

Aging & Independence Services Overview

a department of the County of San Diego
Health and Human Services Agency



County of San Diego



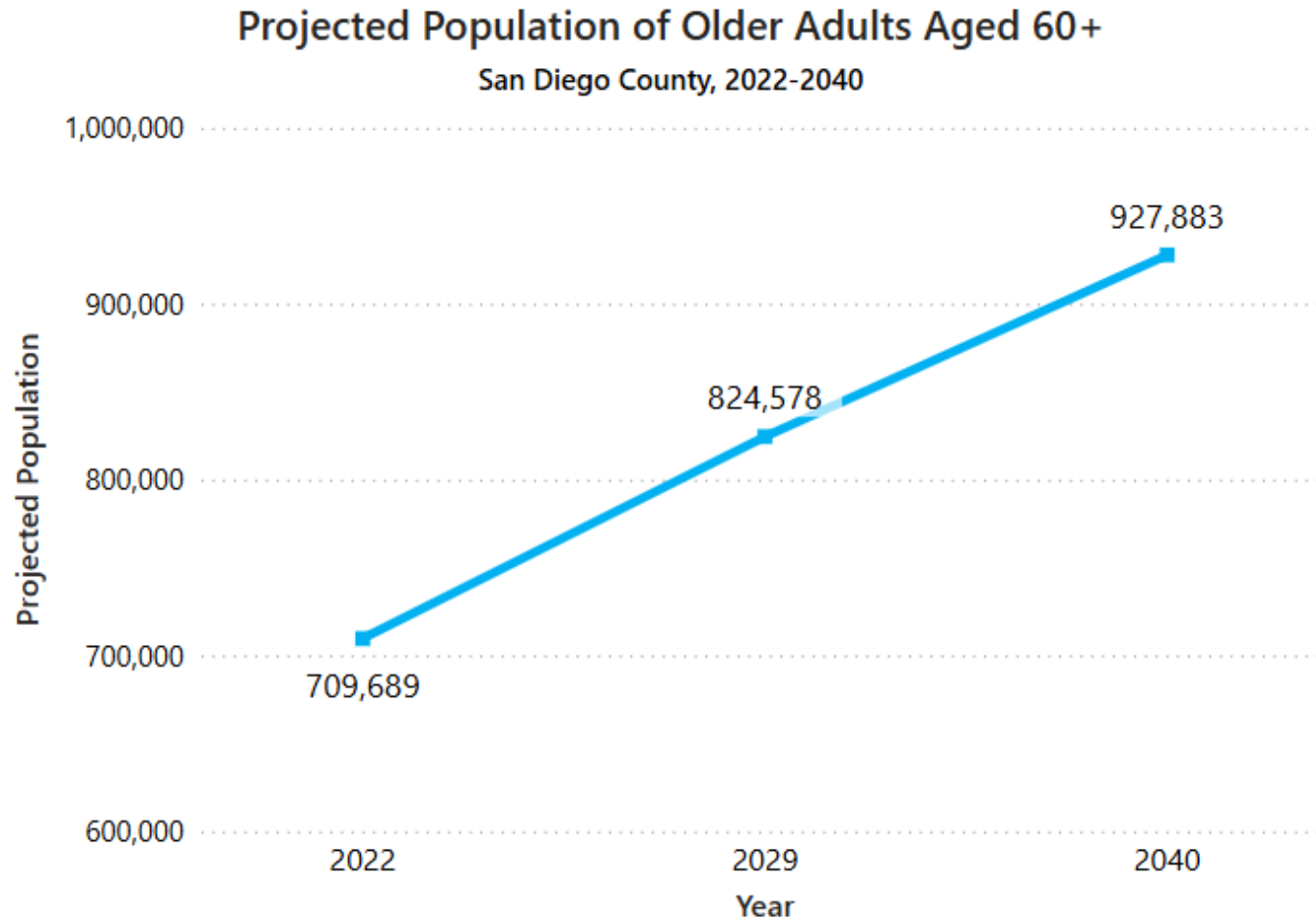
LIVE WELL
SAN DIEGO

Healthy, Safe, & Thriving



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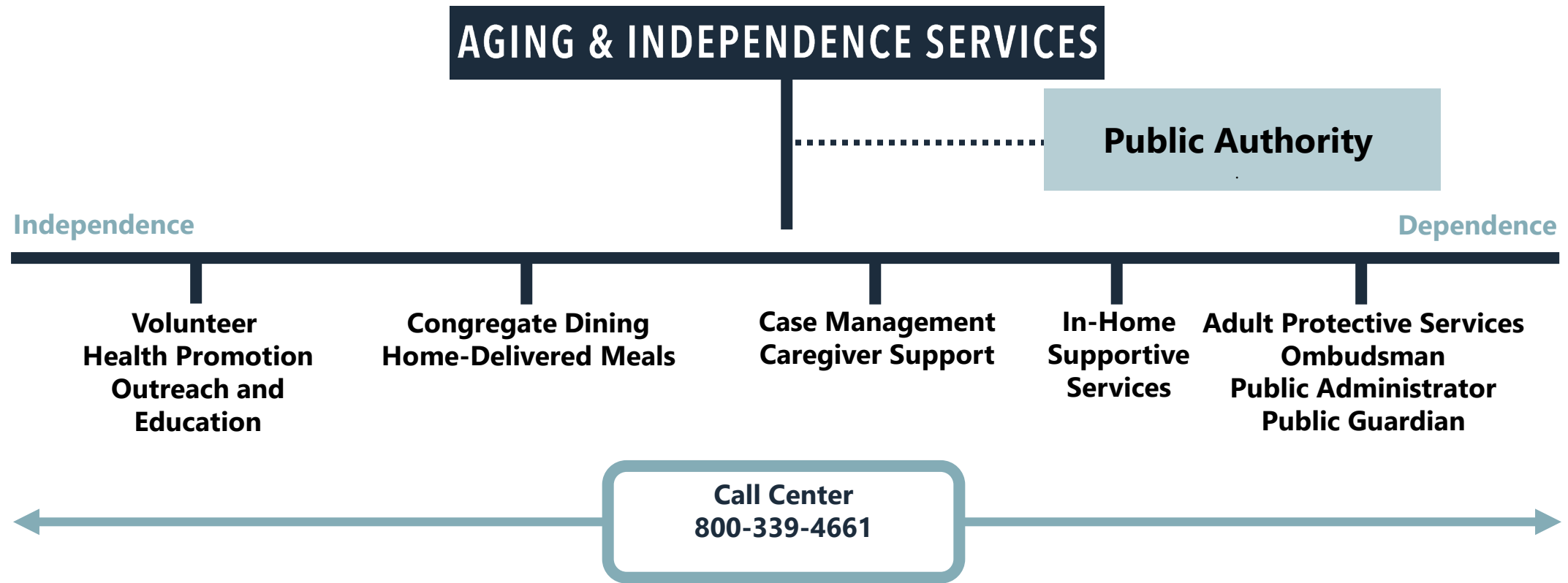
Older Adult Population Projections (60+ Years)



Source: SANDAG, Open Data Portal, Series 15 Regional Forecast - San Diego County (July 2024).
Prepared by: County of San Diego Health and Human Services Agency, Aging & Independence Services, 2025.



Aging & Independence Services



Our Mission: Aging & Independence Services improves quality of life, advances equity, and fosters dignity for older adults and persons with disabilities by providing information and essential services for health, safety and independence.

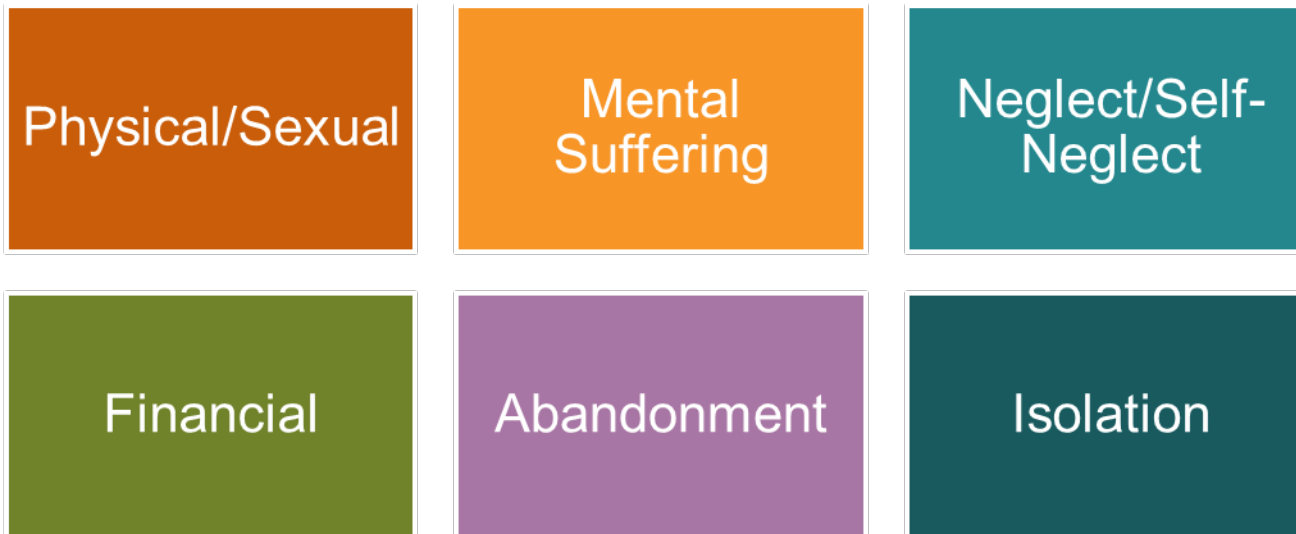
AIS Call Center

Aging & Independence Services (AIS) Call Center:
1-800-339-4661

- The place to start for information and assistance
- Referral to community services
- 24-hour reporting line for abuse



Adult Protective Services



- Serves adults 60 and older and dependent adults 18-59, who are harmed, or threatened with harm.
- Investigates elder and dependent adult abuse.



Long-Term Care Support



- **Long-Term Care Ombudsman**
 - Advocates for residents of skilled nursing and assisted living facilities
 - LTCO Hotline: **1-800-640-4661**



Public Guardian & Public Administrator

Public Guardian

- Serves as the legally appointed guardian or conservator for persons lacking capacity to take care of themselves or their assets.
- Manages finances and protects income and property from loss and/or misappropriation.
- Provides case management services.
- May make medical decisions on behalf of the conservatee.

Public Administrator

- Administers estate of deceased persons who died without a will or without an appropriate person able to act as estate administrators.
- Makes funeral or burial arrangements, pay bills and taxes.
- Locates persons who are entitled to inherit from the estate.
- Takes care of abandoned cremains.



Case Management

Assess:

- Ability to complete daily tasks
- Home Environment
- Client Priorities & Goals

Care Plan:

- Meals
- Transportation
- Home care

Outcomes:

- Meet client goals
- Reduce caregiver burden
- Improve stability in home

Programs:

- Linkages (18-64 years of age)
- Multi-Purpose Senior Services Program (MSSP) (60 years usually Medi-Medi)
- Senior Options, Advocacy, & Referrals (SOAR) (60 years of age)
- SD VISA Veterans



In-Home Supportive Services

- Over 47,000 recipients
- Goal: remain safely at home and avoid moving to a facility
- Participants in the program must be Medi-Cal eligible



Caregiver Support

Family Caregiver Support Programs include:

- Respite, Counseling, Education, Support
- Respite and Support for Kinship Family Caregivers
- Minor Home Modification/Assistive Devices
- Legal Assistance
- Caregiver Coalition of San Diego & Caregiver Handbooks



Living Safely

Project CARE

(Community Action to Reach Elderly)



Cool Zones

www.coolzones.org



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Nutrition Programs



- Congregate meal sites
- Home-delivered meals
- Over one million meals served annually



- CalFresh Expansion Program
 - Extra money for food each month!



Health & Fitness

- Feeling Fit Club: 15+ sites, on TV
- Tai Chi
- Fall Prevention
- For schedules visit:

www.HealthierLivingSD.org



Volunteer Program

Retired Senior Volunteer Program (55+)



Outreach & Education

Community Outreach



Educational Presentations

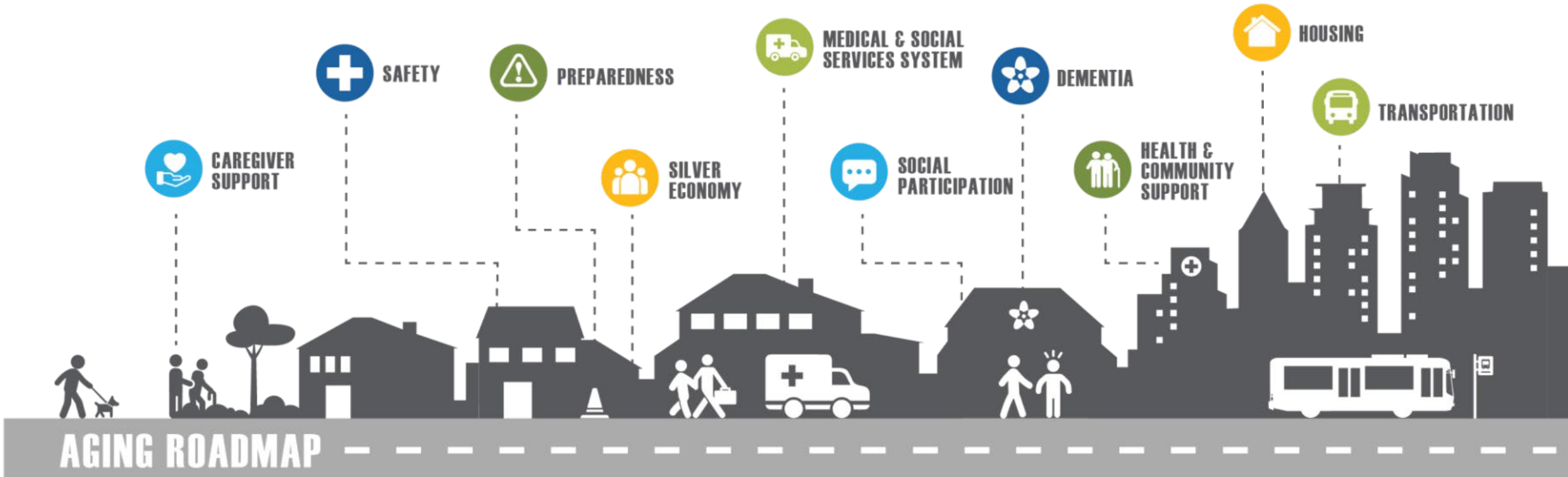


County Action Networks



Aging Roadmap

The goal of the **Aging Roadmap** is to create supportive and inclusive communities where people of all ages and abilities have an equitable opportunity to thrive.



Join Our Efforts

Get Involved

- Aging Roadmap Teams
- AIS Advisory Council
- Fall Prevention Task Force
- Caregiver Coalition of San Diego
- Community Action Networks



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Stay Informed

- AIS monthly newsletter
- Sign up for Gov Delivery

www.Aging.SanDiegoCounty.gov Summer 2024

AGING & independence

COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY
AGING & INDEPENDENCE SERVICES

"It Gives Me the Sense of Being Involved": Using Tech to Connect

By Jennifer Bransford-Koons
Director, Aging & Independence Services

When she was working as an educator, Laura Arzave's world was full of social connection. Whether she was teaching preschoolers or elementary-aged students, there were always young people, parents, and colleagues to connect with. A few years ago, however, Laura had to stop working due to physical disabilities. She enrolled with the In-Home Supportive Services (IHSS) program.

IHSS helps older adults and persons with disabilities living on a low income to remain living safely at home. IHSS recipients receive assistance with basic needs, such as cleaning the house, laundry, preparing meals, bathing, grooming, and getting dressed. While some IHSS recipients have robust support systems and the ability to leave their homes regularly, others are homebound and have few social connections. The COVID-19 pandemic deepened the isolation some IHSS recipients had already been experiencing.

In response, the County of San Diego created the IHSS:Tech2Connect program. The goal of Tech2Connect is to provide technology, training, and access to social engagement and mental health resources

to some of the region's most vulnerable older adults and persons living with disabilities. Currently, the program is open to active IHSS recipients who live alone.

Laura was eager to become involved with Tech2Connect. She admits, "It can be very lonely. I wasn't going out as much. I wasn't socializing as much as I probably should've."

Tech2Connect is run by an AIS contractor, Sarsis Health and Technology Solutions, with funding from the American Rescue Plan Act (ARPA) and a California Department of Aging Access to Technology (ATT) grant. This temporary program began in 2022, and to date, over 1,000 participants have received a tablet, training, and resource materials. Participants, including Laura, have reported life-changing impacts.

Although Laura had access to a cell phone, receiving a tablet opened up new opportunities. "When the teacher came, we downloaded a few apps and one of them was MeetUp. I found a couple of meetings over Zoom I now go to on a monthly basis," she explains. Laura is now able to meet with new people online who support one another with health goals. She also connects with

Laura Arzave (left) and Arlinda Jackson (right) are current participants in the IHSS: Tech2Connect program.

(Continued on page two)

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When you don't know where to turn, turn to us!

- Our programs support healthy aging, safety, and independence.
- We are here for you and your loved ones!
- **AIS Call Center: 1-800-339-4661**

