

Aging With Dignity

Jewish Family Service’s comprehensive aging and wellness services ensure that older adults lead safe and independent lives—and remain engaged, contributing members of their communities.

Community Need

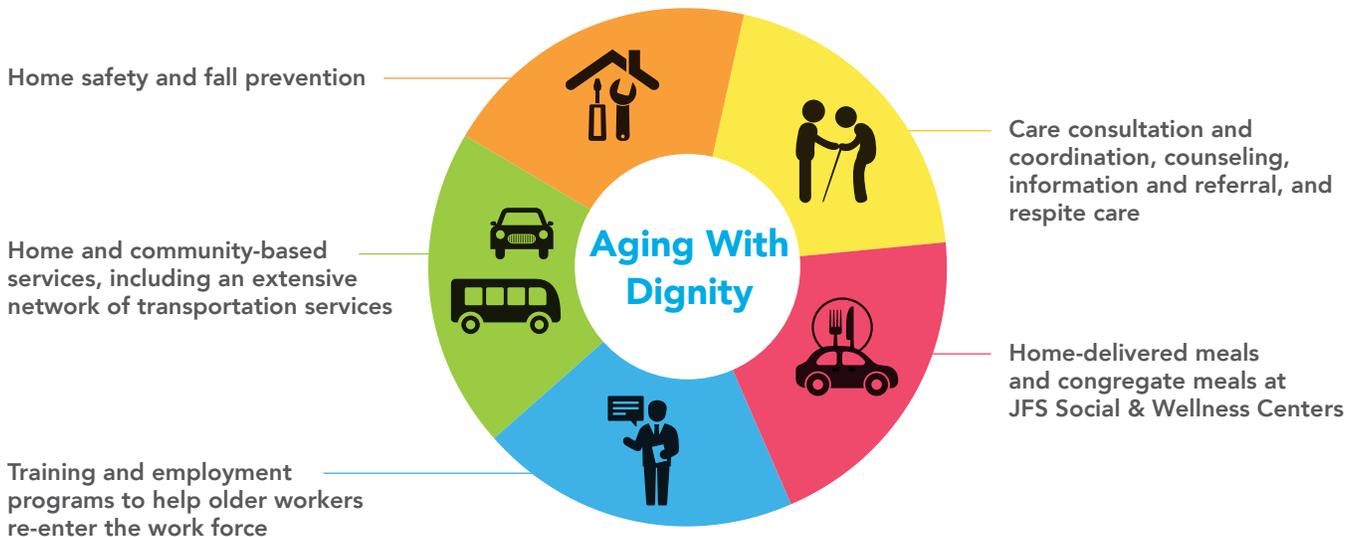
Adults over the age of 60 are San Diego County’s fastest growing population. It is estimated that the number of San Diegans age 60+, currently 531,980, will increase to 929,766 by the year 2030.

In the U.S., half of all older adults have less than \$22,887 in yearly income and the median income of people age 65 and older who are fully retired is \$18,657. Older adults are struggling to get by on incomes significantly below the self-sufficiency standard for an individual — \$27,655 per year in San Diego County.

Low-income older Americans spend a high proportion of their household income on healthcare services, leaving

limited dollars to maintain a nutritious diet and engage in activities that strengthen social connections and decrease loneliness. Researchers have found mounting evidence linking loneliness to physical illness and to functional and cognitive decline.

As a steadily rising wave of older adults encounter the complex challenges of aging, many lack the financial means and family support to address these challenges on their own. The increased demand for services among San Diego’s older adults places intense pressure on local infrastructure. As a result, many seniors in our community lack sufficient resources to meet their nutrition, housing, healthcare, and transportation needs.



A DECADE
of Earning Charity Navigator’s Highest 4-Star Rating
Only 1% of nonprofits nationwide can make this claim



**2016 California
Nonprofit of the Year**



Service Enterprise Certified
Engaging volunteer talent at all levels of the agency



Making friends at College Avenue Center

Our Integrated Continuum of Care

At Jewish Family Service, we recognize that the aging process is complex, demanding, and dynamic. Our Aging & Wellness programs offer a seamless integration of community-based and in-home services that allow seniors to age with dignity, while living safely in their homes.

Believing that every older adult has a story, a skill, and a perspective to share — and a continued desire to contribute to our community — JFS is committed to ensuring that their financial, physical, emotional, social, and spiritual health supports those goals.

JFS provides critical services to meet the needs and enhance the lives of older adults:

- Art and Cultural Classes
- Computer Classes
- Congregate Meals at JFS Social and Wellness Centers
- Crisis Assistance

- Employment Services
- Free Supplemental Groceries
- Friendly Visitation
- Geriatric Care Management
- Home Safety Repairs and Modifications
- Home-delivered Kosher Meals
- Individual and Group Counseling
- Investigation and Grievance Review at Skilled Nursing And Long-Term Care Facilities
- Nutrition Education
- Physical Activity Classes
- Support Services and Connection to Jewish Life for Holocaust Survivors
- Transportation

The Difference We Make

The following annual outcomes were achieved in the Aging with Dignity impact area:

- More than 80,000 nutritious meals were provided to older adults across the county through JFS Foodmobile and our Social & Wellness centers

- Older adults received more than 10,000 hours of care coordination, advocacy and in-home visits through Geriatric Care Management, Serving Holocaust Survivors (SOS), Bikkur Holim friendly visitor services
- Older adults received over 35,000 rides to medical appointments, grocery shopping, and social programs and religious services
- Volunteers provided 1,086 safety modifications and minor home repairs, including electrical and plumbing repairs, fixing doorbells, and bathroom safety items and provided isolated older adults with critical social contact.

Our Results

- 96% of older adults receiving home-based support reported that the services helped them maximize their independence
- 94% of Aging & Wellness clients reported an increased sense of community connectedness
- 97% of Aging & Wellness clients reported JFS services helped them to maintain better health

Partnering for Impact

The College Avenue Center participated in two innovative research projects with UCSD related to Healthy Aging. One project compared wellness outcomes of test groups that either participated in health discussion groups or a Tai Chi class. The other project compared happiness and wellness outcomes of test groups that either participated in a theater discussion group or a play reading group, and found that the activity which created a higher

anxiety level at the beginning resulted in greater feelings of happiness and well-being at the end.

Advocating for Change

JFS recognizes that system-wide change requires partnership with government, policy makers, and community leaders. As a high-impact organization, JFS provides direct service to meet urgent needs today — and advocates for public policies at the local, state, and federal levels to ensure that our clients' needs continue to be met over the long-term.

In the last year, JFS advocated for legislative and budgetary priorities that contribute to older adults' ability to age in community, and offer needed support to their family caregivers. JFS has prioritized policy work at the state and local level to ensure adequate funding and regional planning for services that support successful aging.

- JFS has advocated for the reauthorization of the Older Americans Act for the past five years. Through this critical legislation, signed into law in early 2017, JFS receives over \$800,000 to provide low-income older adults with subsidized job-training, transportation, nutritious meals, Caregiver support through minor home repairs, and support services for Holocaust Survivors
- At the state level, JFS leveraged its membership in the Jewish Public Affairs Committee of California and engaged Jewish communal organizations from across the state in a successful advocacy effort to secure \$3.2 million in supplemental

state funding for Senior Nutrition services.

- In 2016, JFS was honored to sign on as an early supporter of the AGE Act, which would — for the first time ever — provide a tax credit for family caregivers.

A Leader in the Field

JFS is nationally recognized for its commitment to best-practices, programmatic acumen, innovative partnerships, and exceptional delivery of high quality services for older adults. JFS is proud to share news of the following achievements from the last year:

- The San Diego Association of Governments (SANDAG) awarded *On the Go: Transportation Solutions for Older Adults* the largest transportation grant in JFS history — \$1.75 million over two years
- JFS launched *On the Go Navigator*, with generous funding from Del Mar Healthcare Foundation through The San Diego Foundation, to provide on-demand ride scheduling via Lyft to connect older adults without smart phones to this innovative technology. With Lyft, JFS connects older adults to rides to religious events, shopping centers, and healthcare appointments.
- In February, JFS began a partnership with UCSD Shiley-Marcos Alzheimer's Disease Research Center to provide "Out & About" dementia-friendly weekly excursions for Balboa Avenue Older Adults Center participants.
- JFS has increased agency-wide dementia care capabilities with



The JFS Corner Market is often an older adult's first point of connection to JFS — and one that leads to a range of life-changing services.

"Before my first visit to JFS, I was totally overwhelmed. I called for some help with food, and they made an appointment for me at the Corner Market. When I got there, it looked just like a grocery store. I was a little nervous. I didn't have much money, and I had never bothered to ask how much I'd have to pay. When I asked a volunteer, she just smiled and assured me I didn't have to pay for a thing. I had to bite my lip to not start sobbing.

I use a walker, and a lady accompanied me to the car to help load my groceries. I don't know what I was expecting, but coming here just made my day. It made me feel like I'm doing the right thing, and it's okay to ask for help. They sent me home with information about other JFS services and helped me register with *On the Go*. I have my first ride coming up this month to see my doctor. I just had to call and say how grateful I am."

— Sylvia

Our Purpose

Jewish Family Service is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego.

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jfssd.org



In Their Own Words

“Delivering meals to my folks is just so fulfilling. I enjoy sitting down for a moment and talking to them — they’re a well of history. My last drop off is a woman who is about 95 years old. She reminds me of my mother with her red hair, and she’s just an absolute sweetheart. We’re both East Coast people, to start. We chat about Buffalo, NY, where I’m originally from, or St. Petersburg, FL, where she’s originally from. Volunteering with Foodmobile is just a great way to meet folks. It makes my week.”

– Gerry, Foodmobile Volunteer

dementia training provided for staff and volunteers by Alzheimer’s San Diego, new certification in the evidence-based Music and Memories in-home music therapy program, and enhanced Music Therapy conducted by a Geriatric Care Manager certified in Teepa Snow’s “Positive Approach to Care,” a person-centered, structured technique that meets the complex and unique needs of individuals with dementia. Teepa Snow is one of America’s leading educators on dementia.

- Through a new partnership with Starbucks, Foodmobile provides “fresh rescued” food including breakfast sandwiches, yogurt, bagels, and muffins.
- The Cozy Café at JFS’s College Avenue Center (CAC) now offers complimentary breakfast every morning — in addition to nutritious hot lunches provided daily.
- The Jacobs and Cushman San Diego Food Bank has made JFS’s College Avenue Center a distribution site for their Senior Food Boxes.
- College Avenue Center staff are now certified in Alzheimer’s San Diego “Memories in the Making” art therapy.
- College Avenue Center now offers “Take Charge,” a specialized dementia education program designed to help Alzheimer’s

Disease and Related Disorders (ADRD) sufferers, their friends, and family to understand what to expect, how to plan for the future, and connect with others sharing similar problems.

- The College Avenue Center’s Cyber Café received a total upgrade with new computers and accessories to accommodate San Diego Community College Brain Fitness Classes.
- The Balboa Avenue Older Adult Center (BAOAC) opened on JFS’s Joan and Irwin Jacobs Campus in August 2016, and has seen significantly increased attendance since relocating from the University City area and adding a fourth day of service in January 2017.

Volunteer Engagement

JFS depends on the time and talent of 397 volunteers to help Aging & Wellness staff achieve a higher level of service than would be possible without their support. Aging & Wellness volunteers provided a total of 29,408 hours over the past year — a value of \$760,193 if the agency had to pay staff for these services.

On any given day, volunteers are engaged in delivering meals, visiting those who are ill or isolated, helping with minor home repairs, assisting at our Social & Wellness centers, and providing rides for older adults who no longer drive.