



IMPACT REPORT: HOW APP-BASED COMPANIES SUPPORT OLDER AMERICANS

Older Americans are an integral part of our communities. Flex member companies are committed to supporting Americans aged 50 and older, providing them with opportunities to earn and ensuring they have access to the goods and services they need and want to age with independence and dignity.

App-based work empowers older Americans with opportunities to earn income on their own terms – with the added flexibility to support family needs, meet new people, and thrive up to, and in their retirement. Throughout the pandemic, app-based companies leveraged their platforms to support seniors by scheduling medical check-ins, vaccine appointments, and prescription deliveries – in addition to delivering other essential resources.

Read more about the commitments our member companies are making towards older Americans:

DOORDASH

Eleven percent of Dashers are over 55 years of age, the vast majority of whom are retired. DoorDash is proud to connect millions of consumers with meals, groceries, and other essentials in their neighborhood. With the ability to access these items conveniently and from home, DoorDash provides tremendous value to people who may not be able to leave home or may be living with disabilities that make transportation a barrier. Through DoorDash's core social impact initiative, Project DASH, the company facilitates deliveries of food boxes from food banks and food pantries to seniors via programs like the Pennsylvania Senior Food Box program.



Learn more about Dashers who are older Americans:

“I was working full-time as a paramedic seven years ago when I was diagnosed with liver cancer during a routine screening. My treatments were brutal and when my physician told me I could no longer perform physical labor greater than lifting a piece of paper, I knew I needed to think of something quickly. That’s when I found DoorDash. I thought, ‘I’ve always loved to drive, and I used to drive a truck. I can do this!’



DoorDash has given me the opportunity and flexibility as an independent contractor to think differently about work and even re-launch a business of my own once my health improved. When I was waiting for a liver transplant, because of DoorDash, I could work around my unique medical needs -- flexibility which proved vital years ago when I was able to turn off my app and drive directly to a hospital to check for a liver match which would greatly improve my quality of life.

My entire life, I’ve spent saving lives. DoorDash saved mine, and now gives me the opportunity to help others. Being a DoorDash independent contractor puts me in the driver’s seat, literally and figuratively. It is the best thing that has ever happened to me.”

– Elizabeth, a DoorDasher from Washington



GRUBHUB

In April 2020, following the initial outbreak of COVID-19, Grubhub launched **GrubWith24**, a partnership with 24 Hour Home Care to connect isolated seniors with on-demand food delivery. The partnership allows seniors to order food via Grubhub by **calling 24 Hour Home Care directly** rather than using the smartphone app or website, so they can speak with a team member who supports them with ordering. Seniors do not need to have their own Grubhub account to use the service. GrubWith24 continues to offer seniors – who are at higher risk for COVID-19 and may want to avoid restaurants and grocery stores – access to a wide variety of restaurant options. GrubWith24 also offers seniors discounted rates.

To protect the health of all diners and drivers – including and especially older Americans – during the pandemic, Grubhub has also made **contact-free delivery** its default delivery method.

INSTACART

Instacart offers a **Senior Support Service** for customers over age 60. The platform has a dedicated team of agents who specialize in setting up accounts and placing orders for customers who may need additional assistance. Senior Support Service specialists are equipped to assist with a range of high-touch services, including from setting up an account, filling a virtual cart, and placing a first order; providing tutorials on key Instacart features, like setting preferred replacements; chatting with their shopper; and troubleshooting problems or questions about an existing order. The Senior Support Service has proven to be a valuable tool for seniors who want to limit in-person visits to grocery stores during the pandemic, but many benefit from extra assistance with adopting online grocery delivery. Since launching the Senior Support Service in the fall of 2020, Instacart has fielded more than 1.65 million calls from seniors across the country, averaging more than 2,000 calls per day, making online grocery delivery accessible to an additional 615,000 seniors.

Additionally when COVID-19 vaccines became available in 2021, seniors could get booking their vaccine appointment through the Senior Support Service. As the pandemic continues to put seniors in particular at risk, Instacart is committed to offering the support necessary to help them adopt online grocery delivery more easily. Between the first and fourth quarter of 2020, the company saw a 9% increase in the number of seniors using Instacart – the largest jump within any age group. Even as social distancing restrictions are being lifted, Instacart continues to see a steady rise in seniors coming online via our Senior Support Service, which has been growing by more than 6,000 senior customers daily. Instacart will continue to scale the Senior Support Service as needed to help more seniors build confidence with online grocery delivery.

In addition to serving older customers, Instacart is proud to provide flexible earnings opportunities to nearly 50,000 people ages 55 years and older who work on the Instacart platform.



Learn more about shoppers who are older Americans:



Raymond, who shops with Instacart in West Los Angeles, was featured as part of AARP's "[Essential Worker Video Series](#)." For this video, Raymond spent the day with AARP's video crew to shoot a day in the life as an Instacart Shopper. To date, Raymond has completed nearly 18,000 deliveries.

LYFT

Throughout the COVID-19 crisis, Lyft's partnerships helped get seniors through this challenging time. Lyft worked with the National Council on Aging to provide seniors access to essential rides for vaccine appointments, medical, pharmacy, grocery trips, or for caregivers to make deliveries. Lyft also supported hundreds of local efforts assisting vulnerable and food insecure older adults including with Meals on Wheels (Los Angeles), World Central Kitchen (Washington, DC), Muslim Community Center (Chicago), Self-Help for the Elderly (San Francisco), and Older Adults Technology Services (New York).

Lyft has partnered with the AARP Foundation on **research** showing Lyft can help older adults avoid missed medical appointments and social visits. In a **study** of 600 older adults, participants reported improved mental health and purpose in life after using Lyft for 3 months.

Representing 27% of their drivers, Lyft drivers over the age of 50 report their top reasons for using the platform include flexibility and meeting people for fun, according to Lyft data. Nineteen percent of drivers on the Lyft platform are aged 55 years and older. In addition to flexibility and meeting people, a majority of this group drive to earn supplemental income, while a substantial subset of the group also routinely provide care for loved ones and/or are retired.

Learn more about Lyft drivers who are older Americans:



Participants in a LyftUp Vaccine Access event in 2021.

Llewellyn, a father of five in his 60's, a Navy veteran, and a small business owner in San Diego said: "Lyft lets me work at my own pace. The flexibility allows me to be available for my children's schedules, and the income helps me pay for their school activities and expenses."

Beverly, 75, was Lyft's 2019 Seattle Driver of the Year. In addition to being self-employed as a financial education consultant, she drives to earn extra money following her husband's passing. Beverly is also an avid boxer to keep in good healthy condition.

Nahzeda immigrated to the United States as an older adult. She lives with her daughter, who helps her use Lyft to get rides to and from English classes at their local Senior Center.

HOPSKIPDRIVE

The average age of CareDrivers on the HopSkipDrive platform is 47. CareDrivers work with populations, including older Americans, that require extra care. As such, they are required to have five years of caregiving experience. Many older adults find the HopSkipDrive platform a safe and flexible way to earn extra income and give back to their communities. HopSkipDrive is also a valuable solution for older adult riders. Last year, the company partnered with local health organizations on a large-scale vaccination effort, arranging door-to-door transportation for older adults to and from vaccine sites.

SHIPT

Shipt partnered with Wellcare, a wholly-owned subsidiary of Centene Corporation to help address the increase in food insecurity for seniors during the pandemic. The partnership gives Medicare Advantage members safe and convenient access to groceries and everyday essentials through same-day home delivery, helping seniors avoid unnecessary trips to the store that could expose them to the novel coronavirus.

Shipt and national nonprofit Caring Bridge also partner to bring easy home delivery of groceries and essentials to caregivers and their families.

Shipt is also proud to support local partnerships that make an impact for seniors. Through partnerships with multiple Michigan counties, Michigan residents aged 60 and older living in partner counties received free Shipt memberships. In Alabama, Shipt's home state, Shipt also partners with Meals on Wheels, with employees delivering more than 7,400 meals to Birmingham families and homebound seniors.

Learn more about Shipt shoppers and customers who are older Americans:

“Shipt helped me through my mother's illness. Having last minute meals that she could eat was vital. From pork chops to Jello - her food choices changed because of how her medication affected her appetite and Shipt brought those food choices to my front door without having to leave the house.”

– Wendy West, a Shipt customer from Indiana





“ I retired as a healthcare professional in 2018 after 33 years of service. I knew that I would need to supplement my pension while finding a satisfying outlet for my newfound freedom. I found Shipt, and it fits me perfectly! Just as in providing patient care, communication, attention to detail, and building relationships are critical. I love the connections I have made and the challenge each shop brings. I love that I can still make a difference and bring a smile to someone’s day. And, being a Shipt shopper allows me the flexibility to be available to my aging parents at any time! I am so thankful!”

– Wynee, a shopper from Columbia, South Carolina

“ I retired in 2020 after working 30 years and found that sitting at home was boring. I knew that I did not want to work another job with a set schedule, so my friend suggested Shipt. I love working for Shipt and knowing I’m helping out my community. The flexibility is awesome, but the compliments I get from customers are the most rewarding! I love that Shipt also recognizes great shoppers and rewards us for doing an awesome job.”

– Felicia, a shopper from Georgia



“I retired from law enforcement back in Feb 2018. After retiring I began doing many odd jobs around my home that I had overlooked during my career. This kept me active for 2 years until I found myself missing the community that I served and protected for 28 years. After learning about Shipt’s delivery services and reading about what other shoppers loved about Shipt, I applied and was gratefully awarded a chance to be a part of the team. When I began, my goal was to only work 10-15 hours a week to get out of the house and socialize while also contributing to my community. A year later I find myself wanting to do 30-35 hrs a week because I enjoy it so much. Shipt is so flexible that I can create times for me to work and still be able to take care of my elderly mother. I can work any day when I want and still get the satisfaction of helping the citizens in my community just as I did as a police officer. I’m not saving lives but I’m assisting people with their needs and it’s satisfying knowing you’re helping others that need the help. It’s a win/win situation and I’m so very happy to have this opportunity.”



– Roger, a shopper from Massachusetts



“ I ‘retired’ from my 25-year career as an independent medical transcriptionist years ago. I was too young to just sit around all day waiting for my husband to retire, so I decided to explore my options. I needed something with an extremely flexible schedule because our 7 grandchildren lived out of state, and I planned to visit them often. Plane tickets aren't cheap, so a job that paid well was a must. Shipt was and still is, perfect for me. I enjoy shopping, helping others, and bringing a smile right along with the groceries I'm delivering. Shipt shopping even helped enable us to purchase a travel trailer that fits us and our grandchildren as we visit national parks each summer!”

– Joanne, a shopper from New York

UBER

For Eats customers, Uber **supported vulnerable populations** during the pandemic by expanding Uber Eats ordering services and launched 1-833-USE-UBER to facilitate delivery supporting older adults. **Uber Health** is also used by many partners and clients to provide support services for older Americans, including getting transportation to and from care appointments, as well as fighting social isolation and more.

