



SERVING SENIORS

ANNUAL REPORT 2016

Helping seniors in poverty live
healthy and fulfilling lives.





46 years of service

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.servingseiors.org



<https://twitter.com/ServingSeniors>



<https://www.facebook.com/ServingSeniorsSD>



<https://www.instagram.com/servingseiorsd>

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

1970

Cedar Community Centers is established in May

1978

Home Delivered Meals program begins

1990

Broadway Center opens. Serving Seniors volunteer program begins

2002

Transitional Housing Program begins

2008

City Heights Square opens with 150 units of affordable, supportive housing

2013

Potiker Family Senior Residence celebrates 10 years

2015

Mayor Kevin Faulconer delivers our 1 millionth meal

1973

Center begins serving lunches 5 days per week

1983

Name is changed to Senior Community Centers

1998

Health Services & Education begin for Home Delivered Meal clients

2003

First affordable, supportive housing project opens. Now named Potiker Family Senior Residence

2010

The Gary & Mary West Senior Wellness Center opens it's doors in April

2014

Rebrand to Serving Seniors to better reflect our mission of helping seniors in poverty live healthy and fulfilling lives

MEALS



We provide balanced, nutritious meals to seniors all over San Diego County

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!

HOUSING



For homeless seniors we offer a 90-day transitional program to move them off the streets and into sustainable housing

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

LIFELONG LEARNING



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



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



We provide case management for seniors who need assistance with benefits, transportation, scheduling appointments, and an array of other difficult issues.



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.

ADVOCACY

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.

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)



HEALTH



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

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.

Civic Engagement Committee

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.



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



VOLUNTEERS

We have a dedicated group of volunteers including individuals, corporate groups and community partners

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

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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



STAFF

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

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!



DONORS

Thank You!

- 863 Individuals
- 88 Companies
- 23 Foundations
- 11 Service Organizations

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

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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.servingseiors.org

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

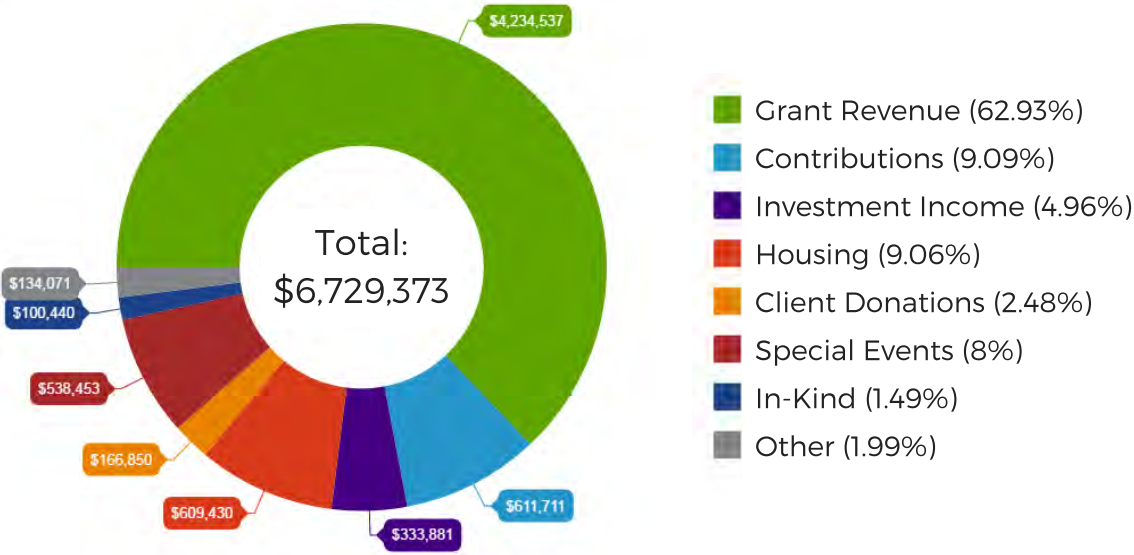
8,055

social service visits

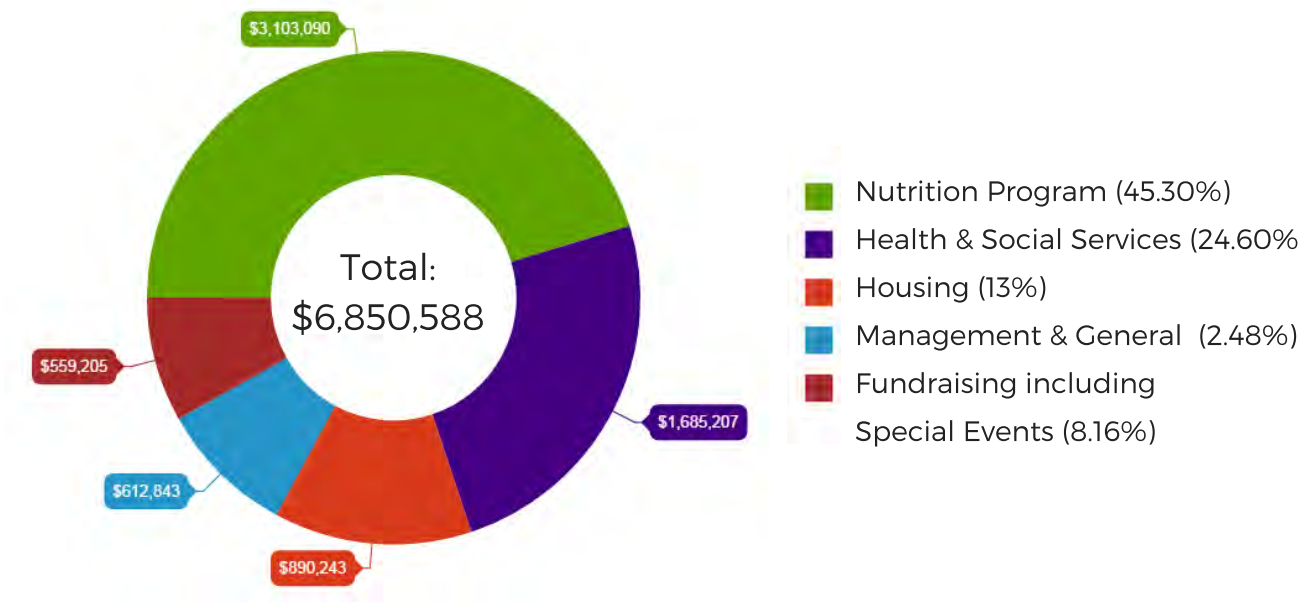


FY 2016 Financials

Income



Expenses



Total Net Assets: **\$19,042,849**



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(619) 435-6572
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Thank you for being a partner in
helping us help seniors!

