



## Shari, Lorinda can't believe their luck finding one another

**ADDNAIDE MADE IT EASY TO MATCH; COMMUNICATION, FLEXIBILITY, TRUST MAKE THEIR CAREGIVING RELATIONSHIP WORK**

You know it's a great partnership, so the saying goes, when each person feels like the lucky one. For Shari and Lorinda, that describes their situation perfectly.

It was a bit of a bumpy road to find someone reliable and trustworthy to provide in-home care services — someone who would show up when they said they would and stick around for more than a week or two. But Shari kept at it. And then Council on Aging (COA) launched the AddnAide app, and her luck began to change.

"I actually couldn't believe I could get this lucky to get matched with someone like Lorinda," said Shari, 63, who has a disability and lives on her own. "I'm so thrilled that it works."

In the face of a regional and national shortage of traditional home care workers, COA and its subsidiary home52 decided to take an innovative approach to the problem. They developed AddnAide to match hundreds of older adults across Southwestern Ohio, who need help with household tasks such as laundry and errands, with people willing to provide that care — people like Lorinda.

She shares Shari's feeling of luck — for discovering AddnAide and for being paired with each other. Lorinda has been using the app since its debut in July 2022, after seeing it advertised on Facebook, to match with older adults who need home care. She provides ongoing care to three other people in addition to Shari, customizing schedules, duties and other details to suit each pairing.

After leaving the corporate grind — where she routinely worked 50, 60 or even 70 hours a week as a manager for a major retail



chain — Lorinda quickly came to love the freedom of performing self-directed "gig work." When she discovered AddnAide, she found a sense of purpose in addition to flexibility.

"My corporate job was just feeding my wallet, but this is feeding my spirit," Lorinda said.

Twice a week, she goes to Shari's apartment in the Warren County city of Franklin to provide cleaning, meal preparation and companionship for up to four hours per visit. Both women had found that they were well-matched in the priorities they had set on AddnAide: The care duties Lorinda was interested in providing jibed with those that were important to Shari. They lived in close proximity to each other, with Lorinda just a few miles away across the Butler County line in Middletown. And Lorinda was comfortable working in a household that has a cat — a dealbreaker condition for Shari and her 14-year-old pet, Vito.

## SHARI, LORINDA FIND ONE ANOTHER

“We get along so well,” Shari said. “Plus, she comes on time. And she cleans the way I like and cooks or preps meals the way I like them. I appreciate her attention to detail.”

Both women found the process of setting up their AddnAide accounts straightforward. After creating her account, Lorinda received information from COA’s third-party financial management firm, Palco Inc., on how to complete the required background check. Once that was completed, her profile became visible to older adults, who have consistently reached out to her to talk about potentially working together.

Older adults (or their designees) serve as employers for the caregivers. Shari said that everything has been relatively easy to manage in the app – from scheduling appointments to approving timecards (“I make sure to approve the pay right away.”). All payroll and tax aspects are built into AddnAide. All in all, the app has been smooth for her.

“I appreciated that there were photos with the aide profiles, and I like that nobody solicits me,” Shari said. “I had to reach out first, and I only contact who I want to contact.” Caregivers like Lorinda do have the option to “wave” within the app as a first outreach, but older adults must send the initial message.

Shari reached out to a handful of potential caregivers before connecting with Lorinda.

They communicated strictly within the app in the beginning, but now they will also text – to discuss recipes, shopping lists and other care details. Shari has no trouble using the app, which she accesses both on her cellphone and computer. But if Lorinda works with an older adult who finds the app at all tricky, she will sit with them and help them get comfortable with the technology.



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Both Lorinda and Shari – who have been paired for more than a year – couldn’t be happier with the relationship. It helps that they’re both pretty easy to get along with, Lorinda said, and they put a priority on clear communication and flexibility.

For example, Lorinda is planning a trip to the Philippines, but the two have worked together to make sure that Shari’s needs are covered during that time. In addition, Lorinda will give the apartment a deep-clean before she leaves on her trip, so that it’s just the way Shari likes it as she welcomes her son Steven from Washington, D.C., for his holiday visit while Lorinda is away.

Communication, flexibility and common goals – a lucky pairing, indeed.

To learn more about AddnAide, visit [home52.org/addnaide](https://home52.org/addnaide)