



We're taking it on!

FROM MONROE COUNTY TO BEYOND!

2022-2023 ANNUAL REPORT



We're taking it on!

Lifespan's footprint, originally just Monroe County, now reaches across New York State, and in several instances, across the country.

Our geographic expansion is helping older adults across the state recover from financial exploitation and abuse. We collaborated with partners in 59 counties to establish multidisciplinary teams of professionals who help prosecute and gain restitution for people who have been exploited. In 2022, court-ordered restitution totaled \$1,052,672.

A contract with the New York State Office for the Aging is expanding financial management services into eight more counties to help with the three B's — bill paying, budgeting and benefits.

Our Community Care Connections service, which helps older adults navigate health care and improve their social determinants of health, is being replicated in six more counties.

Under a three-year grant, Lifespan is expanding respite options for caregivers in five central New York counties while at the same time providing a pathway to employment for older people.



More about our geographic reach follows. As always, the main purpose is to help more older adults take on the challenges as well as the opportunities of longer life.

A handwritten signature in blue ink that reads "Ann Marie Cook".

Ann Marie Cook
President/CEO

From Monroe County to beyond!

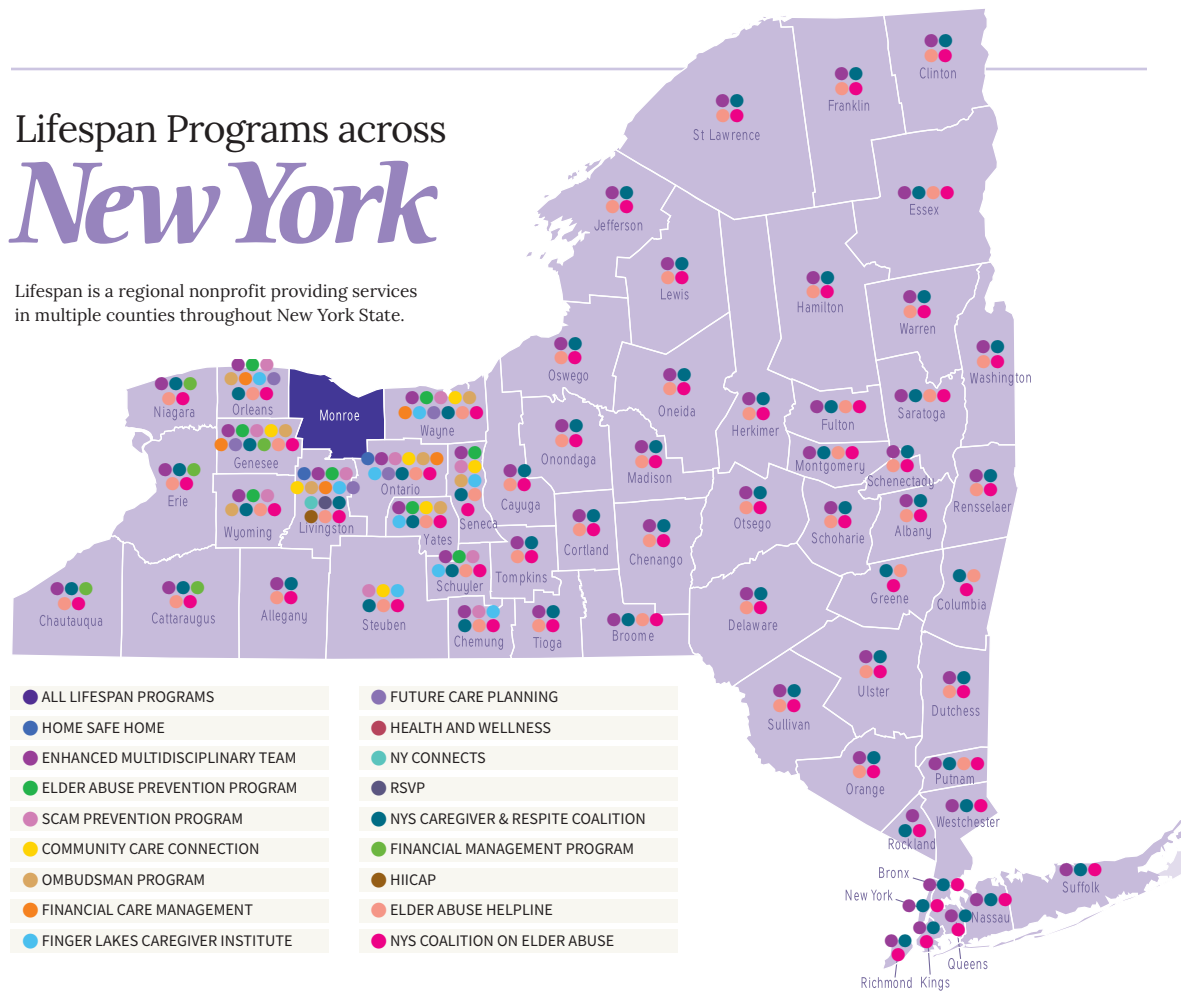
Leading the way to better care for older adults

With support from multiple funders, Lifespan's Healthcare Initiatives Division is engaged in significant program expansion projects:

- (1) Certification and operation as a Health Home Care Management provider for Medicaid Beneficiaries
- (2) Expansion of Community Care Connections (CCC) and Health Home Care Management to the ten-county region of the Finger Lakes and
- (3) Providing consultation and guidance to community-based organizations (CBOs) in other regions of New York State to facilitate program replication.

Lifespan Programs across *New York*

Lifespan is a regional nonprofit providing services in multiple counties throughout New York State.



Lifespan's Community Care Connections service helps older adults navigate medical and community-based systems. It is available in Monroe, Ontario, Livingston, and Genesee counties with expansion coming to Orleans, Seneca, Yates, Chemung, Steuben, and Wayne counties.

We are also increasing the number of older adults served in Monroe County through American Rescue Plan Act funding from Monroe County, Monroe County Office for the Aging, Greater Rochester Health Foundation and Accountable Health Partners. Other funding includes the Administration for Community Living, Excellus, Finger Lakes Performing Provider System, New York Health Foundation, OPWDD Family Support Services, Rochester Area Community Foundation, Senator Schumer, and the Health Foundation of Western and Central NY.



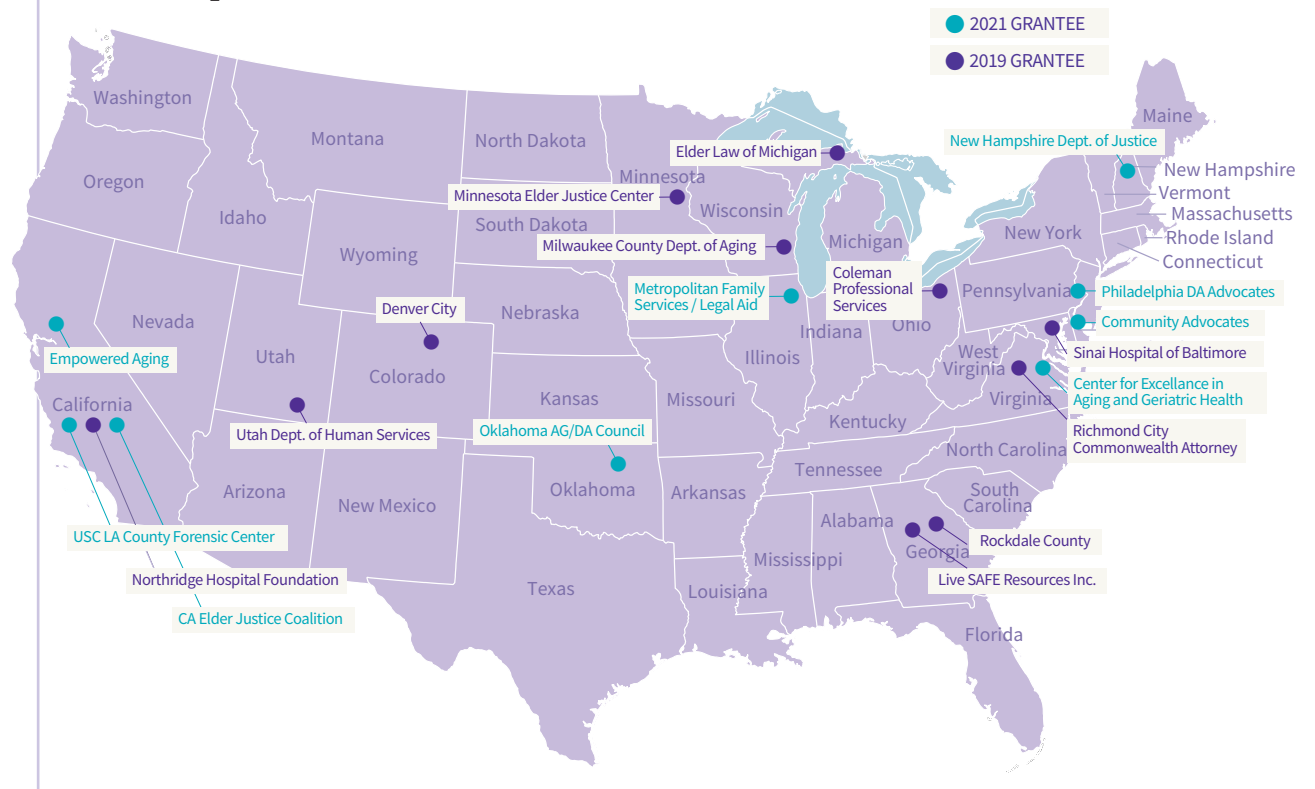
Leading the way to help with bill paying, budgeting & benefits.

Financial management, a service providing monthly in-home help with tasks such as bill paying and budgeting, as well as assistance applying for benefits, expanded to Cattaraugus, Chautauqua, Erie, Livingston, Niagara, Ontario, Orleans and Wyoming counties under a new contract with the New York State Office for the Aging. Financial management relies on a small paid staff and trained, bonded volunteers to help older adults maintain their independence in their homes and increase financial security.

Leading the way to an Elder Justice Coalition

Lifespan is the lead agency of a consortium of elder justice organizations and specialists to establish a National Center for State and Tribal Coalition. Partners include the Minnesota Elder Justice Council, Ohio Coalition for Adult Protective Services, New York City Elder Abuse Coalition, and Jacque Gray, PhD, specialist in Native American elder justice affairs. The center will support the development of new state and tribal coalitions, offer ongoing training and technical assistance to new and existing coalitions, and will serve as a clearinghouse for resources and information concerning elder justice issues, programs, and advocacy. The U.S. Department of Justice awarded the \$3.25 million dollar grant.

Lifespan Technical Assistance for Non-tribal Teams





Leading the way to more respite.

The New York State Caregiving and Respite Coalition (NYSCRC), managed by Lifespan, received a three-year, \$3.1 million grant from the Corporation for National & Community Service to recruit, train and place 200 AmeriCorps Senior volunteers to provide respite for caregivers across the age and disability spectrums in central New York State. The target counties are Lewis, Oneida, Herkimer, Cortland, Tompkins, and Jefferson. Respite, which provides a break for family caregivers is one of the most frequently requested services by caregivers.



NYS Enhanced Multidisciplinary Team Initiative

Leading the way to more assistance for financial exploitation and elder abuse.

Lifespan coordinates Enhanced Multidisciplinary Teams (E-MDTs) in 59 New York State counties. E-MDTs are comprised of professionals who

intervene in instances of financial exploitation and other forms of elder abuse. In 2022, court-ordered restitution totaled \$1,052,672.

A partnership between Lifespan, the New York City Elder Abuse Center at Weill Cornell Medicine, USC's Davis School of Gerontology, the Keck School of Medicine's National Center on Elder Abuse, the National Clearinghouse on Elder Abuse in Later Life and Red Wind Consulting is providing training and technical assistance to support developing Enhanced Multidisciplinary Teams throughout the country.

Lifespan is leading the creation of Augmented Multidisciplinary Teams for people 18 to 59 in the southern tier counties of Broome, Chenango, Delaware, Otsego and Tioga.

Leading the way toward less addiction.

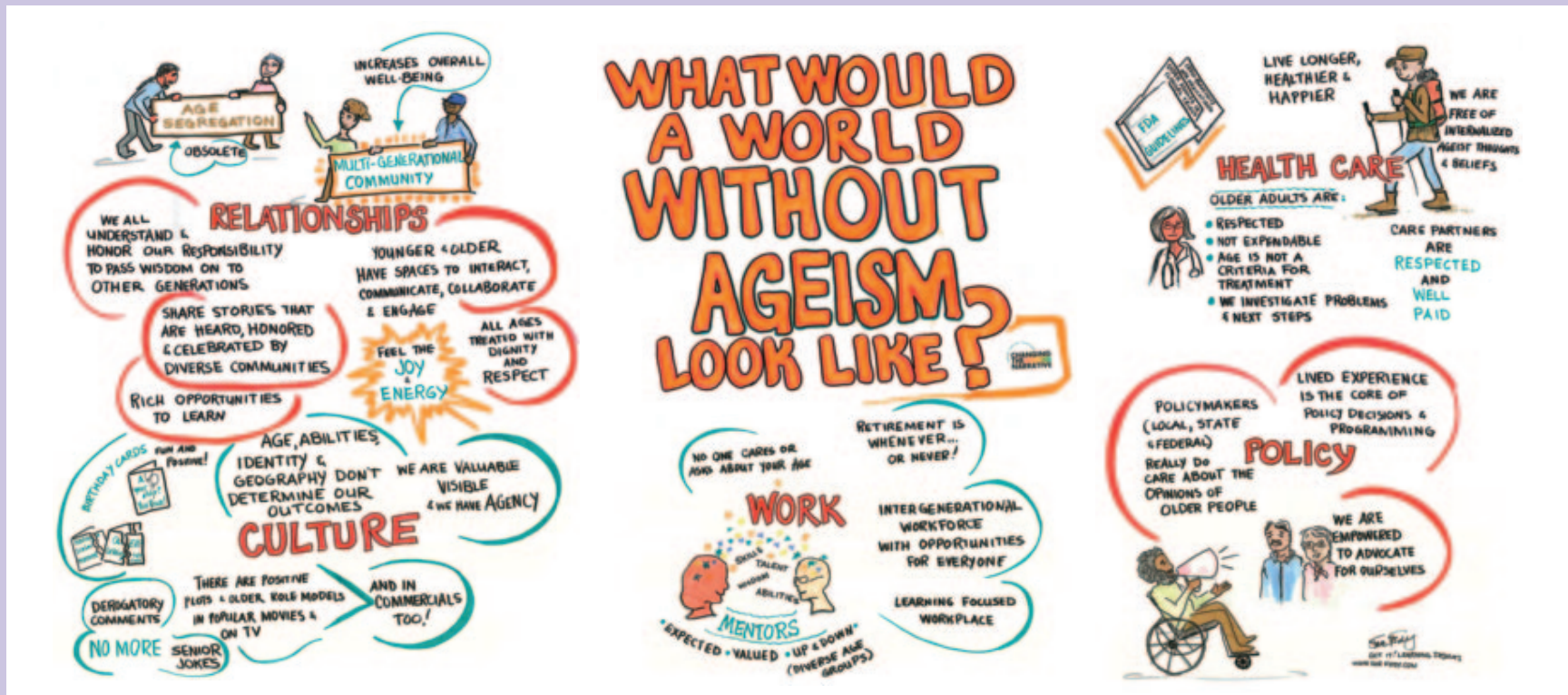
A grant from the Mother Cabrini Health Foundation enabled us to expand our Geriatric Addictions Program (GAP) to Livingston County. This service provides in-home interventions and counseling for people 55 and older who are abusing drugs or alcohol.



Ageism Unmasked

“Everything you know about aging is wrong. It’s not your fault. Everything you have been taught about aging is wrong.”

Lifespan brought Dr. Tracey Gendron, Ph.D., to Rochester for an insightful and well-received presentation about the detrimental effects of ageism. The evening provided an overview of her book, *Aging Unmasked*, with audience-surprising facts, including that people with positive attitudes toward aging live on average seven and a half years longer than those with negative attitudes! Not many of us have thought about our own participation in ageism – from giving those ageist birthday cards to self-loathing of being “that age.” Dr. Gendron left the audience with the feeling that it is okay to be “that age” and to say it aloud.



Ageism is discrimination, prejudice, and stereotyping based on age.

It is the one “ism” many of us will experience. It’s also not an “ism” that comes immediately to mind because all too often we laugh about it. Yet, the truly funny thing about ageism is that by participating in it throughout our lives, we eventually will feel its sting.

To learn more about ageism, visit our website at lifespanrochester.org/resources tab.

Awards



Ann Marie Cook, president/CEO, was honored by *City & State* magazine as one of 50 statewide leaders over the age of 50 who are “Age Disrupters.”

Our **Health Insurance Information Counseling & Assistance Program (HIICAP)** received the Carol Ritter Award for outstanding service by volunteers. HIICAP provides nothing-to-sell information and guidance about Medicare with the help of 30 trained volunteers.



Paul Caccamise, vice president for program, received the National Collaboration Award from the National Adult Protective Services Association for his work partnering across systems to protect vulnerable older adults.

Lifespan received a Disability-friendly Workplace award from the U.S. Department of Labor Office of Disability Employment Policy, local chapter.



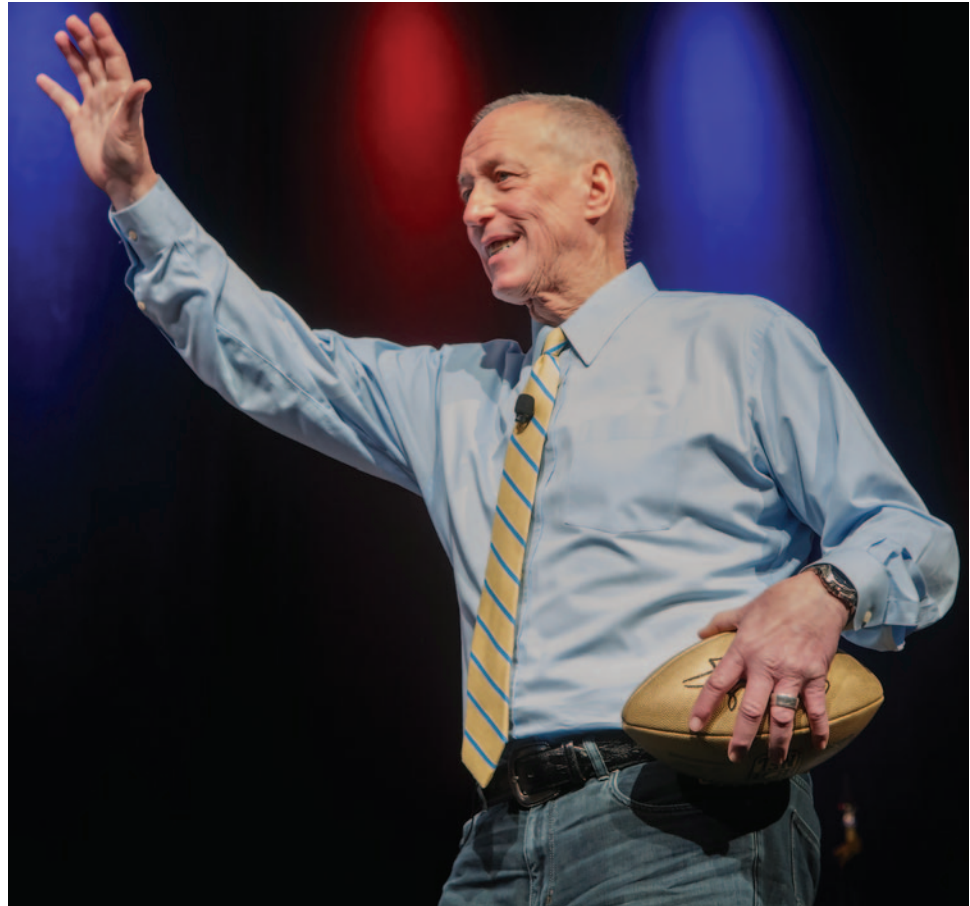
1,800 gathered for
our 26th Celebration
of Aging with Jim Kelly!

Celebration of Aging

With support from our premier sponsor, Kinecta Federal Credit Union, and other generous sponsors and supporters, our Celebration of Aging was a resounding success. Jim Kelly told the story of his “Journey of Perseverance,” and the sold-out, Bills-loving crowd showed up in their red and blue.

Our Second Half Hero honorees included Viola Curry, Doris Marsh, Terry Werth, Phyllis Jackson, Frank Seiler and Marvin Robinson. Dr. Daniel Mendelson received the Carter Catlett Williams award for Excellence in Aging/Long-term Care Services.

A special thank you to the
Daisy Marquis Jones Foundation
for matching all gifts
at the Celebration of Aging.





Jim Kelly and Mike Squire, Keith Sultemeier, Marisa Howard and Andrew Myers from Kinecta Federal Credit Union.



2023 Honorees: L to R, Marvin Robinson, Doris Marsh, Viola Curry, Terry Werth, Frank Seiler. Not pictured: Phyllis Jackson.

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Our outputs (how many) and our outcomes (the difference we made in peoples' lives)

30,000

Just over 30,000 older adults and caregivers were clients in 2022.

774 older adults participated in our Community Care Connections service which helped them navigate their health care and social determinants of health (like linking them to food, housing, benefits). Evaluation by the NY Academy of Medicine documented a **23%** decrease in unnecessary hospitalizations and a **28%** decrease in unnecessary ED visits.

We provided **423** mental health screens.



Eldersource provided care management for **1,779** older adults.

"I am so lucky to have met my care manager. She is my guardian angel, and a master in her field of work!"

140 families planned for the care of a loved one with a disability through our Future Care Planning Services. Planning ensures families are prepared for a crisis.

Our Finger Lakes Caregiver Institute helped **1,352** caregivers make informed decisions and service linkages for family members with dementia. Volunteers and paid providers provided **3,928** hours of respite.

"I could feel the stress lift off me as I received answers and direction that are necessary as my brother, sister and I plan for the next stages of our mother's care."

Our Geriatric Addictions Program helped **141** individuals make a change and/or decrease their substance abuse through in-home intervention, supportive counseling and case management. **Seventy-nine percent** of clients who completed the intervention achieved abstinence or decreased their use of alcohol/drugs.



609 older adults participated in health and wellness classes like tai chi, A Matter of Balance and Living Healthy.

“Very encouraging class. I believe it builds confidence and breaks down barriers about the aging process.”

378 people participated in activities with our wellness programming at the Jewish Community Center.

108 people participated in our 80-hour, non-credit Gerontology Certificate program.

“This course is excellent! Every person in elder care should be required to take this course. Thank you for your thoughtful work putting this together!”

Home-Safe-Home, one of our most popular services, provided minor home modifications to help prevent falls in **994** homes.

“This service and the people are a godsend. What they did in just a couple of hours has given me security, peace of mind and relief!”



Our team of eldercare advisors answered **22,176** calls from older adults, caregivers and other professionals.

Volunteer Ombudsmen, who function as trained advocates for residents of nursing and adult homes, contributed **4,100** hours of service.

333 volunteer drivers provided **13,375** rides for older adults who needed a lift to medical and other appointments.

“The drivers are angels on wheels!”

More than **4,000** people attended presentations about scams, ID theft and elder abuse.

At the completion of service, the risk of elder abuse was reduced or eliminated in **71%** of cases.

“The social worker was easy to trust, and I don’t see that very much in today’s world. She was always respectful of my decision and needs.”

One-on-one counseling and information about Medicare were provided for **2,034** people. **302** people accessed the Medicare Savings Program which resulted in an extra **\$1,782** in extra income per participant.

Other Service Enhancements



Improving Resident Relationships in Long-term Care

Under a contract from the Cornell University College for Human Ecology, Lifespan is providing training for nursing home staff in preventing resident-to-resident aggression. The training, *Improving Resident Relationships in Long-term Care*, is an evidence-based intervention designed to create a safer community for residents and reduce staff stress. Training is available in-person or virtually.

In 2021 Lifespan of Greater Rochester and NYS Office of Victim Services cosponsored a virtual New York State Elder Abuse Summit with a focus on

underserved older adult populations in the state, specifically, African American, Latino, LGBTQ, Native American, New American and rural groups. In September 2022 Lifespan released a comprehensive report of all phases of the summit including recommendations, *Seeking Solutions: Elder Abuse – Creating a Clear Vision of Where We Go from Here*. Lifespan has hired an implementation coordinator to oversee implementation of recommendations statewide. (The full report is available on the NYS Coalition on Elder Abuse website: www.nyselderabuse.com).

Golisano Funding Enhances Lives

The Golisano Life Enhancement Fund, which gives one-time awards to people with disabilities for services or items to enhance their lives received a \$20,000 grant from the Golisano Foundation. This project is part of Future Care Planning Trust services which Lifespan provides in conjunction with the Al Sigl Community of Agencies and the Arc of Monroe.



Expanding Caregiver Respite Options

The New York State Caregiving and Respite Coalition, managed by Lifespan, received a three-year grant to open a drop-in respite service at the Phyllis Wheatley Library in the 19th Ward/ Corn Hill area of Rochester. It is open every Tuesday from 11:30 - 3:30 for FREE drop-in respite. Services are provided in partnership with the Finger Lakes Caregiver Institute at Lifespan and St. John Fisher University.



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Francis Tremblay
Janet Trippe
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Brian Trott
Margaret Troup
Michael Trowbridge
Anna Tuck
Barbara Tuke
Elaine Tunaitis
Tamika Turner
Jane Tuttle
Janet Tyler
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Nathan Vander Wal
Debbie Vanderwall
Barbara VanGraafeiland
Matt VanHook
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Paul Walker
Edward Wall
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Racheal Washington
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Rick Waugh
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Amy Webber Rist
David & Claudia Weber
Marion Weber

Webster Presbyterian Church
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*Deceased

Our 2022/23 WOW! Winner

Lifespan's mission is carried out each day because of the commitment and expertise of our staff. Our staff members recognize excellence in their colleagues' work and their dedication to our "take it on with Lifespan" mission through nominations for our monthly WOW! award. From the twelve nominations, senior management votes to select our annual WOW! award winner.

Our winner is Hollie Freece, Eldersource care manager.

Hollie was assigned to help a 62-year-old person with a disability and his caregiver access housing and medical treatment. Due to trauma, he experienced since childhood, he had not accessed health care in his adult life. After helping him find a rent subsidized apartment, the client reported improved social and emotional wellbeing. He then developed a severe leg infection yet was extremely fearful of seeing a doctor.



Through patience, persistence, and trust building, Hollie was able to convince the client to seek medical treatment, even meeting him at the emergency department to advocate for a trauma informed response from the hospital staff. Client was admitted for more than two weeks.

Hollie worked closely with hospital staff on a discharge plan which included connections to a primary care physician, wound care, cardiology, vascular specialist AND a mental health provider. The hospital staff shared that Hollie's persistence prevented client from requiring amputation of both legs below the knee as his infection was that serious.

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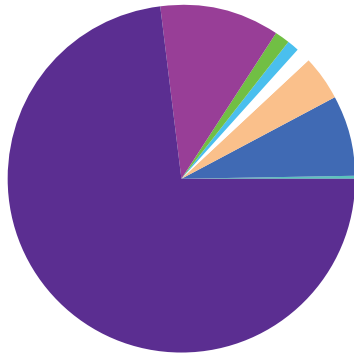
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Christine Peck, LMSW

Director of Development

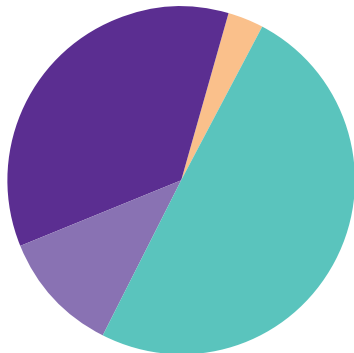
Diana Palotas

Financials April 1, 2022 through March 31, 2023



REVENUE

| | |
|--|---------------------|
| Government Grants | \$10,086,474 |
| Non-Government Grants | \$ 1,560,831 |
| Fee Income | \$ 404,164 |
| Donations/In-Kind | \$ 926,406 |
| Investment Gain and Interest Income | \$ (167,448) |
| United Way | \$ 585,000 |
| Releases from Restriction | \$ 1,053,913 |
| Miscellaneous Income | \$ 7,791 |
| Total Unrestricted Revenue | \$14,457,131 |

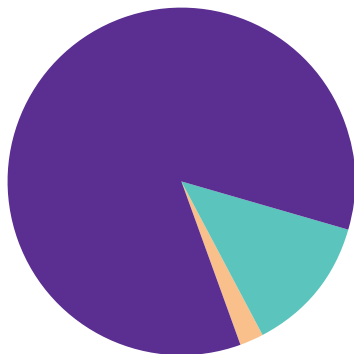


OPERATING EXPENSES

| | |
|------------------------------------|---------------------|
| Salaries | \$ 7,196,440 |
| Fringe Benefits | \$ 1,626,480 |
| Operating | \$ 5,142,502 |
| Rent and Utilities | \$ 451,359 |
| Total Unrestricted Expenses | \$14,416,781 |

Excess of Support and Revenue over
Expenses before Equity in Earnings of
Future Care Planning \$ 40,350

| | |
|--------------------------------|--------------|
| Total Unrestricted Assets | \$ 8,928,255 |
| Total Unrestricted Liabilities | \$ 2,331,090 |
| Unrestricted Net Assets | \$ 6,597,165 |



FUNCTIONAL EXPENSES

| | |
|-----------------------|---------------------|
| Program | \$12,260,776 |
| Management & General | \$ 1,851,793 |
| Fundraising | \$ 304,212 |
| Total Expenses | \$14,416,781 |

Please Note: These numbers are unaudited and do not reflect Future Care Planning.

EXPENSES BY SERVICE

| | |
|--|--------------|
| Elder Abuse Prevention | \$ 3,762,816 |
| Caregiver Respite and Support | \$ 2,902,475 |
| Healthcare Initiatives | \$ 1,751,377 |
| New York Connects | \$ 723,756 |
| Financial Services | \$ 828,482 |
| Eldersource | \$ 879,646 |
| Senior Centers | \$ 768,474 |
| Ombudsman | \$ 312,593 |
| Transportation | \$ 299,215 |
| Fundraising and Development | \$ 304,212 |
| Nursing Home Transition Diversion Waiver | \$ 303,396 |
| Volunteerism | \$ 245,944 |
| HIICAP | \$ 213,128 |
| Geriatric Addictions | \$ 202,710 |
| Health and Wellness | \$ 183,790 |
| Home-Safe-Home | \$ 165,134 |
| Home Energy Assistance | \$ 136,465 |
| Other | \$ 433,168 |



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