

## Institute on Aging

Institute on Aging (IOA) brings together resources, education and services to help older adults and adults living with disabilities remain or return home, engaged with others, and independent for as long as possible.

## Home Care & Support Services

IOA provides personalized care for aging adults in the comfort of their own homes. Licensed, bonded, and insured caregivers are available 24 hours a day, 7 days a week. Certified clinicians and caregivers together meet with clients and their families to design and implement a personalized home care plan.

**Care Management:** The plans developed by IOA's skilled care managers target concerns including self-neglect, isolation, depression, injuries, medication, substance abuse, and home maintenance.

**Financial Services:** IOA helps aging adults maintain peace of mind regarding their finances. Our Financial Services program includes helping with bill paying, money management and protection against abuse. If you have concerns about being taken advantage of, we can assist by ensuring your finances are well accounted for by our licensed financial experts.

**Medical Management:** IOA's nurses can accompany you and be your advocate at medical appointments. We can serve as a liaison between you and your health care providers. Our Medical Management nurses can help with: advocacy and accompaniment to medical appointments, medication pick-up, filling, and refills of medi-sets.

## Social Day Program

As adults grow older, socializing and remaining active may become difficult challenges. IOA has a variety of day programs available that encourage and foster fun, social, and engaging activities for aging adults. IOA can arrange free transportation from your home, to and from the centers. The program offers safe, supportive environments for people in early and later stages of mental decline and memory care along with aging adults with decreased mobility.

## Community Living Services

IOA's Community Living Services assists those who qualify for Medicare/Medi-Cal coverage as they are transitioning out of nursing homes and care facilities, back to living in the community.

**Multipurpose Senior Services Program (MSSP):** The Multipurpose Senior Services Program aids San Francisco residents over the age of 65 who prefer to live at home, rather than in a nursing facility. IOA provide skilled nurses and social workers that collaborate to help each client monitor medical conditions, offer support in the home, talk with primary care providers, and work with families and loved ones to manage all the necessary services.

**Linkages:** For San Francisco residents over 18 living with disabilities, IOA offers help to organize and administer support services. Securing effective care for independent living is sometimes expensive. Linkages helps each client remain independent, and live within their means.

[www.ioaging.org](http://www.ioaging.org) | 800.430.8026 | 415.750.4111

San Francisco  
3575 Geary Blvd  
San Francisco, CA 94118

Marin  
930 Tamalpais Ave  
San Rafael, CA 94901

Peninsula  
881 Fremont Ave #A2  
Los Altos, CA 94024

San Mateo County  
1660 South Amphlett Blvd #330  
San Mateo, CA 94402

Santa Clara County  
17555 Peak Ave #100  
Morgan Hill, CA 95037

Alameda County  
Contra Costa County  
2100 Embarcadero #101  
Oakland, CA 94606

## **Community Living Services Cont.**

**Community Living Fund:** IOA's Community Living Fund helps lower income San Francisco County residents transition out of hospitals and care facilities so they can live independently. We help aging adults and people living with disabilities get out of care facilities if they do not belong there, or do not wish to be there. Community Living Fund is a short-term program designed to assist individuals by connecting to needed medical and psychosocial services that will support independent living.

**Community Care Settings Pilot Program (CCSP) and Community Living Connection (CLC):** The Community Care Settings Pilot program (CCSP) assists Health Plan of San Mateo County members and the Community Living Connection program assists the Santa Clara Health Plan members to transition out of nursing facilities and back to living independently in the community. Both programs provide services to individuals living in the community, or those who are in acute care settings, that are at imminent risk of institutionalization.

## **Program of All-inclusive Care for the Elderly (PACE)**

On Lok Lifeways pioneered the model of care known as "Program of All-inclusive Care for the Elderly" or PACE. On Lok Lifeways' PACE allows seniors who are ill or disabled to live in their own home, whether home is a family residence, apartment, retirement village or hotel room. IOA is proud to participate in providing services to several hundred PACE participants.

## **Psychology & Counseling Services**

Many older adults are struggling with depression or anxiety as they cope with changes related to aging, or with learning to live with a disability. IOA's trained clinical staff works with individuals who might be experiencing mental or emotional distress.

**In-Home and Outpatient Psychotherapy:** Psychotherapy services are available for clients on a short-term and long-term basis. IOA practices supportive, evidence-based therapies including: cognitive behavioral therapy, problem solving therapy, supportive therapy, reminiscence therapy, sleep and relaxation coaching, pain management therapy, and bereavement therapy.

**Friendship Line:** The Friendship Line offers the nation's only accredited 24-hour crisis hotline specifically for aging adults and adults living with disabilities. The Friendship Line also offers a "warm line" that provides routine outbound phone calls—sometimes even daily—for emotional support, and well-being checks to any who request it.

**The Center for Elderly Suicide Prevention (CESP):** Our Center for Elderly Suicide and Prevention provides counseling, referrals, grief support programs, and even well-being checks for older and disabled adults in California and beyond.

## **Education**

IOA offers professional and community education through our: clinical training; Elder Abuse Prevention program; internships; Speakers' Bureau; and workshops and conferences.

**Elder Abuse Prevention Program:** To help fight against the abuse, neglect, and exploitation of older adults, IOA offers many programs and services aimed at identifying and educating others of signs of elder abuse.

**Psychology Clinical Training:** IOA offers comprehensive training in Geropsychology including a post-doctoral fellowship and practicum training program. The practicum training program is a member of Bay Area Practicum Information Collaborative (BAPIC) and psychology trainees receive weekly individual and group supervision as well as comprehensive didactic trainings that focus on topics specific to the practice of Geropsychology.

**Conferences & Workshops:** IOA offers educational opportunities through conferences, workshops and lectures for aging-services professionals, family members and older adults.

**Continuing Education Units (CEUs):** Continuing Education Units are often available for maintaining licenses and certifications, and we currently offer the following CEUs: APA; BBS; BRN; MCLE; and RCFE.



## The Friendship Line

24-hour toll-free hotline/warmline for older adults and adults living with a disability

The Friendship Line at Institute on Aging is the nation's only accredited 24-hour toll-free hotline for older adults and adults living with a disability. The Friendship Line is both a crisis intervention hotline and a warmline (non-urgent calls); our services provide older adults and adults living with a disability reassurance, crisis intervention, information and referrals.

In addition to receiving incoming calls our volunteers make routine outbound phone calls that provide emotional support, and well-being check-ins.

For many depressed and lonely seniors, we offer a lifeline of hope. In every call, the goal is to help the individual feel safe and valued.

The Friendship Line is accredited by the American Association of Suicidology.

### 24-Hour Hotline/Warmline

Available 24 hours a day, 7 days a week:

- Crisis intervention
- Emotional support
- Well-Being check-ins
- Information and referrals

Call the Friendship Line anytime, day or night, 7-days a week at 1-800-971-0016 and introduce yourself to one of our staff members or volunteers - It's that easy.

### Who can call the Friendship Line?

- Any person aged 60 years or older
- Adults living with a disability 18 years & older
- Caregivers of older and disabled adults

### Call-In Service

We are available to people 60+ who may be lonely, isolated, grieving, depressed, anxious and/or thinking about death or suicide. We also welcome calls from caregivers and/or adults living with a disability of all ages.

### \*Call-Out Service

We make outbound emotional support calls to older adults who request it. These calls can be arranged by contacting Institute on Aging at 415-750-4111.

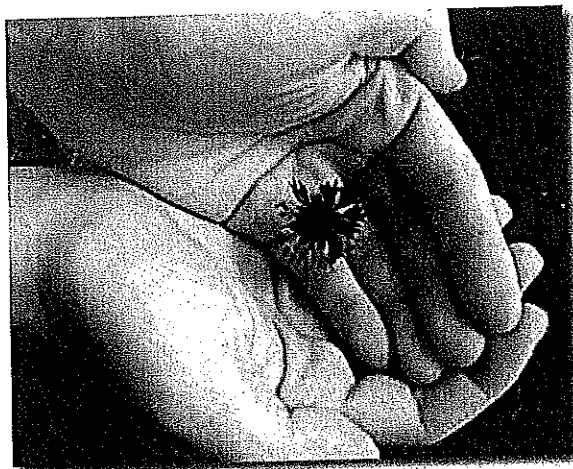
\*Must live in a county providing funding to the Friendship Line

The Friendship Line - 24-Hour Hotline/Warmline  
1-800-971-0016

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# Grief Support Group

*It can be helpful to share your feelings of grief with a group of people who understand. Please join us each Saturday morning for this **FREE** drop-in support group.*



**Every Saturday 10:30 AM to 12:00 PM**

**Institute on Aging  
3575 Geary Blvd.  
San Francisco CA**

**Any inquiries please contact us at:  
415-750-4138 or [friendshiplinestaff@ioaging.org](mailto:friendshiplinestaff@ioaging.org).**

Donations are much appreciated!