FY22 Program Report

**Mission**

ElderHelp provides personalized services and information that helps seniors remain independent and live with dignity in their own homes.

## Core Services

<table>
<thead>
<tr>
<th>Core Services</th>
<th>Description</th>
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<tbody>
<tr>
<td>Care Coordination</td>
<td>assessment &amp; care planning, connection to in-home help provided by volunteers and virtual assistance via increased check-in calls for those not wanting in-person services</td>
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<tr>
<td>Housing Services</td>
<td>services to help seniors find &amp; maintain safe, affordable housing including shared housing, housing navigation, &amp; on-site resident services</td>
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<tr>
<td>RUOK Check-In Calls</td>
<td>live, daily calls to isolated seniors to ensure their safety and wellbeing</td>
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<tr>
<td>Seniors A Go Go</td>
<td>rides to medical and non-medical appointments helping seniors remain independent &amp; connected to their communities</td>
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<tr>
<td>Nutrition Services</td>
<td>Contactless delivery of nutritious food and essential supplies from our pantry, grocery shopping &amp; delivery, to help seniors access healthy foods</td>
</tr>
<tr>
<td>Family Caregiver Support</td>
<td>virtual opportunities to learn about caregiving roles &amp; resources and general aging information to educate &amp; support family caregivers</td>
</tr>
<tr>
<td>Information &amp; Referral</td>
<td>resources &amp; support for seniors, their loved ones, and community members</td>
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</tbody>
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## Core Services Resume

**July 1, 2021 - all in-person services resumed**

Contactless services continued and have become a part of our core services in order to meet the needs of those who are not ready for in-person contact.
**Seniors Served**

This Fiscal Year

- 6,636 seniors & their families served during the year
- 1,032 seniors served each month

In Our 49+ Years

- 253,000+ seniors & their families assisted

**Phone Support**

- 4,900+ check-in calls provided
- 2,400+ callers connected to resources (15% increase)
- 7,245 daily RUOK calls
- 2,200+ rent relief & housing calls (12% increase)

**Volunteers**

- 7,263 volunteer hours reported (15% increase)
- 216 new volunteer service matches
- 7,263 volunteer hours reported
- The value of those hours is worth over $217,500
- 64 new volunteers
- 300+ volunteers supported our seniors

**Mission in Action**

*ElderHelp keeps seniors living in their homes longer!*

- The average age of an ElderHelp client moving into long-term care is 10 years older than the average senior
- Those additional 10 years at home save seniors and their families over $600,000

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touch points, or unique instances of care, are all the ways we connect with our clients throughout the year:

- volunteer services
- rides & supply deliveries
- phone calls with staff & volunteers
- home visits with staff

**36,000+ TOUCH POINTS PROVIDED TO CLIENTS**

15% more touch points in FY22 than in FY21

**30** clients received modifications to improve home safety

**70** clients received home safety screenings from Care Coordinators as home visits resumed

**IMPACT**

<1%
clients experienced a fall and no clients had subsequent falls

**Seniors A Go Go**

2,761 rides to medical & non-medical appointments

4 times more rides than FY21

62 new riders added

**Pantry Deliveries**

4,800+
deliveries of food & supplies from our pantry

deliveries of non food items:

- prescriptions
- incontinence supplies
- dementia-friendly supplies for family caregivers

**Family Caregivers**

1,634+
family caregivers assisted through information & referral, webinars, online courses, & other support

2,720 clients received housing assistance

6 years
average time HomeShare clients remain in the same stable, affordable housing match

**308** seniors assisted daily through resident services

**IMPACT**

92%
of clients report the program helped them gain financial security

**Housing Services**
Areas of Impact

- stable housing & homelessness
- isolation & loneliness
- food insecurity & nutrition
- health & mental health
- hospitalizations & emergency dept.
- access to transportation
- home safety & falls reduction
- cost savings

Impacts

Access to Transportation & Cost Savings

- Missed appointments cost the healthcare system $200/ appointment
- ElderHelp’s Solution: provide reliable rides to reduce missed appointments
- 80% of rides were medical-related saving nearly $200,000 to the healthcare system

Stable Housing & Homelessness

- the number of homeless seniors is expected to triple over the next 10 years
- ElderHelp’s Solution: provide affordable, long-lasting shared housing matches
- HomeShare matches average over 6 years enabling the 59% of seekers who are homeless or at risk to find stable housing

Hospitalizations

- Nearly 1 out of 2 seniors in San Diego go to the hospital or emergency department each year
- ElderHelp’s Solution: provide case management & in-home services to address social determinants of health
- fewer than 1 in 25 of ElderHelp clients were hospitalized or had trips to the emergency dept.

Health & Mental Health

- the healthcare costs of seniors with depressive symptoms is 50% higher
- ElderHelp’s Solution: provide companionship & access to mental health services
- 92% of clients felt happier as a result of the services they received from ElderHelp