

Avisery's Fiscal Year 2024 Impact Report



Introduction

Avisery builds the capacity of professionals serving older adults and adults with disabilities to understand Medicare and Medicaid so they can help beneficiaries navigate health coverage decisions that advance their health and economic security. We offer live training, topical webinars, educational resources, and regular policy and coverage updates via our statewide email alert list.

Tracking Knowledge

Avisery administers pre- and post-tests to track knowledge gained from our training sessions.

Training attendee's
average point
increase from pre to
post test

= 15.51 points

Roughly equivalent to an
increase of a grade letter
and a half.

Our team executed:



12

Trainings



4

Webinars



41

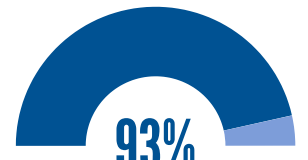
Email Alerts

Ratings and Performance

Training and webinar attendee's complete anonymous evaluations after participating in Avisery events.



3.67
was the average rating for overall attendee satisfaction for trainings and webinars. (on a scale of 1-4)



93%
of attendees selected good or excellent when asked how well the training or webinar they just participated in helped them to do their job better.

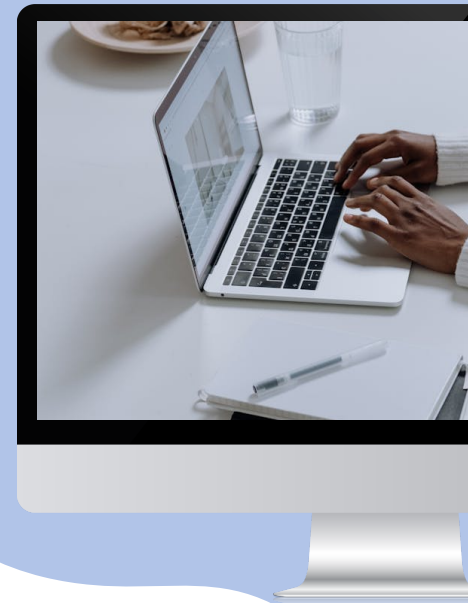
Attendee Experiences

The evaluations also provide space for attendees to tell us what they liked about their training experience.

Over a 12-month period, the most frequent responses were...



- It was informative
- The information was organized or explained well
- The training was interactive



Training Attendee Testimonials

"Thank you! I've been working in healthcare for years now and never knew a lot of this. Very helpful and I will definitely use it!"



"I really enjoyed the training. I have over 25 years experience as a Corporate Trainer both off shore and domestic and this training was fun, engaging and I learned a lot. I'll be on the look out for the next one!"

"Understanding Medicaid is critically important for human service delivery personnel, and I think the presenters delivered a powerful presentation."



83

Technical assistance requests were responded to in FY24



Providing Guidance Outside of Trainings and Webinars

Professionals who work with older adults and those with disabilities consider Avisery a trusted non-biased source of information on health coverage and access to care. Avisery's "Ask the Expert" service provides consultation and guidance on assisting clients via phone or email.

We closed out the fiscal year with...

2,592

Email Subscribers

We experienced an 8% growth in email subscribers over the fiscal year.

Through our statewide email alert list, we help busy professionals stay abreast of critically important changes in health coverage, costs, and policy. Subscribers also report sharing the information we provide with colleagues, thereby extending Avisery's reach even further.

Advocating to Expand Access to Affordable Health Coverage

Finally, Avisery leverages our interactions with Illinois professionals to identify systemic barriers to health care coverage and access for older adults and adults with disabilities and advocate for change. In FY24, Avisery joined with other stakeholders through collaborations such as the Illinois Coalition for Health Care Access, Protect our Care-II, the Healthy Illinois Campaign, and the Avisery-led Medicare Savings Program Enrollment Corps to expand access to affordable health coverage.



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WEBSITE

www.ageoptions.org/resources/avisery