

**Department of Disability and Aging Services (DAS)  
Advisory Council  
Meeting Minutes**

**DATE:** Wednesday, October 18, 2023

**TIME:** 10-11:30am

**PLACE:** 1650 Mission St. 5<sup>th</sup> Floor, Golden Gate Room

*To protect the health of the Advisory Council members, DAS staff, and members of the public during the COVID-19 health emergency, the DAS Advisory Council will continue to hold meetings remotely. Members of the public are encouraged to also participate in the meetings remotely.*

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**Members Present:** Diane Lawrence, Allen Cooper, Margaret Graf, Eva Aber, and Chris Dillon. Morningstar Vancil, Juliet Rothman, Darlene Ramlose, Anne Warren

Lisa Cook prospective member present.

**Members Absent Excused:** Marcy Adelman, Steffany Dignum

**WELCOME:** Call to order and welcome Council Members and guests

**Roll Call/Secretary**

**Motion to approve** September 20, 2023, Meeting Minutes: approved.

**Cindy Kauffman Deputy Director's Report:** Updated the council on new programs and existing programs for FY23/24.

**President Lawrence's Report:** Updated the council on Juliet Rothman's decision to step down from being the Site Visit leader and we will be looking for a replacement on her excellent job as that coordinator.

**New Business:**

**Action Item: to not hold a Dec 20<sup>th</sup> meeting as it is too close of the holiday.  
Action unanimously passed.**

**Deputy Director Jill Nielsen speaking on IHSS Shelters:** Deputy Director Nielsen speaking on the importance of the In-Home Supportive Services program here in San Francisco. To be able to receive support in this program you do need to have an address and we are working on that to support unhoused persons. This is a Medicaid waiver program so it's highly regulated. Gave a detailed report on the number of IHSS social workers and their large caseloads and how they identify if clients have vulnerabilities and criteria for being accepted into this program. Serving a

very large percentage of high needs individuals that tend to be younger and more male and 3 times as likely to have impairments such as memory. Nielsen spoke on the different models that can be incorporated to provide care in more fluid ways. HomeBridge care providers provides care in many ways to individuals and how proud they were to help and innovate during the pandemic. Some highlighted outcomes are that IHSS model is working to help people through the acceptance system, client satisfaction is up and feel more safe, overall well-being for clients is up, and the social workers working on this feel they are actually making a difference and more impactful.

Alan asked about specific numbers on individuals in shelters, presenter Nielsen responded that there are fewer than 100 recipients in congregate shelters.

Lisa Cook asked about people living in the streets and how can they be assisted? Nielsen responded that it is a challenge but can refer to the behavior helpline but also IHSS is not beneficial if the client is not ready to accept caregiving.

**Consumer Grievances Process:** Presenter Mike Zaugg spoke on the updated consumer grievance process. DAS now offered clients a 3<sup>rd</sup> level of appeal which would go to the Advisory Council. Potentially 2-3 grievances coming to the Council per year.

Margaret Graf asked about the judicial process of the Council and the ramifications of being a legal judicial arm of DAS and presenter Zaugg said that would probably be more hypothetical.

**Area Plan 2024-2028 Kick Off:** Presenter Adithi Velore spoke on the Area Plan FY24/25 to FY27/28. Gave a detailed look at the Area Plan structure with a timeline for all proposals.

**Virtual Visit Lighthouse for the Blind: Dr. Juliet Rothman:** Wide number of programs and presenter Rothman stated this is one of the best site visits she has done and is greatly funded. There are 5 different programs funded from DAS there like SF Connect and many other programs. There building is 3 floors and 1 floor is just a dorm for 20 people. They also have a store.

**Announcements:** President Lawrence asked for prospective CSL members and no guest speakers for the November meeting and will look ahead to 2024.

**Adjournment** at 11:39am