

# Aging Resources 101: Training for Homeless Service Providers

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COUNTY OF SAN DIEGO  
**HHSA**  
HEALTH AND HUMAN SERVICES AGENCY

  
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SAN DIEGO  
Regional Task Force  
on Homelessness



## Continuum of Care's Aging and Homelessness Ad Hoc Committee

- Informed by the Serving Seniors Needs Assessment and the Aging and Homelessness Ad Hoc Committee's focus groups, four pillars of action were adopted by the Committee:
  - Establishment of Shallow Subsidies and Flexible Funding
  - Creation of Age-Friendly Shelters
  - **Implementation of Regional Training**
  - Connection with Employment Opportunities
- In October 2021, the Continuum of Care's Advisory Board approved an action item for Continuum of Care funded entities to ensure all direct service staff receive initial, introductory education on the unique needs of older adults and the resources available to them

# Training Objectives

Learn



Assess



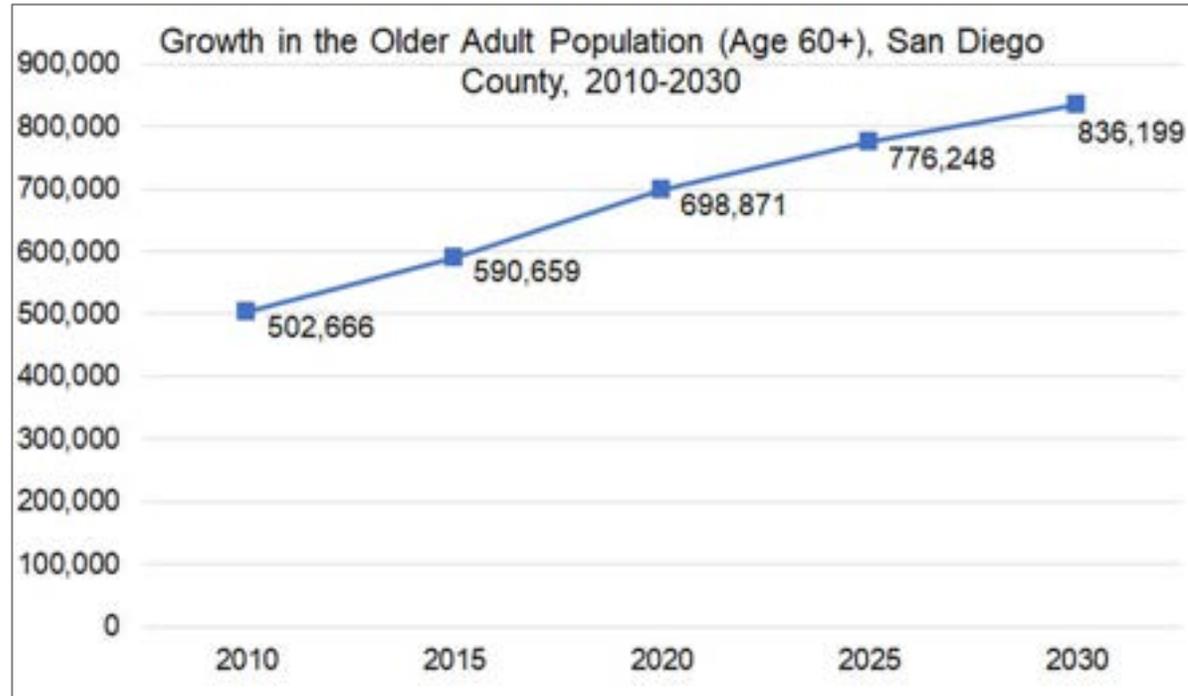
Connect



# Learn



# Projected Growth of Older Adults



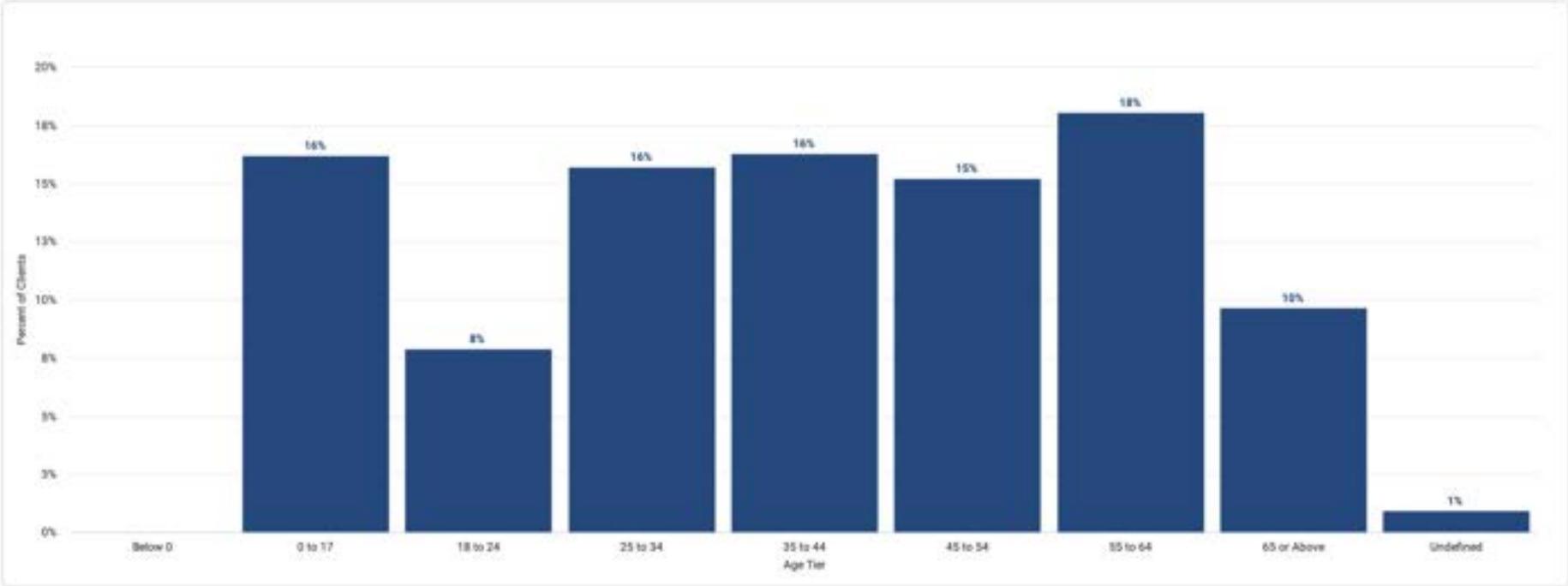
# Senior Poverty

## Older Adults and Poverty

- In 2019 in San Diego County, an estimated 8.9% of people age 65 years and over had incomes below 100% of the Federal Poverty Level.
- In 2019 in San Diego County, an estimated 24.4% of people age 65 years and over had incomes below 200% of the Federal Poverty Level.

Source: U.S. Census Bureau; 2015-2019 American Community Survey 5-Year Estimates, Table B17024.

# Percent of Homeless Management Information Clients by Age Tier (July 2021 - June 2022)

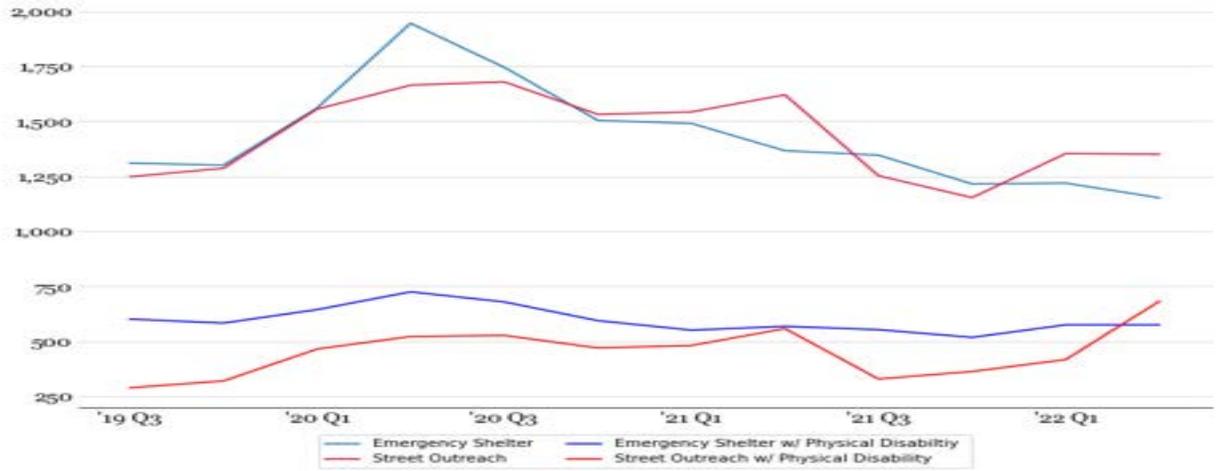


Source: HMIS Data Report



# Number of Adults Age 55+ Served in Shelter and Outreach in San Diego Over Past 3 Years

Older Adults (55+) Served in Emergency Shelters and Street Outreach in Last 3 Years  
 Reporting Period: July 1, 2019 to July 1, 2022



Source: HMIS Data Report



# Understanding homeless older adults

A photograph of a park scene. On the left, a silver and black wheelchair is parked on a paved path. On the right, a person is sitting on a black metal park bench, wrapped in a brown blanket and wearing a blue hat. The path curves through a grassy area with trees in the background. The word "Challenges" is written in white text across the center of the image.

# Challenges

# Challenges

Physical  
Health

Chronic Health Conditions

Mental  
Health

Mood Disorder/Memory Impairment

Social

Loneliness and Isolation



# Changes Later in Life



Home

Moving in with family or living alone

Financial

Change in employment status

Grief

Loss of a loved one or friend

# Assess





# Assessment

1. Background
2. Mental Status
3. Medical History
4. Ability to Perform ADLs/IADLs
5. Services Needed

# ADLs vs. IADLs

ADLs	IADLs
Bathing	Shopping
Dressing	Meal Preparation
Grooming	Housekeeping/Laundry
Eating	Driving
Toileting	Medication Management
Mobility	Money Management



# Why is it important to assess ADLs & IADLs?

- To be aware of physical or medical issues that inhibit functioning.
- To recognize cognitive impairment and mood disorders that can affect independence.
- To recommend services that will support self-sufficiency.



# Activities of Daily Living

Dressing, Toileting, etc



## Levels

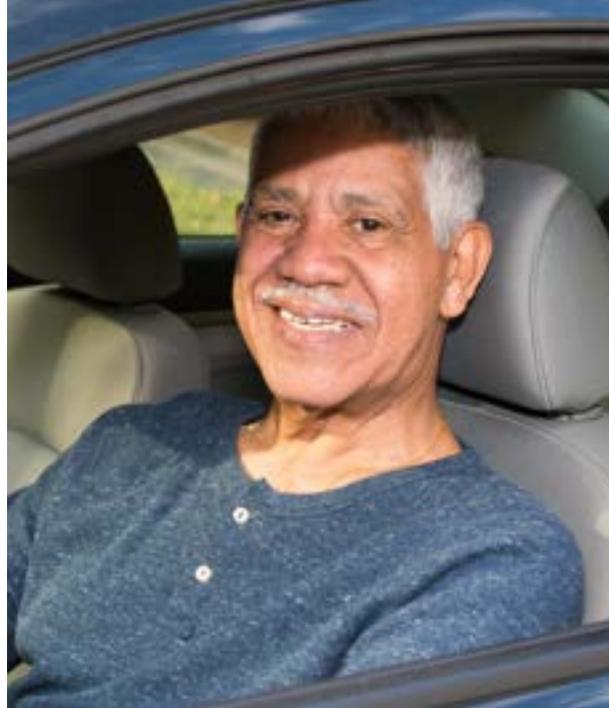
1. Independent
2. Verbal Cueing
3. Stand by Assistance
4. Hands-on Assistance
5. Dependent

# Incontinence

1. Do you have an occasional accident, where you don't make it to the restroom?
2. Do accidents make day to day activities difficult?
3. Doctor might be able to help.



# Incontinence Supplies



# INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADLS)



Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Patient ID # \_\_\_\_\_

### Katz Index of Independence in Activities of Daily Living

Activities Points (1 or 0)	Independence (1 Point) NO supervision, direction or personal assistance.	Dependence (0 Points) WITH supervision, direction, personal assistance or total care.
<b>BATHING</b> Points: _____	<b>(1 POINT)</b> Bathes self completely or needs help in bathing only a single part of the body such as the back, genital area or disabled extremity.	<b>(0 POINTS)</b> Need help with bathing more than one part of the body, getting in or out of the tub or shower. Requires total bathing.
<b>DRESSING</b> Points: _____	<b>(1 POINT)</b> Get clothes from closets and drawers and puts on clothes and outer garments complete with fasteners. May have help tying shoes.	<b>(0 POINTS)</b> Needs help with dressing self or needs to be completely dressed.
<b>TOILETING</b> Points: _____	<b>(1 POINT)</b> Goes to toilet, gets on and off, arranges clothes, cleans genital area without help.	<b>(0 POINTS)</b> Needs help transferring to the toilet, cleaning self or uses bedpan or commode.
<b>TRANSFERRING</b> Points: _____	<b>(1 POINT)</b> Moves in and out of bed or chair unassisted. Mechanical transfer aids are acceptable.	<b>(0 POINTS)</b> Needs help in moving from bed to chair or requires a complete transfer.
<b>CONTINENCE</b> Points: _____	<b>(1 POINT)</b> Exercises complete self control over urination and defecation.	<b>(0 POINTS)</b> Is partially or totally incontinent of bowel or bladder.
<b>FEEDING</b> Points: _____	<b>(1 POINT)</b> Gets food from plate into mouth without help. Preparation of food may be done by another person.	<b>(0 POINTS)</b> Needs partial or total help with feeding or requires parenteral feeding.
<b>TOTAL POINTS:</b> _____ <b>SCORING:</b> 6 = High (patient independent) 0 = Low (patient very dependent)		

Source:  
 by the: Best Practices in Nursing Care to Older Adults, The Hartford Institute for Geriatric Nursing, New York University, College of Nursing. [www.hartfordinstitute.org](http://www.hartfordinstitute.org)

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Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Patient ID # \_\_\_\_\_

### LAWTON - BRODY INSTRUMENTAL ACTIVITIES OF DAILY LIVING SCALE (I.A.D.L.)

Scoring: For each category, circle the item description that most closely resembles the client's highest functional level (either 0 or 1).

<b>A. Ability to Use Telephone</b>		<b>E. Laundry</b>	
1. Operates telephone on own initiative-looks up and dials numbers, etc.	1	1. Does personal laundry completely	1
2. Dials a few well-known numbers	1	2. Launders small items-rinses stockings, etc.	1
3. Answers telephone but does not dial	1	3. All laundry must be done by others	0
4. Does not use telephone at all	0		
<b>B. Shopping</b>		<b>F. Mode of Transportation</b>	
1. Takes care of all shopping needs independently	1	1. Travels independently on public transportation or drives own car	1
2. Shops independently for small purchases	0	2. Arranges own travel via taxi, but does not otherwise use public transportation	1
3. Needs to be accompanied on any shopping trip	0	3. Travels on public transportation when accompanied by another	1
4. Completely unable to shop	0	4. Travel limited to taxi or automobile with assistance of another	0
		5. Does not travel at all	0
<b>C. Food Preparation</b>		<b>G. Responsibility for Own Medications</b>	
1. Plans, prepares and serves adequate meals independently	1	1. Is responsible for taking medication in correct dosages at correct time	1
2. Prepares adequate meals if supplied with ingredients	0	2. Takes responsibility if medication is prepared in advance in separate dosage	0
3. Heats, serves and prepares meals, or prepares meals, or prepares meals but does not maintain adequate diet	0	3. Is not capable of dispensing own medication	0
4. Needs to have meals prepared and served	0		
<b>D. Housekeeping</b>		<b>H. Ability to Handle Finances</b>	
1. Maintains house alone or with occasional assistance (e.g. "heavy work domestic help")	1	1. Manages financial matters independently (budgets, writes checks, pays rent, bills, goes to bank), collects and keeps track of income	1
2. Performs light daily tasks such as dish washing, bed making	1	2. Manages day-to-day purchases, but needs help with banking, major purchases, etc.	1
3. Performs light daily tasks but cannot maintain acceptable level of cleanliness	1	3. Incapable of handling money	0
4. Needs help with all home maintenance tasks	1		
5. Does not participate in any housekeeping tasks	0		
<b>Score</b>		<b>Score</b>	
<b>Total score</b>			
A summary score ranges from 0 (low function, dependent) to 8 (high function, independent) for women and 0 through 5 for men to avoid potential gender bias.			

Source: by the: Best Practices in Nursing Care to Older Adults, The Hartford Institute for Geriatric Nursing, New York University, College of Nursing. [www.hartfordinstitute.org](http://www.hartfordinstitute.org)

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## MHA Check Your Mood Self Assessment

<https://screening.mhanational.org/screening-tools/depression>

### Check Your Mood

(Geriatric Depression Scale)

Check the best answer for how you have felt over the past week:	YES	NO
1. Are you basically satisfied with your life?		
2. Have you dropped many of your activities and interests?		
3. Do you feel that your life is empty?		
4. Do you often get bored?		
5. Are you in good spirits most of the time?		
6. Are you afraid that something bad is going to happen to you?		
7. Do you feel happy most of the time?		
8. Do you often feel helpless?		
9. Do you prefer to stay at home, rather than going out and doing new things?		
10. Do you feel you have more problems with memory than most people?		
11. Do you think it is wonderful to be alive now?		
12. Do you feel pretty worthless the way your are now?		
13. Do you feel full of energy?		
14. Do you feel that your situation is hopeless?		
15. Do you think that most people are better off than you are?		

**Scoring:** For questions 2, 3, 4, 6, 8, 9, 10, 12, 14, and 15, score 1 point for each "Yes" response. For questions 1, 5, 7, 11, and 13, score 1 point for each "No" response. If you score more than 5 points, please follow up with your doctor.

Source: Sheikh, J.I. and Yesavage, J.A. (1986). Geriatric Depression Scale (GDS): Recent evidence and development of a shorter version. *Clinical Gerontologist*, 5, 165-173.

### What are the first signs of Alzheimer's disease?

Mild forgetfulness can be a normal part of the aging process. But when memory problems begin to seriously affect daily life, they could be early signs of Alzheimer's disease or another dementia. Here are some of the early warning signs:

- ✓ **Memory loss that disrupts daily life**  
Asking the same question or repeating the same story over and over again. Forgetting information just learned or losing track of important dates, names and places. Relying heavily on memory aids like Post-It notes or reminders on your smartphone.
- ✓ **Difficulty planning or solving problems**  
Difficulty concentrating on detailed tasks, especially involving numbers; for example, keeping track of bills and balancing a checkbook.
- ✓ **Forgetting how to do familiar tasks**  
Forgetting how to do activities that were previously routine, such as cooking, making repairs, or playing cards.
- ✓ **Confusion with dates, time or place**  
Distorted perception of dates, time or place. Becoming disoriented or feeling lost in familiar places.
- ✓ **Trouble with spatial relationships**  
Difficulty reading words on a page, judging distances, telling colors apart.
- ✓ **New problems with words in speaking or writing**  
Trouble finding the right word or calling things by the wrong name. Conversations can be a struggle and difficult to follow.
- ✓ **Misplacing objects and the inability to retrace steps**  
Finding objects in unusual places, like a watch in the refrigerator. Misplacing things and inability to retrace steps; accusing people of taking things.
- ✓ **Altered decision making; poor judgement or relying on someone else, such as a spouse to make decisions or answer questions**  
Making poor decisions, such as giving away money inappropriately. Less attention to grooming.
- ✓ **Withdrawal from work or social situations; difficulty initiating activities and participating in social interactions**  
Watching television or sleeping more; lacking motivation. Scaling back on work projects or becoming less involved in favorite hobbies.
- ✓ **Mood swings and changes in personality**  
Getting upset more easily, feeling depressed, scared or anxious. Being suspicious of people.

The Heart of Alzheimer's Care & Cure | 858.492.4400 | [www.alzsd.org](http://www.alzsd.org)

# What are the first signs of Alzheimer's Disease?



# Alzheimer's Disease: Communication Do's & Don'ts

**Do**



**Don't**



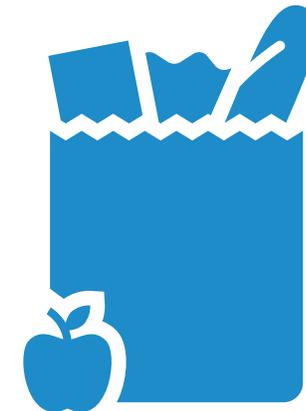
# Connect



# Resources - Family Resource Center

ACCESS CUSTOMER SERVICE CALL CENTER 1 (866) 262-9881

TO BEGIN YOUR APPLICATION ON-LINE GO TO [WWW.BENEFITSCAL.COM](http://WWW.BENEFITSCAL.COM)



# Levels of Care in Senior Housing

**Independent Living**

**Assisted Living/Board and Care**

**Skilled Nursing Facilities**



# Types of Independent Living

General Housing

Senior Housing

Independent Living Facilities (ILF)



# Consult with a Physician





# Medical/Palliative Care Coordination

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# Adult Protective Services



# Home Safe Program

**Purpose:** To support the safety and housing stability of Adult Protective Services (APS) clients experiencing or at risk of homelessness.



## San Diego County

Program Aim:

- Housing related support to APS clients
- Housing related case management
- APS building bridges with local housing support system





# AGING & INDEPENDENCE SERVICES

- 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
- [www.aging.sandiegocounty.gov](http://www.aging.sandiegocounty.gov)



# Resources: Home Delivered Meals

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**VIAL OF LIFE**

**MEDICAL INFORMATION**

**In an emergency,  
dial 9-1-1 and give the  
following information:**

1. Name and phone number
2. Address of emergency
3. Description of the emergency
4. Remain on the line until the dispatcher hangs up
5. Have someone wait outside to direct help

**For information on additional  
programs and services:**

**1-800-339-4661**  
**[www.aging.sandiegocounty.gov](http://www.aging.sandiegocounty.gov)**

Vial of Life is a component of Project CARE,  
a program facilitated by the County of San Diego  
Health and Human Services Agency,  
Aging & Independence Services.

COUNTY OF SAN DIEGO  
**HHSA**  
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[LIVEWELLSD.ORG](http://LIVEWELLSD.ORG)

# In-Home Supportive Services (IHSS)

- Over 36,000 recipients
- Goal: remain safely at home and avoid moving to a facility
- Participants in the program must be Medi-Cal eligible



# Case Management Programs

- Linkages (18-64 years of age)
- Multi-Purpose Senior Services Program (MSSP) (65 years usually Medi-Medi), 550 Client Slots
- Senior Options, Advocacy, & Referrals (SOAR) (60 years of age)
- SD VISA Veterans



# Alzheimer's Disease Resources

- Alzheimer's San Diego - <http://alzsd.org>
- Alzheimer's Association, San Diego/Imperial Chapter - <https://www.alz.org/sandiego>
- Southern Caregiver Resource Center - <http://caregivercenter.org>
- George G. Glenner Alzheimer's Family Centers Inc.

# Public Transportation

## Ride Well to Age Well Guide

### COVID-19 Special Edition



A resource guide to transportation services  
for San Diego County residents during COVID-19

Provided by members of the  
*Age Well San Diego* Transportation Theme Team

# Legal Services

1.



2. Legal Aid Society of San  
San Diego

<https://www.laszd.org>

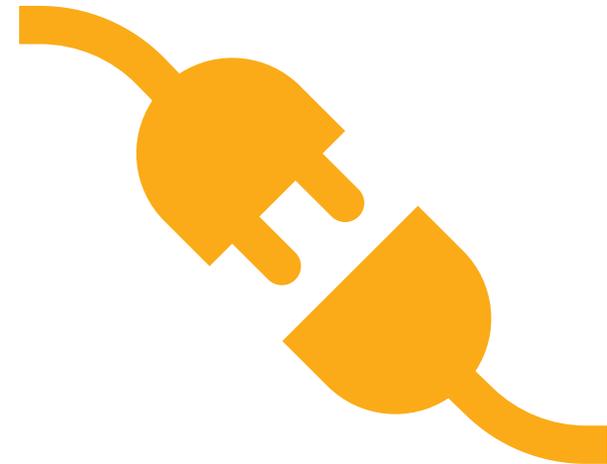


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# Resources - Utility Assistance

-  – Medical Baseline Allowance Program
-  -The California Alternate Rates for Energy (CARE) Program
- CA Public Utilities Commission Programs
  - <https://www.cpuc.ca.gov>



# Older Adult Services



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# Questions?

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