

40 YEARS

EST. 1977



2016 Community Program Highlights

Mission

Keeping Seniors Healthy
and Independent

Vision

Strive to understand and
meet the individual needs
of those we serve and to
shape the ***future of care***
for all seniors





A Grassroots Beginning

We can honestly say we've been WITH seniors for 40 years.

SCAN began when a group of senior citizens in Long Beach, California, decided to do something to improve access to the care and services seniors in the community needed to live healthy, independent lives. They collaborated with community and healthcare partners to make it happen. That was in 1977.

In 2016, SCAN commissioned a study with The Futures Company to learn how the senior market will evolve over the next 5 to 10 years. Not only did we want to understand how best to address the needs of older adults, we wanted to see where we could help shape the future of aging.

The next 5, 10, 40 years promise to bring change at a pace we've never seen, along with opportunities we couldn't have even imagined in 1977. And once again it will take the collaboration and support of our community partners to realize solutions. We are on our way. Consider this piece a snapshot of our approach in 2016, and a preview of things to come.

A handwritten signature in black ink, appearing to be 'Chris Wing'.

Chris Wing
Chief Executive Officer
SCAN



Investing in the Future

Our work with The Futures Company identified several trends, but there were a few key themes that resonated strongly with us. Some were new insights, while others are issues we have already begun responding to with various programs and services—a few of which are highlighted in these pages.



The Dangers of Isolation

It's gradual, this slide into isolation. At a certain age, you become almost invisible. After a certain age, you're virtually ignored. And unless you are able and willing to actively engage in society, you become isolated.

The dangers here are real and documented. Quality of life aside (and we firmly believe in quality of life), the mortality rate for isolated seniors is three times higher* than for those who are socially connected.

Our study found two insights that directly address the issue of isolation:

- **Perpetual Purpose.** Retirees represent a huge pool of experience and ability and, as a group, they want to continue to apply their talents. To be productive, aspirational and influential.
- **Thriving Throughout.** Rather than a sole focus on extending lifespan, there will be greater desire to enhance quality of life, help seniors mitigate impairments and enable them to focus on what is most important to them personally.

**Harvard Center for Population and Development Studies*



Connecting on Many Levels

The solution to isolation is obvious, but the implementation can be complicated. SCAN is committed to connecting WITH seniors; to meeting them where they're at emotionally and physically. In 2016, we invested in four areas or programs that address this issue of isolation on many levels:

- Expanded resources for seniors and caregivers
- Volunteer opportunities that serve the volunteer as well as the community
- Programs that engage seniors in meaningful ways
- Strategic giving to community partners



“ I was given a lot of information on **benefits for my mom** that I was not aware of: medical equipment, adult day care, and so on. It's nice to know that I can always ask questions on anything pertaining to help for my mom.”

Expanding Outreach to Seniors and Their Caregivers

SCAN's original program is the Multi-Purpose Senior Services Program (MSSP) offered by Independence at Home (IAH). This SCAN community service delivers the direct services that are the hallmark of our mission—that enable many people to remain safely at home. Many of IAH's programs are specifically for seniors and disabled adults who are not members of SCAN Health Plan. Others are available to anyone in the community who would benefit. And all are offered at no charge.

In 2016, IAH introduced two such programs:

1. **Insights** provides support to those with mental and behavioral health issues that are compromising their ability to live independently. By connecting seniors and disabled adults with licensed therapists delivering in-home services, we can help them feel better and cope better so they're able to remain at home. Caregivers benefit, too, receiving support and resources to improve their own health as well as that of their loved one.

15-20%

of older adults in the United States have experienced depression

10-20%

of older adults suffer from overwhelming anxiety

40-70%

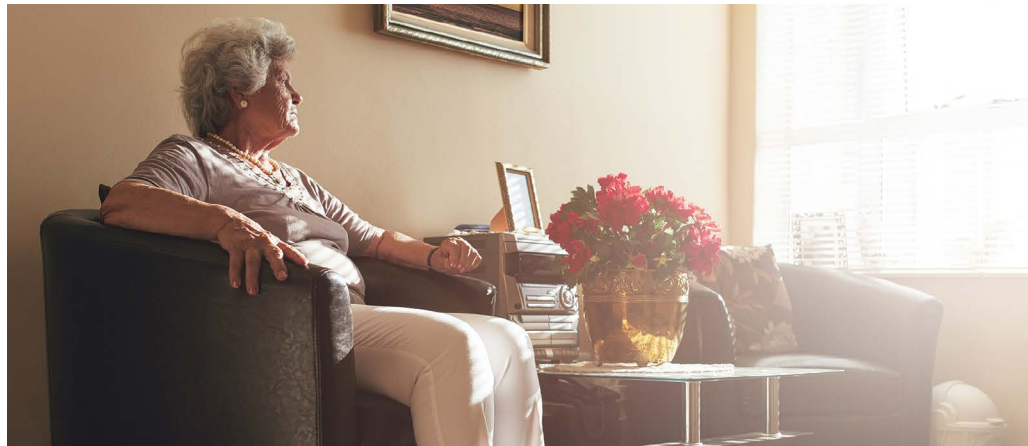
of family caregivers have clinically significant symptoms of depression

Overlooked and Undertreated
Symptoms of depression and anxiety in older Americans are often overlooked and untreated because they can coincide with other late-life problems.

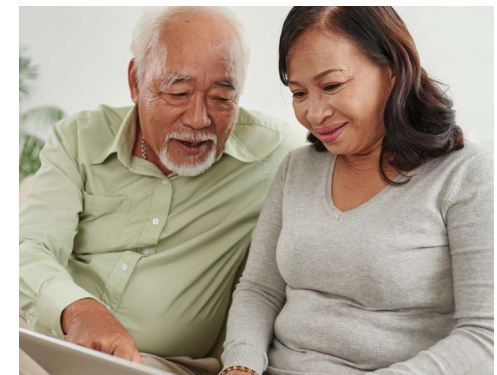
Sources: Geriatric Mental Health Foundation, 2008; APA, 2005; Assessment of Family Caregivers: A Research Perspective, 2006

2. The medication safety program, **C-MEDS**, was developed in response to the need IAH staff identified in the field. Far too often they saw seniors with multiple medications who were neglecting to take them appropriately, either because they were unable to fill the prescriptions and/or didn't understand the directions. As a result, their health was in serious jeopardy. C-MEDS provides in-home support for seniors and their caregivers to help ensure safe medication management.

- ▶ As many as **80%** of patients make mistakes in taking their medications.
- ▶ As many as **60%** of patients stop taking their medications before they should.
- ▶ **67%** of people 65 and older take 5 or more medications.
- ▶ Approximately **1 in 6** older adults may be at risk for a major drug interaction.



*The people that work at IAH are always so kind and helpful. I cannot think of anything I would change. **You guys are angels on a mission** to people like me who need assistance.”*



Sources: Medscape, 2000; JAMA Intern Med. 2016

Giving Older Volunteers Perpetual Purpose

Volunteer Action for Aging (VAA), a community service of SCAN, has always focused on connecting isolated seniors with the community. For example: Friendly Visitor, which connects a volunteer with a homebound senior for weekly visits and long-term friendships, and Senior Technology Connection, which partners tech-savvy youth with older adults who want to better utilize the power of the web.

While VAA has volunteer opportunities for virtually all ages, the GiveBackers are a unique group. This team of 20—all 55 or older and some still employed—participates in a variety of efforts. They've harvested food for food banks, wrapped holiday gifts for seniors who would otherwise go without and worked with the Ronald McDonald house.

As much as they give, they insist they gain even more. They've bonded as a group and their relationships now extend beyond their volunteer activities. It's impossible to be invisible when you are serving—and sharing—a purpose.



*Serving food to homeless children and their families was **very rewarding**. I received more from this experience than I gave.”*



Helping Seniors Tell Their Stories



“ *In the class, I remembered many good things of my early years. It also brought back some difficult memories. I appreciated listening to the stories of other participants, which helped me realize that hardships are universal.*”

*Birren Center for Autobiographical Studies

VAA believes in the power of seniors telling their stories. That’s the purpose of our Guided Autobiography (GAB) workshops*.

GAB is a five-week program, with small groups of seniors working together weekly to reflect on, write about and share meaningful events in their lives. The stories run the gamut. They’re light-hearted and sweet. Raw and emotional. There is often laughter, and sometimes tears.

More than 250 seniors have taken part in a GAB program. Some workshops culminate with a friends and family event, where the seniors read excerpts from a chapter or two. A few of the GAB groups have continued to meet after the series ended; agreeing that they had more stories to tell and had found a group of people to share them with.

In 2016, in addition to the events held in English, a GAB workshop was held in Vietnamese and another was adapted for members of the Braille Institute’s Low Vision Support Group. After all, everyone should have the opportunity to tell their story.



GAB participant, 97-year-old Bea Grossman, shared an excerpt about her stint in the Peace Corps while in her 80s—an experience she called life changing. We call it inspiring.



“ I’m so happy I found a place I can call in the middle of the night when no one else is available. It’s easy to be forgotten and the Friendship Line has been there to remind me that **I am still a person.**”

Ensuring Lonely Seniors Have a Friend

SCAN’s community giving funds non-profit organizations that help older adults live independently by meeting their basic nutrition, housing and health needs. A 2016 grant to the Institute on Aging’s national Friendship Line provided support for their senior suicide hotline. The 24-hour toll-free Friendship Line is the only accredited crisis line in the country for people aged 60 years and older and adults living with disabilities. It’s a critical service in a continuum of programs designed to address, if not prevent, isolation.

For one older woman, the **Friendship Line turned out to be a lifeline** after she received some devastating news. She called the hotline saying she was thinking of killing herself. She’d just learned her cancer was progressing and had no family or friends with whom to share the news. The Friendship Line volunteer talked with her, gained her trust and was able to dispatch a mobile crisis team to check on her. She called the Friendship Line the next day to thank them for helping her feel “safe and seen.”

Grant amount

\$20,000

Who it helps:

- 86,277 individuals

- majority over the age of 60

- 82% living under the poverty line

- 85% female



Looking Ahead

We are marking our 40th year with a reinvigorated commitment to our Mission and Vision; to being WITH seniors, their caregivers, and others in the community who serve and support them.

Like anyone who is passionate about a cause, we think everyone should be talking about senior health and independence. We hope you'll join the conversation: visit **facebook.com/scanhealthplan** or follow us on twitter **@scanhealthplan**.

