



AGING ROADMAP

San Diego County Regional Plan

2024-2025
ANNUAL REPORT





Learn more about the Aging Roadmap by visiting:
WWW.AGING.SANDIEGOCOUNTY.GOV

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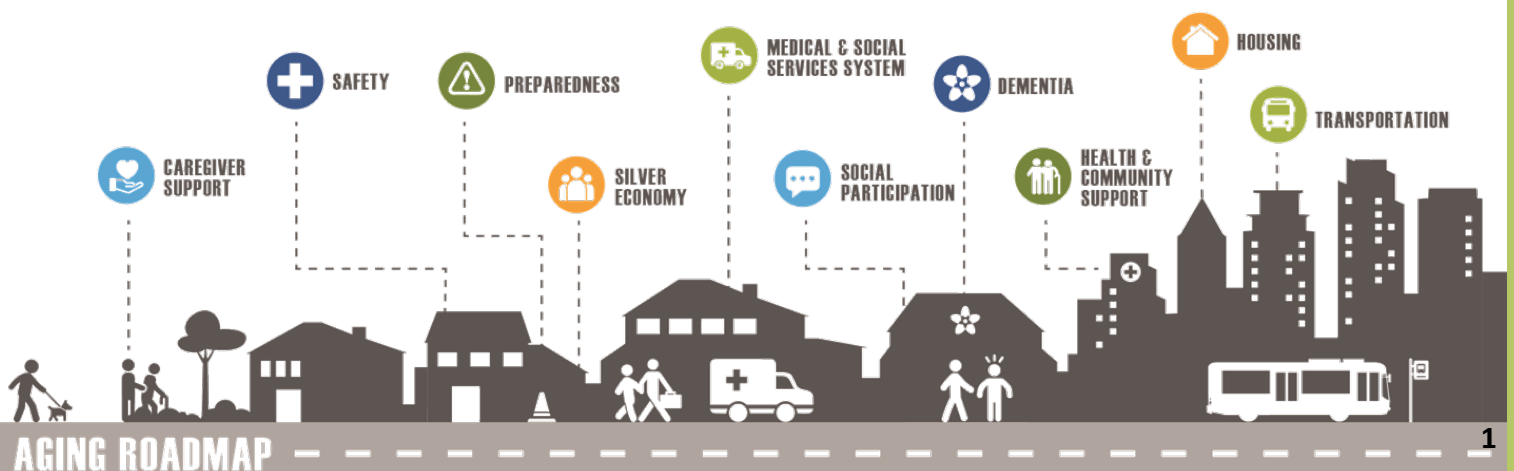
INTRODUCTION

As the older adult population continues to grow, creating communities where people of all ages and abilities can thrive is more important than ever. Launched at the direction of the San Diego County Board of Supervisors (Board) on September 24, 2019 (4), the Aging Roadmap is the County of San Diego (County) plan to ensure that the region has policies, programs, and initiatives that equitably support the needs and leverage the contributions of the growing population of older adults in communities throughout the San Diego region.

This annual report provides an update on progress and accomplishments within the 10 priority areas of the Aging Roadmap throughout Fiscal Year (FY) 2024-25:

- Health & Community Support
- Housing
- Social Participation
- Transportation
- Dementia
- Caregiver Support
- Safety
- Preparedness
- Silver Economy
- Medical & Social Services System

While the Aging Roadmap is led by the County Health and Human Services Agency (HHSA), Aging & Independence Services (AIS), the accomplishments presented represent the efforts of diverse County departments and community collaborations. This report also highlights the County strategic approach and next steps towards reaching the vision for each of the 10 priority areas.



ABOUT THE AGING ROADMAP

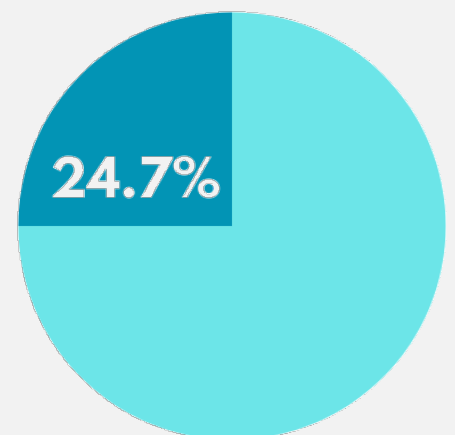
The Aging Roadmap is the San Diego County regional vision and framework for supporting healthy aging for all. The Aging Roadmap aligns with the regional *Live Well San Diego* vision of Building Better Health, Living Safely, and Thriving. Organized by 10 priority areas, the Aging Roadmap encompasses our county's comprehensive system of care, including person-centered and community wide efforts. AIS guides the implementation of the Aging Roadmap with support from other County departments and numerous community partners.

INFORMED BY COMMUNITY INPUT

The Aging Roadmap was designed to be flexible, adaptable, and continuously informed by ongoing community input. The priorities and goals within the Aging Roadmap are the product of ongoing community engagement that began in 2016 when the County joined the AARP Network of Age-Friendly Communities and Dementia Friendly America in a commitment to create a county where all people can age well. Since then, AIS has offered many opportunities for residents and stakeholders to inform Aging Roadmap priorities. In FY 2023-24, AIS hosted an extensive round of stakeholder input including 17 community feedback sessions across the county for older adults, caregivers, persons with disabilities, and service providers. Additionally, a randomized sample of adult households participated in the Community Assessment Survey for Older Adults, administered by the community engagement firm, Polco, in collaboration with the California Department of Aging. The information collected from this community input process was described in the Aging Roadmap Annual Update: 2024 presented to the Board on September 14, 2024, and used to inform Aging Roadmap priorities outlined in this year's annual report. AIS continues to engage older adults, adults with disabilities, and people of all ages to inform the development and implementation of much needed services and programs, and to ensure the greatest needs are being addressed.

COUNTY RESIDENTS ARE LIVING LONGER

By 2029, the number of adults aged 60 and older in San Diego County is expected to increase to more than 824,500 (SANDAG, Series 15 Regional Forecast, San Diego County (2024)), making up 24.7 percent of the San Diego County population, up from 21.6 percent in 2022. **Our region must continue to work collaboratively and proactively to meet the needs of this growing population of older adults.**



60+ population in San Diego County in 2029



The Aging Roadmap is the San Diego region's vision and framework for supporting healthy aging for everyone.

DRIVEN BY STAKEHOLDER COLLABORATION

Ongoing community engagement is essential to implementation of the Aging Roadmap. The AIS Advisory Council serves as the voice of consumers and community experts to maximize the delivery of AIS services. The group convenes monthly and is made up of members representing each Board district and the community at large. Additionally, AIS staff coordinate 10 ongoing community committees addressing issues ranging from fall prevention to transportation, thus maintaining and building connections with older adults, persons with disabilities, caregivers, and service providers. To facilitate countywide collaboration on age-friendly efforts, AIS hosts the Age-Friendly Regional Roundtable, which convenes recognized Age-Friendly jurisdictions and organizations throughout the county each quarter to connect, learn, and share best practices.



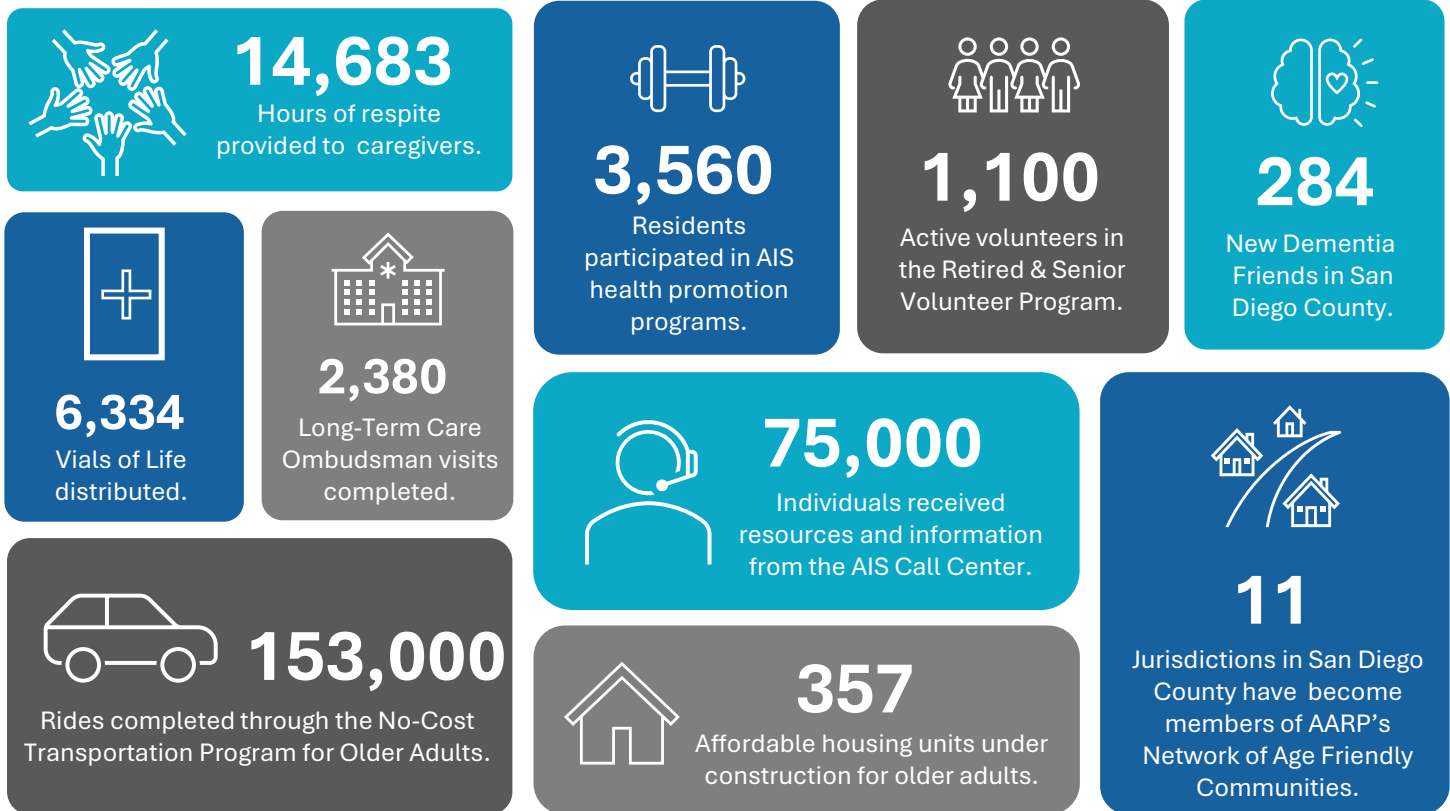
ALIGNED WITH CA MASTER PLAN FOR AGING

The California Master Plan for Aging (MPA) is a multi-sector blueprint to prepare the state for the rising population of older adults. The plan outlines five bold goals: Housing for All Ages & Stages; Health Reimagined; Inclusion & Equity, Not Isolation; Caregiving that Works; and Affording Aging. The Aging Roadmap priority areas and many of its goals align closely with the MPA objectives. Accomplishments of the Aging Roadmap, such as the AIS Digital Inclusion efforts, contribute to the successes of the MPA. More details about the MPA and its accomplishments can be found in the Fourth MPA Annual Report released in January 2025 on mpa.aging.ca.gov.



IMPACT AT A GLANCE

The County and community partners made significant progress across all 10 Aging Roadmap priority areas to support age-friendly communities and healthy aging for our diverse region. The graphic below highlights just some of the impactful accomplishments.



PROGRESS IN PRIORITY AREAS & NEXT STEPS

The following sections describe the vision of each of the 10 Aging Roadmap priority areas and include accomplishments of FY 2024-25.





HEALTH & COMMUNITY SUPPORT

The Health & Community Support priority area focuses on building a community where when changes and challenges in health occur, older adults and their families are able to find and access relevant resources, support, and care in their communities. Aging Roadmap partners continue to implement programs that ensure health and community services are accessible and enable older adults to remain as independent as possible.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS:

- Launched in early 2023, the **In-Home Supportive Services (IHSS) Tech2Connect** program was developed with temporary American Rescue Plan Act funding to address social isolation among homebound and isolated IHSS recipients, as well as IHSS caregivers, and to connect recipients to mental health and other community resources. Tech2Connect served 941 eligible participants who received a tablet and in-person technology instruction. Over the life of the program, a total of 1,775 individuals were served, with IHSS recipients comprising approximately two-thirds of total participants, and IHSS caregivers comprising one-third.
- More than 3,500 residents participated in **AIS Health Promotion Programs**, including Feeling Fit Club, Tai Chi, and Healthier Living. The use of livestream technology and partner collaboration has allowed health promotion programs to expand to rural communities increasing access to services and supports, helping older adults to stay active and socially connected.
- Through the **CalFresh Healthy Living program**, 8,177 diverse older adults received quarterly nutrition and health information newsletters in 11 different languages.
- Southern Caregiver Resource Center's Caregiver Support Services program reached 460 caregivers with **mental health early intervention education services** to support their personal well-being. The organization also disseminated mental health education materials to upwards of thousands of individuals through countywide resource events and presentations.





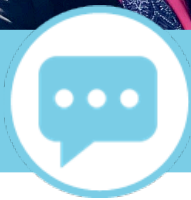
HOUSING

The Housing priority area envisions a region where older adults live in safe and affordable housing that is located near goods, services, and activities, all of which allow them to age in their communities.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- **Three hundred eighty** older adults received a \$500 monthly rental subsidy through the County Office of Homeless Solutions (OHS) **Shallow Rental Subsidy Program**, which provides rental assistance to eligible low-income adults aged 55 years and older who are at-risk of homelessness.
- Through the County Housing and Community Development Services (HCDS) **Home Repair Program**, HCDS provided grants and loans for repairs and replacement of home health and safety hazards, serving **33** households that included a member aged 62 or older. Repairs were completed for **31** of these households, and projects remained in process for **two** households at the end of FY 2024-25. Through contracts with Jewish Family Service of San Diego and Interfaith Community Services (ICS), the **AIS Minor Home Repair** program served **1,835** households, providing minor home modifications and repairs to make it safer and easier for family caregivers to provide daily care for frail adults.
- Two HCDS-funded developments completed construction on **131 affordable housing units for older adults**. **Three hundred and fifty-seven** units are currently under construction in HCDS-funded developments throughout the region. Additionally, funding was awarded to support the creation of **134** additional affordable housing units for older adults.
- Through the **Home Safe program**, AIS in partnership with OHS and ICS, provided case management, social services support and housing navigation to **3,573** older adults and adults living with disabilities who were homeless or at-risk of becoming homeless.
- County Behavioral Health Services (BHS) provided rental assistance and supportive services through **permanent supportive housing** for **205** units across **11** older adult designated developments countywide.
- The **Age Well Housing Community Team** comprised of AIS, BHS, HCDS, County Planning & Development Services, and numerous community partners convened key housing and homelessness stakeholders on a bi-monthly basis to enhance the efforts of local housing partners by providing a forum for organizations to collaborate and share resources.



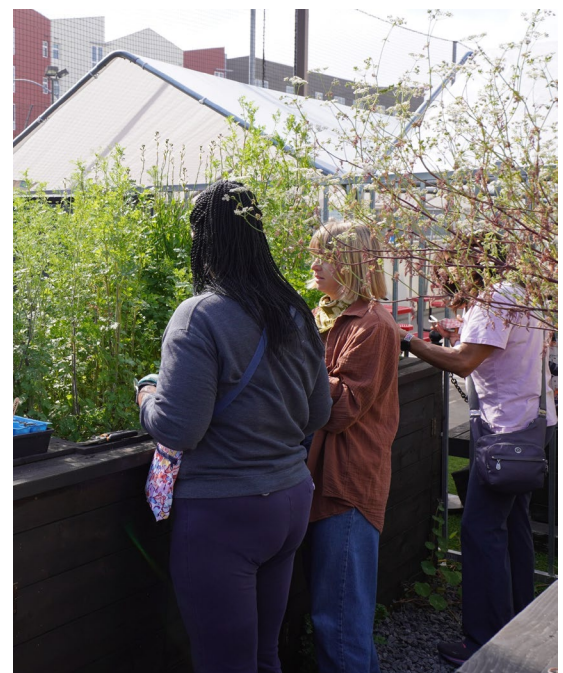


SOCIAL PARTICIPATION

The Social Participation priority area of the Aging Roadmap focuses on establishing a range of social and community engagement opportunities for older adults that promote active living, reduce isolation, and provide enriching experiences across all age groups and generations.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- Utilizing California Department of Aging's one-time Older Adults Recovery and Resilience funding, AIS worked with community partners to develop **nine intergenerational gardens** throughout the region and hosted more than **65** intergenerational gardening and nutrition activities with approximately 590 participants.
- AIS partnered with the Copley-Price YMCA, UrbanLife, and Leah's Pantry, to welcome **60** people to the **Kinship Family Spring Gathering Day** hosted at Copley-Price YMCA Kinship Family Garden. Attendees harvested the garden, participated in mindfulness activities, and enjoyed healthy treats. San Diego County residents took home over **300** pounds of produce harvested in the garden.
- More than **140** older adults and/or adults with disabilities received a no-cost tablet device and digital literacy training through the **AIS Digital Inclusion Program** helping to ensure eligible older adults have access to affordable high-speed internet, devices and skills to navigate online safely, and meaningful content and tools to meet their needs.



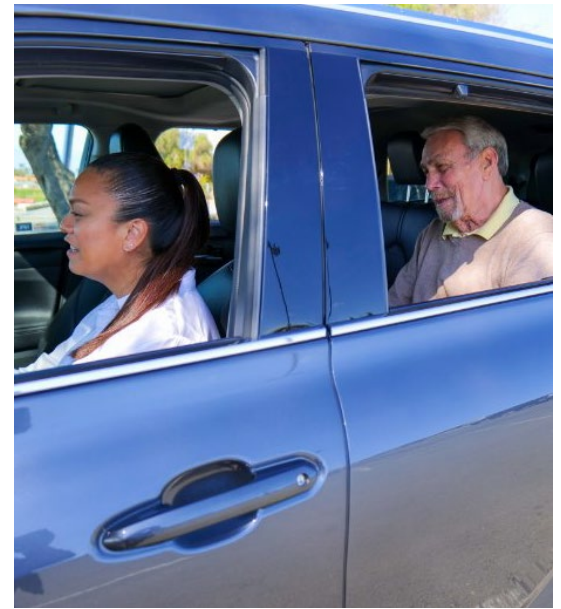


TRANSPORTATION

The Transportation priority area envisions a community in which older adults have access to safe and affordable transportation options that are accessible for all ages and abilities. Supporting and implementing regional planning strategies helps to create age-friendly environments, strengthens connections to outdoor and public gathering spaces like senior centers and parks, and increases opportunities for social engagement and physical activity.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- The **No-Cost Transportation Program for Older Adults** enrolled **563** older adults and provided more than **28,400** one-way trips totaling over **153,000** miles of rides. The program provides no cost rides to low-income older adults living in participating Zip codes in San Diego County with the goal of promoting independence and combatting social isolation.
- **Seven** separate **transit training field trips** across five CalFresh sites were conducted with over 65 older adult participants, in locations where the majority of participants in the community are eligible for CalFresh. The participants learned to navigate public transportation independently and safely to access community resources and recreational spaces.
- In Spring 2025, the Age Well Transportation & Community Connections Team collaborated to create a **calendar of transportation-related events** and programs occurring around the county to ensure older adults have access to safe and affordable transportation options. This calendar is posted on the Age Well Transportation webpage (See Important Resources on page 17).





DEMENTIA

In 2014, The Alzheimer's Project was launched at the direction of the Board to address Alzheimer's disease and related dementias (ADRD) from multiple angles. The Alzheimer's Project vision is for a region where county residents can optimize brain health and reduce their risk of ADRD; residents with cognitive concerns receive the highest standard of clinical care; individuals with ADRD are well cared for and supported by "Dementia-Friendly" communities to be as independent as possible; and family and friends have the support they need to care for their loved ones. This section serves as the annual update on accomplishments of the Alzheimer's Project for FY 2024-25.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- Members of the Age Well Dementia & Brain Health Team made up of aging service providers and other professionals provided **Dementia Friends sessions** for more than **280** individuals. These sessions taught participants about dementia, what it's like to live with it, and how to create environments that are welcoming to those living with dementia and their care partners. AIS staff also trained 30 "Champions" including community members who are now certified to lead these sessions for community groups.
- In May 2025, the Age Well Dementia & Brain Health Team and its partners hosted **Dementia Skills and Resource Fairs** at the Grossmont Healthcare District Health & Wellness Library and St. Paul's PACE, reaching **70** older adults, care partners, and professionals. The events featured expert presentations on topics such as advance care planning and effective communication techniques, hands-on skill-building activities, health screenings, exhibitors, and an interactive panel discussion.
- The **Alzheimer's Project Clinical Roundtable** consisting of local physicians including all specialties, primary care, physicians across the major health systems, community clinics, Federally Qualified Health Centers, and private practices continued to provide training for primary care providers and other healthcare practitioners on the *Physician Guidelines for the Screening, Evaluation, and Management of Alzheimer's Disease and Related Dementias*.
- In partnership with Champions for Health and the Alzheimer's Project Clinical Roundtable, AIS advanced efforts working with a clinical contractor for the Healthy Brain Initiative, to integrate **dementia screening tools** and related clinical practice tools into the electronic health record systems of two healthcare systems, resulting in increased AD8® screening rates. Healthy Brain Initiative funding through the California Department of Public Health supported this pilot project which now serves as a model for other health systems wanting to engage in similar efforts.



THE ALZHEIMER'S Project
Prevention • Care • Community Support

Empowering Caregivers: Practical Communication Skills

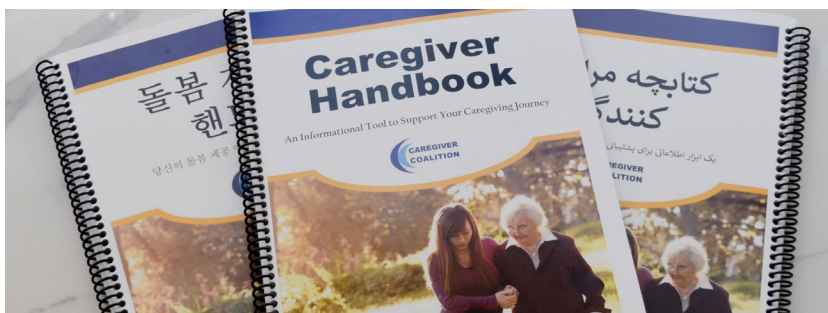


CAREGIVER SUPPORT

The Caregiver Support priority area envisions a region where caregivers have access to the support and resources necessary to provide responsive and quality care to older adults, while also tending to their own well-being. In the San Diego region, there are an estimated 490,000 unpaid caregivers who care for a family member or loved one.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- Through the **Family Caregiver Support Program (FCSP)**, Southern Caregiver Resource Center provided **2,943** family caregivers with information and assistance including calls to increase awareness regarding existing County and community resources and services in the that can make caregiving easier.
- Family caregivers received **14,683** hours of **respite care** as part of the FCSP.
- The **Caregiver Coalition** and its member organizations hosted **six** in-person family caregiver events including Caregiver Appreciation and a Caregiver Resource Fair at locations throughout the county with **419** attendees and **11** webinars focused on elder abuse, caregiving with resilience, and managing stress that reached **140** family caregivers.
- Over **860** kinship family caregivers throughout the county, received copies of the **Handbook for Grandparents and Other Relatives Raising Children** in English and Spanish.
- AIS and the Caregiver Coalition of San Diego provided **2,169** caregivers with **Caregiver Handbooks** to support with making the job of caring for a loved-one less stressful and helping caregivers become more knowledgeable by providing them with answers to common questions.



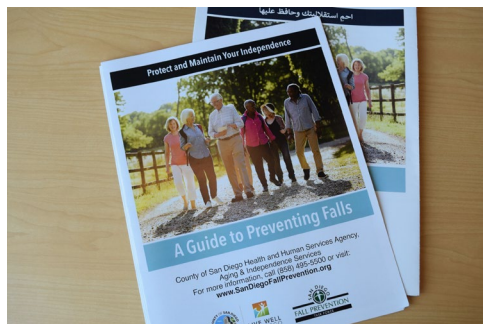


SAFETY

The vision for the Safety priority area of the Aging Roadmap is that older adults and persons with disabilities are safe in their homes and community.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- The **San Diego Fall Prevention Task Force** comprised of healthcare providers, aging services professionals, and community members educated more than **200** community members on how to prevent falls through one-hour fall prevention presentations provided by the San Diego Fall Prevention Task Force Speakers Bureau. Community members were also referred to County and community programs that reduce risk.
- The Office of the **Public Guardian (PG)** provides vital services to persons who lack capacity – those who are unable to properly care for themselves or manage their finances when there is no one else willing or able to assist. The PG received **265** referrals and helped to stabilize **125** residents through conservatorship.
- The **Public Administrator (PA)** manages estates of persons who die with no will or without an appropriate person to act as an administrator. The PA handled **1,238** referrals for investigation and to protect the decedent's property from waste, loss, or theft, and ensured the estate was administered according to the decedent's wishes.
- The **Long-Term Care Ombudsman Program** completed **2,380** visits to long-term care facilities throughout the county to support residents' quality of life by making sure they receive quality care and are treated with dignity.
- **Adult Protective Services (APS)** received over **31,830** referrals, resulting in over **22,880** new investigations and **5,827** reports added to existing cases. This is a **12.1%** increase in cases from FY 23-24.
- Through the **Elder Justice Task Force (EJTF)**, a collaboration with APS, the Federal Bureau of Investigation, District Attorney's Office, U.S. Department of Justice, the San Diego Law Enforcement Coordination Center, and local law enforcement agencies, efforts continue to reduce elder scams and fraud. Those facilitating scams are being investigated and prosecuted, millions of fraudulently obtained funds were recovered, and the EJTF continues to track more than \$100 million in annual losses to over 1,000 local older adults.



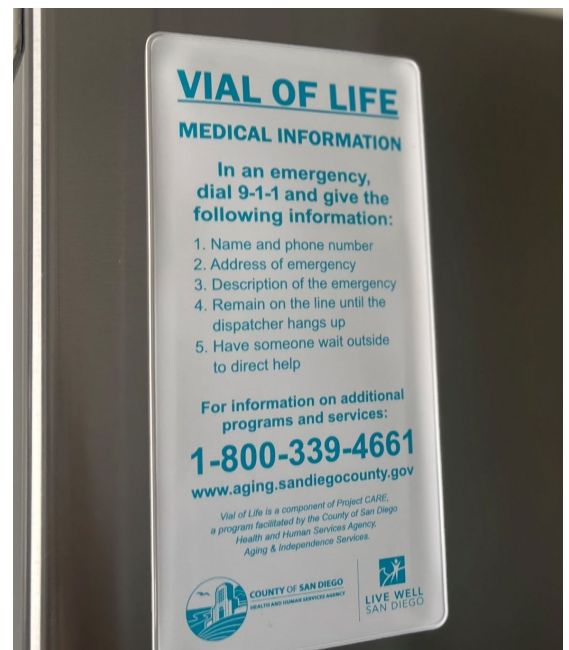
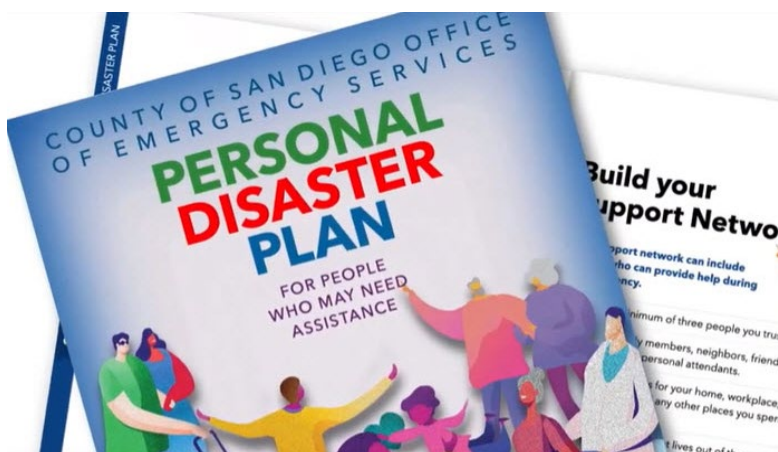


PREPAREDNESS

Older adults, people with disabilities, caregivers, and people with other access and functional needs are often disproportionately affected during times of disaster. This Aging Roadmap priority area works to ensure that these individuals are prepared to be safe during emergencies.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- More than **6,300 Vials of Life** were distributed to the community. The vials are magnetized sleeves that contain emergency medical forms. They are meant to be affixed to a refrigerator to allow first responders to easily access critical information in the event of a medical emergency or fall.
- AIS coordinated community partners to provide **108 Cool Zone sites** throughout the county in Summer and early Fall of 2024. AIS also collaborated with 211 San Diego to provide information on site locations and assist residents with free transportation to the sites. Additionally, 697 electric fans were distributed at no cost to eligible older adults or persons with a disability, but unable to visit a Cool Zone site.
- The **Personal Disaster Plan for People Who May Need Assistance** is a joint effort of AIS and the County Office of Emergency Services that guides residents to make their own individualized disaster plan for themselves and their families. More than **4,400** copies were distributed in either digital or hard-copy formats, bringing the total number distributed since its original publication in 2021 to over **8,500**.





SILVER ECONOMY

The Silver Economy priority area envisions a skilled and diverse workforce with ample opportunities for older adults to work and volunteer.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- Over **1,100** active volunteers in the **Retired & Senior Volunteer Program** served more than **198,200** hours at **48** partner organizations throughout the county.
- The **Long-Term Care Ombudsman Program** includes **23** volunteers aged 60 and older. These volunteers contributed more than **3,400** hours to the program.
- The **IHSS Public Authority** increased the efficiency and accessibility of caregiver enrollment by implementing a digital system for prospective caregivers to obtain and submit forms with greater efficiency. The IHSS Public Authority enrolled a total of **10,949** new caregivers with a quicker enrollment period than in previous years increasing the availability of caregivers for IHSS recipients.
- The IHSS Public Authority provided individualized training on the **Electronic Timesheet System** to **3,673** caregivers, expanding training sessions to locations in the North, East, and South regions of the county.



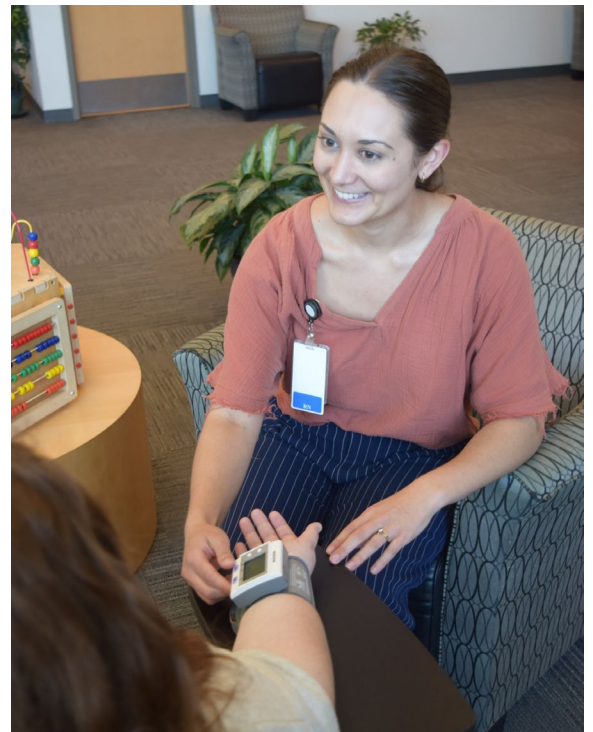


MEDICAL & SOCIAL SERVICES SYSTEM

The medical and social services system is rather large, fragmented, and based on multiple funding streams. This can be challenging for older adults and caregivers to navigate and know what is available. The vision of this priority area is care coordination among medical and social services to provide proactive, seamless, prevention-focused, and responsive person-centered support.

FY 2024-25 ACCOMPLISHMENT HIGHLIGHTS

- The **IHSS** program continues to grow as expected. The program provides caregiver support to enable recipients to stay in their homes, and has approximately **47,400** recipients enrolled, a **9.6%** increase from last year. IHSS staff received an achievement award from the California Department of Social Services for achieving a 100% compliance rate for timely reassessments.
- The **AIS Call Center** assisted more than **75,000** callers to find community resources, enroll in AIS programs, and receive help from APS.
- HHSa is continuing year two as a partner in the **Delta Dental Community Care Foundation Senior Oral Health Partnership**. This grant focuses on increasing access to oral health care for older adults and raising awareness of the importance of maintaining good oral health.
- Aging & Independence Services, Medical Care Services, and the Office of Business Intelligence – continued work with the **Healthy San Diego Transitions of Care Workgroup** on expanding the Transitions Toolkit, to provide clear guidance on how to navigate and access options for personal care services available for Medi-Cal members and determine if IHSS is an appropriate service. A new navigation guide was developed for local social workers, hospital discharge planners, clinicians, and families: ***“Personal Care Services Guide for Older Adult Medi-Cal Members including those with Dementia.”*** The guide provides information and guidance on how to access home and facility services that provide assistance with activities of daily living such as dressing, grooming, bathing, and meal preparation.



CONCLUSION

For six years, the Aging Roadmap has served as a guiding framework for the aging-related work across the county. Through collaboration with community partners, the County made significant progress across all 10 priority areas. Notable accomplishments have included new affordable housing developments with units designated for older adults, expansion of programs to rural communities, and opportunities for older adults to engage with younger generations to share their experience, wisdom, and skills. As more communities and organizations throughout the region commit to advancing age-friendly policies and practices, the County remains committed to a collaborative approach. Engaging the community remains a priority to ensure we are meeting the needs of our growing older adult population in a way that is sustainable, culturally responsive, and accessible.

Looking ahead, the County and community partners will continue to work towards the vision for each of 10 Aging Roadmap priority areas. As the population of older adults in our region continues to grow, it is essential that the County and its partners work together to create a region where older adults have opportunities to live healthy, safe, and thriving lives as valued members of our community.

The accomplishments outlined in this annual report would not be possible without County departments, community organizations, and residents that have contributed to advancing the 10 priority areas. Their ongoing collaboration and commitment to the vision of the Aging Roadmap has been instrumental to the progress made.





AARP Livable Communities Map

<http://livablemap.aarp.org>



Aging & Independence Services

www.aging.sandiegocounty.gov



Aging Roadmap

www.LiveWellSD.org/AgingRoadmap



Alert San Diego | Preparedness

www.alertsandiego.org/en-us/preparedness/make-a-plan



Caregiver Coalition of San Diego

<https://www.caregivercoalitionsd.org/resources.html>



Housing & Community Development Services

www.sandiegocounty.gov/content/sdc/sdhcd



Master Plan for Aging 4th Annual Report

<http://mpa.aging.ca.gov/UpdatesAndAnnualReports>



Age Well Transportation Community Events Calendar

www.livewellsd.org/i-want-to/learn-more/aging/age-well-san-diego/transportation

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