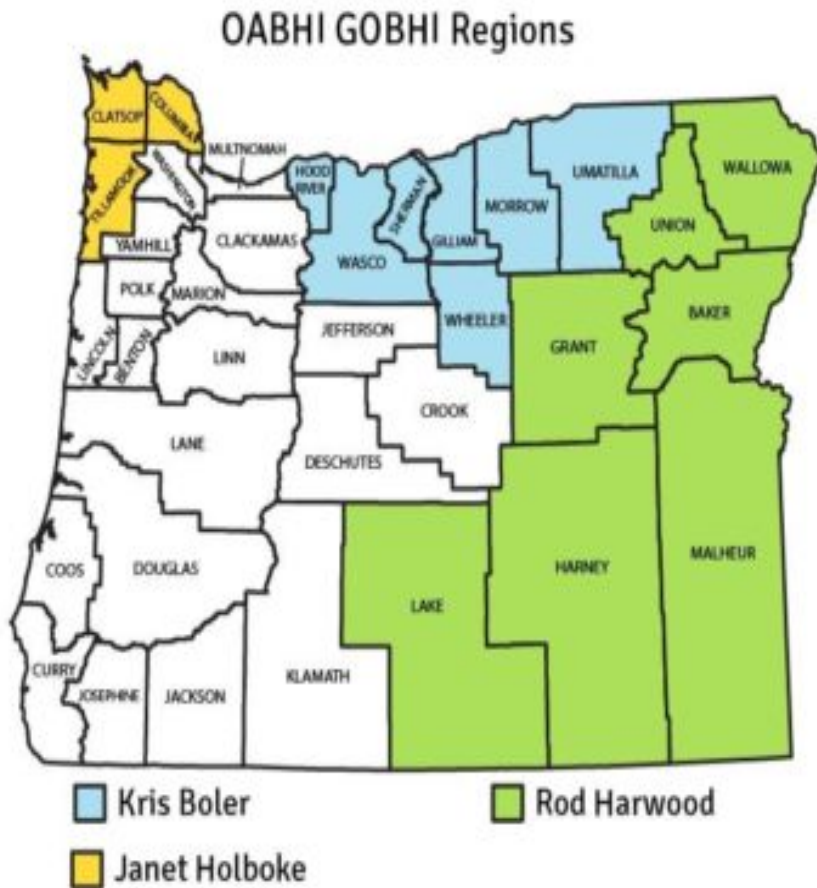
# Community Counseling Solutions



- Providing dynamic, progressive and diverse supports to improve the well-being of our communities!



- Partnering with GOBHI Older Adult Behavioral Health Initiative to innovate peer support for Oregon's elders in rural and frontier settings.



The role of these older adult behavioral health specialists:

- Make sure older adults receive the appropriate help at the right time and at the right level
- Remove barriers to care, identify things that need improvement and get people and programs working together
- Provide training, coaching and technical assistance that will improve each community's ability to address the behavioral health needs of older and disabled adults

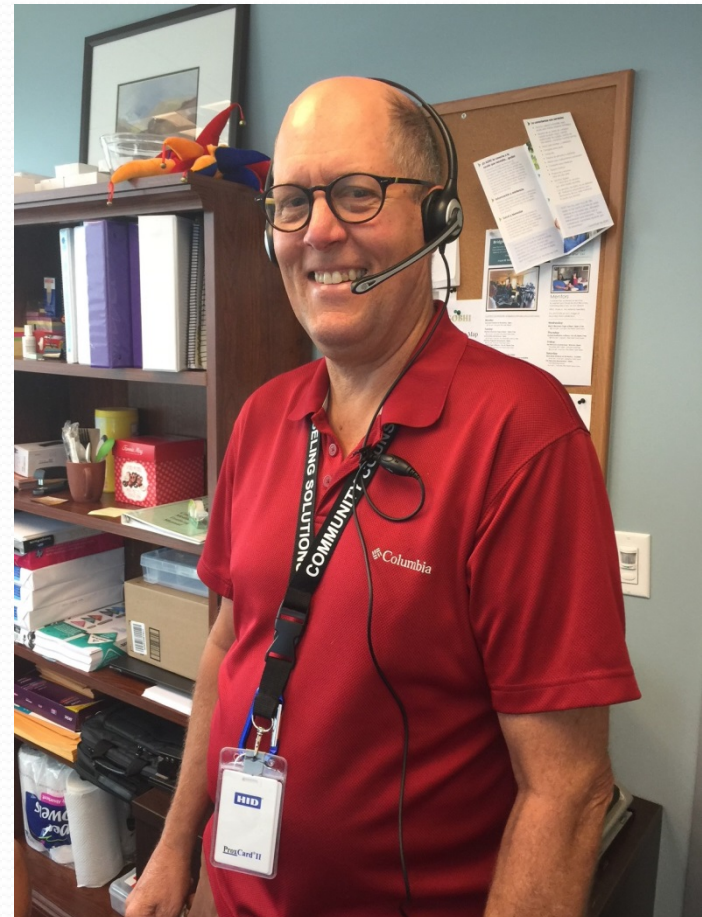
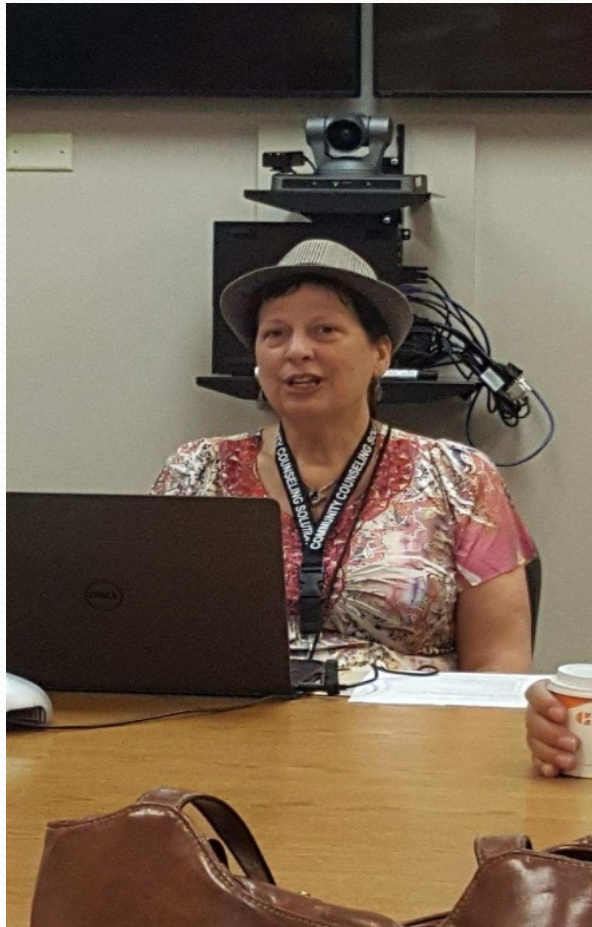
GOBHI currently holds three of the twenty five positions, covering eighteen counties across rural Oregon.

# Building the greater network of OSPO partnerships should accelerate the program in the second year

- OABHI / GOBHI Older Adult Behavioral Health Specialists
- Social Workers from a variety of BH Agencies
- A variety of Counselors & Therapists
- Community Health Workers / Advocates
- Hospital Discharge Teams
- ADRC (800)
- AAA (Area Agencies on Aging) Meals on Wheels etc
- Community Senior Centers
- Family Stakeholders
- Warmline



# CCS Peer-run Programs Manager & Senior Peer Program Supervisor



**Established in 2005**  
**The Sister Program to OSPO**

**David Romprey Oregon Warmline**

*We're here for you!*



**1-800-698-2392**

A Peer-Run Program of Community Counseling Solutions



# Warmline / OSPO Peer Support Team Members





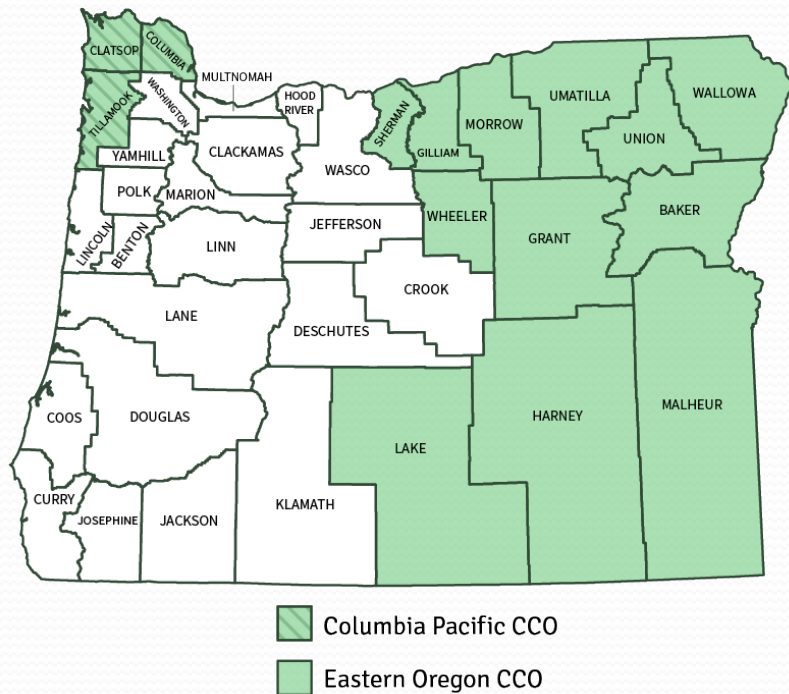
# Older Adult Issues Training for all Warmline Staff



The Dalles, OR. June 2017

# Program Growth

## Service Area Map



- The goal going forward is for Oregon Senior Peer Outreach to partner with all the remaining Oregon Counties



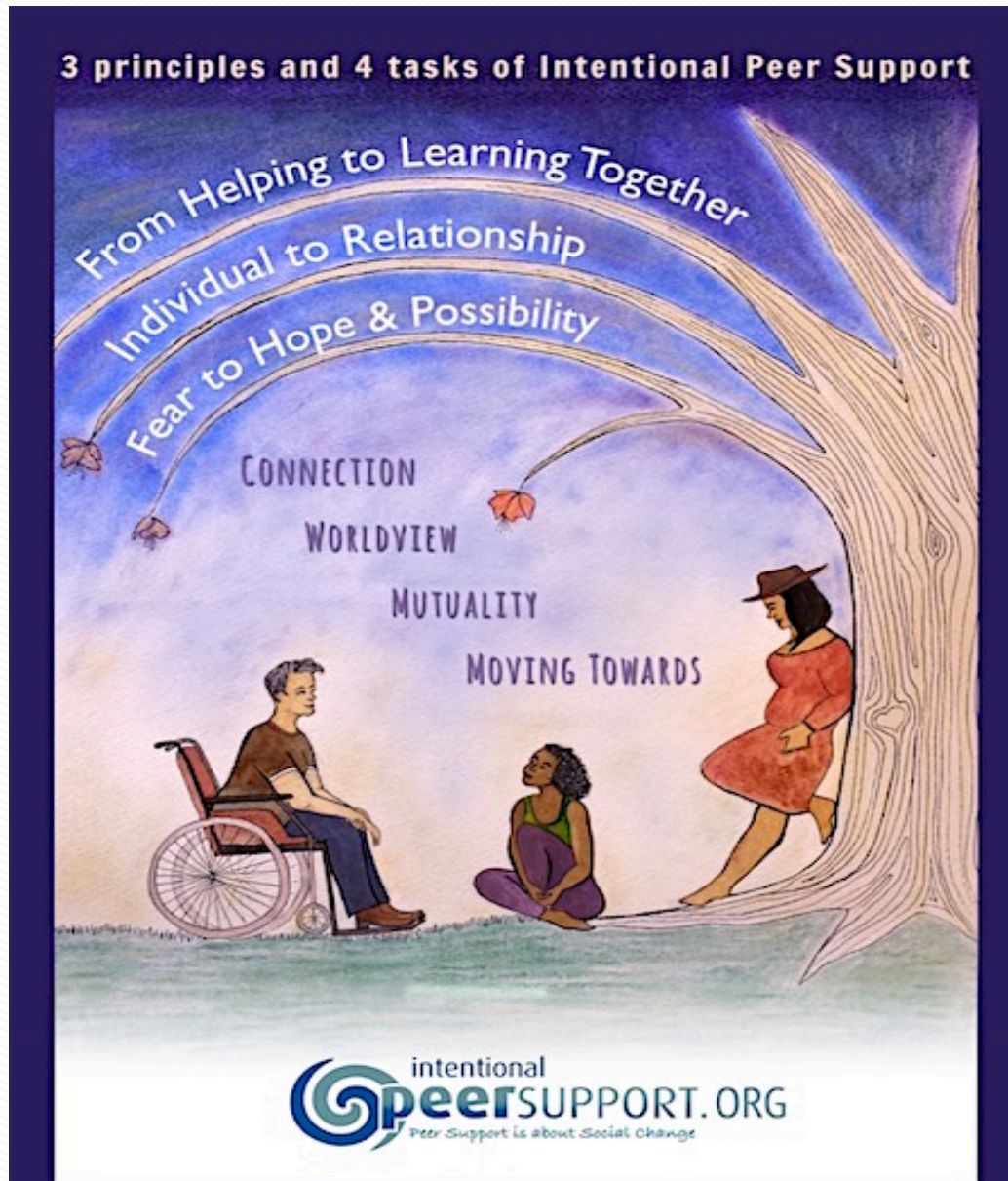


# Relationships

- Our senior peer support staff have lived experience
- Our Senior Peer Support Specialist staff are trained in Intentional Peer Support
- Our program participants receive peer support from the same carefully-matched senior peer each week!
- One or two calls, to average 25 – 30 minutes weekly



# IPS Intentional Peer Support





# IPS Training is Required for all our Senior Peer Support Specialists



# Measuring Loneliness'

## GOBHI / Community Counseling Solutions Data-base has been completed

### UCLA Loneliness Scale (3 item)

- How often do you feel that you lack companionship?
- How often do you feel left out?
- How often do you feel isolated from others?

1. Never
2. Rarely
3. Sometimes
4. Often



- Preliminary measurements show 90 % plus approval

# Measuring Intentional Peer Support

## Survey by a GOBHI Third Party Program Specialist

### IPS Core Competencies Scale

- For the following questions, please think about the peer support specialist from the senior support line that you have talked to.
- I'm going to read a series of questions that could describe your relationship with the peer staff person. Please tell me if you,
- *Strongly disagree (1), disagree (2), nether agree nor disagree (3), agree (4), or strongly agree (5)*  
with each statement.

# IPS Evaluation Questions

1. I feel like the peer support specialist and I are building a real connection.
2. The peer support specialist makes an effort to get to know me.
3. The relationship between the peer support specialist and me is beneficial to both of us.
4. The peer support specialist encourages me to think about things in new ways.
5. Conversations with the peer support specialist leave me feeling hopeful.

**Preliminary measurements show 90 % plus approval**

# What OSPO Participants Are Saying

## Survey Question # 1 **Response from OSPO Participants**

**I look forward to calls from my peer support specialist each week.**

- “Yes, I can understand her and she can understand me. She communicates with me regularly I can depend on her to let me know what is going on. I think of her as a friend.”
- “Yes, my peer specialist is genuinely glad to talk to me. I invested in a new phone so I can get messages from everyone, especially Rebecca. I never had children but I feel so close to Rebecca it’s like having a granddaughter. So wonderful.”
- “Yes, she is trying very hard to be supportive. We have both had huge setbacks this past year. This is a good program to link people together. I feel extremely blessed to be part of it.”
- “Yes, she is very patient with me and if I am not home she leaves a message for me. Then I call her back.”

# What OSPO Participants Are Saying

## Survey Question # 2 Response from OSPO Participants

**Have you noticed that there have been any changes in your life since beginning the program?**

- “Yes, my Mondays are so much better because I look forward to talking with her. I have felt less depressed and my life is more full of light. I mean really, what else is better than talking to your best friend. This program saved my butt. I am so grateful.”
- “Yes, I have been able to relate to her struggles and she has been able to relate to mine, so neither one of us has to walk alone through the bad times.”
- “Absolutely ! I am happier and excited to get a phone call. I am not allowed to have pets to cheer me up but phone calls are a nice substitute to getting connection with a pet. It makes me feel alive.”
- “Yes. Since I have been talking with Judy I have been less panicky. I like talking with her.”



# ***Loneliness and Isolation***

## ***Evidence Review by Age.UK Study***

- Loneliness and isolation are not the same thing as the causes of loneliness are not just physical isolation and lack of companionship, but also can include the lack of a useful role in society
- One of the most effective ways of combating loneliness is to combat isolation.
- Having friends is a more important factor in warding off loneliness than frequent contact with these friends.



# ***Loneliness and Isolation Evidence Review***

- People who have enjoyed friendship and companionship are more likely to be lonely than those who have never had close ties.
- The loss of a service which has had success at alleviating loneliness is worse than never having had the service at all. This also applies to patchy and unreliable services.

# ***Loneliness and Isolation Evidence Review***

- Because loneliness has complex causes, programs designed to address a group or individual's loneliness need to take into account their unique circumstances

# Explore Your Untapped Resilience



## EXPAND YOUR CIRCLES

Prevent Isolation and Loneliness As You Age

# Remember to Stay Connected with Nature



# Ways To Stay Connected and Engaged.

- Nurture and strengthen existing relationships:
- invite people over for coffee or call them to suggest a trip to a museum or to see a movie.
- Schedule a time each day to call a friend or visit someone.
- Meet your neighbors-young and old.
- Don't let being a non-driver stop you from staying active . Find out about your transportation options.



# How Do You Stay Connected ?



**1-833-736-4676**

**Make that referral Today**

**Oregon  
Senior  
Peer  
Outreach**





# Thank You For Coming to Pendleton Everyone ! Any Questions ?



You will never be happier than you  
expect. To change your happiness,  
change your expectation.

— *Bette Davis* —

AZ QUOTES

**Oregon  
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# On Loneliness...

- Age UK video here...
- <https://youtu.be/V5EsxU84ay4>

