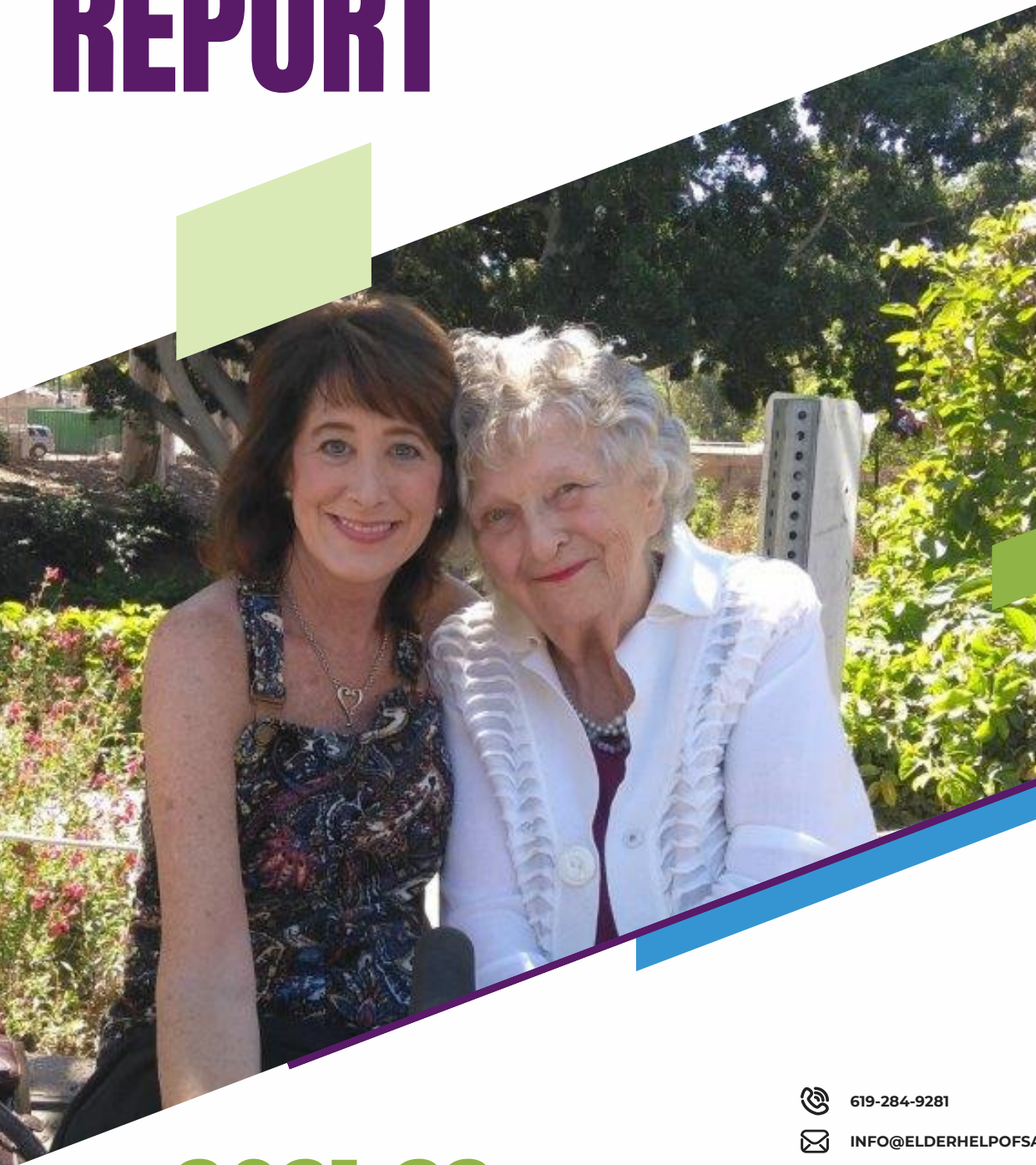


ANNUAL IMPACT REPORT



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+

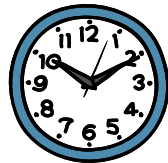
rent relief & housing calls
12% increase

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

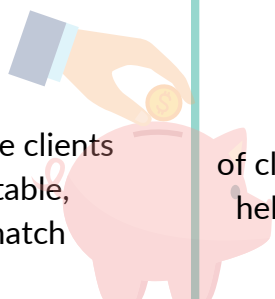
308

seniors assisted daily through resident services



6 years

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



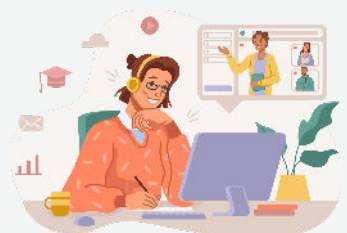
IMPACT

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