



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

In Our 50 Year History

1,100

seniors served each month 7,398

seniors & their families served

16% more rved in FY23

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 edical appointments, as well the delivery of food and essential supplies.



17% increase

17,854
miles driven to take clients to medical appointments



62% more rides with clients



Calls

RUOF re 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 checkin 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

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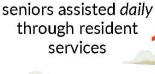
8

assisted
50% were homeless
or at risk

1,975

new HomeShare matches

321



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.

3,042family caregivers assisted 86% increase



hew webinar & online course signups



Nutrition Services

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



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



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, longterm 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 4

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