

Senior Call Check and Social Connections

Service and Notification Program

HB158/SB223 expanded the communications and service options for the Senior Call Check Service and Notification Program to meaningfully engage with more older adults and expand capacity for people with disabilities.

Goals of Bill HB158/SB223:



SUPPORT MORE OLDER ADULTS

including people with communications disabilities and limited English proficiency.



INCREASE SERVICE OPTIONS

to include calls, texts, web-based, and in-person communications.



PROVIDE PURPOSEFUL ENGAGEMENT

to better address needs and reduce social isolation.



SUSTAIN MDOA AND MDOD PARTNERSHIP

for communications programs funded by USTF.

What does Senior Call Check do for older adults?

The [Senior Call Check Program](#) serves over 2,000 Marylanders age 65 and over. Each day, an automated call goes out to program participants at a time of their choosing to make sure they are ok. If that call goes unanswered, two followup calls are placed before reaching out to their emergency contact person. If there is no response from their emergency contact person, local non-emergency services will be notified to conduct a welfare check.

The result is better peace of mind for vulnerable older adults and their families, and additional support for those who wish to live independently.

What are the advantages of the amended bill?

Bill HB158/SB223 expanded the service to include live and virtual web- and text-based communications, with greater potential for in-person supports if needed. The updates provide comprehensive and informed assessments of participant's personal welfare and work to reduce social isolation.

Additionally, the program will be more accessible to the Deaf, hard of hearing, and those with other communications challenges including people with limited English proficiency. Services for the Deaf and hard of hearing will be sustainably funded by the Universal Service Trust Fund (USTF).