Serving Seniors

Annual Report 2016

Helping seniors in poverty live healthy and fulfilling lives.
# Serving Seniors

## Who We Are

### Our Mission
Helping seniors in poverty live healthy and fulfilling lives

### Serving Seniors
525 14th St. Suite 200
San Diego, CA 92101
(619) 235-6572
www.servingseniors.org

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>1970</td>
<td>Cedar Community Centers is established in May</td>
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<tr>
<td>1973</td>
<td>Center begins serving lunches 5 days per week</td>
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<td>1978</td>
<td>Home Delivered Meals program begins</td>
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<tr>
<td>1983</td>
<td>Name is changed to Senior Community Centers</td>
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<tr>
<td>1990</td>
<td>Broadway Center opens. Serving Seniors volunteer program begins</td>
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<tr>
<td>1998</td>
<td>Health Services &amp; Education begin for Home Delivered Meal clients</td>
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<td>2002</td>
<td>Transitional Housing Program begins</td>
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<tr>
<td>2003</td>
<td>First affordable, supportive housing project opens. Now named Potiker Family Senior Residence</td>
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<tr>
<td>2008</td>
<td>City Heights Square opens with 150 units of affordable, supportive housing</td>
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<tr>
<td>2010</td>
<td>The Gary &amp; Mary West Senior Wellness Center opens its doors in April</td>
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<tr>
<td>2013</td>
<td>Potiker Family Senior Residence celebrates 10 years</td>
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<tr>
<td>2015</td>
<td>Mayor Kevin Faulconer delivers our 1 millionth meal</td>
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### Board of Directors
- Molly Cartmill - Board Chair
- Marcus DiFiore
- Martha K. Guy
- Gwenmarie Hilleary
- Dale Isaacs
- Karen Kolnes
- Carole Lindsey
- Betty McIntyre
- Jordan Meyers
- Jarvis Mueller
- P. Vien Nguyen
- Lowell Potiker
- Arlene Prater
- Paul Sanit
- Jerry Schneider
- Sam Sherman
- Paul Downey, President & CEO
For homeless seniors we offer a 90-day transitional program to move them off the streets and into sustainable housing.

At 10 Congregate dining sites

To over 500 homebound seniors on 11 Home Delivered Meal routes

In 2016, Serving Seniors collaborated with several other organizations to bring even more services to our seniors:

The San Diego Food Bank to provide seniors with staples like canned foods and healthy snacks at their residences.

Aging and Independent Services, More on the Menu program (MOM) for at-risk seniors to provide weekly fresh fruits and vegetables.

Nearly 600,000 meals served annually!

We provide affordable housing far below the average cost of housing in San Diego for seniors struggling to pay rent.

Over 1,000 served in the Homeless Prevention Program

Potiker City Heights Residence: 150 affordable studios and one-bedroom apartments

Potiker Family Senior Residence: (Downtown) 200 studio apartments
We provide case management for seniors who need assistance with benefits, transportation, scheduling appointments, and an array of other difficult issues.

Our Lifelong Learning Program invites seniors to enjoy a wide variety of fitness, educational and enrichment activities.

LIFELONG LEARNING

Feeling Fit
Walking Group
Technology Classes
Art Classes
Knitting
Travel Classes

Gardening
Writing Club
Singing Group
Social events
and much more!

Over 650 classes offered in 2016

SUPPORTIVE SERVICES

Comprehensive Geriatric Assessment (CGA)

The CGA, implemented in 2016, is a multi-purpose instrument that provides a detailed picture of the well-being of the clients we serve. For clients interested in health and social services available at Serving Seniors, the CGA is the primary triage element that identifies needs, recognizes barriers and puts into motion the actions, referrals, and resources needed to ensure that our clients can continue living healthy and independent lives.
The Civic Engagement Committee is comprised of senior leaders who are advocates for themselves and their peers and are dedicated to improving their community. This group is involved in decision making for Wellness Center programs and gives back to the community regularly.

Two members, Fred Davis and Queen Johnson, sit on decision-making Boards for the California Senior Legislature as well as the Aging and Independence Services (AIS) Advisory Committee.

President & CEO Paul Downey sits on several boards at the national and state levels to advocate for our seniors
- Chair of the California Commission on Aging (CCoA)
- Board Member of American Society on Aging (ASA)
- Past President of the National Association of Nutrition and Aging Services Program (NANASP)

We believe advocacy is crucial in creating good policy. We aim to strengthen the lines of communication through increased participation and education for our seniors and our community.

The major role of our staff nurse is to promote healthy aging and advocate for our clients’ health care needs through empowerment and education.

Seniors who have regular nurse case management visits typically use emergency services less frequently and are able to keep diagnosis under control.

In 2016 the Nursing staff worked to create protocols and streamline processes to ultimately improve client outcomes. Like our supportive services team, the clinical team also uses the Comprehensive Geriatric Assessment to draw conclusions on needs and make referrals.

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Over 30 collaborative partners aid in Health & Wellness of seniors at the Wellness Center.

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Our clinical team assists clients in:
- Navigating the Healthcare System
- Understanding Medications
- Nutrition Education
- Health Screenings and Assessments
- Referrals for In-Home care
- Health Education
- Weight Management
We have a dedicated group of volunteers including individuals, corporate groups and community partners.

1,000+ volunteers worked over 4,700 hours in 2016!

Thank You!

Many opportunities to get involved:
Serve lunch
Teach a class
Host a social activity
Celebrate the Holidays
Share your story

Contact Tim Ruis for more information on how you can help: (619) 487-0727
Three have been leaders in this organization for over 20 years:

Food Service Director, Dianne Sanders Bradley (25 years)
President & CEO, Paul Downey (22 years)
HDM Social Service Case Manager, Dottie Ladas (20 years).

Helping those in need is exactly what we do

"Joe Gavin
Senior Care Navigator"

Serving Seniors was named a Top Workplace for the 4th year in a row!

STAFF

Serving Seniors currently has over 12 staff members who have been with our team for over 10 years!

DONORS

863 Individuals
88 Companies
23 Foundations
11 Service Organizations

Came together to give over $1.8 Million dollars to support Serving Seniors!

From the smallest donation of $2 up to the largest gift of over $600,000 we are grateful to our many supporters.

To learn more about how you can help please contact Lori Gremel at (619) 487-0608 or visit our website www.servingseniors.org

Thank You!
By the Numbers

- 586,500 meals served
- 4,563 unduplicated seniors
- 2,136 healthcare visits
- 92% success rate in Homeless Prevention Program
- 650+ classes and activities
- 8,055 social service visits

* FY16 Annual Report (7/1/2015-6/30/2016)
Thank you for being a partner in helping us help seniors!