

SOURCEWISE  
COMMUNITY RESOURCE SOLUTIONS



# ANNUAL REPORT

2021-2022

Our success does not  
depend on what we say,  
what we hear,  
what we feel nor  
what we see.

It depends on what we do.



# SOURCEWISE

## Who We Are

Sourcewise is one of thirty-three Area Agency on Aging in California and one of six nonprofit organizations in the state providing a comprehensive network of services for older adults, adults with disabilities and caregivers. As a nonprofit organization, we believe in the importance of community. Everyone should have access to information and supportive services that allow for personal choices and continued independence to lead a dignified life.

Since 1973, we have provided services and support to seniors in Santa Clara County. At Sourcewise, we continue to support seniors and caregivers as we expand our reach to include persons with disabilities and all adults in Santa Clara County. We aim to inform, educate, and prepare all adults within Santa Clara County to better navigate their health and life options.



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# Message from the Board

Since 1973, Sourcewise has served Santa Clara County as the designated Area Agency on Aging. Our mission is to enable all older adults, persons with disabilities, and caregivers to remain living safely in the comfort of their own homes.

To achieve this mission, Sourcewise collaborates with county, state, and local networks to provide a streamlined approach to service and support systems. We empower individuals by providing access to information, connecting to programs that allow for personal choices, and emphasizing continued independence. Our goal is to create and nurture a countywide community-based system of care that crosses city boundaries, income levels, geography, and special interests.

Our commitment to offering community resource solutions is grounded in our rich history of serving the communities of Santa Clara County. The core focus here at Sourcewise has always been the people we serve. We believe that every individual is an integral member of our community. We strongly respect individual rights, responsibilities, and diversity. We believe transparency and partnering with stakeholders are essential elements in building this service and support system.

As Sourcewise look forward into the future, we strive to continue prioritizing our innovative thinking, honing our entrepreneurial spirit, and applying our experience to best serve Santa Clara County.

Jeff Tepper, President  
Sourcewise Board of Directors



## BOARD OF DIRECTORS

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# Highlights from 2021-2022 Fiscal Year

**852,160**

Home-delivered meals provided to Meals on Wheels participants

**5,567**

Individuals counseled on Medicare options

**105,977**

Clients served by Sourcewise

**29,823**

Public Authority Independent Providers served

**26,231**

Individuals received a list of customized referrals to community services

**292**

Individuals who received weekly wellness calls

**884**

Service Providers listed in our directory

**454**

Individuals who received MSSP care management



# Sourcewise Programs

Our goal is to provide leadership addressing issues that relate to older individuals in Santa Clara County, develop community-based systems of care that support independence within Santa Clara County’s interdependent society; protect the quality of life of older persons and persons with functional impairments; and promote citizen involvement in the planning and delivery of services.

## Core Programs

The first step to getting the help you need is learning what help is available. **Information & Awareness at Sourcewise** specializes in connecting you with information and services, enabling you to understand the resources available to you and your loved ones.

**Caregivers Network by Sourcewise** provides ongoing support and access to family caregiver support services and resources for informal caregivers. Services include MyPlan by Sourcewise, referrals, case management, and temporary respite care solutions. **MyPlan by Sourcewise** is an innovative communication platform that supports the idea that an effective caregiver is one whose needs are being met along with those of the person being cared for.

The Sourcewise Care Management program is the home of the **Multipurpose Senior Services Program (MSSP)**. MSSP is designed to assist frail older adults 65 years or older who are at risk of nursing home placement. We focus on helping you to remain living safe at home by developing a care plan to avoid premature institutionalization. We continue to provide help as you return home after a hospitalization, a stay in a skilled nursing facility, or an intermediate care facility.





**The Digital Inclusion Program**, in partnership with the California Department of Aging, strives to mitigate loneliness and isolation among older adults by providing them with greater access to technology, training, resources, and information to bridge the digital divide. Projects include the **Google Home Smart Speaker Program** and **Connections, Health, Aging, and Technology (CHAT) Program**.

The **Health Insurance Counseling & Advocacy Program (HICAP)** is designed for community members who want to be savvy health insurance consumers. Sourcewise provides residents of Santa Clara County access to one-on-one counseling to assist Medicare beneficiaries, their families, and caregivers to understand their Medicare benefits and healthcare options.

**Meals on Wheels** offers well-balanced meals to eligible homebound individuals (60 years of age or older) on a weekly basis. Lunch/dinner meals are delivered frozen so they can be microwaved and enjoyed at the recipient's convenience.

**Public Authority Services** facilitates independent living by administering a database of pre-screened IHSS Independent Care Providers, enabling care providers to provide quality service without IHSS care recipients/consumers needing to expend their own resources to vet prospects, negotiate wages, and administer care provider health benefits. Public Authority Services also facilitates enrollment into the IHSS program for care providers, allowing care recipients to hire whomever they choose to provide their IHSS authorized services.

**Senior Community Services Employment Program (SCSEP)** assists qualified seniors who are 55 years of age or older with the opportunity and support needed to obtain employment. We provide paid on-the-job training to assist you in developing occupational skills, practical work experience, and individual confidence to facilitate your transition to permanent unsubsidized employment opportunities.

Sourcewise **South County Services** acts as a community support hub for vital services and resources for the Southern Valley of Santa Clara County. Community members are able to receive referrals, request assistance for reading and preparing bills, and more. In circumstances where an older adult needs extensive resources, you can apply to receive **South County Care Management Services** and receive assistance with developing care and coordinating with providers. **South County Transit Services** provides safe, door-to-door transportation for seniors to medical appointments, pharmacies, and grocery stores in Gilroy, San Martin, and Morgan Hill.



# RESPONDING TO COVID-19

## Overcoming Barriers

From the California Association for Agencies on Aging (C4A): “The global COVID-19 pandemic created a time of unprecedented need. The effects on the aging population are many and varied and the impacts are likely to be lasting.” Sourcewise is proud to be a part of a larger network of community-based systems of care. As we navigate through the challenges caused by COVID-19, our top focus as the Area Agency on Aging in Santa Clara remains to provide the tools and services that will help create meaningful change for older adults living during, through, and after this pandemic.



37,442 pieces of Personal Protective Equipment (PPE) to Sourcewise Grantees



Administered COVID-19 Impact Survey to 2,592 seniors and caregivers in Santa Clara County



\$12,485 in Emergency Cash Assistance to low-income SCC older adults in Gilroy, Morgan Hill, and San Martin



2,000 phone calls made by Sourcewise Ambassadors to homebound Meals on Wheels recipients

## COVID-19 Response



Additional 217,313 meals provided due to COVID-19 specific funding



7,500 at-home rapid test kits distributed due to ongoing COVID-19 spread



Over 2 million dollars of increased partner funding to aid in COVID-19 recovery



47,230 pieces of Emergency Protective Gear distributed by Public Authority Services to IHSS consumers and care providers

## 2021 COVID-19 Impact Survey

In response to these unprecedented times, Sourcewise released our second COVID-19 Impact Survey to gather vital insights from residents of Santa Clara County.

Sourcewise received 2,592 responses to the 2021 COVID-19 Impact Survey. Recorded responses identified gaps in access to basic services, reliable transportation, and programming, and also reflected the amplification of known challenges due to COVID-19. These known challenges included access to reliable and working technology devices and connectivity; feelings of social isolation, and stress on both paid and unpaid caregivers.

We look forward to fostering community partnerships with fellow senior and caregiver service providers serving Santa Clara County and continue to search for new ways to respond to emerging needs resulting from COVID-19.

## COMMITMENT TO SOLUTIONS

At Sourcewise, we collaborate with Santa Clara County, state, and local networks to provide a streamlined approach to service and support systems. We empower individuals by providing access to information, advocating for personal choice, and emphasizing independence. We strive to create a community-based system of care that crosses city boundaries, income levels, geography, and special interests. Our commitment to offering community resource solutions is grounded in our rich history of serving the communities of Santa Clara County.

### Award & Recognition

#### President's Medal for Exemplary Service

As part of a local Food Collective group including a number of nutrition service providers throughout Santa Clara County who support populations at risk of or experiencing food insecurities, Aneliza Del Pinal, Sourcewise CEO was recognized by the Santa Clara County Board of Supervisors and was awarded the President's Medal for Exemplary Service during the COVID-19 pandemic. This award was presented to a total of 45 individuals and organizations who helped our County manage an enormous crisis and develop a response to support our community.



# CLIENT TESTIMONIALS

*"On behalf of AACI Senior Wellness, I would like THANK Sourcewise HICAP team for providing Annual Enrollment Period Presentations to our senior communities."*  
- Eunice Cheng, AACI Senior Wellness Program Manager

*"I am so grateful that I am able to communicate with someone that speaks my language [Spanish]. Thank you, Olivia, for your professionalism and promptness in returning my calls."*  
- Stella, Independent Provider

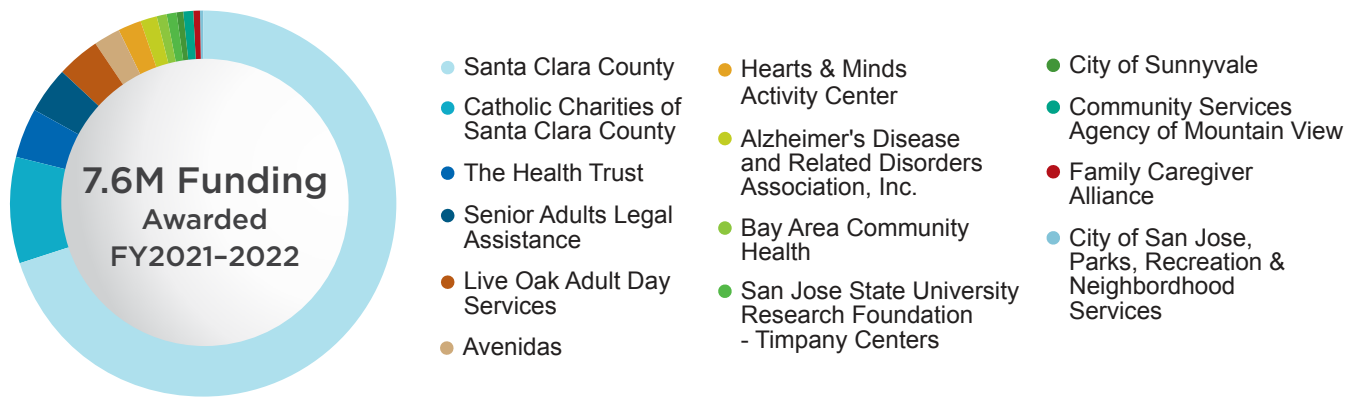
*"Just a note to thank you for all that you provide. I'm an 88-year-old disabled Korean War veteran. It is such a delight to receive your help. May God bless you too."*  
- Glenn Hautley

*"You are so patient and informative. Thank you so much for taking your time and ensuring that I have really understood the information you're sharing with me."*  
- Jimmy, IHSS Consumer

*"[Caregivers Network] has made a huge difference in my stress levels and your educational portal has taught me so much"*  
- Anonymous

# COMMUNITY IMPACT

Sourcewise invests in over a dozen partnering community-based organizations through annual grants to expand service offerings of vital programs and services which meet the diverse needs of the Santa Clara County older adult and caregiver population.

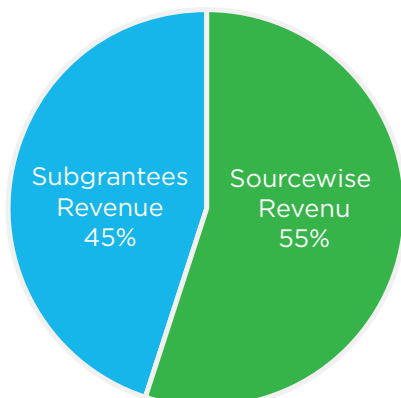


## Funding Received

- Administration for Community Living
- California Department of Aging
- California Department of Food & Agriculture
- California Health Advocates Grant Stipend
- City of San Jose
- Client Contributions
- County of Santa Clara (PA IHSS and AB 1682)
- Individual Donations
- United States Department of Agriculture

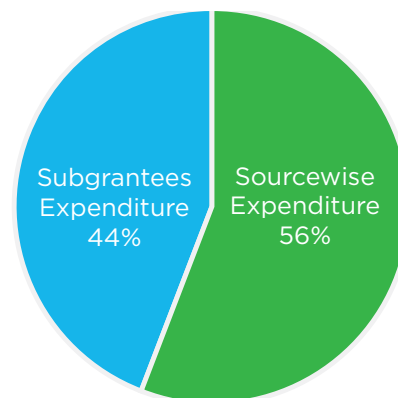
### Sourcewise & Subgrantee Total Revenue FY 2021-2022

Total Revenue: \$9,778,103  
Subgrantee Revenue: \$7,863,996



### Sourcewise & Subgrantee Total Expenditure FY 2021-2022

Total Expenditure: \$10,075,738  
Subgrantee Expenditure: \$7,863,996



# SUPPORTERS

From July 1, 2021, through June 30, 2022, we served 105,977 Santa Clara County older adults, caregivers, and their families. Sourcewise would like to acknowledge and thank our individual and corporate partners for believing in our agency's mission to provide education, expertise, and quality support services.

## Organizations

Amazon Smile	Duc Vien Buddhist Community Pagoda	Google	Schwab Charitable
Apple	Genentech	Lam Research	The Davidson Family Foundation
Braude Foundation		Patricia Ann Brennan Foundation	

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## Individual Donors

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## Grant Funders (Does not include CDA funding)

Anthem	City of Milpitas	Santa Clara Family Health Plan	World Central Kitchen
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Sourcewise is a 501(c)(3) nonprofit organization. We are non-partisan and do not endorse political candidates. Donations to Sourcewise are tax deductible.





# SOURCEWISE

COMMUNITY RESOURCE SOLUTIONS



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