ArchCare TimeBank: What is it?

The ArchCare TimeBank is a free volunteer service exchange program that empowers individuals in and around NYC to meet their own needs and those of their neighbors by sharing their talents and time through a supportive community network. The TimeBank builds social cohesion and provides opportunities for members to both give and receive service.

TimeBank members assist each other with key services, including:

- Escorts to the doctor
- Alterations
- Prescription pick-ups
- Minor home repairs
- Grocery shopping
- Technology & language lessons
- In-home & phone visits
- And much more!

- 1,900+ Individual members
- 100+ Organizational members
- 72,000+ Recorded hours of service since August 2014
ArchCare TimeBank: Addressing Loneliness

An initiative was launched in late 2016 to address loneliness and depression for members of ArchCare Community Life (MLTC) by engaging them in the TimeBank’s social network. The initiative was expanded in April 2018 to ArchCare Senior Life (PACE).

Health plan members are referred to be matched for telephonic or face to face visits with TimeBank members. Matches are customized around the member’s specific interests and spiritual needs.

Over the past two years, the TimeBank has grown geographically to serve New Yorkers in Staten Island and the Bronx with funding from the Staten Island Performing Provider System and Bronx Partners for Healthy Communities.
1. Care Manager identifies appropriate candidates
2. Care Manager makes referral to TimeBank
3. TimeBank staff contacts ArchCare member
4. TimeBank staff makes match with TimeBank member
5. TimeBank member & ArchCare member connect

The TimeBank member serves as an additional source of key information to ArchCare, providing updates and communicating challenges the member may have.
ArchCare TimeBank: Health Plan Members

<table>
<thead>
<tr>
<th>ArchCare Referrals</th>
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<tbody>
<tr>
<td>Received</td>
<td>Matched</td>
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<tr>
<td>YTD</td>
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<tr>
<td>TTD</td>
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YTD: 184
Matched: 125
TTD: 388
Matched: 217
TimeBank conducts pre & post assessments for overall health, loneliness and depression using validated tools.

After 6 months, members are evaluated to determine impact of the TimeBank engagement. Outcome measures include impact on:

- Physical health
- Mental health
- Social engagement
- Quality of life

Impact on health care costs will also be evaluated.
After 6 months of continued TimeBank engagement, 47 health plan members reported:

- Increased support to age in place (71%)
- Improvements in quality of life (63%)
- Feeling less alone (79%)
- Improvements in mental health (77%)
- Improvements in physical health (44%)
- Benefiting from being engaged (100%)

**ArchCare TimeBank: Outcomes**
After losing her husband and feeling lonely all the time, Ms. F was matched with TimeBank member Gladys. They have been speaking weekly since summer 2016. “I have benefited a lot spiritually. Gladys calls me in the afternoons because she knows I am alone. The health aide has left at that time. We talk and pray and I don't feel lonely anymore.” Ms. F

“Sometimes I'm in pain when [the TimeBank member] calls, but after we finish the prayers I feel better. Now I have started to provide calls to another homebound ArchCare member.” Ms. B
Ms. H was looking for ways to contribute to her community. TimeBank matched her with a wheelchair accessible food pantry program, an organizational member of the TimeBank. “I am contributing to society and it makes me feel good. I like how I've been treated in the TimeBank. They made me feel important, more than just a volunteer. They make me feel valued.” Ms. H

“Meaningful contact with another human being is very important and relatively rare these days. If it weren't for the TimeBank member I'd be ever more depressed.” Mr. L
ArchCare TimeBank: Next Steps

1. Identify additional health plan members who are lonely, distressed and/or depressed utilizing an interdisciplinary care team approach and UAS data and evaluate them for TimeBank engagement.

2. Expand TimeBank to help improve the lives of residents in other areas of NY State.

3. Trend hospitalization rates for health plan members engaged in the TimeBank to determine effectiveness of this initiative.

4. Examine data to determine impact on health plan member retention.

5. Explore offering TimeBank as a social determinant of health initiative for other health care organizations.

6. Investigate funding sources beyond donations which have historically funded TimeBank operations.

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