

PANEL 1

**Navigating the System:
Where Do We Turn for
Answers?**

Moderator:

Kim Swire,
Shenendehowa Neighbors
Connecting



CAPTAIN
Community Human Services

Here Come the Boomers

**A Community Forum on
the Future of Aging in
Southern Saratoga County**





Consumer's Perspective

TRACEY LYONS,
SYMPOSIUM STEERING COMMITTEE



Town of Colonie Senior Resources Department

Navigating the System: Where Do We Turn for Answers?
Public Model

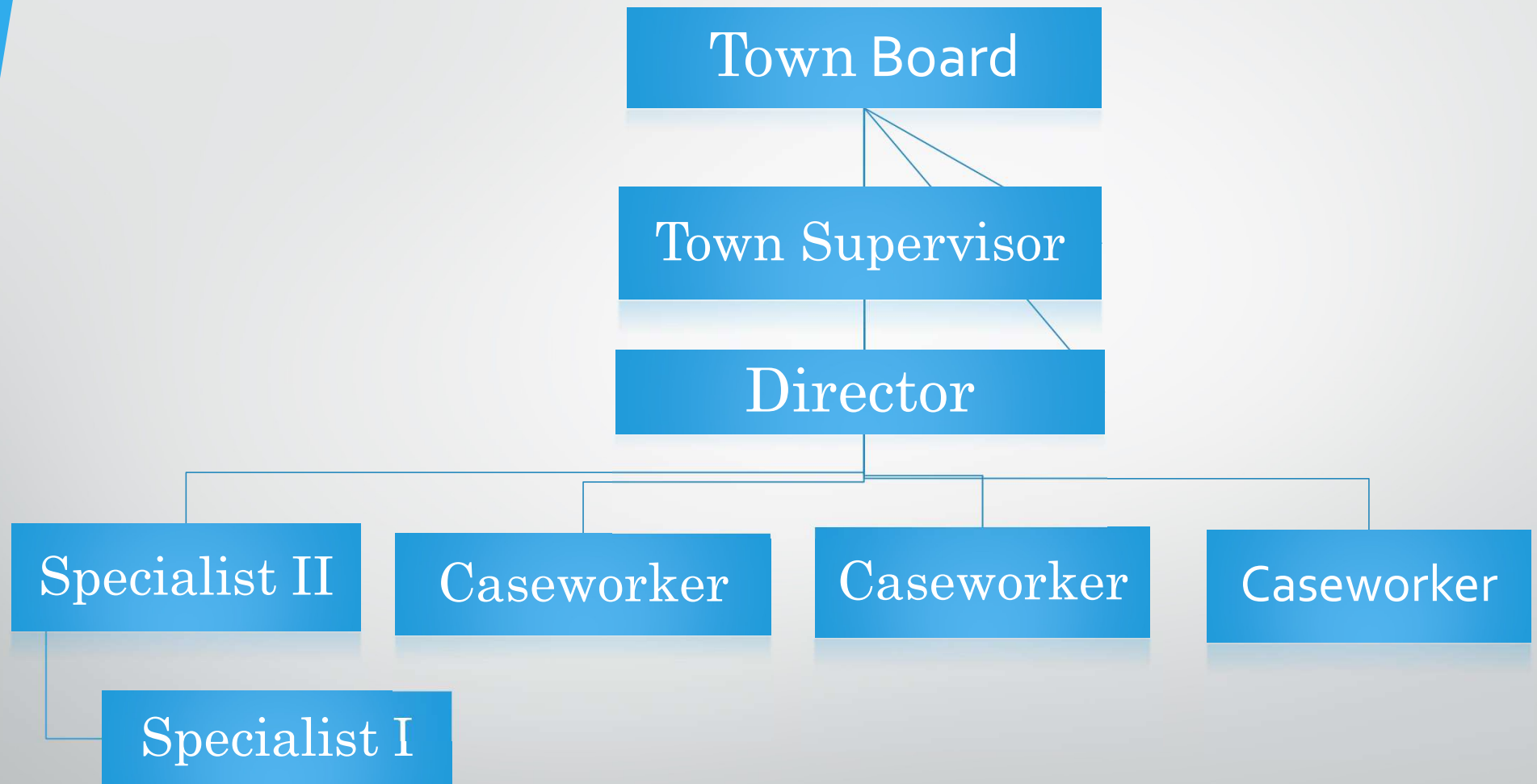
May 18, 2023
Presented by Angelina Searles - Director

Mission

The Town of Colonie Senior Resources Department was established in 1979 by the Town Board.

The mission of the Department of Senior Resources is to enrich and maintain the quality of life and independence of our town's older adult residents and caregivers.

This is achieved by assisting residents to continue to live independently, linking families with needed services, advocating for individuals with unmet needs, encouraging continued contribution to community life and planning for future services and programs.



Services

General Information

- *Information & Assistance
- *Referrals and/or Advocacy
- *Transportation Options
- *Legal Consultation
- *AARP Tax Preparation Program
- *Veteran Services Consultation

Financial and Entitlement Assistance

- *SNAP
- *HEAP
- *Farmer's Market Coupons
- *Medicare Savings Program
- *Section 8 Rental Assistance

Health Insurance Counseling & Advocacy

- *Medicare
- *EPIC
- *Extra Help
- *Medicaid Managed Care
- *MLTC
- *Funded in part by Albany Co. Dept. for Aging**

Housing/ In-Home Solutions

- *Lifeline/PERS
- *Home Delivered Meal Options
- *Companion/Home Health Aide Agencies
- *Housing – Home Maintenance Programs
- *Housing – Senior Housing, Assisted Living, Nursing Homes

Caregiver Services

- *Individual Advocacy & Counseling
- *Information available:
- *Adult Day Programs, Respite Care Options, Companion/Home Health Aide Agencies, Long Term Care Services
- *Funded in part by Albany Co. Dept. for Aging**

Social/Recreational Opportunities

- *The Town of Colonie Funds six Independent Senior Clubs at various locations throughout the town.

2022 Annual Report Data

Information, Referral and Assistance Services

- Total individuals receiving assistance: 633
- Total units of service provided: 7,773
- Phone calls: 3,130
- Office visits: 230
- Emails, Faxes, Mailings: 659

Case Assistance/Transitional Case Management Services

- Total clients receiving assistance: 262
- Total units of service provided: 15,986
- Phone calls handled: 4,809
- Office visits: 488
- Home visits: 122
- Emails/Fax/Mailings provided: 2,375

2023 Annual Budget

\$803,308.00

Grant Funding Received

- Albany County Office for the Aging – Caregiver Services
- New York State Wide Senior Action Council, Inc. – Health Insurance Counseling
- Albert J. and Elisabeth Field Memorial Fund, Bank of America, N.A., Trustee grant

Grand Funding Provided

- Colonie Senior Service Centers, Inc. – Congregate Meals and Transportation Services
- Colonie Senior Service Centers, Inc. – Umbrella Scholarships



Navigating the System Innovative Solutions in Home Care

**Why Tech Enabled
Care Management
is the Answer!**

DIANE MICKLE GOTEBIOWSKI, PT, DPT
VICE PRESIDENT CLIENT SERVICES



Technology meets the Human Touch



Ever Home Care Advisors, LLC

Life Care Coordinators
Care Management
Technology, Education &
Monitoring



VivaLynx, LLC

Proprietary App
Home Care technology
White labeled product



EverHome Columbia Inc Non-Profit Pilot for Columbia & Greene Counties 501 c3 Advisory Board

Home for Aged Funding
Subsidized Payments

"Aging is an extraordinary process whereby you become the person you always should have been." David Bowie



The VivaLynx Care Coordination Eco-system

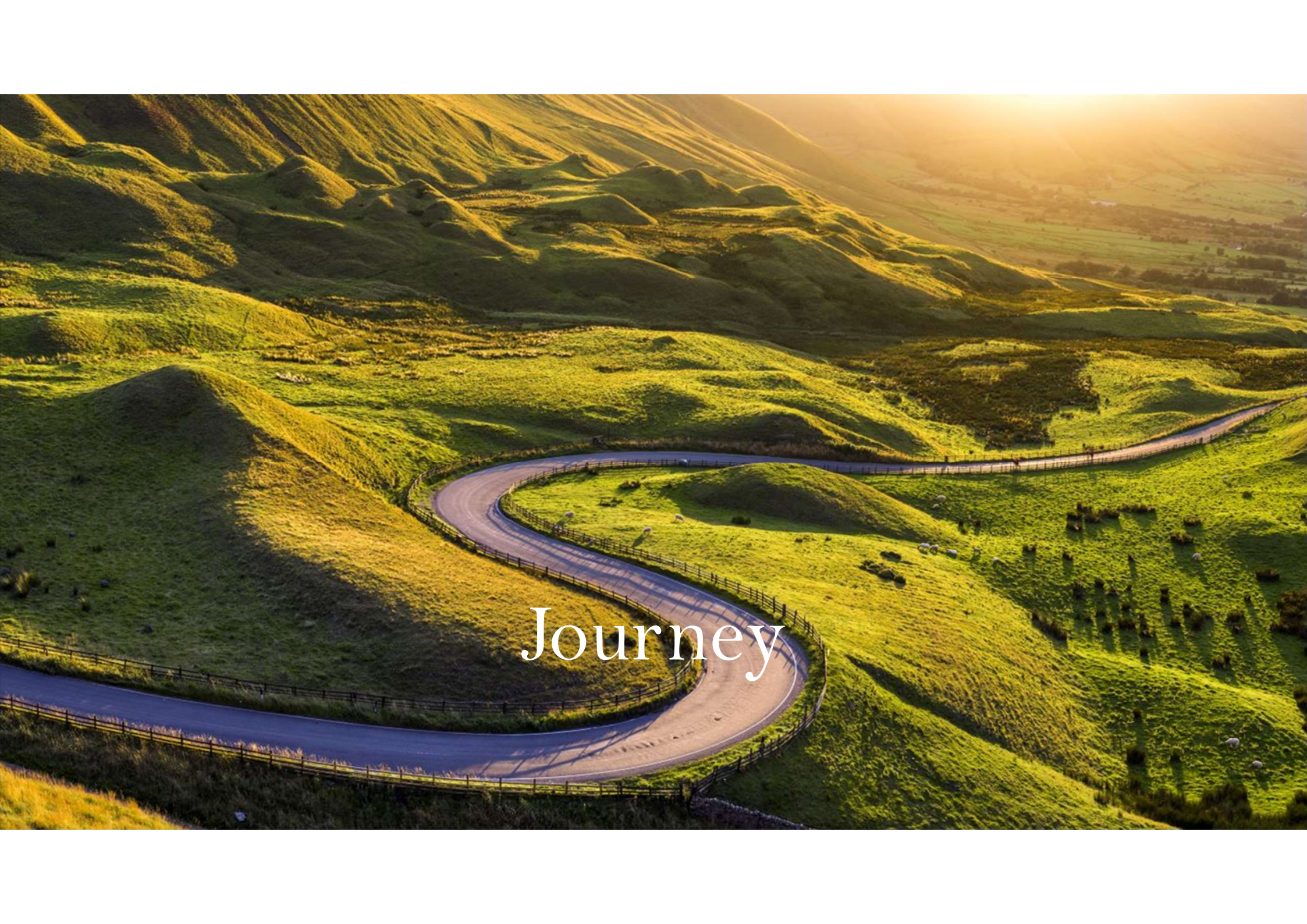


*The Problem
cannot be solved
with people
alone,*

*or technology
alone.*



**Tools and Resources to Facilitate
Healthy, Safe, Secure & Independent Living**



Journey

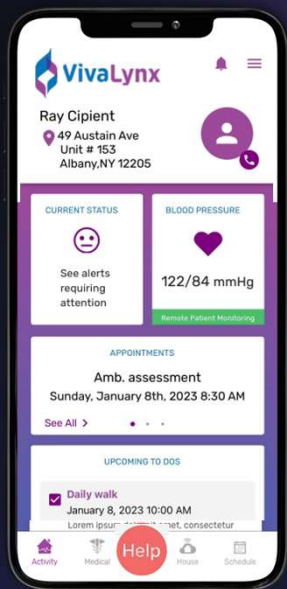
Diane's Story



The VivaLynx System - In Home Technology

THE MOBILE HUB

For the Caregiver on the Go



MENU OF OPTIONS

- Wellcam: 2-Way Conversations
- Wearables: Fall Detection/Prevention
- Chair Sensor: Sedentary lifestyle
- Bed Sensor: Nighttime event monitoring
- RPM: BP, temp, weight and glucose
- Motion: Detect daytime fall or event
- Telemedicine: 24x7 Access to ER Physicians
- Touchscreen Panel: Settings & configuration

LCC Assesses Needs and Customizes Solutions for Each Care Recipient

WELLNESS CENTER

For the Caregiver in the Home



The VivaLynx System – In Home Technology

Customized 17-inch Touchscreen for Daily In-Home Care Tracking

One-Touch Video Chat

Vital Signs

Pain Level

Critical
Behaviors

Medication
Adherence

Mental Health

Physical Health

Significant Events

Scheduling & Task
Mgmt.



Staying Connected





The importance
of staying
connected –

“Blending technology with the caregivers needs...
...If you wait until you need it, it’s too late.” –
Susan C – caregiver

Our VivaLynx- Everhome Columbia Journey

“If Kitty Can Do It...then so can you!”



Thank you –
.....for your attention and interest!

- Resource and reference materials are available
- Visit our websites at:
 - www.vivalynx.com
 - www.everhomecareadvisors.com
 - www.everhomecolumbia.org



**Office for
the Aging**

NY Connects No Wrong Door System

May 19, 2023

Michael Gunn, NYSOFA

What is NY Connects?

- NY Connects is a trusted place to go for free, unbiased information and assistance on long-term services and supports (LTSS) in New York State for individuals of all ages or with any type of disability.
- Operated in partnership between the New York State Department of Health and the New York State Office for the Aging. Administered locally between the Area Agency on Aging, the local Department of Social Services and a selected Independent Living Center within the county.

NY Connects Goals

- Streamline access to information and assistance about LTSS.
- Reduce fragmentation in service delivery through better coordination across systems.
- Empower individuals to make informed choices and support independent living.

NY Connects Functions: Direct Service

- Information and assistance and No Wrong Door Screening
- Options Counseling/Person-Centered Counseling
- Coordinate applications for public benefits and other services as needed
- Cross system coordination to assist individuals in accessing Medicaid and non-Medicaid services as efficiently as possible
- Provide public education activities for all populations needing LTSS

No Wrong Door Screening: A Closer Look

- Self-directed process to identify individual's LTSS needs and preferences
- NWD Screening includes:
 - Demographics
 - Financial information
 - Information requested and topics discussed
 - Actions taken
 - Cross Systems screening

Options Counseling: A Closer Look

- Explores the individual's goals
- Focuses on both preferences and needs
- Drives individual decision making
- Promotes choices of services and supports
- Uses a flexible approach
- Applies a whole person perspective

NY Connects Functions: Long-Term Care Councils

- Identify and analyze needs in the LTSS system
- Develop strategies to meet community needs
- Solicit input from key stakeholders
- Encourage collaboration
- Serve as a catalyst to advance change

Total NY Connects Contacts:	50,367
Contact Type	
Consumer	42,510
Professional/Provider	2,189
Caregiver/Family	3,976
Other	837
Friend	379
Legally Authorized Rep	18
Neighbor	50
Parent	76
Parent of Minor Child	72
Spouse	260
Consumer Type	
60+ yrs of age	35,200
Unknown	10,236
19<59 yrs of age	4,730
<18 yrs of age	201
Top 10 Information Provided	
Home Based Services	23,389
Residential/Housing Options and Supports	19,164
Insurance/Benefit Information & Counseling	18,683
Consumer and Caregiver Supports	14,005
Nutrition	7,199
Transportation	4,755
Mental Health, Cognitive Status, Support Groups/Counseling	3,632
Legal Services	2,961
Other	2,644
Personal Finance and Tax Assistance	2,571
Top 10 Assistance Provided	
Connected consumer with agencies, providers or programs	36,118
Personalized Packets Distributed/Mailed	8,213
Options Counseling to consumer/caregiver	7,734
Contact w/ friends, family or others to better assist consumer	6,940
Referral to Aging Services Network	6,857
Telephone follow up delivered	5,274
Screening for Medicaid and other public LTC programs	4,107
Assisted with HEAP Application	2,230
Asst. with application for publicly funded services/program	1,290
Assisted with SNAP (Food Stamp) application	1,204

Quarterly Data Report

October 2022 – December 2022

Accessing NY Connects

- Statewide phone number: 1-800-342-9871
- In-person:
 - Local NY Connects office
 - Individual's home
 - Community setting
- NY Connects Resource Directory:
www.nyconnects.ny.gov

NY Connects: Saratoga County

- Saratoga County Department of Aging and Youth Services
- Independent Living Center of the Hudson Valley

152 West High Street
Ballston Spa, NY 12020

(518) 714-4826
aging@saratogacountyny.gov

15-17 Third Street
Troy, NY 12180

(518) 274-0701

Thank
You!



Our unique approach to

Customer Centric Care

May, 2023

MVP Health Care is a leading, not-for-profit health services company dedicated to **guiding, supporting, and advocating** for customers on their personal health journey.



Our
Customer



Most
Valued
Person

The MVP Health Care difference.

Customer Centric

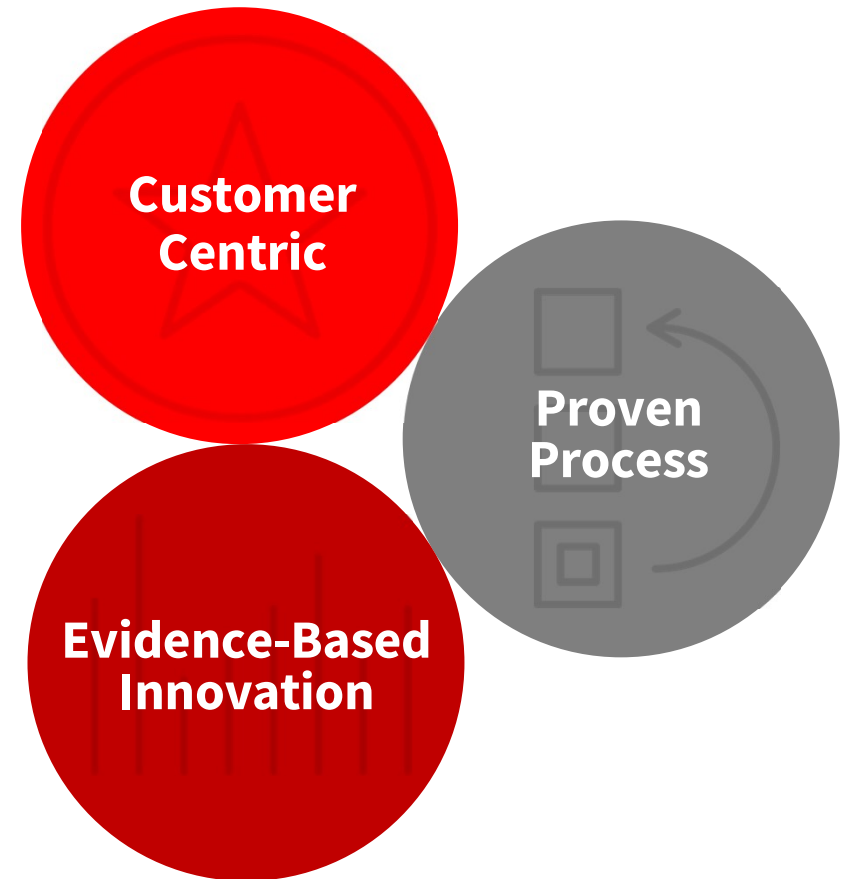
Our customer is our North Star. We strive to improve their health journey with everything we do.

Evidence-Based Innovation

We use data to understand customer's needs and build products to solve them.

Proven Process

Operational rigor ensures cross-functional alignment and accountability.



Our commitment to our customers.



You have a co-pilot.

Helping you navigate and understand your personal health journey, on your terms.



You have options.

Get the care you need and deserve at the right time, in the right setting.



On Your Side

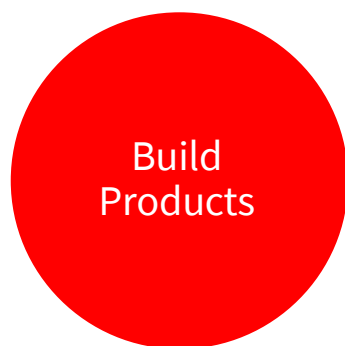
You have an advocate.

We're on your side to help you get the services and support you need—the way you need them.

Our proprietary **Evidence-Based Innovation** ensures customer insights ground every decision we make.



Survey current and potential customers, health care providers, and health benefits administrators.



Identify opportunities to build differentiated products that add value.



Test features and benefits with target audience.



Test marketing language to ensure clarity and cut through.



Continuously improve product features based upon customer feedback.

Our **proven processes** increase alignment within MVP and with our partners.

MVP runs on the **Entrepreneurial Operating System (EOS)**.

Quarterly Rocks ensure the most important priorities get tackled.

Regularly updated **Accountability Charts** ensure everyone knows their role.

Weekly L10 Meetings drive cross-functional focus on KPIs and progress against goals.

IDS Time provides a structured process for solving issues.

We **continuously innovate** to meet our customers' needs.

Plan guides and care guides provide advice and guidance removing hurdles and championing the customers' needs and goals.

Gia offers 24/7 virtual care, plan information, and answers to medical questions.

On-demand lab test collection from home or office.



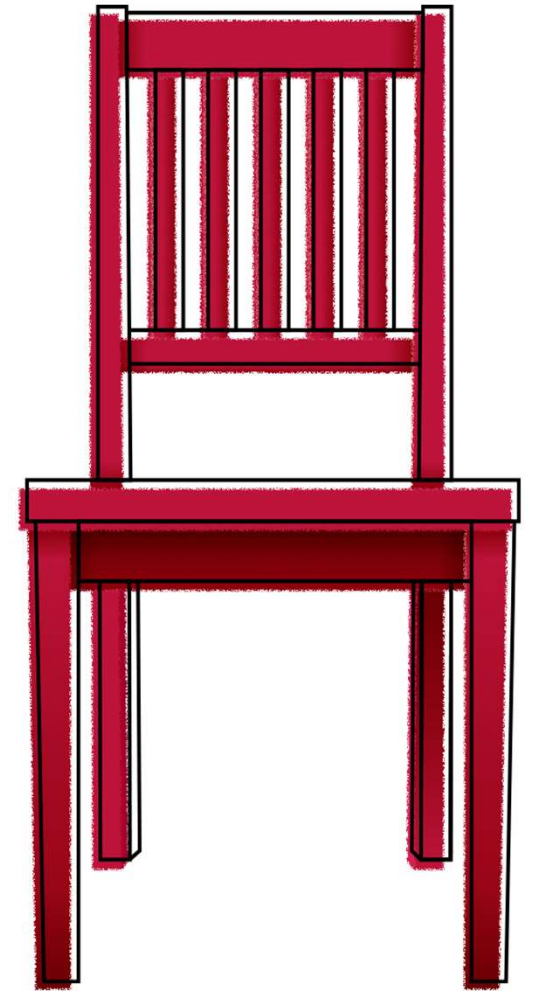
MVP Core Values inspire our actions as individuals and as a company.

Be the difference for the customer. Earn their trust every day.

Be curious. We've got your back.

Be humble. Great ideas come from people of all backgrounds and walks of life.

The **most important seat** at the table.



Thank you. We look forward to our further collaboration.

Jeffrey D. Collins

Vice President, Government Programs

Contact: MVP Health Care

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