



# 2023–2024 Impact Report



SOURCEWISE  
COMMUNITY RESOURCE SOLUTIONS

# A Message from the CEO



During our 51st year, Sourcewise continued to prioritize program innovation, service expansion and partnerships to better serve Santa Clara County's older adults, their families, and caregivers.

We served 104,652 individuals through 18 direct programs and services focused on seven core categories including; Nutrition, Caregivers, Health, Medical and Evidence Based, Supportive Services, Workforce Development, Advocacy and Isolation & Digital Inclusion. We take pride in offering a comprehensive array of services to address the complex needs of our diverse community.

This year, we launched our Intergenerational Activities program, connecting volunteers with older adults in need of friendly home visits, home beautification, digital literacy and social activities, all aimed at reducing social isolation and loneliness. We also strengthened

our commitment to caregivers by redesigning traditional caregiver training delivery to support Career Pathways and CalGrows initiatives.

Our focus is on supporting our community's most vulnerable older adults, enabling them to safely age in place—especially those from underserved minority, low-income, and monolingual communities.

This work would not be possible without the steadfast dedication of 6 Board members, 95 diverse staff, 1,769 volunteers, a caring advisory council, and a network of extended partners.

Thank you for your dedication and continued support.

Sincerely,

Aneliza Del Pinal  
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Aneliza Del Pinal". The signature is fluid and cursive, with a large, stylized "A" and "P".

# WHO WE ARE/WHAT WE DO

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Since 1973, Sourcewise, a nonprofit community-based organization, has played a pivotal role in providing high quality supportive services, collaboration, and leadership as the Area Agency on Aging (AAA) to Santa Clara County.

Our mission is to provide adults and their caregivers the tools and services they need to effectively navigate their health and life options. Through a comprehensive network of resources, Sourcewise strives to educate, prepare, and support and advocate for all adults, their families, and their caregivers in Santa Clara County.

## IMPACT HIGHLIGHTS

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Total Individuals Served

**104,652**

### 18 Programs and Services under 7 Categories



Nutrition



Caregivers



Advocacy



Supportive  
Services



Workforce  
Development



Health, Medical &  
Evidence Based



Isolation &  
Digital Inclusion

# FOUR NEW PROGRAMS

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## Intergenerational Activities



Sourcewise launched the Intergenerational Activities program, aimed at reducing isolation and loneliness among older adults aged 60 and older. We screen, train and match volunteers from San Jose State University's Department of Public Health and Recreation, corporate and community volunteers to conduct a variety of activities such as friendly Home Visits, Home Beautifications, Social Activities and Digital Literacy at individual homes, low-income housing, and community centers.

## WeCare



WeCare was developed as part of an innovation grant through the CalGrows direct care workforce training program. The tailor-made, on-demand training program developed for unpaid caregivers who are often unexpectedly responsible for caring for a loved one. Individuals complete a customized training course available online, which includes short videos and articles in English and Spanish. Topics include caring for yourself, stress management, Alzheimer's and dementia, fall prevention, and personal care for your loved one. Participants also receive inspirational text-messages and reminders to finish trainings and can easily connect with Care Navigators by text or phone for guidance. [https://www.aging.ca.gov/Providers\\_and\\_Partners/Cal\\_Grows/Courses](https://www.aging.ca.gov/Providers_and_Partners/Cal_Grows/Courses)

### Reported outcomes for clients post caregiver classes

Caregiver confidence  
increased

↑ 10%

Average stress  
decreased

↓ 6%

Reported falls  
decreased

↓ 93%

Fall risk reported by  
caregivers decreased

↓ 88%

## Linkages



The Linkages Program was created to fill the gaps in services for low-income older adults age 60 and older or adults with functional impairment who have incomes slightly above Medi-Cal eligibility limits. The program helps individuals remain safely at home by combining case management and supportive services.

## Career Pathways



Career Pathways was a statewide training program for caregivers in the In-Home Supportive Services program. Its goal was to increase the quality of care, recruit and retain caregivers for IHSS recipients and provide opportunities for career advancement in the home care and health care industries. Classes were offered free of charge in five different pathways such as General Health and Safety, Adult Education, Cognitive Impairments and Behavioral Health, Complex Physical Care Needs and Transition to Home and Community-Based living from Homelessness. Caregivers from across the state completed courses in-person, online or on-demand classes for free and were paid for the time spent attending the training. There were also incentives available for caregivers who completed 15 hours in a particular pathway. Training classes were provided through Public Authority Services by Sourcewise and through a partnership with Riverside County Office on Aging.



# PROGRAM SUCCESS

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## Public Authority Services & Intergenerational Activities

Jeronima is a 61-year-old Latina residing in San Jose. To address her needs, Jeronima was enrolled in the Care Coaching program at the Public Authority. After the Sourcewise team evaluated her home environment and identified areas requiring improvement. The On-Call Registry provided several care providers and facilitated an increase in Backup Provider System (BUPS) hours from 80 to 160, with approval from Jeronima's IHSS Social Worker. This increase ensured that she received the necessary support, until the team eventually matched her with a full-time In-Home Support Services caregiver who assisted with personal care and helped create a safe and functional living space.

Jeronima's living conditions were initially challenging. She lived in a two-bedroom, two-bath condo and was bed bound due to Muscular Dystrophy, with limited mobility. Despite having functional hands, she struggled with short-term memory loss and had accumulated excessive items, restricting access to essential areas like the kitchen, living room, and restroom.



Recognizing the need for further assistance, Jeronima was referred to the Sourcewise Intergenerational Activities volunteer program for a Home Beautification project. Volunteers played a crucial role in transforming her living space. Seventeen boxes of clutter were removed, her bed was re-positioned to better accommodate her adaptive equipment, and the living room furniture was rearranged for safer maneuverability. Additionally, her bathroom received a deep cleaning, and her kitchen cabinets were organized to make everything within easy reach. Her refrigerator was stocked with food as she applied for CalFresh, and the patio was cleaned with a lock installed on the sliding door.

The combined efforts of the IHSS Social Worker, Adult Protective Services, and the Care Coaching Program at Public Authority and help from Intergenerational Activities volunteers created a safe, functional and welcoming environment for Jeronima. These changes brought her renewed joy and independence. She now enthusiastically greets visitors, can get out of bed, ride her electric wheelchair, and engage with her community. Jeronima enjoys activities like visiting the swimming pool and socializing with neighbors, all thanks to the support and resources provided by in partnership with Santa Clara County Department of Social Services and our caring volunteers.

## WeCare Participant

*"I was an end-stage Lewy Body Dementia caregiver for my Mum from 2020 (after I served as my Dad's primary cancer caregiver until he passed) until she passed at the very end of Feb 2024.*

*I wish I had the support by Sourcewise from the beginning - especially the WeCare program. Only due to my Dad's stage 4 laryngeal cancer having been referred to Stanford did we get the amazing supportive care resources. However, so much of the knowledge needed to find caregiver respite care, mental support was through trial and error and led to a serious illness and an ER visit for myself before getting the appropriate care." - Caregiver, WeCare*

## Special Thanks to Our Funders and Donors

Anthem  
California Department of Aging  
City of Milpitas CDBG  
City of San José and the San José  
Public Library Foundation  
County of Riverside, Department of  
the Office on Aging

County of Santa Clara Social Services  
Agency  
The Davidson Family Foundation  
Department of Veterans Affairs,  
Fresno-Madera AAA  
Habitat for Humanity East Bay/Silicon Valley

Kaiser Permanente Northern California  
Community Benefit Programs  
Latino Family Fund of the Gilroy Foundation  
Santa Clara Family Health Plan

## Special Thanks to Our Volunteers



**Total  
Volunteers**  
**1,769**



**Total Hours  
of Service**  
**6,011**



**Total In-Kind  
Estimated Value**  
**\$140,271**

## Volunteer Community Partners

Alta Vista High  
School  
Apple  
AppleOne  
Archstone  
Foundation  
Balance Staffing  
Borel Middle  
School  
Boys Team  
Charity -  
Saratoga  
Church of Jesus  
Christ of Latter  
Day Saints -  
Almaden Valley  
Ward  
Cisco

Compassion  
Week  
Cupertino  
Middle School  
Dartmouth  
Middle School  
Daughters of  
Penelope  
DaVinci  
Academy  
Dolores Huerta  
Middle School  
eBay  
Exact Sciences  
Corporation  
Fairview  
Elementary  
School

Fenwick  
Georgina  
P. Blach  
Intermediate  
School  
Good Roots  
Google  
Graham Middle  
School  
Hewlett Packard  
Enterprise (HPE)  
Homestead High  
School  
Inclusive World  
Insperity  
Intuitive  
Keenan

Los Gatos  
High School -  
Volunteering  
Committee  
Los Gatos -  
Saratoga Union  
High School  
District Post  
Secondary  
Program at West  
Valley College  
Lynbrook  
High School -  
ArtReach  
Meta  
Microsoft  
NVIDIA

President of  
The Lincoln  
Community  
Grandkids  
Redwood Middle  
School  
Rotary Club of  
Los Gatos  
San Jose State  
University,  
Public Health  
and Recreation  
San Mateo  
County - Aging  
and Adults  
Services

Santa Clara  
County Federal  
Credit Union  
Santa Clara  
County  
Democratic  
Party  
Santa Clara High  
School  
St. Christopher  
School  
Swenson  
Builders  
The Harker  
School  
Valley Christian  
Schools - Key  
Club

Washington  
High School  
Westmont High  
School Cheer  
Wilson High  
School  
Young Men's  
Service League -  
Live Oaks  
Zscaler

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Heather Severson-Tanez  
Board Member

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