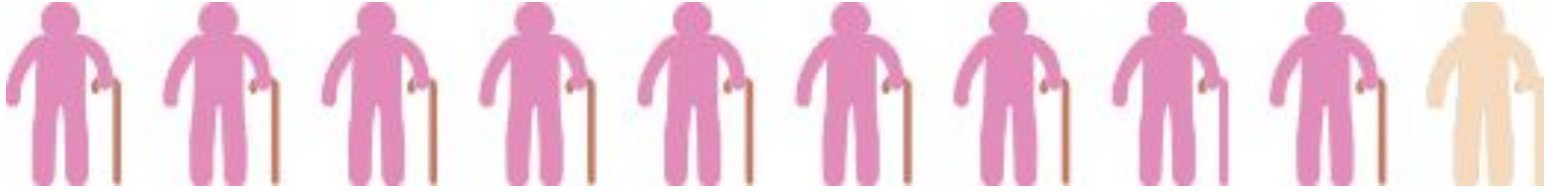




**Adaptive Service Design
Supporting Aging in Place**



(nearly)

90%

OF AGING RESIDENTS
WANT TO STAY IN
THEIR OWN HOMES
AS THEY AGE

Hypothesis

To design a service that enables seniors to age-in-place successfully, by adapting to their needs and achieved through barter.



“I love being home. When I get into bed with my books, back to reading, the iPhone... I have plants out on my balcony and I spend time out there, reading, sketching.”



Freedom of Choice

“I like to be in charge of my choices and get them when I want them. I don't want to lock myself into anything.”

Good quality of life=



+



Freedom Of Choice

“I like to be in charge of my choices and get them when I want them. I don't want to lock myself into anything.”

Social Engagement

“Social connection is about being actively involved in making changes in your life, and in the lives of others.”

FUNCTIONAL ABILITY

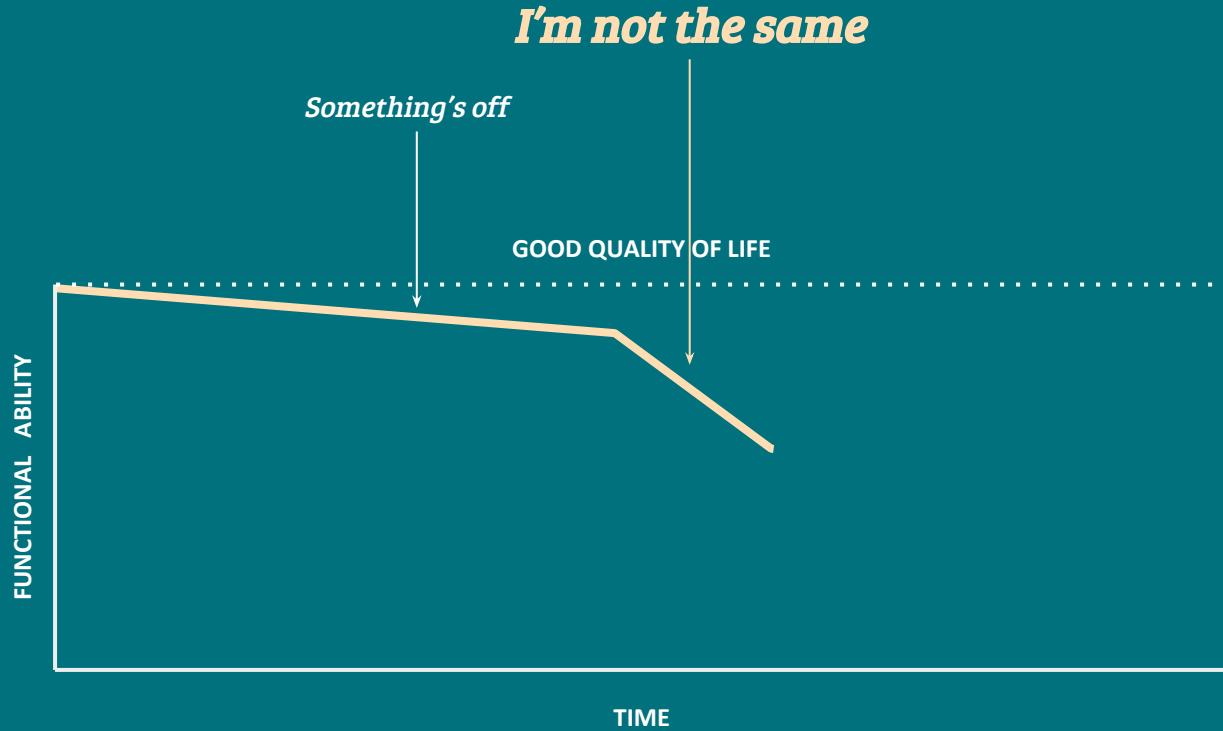


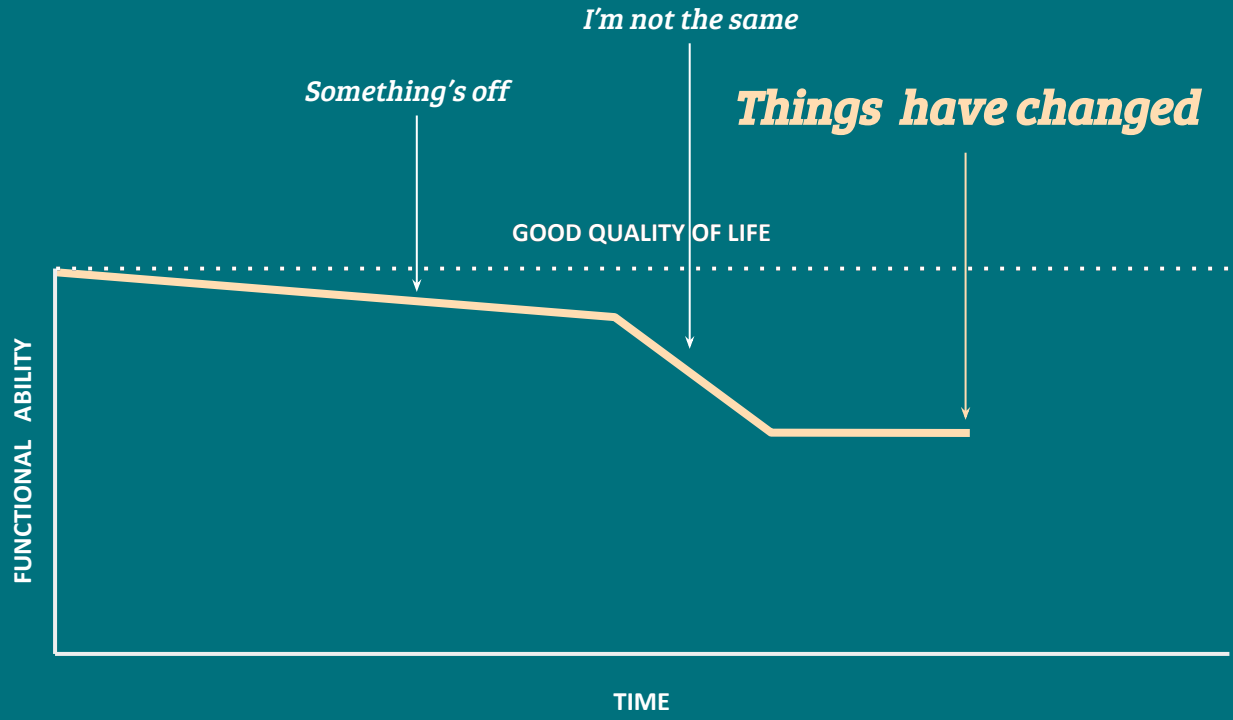
GOOD QUALITY OF LIFE

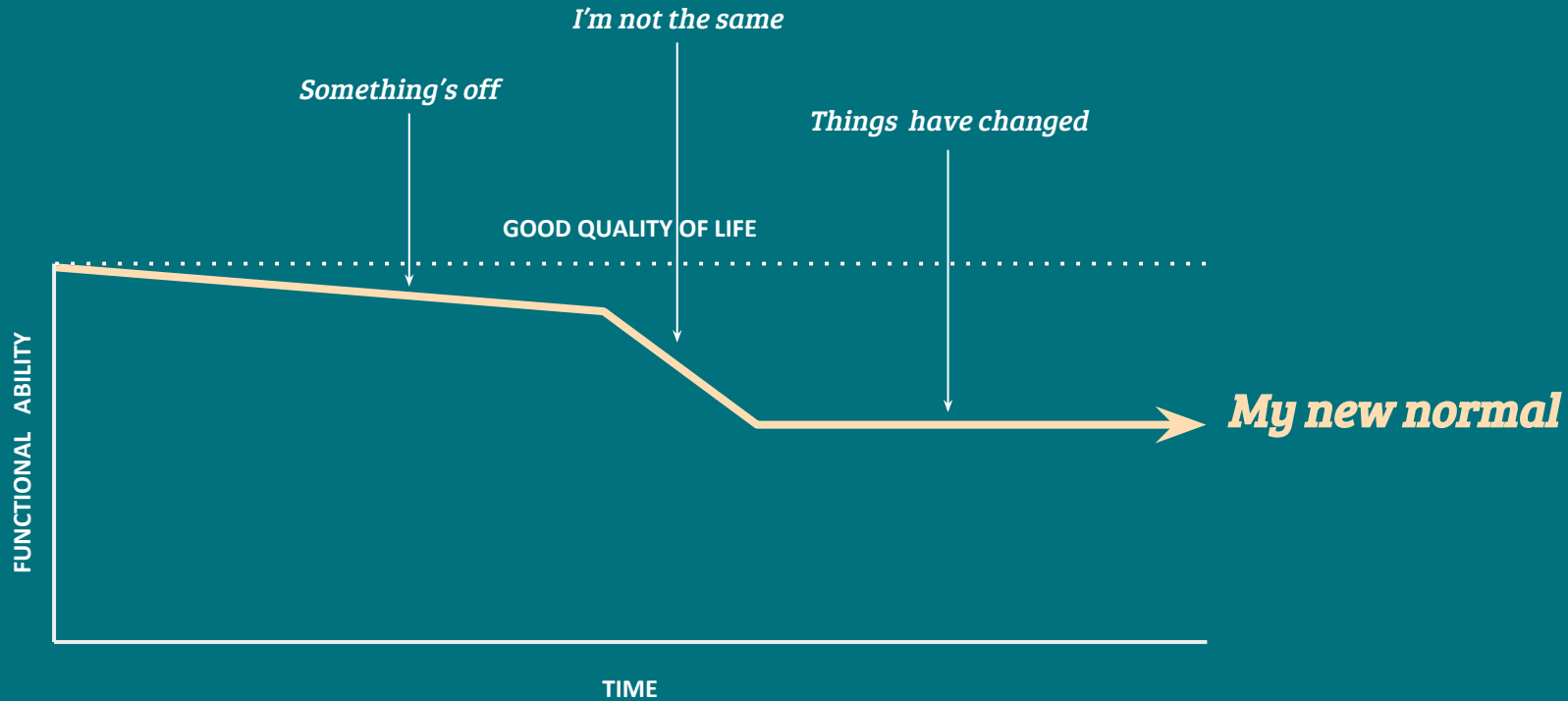
TIME

Something's off











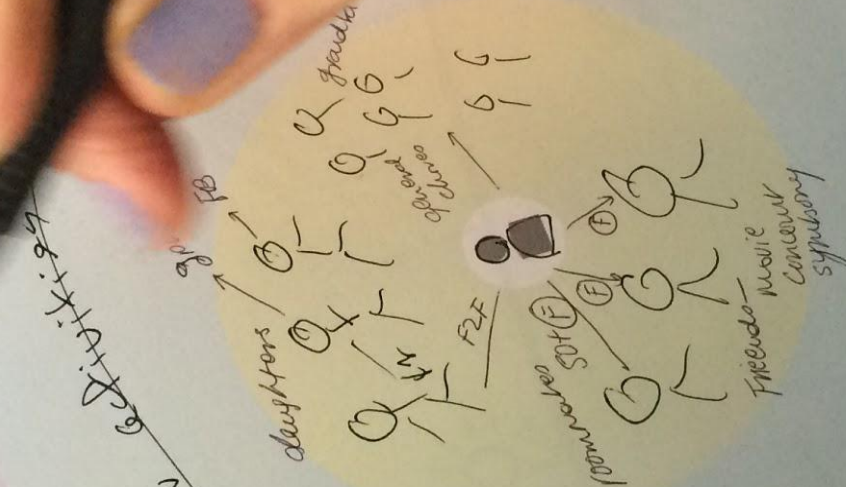
ENVIRONMENTAL
wellness

Environmental

“I’m not able to do it all anymore. But I still cut the lawn, plant the potted plants. It makes me feel I’m a part of nature.”

Social

“Often I think, ‘I can't go. I can't do this.’ But we encourage each other. We go to a place around here and have soup... and we talk—*interesting* talks. We do that every week, it's very important to us.”



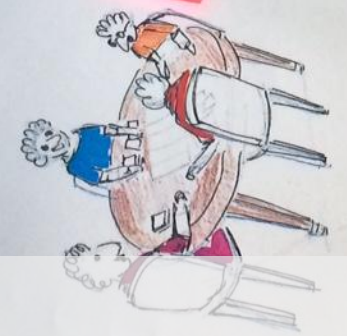
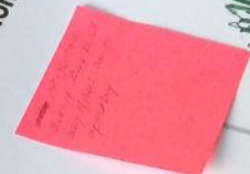
A photograph of a home office. On the left, a wooden desk holds a black computer monitor, a black Canon printer with a paper tray, a mouse, and some papers. A black office chair is partially visible in front of the desk. On the right, a large black Toshiba television sits on a wooden stand. A black Comcast device is on top of the TV. A green diamond-shaped graphic is in the top right corner.

INTELLECTUAL
wellness

Intellectual – communication & informational

“I haven't been able to print. So it's frustrating. I would love to be able to just sit down and write, and print, and scan...”

Contribution...



Spend free time in recreational activities with peers



Intergenerational learning becomes a key part of free time activity

Emotional
“Stereotyping making older adults feel like they are takers and not givers... it needs to even out and understand how we can contribute to the community in a more fundamental way.”

Financial

“The biggest change I made recently is when I decided to retire from full time employment. I needed to cut my housing costs from one-third to one-half, which I was able to do by moving from where I had lived to here.”



A person is sitting on a light-colored, plush sofa in a home setting. They are wearing a teal patterned jacket over a dark blue top and teal trousers. To their left is a red metal walker with a black bag hanging from it. The bag has a logo that says "PEANUTS MOVIE". The person is wearing tan shoes. In the background, there is a desk with various items on it, including a lamp and some papers. A white door is visible in the background. The overall scene is a domestic interior.

PHYSICAL
wellness

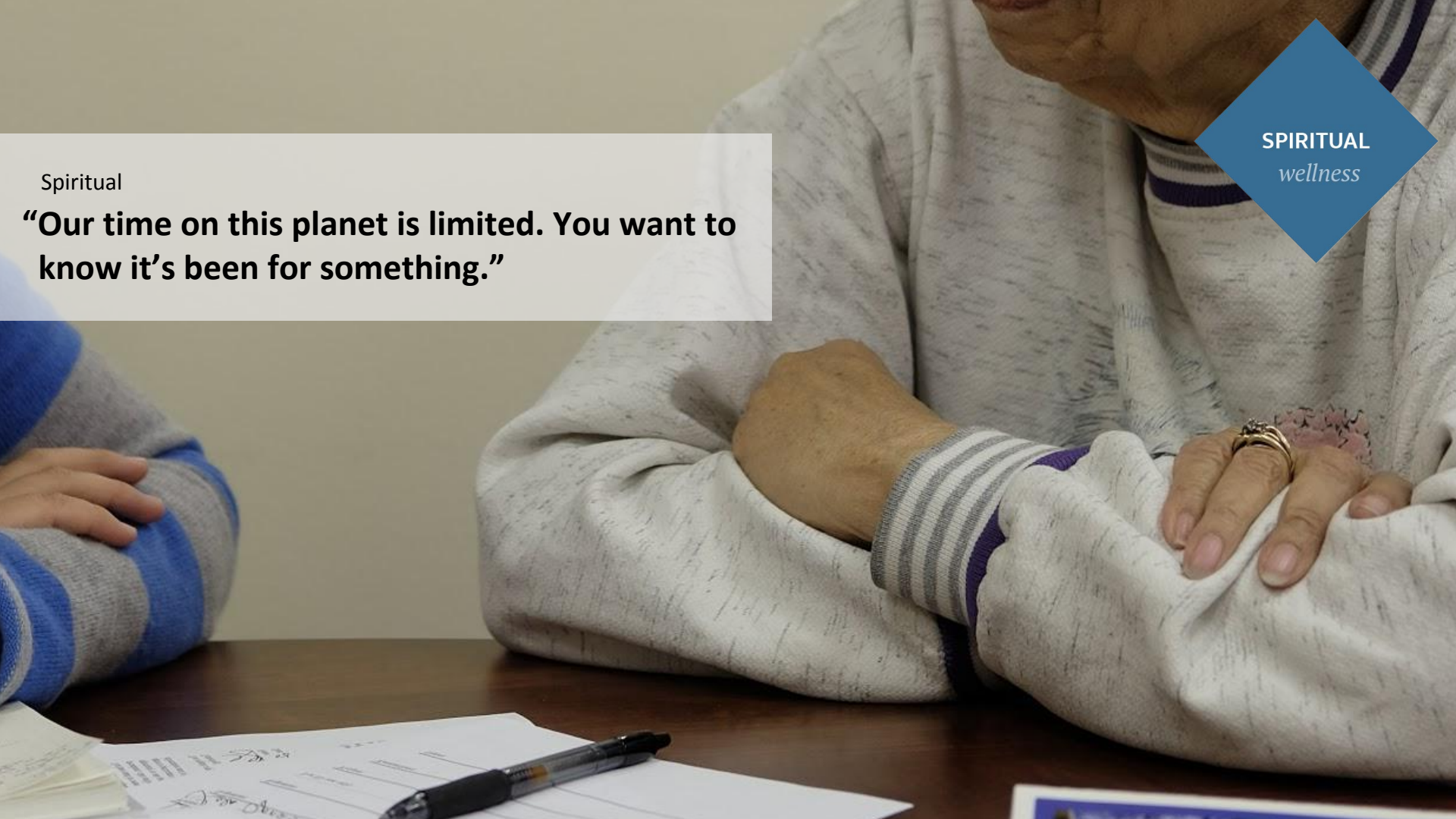
Physical

“I have a running thing with ADT. Not very often do you hear about older people getting robbed. What it is, is the fall—which is a major issue—falling and breaking bones.”

Spiritual

“Our time on this planet is limited. You want to know it’s been for something.”

SPIRITUAL
wellness





OCCUPATIONAL
wellness

Occupational

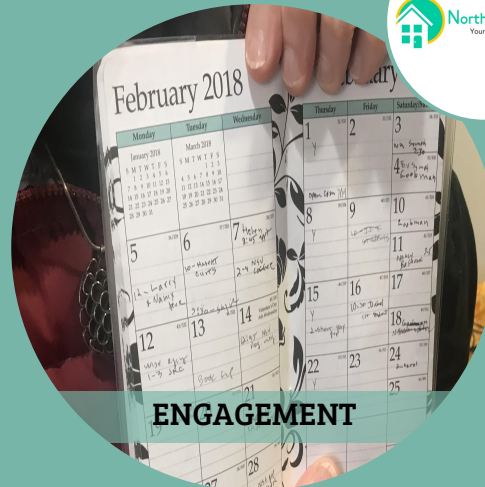
“There are a lot of people with skills. People would keep their real estate license, for instance, if they knew they could use it.”

Seniors are doing their best to age-in-place successfully...



FREEDOM OF CHOICE

+



ENGAGEMENT

...but these are achieved through ad-hoc, formal, siloed channels, not customized to suit their individual needs.



I can offer help with...

MUSIC


COOKING


GROCERIES


I wouldn't mind receiving help with...

PLUMBING

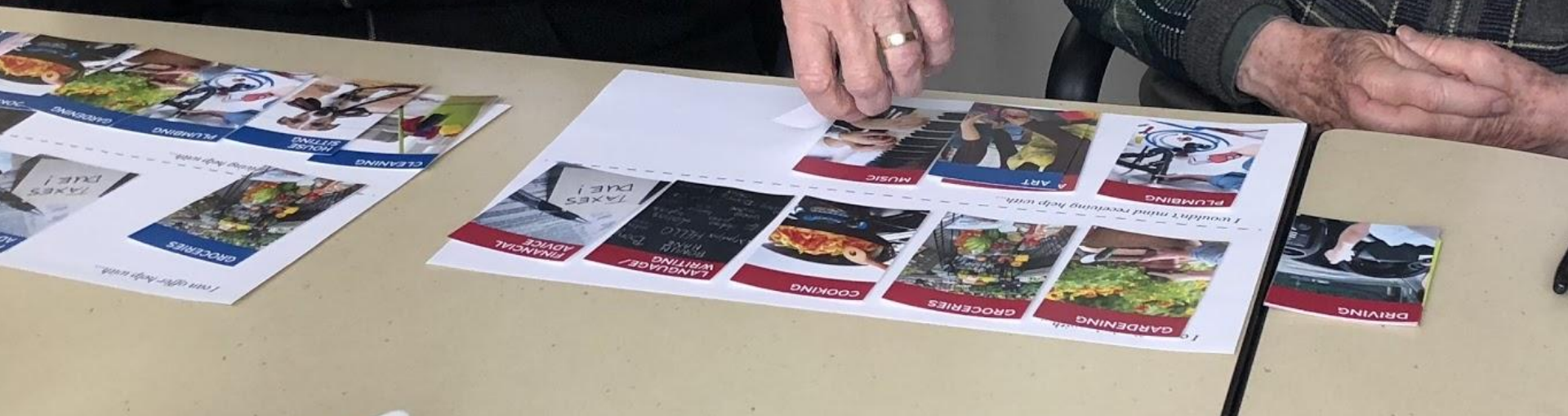

CLEANING





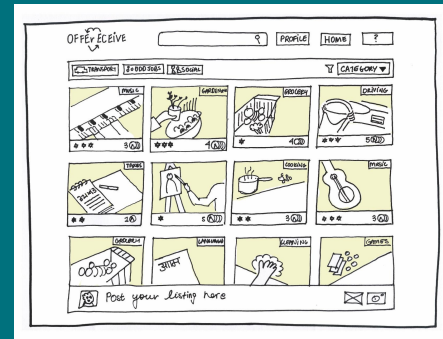

"People forget that they can ask for help."

“Connection comes first. Having the social contact is part of it... but it’s not enough.”



From...

A service that enables seniors to age-in-place successfully, by adapting to their dynamic needs and achieved through a system of exchange.



From...

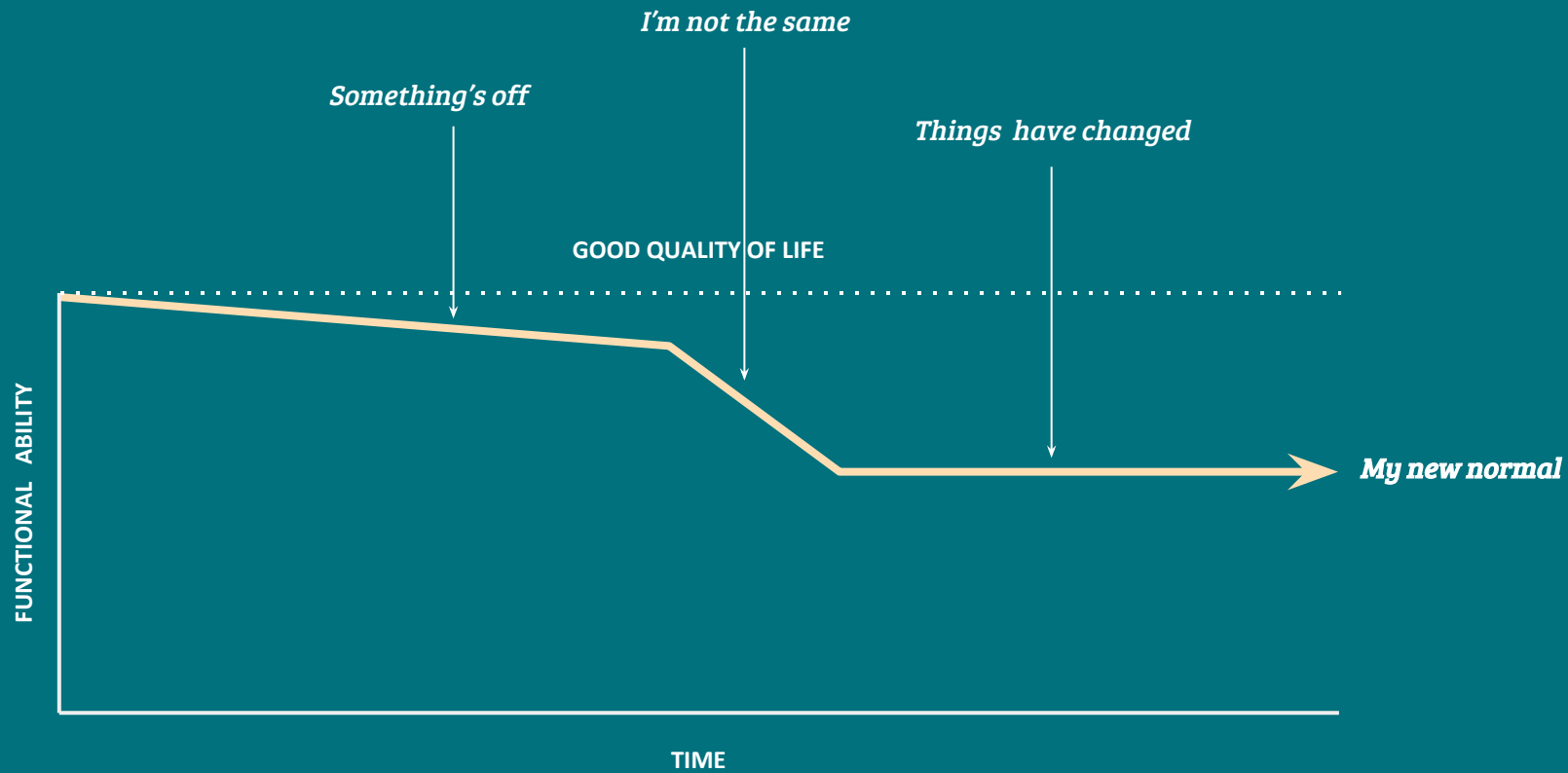
A service that enables seniors to age-in-place successfully, by adapting to their dynamic needs and achieved through a system of exchange.

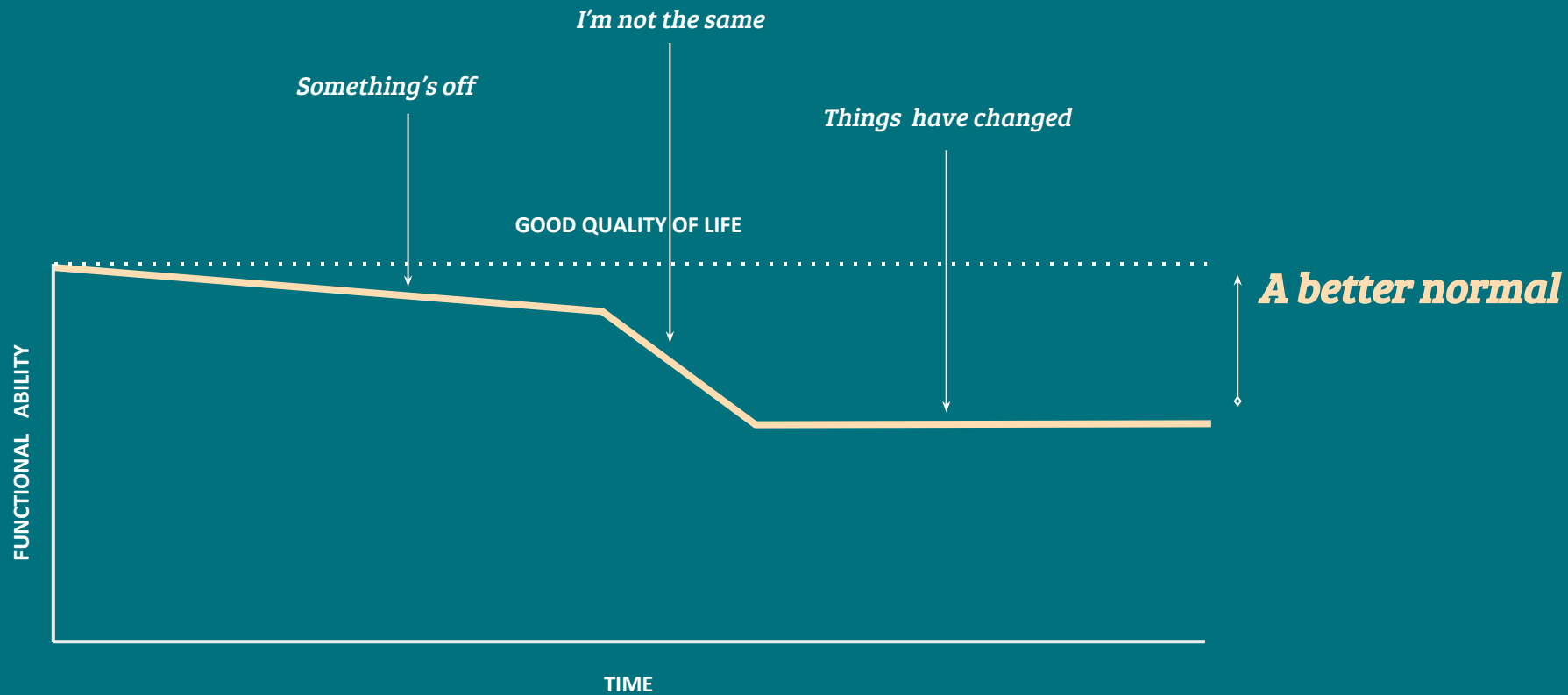
To...

A platform that is *connected, trusted and localized* — and enables seniors to *age-in-community*, adapting to their needs and achieved through volunteering.



CIRCLES-of-CARE







Thomas Russo

88 years old
Retired Lawyer



Thomas Russo
88 years old
Retired Lawyer



Sara Bert
23 years old
Undergraduate



Thomas Russo

88 years old
Retired Lawyer



Sara Bert

23 years old
Undergraduate



**Italian language
expertise**



Thomas Russo

88 years old
Retired Lawyer



Sara Bert

23 years old
Undergraduate



**Italian language
expertise**

**Her knowledge on the latest
devices and technologies**



Thomas Russo

88 years old
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Sara Bert

23 years old
Undergraduate



Italian language
expertise

Her knowledge on the latest
devices and technologies



He needs to transfer all his data
into his new laptop



Thomas Russo

88 years old
Retired Lawyer



Italian language expertise



**He needs to transfer all his data
into his new laptop**



Sara Bert

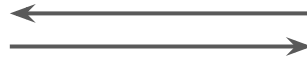
23 years old
Undergraduate student

**Her knowledge on the latest
devices and technologies**

**She needs some help translating
classic Italian texts for school**



"I can help with that!"



Thomas Russo

88 years old
Retired Lawyer

Sara Bert

23 years old
Undergraduate



Italian language
expertise

Her knowledge on the latest
devices and technologies



He needs to transfer all his data
into his new laptop

She needs some help translating classic
Italian texts for grad school



Superpower gives



"I can help with that!"

Superpower gives



Needs



Needs



System exchange



Superpower gives



"I can help with that!"

Superpower gives



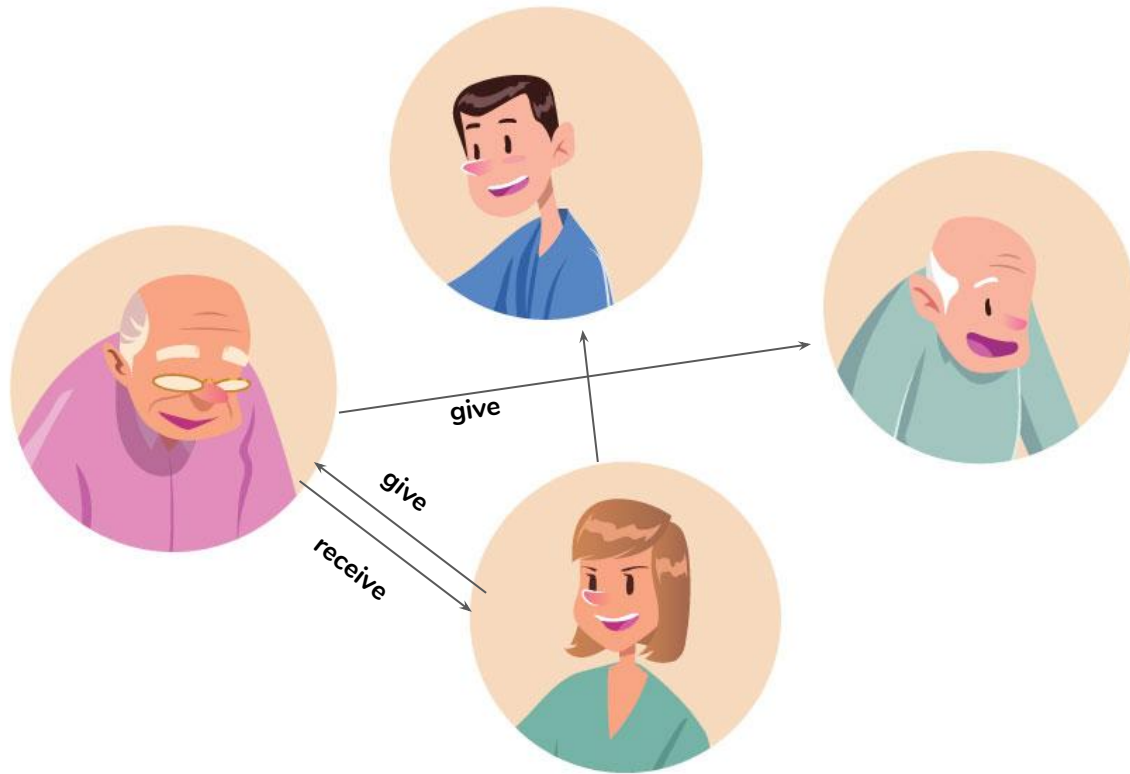
Needs

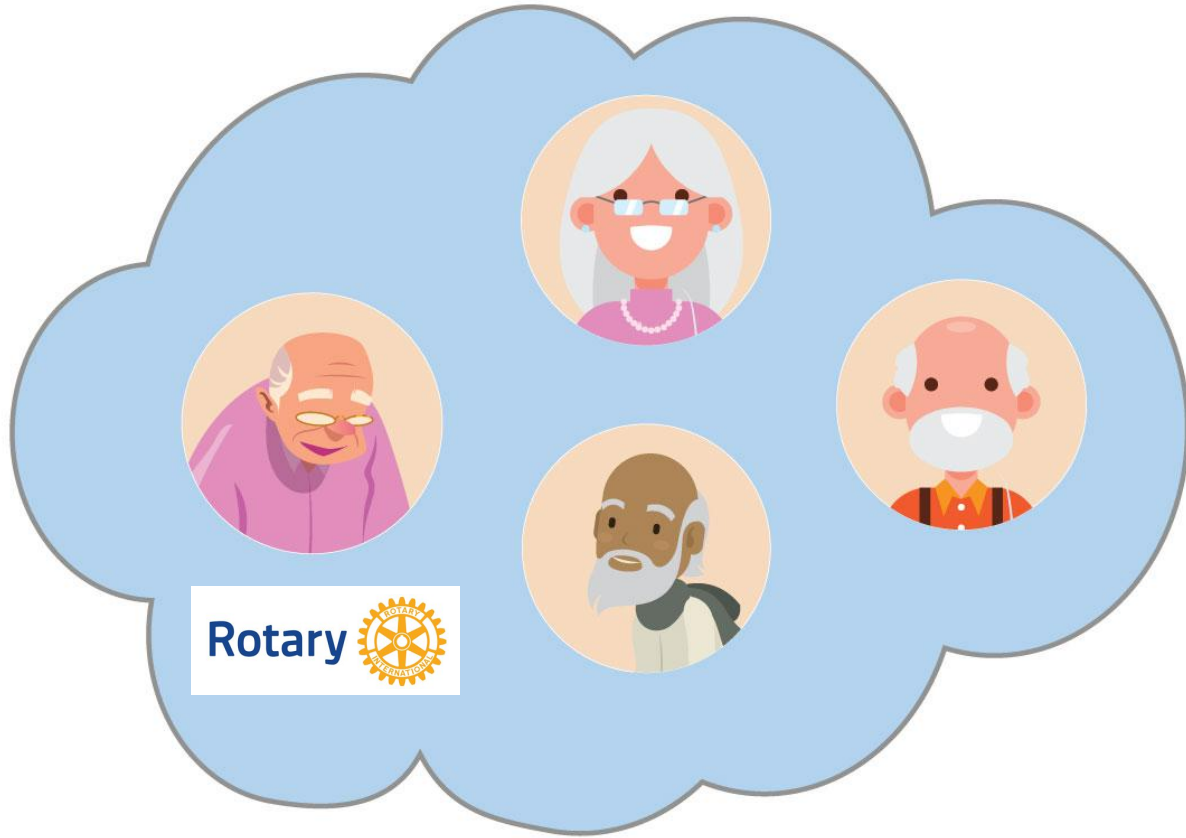


Needs

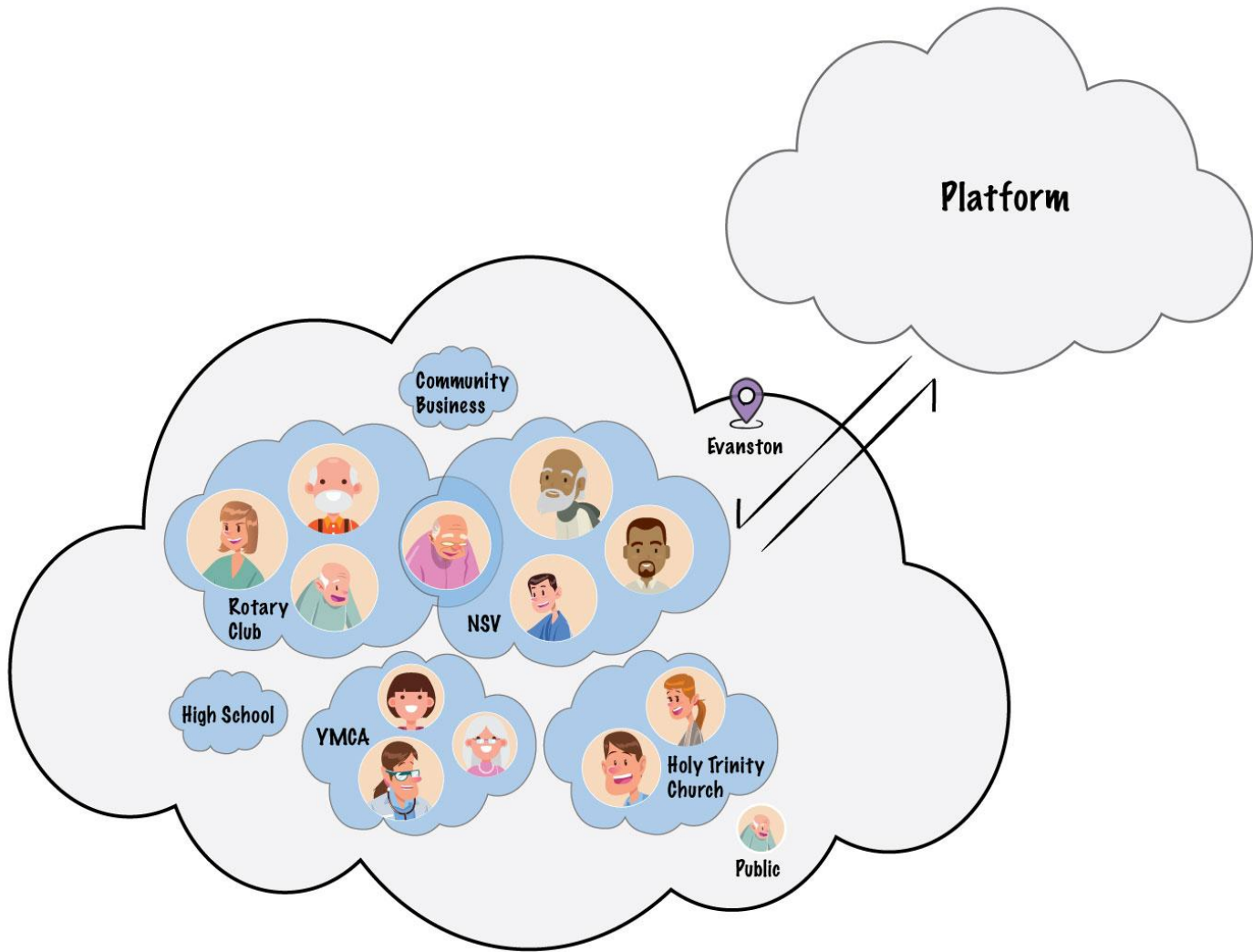


System exchange











Henry Kowalski

“I've worked 20+ years in I.T. so if you have any computer issues — give me a shout! ...”

PEOPLE IN COMMON





Marianne Berry

“ My superpower is event planning — I can organize any type of party — no matter how big or small the event! ”

I can help with:



GARDENING



RECYCLING



PARTY PLANNING



TAX PREP

Vetted Status:



Member Activity:



Endorsements:

“ Marianne is truly one of a kind! She helped me with my will . ”

— Pam T.





Marianne Berry

“ *My superpower is event planning — I can organize any type of party — no matter how big or small the event!* ”

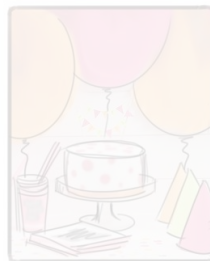
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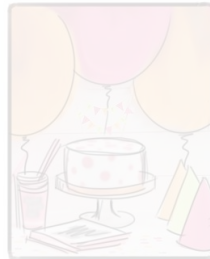
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GARDENING



RECYCLING



PARTY
PLANNING



TAX PREP

Organizations Marianne belongs to:



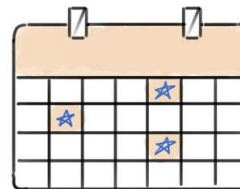
PEOPLE IN COMMON

Other organizations Marianne trusts:



PEOPLE IN COMMON

Marianne's Calendar:



- *Marianne*
- *Marianne*
- *Marianne*



GARDENING



RECYCLING



PARTY
PLANNING



TAX PREP

Organizations Marianne belongs to:



PEOPLE IN COMMON

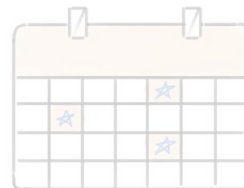
Other organizations Marianne trusts:



PEOPLE IN COMMON



Marianne's Calendar:



- *Marianne*
- *Marianne*
- *Marianne*



GARDENING



RECYCLING



PARTY
PLANNING



TAX PREP

Organizations Marianne
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PEOPLE IN COMMON

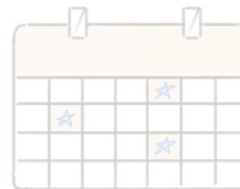
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PEOPLE IN COMMON



Marianne's
Calendar:



- *Marianne*
- *Marianne*
- *Marianne*



GARDENING



RECYCLING



PARTY
PLANNING



TAX PREP

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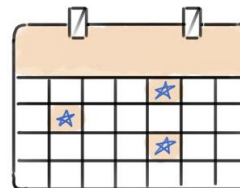
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[Edit](#)

Marianne Berry

“ My superpower is event planning – I can organize any type of party – no matter how big or small the event! ”

I can help with:



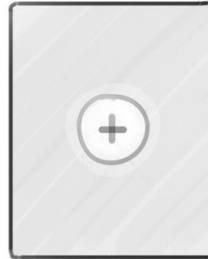
GARDENING



RECYCLING



PARTY
PLANNING



MORE

Vetted Volunteer Strength:

Almost there!

- RATING
- AVAILABILITY
- REFERENCES
- BACKGROUND CHECK
- ADDRESS
- PHONE #
- ORGANIZATIONS



Edit

Marianne Berry

“ My superpower is event planning – I can organize any type of party – no matter how big or small the event! ”

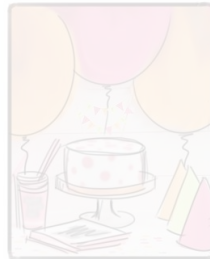
I can help with:



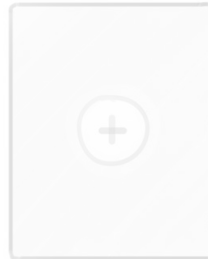
GARDENING



RECYCLING



PARTY PLANNING



MORE

Vetted Volunteer Strength:

Almost there!

- RATING
- AVAILABILITY
- REFERENCES
- BACKGROUND CHECK
- ADDRESS
- PHONE #
- ORGANIZATIONS



MAKE

SEE

What would you need help with ?

When ?



Criteria / Special Needs:



VETTED



IN YOUR NETWORK



SIMILAR INTERESTS



HIGH RATINGS



ABLE TO DRIVE



DISTANCE TO YOU ▼

Send request to:

YOUR AIDES



Henry B.

PEOPLE IN YOUR ORGANIZATIONS



Evanston Rotary Club

Request History:

OPEN

1. *man*

2. *man*

CLOSED

man



Bob helped !

man



Gina helped !



ABLE TO DRIVE

DISTANCE TO YOU ▼

5 mi

10 mi



Gina helped!

Send request to:

YOUR AIDES

 Henry B.

 Christy K.

 Sue M.

PEOPLE IN YOUR ORGANIZATIONS

Evanston Rotary Club

North Shore Village

The YMCA

Holy Trinity Church

Send Request



MAKE
SEE

Open Requests — lend a hand today!



IT HELP

Mary Berry



PEOPLE IN COMMON



GARDENING

Bob Ross



PEOPLE IN COMMON



DRIVER

Tom Jones



PEOPLE IN COMMON



PLUMBING

Cathy Lee



PEOPLE IN COMMON



Hi Henry!

You're requested by:

 **Mary Berry**
Mary Berry

TO: Help with new computer set-up

[VIEW](#)

[MESSAGE](#)



Type here 

[GIVING](#)[RECEIVING](#)

Henry Kowalski

“I’ve worked 20+ years in I.T. so if you have any computer issues — give me a shout! ...”

PEOPLE IN COMMON





“ Jenn and I became such good friends — all simply because of my need to pick-up groceries here and there ... ”

— Lori K.



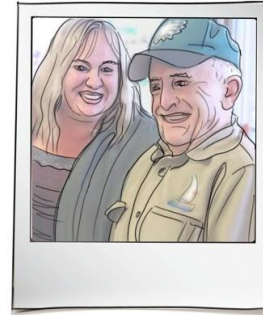
Submit your Story →

Other Member Highlights:



“
I love
I love
this.”

— Pam T.



“
I love
I love
this.”

— Norman I.

“
I love
I love
this.”

— Anna K.

“
I love
I love
this.”

— Sue M.



“
I love
I love
this.”

— Terri B.

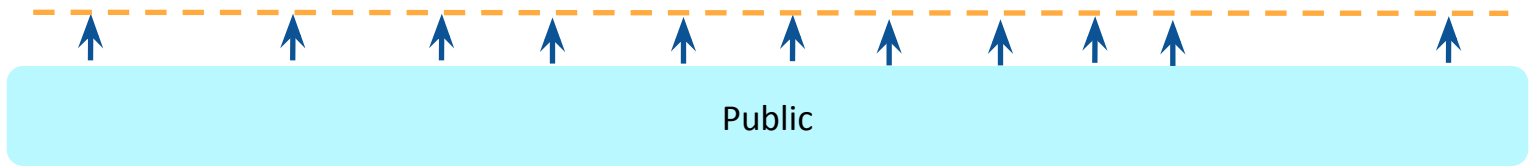
Who volunteers?



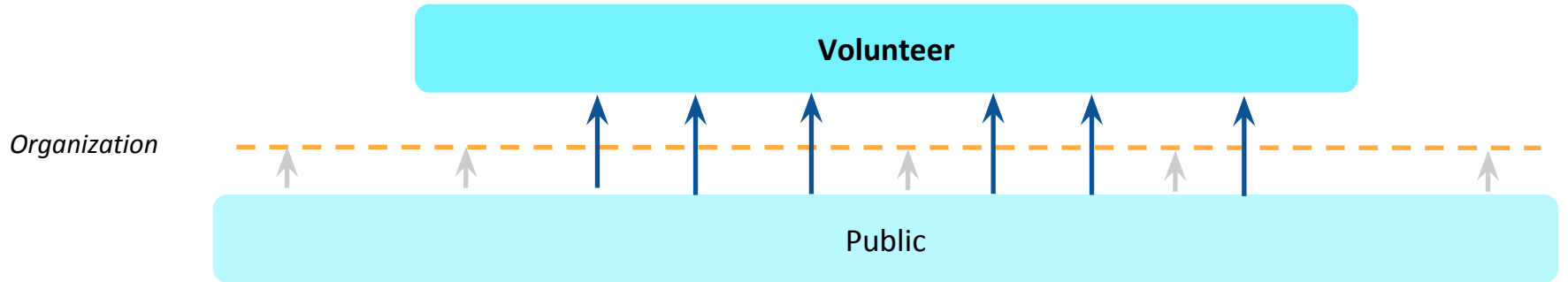
Public

Who volunteers?

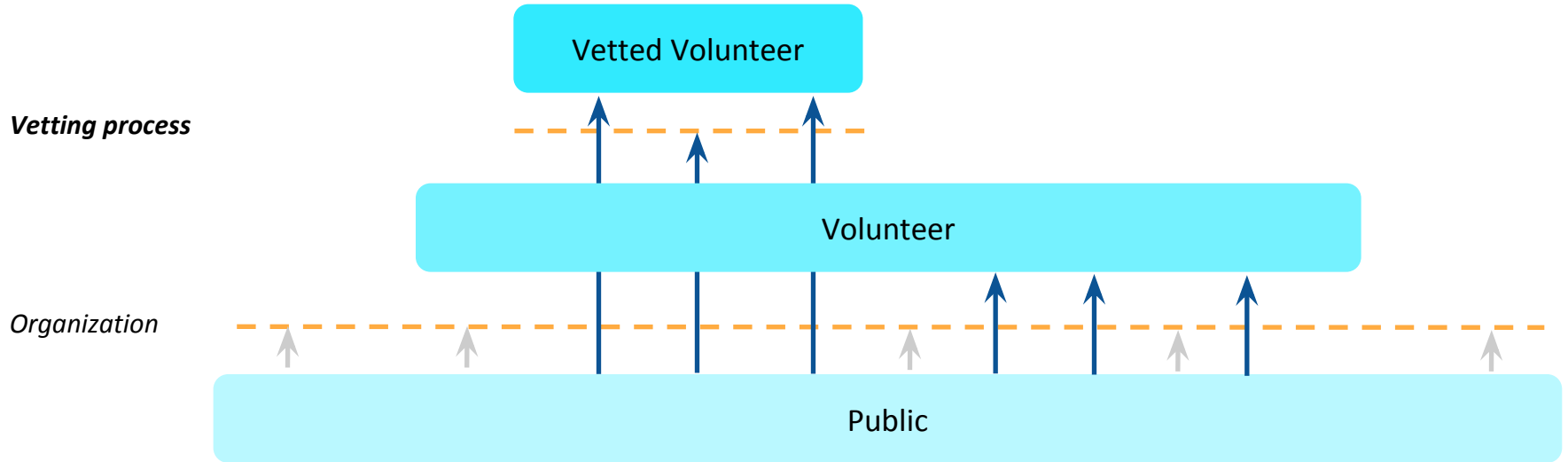
Organization



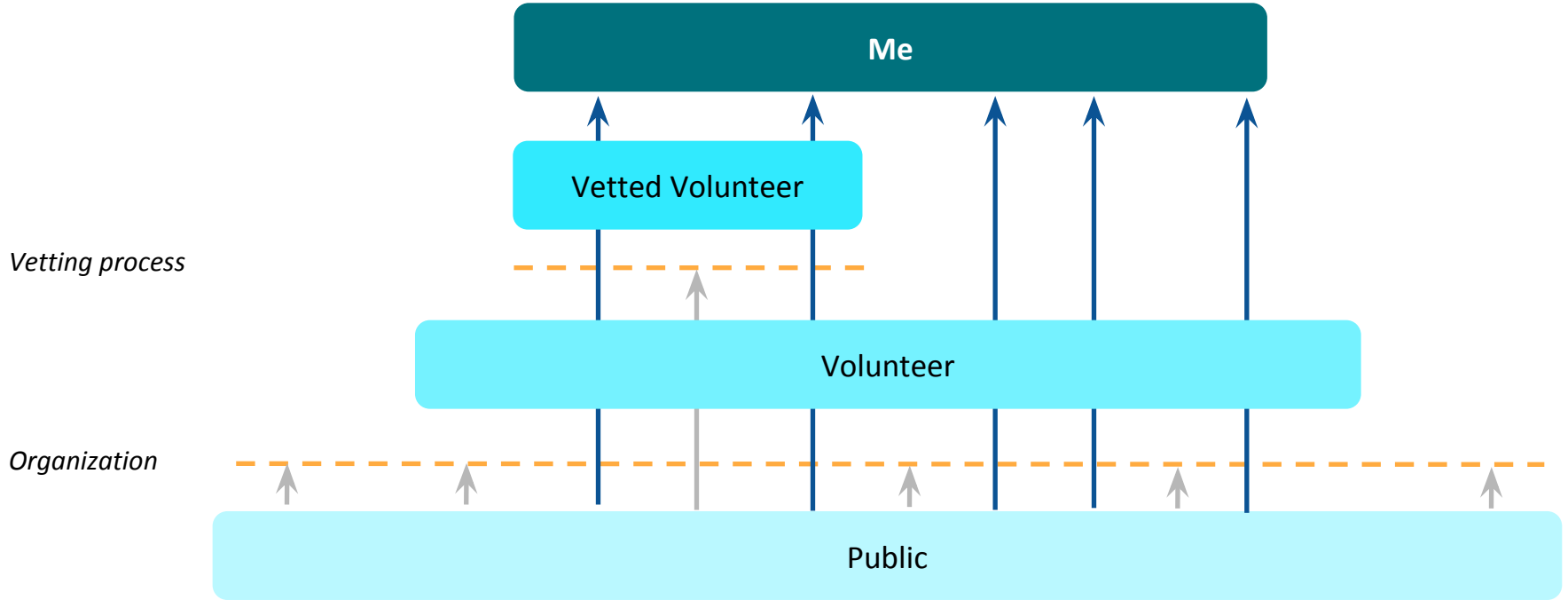
Who volunteers?



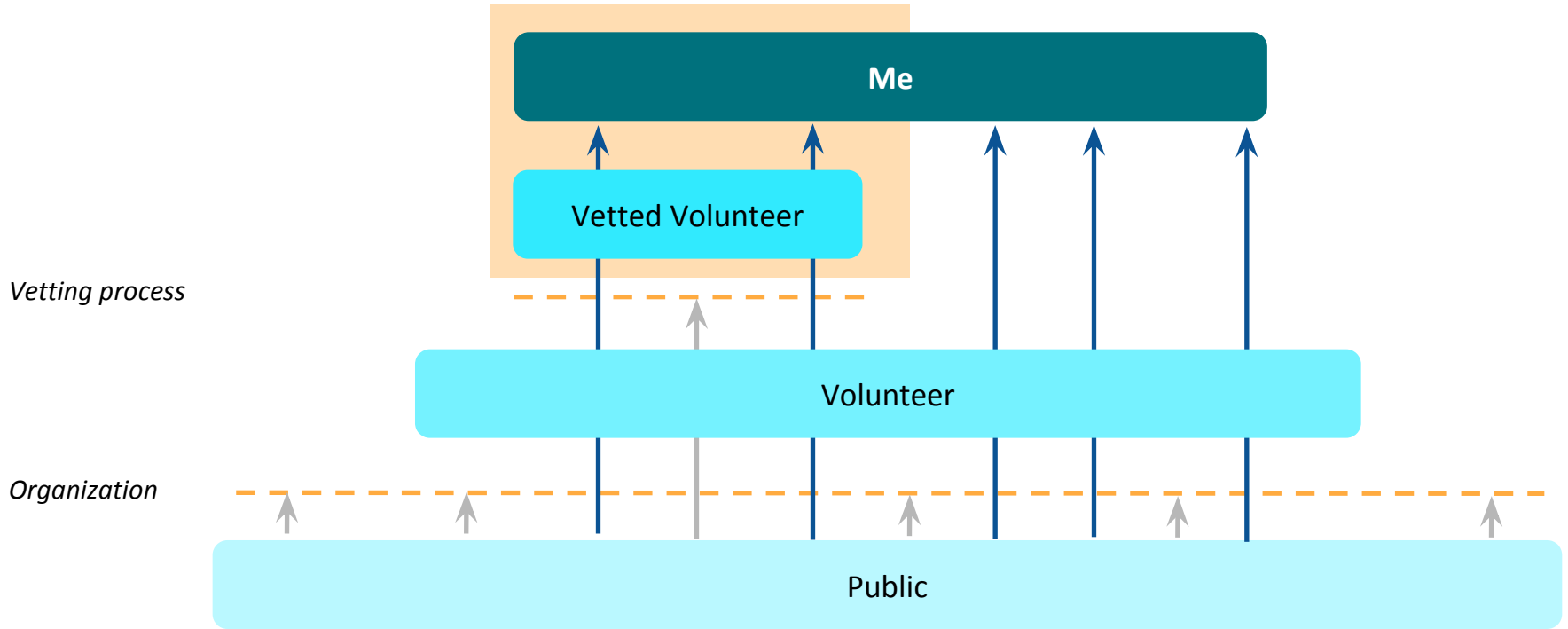
Who volunteers?



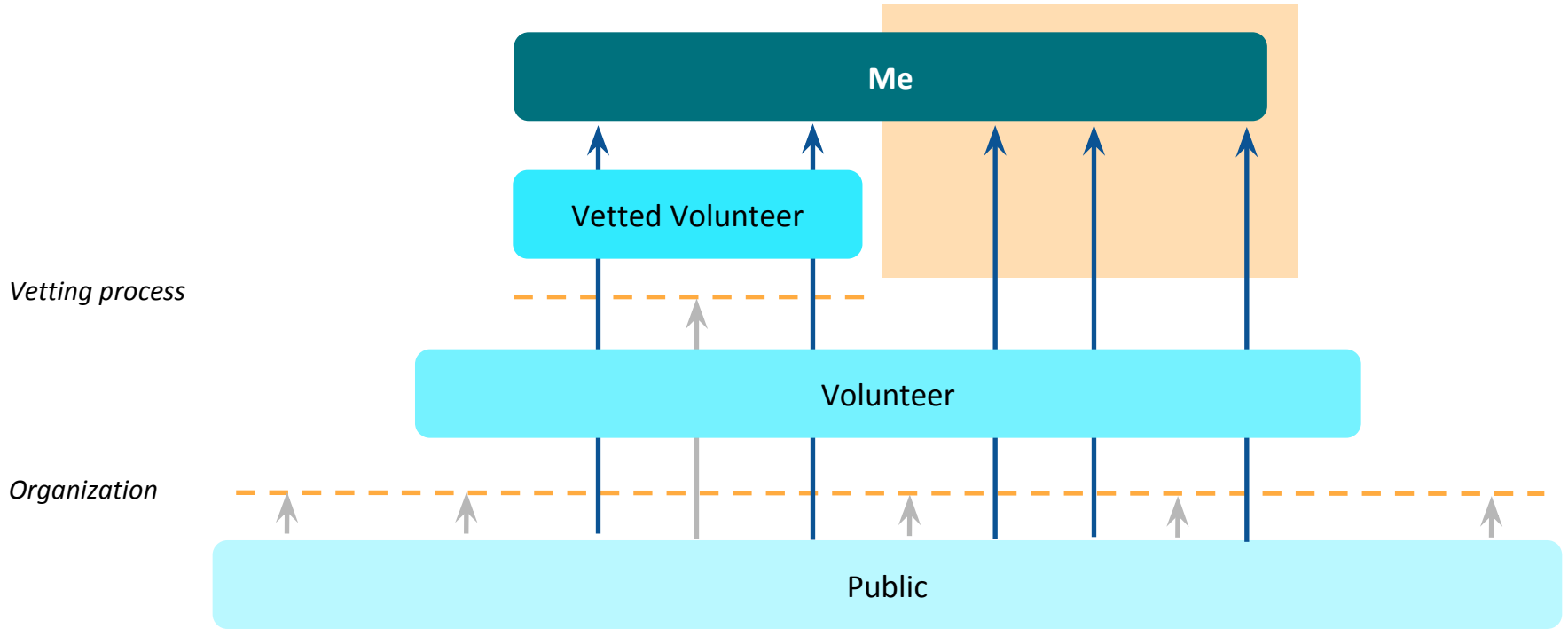
Who volunteers?



Who volunteers?



Who volunteers?





CIRCLES-of-CARE

I'm not the same

Something's off

Things have changed

GOOD QUALITY OF LIFE

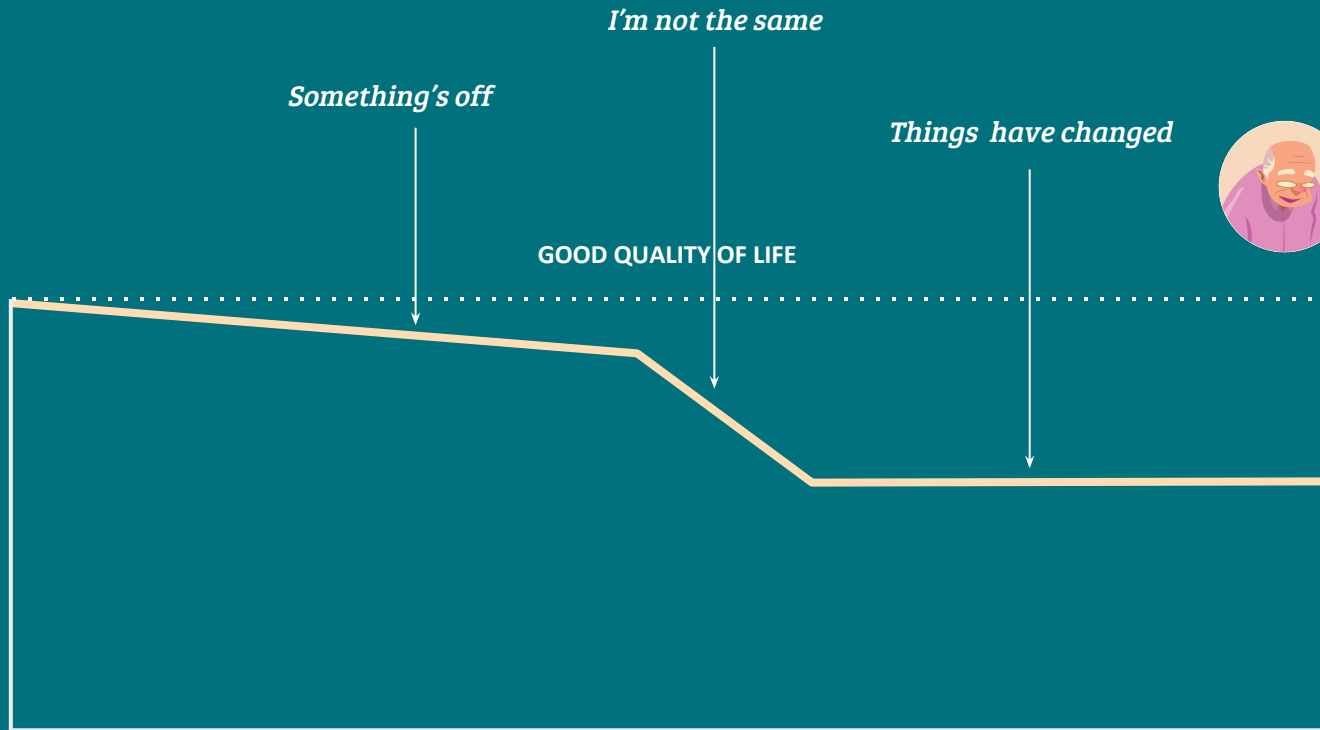
"I can help with that!"

System exchange

A better normal

FUNCTIONAL ABILITY

TIME



Next Steps

Build a working prototype:

Talk to partners, and organizations to test this concept in the local geography.

“It’s like Karma.

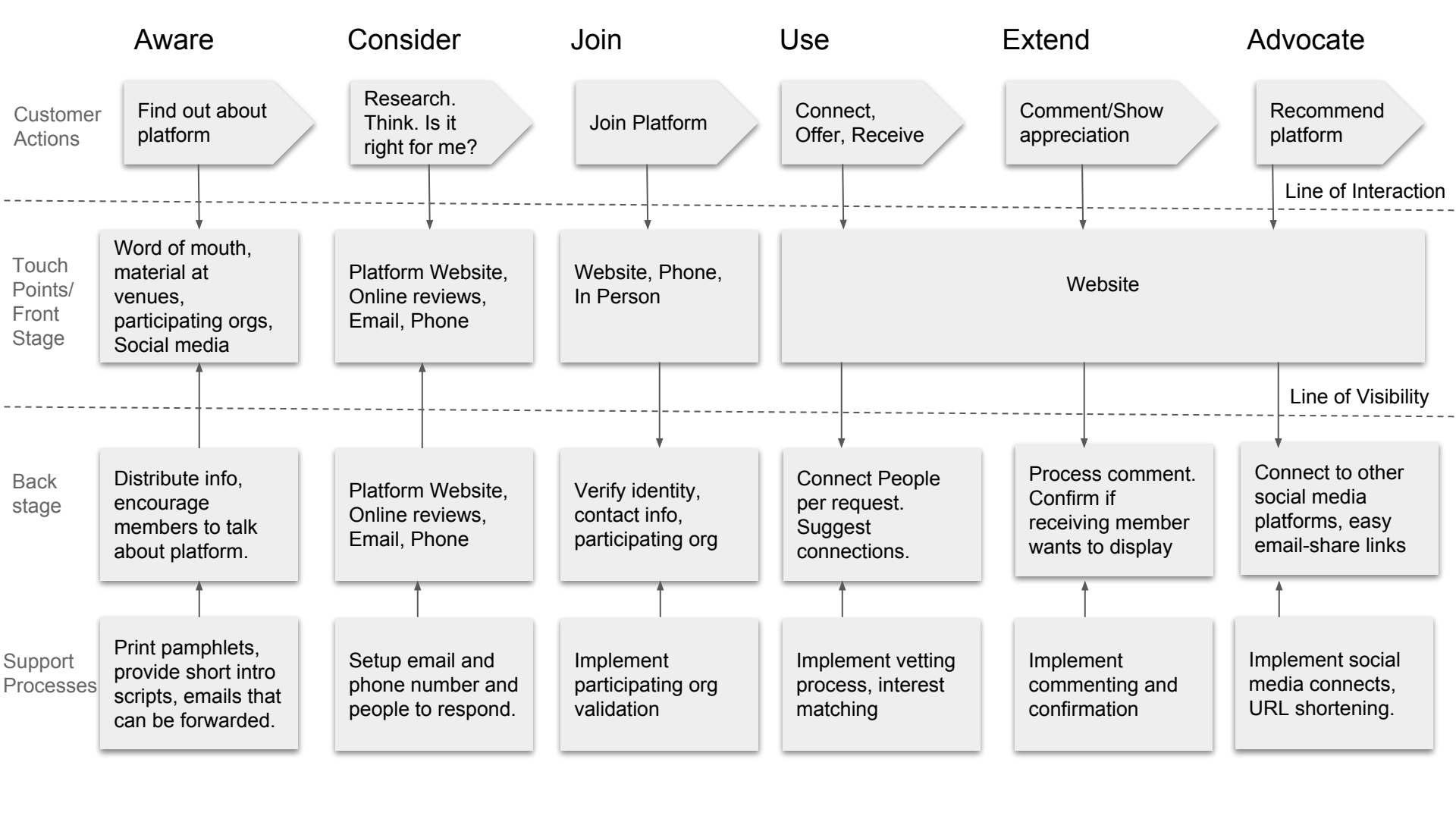
It doesn’t come back in the way
you give it!”



CIRCLES-of-CARE

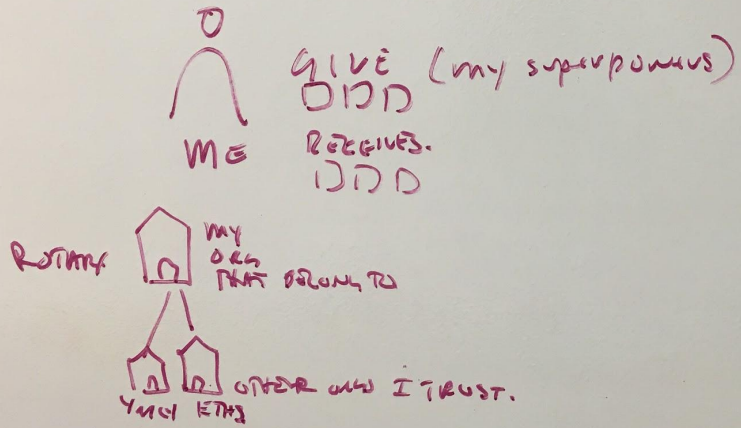


Appendix



Common Questions

Can I exchange with members from other organizations I trust?

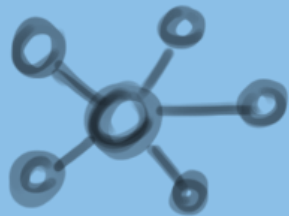




Headline - Bree Serif

Paragraph - Calibri





CIRCLES-of-CARE

HOW IS THIS IS RAISING HIS QOL
SHOW EXCHANGES

