



*CARR began piloting its **Pop-Up Senior Coaching Clinics** in March 2019. The Coaching Clinic is an innovative approach for delivering information and resources to hubs of senior activity.*

This newsletter describes our pilot project, what we've learned, and how CARR, as a trusted and objective organization, is helping seniors navigate the complex and fragmented space of senior services and care.

Through June, we have hosted 14 clinics, and have another 19 scheduled before the end of the year. To learn venues and dates, visit our website.

[Visit CARR's Website](#)

POP-UP CLINICS as DISRUPTORS

by Chris Murphy, MSG

CARR's Pop-Up Senior Coaching Clinics are disrupting the delivery of information and resources within the older adult community. By definition, pop-ups are quick set-up, short term operations in temporary settings. CARR's Pop-Up Senior Coaching Clinics meet that definition: they are inherently temporary, short-term and versatile.

In partnership with the City of San Diego's Department of Parks and Recreation, CARR is popping up for three hours, once a month through December 2019 at Balboa Park Senior Lounge, Balboa Park Ballroom Dancing, and the San Ysidro Senior Center. We will also be popping up at the County's El Cajon Library on Douglas Ave. CARR's founding gerontologists offer resources on a wide range of aging-specific topics, in real time.

CARR's Pop-Up Clinics offer information and resources tailored to a senior's individual needs. We see up to 5 older-adult consumers per venue who have all-things-aging questions. After carefully listening to the person's narrative, a CARR gerontologist gives the person a personalized session about their options and possible solutions to their issues, offers self-help resources, and empowers the person to take the steps necessary to achieve their objectives.

We know that while there are many resources for older adults, accessing them is neither straight-forward nor easy. CARR's Pop-Up Senior Coaching Clinics offer individualized, curated navigation services, minimizing the number of dead ends the senior will encounter. Piloting this program since March 2019, we've heard clients say they appreciate that CARR's gerontologists aren't selling them anything – just providing a neutral sounding board and a pathway to empowered action.

CARR's Pop-Up Senior Coaching Clinics: turning disruption into a win for seniors.

SIMILAR PROBLEMS, DIFFERENT APPROACHES

by Christina Selder, MSG

CARR is experiencing an increase in calls from older adults and their family members frustrated by dead-end referrals to services. Some dead end scenarios include:

- Limited ability and confidence to narrow down choices
- Accessing and validating the quality of services available
- Inability to manage the sequence of steps to take action
- Ineligibility for referred programs

CARR's Senior Coaching Clinics were designed in response to these calls. We saw an immediate need to get out into the community to help folks. We also saw an opportunity to better understand needs in terms of community and preferences. As an example, let's take the Coaching Clinics CARR hosted in La Jolla and San Ysidro:

San Ysidro is the southernmost community in San Diego, with 94% minority residents, 17% age 55+, and a median household income of \$36,000. Juxtaposed with La Jolla, a north coastal community, with 9% minority residents, 41% age 55+, and a median household income of \$114,000. These characteristics have influenced local older adults' expectations for aging, as well as program and service development within each community.

At both the La Jolla and San Ysidro clinics, CARR coached two couples with similar concerns in that one spouse from each couple was responsible for the care of the other. While both spouses faced the challenge of overseeing care, how they approached the challenge was different.

The La Jolla spouse wanted CARR's coaching on assisted living options versus installing an elevator and bringing private-pay caregivers into the

home. The San Ysidro spouse wanted coaching focused on a better transportation option for her to be able to visit her spouse in a skilled nursing facility across town, as well as how to claim hardship to stop the Social Security Administration from deducting for an overpayment.

CARR encountered more of these contrasts throughout the initial clinics and anticipates capturing more as they continue. As San Diego prepares for an unprecedented number of older adults in all of its communities, leadership should refocus and rethink aging programs with the person and their community in mind.

CARR looks forward to continuing to make an impact by improving the lives of seniors while sharing what we learn with community leaders.

SURVEY SAYS. . .

by Rebecca Ruiz, Data Analyst

As CARR has hosted Pop-Up Senior Coaching Clinics, we've collected data to capture the community's need for services. We helped 33 people from March to June of 2019, with roughly 40% of participants attending our San Ysidro clinic. Overall, ages ranged from 59 to 90 years of age, averaging about 75 years old.

With a 30-year age gap in those seeking our help, the issues they need help with vary widely:

- 36% of participants wanted assistance in finding low-income housing.
- 20% sought help with services (delivered meals, home maintenance, etc.) that would maintain their independence.
- 20% needed help navigating legal issues like hiring an attorney, creating a will, or establishing a Power of Attorney.
- 16% wanted resources for care such as hiring a private caregiver or a home care agency.
- 8% of participants needed help finding employment.

With 36% of participants seeking low-income housing, it reinforces how the housing crisis in San Diego is affecting all ages, and how few opportunities low-income seniors have to age well.

Seniors are also taking the next step on their own, planning ahead of their need while still independent and having capacity to make their own decisions since,

- 86% were seeking services for themselves
- 11% for relatives
- 3% for a spouse

By surveying seniors after their clinic, CARR found the vast majority (over 90%) thought they left the clinic better understanding their options and their next steps.

While the Coaching Clinic program is still in its pilot phase, the data we collect in the future will help us advocate for the needs of the San Diego community.

Coaching clinics don't pop up by themselves.

Each clinic CARR pops up costs us \$327.

Next time your friend says they wish they knew where to get help, you can grant their wish immediately by referring your friend to one of CARR's Coaching Clinics.

Can you help us?

Your contribution will be used to fund the cost of one clinic.

No donation is too small. And you will receive a heart-felt thank you and an acknowledgement from us that can be used for IRS purposes.

DONATE NOW