

2023

Program REPORT



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Program Report: Fiscal Year 23

Mission

Our mission is to provide personalized services and information that helps seniors remain independent and live with dignity in their own homes.

Areas of Impact

Our programs are proven to improve social determinants of health providing cost savings to the healthcare system, seniors, and their loved ones. Our services impact:

cost savings



Seniors Served

This Fiscal Year

1,100

seniors served each month

7,398

seniors & their families served
 16% more served in FY23

In Our 50 Year History

260,000+

seniors & their families assisted



Care Coordination Program

Care Coordination provides in-home assessment and care planning to help connect seniors to the supports and services they need, including in-home and virtual help provided by volunteers.

157

new volunteer/client matches

400

clients served each month



57%

increase in home safety project requests

3,100+

calls, visits, & check-ins from Care Coordinators to create & update care plans



Volunteers

8,972

volunteer hours reported

24% increase

those hours are valued at over **\$285,310**



222

service requests filled



325+

volunteers supported our seniors

67

new volunteers
12% increase

Transportation

Since COVID, Seniors A Go Go has shifted to include rides with seniors for medical and non-medical appointments, as well as the delivery of food and essential supplies.



8,916
total rides
17% increase

4,480
rides to medical & non-medical appointments
62% more rides with clients



17,854
miles driven to take clients to medical appointments

71
new riders
15% increase



Calls

RUOK  check-in calls to ensure safety and wellbeing of isolated seniors

Information & Referral calls provide resources and support to seniors, their families, and the community

Housing Consultations provide seniors with affordable housing resources



2,513
callers connected to resources

7,200
daily RUOK check-in calls

930
callers connected to housing assistance

Mission in Action

ElderHelp keeps seniors living in their homes longer!

the average age of an ElderHelp client moving into long-term care is **7 years older** than the average senior



those additional **7 years** at home save seniors and their families over **\$460,000**

Housing Services

We help seniors find and maintain safe, affordable housing through shared housing, housing consultations, and onsite resident services for 2 low-income senior buildings.

6 years

average time HomeShare clients remain
in same stable, affordable match
3 times the national average

1,975

assisted
*50% were homeless
or at risk*

8

new HomeShare
matches

321

seniors assisted *daily*
through resident
services



Outreach

192

outreach & recruitment
activities



4,064

people reached through
those activities

Family Caregivers

We create webinars and online courses to educate and support
family members caring for aging loved ones.

3,042

family caregivers
assisted
86% increase





46

new webinar &
online course
signups



Nutrition Services

To help seniors access healthy, nutritious foods, we deliver food from our pantry,  as well as match seniors with volunteers to help  them grocery shopping.

93
pantry
volunteers

2,021
deliveries



instances of care make up all the ways we connect with our seniors - phone calls, home visits, & more!

40,000+
instances of care 

instances of care **increased 14%** in FY23 & have almost **doubled** in the last 5 years

New This Year



North County Expansion

acquired The Foundation for Senior Wellbeing to bring core services to North County communities



Partnership with ProduceGood

established partnership to bring fresh, local produce to seniors and to keep consumable produce out of landfills

Impacts

Housing & Homelessness

30% of those unsheltered are seniors - that number is growing

average rents in San Diego are **\$200+** than the average Social Security Income (**\$1,565**) putting more strain on senior renters

HomeShare offers affordable rents expanding housing options

rents are at least **half** of market rate, creating an affordable, long-term option

Falls, Health & Hospitalizations

hospital stays cost the healthcare system an average of **\$2,873/day** with an average stay of **4.5 days**

1 in 4 seniors has a fall each year
1 in 6 seniors is hospitalized each year

our clients are **25 x LESS** likely to fall, & **8 x LESS** likely to be hospitalized than the average senior saving the healthcare system **over \$3.5M**

100+ home safety projects completed help improve home safety & prevent falls

Cost Savings

in San Diego, the average cost of living for seniors is **2x more** than the average Social Security income (**\$1,565**)

this leaves seniors with little to cover basic necessities, or the care need to live independently

our services help seniors save a minimum of **\$1,000/month** by providing affordable access to transportation, housing, & food