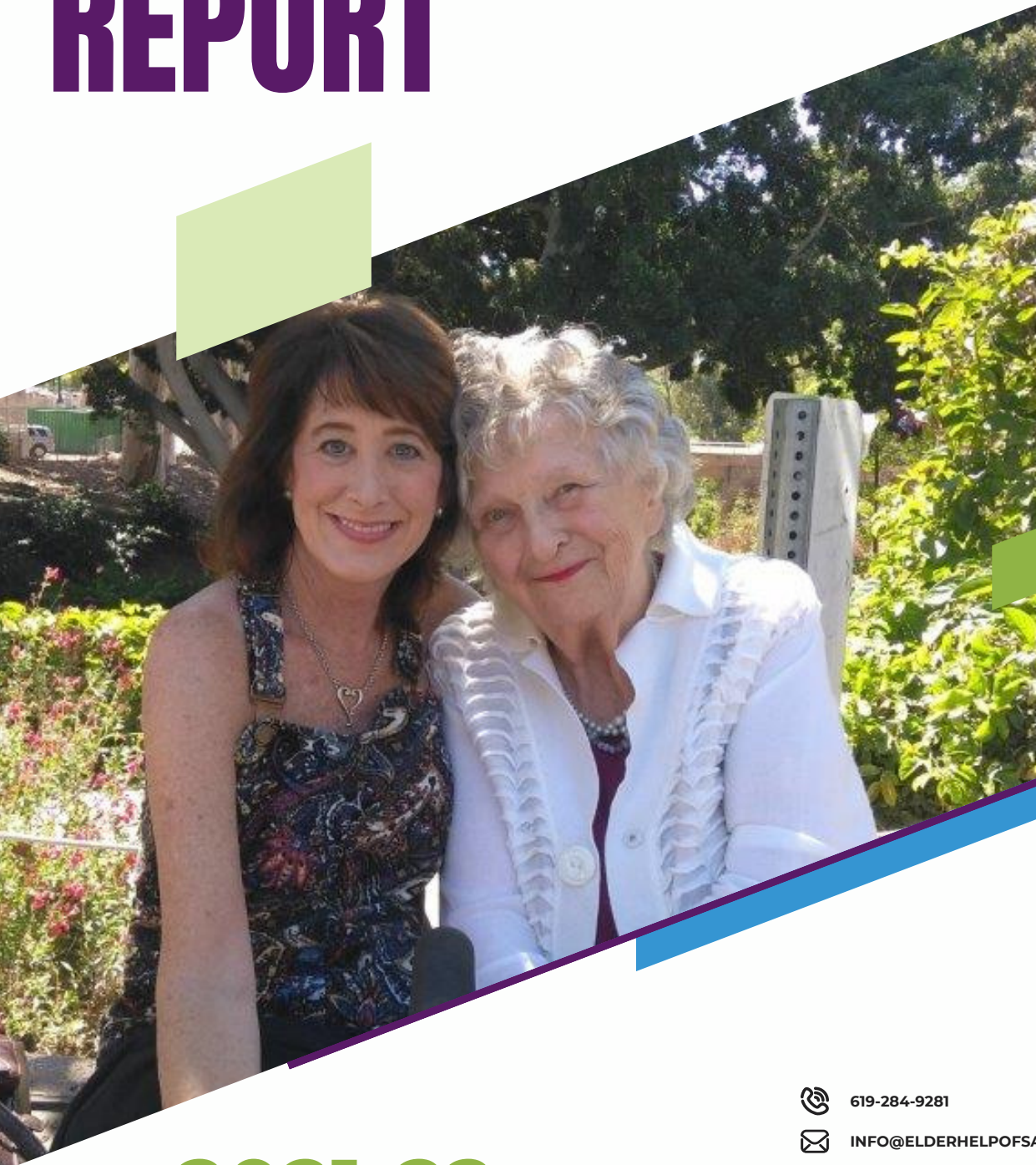


# ANNUAL IMPACT REPORT



**2021-22**



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## 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



#### Care Coordination

assessment & 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



#### Housing Services

services to help seniors find & maintain safe, affordable housing including shared housing, housing navigation, & on-site resident services



#### RUOK Check-In Calls

live, daily calls to isolated seniors to ensure their safety and wellbeing



#### Seniors A Go Go

rides to medical and non-medical appointments helping seniors remain independent & connected to their communities



#### Nutrition Services

Contactless delivery of nutritious food and essential supplies from our pantry, grocery shopping & delivery, to help seniors access healthy foods



#### Family Caregiver Support

virtual opportunities to learn about caregiving roles & resources and general aging information to educate & support family caregivers



#### Information & Referral

resources & support for seniors, their loved ones, and community members

### 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

### In Our 49+ Years

6,636

seniors & their families served during the year

1,032

seniors served each month

253,000+

seniors & their families assisted

## Phone Support

4,900+



check-in calls provided



2,400+

callers connected to resources  
*15% increase*



7,245

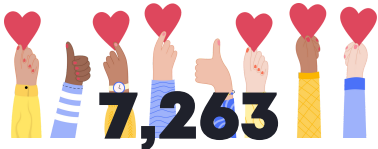
daily RUOK calls



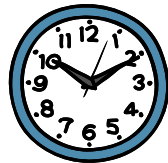
2,200+

rent relief & housing calls  
*12% increase*

## Volunteers



7,263  
volunteer hours reported  
*15% increase*



7,263  
volunteer hours reported

the value of those hours is worth over **\$217,500**



64

new volunteers

300+

volunteers supported our seniors

216

new volunteer service matches



## 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**

## Touch Points



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

## Care Coordination

**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

**62**



new riders added

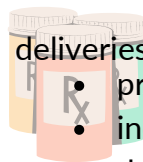
**2,761**



rides to medical & non-medical appointments

**4 times more rides than FY21**

## Pantry Deliveries



deliveries of non food items:

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

**4,800+**



deliveries of food & supplies from our pantry

## Housing Services



**2,720**

clients received housing assistance

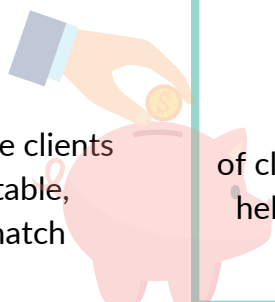
**308**

seniors assisted daily through resident services



**6 years**

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



**IMPACT**

**92%**

of clients report the program helped them gain financial security

## Family Caregivers

**1,634+**



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



## 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 health care 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