



Kupuna Care Pair

Helping families to sail above the silver tsunami

User Guide for Care Seekers



Welcome to Kupuna Care Pair!

Thank you for your interest in our senior care marketplace! It's my vision that you can quickly locate, compare, and connect to appropriate care facilities for your loved one.

Finding care facilities online is not a new idea. There are numerous local and national websites dedicated to senior care, as well as professional referral agencies.

But they have been unable to assist communities at a broader level because the flow of information on their websites is centralized and too slow. As a result, families are left with limited facility listings with hollow and generic descriptions, if any at all.

We are different. Kupuna Care Pair empowers facilities to introduce themselves in their own words, and communicate directly with families. In turn, families can see facilities based on specific criteria, and blast their needs when the time comes to move into a facility.

We launched the marketplace in January 2022, and we are constantly working to improve it. I want to give a special thanks to Wannette Gaylord, John McDermott, XLR8HI, Stephanie Hsu, Alita Charron, Helen Nakano, Norine Wong, Sudokrew, and the countless care facilities, social workers, and families who have influenced and supported our development.

If there are any problems or features that you wish to see, please get in touch!

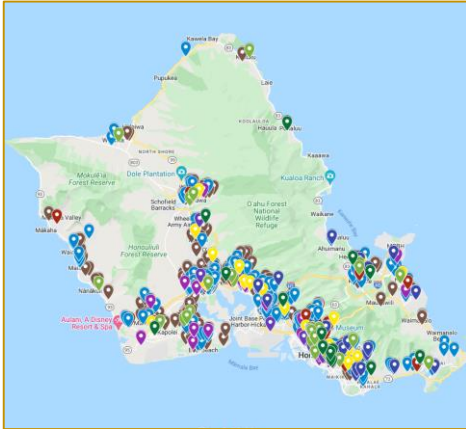


A stylized, handwritten signature in black ink that reads "Todd Pang".

Todd Pang

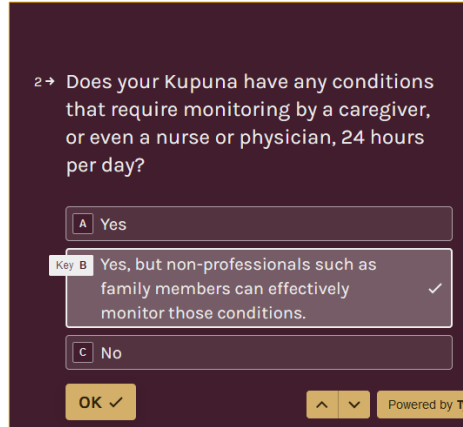
Founder, Kupuna Care Pair
President, Caring Manoa

Check Out Our Suite of Services



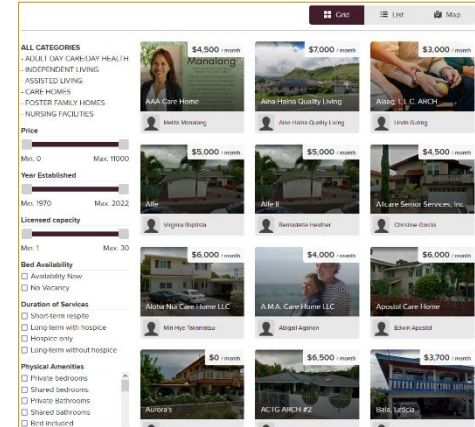
Awareness campaign with detailed introductions to the types of elderly care in Hawaii, and a comprehensive map of every licensed facility

kupunacarepair.com/for-families



Anonymous self-service assessment tool that recommends appropriate care based on care needs, budget, and personal preferences

kupunacarepair.com/for-families



Elderly care marketplace with detailed listings for families to filter results by desired criteria, and communicate directly with facilities

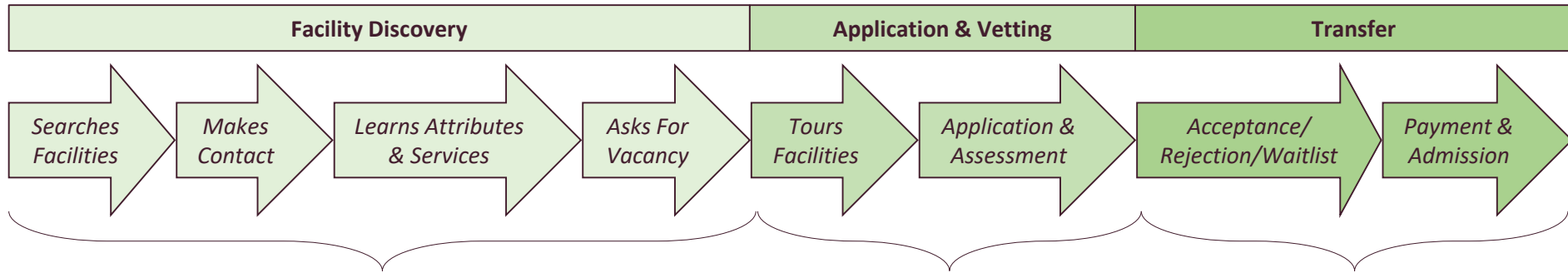
marketplace.kupunacarepair.com

Kupuna Care Pair User Guide for Care Seekers

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The Typical Journey Toward Admission

Every family seeking care undergoes this three-step process, not all families endure it successfully



This is where so much time is spent, but a computer can do faster and better than a human can

Where the most time should be spent, not on facility discovery

Moving in shouldn't need to be rushed nor last-minute, but often is

Current Process

- Families blindly call all facilities
- Discovery is inefficient, repeated with every call
- Feels rushed & overwhelming at every step



With Kupuna Care Pair

- Phone calls only to appropriate facilities
- Real-time vacancy info & criteria-based search
- Time spent on most-important steps



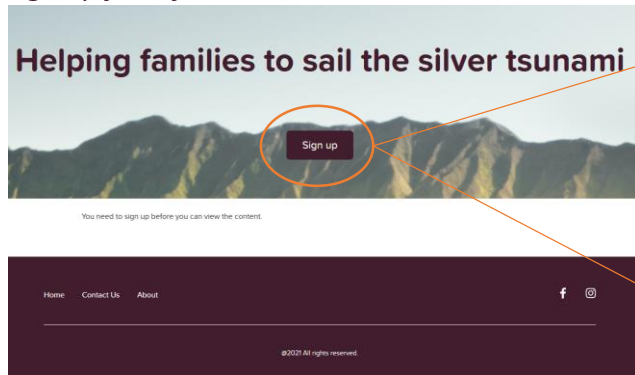
Even the referral agencies suffer from the same problems of the current process as families & social workers. Kupuna Care Pair benefits everyone, caught up in the process!

Getting Started on the Marketplace

Creating a Basic User Account

Before using the marketplace, you must first create a free account

Step 1: go to <https://marketplace.kupunacarepair.com> and sign up for a free account.



Please create a free account to access the Kupuna Care Pair marketplace. Mahalo!

Email address

First name

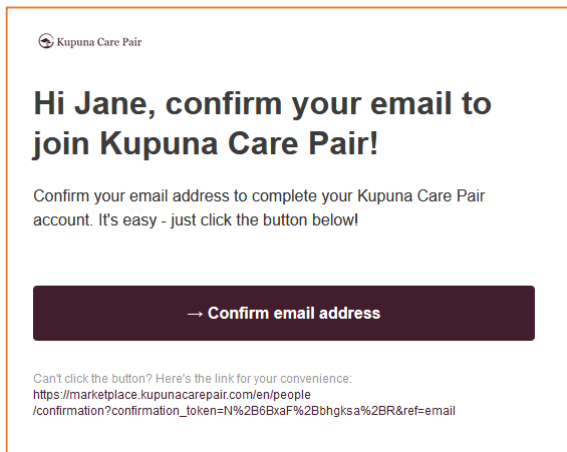
Last name

Password

Confirm password

I accept the Terms of use and Privacy policy

I agree to receive occasional emails from the Kupuna Care Pair team and understand that I can change my mind at any time



Step 2: enter your information, create a password, and agree to the terms & privacy policy, then create account.

Once you confirm your email address, you will be redirected to the marketplace listings page.

Step 3: check your email for a message to confirm your address.

Navigating the Facilities Listings Menu



Search: "dementia", "over aiea

All Listings

Invite new members

K

+ Post a new listing

Search Bar
Search by name or neighborhood

All Listings
Return to the main listings page

Filter Bar
You can search and filter the facilities based on your desired criteria

To reset the filters, unclick everything, or click on 'All Listings' above

All listing types ▼

ALL CATEGORIES

- SEEKING CARE
- ADULT DAY CARE/DAY HEALTH
- INDEPENDENT LIVING
- ASSISTED LIVING
- CARE HOMES
- FOSTER FAMILY HOMES
- NURSING FACILITIES

Price

Min: 0 Max: 11000

Year Established

Min: 1970 Max: 2022

Region

- Oahu - Honolulu
- Oahu - Central
- Oahu - Leeward
- Oahu - Windward
- Oahu - North Shore
- Hawaii - Hilo
- Hawaii - Kona
- Hawaii - Maui

Duration of Services

- Short-term respite
- Long-term with hospice
- Hospice only
- Long-term without hospice

Licensed capacity

Min: 1 Max: 30

Grid List Map

View
You can view listings in a grid, list, or map

Grid of facility listings:

- TLC Ohana Hale, Inc.** \$7,500 / mo. starting r... Lilbeth Caoile 0.2 miles
- Prime Health Services Care Home** \$4,000 / mo. starting r... Rafael Antonio 0.5 miles
- Zen Residences** \$5,500 / mo. starting r... Zen Residen... 1.4 miles
- ACTG ARCH #2** \$6,500 / mo. starting r... Teofista Gall... 1.4 miles
- Charity Adult Residential Care Home/E-ARCH II** \$5,500 / month Nette de Cas... 1.4 miles
- Alfe** \$5,000 / mo. starting r... Virginia Bapt... 1.5 miles
- Alfe II** \$5,000 / mo. starting r... Bernadette ... 1.5 miles
- Pearl's Paradise** \$6,000 / mo. starting r... Perlita Tabil 1.7 miles
- AAA Care Home** \$4,500 / mo. starting r... Melita Maral... 1.8 miles
- Precious Moment Adult Residential Care Home** \$6,500 / mo. starting r... Vangie Andres 2.0 miles
- Leticia's Care Home** \$0 / mo. starting rate Tessie Ferna... 2.3 miles
- Felarca Care Home, LLC** \$4,500 / mo. starting r... Daniel Felarca 2.4 miles

Distance from Location
Shows proximity to a neighborhood entered in the search bar

Account Owner
It may be the facility owner or the company

Learn About Each Facility in Depth

Zen Residences

Monthly base rate, excluding any additional fees



\$5,500 per mo. starting rate
 Calculate price total months

[Contact this Provider](#)

Click to send a message directly to the facility

Zen Residences
[Contact](#)

We have been in operation since 2010. We focus on ensuring the resident's comfort and safety at all time. We believe in promoting resident's independence and assist them with their Activities of Daily Living (ADL).

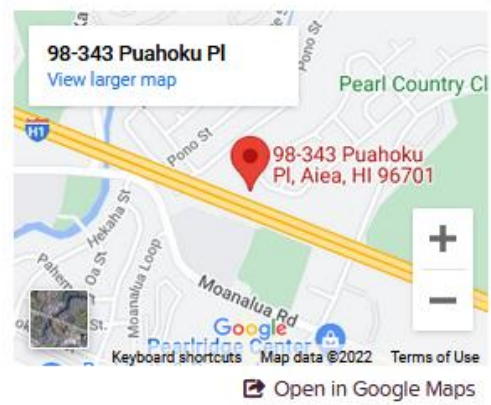
We take pride of our strong commitment in delivering quality care and support not just to our residents but to their family as well. We strive in maintaining open communication channels with our residents' families, case managers, and physicians. To us we are a team!

Year Established: 2010

Region: Oahu - Central

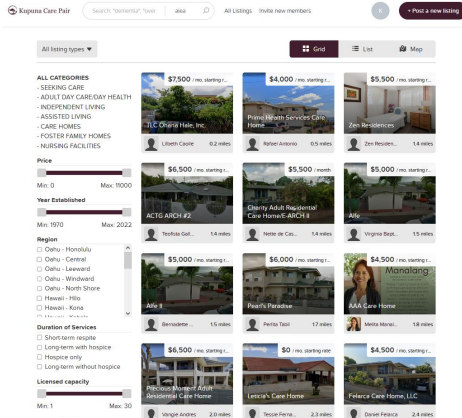
Duration of Services:

- Short-term respite
- Long-term with hospice
- Hospice only
- Long-term without hospice

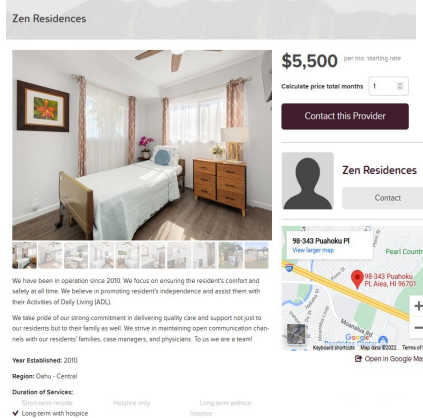


How to Use the Marketplace on the Road to Residency

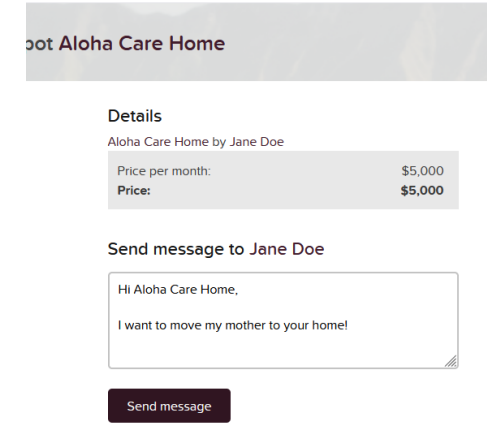
Search for facilities, filter by criteria



Read about each facility in detail



Sends messages back and forth



Tour the facility (happens off marketplace)



Apply for residency & get assessed (happens off marketplace)



Sign residency agreement, move in (happens off marketplace)



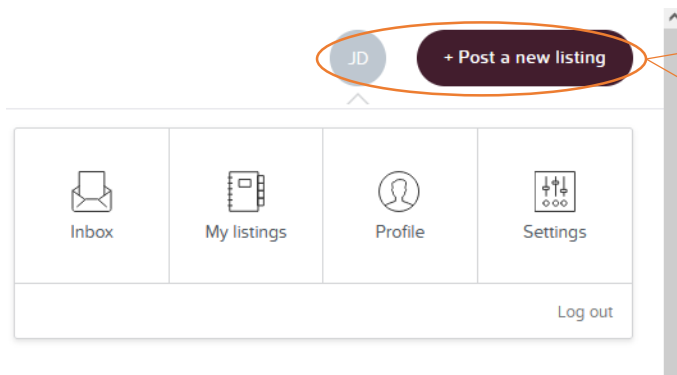
Once you move in, we only charge the facility (not families) a small fee

Let Care Facilities Know That You're Searching for Care

Posting a Want-Ad for Your Loved One's Care

Instead of reaching out to facilities, you can post your own "Listing" so facilities can reach out to you instead

Step 1: at the top right corner, click on "Post a new listing" to start to create your listing. You can also hover the mouse over your initials to see the menu bar.



Step 2: select "Seeking Care" and then a form will appear.

Add a Description of Your Loved One's Needs

Listing title*

Manoa Grandma in Need

Price

4500.00 \$ per Monthly Budget

Detailed description

i You can format your description using Markdown. If your description contains YouTube links, the videos will be shown below the description.

87 y/o female, Parkinson's, CHF, unsteady gait, dysphagia with minced diet, 90lbs, early-stage dementia oriented 2x.

Care Need Timeframe*

- Immediate Need Weeks to Months
 Days to Weeks Future

Duration of Services*

- Short-term respite Hospice only
 Long-term with hospice Long-term without hospice

Current Living/Care Arrangement*

Home with son

Fully COVID-19 Vaccinated*

- Yes No

Required Language

English

Payment Type*

- Out of pocket Medicaid
 LTC Insurance VA
 Medicare SSI

Fill out the form to a level of detail that you are comfortable with. Incorrect information can result in time wasted communicating with mismatched care facilities. **For security reasons, exclude any personally identifying information.**

- **Listing title:** - Please add a few descriptive words (think newspaper classified ads)
- **Price:** - Your ballpark monthly budget for the time period that you require care (it's recommended to plan for at least 2-4 years)
- **Description:** - Describe your loved one's circumstances and needs to a degree that you are comfortable with. Include any relevant diagnoses.
- **Timeframe:** - Select all that apply
- **Duration:** - Check all that apply
- **Current Care:** - List type/name of place your loved one resides/receives care (ie "home" or "Assisted Living")
- **Language:** - List any languages that the caregivers must speak (optional)
- **Payment type:** - Select all that apply
- **Location:** - Your loved one's desired neighborhood for care facilities (optional)
- **Images:** - Optional

Once you finish, click "Submit for review" and we will follow up to:

1. Make sure you're a real person seeking care
2. Make suggested edits to maximize your success for finding a care facility
3. Share your listing with care facilities off marketplace

Your Listing Once Published

Manoa Grandma in Need

✓ Listing updated successfully

87 y/o female, Parkinson's, CHF, unsteady gait, self-feeding, dysphagia, minced diet, 90lbs, early-stage dementia oriented 2x.

Duration of Services:

- Short-term respite Hospice only Long-term without hospice
- Long-term with hospice

Current Living/Care Arrangement: Home with son

Fully COVID-19 Vaccinated:

- Yes No

Required Language: English

Payment Type:

- Out of pocket Medicare VA
- LTC Insurance Medicaid SSI

Care Need Timeframe:

- Immediate Need Weeks to Months Future
- Days to Weeks


Last Update: Dec 1, 2021

\$4,500 per mo personal budget (next 2-4yrs)

Months of vacancy available

Contact this Family

 Edit listing

 Close listing

 Delete listing



Best Aloha SNF

Contact



 Open in Google Maps

Interested facilities click here to reach out to you directly, just as you reach out to them

Click here to change the information in your listing

Click here if you have already found care and no longer want your listing visible

Facilities Search for Families 'Seeking Care'

All want ad listings appear here, and the Booking Flow is reversed so facilities reach out to families



Seeking Care ▾

Grid List Map

Click here to switch between facilities "Providing Care" and families "Seeking Care"

- ALL CATEGORIES**
- SEEKING CARE
 - ADULT DAY CARE/DAY HEALTH
 - INDEPENDENT LIVING
 - ASSISTED LIVING
 - CARE HOMES
 - FOSTER FAMILY HOMES
 - NURSING FACILITIES
- Price**
- Min: 0 Max: 11000
- Year Established**
- Min: 1970 Max: 2022
- Care Need Timeframe**
- Immediate Need
 - Days to Weeks
 - Weeks to Months
 - Future
- Duration of Services**
- Short-term respite

\$4,500 / Monthly B...

Manoa Grandma in Need

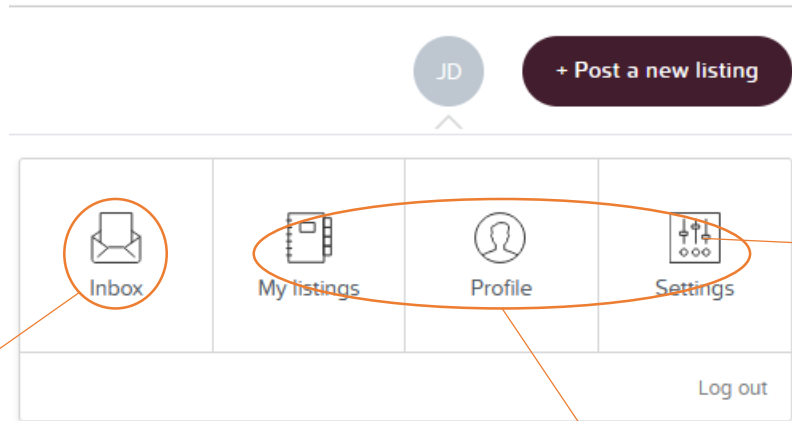
Best Aloha SNF

Prospective resident's monthly budget for the next 2-4 years.

Your account name/profile. If you do not wish to have your name available, you can change that under your account settings.

Navigating the Account Menu Bar

Change your settings and find all messages with interested facilities



Click here to see all conversations from interested facilities (when a facility reaches out, you will also receive an email notification).

Click these to view your listing, profile and other settings.

If you do not want your name to be visible on the marketplace, you can enter a different "Display Name" for others to see.

A screenshot of the 'Settings' page, specifically the 'Profile info' section. The page has a grey header with the word 'Settings'. Below the header is a sub-header 'Profile info' with a right-pointing arrow. A note states: 'Some of this information is visible to all Kupuna Care Pair users in your profile page.' There are four input fields: 'First name' (containing 'Jane'), 'Last name' (containing 'Doe'), 'Display name' (containing 'Loving Daughter'), and 'Username' (containing 'janed'). An information icon (i) is next to the 'Display name' field, with a tooltip that reads: 'If you represent an organization, you can use its name as your display name. Display name is shown to other users instead of your first and last name.' The 'Display name' field and its tooltip are circled in orange, with a line pointing to the explanatory text block above.

Share our Marketplace with Your Family and Friends!

Kupuna Care Pair Search... Location All Listings **Invite new members** + Post a new listing

Invite new users

Add the email addresses of the people you are inviting to the field below. To add multiple email addresses, separate them with comma.



Email address(es)

friend1@example.com, friend2@example.com, ...

A personal message

I joined this amazing marketplace. You should too!

Send invitation

Home Contact Us About  

Click "Invite new members" and enter their email addresses and a message.

Still have questions? Get in touch!

We look forward to seeing you at the marketplace!



Todd Pang

Founder, Kupuna Care Pair

President, Caring Manoa

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