



**Office for  
the Aging**

# **NYS Association for Rural Health**

# What Characterizes Older Adults

- **A growing population with increased and unprecedented longevity:** Older adults are living longer and healthier lives, and their numbers are growing.
- **Highly heterogeneous:** There is enormous variation in health, functional ability and financial status. Disparities exist along the dimensions of income, gender, race/ethnicity and education.
- **Social and economic impact:** Older adults hold a disproportionately large share of our country's wealth, represent a enormous source of consumer spending and economic productivity, and contribute in myriad ways (e.g., support to grandchildren, child care) to family and community life.

# What is Aging

- **Normative and lifelong:** Aging is a normative process that extends across the lifespan.
- **Cumulative:** Educational, financial and social experiences and contexts of childhood and middle age predict well-being in older adulthood.
- **Distinct from disease and decline:** While physical and cognitive changes are a normative part of growing older, aging does not necessarily mean disability

Source: <http://www.frameworksinstitute.org/aging.html>

# 50+ Longevity – New York

- 36% of Population in NY 50+
- Contributed 43% - \$719 billion – GDP
  - \$2.2 trillion by 2050 (43%)
- Support 5.9 million jobs
  - 6.6 million by 2050 (47%)
- Generated \$482 billion in wages and salary
  - \$1.46 trillion by 2050 (50%)
- Contribute \$72 billion in state and local taxes (39% of total)
  - Will triple to \$255 billion by 2050 (43%)

# Combating Ageism and Stereotypes

## Social, Economic & Intellectual Capital of Older Population

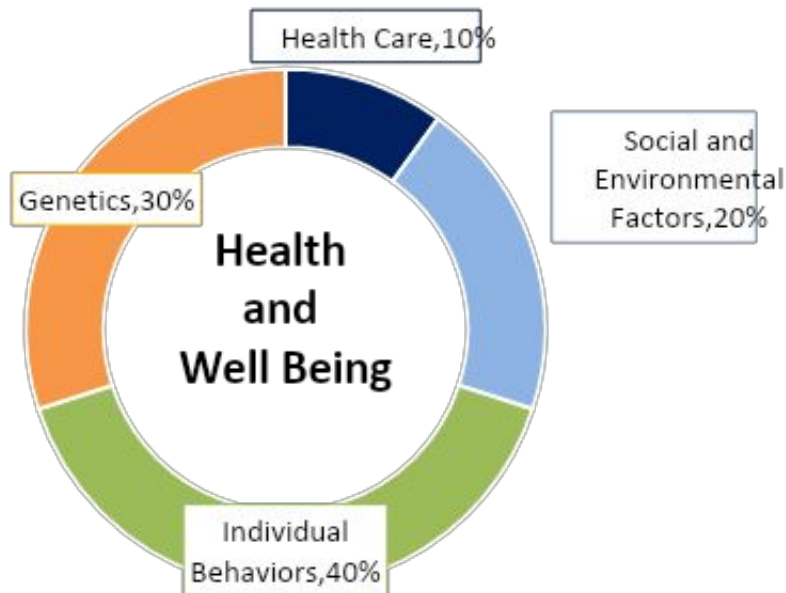
New York's total population is over 19 million individuals, and the State **ranks fourth** in the nation in the number of adults age 60 and over – 4.84 million.

– 3.7 million between 45-59

- **80% of NYS Retirement System Payouts Stay in NY - \$10.6 billion annually**
- **Social Security - \$47 billion** annually paid to NYS older adults
- **935,000 individuals age 60+** contribute **495 million hours** of service at economic value of **\$13.8 billion**
- **64% of individuals** age 60+ who own their own homes and have **no mortgage**
- **4.1 million caregivers** at any time in a year – economic value if paid for at market rate is **\$39 billion, average age is 64**

# What Determines Health?

Impact of Different Factors on Risk of Premature Death



# New York's First Ever Statewide Needs Assessment Survey

POLCO Community Assessment Survey for Older Adults  
(CASOA) 2023

*Preliminary Results (Updated May 3, 2023)*



**Office for  
the Aging**



# ABOUT

- First survey of its kind ever conducted in New York State.
- 26,464 responses from New Yorkers 60+.
- A partnership with the Association on Aging in New York (AgingNY) and the research firm Polco.
- Postcards and printed surveys were mailed to a randomly selected sample of residents 60+.
- Respondents statewide also had a digital option for answering the survey.
- Survey period: first quarter 2023.
- Survey was available in six languages.



**Survey Respondents – 26,464**

- Women – 55%
- Men – 45%

**Race**

- American Indian/Alaska Native – 3%
- Asian – 6%
- African American – 14%
- Native Hawaiian/Pacific Islander – 1%
- White – 72%
- Hispanic, Latino – 11%

**Household Income**

- Less than \$25,000 – 20%
- \$25 - \$49,999 – 24%
- \$50 - \$74,999 – 18%
- \$100 - \$149,999 – 13%
- \$150,000 + – 11%

**Employment Status**

- Fully Retired – 67%
- Working FT – 19%
- Working PT – 11%
- Unemployed looking for work – 3%

**Expectation of Retirement Age**

- 60 – 64 – 9%
- 65-69 – 39%
- 70 or older – 52%

**Overall Physical Health**

- Excellent/good – 72%
- Fair/poor – 29%

**Overall Physical Health**

- Not a problem – 41%
- Minor problem – 32%
- Moderate/major problem – 27%

**Overall Mental Health/Emotional Wellbeing**

- Excellent/good – 82%
- Fair/poor – 18%



### Overall Health

- 72% of older adults considered their overall health to be “excellent or good”.
- 82% considered their overall mental health/emotional wellbeing to be “excellent or good”.

### Overall Community

- 78% of older adults called their community an “excellent or good” place to live.
- 52% of older adults called their community an “excellent or good” place to retire.
- 71% of older adults said they are very “likely/somewhat likely” to remain in their community throughout retirement.
- Nearly 70% of older adults have lived in their community for 20 years or more.

## Housing

- Housing was identified as a priority area of need.
- 39% of older adults indicated some problem finding housing that “suits their needs”.
- 76% of older adults indicated Housing Variety was fair/poor.
- 79% of older adults indicated that the availability of affordable quality housing was fair/poor.

## Transportation and Ease of Travel

- There was a mix of results on ease of travel, depending on the mode (i.e., public transportation, car, walkability, and more).
- In general, 73% of respondents rated their community as “excellent or good” when it comes to the ease of “getting to places they like to visit”.
- Regarding the “ability to drive,” 76% said it was “not a problem,” 7% said it was a “minor problem,” and 37% said it was a “moderate or major problem.”

### Economic opportunity

- 31% of older adults felt they had “excellent or good” opportunities to build work skills (69% said these opportunities were “fair/poor”).
- 19% of older adults felt they had an “excellent or good” variety of employment opportunities (81% said these opportunities were “fair/poor”).
- 52% of older adults indicated they did not intend to retire until at least 70.

### Engagement and Recreation

- Older adults were split in their assessment about engagement and recreation opportunities.
- 50% of older adults said recreation opportunities were “excellent or good”.
- 44% said opportunities to participate in community matters were “excellent or good,” and 33% said that opportunities to enroll in skill building or personal enrichment classes were “excellent or good”.

### Concerns about daily activities

- 34% of older adults said “doing heavy or intense housework” was “not a problem”, with 37% saying it was a "moderate or major problem”.
- When it comes to “maintaining their home,” 41% of older adults said this activity was "not a problem," with 31% saying it was a "moderate or major problem.”

### Availability of resources

- Depending on the specific question, between 72% and 76% of respondents had concerns about the availability of resources like financial/legal planning, daycare for older adults, and availability of quality mental health, ranking these as “fair or poor.”
- 31% of older adults indicated Having Enough Money to Pay Property Taxes was a moderate to major problem

### Services and Care

- Older adults identified some problems with falling or injury in the home, getting needed services and affording medications.
- 39% of older adults indicated that finding affordable health insurance was a problem
- 38% of older adults indicated getting needed health care was a problem
- 56% of older adults indicated the availability of Preventive Health Services (such as health screens, flu shots, and educational workshops) was excellent/good.

### Social isolation

- 84% of older adults said feeling lonely or isolated was either “not a problem” (for 61% of respondents) or a “minor problem” (for 23% of respondents), with similar results for feelings of depression, boredom, or having friends/family to rely upon.
- 48% of older adults indicated opportunities to volunteer were fair/poor
- 56% of older adults indicated opportunities to participate in Community matter were fair/poor.

### Crime and Social Inclusion

- While only 18% of older adults said that “being a victim of crime” is a “minor” or “moderate/major” problem, 27% had concerns about “being a victim of fraud/scams”.
- 26% of older adults had concerns about “being discriminated against due to age”
- 46% of older adults felt like their “voice was not heard in the community.”

### Caregiving

- 33% of older adults are providing some uncompensated care to someone older than 55
  - 15% are doing so for 1-3 hours per week
  - 9% for 4-10 hours per week
  - 2% for 11 to 19 hours per week, and
  - 7% for 20 or more hours per week.
- Between 23% and 27% of older adults felt physically, emotionally, or financially burdened by the role of uncompensated caregiving.

### AARP – County Caregiving Data – updated

- Franklin – 5,300 caregivers/5 million hours/\$93 million in care value
- Essex – 4,200 caregivers/3.9 million hours/\$73 million in care value
- Clinton – 9,000 caregivers/8.4 million hours/\$157 million in care value

### Hospitalizations and Long Term Care

- 80% of older adults had not been hospitalized in the past 12 months.
- 97% had not needed long term care in a facility (i.e., nursing home or rehab) during the last 12 months.
- 68% did not have injuries from falls in the last 12 months, with 28% experiencing some injury 1 to 2 times, and 4% experiencing some injury 3 or more times.



# NYSOFA - New/Expanded Initiatives

**Ageless Innovation/Joy For All** - NYSOFA's award-winning animatronic pet project, which has proven to reduce isolation, loneliness and pain. This program has been replicated across the country – 30+ states.

- Distributed 24,000 pets
- Testing efficacy of walker squawker in NH to reduce/prevent fall risk and fall related injuries
- Utilized by other systems and payors
- Intergenerational Games – Reach out and Play

**GetSetUp** – bringing 4,500 courses and classes into the homes of older adults and providing an economic opportunity for older adults to teach classes on the platform and supplement their income by getting paid for their skill. – more than 200,000 users in 18 months

- FREE FOR ANYONE OVER 50
- [New York State Office for the Aging · GetSetUp](#)

**TCARE** - Evidence-based Solutions for Preventing Caregiver Burnout + Population Health SDOH Analytics Platform

**GoGoGrandparent** - specialized ride-share service for older adults using trained drivers who understand the challenges older adults face. This partnership will also provide an opportunity for older adults (and those of all ages) to enter the gig economy by becoming a driver while expanding transportation options in New York State.

**Arch Angels** - Caregiver Intensity Index. which helps caregivers identify with and feel honored in their role, gives them an Intensity Score, and navigates them to free resources for their unique needs. Finding out your score and the best free resources for you is available as part of Any Care Counts-NY, sponsored in part by the State Office for the Aging in partnership with ARCHANGELS.

- <https://archangelscii.me/3EwYLBz>
- - Any Care Counts Campaign – dollar Tree/General

**Trualta** - for all caregivers in NYS – evidence-based training and support platform

- This is free for you and anyone who provides care to a loved one
- [NYSOFA, AgingNY and Trualta Provide Free Web-Based Support Platform for All Family Caregivers in NYS | Office for the Aging](#)

**Virtual Senior Center** - 19 counties in New York currently involved to bring virtual programming into the homes of older adults.

**Intuition Robotics** - AI Platform – ElliQ

- designed to foster independence and provide support for older adults through daily check-ins, assistance with wellness goals and physical activities, and more using voice commands and/or on-screen instructions.
- 900 units distributed statewide – August – present

**Pets Together** - combats isolation by connecting individuals to volunteers using the power of pet therapy to combat loneliness and isolation.

- Free for you
- [Pets Together - Virtual Video Chats with Pets!](#)

# New/Expanded Initiatives

## **BellAge** – Adult Wellbeing Check-Up Platform

- will enable the aging network to measure what really matters to older adults: holistic health and wellbeing. Cost-effective way to help address key social and behavioral determinants of health and to promote better integration of health and social services.

## **Blooming Health** – SMS, voice, email

- Mass and individual outreach
- Surveys and check ins
- Service and reminders

## **Bill Paying/Financial Exploitation** - in 10 counties to deter or address financial exploitation

- FraudFindr – forensic accounting software
- Eversafe - guards against fraud, identity theft, and age-related issues.
  - A “second set of eyes,” - the first financial wellness tool for older adults and caregivers.
  - Keep track of your family’s finances, credit, bills, and even real estate. We analyze activity across accounts and institutions – because that’s how scammers operate.

## **Dorot**– how to implement a local friendly visitor program – video series

<https://aging.ny.gov/friendly-visiting-program-training-video-series>

# New/Expanded Initiatives

- Video Tutorials – Federal, State and Local Benefits
    - [Video Tutorials All in One Place: Help Older Adults in Your Community Apply for Benefits](#) | [Office for the Aging](#)
- 

## Promising Tech Being Considered

**IGuard** – Kitchen sensor to reduce fire and fire damage

**Advocord** – advanced software/platform to train guardians and provide one place for all documents and reports as required by court system

**Relish-Life** – Products designed specifically for individuals with dementia – music, puzzles, arts and crafts, games, etc.

**Memory Lane TV** – programming for individuals with dementia and their caregivers via TV

**GoodTrust** – all in one unlimited wills, trusts and directives – valid 50 states – estate planning made easy and affordable

**LifeBio and MyHello** – self or caregiver documentation of life story/experiences and what matters.

- MyHello – social isolation – connect with real person 30 minutes per week for up to 13 weeks and match to others with similar interest

**Hank** – helps older adults connect to others who live near by to meet in person and develop friendships

# Appendix

# Outcomes Data

## **NYSOFA/AANYS**

### **Innovations**

ACUU: Aging Concerns Unite Us

Trualta: New York Caregiver Portal

6/27/2023

Stephanie Shipley - Director, Client



Office for  
the Aging



TRUALTA



Office for  
the Aging

# Since launching last summer...

**1,659**  
caregivers registered  
(37% are age 60+)

**12,000+**  
activities viewed

Average of  
~7.3 activities/  
caregiver

**60/62**  
counties represented

<http://newyork-caregivers.com/>



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# For Example: Documents & Decision-Making Toolkit

The screenshot displays the New York Caregiving Portal interface. At the top, there is a search bar with the text "How can we help?", a "Notifications" bell icon, and a "My Account" user icon. The navigation menu includes "Home", "Learning Library", "Caregiver Network", "Local Resources", and "Contact Your Staff Member". The current page is titled "Conversation Guide For POA".

The main content area features a sidebar on the left with a "Documents & Decision Making" section. The sidebar menu includes: Overview, Introduction, Power Of Attorney (POA) (selected), Healthcare Vs. Financial POA, Quick Explanation Of Power Of Attorney (POA), Teepa Snow: Talk About Power Of Attorney, Conversation Guide For POA (highlighted), Refusing To Discuss POA, Family Arguments About POA, When There Is No POA, and Living Will.

The main article content includes:
 

- Article title: **Conversation Guide For POA**
- Metadata: Article • 3 minutes
- Actions: [Save For Later](#), [Download To Print](#), [0 Comments](#)
- Image: A photograph of an elderly man and woman sitting together, with the man's hands clasped in front of him.
- Section: **Start The Conversation**
- Text: "Start the conversation when you and your care recipient are relaxed. Plan to have extra time for this conversation."
- Options:
  - Option 1: "I know we have been talking about your new diagnosis and some of your worries. Do you want to know more about how I can help you make decisions later on?"
  - Option 2: "Have you heard about power of attorney documents before? Can I tell you more about them?"
  - Option 3: "I have some documents that will allow you to choose who you want to help you make decisions about your health (or finances) later on. Would you like me to tell you about them?"
- Section: **Caregiver Tip**
- Text: "Talking about who YOU would want to make decisions for YOU, and what you want later in life, make it easier for your care recipient to talk about it."
- Audio Player: A video player interface at the bottom shows a play button, volume icon, a progress bar at 0:00, a duration of 2:45, a 1x speed control, and language options for English (selected) and Español.

**615 New York Caregivers  
took this toolkit**

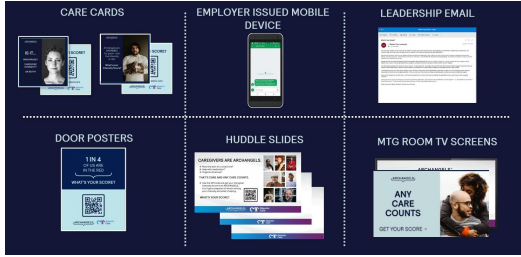
**...in English or Spanish**

**... read online, or download  
and print**

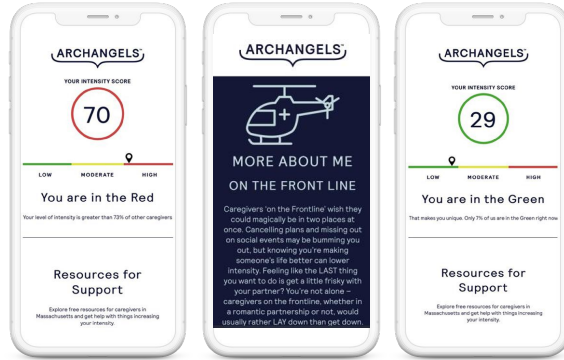
**... or "read-it-to-me"  
audio podcast**

# ARCHANGELS™

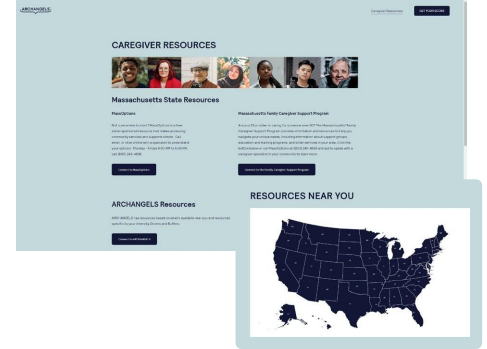
# RESEARCH



ENGAGE



VALIDATE INTENSITY



SUPPORT

# IMPACT

with data-informed action, policy and advocacy

ARCHANGELS Sponsored

If you're the one others rely on, you're probably the go-to guy...find out your score.



archangels-cli.me What's Your Score? What's your Caregiver I... Learn more

ARCHANGELS Sponsored

If you're the guy others rely on, who do you go to when you need some help?



archangels-cli.me Are you the 'go-to' guy? If so, find out your Inten... Learn more

ARCHANGELS Sponsored

Are you the 1 in 2? Find out your score.



archangels-cli.me What's Your Score? What's your Caregiver I... Learn more

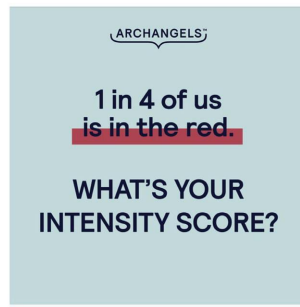
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Are you the 1 in 2? Find out your Score



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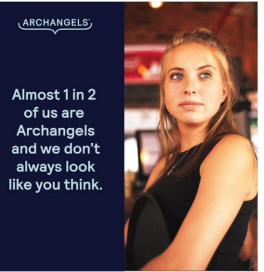
Because quitting is not an option. Because the intensity is real. What's your score?



archangels-cli.me What's Your Score? What's your Caregiver I... Learn more

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Are you the one in two? Find out your Score.



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Are you the 1 in 2? Find out your score.



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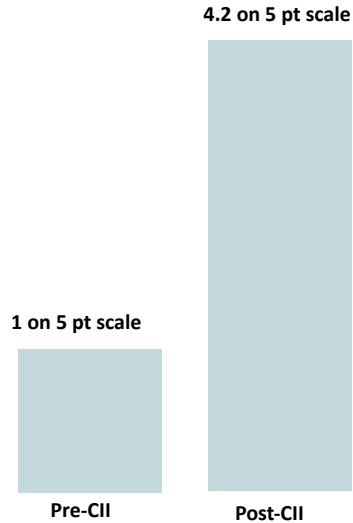
ARCHANGELS Sponsored

Are you the 1 in 2? Find out your score.



archangels-cli.me What's Your Score? What's your Caregiver I... Learn more

## Do You Think of Yourself as a Caregiver?

CAREGIVER ACTIVATION THROUGH  
THE CII

Caregivers least likely to self-identify in the role had a 320% increase in self-identification (from 1 to 4.2 on average) after completing the Caregiver Intensity Index™.

79% of people who do not identify as a caregiver (before going through the CII) see themselves as a caregiver after completing the CII\*

Self-identification activates effective use of support and resources

\*Caregivers scoring 1 or 2 pre-CII who scored 4 or 5 post CII

# SOFT LAUNCH: ANY CARE COUNTS – NEW YORK PILOT:

Social only - Currently holding steady with 27% in the red

<b>7500+</b> get their Intensity Score (30% men)	<b>Over 1.4 million</b> New Yorkers touched by awareness campaign	<b>100%</b> of counties represented
<b>70%</b> Cities and towns represented	<b>80%</b> Share an email for future outreach	<b>40%</b> Register
<b>20%</b> Caregivers navigated to explore resources		

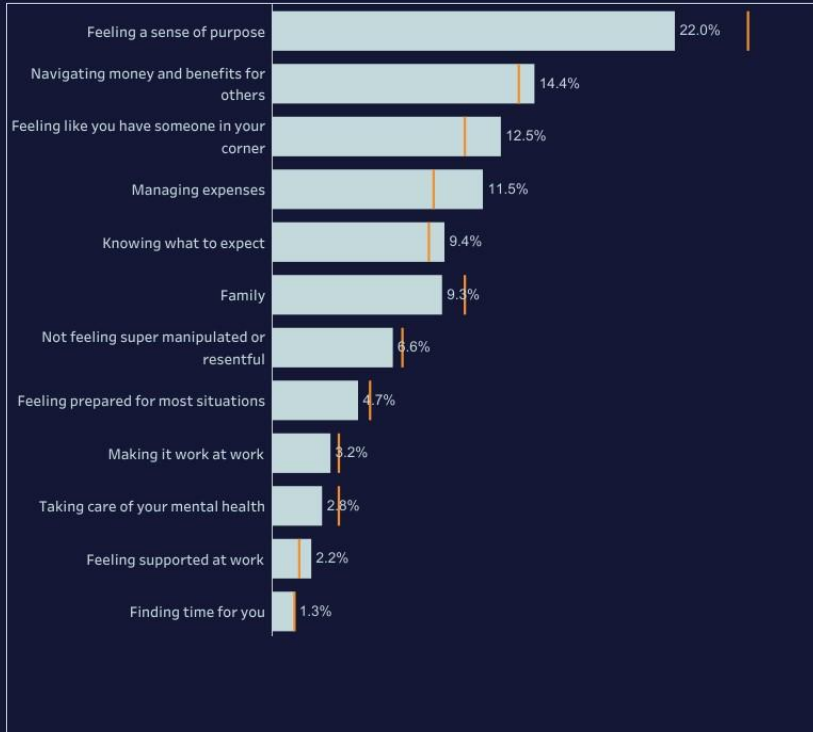


# CAREGIVER INTENSITY BUFFERS AND DRIVERS

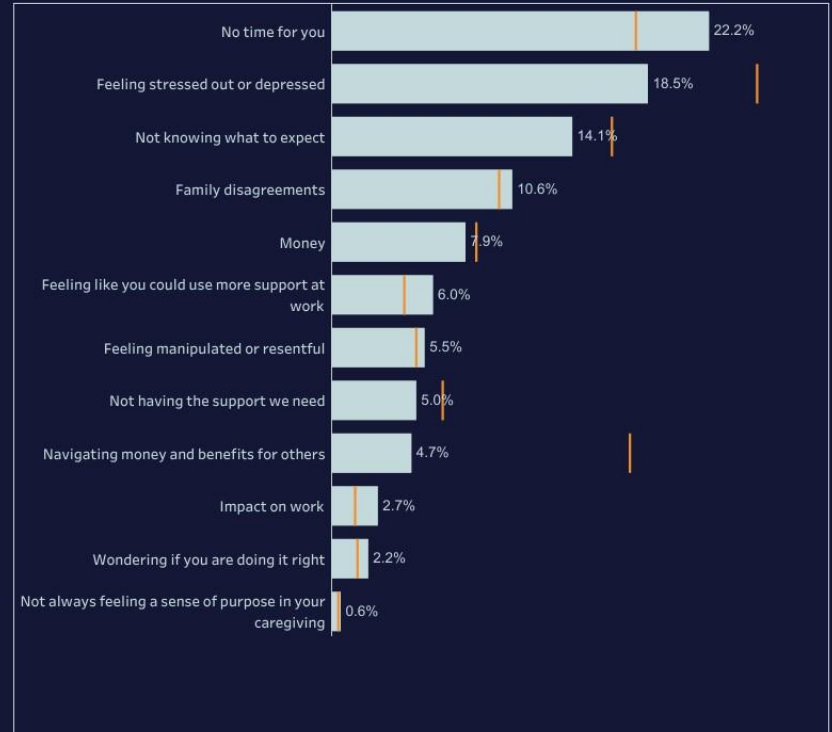
Any Care Counts New York



## BUFFERS



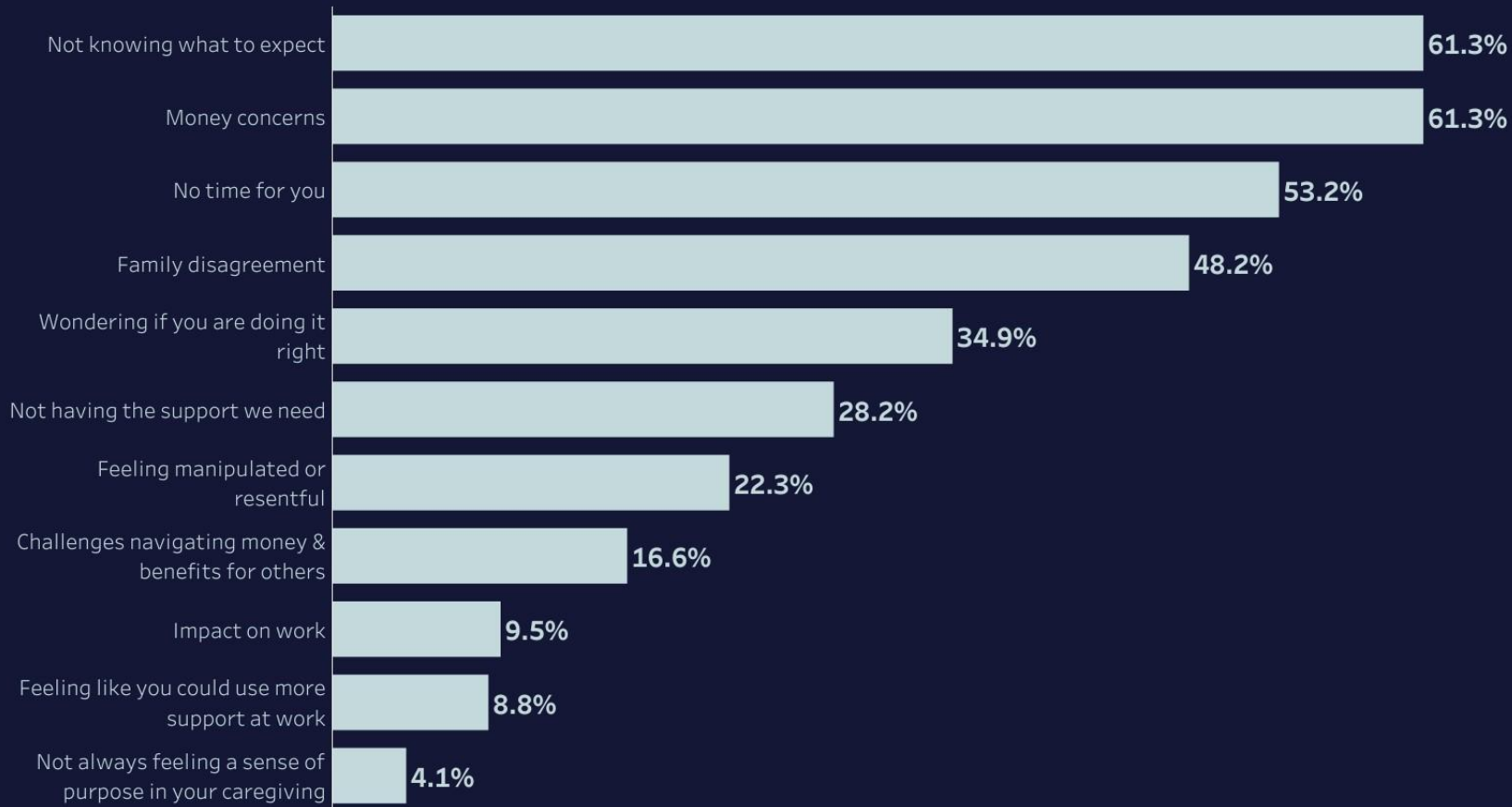
## DRIVERS



■ % of Caregivers  
■ Benchmark

# KEY DRIVERS OF CAREGIVER INTENSITY

Percent of Caregivers Responding Agree/Strongly Agree





<https://archangelscii.me/ACCNY-Kit>



# Relish Life

# What are we measuring and why?

In our 2019 report, we conducted an SROI (Social Return on Investment) analysis with the Association of Dementia Studies on the impact of Relish products on the wellbeing of those with dementia in a care setting.

For that study we utilised the Scripps Modified Greater Cincinnati Chapter Well-Being Observation Tool<sup>1</sup> to measure the changes of wellbeing and illbeing for people with dementia.

The Wellbeing Observation Tool look at the following factors:

Pleasure	Social Interest	Confusion	Negative Effect
Engagement	Disengagement	Sadness	

We combined this with research by NICE<sup>2</sup> and the Centre for Mental Health<sup>3</sup>, which put a value on combatting the social costs of mental health problems.

1 - Adapted from: Kinney, J. M. & Rentz, C. A. (2005). Observed wellbeing among individuals with dementia: Memories in the Making, an art programme, versus other structured activity.

2 - <https://www.nice.org.uk/glossary?letter=g>

3 -Centre for mental health (2003), The economic and social costs of mental illness

After using

Relish products,  
84% of respondents

saw an  
improvement

across at least  
one pillar of  
wellbeing.

53%

saw improvement in  
independence

76%

became more engaged

77%

saw greater  
happiness

70%

became  
calmer

69%

saw improved  
connection

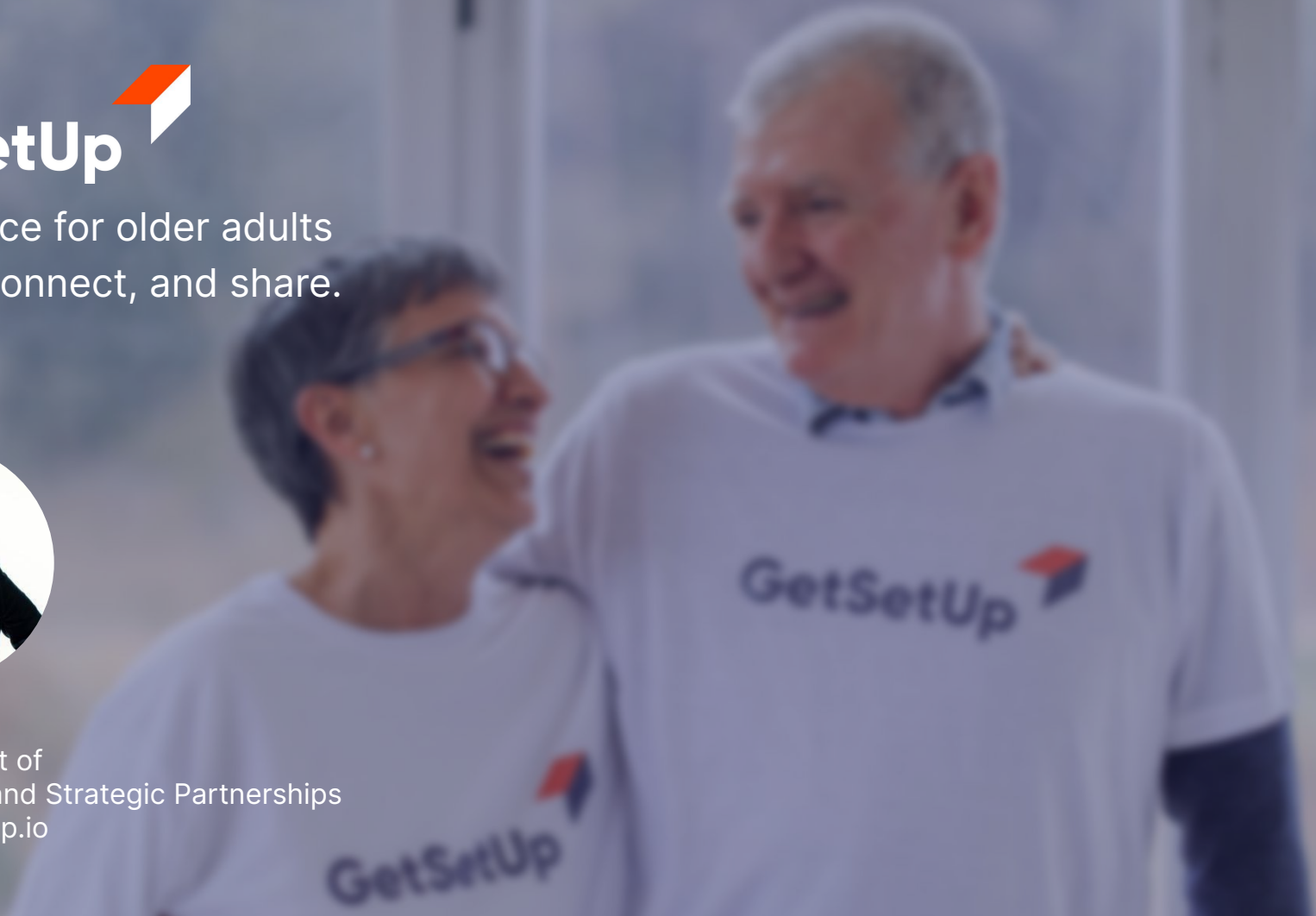




A safe place for older adults  
to learn, connect, and share.



Paul Morillo  
Vice President of  
Government and Strategic Partnerships  
[Paul@getsetup.io](mailto:Paul@getsetup.io)



# GetSetUp Supports New York With



**Bridging the  
Digital Divide**



**Reducing  
Social  
Isolation**



**Improving  
Physical  
Health &  
Well-Being**



**Reskilling &  
Upskilling the  
Older  
Workforce**

# GetSetUp - The Largest & Fastest Growing Community of Older Adults

GetSetUp empowers governments, health plans, and communities to address the Social Determinants of Health by providing members the technological assistance, increased health knowledge, and skills they need to age in place and improve their health for better outcomes and lower overall costs.



"I recognize the benefits through mental stimulation and socialization. The intellectual stimulation is an important part, with the others being fitness, socialization, and diet. I see how GetSetUp supports learners with all of these things. For a retired senior who wants a brain workout, it's perfect!"

**Gale**

A NY Learner

## Stats at a Glance

**200,000**

Unique New York Users

**1,000,000+**

Classes Taken by New Yorkers

**4+**

Languages

**4,000+**

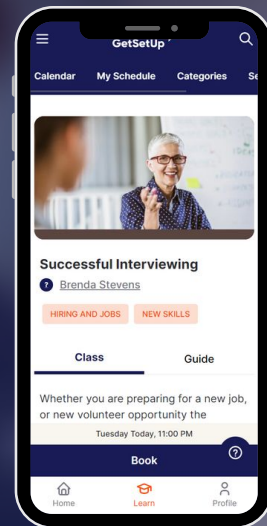
Classes in the catalogue

**100+**

State and local governments, community and health partners

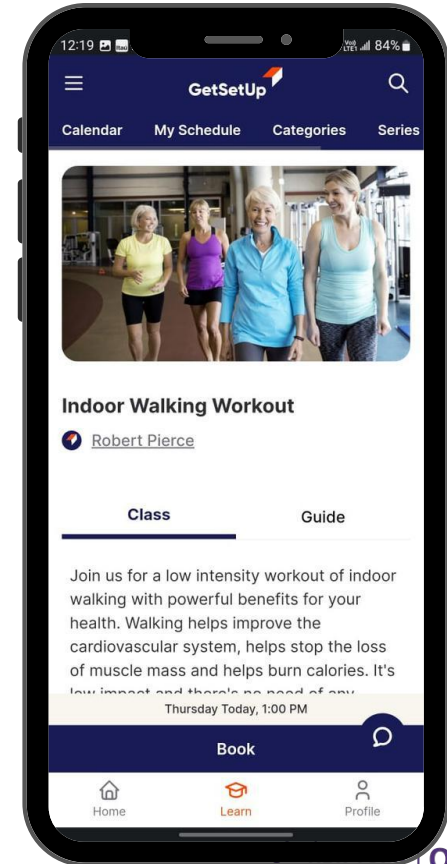
## Around-the-clock programming

A global community with hubs in the US, India, Australia and the UK



# Most Popular Classes for New York Learners:

- Indoor Walking Workout
- Cardio Dance
- Total Body Works
- Recycled Crafts: Making the Most from What You Have
- Morning Fitness - Let's Get Moving (aerobic exercise)
- Tai Chi - Shibashi
- Morning Fitness - Core Training (seated)
- Low Impact Aerobics
- Morning Fitness - Fitness Combo
- Morning Fitness - Strength Training (seated)







## Powering Healthy Aging-in-Place

**Nima Roohi, PhD**  
CEO & Cofounder

June 2023

The logo for the ACUU Conference is centered within a white circular graphic. It features the tagline "Aging Concerns Unite Us" in a small, black, sans-serif font at the top. Below this, the word "ACUU" is written in a large, bold, black, sans-serif font. Underneath "ACUU", the word "CONFERENCE" is written in a smaller, black, sans-serif font.

Aging Concerns Unite Us  
**ACUU**  
CONFERENCE



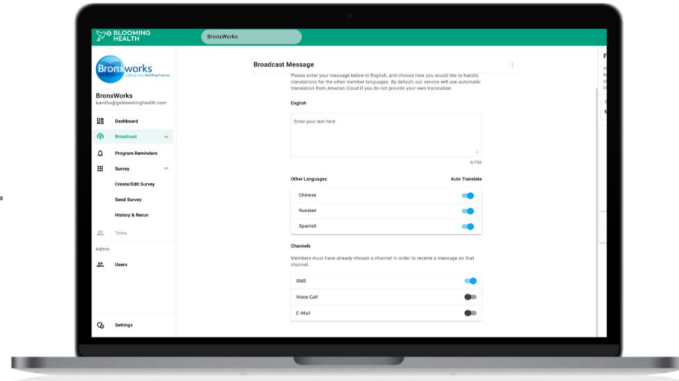
# Journey-Based Engagement and Referral

Making life easier for care managers and social workers like Sharlette to easily identify older adults' social needs and connect them to community-based resources.



Sharlette  
Care Manager

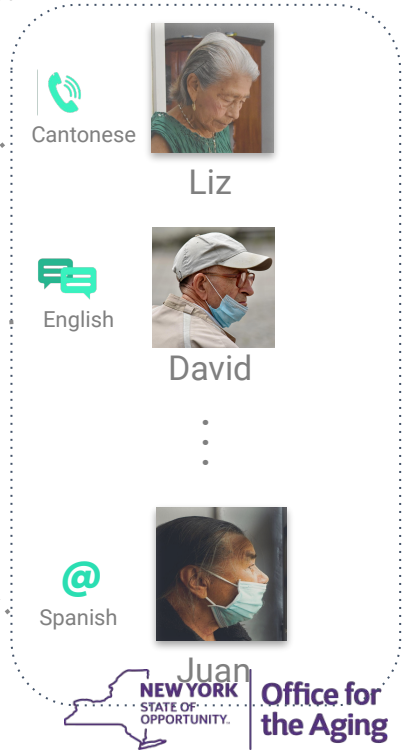
Web Interface/API



External Referrals



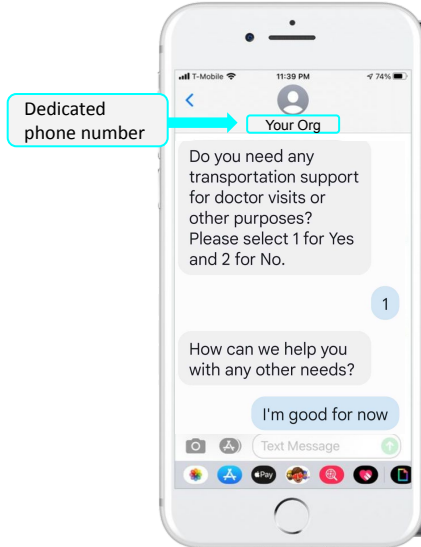
Multiple channels & 26 languages



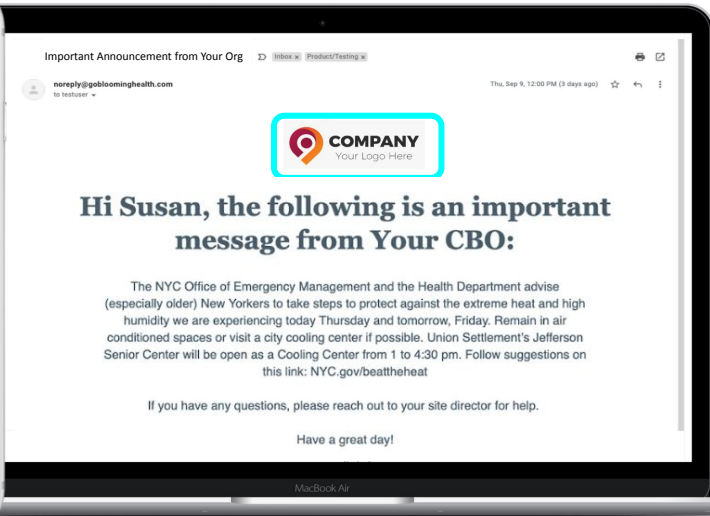
# Older Adult Experience

Enabling aging service providers to address the needs of older adults and their caregivers in a **timely** and **personalized** way across their aging journey.

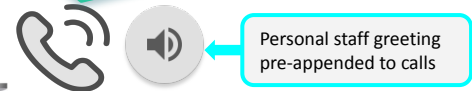
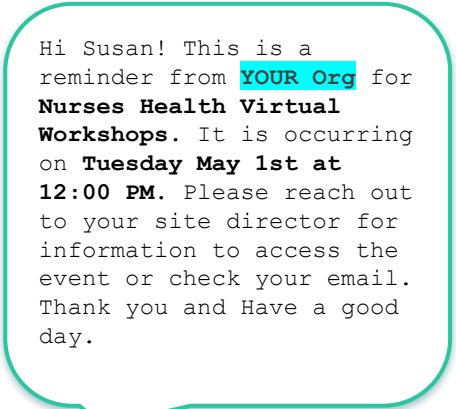
## Text(SMS)



## Email



## Voice Calls



Multiple Languages: **English**, **Spanish**, **Chinese**, **Russian**, and 22 Others.



# Blooming Health Impact



**35%**

Members take  
Action on  
Messages

**300%**

Increase in  
Members' Social  
Engagement

**500%**

Increase in  
SNAP Benefits  
Access

**2 hours/day**

Time Saved for  
Social Workers

**66**

Older Adults NPS

**80**

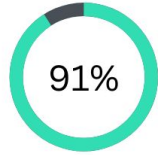
Staff NPS

Note: NPS = Net promoter score.

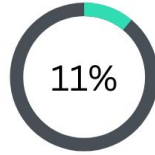
# Older Adults and Caregivers Reached



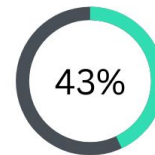
Median Age : 67



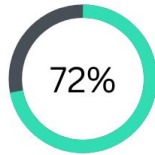
on voice and text vs email



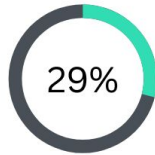
speak non-English languages



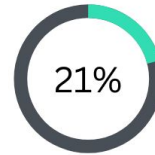
live in rural vs urban areas



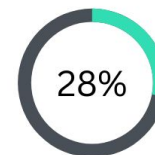
enrolled in SNAP or need help applying for SNAP\*



do not have a PCP or are unhappy with current PCP\*



report poor health quality and ADL limitations\*



report feeling lonely\*

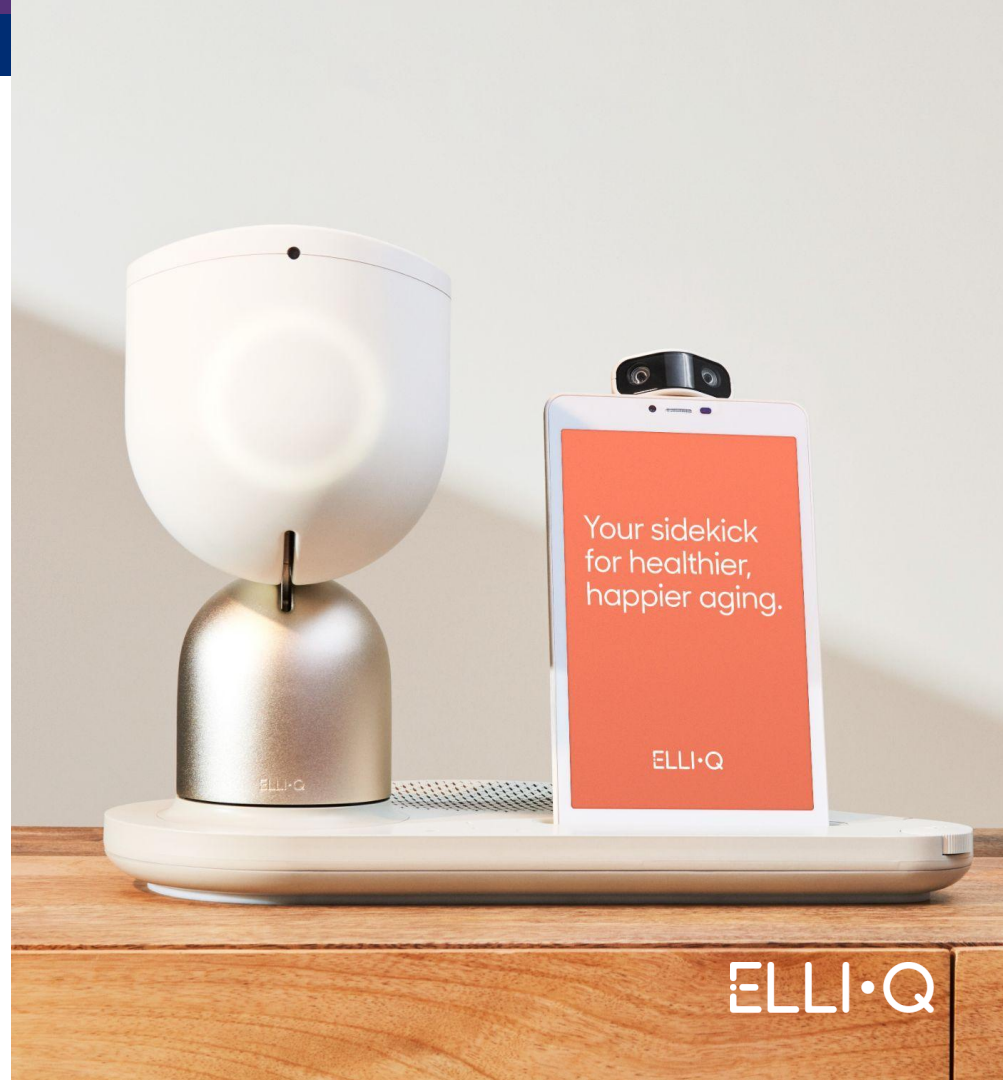
\*As reported within member surveys, including CDC Healthy Days and UCLA Loneliness surveys, N = 2,000 - 9,000  
Note: ADL = Activities of daily living





Surgeon General  
declares **loneliness**  
**and social isolation**  
a public health crisis

ElliQ is the first AI companion designed to **alleviate loneliness** and promote engagement, connection, health, and more.





November 1, 2023

# Unique approach to engagement

## PROACTIVE

Initiates conversation and suggests activities

## PERSONALIZED

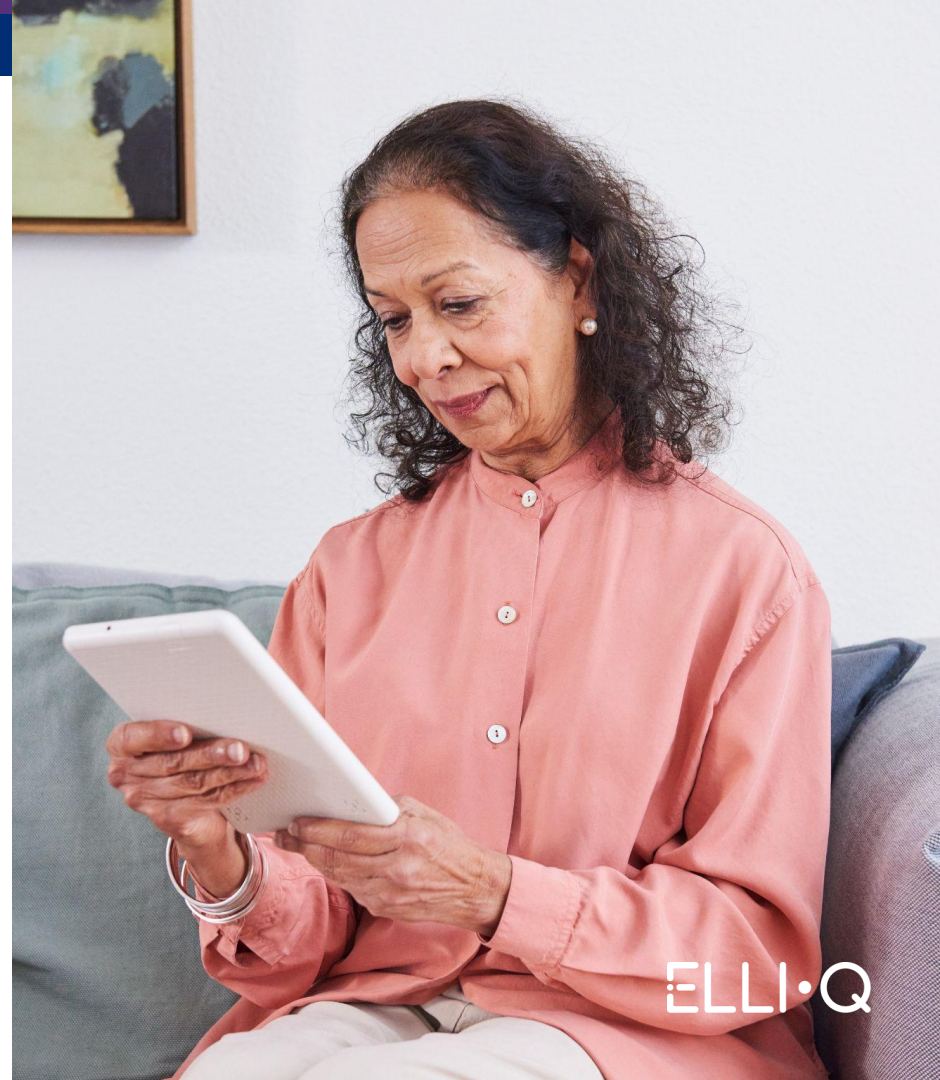
Learns and remembers what you tell her, providing a personalized experience

## GOAL DRIVEN

Encourages and works with you to set and help achieve your goals

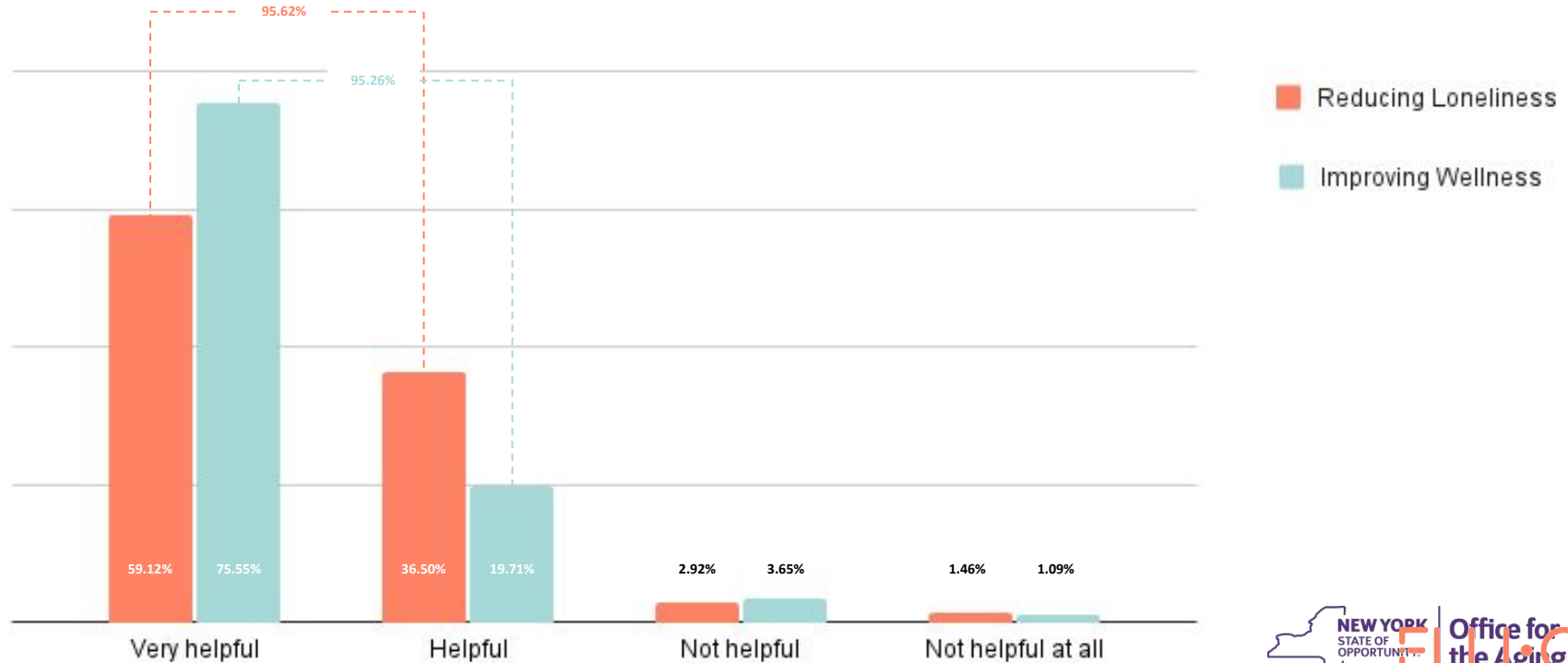
## EMPATHETIC

ElliQ is designed to convey empathy to create trust and drive engagement and behavior change

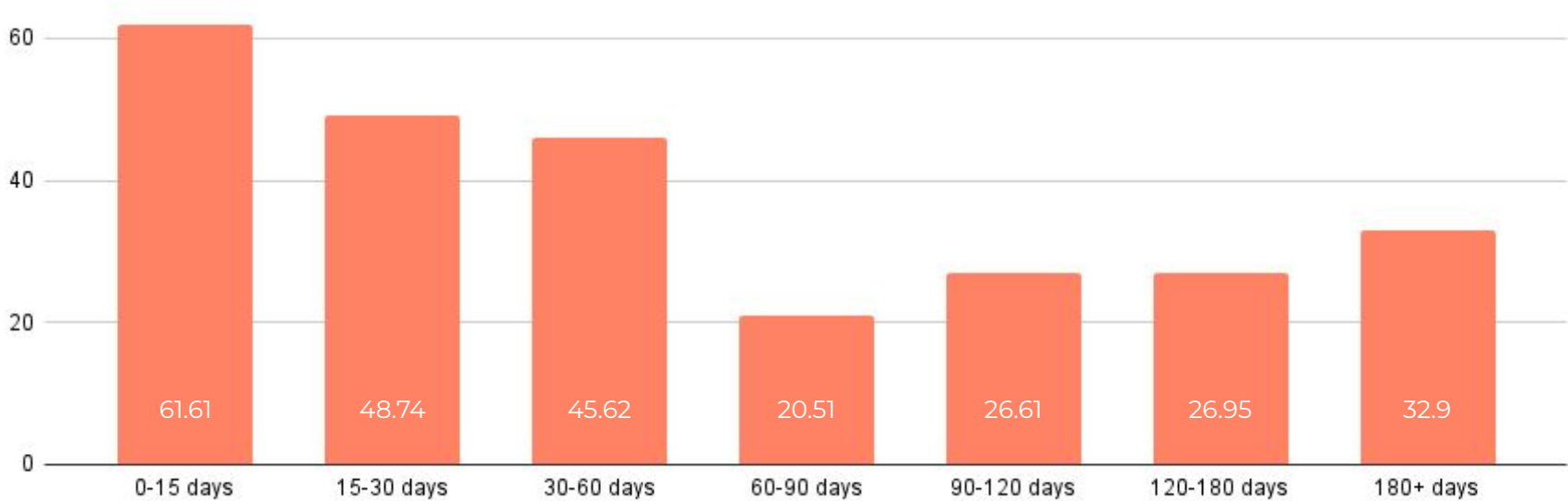




# 95% of NYSOFA clients report that ElliQ is helpful in reducing loneliness and improving wellbeing



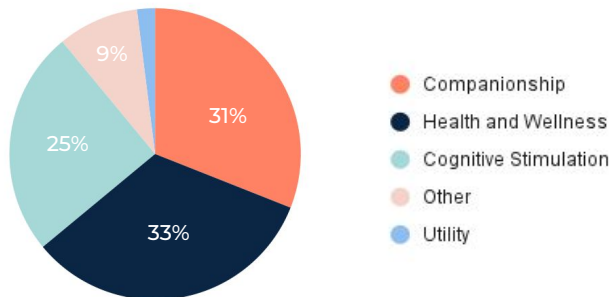
# NYSOFA Clients interact with ElliQ frequently and consistently over time



Number of average daily interactions

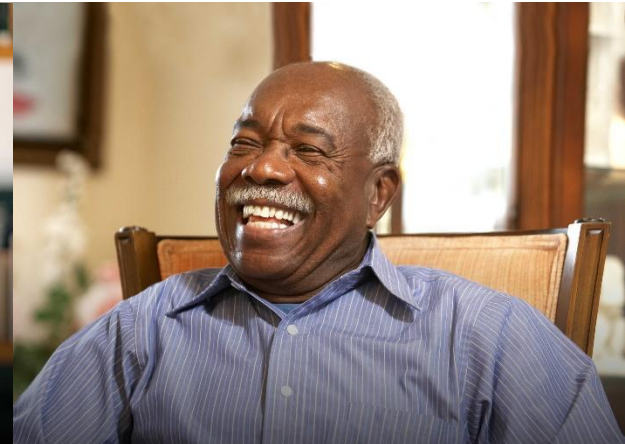
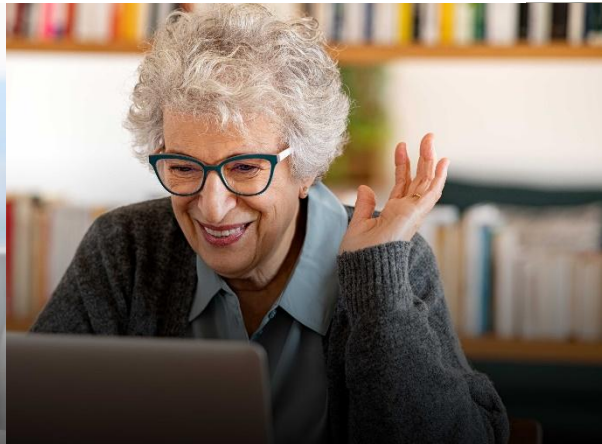
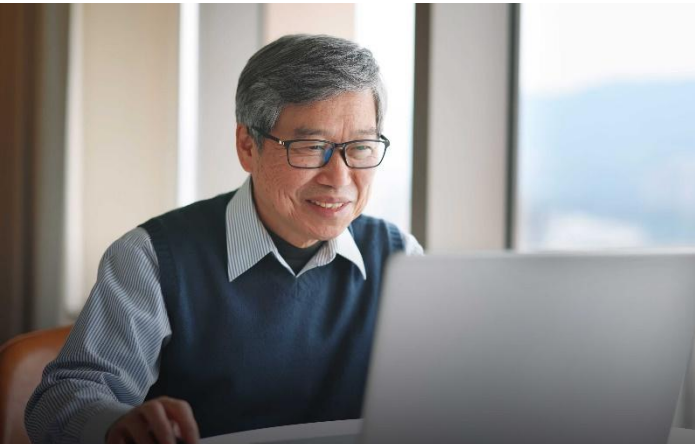
# Meet Lucinda

- Lives in **Harlem, NY** with her partner, Sal
- Has enjoyed having ElliQ for **7 months**
- Participates in **4 activities with ElliQ per day** on average, including:
  - Stress reduction exercises twice daily
  - Cognitive game every day
  - Works out with ElliQ once a week
  - Generally loves to chat with ElliQ!





June 27th ACUU Conference



Launch. Learn. Laugh.



**5000+**

Live classes/year



**250+**

Live Instructors



**15**

Typical-class size



**Multiple**

Award Winning  
Innovations



**4.71/5**

Average class rating



**5**

Platform supports English,  
Mandarin, Russian, Korean  
and Spanish



**24/7**

Classes can be recorded to  
watch later at leisure



**65-100+**

Members age

## VSC offers live programs on:



**Arts, Culture, & Languages**



**Exercise**



**Science & Nature**



**Wellness & Livelihood Support**



**History, News, & Travel**



**Music & Games**



**Technology Training & Support**



**Pets Together Virtual Visits**

***Plus scheduled open chats!***

## REAL-TIME INTERACTION

**400+**

live programs  
each month

**300+**

expert  
facilitators

**18**

categories  
driven by  
SDOH

## Our impact improves members' health by addressing loneliness and social isolation

**84%** reported feeling a decrease in loneliness

**76%** of members reported making new friends on VSC

**74%** of members reported feeling less depressed because of VSC

**67%** of members reported joining programs for social connection and to learn something new



*When I go on the program, I see my people, my friends. It's like going home.*

- J. VSC member



**Lifespan**  
*Take it on!*

**Community Care Connections (CCC)**  
**Integrates Lifespan's community-based aging services  
with health care systems to breakdown silos.**



Community Care Connections (CCC) strives to improve health outcomes by addressing the social determinants of health that Physician's Offices do not have the time to address.

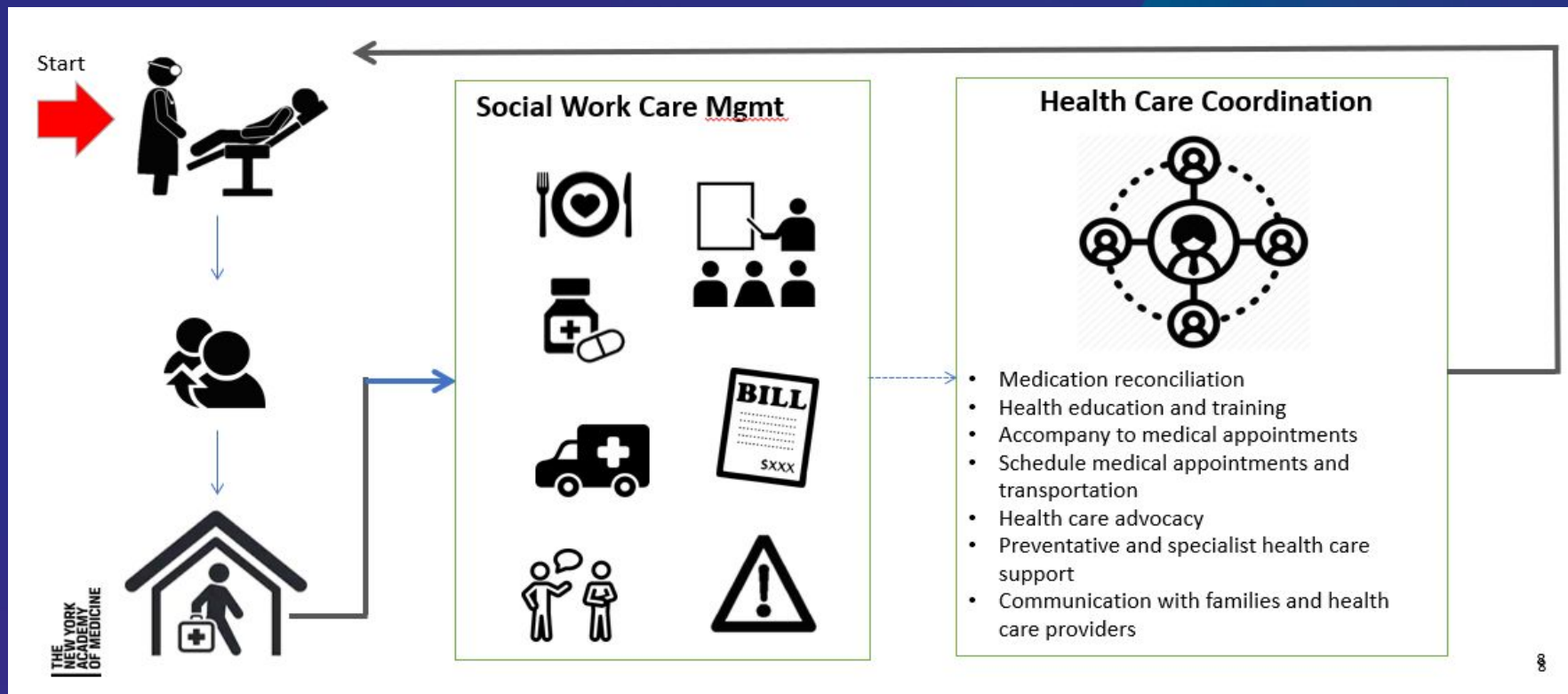
CCC provides in-home functional assessment, healthcare navigation, ongoing and post-hospitalization home visits, medication reconciliation, health literacy training and medical appointment support.

We receive real-time Rochester RHIO alerts for ED and hospitalization follow-up and have access to RHIO Explore with patient consent.



# Closed Loop of Communication

SW CMs and LPN HCCs communicate regularly with PCP to manage health-related medical and social needs.



# Margaret's challenges

- Regularly drinking sugary soft drinks, adding large amounts of sugar to coffee and other beverages, and most meals consisted of processed frozen and pre-prepared or fried foods. Her A1c was 13.
- Inconsistent with attending medical and podiatry appointments.
- Experiencing anxiety due to financial difficulties; the house was in foreclosure; her power bill had been unpaid; and she was receiving minimal family support.
- 5 Emergency room visits in the year prior to enrollment in the program.



# Margaret's successful outcomes:

- LPN Healthcare Coordinator attended medical appointments with Margaret, helping her ask questions and understand the provider's instructions.
- Helped reinforce prescribed dietary and lifestyle changes.
- Social Work Care Manager worked with Margaret to address housing needs, finances, and establish communication with a daughter who has since moved in with the client and helps with meal preparation and daily activities.
- Margaret's A1c has decreased from 13 to 7. She is eating a diabetic friendly diet, attending medical appointments regularly, has had no ER visits or hospitalizations.



# CCC Pre and Post NYAM Program Evaluation

Independent evaluation by the New York Academy of Medicine proved our theory that integrating the CCC intervention with healthcare systems would result in a positive impact on the quadruple aim of lowering costs, improving health outcomes, increasing patient and physician satisfaction.

## Post-program enrollment results:

Hospitalizations decreased **23%**

Emergency room visits decreased **28%**

Observation stays decreased **23%**



# Top 5 Results By Service Connection

