



We gathered again!

Our Celebration of Aging & 50th Anniversary

“It’s not about the fall; it’s how you get back up.”
Scott Hamilton speaking to 1,000 people at our
March 24, 2022 Celebration of Aging & 50th
anniversary party.



Dear Friends of Lifespan,

It was the late 1960s – baby boomers were overflowing schools, the voices of youth were everywhere, and yet in Rochester a small group of people were meeting to ensure the needs of older adults were not overlooked. In 1971, with help from the United Way, they formed an organization, the Regional Council on Aging, to advocate for elders. Few would imagine what the next 50 years would bring for this fledgling agency or for the field of aging.

In 2021 Lifespan celebrated 50 years of service for older adults and caregivers. Today, with a strong, supportive board and with over 150 dedicated staff, I'm proud that Lifespan has become a statewide leader in aging services.

Our reach extends south to the Pennsylvania border, west to Orleans and Genesee Counties, east to Wayne County and throughout the entire Finger Lakes region. We are home to the Upstate Elder Abuse Center, the Finger Lakes Caregiver Institute, the New York State Respite & Caregiving Coalition, and the NYS Coalition on Elder Abuse. Every year we assist thousands of older adults and caregivers, and we're known as a nonbiased provider of expert information and guidance.



Hundreds of people participate in our online and in-person workshops. More find help through care management, mobility management, caregiver respite, health insurance counseling, minor home modifications for fall prevention and financial management. We've broken down a stubborn wall that existed between our services and medical professionals so that we can help older patients manage both their health care and needs at home. Significantly, we've learned through evaluation that collaborative work with doctors and their staff reduces unnecessary ED visits and hospitalizations. That's a huge win for everyone.

Today about 56 million people in our country are 65 or older. In just a few years, by 2030, that number reaches 72 million because every baby boomer will be 65 or older. We're committed to continuing to grow to help our increasing number of older residents take on both the challenges and opportunities of longer life.

A handwritten signature in blue ink that reads "Ann Marie Cook". The signature is fluid and cursive.

Ann Marie Cook
President/CEO

Service Spotlight

Better Results for Doctors Better Results for Patients

Why our Community Care Connections service is working.

“I just don’t know what I would do without [my LPN Healthcare Coordinator.] Some of my appointments she actually goes there with me to make sure I understand what the doctor or therapist is telling me. I’ve not been in control of my diabetes for a long time but now my A1Cs are going down.”
— Healthcare Coordination client

Doctors see older patients in their offices for a short time. What doctors do not see is where their older patients are living or how they are managing at home or what additional supports may be needed.

Older patients, on the other hand, are given lists of instructions, new medications and referrals to specialists. For some, following through is difficult.

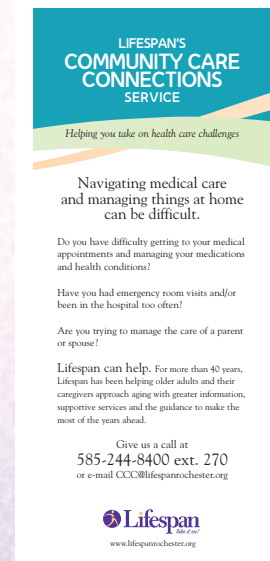
The LPN healthcare coordinators and social workers in our Community Care Connections service provide a vital continuum of care for older people.

We partner with medical providers to help ensure the best outcomes. Better care, more coordinated care means fewer hospital and ED visits and less caregiver stress.

It makes sense, but for decades services like the ones provided by Lifespan sat outside of medical systems of care.

Integrating care while opening communication between our staff and medical personnel is not only giving physicians more tools and more awareness of all the facets of their patients’ lives, it also is reducing unnecessary hospitalizations and ED visits by 29% and 28% respectively.

Older adults must be referred by their physicians to our service. Contracts cover the cost of service for the majority of patients.



“Just dropping a brief note with a huge message. I think your healthcare coordination program is a life saver. I would love to be able to go on visits with my patients but, as I have so, so many very high need patients I am required to follow, it would be impossible. I wanted to let you know how much I appreciate your Healthcare Coordination program.”
— Janet Young BSN, RN, RN Care Manager, RRHS Primary Care, GIM, White Pines, Northridge and WNY IM

“[Lifespan’s LPN Healthcare Coordinator] is my godsend for my nephew. I live 2 hours away and I can’t get to his appointments. He doesn’t always tell me clearly what happens at his appointments, but she calls me to let me know. She tracks and schedules his appointments, meets him at the doctor’s office and communicates with me. He has so many appointments. She gives me a great sense of relief.” — Caregiver

“[Lifespan’s LPN Healthcare Coordinator] has been exceptionally helpful in providing care coordination of a patient with many socio-economic challenges.”
— Ammar Alkassm, MD, Reidman Health Center

How We Helped

75% of clients who completed the interventions in our **Geriatric Addictions service** achieved abstinence or decreased their use of alcohol and/or drugs as measured by the MAST-G scale, a screening tool designed specifically for older adults.

“My GAP (Geriatric Addictions) counselor is compassionate and helpful in every way.”



Our Home-Safe-Home service accomplished minor home modifications designed to prevent falls in 900 homes.



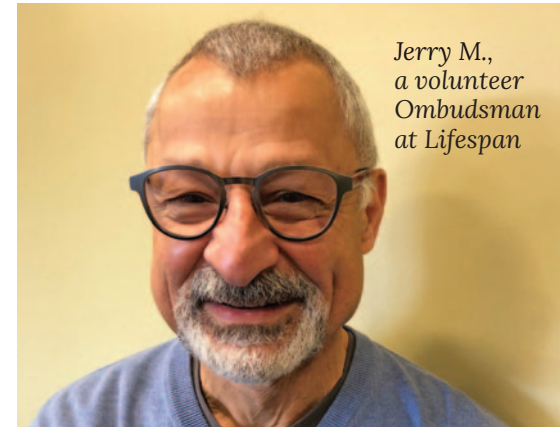
326 volunteer drivers helped 817 older adults get to medical and other appointments.

“Thank you for your caring heart and all you did to make our caregivers’ class so helpful and effective. I’m in a much better place after going through this course. I’m so glad I did it.”

Our eldercare advisors provided 17,477 phone consultations for 11,547 unduplicated people. The top call topics were about transportation, care management, COVID, Medicaid, housing, and home care.



We provided one-on-one Medicare counseling for 2,364 older adults and helped 302 people access the Medicare Savings program which translated to an extra \$1,782 in disposable income per client.



*Jerry M.,
a volunteer
Ombudsman
at Lifespan*

Volunteer Ombudsmen and staff made 854 visits to area nursing homes to help address resident concerns and documented 856 complaints about discharges, staffing, hygiene, and theft.

“Sometimes what you do for your job affects someone for the rest of their life. Thank you so much for bringing life to St. Bernard’s.”



We trained 3,734 people about issues related to **elder abuse/financial exploitation.**

“My social worker was very supportive and helped me obtain an order of protection.”

We helped 251 older adults through our **in-home bill paying and budgeting service.**

“Craig is so kind. He is some kind of angel from above. He is much more than my parents’ financial manager.”



Outcomes related to work in the **Upstate Elder Abuse Center at Lifespan** included: **improved safety/stability** in the home, **reduced client stress, improved financial situation,** and reduced/elimination of contact with perpetrator(s).



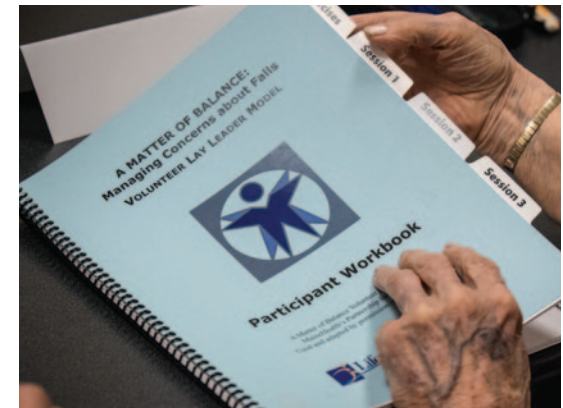
“The Lily Café is indispensable to many of us, keeping us connected to others. Otherwise, many of us would be isolated.”

204 caregivers found planning assistance for a loved one with a disability through our Future Care Planning program.

“Future Care gang...you are a gift to our community. Thank you for all you do!”

Eldersource care managers **provided information, guidance, and assessment** for 1,791 older adults/caregivers.

“I was struggling and didn’t even know where to begin to find assistance for my dad who has dementia. I was talking with a friend, and she recommended Lifespan. I jumped on it and was SOOOOO LUCKY to get Matt as my guide.”



590 older persons attended our health and wellness classes like tai chi, A Matter of Balance and Living Healthy.

“I am doing several of the exercises we learned in class. I do them mostly in the morning, and it makes me feel more energetic throughout the day.”

Highlights

We're now at the Jewish Community Center (JCC) and the Southwest YMCA.

Through funding from the United Way of Greater Rochester & Finger Lakes, Lifespan's staff is providing health and wellness classes for members of the Southwest YMCA.

The JCC and Lifespan have partnered to provide enhanced supports for JCC members 55 and older. We provide classes, resources, and a social setting to encourage connectedness and belonging. We support the JCC's "Centered Wellness" mission by providing opportunities that focus on their five principles of wellness including physical, intellectual, emotional, environmental, social and spiritual outlets.



3,000 COVID Vaccinations at our Office
With our partners at Rite Aid, we vaccinated 3,000 older adults at our 1900 South Clinton office in the spring of 2021.

A New and Improved Certificate Program in Gerontology

Lifespan has offered a Gerontology Certificate course for years, but in 2021/2022 we took it fully online, revamped the course offerings and partnered with the Finger Lakes Geriatric Education Center at the University of Rochester to offer the best instructors and cutting-edge classes.

Calling Attention to World Elder Abuse Awareness Day June 15

Staff from our Upstate Elder Abuse Center acknowledged the day by "planting" pinwheels in front of our office representing the lives of persons who were abused, mistreated or financially exploited the previous year.



Elder Abuse Helpline for Concerned Persons Launched

Our Upstate Elder Abuse Center was funded to answer calls to a helpline for persons concerned about abuse/mistreatment of older persons. We manage the helpline for all areas north of New York City. The helpline provides support and assistance for concerned persons living anywhere in the world when the mistreated older adult lives in New York State.

Expanded services for Medicaid Beneficiaries

Lifespan won a contract to provide comprehensive care management and healthcare coordination for Medicaid beneficiaries 50 and older and other individuals with Medicare or private insurance living in nine area counties. Services are funded under a contract with the Finger Lakes Performing Provider System (FLPPS).



Lifespan is a Partner in Together in Caring, a Private Geriatric Care Management Service

Lifespan, Touching Hearts at Home, and Entrusted Care launched Together in Caring LLC to provide comprehensive, private pay care management for challenges such as medical crises, health care coordination, home care, residential transitions, and social/mental health.

Together in Caring is a for-profit joint venture separate from Lifespan's operations as the long-standing nonprofit leader in assistance for older adults and their caregivers. "This

partnership expands geriatric care options for older adults whose needs are acute, long-term and best served in a private pay context. This service supplements and complements, rather than replaces or detracts from, the broad range of programs and services currently provided by Lifespan," said Lifespan's president/CEO Ann Marie Cook. Lifespan still offers donation-based care management for families needing general eldercare guidance and specialized guidance for families caring for a loved one with dementia.

Family Mediation and Coaching — A new service for family conflict

An alternative now exists for families struggling with conflict about eldercare. Mediation is a forum for family decision-making. It is voluntary, confidential, and an opportunity for each family member's perspective to be heard in a supportive environment. Alternatively, one-on-one coaching with a neutral facilitator can help individual family members prepare for challenging conversations. Both services are provided by a trained mediator.

2021 NYS Virtual Summit on Elder Abuse

Lifespan and New York State Office of Victim Services cosponsored a third

New York State Elder Abuse Summit to convene specialists and stakeholders in elder abuse to review and update New York's statewide Action Agenda for elder mistreatment services. The focus was on underrepresented and marginalized communities including Black/African American, Latino/a, LGBTQ+, Native Americans, New Americans/Refugees/Immigrants, and rural older adults. The recommendations and themes resulting from the Summit are a starting point for convening people from across the state to begin the work of developing actionable steps.

Expanded Medicare Education & Assistance

Lifespan is now providing Medicare education and assistance in Livingston County through a contract with the Livingston County Office for the Aging. We provide monthly Medicare 101 workshops, help people understand their Medicare options, and troubleshoot Medicare payment or reimbursement issues.

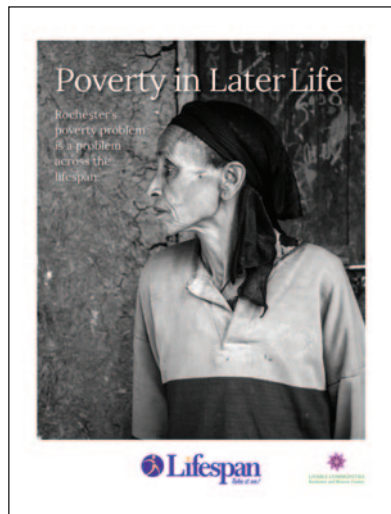
"I just wanted to thank Judith for all her assistance in helping me select a Medicare plan. I was surprised how confusing the process was, and Judith was patient and kind. She provides so much context that can't be gained from reading materials."

Spotlight

Poverty in Later Life Rochester's poverty problem is a problem across the lifespan.

Too many older adults in Rochester are living in poverty.

Lifespan's 2021 report, "*Poverty in Later Life*," calls attention to the inability to meet basic needs among Rochester's older adults. This is a hidden and rarely acknowledged issue. Our report summons attention to the lives of Rochester's older residents who struggle to survive in their 60s, 70s, 80s and 90s. Our intent is not to pit old against young but to cast light on poverty across the lifespan.



Almost 7,000 city residents 60 and older (21%) live below 100% of the Official Poverty Measure of about \$12,500 for one person or about \$17,000 for two persons.

Over 11,000 city residents 60 and older (35%) live on less than 150% of the

poverty measure of about \$18,700 for one person and about \$25,000 for two persons.

The poverty rate is highest for Latino elders, nearly twice the rate of Black elders.

The number of poor older adults living in the city is increasing as people age in place.

Older women are most susceptible to poverty as they bear the brunt of lower pay with longer lives.

The effect of poverty among older residents was highlighted during the COVID lockdowns. Unable to go to older adult centers, or food pantries, they needed food. As one woman told us, "I only have a sleeve of Ritz crackers."

A copy of the report is available on Lifespan's website at lifespanrochester.org. See the Resources tab.

Awards/Recognitions

United Way of Greater Rochester and the Finger Lakes gave Lifespan the "Perseverance" award for overcoming

significant challenges while still running a successful campaign.

Paul Caccamise, Vice President for Program, was a co-author of a research paper published in the *Journal of Elder Abuse and Neglect* in August 2021: Elder Maltreatment in Europe and the United States: A Transnational Analysis of Prevalence Rates and Regional Factors. Paul and researchers from Cornell University and Emden University in Germany compared data from the NYS Elder Abuse Prevalence Study and the ABUEL European Elder Abuse Prevalence Study to investigate the association between type and frequency of elder maltreatment and residential setting (rural, suburban, and urban settings in the U.S. and cities in Europe).

In honor of our 50th anniversary, Congressman Joseph Morelle awarded Lifespan a *Certificate of Special Congressional Recognition*.

The Board of Directors of Prevention 1st recognized Lifespan in appreciation for carrying on the Prevention 1st mission.



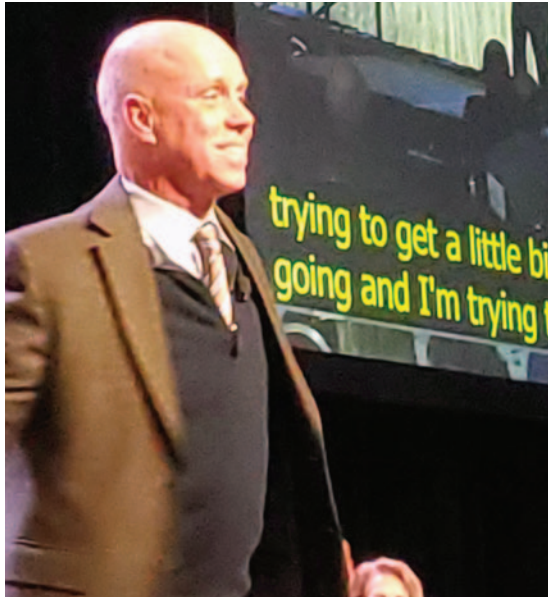


2022 Honorees: L to R, Dr. Alice Young, John Strazzabosco, Martha Hope, Scott, Triciajean Jones, Albert Algarin, Maggie Bringewatt.

Celebration of Aging & 50th Anniversary Luncheon

WOW! We gathered 1,000 people at the Convention Center on March 24 for a long-postponed 25th Celebration of Aging and 50th anniversary party!

We are so grateful to our sponsors, especially ESL, M&T Bank, and the Daisy Marquis Jones Foundation for their very generous financial support of this event.



(left) Our guest speaker, Olympic champion Scott Hamilton, shared his life story and that, “It’s not about the fall; it’s how you get back up.”

“Knowing that we have so many days... how are we going to live them? You know, like today is one of your days. What are you gonna do today that gives it weight, or impact, or importance, or joy?”

(right) Special thanks to 13WHAM’s Don Alhart for always adding a poem, written on post-it notes during the speeches.



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Jeanette Matott

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Patrick Sloan & Kristine
Tenebruso

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Irma Pylyshenko

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Yeates Conwell, MD

*Deceased

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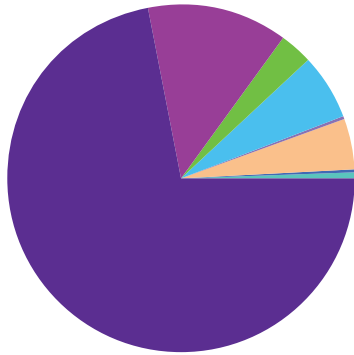
Diana Palotas

Corporate and Foundation Support of Program

FUNDER	PROGRAM
Daisy Marquis Jones Foundation	Wolk Café
Davenport-Hatch Foundation	Education Renovation
Fox-Knoeferl Family Fund @ Rochester Area Community Foundation	Community Care Connections
Greater Rochester Health Foundation	Community Care Connections
Health Foundation for Western & Central New York	Community Care Connections & Central New York
Joseph & Anna Gartner Foundation	Prevention 1st
Louis S. & Molly B. Wolk Foundation	Wolk Café
Marilyn Lichtman Foundation	Home Modification
Muriel H. Marshall Fund @ Rochester Area Community Foundation	Financial Management
MVP Healthcare	Home Modification
Respite Care Association of Wisconsin	Caregiver Services
Ralph C. Wilson, Jr. Foundation	Caregiver Services
United Way of Greater Rochester	COVID Relief
WinnCompanies @ Sibley Square	Wolk Café

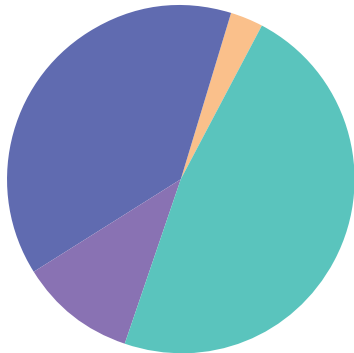


Financials April 1, 2021 through March 31, 2022



REVENUE

Government Grants	\$9,354,270
Non-Government Grants	\$1,682,443
Fee Income	\$395,721
Donations/In-Kind	\$783,663
Investment Gain and Interest Income	\$56,770
United Way	\$585,000
Releases from Restriction	\$66,163
Miscellaneous Income	\$38,210
Total Unrestricted Revenue	\$12,962,240

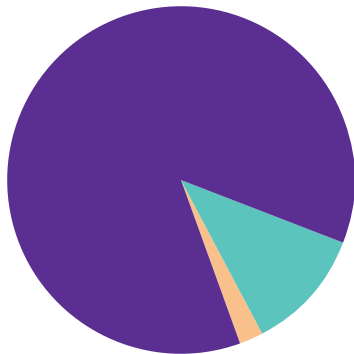


OPERATING EXPENSES

Salaries	\$6,135,368
Fringe Benefits	\$1,404,569
Operating	\$4,982,261
Rent and Utilities	\$369,271
Total Unrestricted Expenses	\$12,891,469

Excess of Support and Revenue over Expenses before Equity in Earnings of Future Care Planning \$ 70,771

Total Unrestricted Assets	\$8,203,657
Total Unrestricted Liabilities	\$2,053,654
Unrestricted Net Assets	\$6,150,003



FUNCTIONAL EXPENSES

Program	\$11,149,171
Management & General	\$1,478,279
Fundraising	\$264,019
Total Expenses	\$12,891,469

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

EXPENSES BY SERVICE



Total Expenses - Unrestricted by Service \$12,160,450



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WOW! Award Winner **Linda Weissegger**

Assistant Ombudsman Program Coordinator

Lifespan's mission is successfully carried out every day because of the commitment and expertise of our staff. In addition to their passion for their work, Lifespan staff recognizes excellence in their colleagues' work and their dedication to our "take it on with Lifespan" mission. The monthly WOW! award is a staff-nominated recognition, and each year we choose our annual WOW! Award winner. Our winner is Linda Weissenger, assistant Ombudsman program coordinator.

On a Saturday in September, an 83-year-old man visited his lifelong partner at Wesley Gardens nursing home. Apparently despondent over her declining condition, he shot his ailing partner then took his own life at the nursing home, according to the Rochester Police Department. On learning of the horrific event, and even though it was a Saturday, Linda went to the nursing home to comfort residents who were understandably confused and shocked. Linda joined the facility social worker in speaking to residents to calm them and to assure them that they were safe. Linda is the recipient of Lifespan's annual WOW! Award for showing remarkable compassion and commitment to her job and to the residents of Wesley Garden by responding so quickly to such a traumatic event.