



SAN FRANCISCO HUMAN SERVICES AGENCY  
**Department of Disability  
and Aging Services**

# **Dignity Fund Data & Evaluation Report**

FY 2022-23



# Contents

- Contents.....1
- Introduction .....2
- Background .....3
- Reading this Report.....5
- Highlights from FY 2022-2023..... 6
- Access & Empowerment ..... 9
- Caregiver Support.....30
- Case Management & Care Navigation .....37
- Community Connection & Engagement..... 46
- Housing Support .....75
- Nutrition & Wellness.....83
- Self-Care & Safety .....101
- Appendix A: DAS Service List..... 113
- Appendix B: List of Contractors by Service.....116
- Appendix C: Map of San Francisco Zip Codes ..... 122
- Appendix D: Profile of San Francisco Older Adults and Adults with Disabilities ..... 123
- Appendix E: Profile of Clients Served in FY 2022-23 Overall and by Service Area ..... 125

# Introduction

With the November 2016 passage of Proposition I, San Francisco voters established the **Dignity Fund**, creating protected funding for social services that support older people and adults with disabilities to safely live and engage in the community. The Dignity Fund is administered by the **San Francisco Department of Disability and Aging Services (DAS)**, the City's lead agency focused on older adults and adults with disabilities.

The Dignity Fund legislation guided DAS to **institute a rigorous planning and evaluation process** to ensure that funds are distributed responsibly and transparently to best address community needs. The Department is committed to **tracking meaningful and measurable objectives that help us understand the performance and impact of services** supported by the Dignity Fund. To this end, we publish an annual data and evaluation report that summarizes this information on our programs, and ultimately serves as an important resource for DAS service providers, staff, and other City and community stakeholders.

**This Data and Evaluation Report is focused on Dignity Fund services<sup>1</sup> in FY 2022-23.** This document, and the data snapshots it contains, provides rich insight into the scope and scale of Dignity Fund services. When paired with the Department's qualitative research, collaborative discussions with service providers and partners, and ongoing engagement with community voice, we can develop an even fuller picture of our programs and impact.

In FY 2022-23, **DAS and our network of community-based service providers served more older and disabled San Franciscans than ever before:** we facilitated nearly **140,000 program enrollments** and served more than **60,000 unduplicated clients** in this period. Together, we achieved this unprecedented scale of client engagement by remaining responsive to rising community needs even after our focused COVID-19 pandemic response and recovery efforts concluded. Demand for disability and aging services among our populations remains high. We have capitalized on the unexpected positive impacts of the pandemic — such as increased awareness of DAS services, improved service coordination across City and community partners, and the sustained popularity of virtual and hybrid service models — to meet these community needs. The data summarized in this report reflect the success of our programs in supporting our clients to age safely in place.

Please see the *Highlights from FY 2022-23* section of this report for a summary of key achievements across Dignity Fund services in this period.

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<sup>1</sup> Services that receive or are eligible to receive funding through the Dignity Fund.

# Background

## San Francisco Department of Disability and Aging Services

Within the City and County of San Francisco, **the Department of Disability and Aging Services (DAS)** is the government agency charged with **coordinating services for older adults, veterans, people with disabilities, and their families to maximize safety, health, and independence**. As the state-designated Area Agency on Aging for San Francisco, DAS is responsible under the federal Older Americans Act to serve as the lead on local aging issues.

DAS is located within the San Francisco Human Services Agency, which delivers a safety net of services and public benefits to promote wellbeing and independence. Each year, **DAS serves over 70,000 unduplicated clients directly through our department programs and through partnerships with community-based organizations**. With an overall budget of \$483 million in FY 2022-23, DAS is supported by a staff of 439 employees and contracts with over 60 community organizations to deliver services.

## Dignity Fund

The **Dignity Fund** was established via a charter amendment passed by San Francisco voters as Proposition I in 2016. This legislation **created a dedicated and protected funding source** — called the Dignity Fund — for social services that support older adults and adults with disabilities to safely live and engage in the community. It also **instituted a planning and four-year funding process** to ensure Dignity Fund money is appropriately and purposefully spent to address community needs. Finally, the legislation **formed an oversight body** to monitor and participate in the administration of the Dignity Fund and to ensure the Fund is managed in a manner accountable to the community.

The Dignity Fund primarily supports community-based services<sup>2</sup> that help San Francisco's seniors and adults with disabilities to age with dignity in their communities, with particular attention to improving equity among historically disadvantaged groups and underserved neighborhoods. The allocation of Dignity Fund dollars in FY 2022-23 was informed by the **2018 Dignity Fund Community Needs Assessment** and subsequent four-year funding plan, the **Dignity Fund Service and Allocation Plan for FY 2019-20 to FY 2022-23**. These reports, as well as additional information about the Dignity Fund, are available online at <https://www.sfhsa.org/das>.

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<sup>2</sup> The Dignity Fund legislation describes services that are eligible for funding through this revenue source. It also outlines ineligible services, such as mandated programs funded by the federal or state government.

## Ongoing Efforts to Track Progress and Measure Success

**Tracking program deliverables and service outcomes is critical to ensure that the Dignity Fund is achieving its intended impact in the community and making best use of available resources.** Building on our existing efforts to ensure robust data collection across our service network, and to use data to inform continuous quality improvement, equity considerations, and other policy and program decisions, DAS formalized and implemented a coordinated three-part framework for performance measurement and outcome evaluation:

- **Annual Data & Evaluation Report:** A fiscal year snapshot of service deliverables and outcomes for all Dignity-Fund eligible services. This snapshot includes metrics describing client demographic profile, service units provided, and program outcomes aggregated by service and grouped further by service area.
- **Focus Area Reports:** Program- or topic-specific analyses that delve more deeply into key issues of interest DAS identifies through the Dignity Fund Community Needs Assessment, Data & Evaluation Reports, and with input from the Oversight and Advisory Committee. Examples of past reports include equity analysis of service engagement among communities of color and LGBTQ+ populations, assessment of caregiver needs, and analysis of Legal Assistance program trends.
- **Cycle-End Evaluation Report:** A report synthesizing information from the Annual Data & Evaluation Reports and Focus Area Reports to analyze trends and impact of the Dignity Fund over the funding cycle. We are preparing the first-ever Cycle-End Evaluation Report following the end of the FY 2019-20 to FY 2022-23 funding cycle.

### MEASURING OUTCOMES AND IMPACT ACROSS OUR SERVICES

Continuous performance measurement is an essential part of the Dignity Fund Outcome and Evaluation Plan. **In all our direct services and community-based programs, DAS tracks key metrics** over time to understand how our services support older adults and people with disabilities to live in the community. In the FY 2019-20 to FY 2022-23 funding cycle, DAS began a process to **improve performance measurement across our services** by adopting more meaningful and reliable outcome measures at the individual service level, and by **developing a shared outcome objective framework** structured by our service areas.

This framework — which we developed with input from the Dignity Fund Oversight and Advisory Committee and Service Provider Working Group — allows the Department to **more effectively describe the combined impact of our services.** Under this framework, DAS services are organized into seven broad service areas based on shared underlying goals. For each service area, this shared purpose provides direction for outcome themes that guide our development of measurable objectives for those services. While we may tailor specific outcome measures to a specific program model or population, we also ensure outcome objectives for each service align with priority outcome themes. Using this approach, the Department can understand and describe the shared impact of our nearly 60 Dignity Fund programs within and across service areas.

# Reading this Report

This report is organized into seven sections, each of which corresponds to one of **seven DAS service areas**. The Department groups services into service areas based on their primary underlying goal. This framework helps us better understand the scope and collective impact of DAS services in improving the lives of older and disabled San Franciscans. These areas are:

- **Access & Empowerment:** To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services.
- **Caregiver Support:** To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.
- **Case Management & Care Navigation:** To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community.
- **Community Connection & Engagement:** To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community.
- **Housing Support:** To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement.
- **Nutrition & Wellness:** To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.
- **Self-Care & Safety:** To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.

## ORGANIZATION OF SERVICE AREA SECTIONS

Each section begins with an overview of the service area, including the primary themes for outcome measurement and key highlights from FY 2022-23 for those services.

Sections also contain service-specific performance profiles that summarize key service and outcome objectives. Outcome measures are grouped by theme; key themes for a service area marked with an asterisk. Where client-level data is available,<sup>3</sup> demographic profiles by service are also included, capturing characteristics like race/ethnicity, sexual orientation and gender identity, residential zip code, and age.

## ADDITIONAL REFERENCE MATERIALS

This report contains several appendices that may help inform interpretation of the data, including a list of DAS services (Appendix A), a list of DAS contractors by service (Appendix B), a zip code map (Appendix C), a population profile of seniors and adults with disabilities in San Francisco (Appendix D), and a profile of clients served in FY 2022-23 (Appendix E).

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<sup>3</sup> Most Dignity Fund services use the centralized DAS GetCare database to manage client enrollment, providing access to detailed demographic information by service. For a small number of programs, client-level demographic data is not available in DAS GetCare, and has not been summarized in a client profile.

# Highlights from FY 2022-2023

In FY 2022-23, DAS partnered with community providers throughout the city to deliver Dignity Fund services to approximately 60,100 unduplicated individuals, across 141,100 enrollments. In total, we allocated approximately \$95.6 million administering these programs.

## DIGNITY FUND FY 2022-23: OVERALL SERVICE LEVELS AND FUNDING

Total Enrollments	Total Unduplicated Clients*	Total Funding
141,112	60,071	\$95,609,869

*\*This figure is based on Dignity Fund services for which client-level data (including name and date of birth) is collected and made available for analysis and reporting. It does not include clients enrolled in programs for which this information is not available. As such, this figure does not represent the full count of all individuals served by the Dignity Fund. Additional information on which programs are excluded from this count is available in the Service Area overviews that appear later in this report.*

### The DAS service network and the reach of our services grew in FY 2022-23, exceeding pre-pandemic service levels to achieve an unprecedented scale of client engagement.

This performance is a likely reflection of various factors, including increased community awareness of DAS services, enhanced coordination across City and community partners, and improved access to services via virtual and hybrid program offerings. The data on program performance and client demographics summarized in this report generally illustrate **trends that are consistent with a story of continued recovery, stabilization, and in some cases even growth**, following the COVID-19 pandemic and its lingering impacts on our community.

**The performance and client data in this report are drawn primarily from the centralized DAS GetCare database** — a system used by nearly all community-based service providers of Dignity Fund services to track information on client demographics, program enrollments, and service delivery. It is important to note that the DAS Office of Community Partnerships **launched this new database during the reporting period, in June 2023**. We made significant preparations for this launch throughout the fiscal year, including work to transition and vet a significant volume of client enrollment data from the existing CA GetCare database to the new system.

DAS Office of Community Partnerships staff collaborated closely with service providers to ensure successful adoption of the new database and implementation of related business processes. These staff continue to provide ongoing technical assistance to our community partners, including to facilitate data quality assurance and system refinements. The Department’s use of **DAS GetCare has strengthened our ability to report more complete data on Dignity Fund programs and clients**. Nevertheless, there remain opportunities for us to improve data collection and quality both within this data system and in other contexts in which performance data is captured, such as contract monitoring.

## HIGHLIGHTS BY SERVICE AREA

The following is a selection of highlights by service area. Please see service area section overviews for additional detail and other key achievements.

- **Access & Empowerment:** We served about 23,430 clients\* across 33,280 enrollments.
  - We provided information, referral, and assistance support to 22,870 individuals through the Aging and Disability Resource Centers and DAS Intake — lower than service levels at the peak of COVID-19 crisis, but higher than pre-pandemic levels.
  - Our LGBTQ+ Cultural Competency Trainings served 198 DAS provider staff to build capacity to better assist LGBTQ+ persons with dementia and improve cultural sensitivity in their work with LGBTQ+ communities.
  - We supported about 2,220 Naturalization clients with nearly 3,800 hours of classes and 3,500 hours of legal counseling to successfully navigate the process of becoming a US citizen.
  - We provided health insurance counseling to nearly 1,970 Medicare clients to help maximize their health benefits. Clients said that counseling sessions helped them maintain or increase their insurance benefit and make an informed decision.
- **Caregiver Support:** We served about 780 clients with more than 1,490 enrollments.
  - The Family Caregiver Support program provided 1,500 hours of counseling and 200 hours of training to about 490 unpaid caregivers, helping to improve their health and wellbeing and their ability to provide quality care to their recipients.
  - Collectively across our Caregiver Support programs,<sup>4</sup> about 94% of caregivers experienced positive outcomes with respect to their health and wellbeing.
- **Case Management & Care Navigation:** We served 1,960 clients with a total of 2,280 enrollments.
  - We provided Case Management services to approximately 1,415 clients, helping them to navigate and access the services they need to live safely in the community.
  - We provided 12,550 care navigation hours to 471 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 85% of surveyed clients indicated they felt less isolated through their engagement in care navigation, peer support, and other supportive services offered through the program.
  - We promoted clients' stability in the community. For example, 95% of clients in the Community Living Fund program experienced positive outcomes such as experiencing one or fewer unplanned acute care hospital admissions in a six-month period.

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<sup>4</sup> Caregiver Support services include: Adult Day Programs, Caregiver Respite, and the Family Caregiver Support Program.



- **Community Connection & Engagement:** We served nearly 20,360 clients across almost 26,070 enrollments.
  - We provided over 12,000 hours of technology support and training to more than 2,578 unduplicated clients at SF Connected computer labs throughout the city. We also distributed 246 tablet devices. About 95% of clients felt more self-sufficient in accessing the digital services they learned.
  - We supported positive outcomes with respect to engagement and socialization: about 94% of clients across Community Connection & Engagement services reported positive outcomes such as having increased opportunities for socialization, friendships, and feeling a greater sense of social connection and community.
  
- **Housing Support:** We served 710 clients\* across a total of over 20,570 enrollments.
  - We provided rental subsidies to prevent eviction and stabilize housing for about 400 Housing Subsidies clients. Across our providers, 91% of these individuals remained stably housed six months after entering the program.
  - We served 309 unduplicated Veterans Services Connect clients residing in veterans housing developments.
  
- **Nutrition & Wellness:** We served about 30,700 clients\* across 52,860 enrollments.
  - DAS community-based nutrition partners provided a range of culturally responsive services including more than 4.2 million meals and/or food bags to 30,721 unduplicated clients. DAS community-based Congregate Meals providers also expanded their hybrid programs by offering both in-person and to-go meals, acknowledging that no one single approach fits all.
  - We promoted physical fitness and health among clients: across our services in this area,<sup>5</sup> about 94% of clients reported positive outcomes such as improved confidence managing their chronic health conditions and improved health and/or fitness.
  
- **Self-Care & Safety:** We served approximately 380 clients\* across 4,560 enrollments.
  - Senior Escorts accompanied older adults on nearly 1,600 trips. In total, 100% of surveyed clients said they felt safer due to escort services.
  - We subsidized nearly 41,500 hours of home care to 135 clients who are ineligible for IHSS through our Support at Home program. About 88% of clients experienced improved health outcomes due to their participation in the program.
  - In total, 60 trainees graduated from our Workforce Support program, 100% of whom demonstrated increased caregiver competencies.

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<sup>5</sup> Services included in this measure are: Chronic Disease Management Programs, Food Pantry, Health Promotion, Home-Delivered Groceries, and Nutrition as Health.

# Access & Empowerment

**Access & Empowerment services educate, empower, and support older adults and adults with disabilities to access needed benefits and participate in services.**

## **ACCESS & EMPOWERMENT SERVICES**

- Advocacy (Home Care, Housing, Long-Term Care)
- Aging and Disability Resource Centers (ADRCs)
- *County Veterans Service Office (CVSO)*
- DAS Intake
- Empowerment Programs
- Health Insurance Counseling and Advocacy Program (HICAP)
- Legal Assistance
- LGBTQ+ Cultural Competency Trainings
- LGBTQ+ Financial Literacy
- LGBTQ+ Legal & Life Planning
- Naturalization
- Peer Ambassadors
- Transportation
- Veterans Service Linkages Pilot

## **PRIMARY OUTCOME MEASUREMENT THEMES**

- **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
- **Empowerment:** Clients develop enhanced agency and use new skills to engage with and access services that address their needs.
- **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support consumers to access services.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

## **FY 2022-23 HIGHLIGHTS**

- We served nearly 23,430 clients\* with a total of 33,280 enrollments across all Access & Empowerment services. In total, DAS allocated \$11 million for services in this area.
- We provided information, referral, and assistance support to over 22,870 individuals through the Aging and Disability Resource Centers and DAS Intake — lower than service levels at the peak of COVID-19 crisis, but higher than pre-pandemic levels.
- Our LGBTQ+ Cultural Competency Trainings served 198 DAS provider staff to build capacity to better assist LGBTQ+ persons with dementia and improve cultural sensitivity in their work with LGBTQ+ communities.
- We supported about 2,220 Naturalization clients with nearly 3,800 hours of classes and 3,500 hours of legal counseling to successfully navigate the process of becoming a US citizen.
- We provided health insurance counseling to more than 1,970 Medicare clients to help maximize their health benefits. Clients said that counseling sessions helped them maintain or increase their insurance benefit and make an informed decision.

**DIGNITY FUND FY 2022-23: ACCESS & EMPOWERMENT SERVICES**

<b>Total Enrollments</b>	<b>Total Unduplicated Clients*</b>	<b>Total Funding</b>
33,281	23,429	\$10,967,457

*\* Does not include services for which client-level data is not captured in DAS GetCare (Advocacy Services, HICAP, Legal Assistance, LGBTQ+ Cultural Competency Trainings, LGBTQ+ Legal & Life Planning, Naturalization, Peer Ambassadors, Transportation, and Veterans Service Linkages Pilot)*

# Aging and Disability Resource Centers (ADRCs)

ADRCs are centralized resources for free information, service referral, and assistance on issues affecting old adults and people with disabilities, regardless of their income. These hubs are located throughout the City, with at least one ADRC located in each Supervisorial District; information, referral, and assistance are offered in multiple languages to meet the needs of non-English speaking residents.

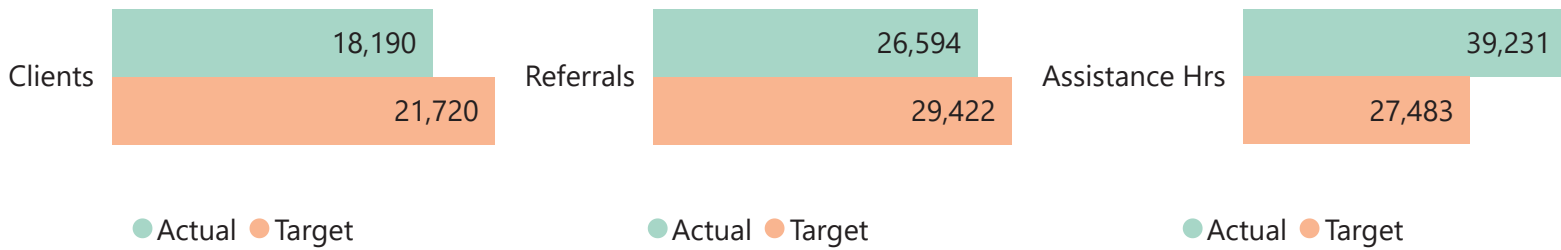
**Funding**

**\$2,057,872**

**Providers**

**10**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients obtain the assistance they requested to fill out an application for some type of financial benefit	1,974	97%	85%
Provider Training & Professional Development*	ADRC staff are able to provide better service to clients due to the training and support from ADRC coordinator	15	100%	95%
Service Quality	Clients report that ADRC services are provided in a respectful manner	1,912	100%	95%

\*Key Measurement Theme for Service Area

# Aging and Disability Resource Centers

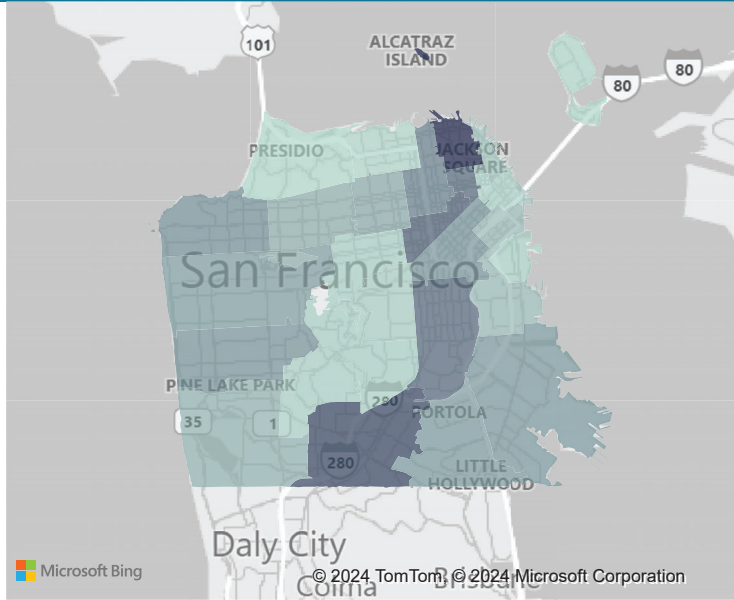
## Client Profile

### Service Levels

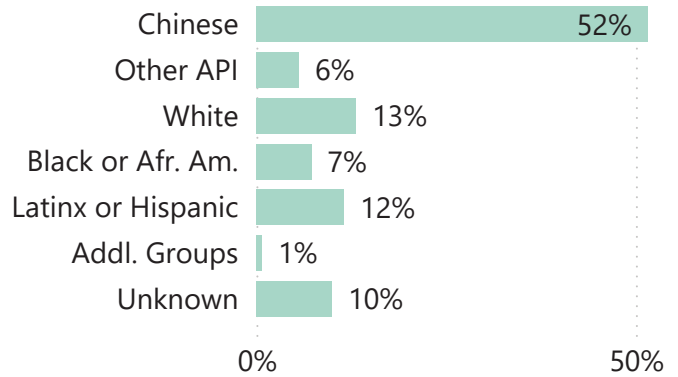
Unduplicated Clients	18,453
Enrollments	20,544

Analysis based on unduplicated clients

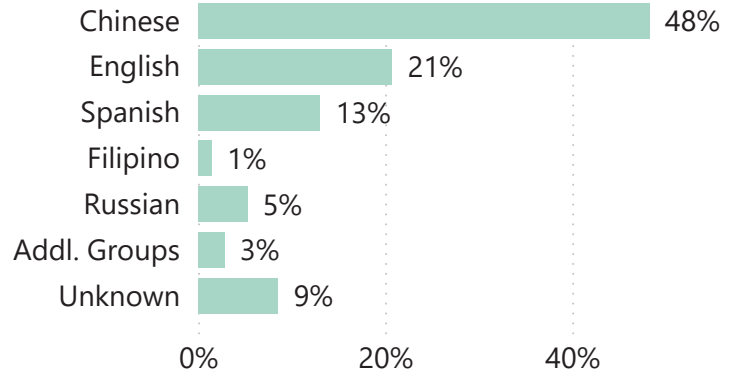
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

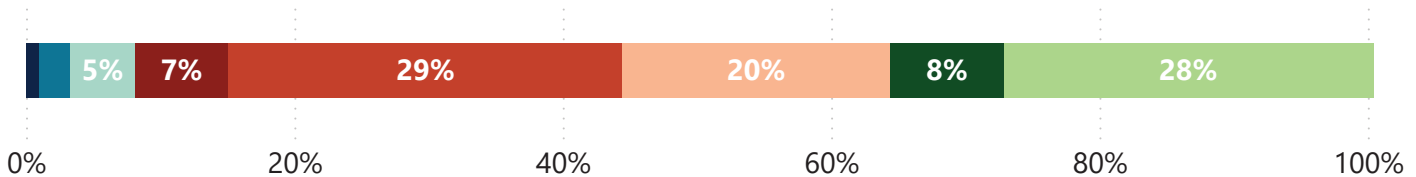
Unknown	42%
Female	32%
Male	25%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	81%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	15%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Advocacy Services

Advocacy services and counseling help to improve conditions for older people and adults with disabilities by providing both direct support and systems-level advocacy. DAS-funded advocacy includes efforts focused on housing, home care, and long-term care services.

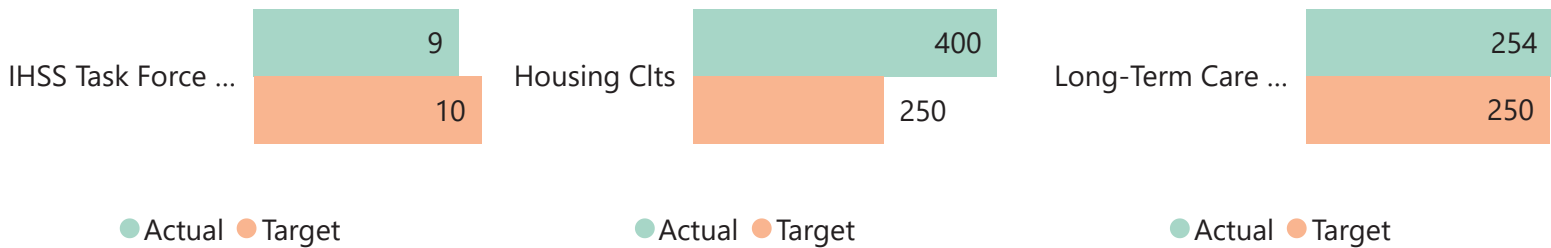
**Funding**

**\$453,994**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Home Care Advocacy	Empowerment*	Participants are engaged with the operation and accomplishments of the Healthcare Action Team	29	93%	85%
Housing Counseling & Advocacy	Empowerment*	Clients report receiving accurate and current tenants rights information to help them with their housing issue	13	100%	85%
LTC Advocacy	Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	18	100%	70%
LTC Advocacy	Service Connection*	Clients seeking support report they are connected to resources that enable them to better access long-term care services	18	100%	70%

\*Key Measurement Theme for Service Area

# DAS Intake

DAS Intake serves as a centralized hub for accessing Department services. Through a single call or visit to the DAS Benefits and Resource Hub at 2 Gough, older adults and adults with disabilities may receive information about and assistance applying for various services, including the Community Living Fund, In-Home Supportive Services, Home Delivered Meals, and Case Management. Information, referral, and assistance services are offered in multiple languages to meet the needs of non-English speaking residents.

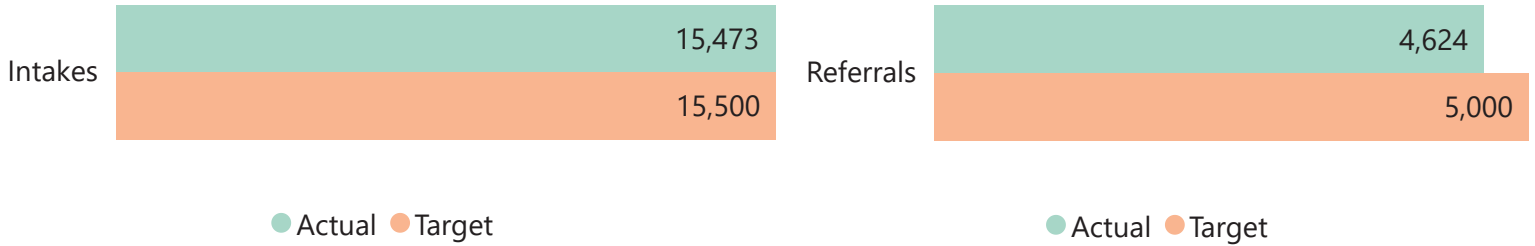
**Funding**

**\$2,748,422**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients easily reach information and referral specialists (measured by call abandonment rate)	38,504	7%	8%

\*Key Measurement Theme for Service Area

# DAS Intake

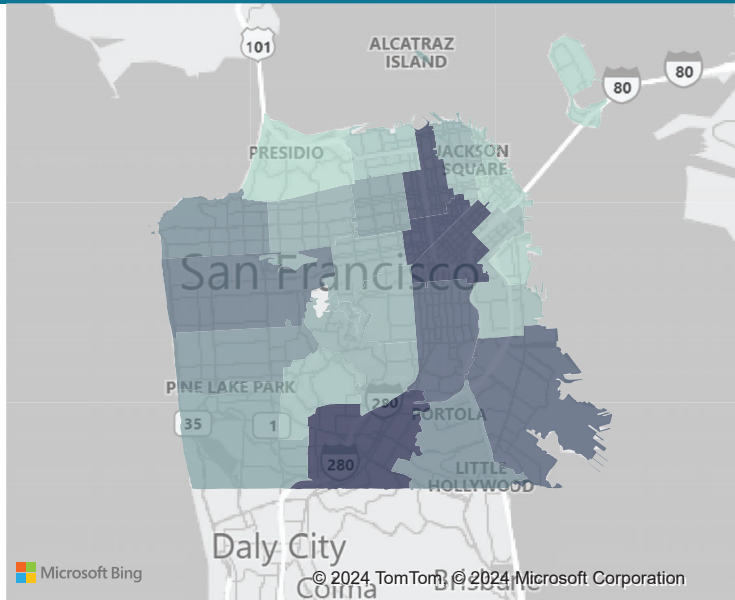
## Client Profile

### Service Levels

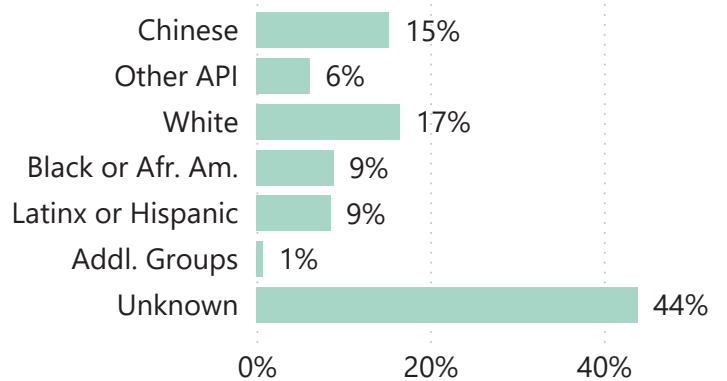
Unduplicated Clients	4,657
Enrollments	4,657

Analysis based on unduplicated clients

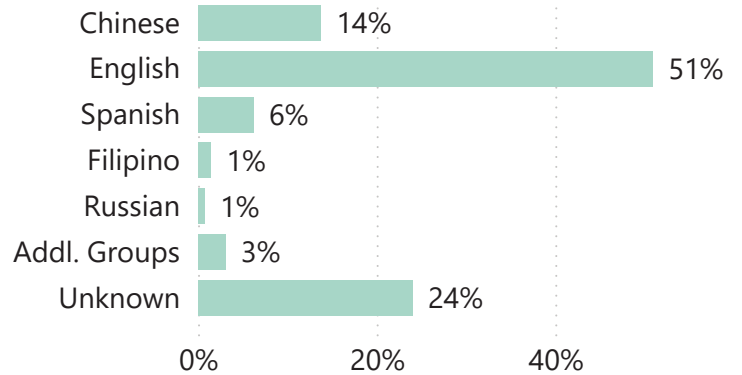
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	37%
Unknown	34%
Male	28%
Trans Male	0%
Trans Female	0%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	40%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	4%
Unknown	53%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown





# Empowerment Programs

Empowerment Programs provide trainings on organizing, leadership, and civic engagement and advocacy. Participants have the opportunity to build tangible skills like conducting effective meetings and resolving conflict, and also learn how to access essential benefits and services in the community.

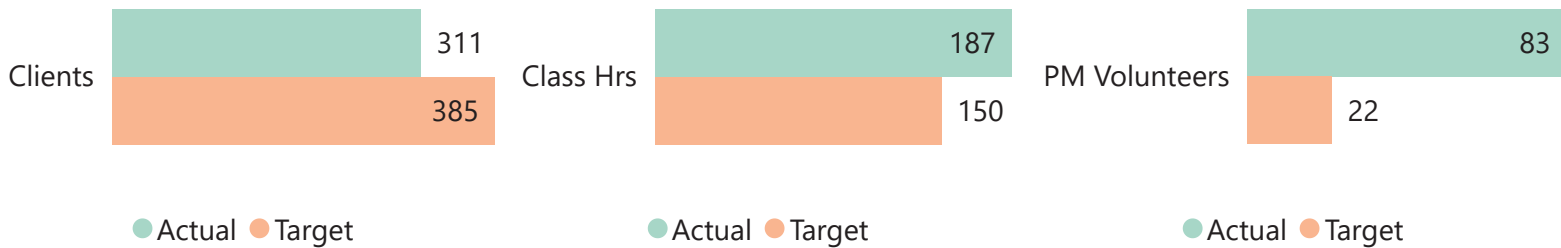
**Funding**

**\$232,730**

**Providers**

**3**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients are more aware of services and resources for the aging and disability communities	17	100%	85%
Empowerment*	Senior & Disability Survival School students volunteer for community organizations or participate in a public policy process	17	89%	25%
Empowerment*	Senior & Disability University students volunteer for community organizations or participate in a public policy process	14	80%	50%
Empowerment*	Clients access new services - such as a supportive resource, transportation, or social activity - as a result of information and support from their peer mentor	8	100%	75%
Empowerment*	Clients rate themselves as more proficient in accessing services and more likely to do so	17	100%	50%

\*Key Measurement Theme for Service Area

# Empowerment Programs

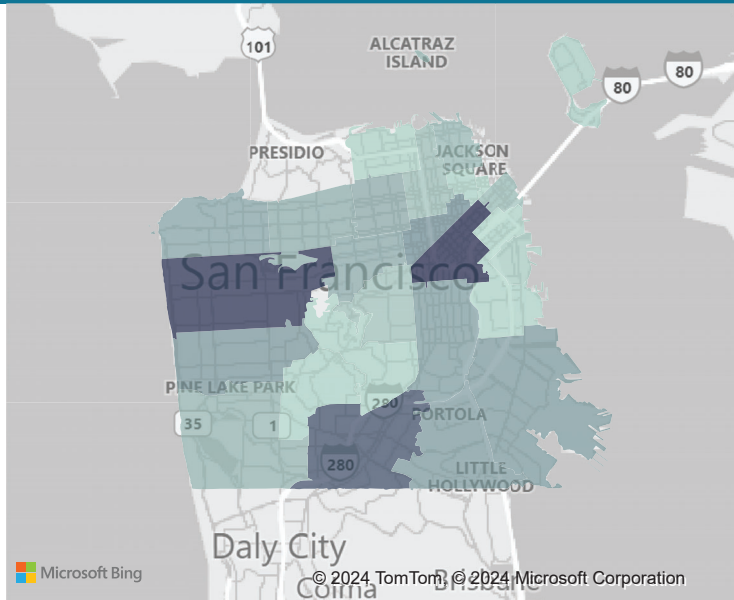
## Client Profile

### Service Levels

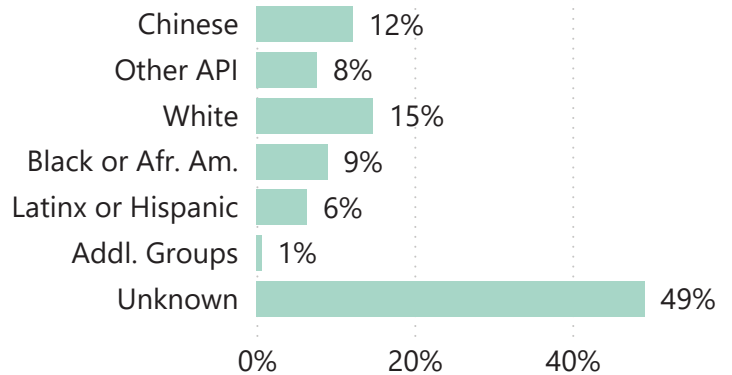
Unduplicated Clients	311
Enrollments	347

Analysis based on unduplicated clients

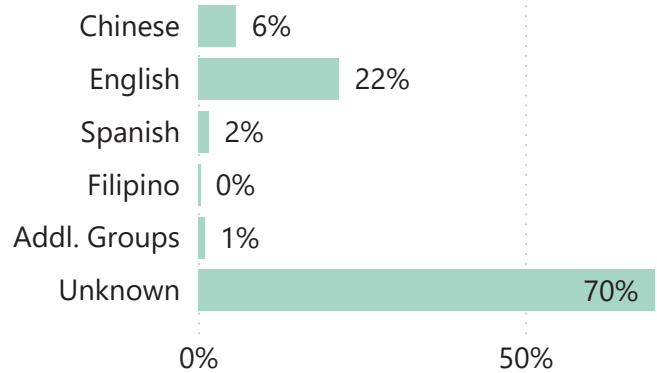
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

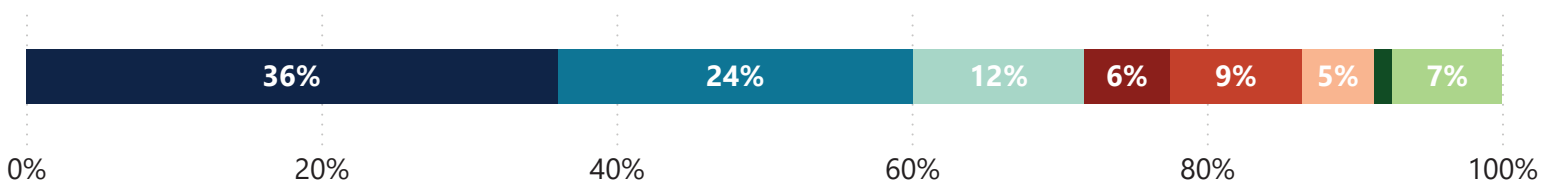
Unknown	45%
Male	31%
Female	25%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	29%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	0%
Unknown	68%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Health Insurance Counseling and Advocacy Program (HICAP)

HICAP services support San Francisco residents receiving Medicare to maximize their health benefits. HICAP Counselors provide consumers with information and counseling about Medicare, supplemental health policies, and long-term care insurance, in addition to assistance with filing insurance claims and preparing appeals if their claims are denied.

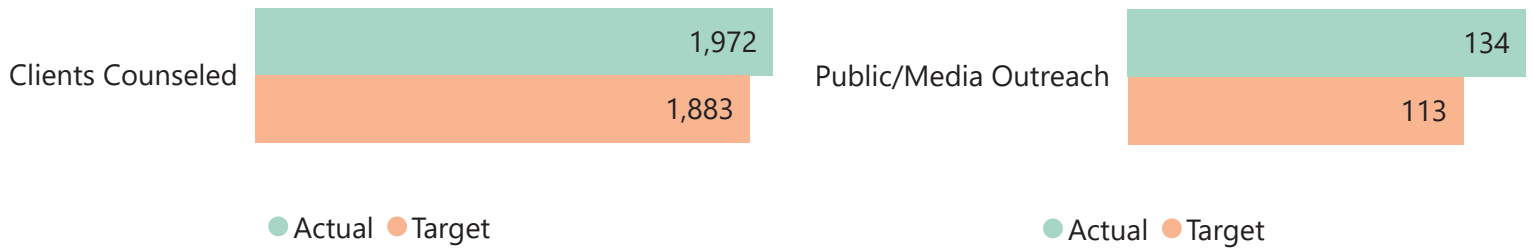
**Funding**

**\$506,817**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report that HICAP services helped them make an informed decision	38	100%	75%
Service Quality	Clients rate their HICAP counselor's communication skills as good or very good	20	100%	75%
Service Connection*	Clients report that counseling sessions helped them maintain or increase their insurance benefits.	20	100%	75%

\*Key Measurement Theme for Service Area

# Legal Assistance

Legal Assistance provides legal representation, counseling on legal issues, and drafting of legal documents. These legal services may address a variety of topics such as eviction prevention, financial and consumer issues, preparation of wills, disability planning and advance directives, and immigration matters.

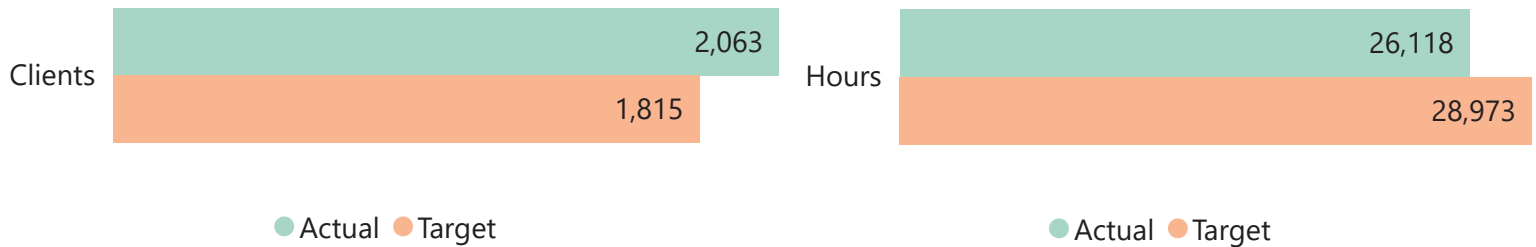
## Funding

**\$2,353,886**

## Providers

**7**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Quantity/Service Objective	Total cases closed	0		
Quantity/Service Objective	Percent of cases closed with a positive outcome	0		

\*Key Measurement Theme for Service Area

Note: Outcome objective data was unavailable for this program due to database issues at the time of program monitoring

# LGBTQ+ Cultural Competency Trainings

DAS funds two LGBTQ+ trainings for service providers. One is a cultural sensitivity training, focused on improving awareness of current issues faced by LGBTQ+ seniors and adults with disabilities. This is provided to DAS community partners. The LGBTQ+ Dementia Care Training is focused more specifically on facilitating service provider efforts to assist LGBTQ+ persons with dementia and to connect these clients to needed services and supports.

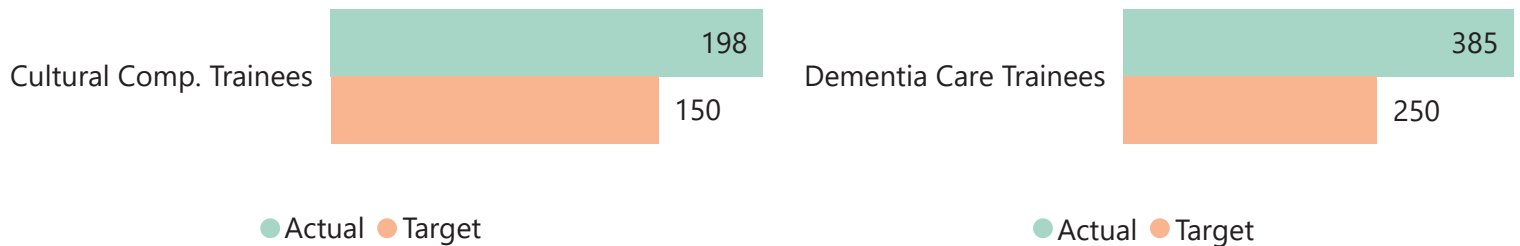
**Funding**

**\$70,029**

**Providers**

**2**

## Service Objectives



## Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
LGBTQ Cultural Competency Training	Provider Training & Professional Development*	Agencies participating in training implement at least 1 best practice into agency policies and procedures	54	100%	80%
LGBTQ Cultural Competency Training	Service Quality	Trainees rate the quality of the training received as good or excellent	54	94%	85%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees are confident in facilitating efforts to assist LGBTQ clients with dementia to feel more welcomed in the community and their agency	407	98%	75%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees can identify at least 5 best practices for increasing safety and inclusion for LGBTQ seniors and adults with disabilities	332	99%	85%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees have helped clients to use appropriate services for LGBTQ clients with dementia after the training	403	99%	85%

\*Key Measurement Theme for Service Area

# LGBTQ+ Financial Literacy

A recommendation of the LGBT Aging Policy Task Force, this program was created to provide one-on-one counseling to empower LGBTQ+ clients to manage their finances and achieve financial goals. Services are tailored to each client's needs and work toward countable outcomes, such as opening savings and/or checking accounts, establishing a safe and affordable banking account, decreasing debt by at least ten percent, and establishing or improving credit score.

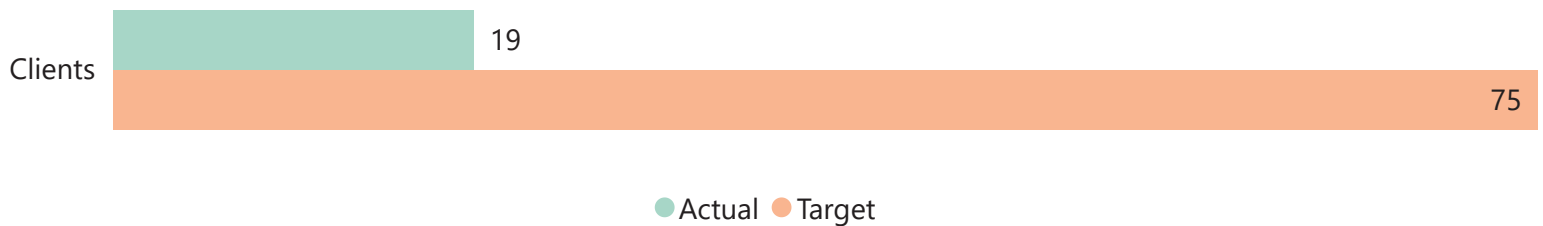
**Funding**

**\$78,092**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients achieve at least one positive financial outcome (such as establishing a savings or checking account or increasing savings)			50%
Empowerment*	Clients report increased financial wellbeing			75%

\*Key Measurement Theme for Service Area

Note: Performance data reported for this program aligns with outcome metrics set by the Office of Financial Empowerment, who shares contract oversight with DAS. Therefore, data for these outcome objectives is unavailable

# LGBTQ+ Financial Literacy

A recommendation of the LGBT Aging Policy Task Force, this program was created to provide one-on-one counseling to empower LGBTQ+ clients to manage their finances and achieve financial goals. Services are tailored to each client's needs and work toward countable outcomes, such as opening savings and/or checking accounts, establishing a safe and affordable banking account, decreasing debt by at least ten percent, and establishing or improving credit score.

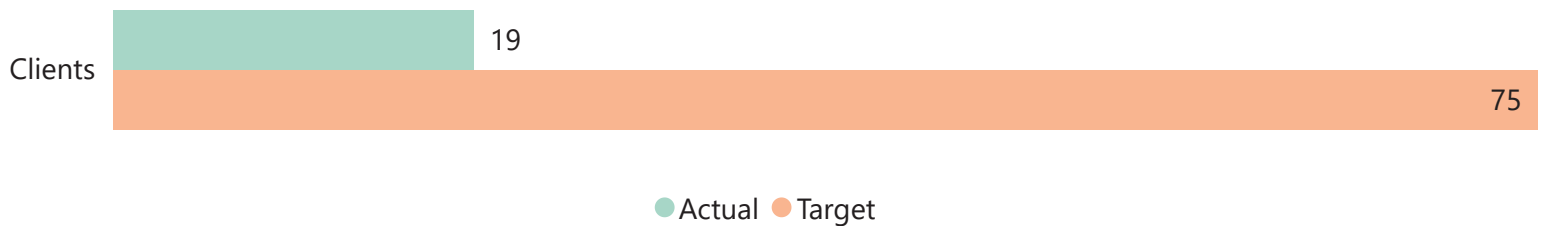
**Funding**

**\$78,092**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients achieve at least one positive financial outcome (such as establishing a savings or checking account or increasing savings)			50%
Empowerment*	Clients report increased financial wellbeing			75%

\*Key Measurement Theme for Service Area

Note: Performance data reported for this program aligns with outcome metrics set by the Office of Financial Empowerment, who shares contract oversight with DAS. Therefore, data for these outcome objectives is unavailable

# LGBTQ+ Legal & Life Planning

A recommendation of the LGBT Aging Policy Task Force, this program helps LGBTQ+ clients identify and memorialize their end of life decisions. The goal of this service is to support and protect chosen family relationships and individual preferences for care through formal legal documentation, such as wills and trusts, advanced care directives, and hospital visit authorizations.

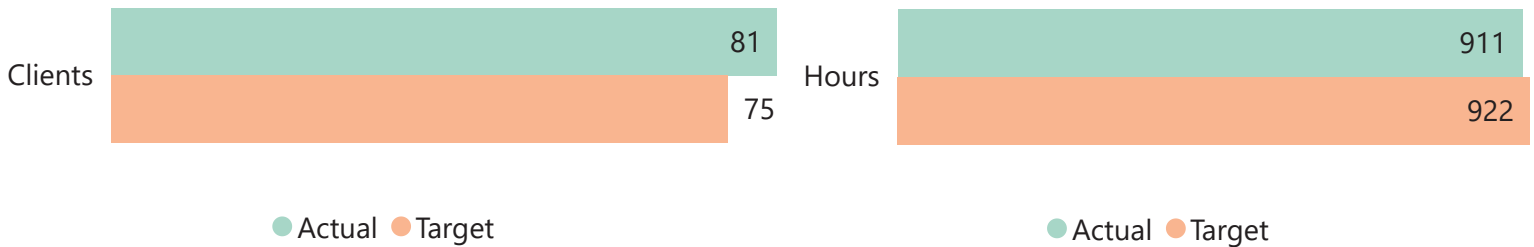
**Funding**

**\$85,233**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients have an increased understanding of life planning services available to them			85%
Education & Awareness of Services*	Clients feel more confident that their wishes and decisions will be honored in the event they are incapacitated and/or upon their death			75%
Empowerment*	Clients feel safe and welcomed by program staff			80%
Service Quality	Clients rate the quality of services as good or excellent			80%

\*Key Measurement Theme for Service Area

Note: Performance data for this program was not reported to DAS, and are therefore unavailable to include in this report. DAS is working with provider to establish best practices



# Naturalization

Naturalization services help older adults and adults with disabilities who are legal permanent residents to complete the process of becoming United States Citizens. Services include citizenship and English as a Second Language classes to help clients successfully pass their naturalization tests; one-on-one counseling and support to prepare naturalization documents and navigate the citizenship process; and assistance with applications for disability and/or language waivers so clients may access the accommodations to which they are entitled.

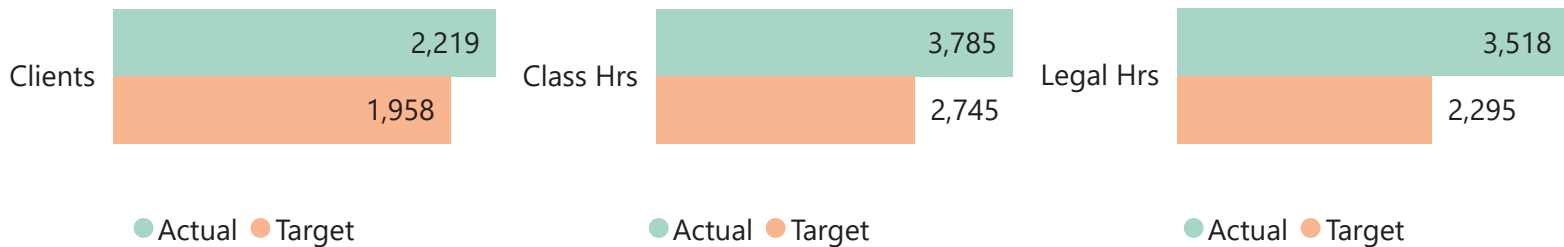
## Funding

**\$844,872**

## Providers

**6**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Total clients who complete the naturalization process (become citizens)		83	
Quantity/Service Objective	Total disability waivers (N-648s) submitted on behalf of clients		17	
Quantity/Service Objective	Total language waivers submitted on behalf of clients		31	
Quantity/Service Objective	Total naturalization applications (N-400s) submitted on behalf of clients		24	
Empowerment*	Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes			77%
Empowerment*	Consumers feel more knowledgeable about the naturalization process due to program participation			75%
Service Quality	Consumers received the help they needed navigating the naturalization process			77%

\*Key Measurement Theme for Service Area

Note: The numeric-based outcome objectives do not have associated performance targets. Additionally, percentage-based outcome objectives represent newly contracted objectives that were not surveyed FY 22-23

# Naturalization

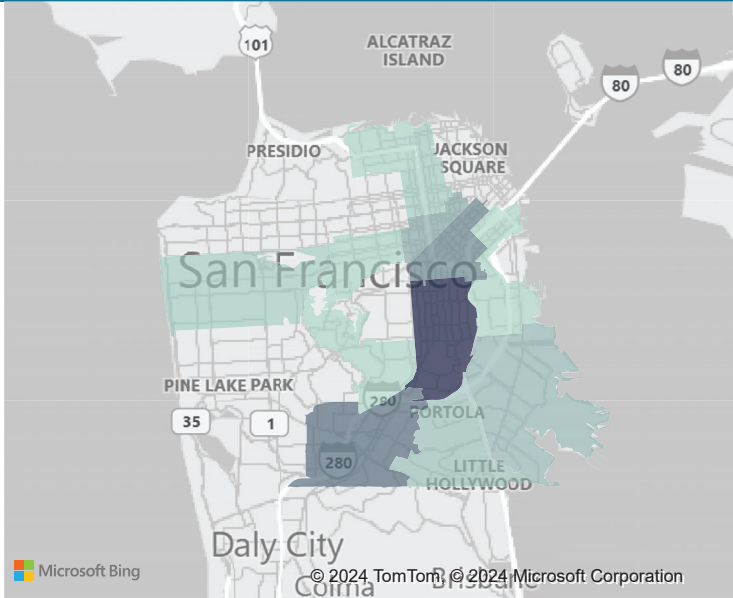
## Client Profile

### Service Levels

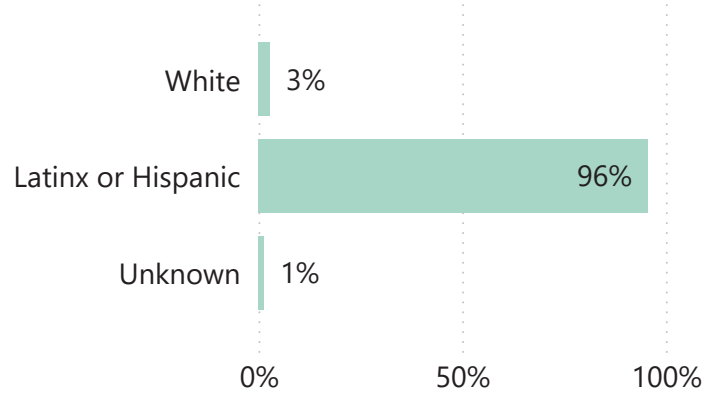
Unduplicated Clients	69
Enrollments	72

Analysis based on unduplicated clients

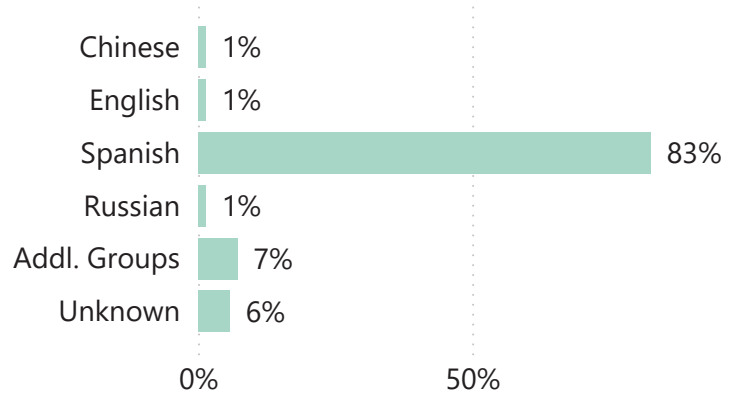
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

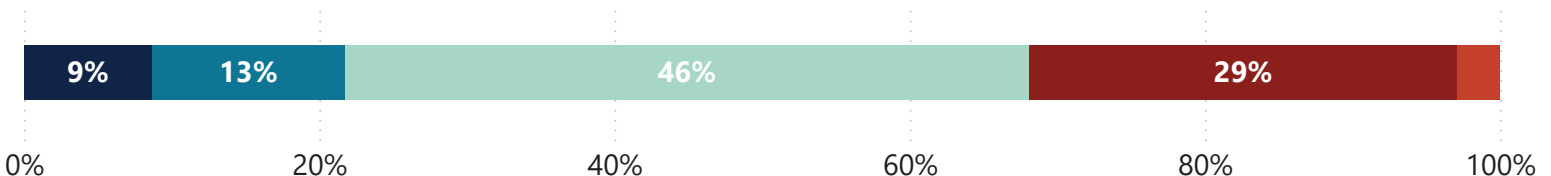
Female	68%
Male	32%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	99%
Unknown	1%
<b>Total</b>	<b>100%</b>

### Age

● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



# Peer Ambassadors

Peer Ambassadors are older adults or adults with disabilities trained to conduct outreach and share information about DAS programs and services widely in the community. This program not only helps to raise consumer awareness of and connection to DAS services, but also offers seniors and disabled adults opportunities for meaningful employment.

**Funding**

**\$1,324,661**

**Providers**

**3**

## Service Objectives



● Actual ● Target

● Actual ● Target

## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development*	Community partners develop new knowledge of aging and disability services that address community needs	13	92%	83%
Provider Training & Professional Development*	Ambassadors develop new knowledge of aging and disability services that address community needs			85%
Provider Training & Professional Development*	Ambassadors feel more confident assisting older adults and adults with disabilities due to training they received			85%
Engagement & Socialization	Participants feel valued through their service as a Peer Ambassador	4	100%	80%

\*Key Measurement Theme for Service Area

Note: Performance data for this program reflects information for only one provider. Data for two providers are unavailable because providers did not administer surveys

# Transportation

Transportation services increase the accessibility and participation in DAS-funded services. This service primarily supports attendance at Community Service Centers for those unable to transport themselves or use public transit. This supplement to the Community Service Center program also includes a small amount of Shopping Shuttle service that transports clients between certain Community Service sites and grocery stores.

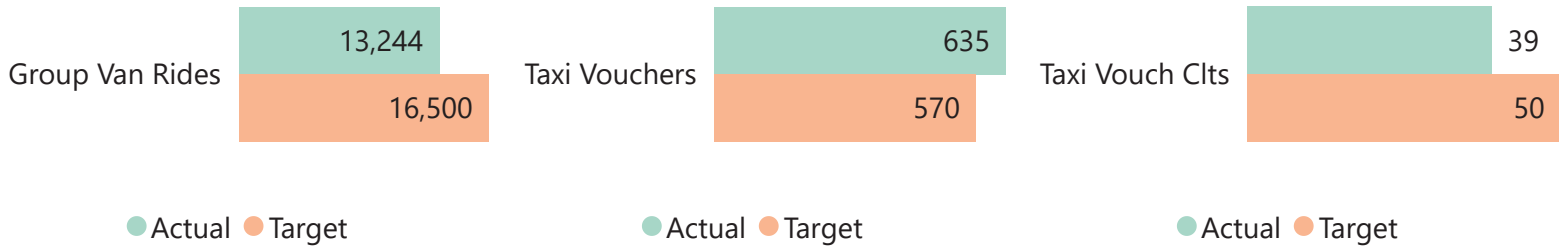
## Funding

\$47,319

## Providers

2

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients rate the quality of Taxi Voucher services as excellent or good	19	100%	85%

\*Key Measurement Theme for Service Area

# Transportation

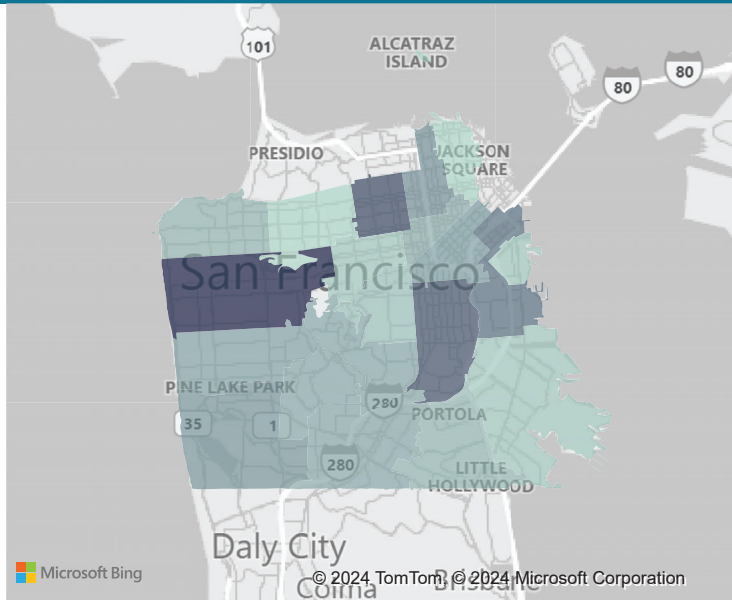
## Client Profile

### Service Levels

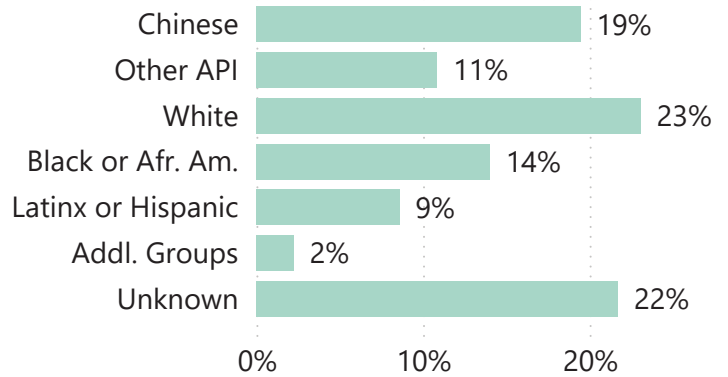
Unduplicated Clients	221
Enrollments	221

Analysis based on unduplicated clients

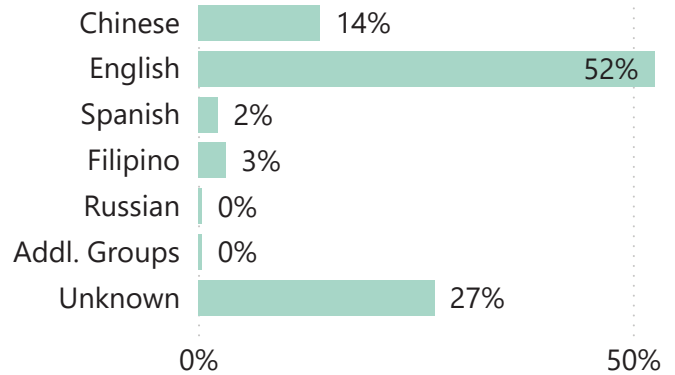
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	56%
Male	29%
Unknown	14%
Trans Male	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	68%
Gay/Lesbian/Same-Gender Loving	7%
Bisexual	0%
Unknown	24%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Veterans Service Linkages Pilot

The Veterans Service Linkages Pilot provides services for veterans at the War Memorial Veterans Building, which has been identified by the City as a priority space to centralize veteran services. The program informs veterans of services available to them, provides referrals to in-house programs and/or other organizations, assists in service access, and facilitates support groups that focus on mental health, housing, financial empowerment, employment, and LGBTQ+ persons.

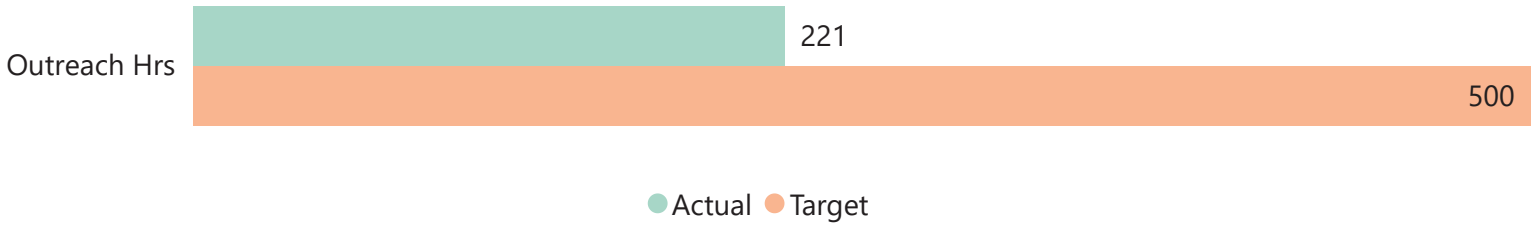
**Funding**

**\$103,602**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of available resources and services			80%
Service Quality	Clients rate the services they received as excellent or good			80%

\*Key Measurement Theme for Service Area

Note: Consumer surveys were not administered for this program in FY 22/23. Performance data for this program is unavailable

# Caregiver Support

**Caregiver Support services strengthen the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.**

## **CAREGIVER SUPPORT SERVICES**

- Adult Day Programs (Adult Social Day, Alzheimer’s Day Care Resource Centers)
- Caregiver Respite
- Family Caregiver Support Program

## **PRIMARY OUTCOME MEASUREMENT THEMES**

- **Ability to Care for Recipient:** Caregivers are better able to provide quality care.
- **Avoidance of Institutionalization:** Care recipients’ needs are met and they are able to reside in the community instead of a congregate care setting.
- **Caregiver Health and Wellbeing:** Caregivers have improved sense of wellbeing and/or reduced feelings of stress and exhaustion.

## **FY 2022-23 HIGHLIGHTS**

- We served 780 clients with more than 1,490 enrollments across all Caregiver Support services. In total, DAS allocated \$2.5 million for services in this area.
- The Family Caregiver Support program provided about 1,500 hours of counseling and 200 hours of training to about 490 unpaid caregivers, helping to improve their health and wellbeing and their ability to provide quality care to their recipients.
- Collectively across our Caregiver Support programs, about 94% of caregivers experienced positive outcomes with respect to their health and wellbeing. These outcomes include: 97% of Alzheimer’s Day Care Resource Center clients who report better health and wellbeing due to their participation in services; 100% of Caregiver Respite clients who report better health and well-being; and 76% of Family Caregiver Support Program clients who report reduced stress and an increased sense of being valued.

## **DIGNITY FUND FY 2022-23: CAREGIVER SUPPORT SERVICES**

<b>Total Enrollments</b>	<b>Total Unduplicated Clients</b>	<b>Total Funding</b>
1,492	780	\$2,497,021

# Adult Day Programs

These state-licensed, community-based centers provide social and recreational activities, nutrition, and personal care support for clients who require help with basic daily tasks. Serving clients who need supervision and thus are not able to independently participate in Community Service Centers, Adult Day Programs provide respite for family and friend caregivers during daytime hours. Some sites have specialized programs for persons with moderate-to-late stage dementia and Alzheimer’s disease.

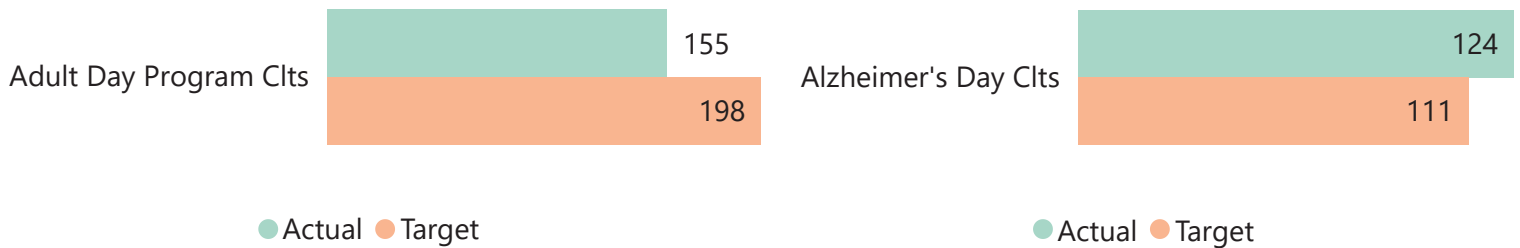
**Funding**

**\$733,344**

**Providers**

**6**

## Service Objectives



## Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Adult Day Care	Service Quality	Clients rate the quality of services as excellent or good	97	100%	85%
Alzheimer’s Day Care Resource Center	Ability to Care for Recipient*	Caregivers are better able to provide care to their care recipient due to the education and training they received	67	94%	85%
Alzheimer’s Day Care Resource Center	Caregiver Health & Wellbeing*	Caregivers report better health and wellbeing due to their participation in services	67	97%	85%

\*Key Measurement Theme for Service Area



# Adult Day Programs

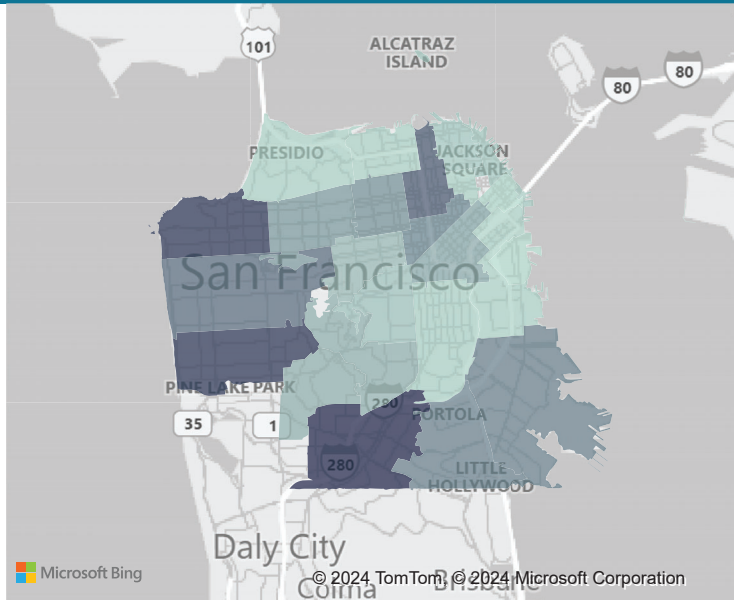
## Client Profile

### Service Levels

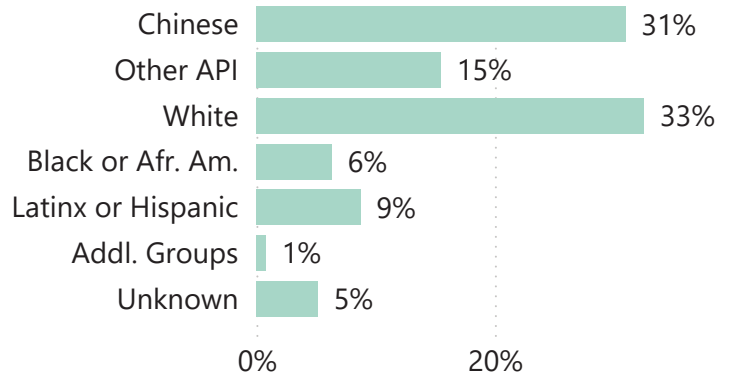
Unduplicated Clients	252
Enrollments	275

Analysis based on unduplicated clients

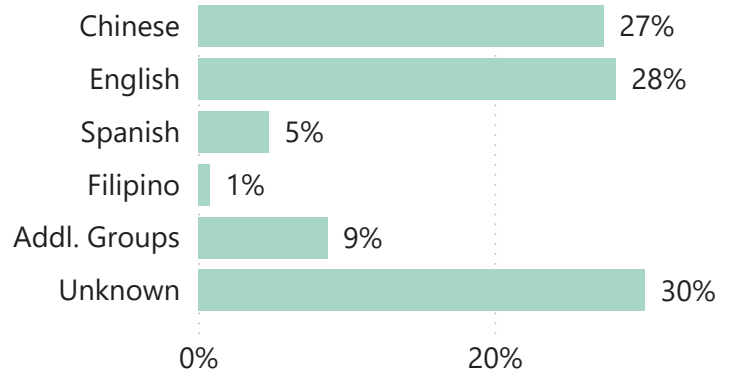
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	58%
Male	38%
Unknown	2%
Trans Female	1%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	82%
Gay/Lesbian/Same-Gender Loving	7%
Bisexual	3%
Addl. Groups	0%
Unknown	8%
<b>Total</b>	<b>100%</b>

### Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Caregiver Respite

The Caregiver Respite program provides in-home and out-of-home respite care, such as attendance at an Adult Day Program, to unpaid caregivers of older adults and adults with disabilities. Respite services may be provided for intermittent periods and/or in the event of an emergency. The program seeks to reduce caregiver burden and prevent or delay institutionalization of the care recipient, thereby enabling care recipients to live safely in their own homes and communities.

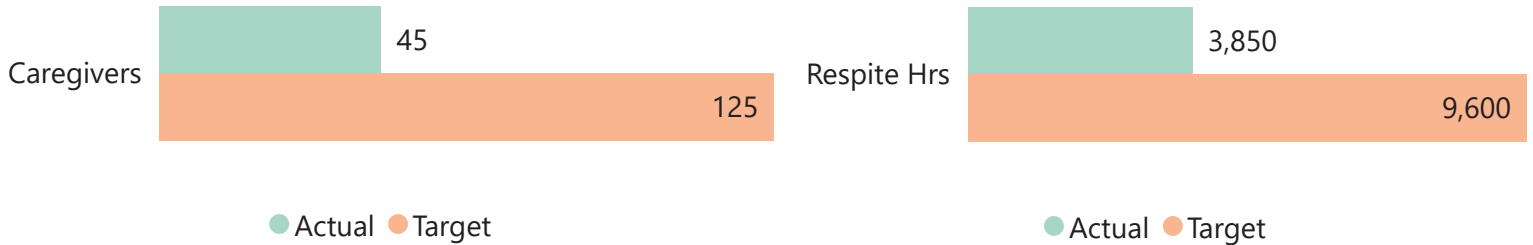
**Funding**

**\$495,703**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Ability to Care for Recipient*	Caregivers report that respite care enables them to provide quality care suited to the needs of their care recipient			75%
Caregiver Health & Wellbeing*	Caregivers are able to take care of other responsibilities due to respite care			75%
Caregiver Health & Wellbeing*	Clients experience less mental exhaustion			75%
Caregiver Health & Wellbeing*	Clients experience less physical exhaustion			75%
Caregiver Health & Wellbeing*	Caregivers report that respite care services supported their general well-being	19	100%	75%

\*Key Measurement Theme for Service Area

Note: Some performance data for this program was not reported to DAS, and is therefore unavailable to include in this report

# Caregiver Respite

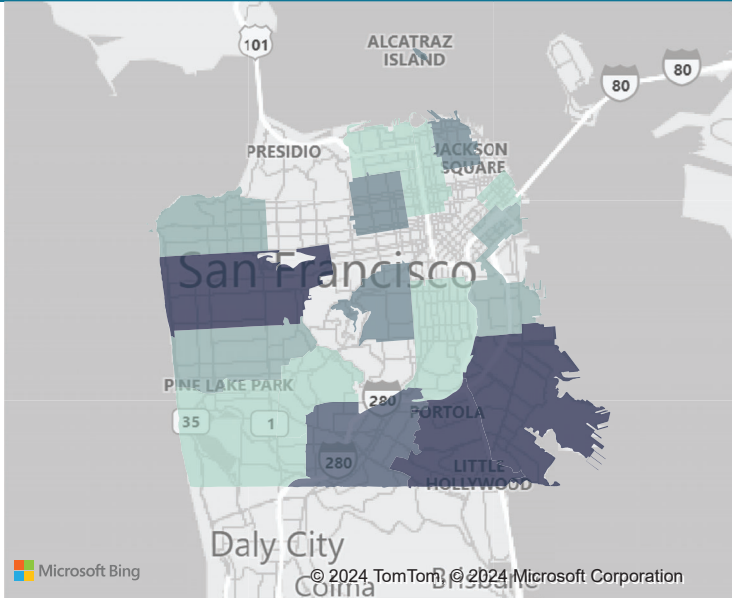
## Client Profile

### Service Levels

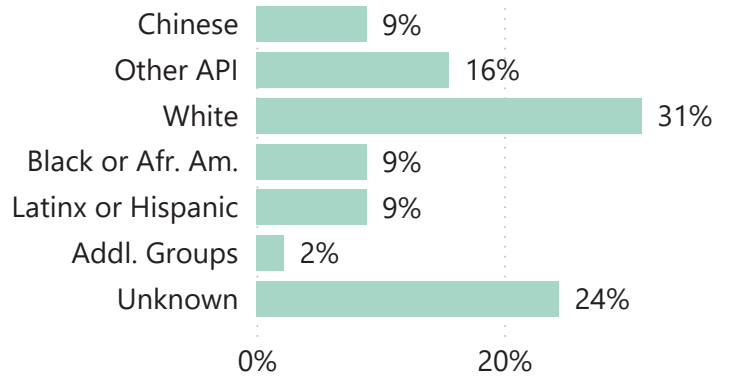
Unduplicated Clients	45
Enrollments	45

Analysis based on unduplicated clients

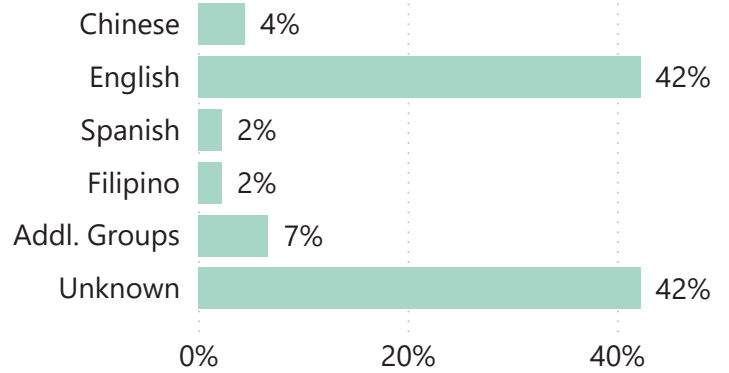
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

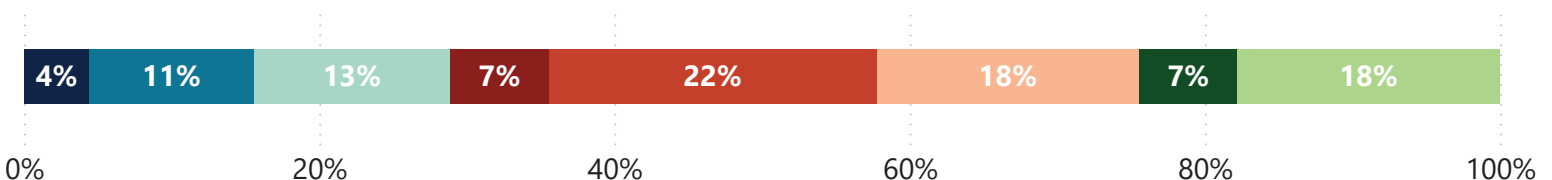
Female	64%
Male	22%
Unknown	13%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	64%
Bisexual	2%
Unknown	33%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Family Caregiver Support Program

The Family Caregiver Support Program provides a variety of services to unpaid caregivers, including counseling, caregiver training, and respite care. The program also provides caregivers with referrals to other supportive services, such as case management.

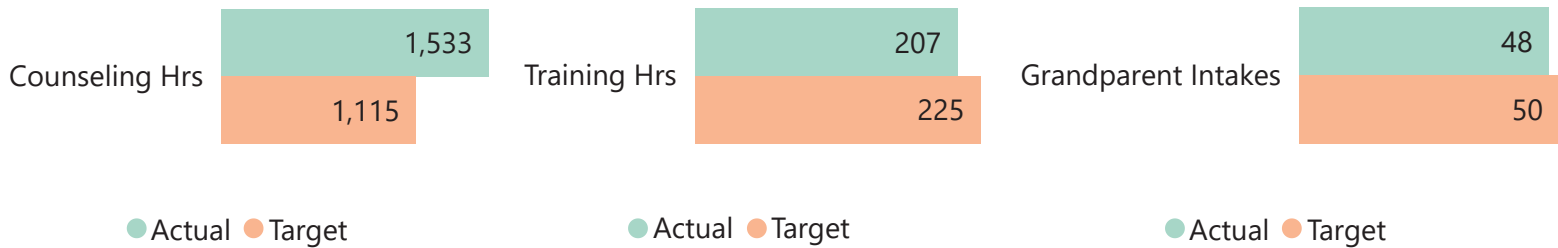
**Funding**

**\$1,267,974**

**Providers**

**2**

## Service Objectives



## Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
FCSP Grandparent Services	Ability to Care for Recipient*	Caregivers feel better able to be a caregiver due to services received	17	94%	75%
Family Caregiver Support Program	Service Quality	Caregivers report they are satisfied with the respite care services provided			85%
Family Caregiver Support Program	Education & Awareness of Services	Clients developed new knowledge of available resources and services	86	99%	75%
Family Caregiver Support Program	Caregiver Health & Wellbeing*	Caregivers report reduced stress and an increased sense of being cared about/valued	86	76%	75%

\*Key Measurement Theme for Service Area

# Family Caregiver Support Program

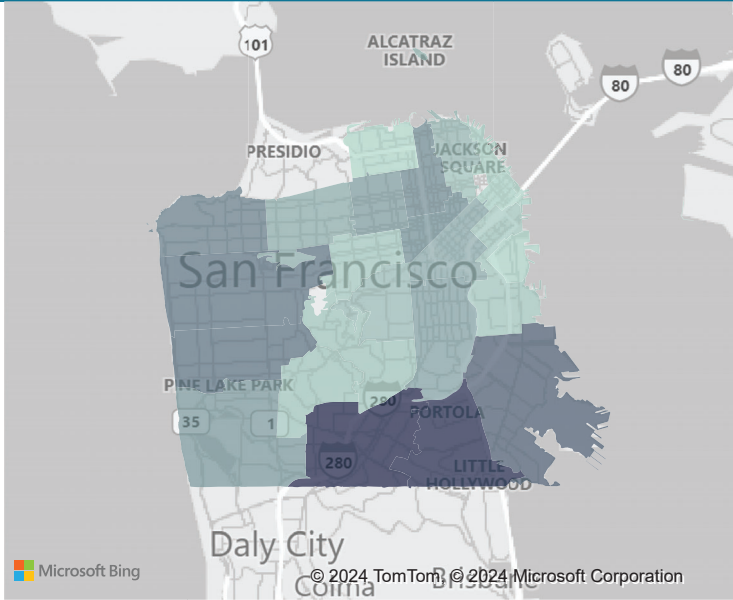
## Client Profile

### Service Levels

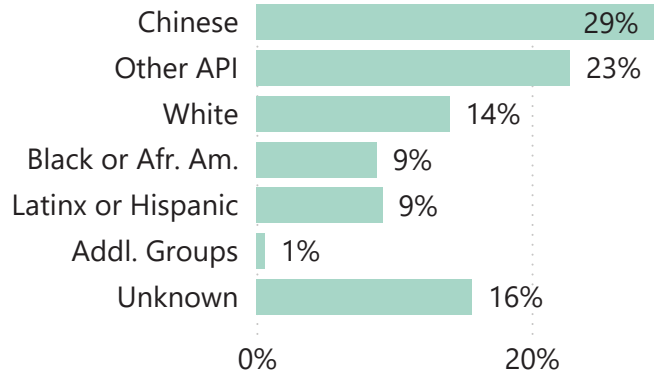
Unduplicated Clients	491
Enrollments	1,172

Analysis based on unduplicated clients

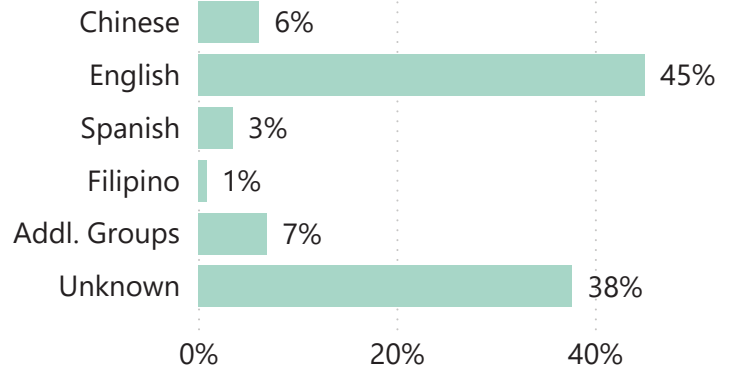
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	64%
Male	23%
Unknown	13%
Trans Female	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	74%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	0%
Unknown	23%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Case Management & Care Navigation

Case Management & Care Navigation services facilitate service connections and support individuals with complex needs to navigate available resources that promote stability in the community.

## CASE MANAGEMENT & CARE NAVIGATION SERVICES

- Case Management
- Community Living Fund (CLF)
- LGBTQ+ Care Navigation (including Pet Support)
- Money Management

## PRIMARY OUTCOME MEASUREMENT THEMES

- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Stability in the Community:** Clients maintain stability living in the community with limited experiences of crisis and/or institutionalization.

## FY 2022-23 HIGHLIGHTS

- We served over 1,960 clients\* with a total of about 2,280 enrollments across all Case Management & Care Navigation services. In total, DAS allocated \$11 million for services in this area.
- We provided Case Management services to approximately 1,415 clients, helping them to navigate and access the services they need to live safely in the community.
- We provided 12,550 care navigation hours to 471 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 85% of surveyed clients indicated they felt less isolated through their engagement in care navigation, peer support, and other supportive services offered through the program.
- We promoted clients' stability in the community. Among the Community Living Fund program, 95% of clients experienced positive outcomes such as experiencing one or fewer unplanned acute care hospital admissions in a six-month period.

## DIGNITY FUND FY 2022-23: CASE MANAGEMENT & CARE NAVIGATION SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
2,281	1,963	\$10,963,073

\* Does not include services for which client-level data is not captured in DAS GetCare (Community Living Fund)

# Case Management

Case Management services help navigating and coordinating the services needed to live safely in the community. Case managers provide a range of support to clients, including client needs assessment, service planning and monitoring, and coordination of services across providers.

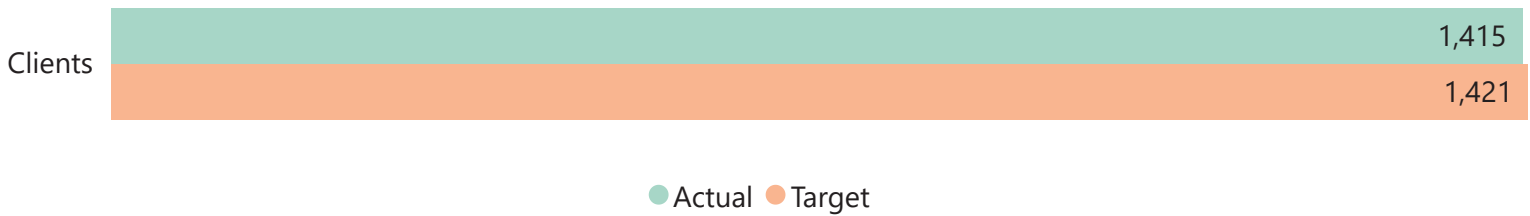
**Funding**

**\$3,507,389**

**Providers**

**12**

## Service Objectives



## Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Case Management	Service Connection*	Clients are connected with needed resources (average rate of Service Plan completion)			90%
Case Management	Stability in the Community*	Clients achieve/maintain stability in the community (based on status at case closure)			25%
Case Management: Clinical Collaborative	Provider Training & Professional Development	Case Management supervisors and directors report Clinical Collaborative improved their case managers skill level and performance			85%
Case Management: Clinical Collaborative	Provider Training & Professional Development	Case managers report that Clinical Collaborative helped improve their skill level and performance			85%

\*Key Measurement Theme for Service Area

Note: Outcome objective data was unavailable for this program due to database issues at the time of program monitoring

# Case Management

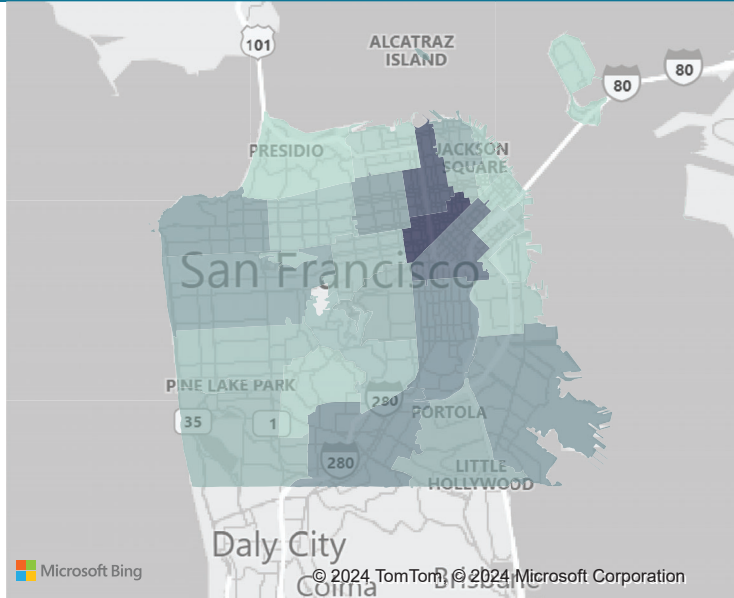
## Client Profile

### Service Levels

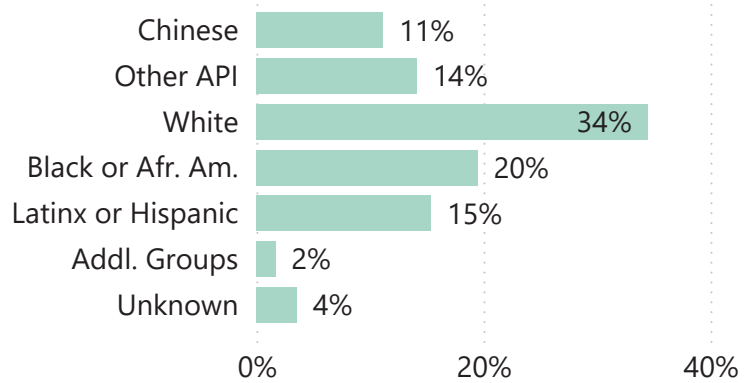
Unduplicated Clients	1,415
Enrollments	1,449

Analysis based on unduplicated clients

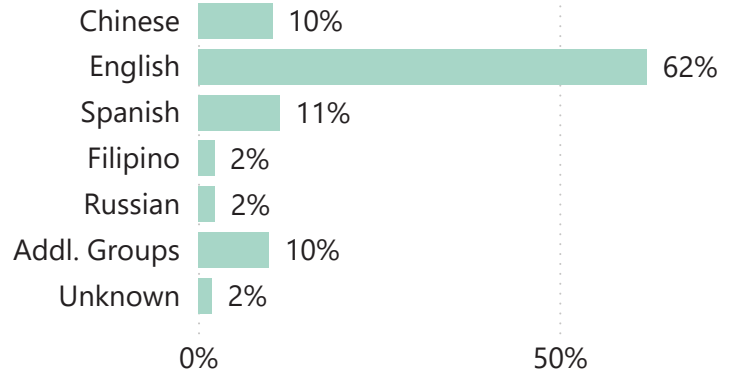
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	51%
Male	47%
Trans Female	1%
Unknown	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	77%
Gay/Lesbian/Same-Gender Loving	8%
Bisexual	2%
Addl. Groups	1%
Unknown	11%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown





# Community Living Fund (CLF)

CLF provides intensive case management and purchase of goods and services to support safety and stability in the community, as an alternative to institutionalization at a Skilled Nursing Facility.

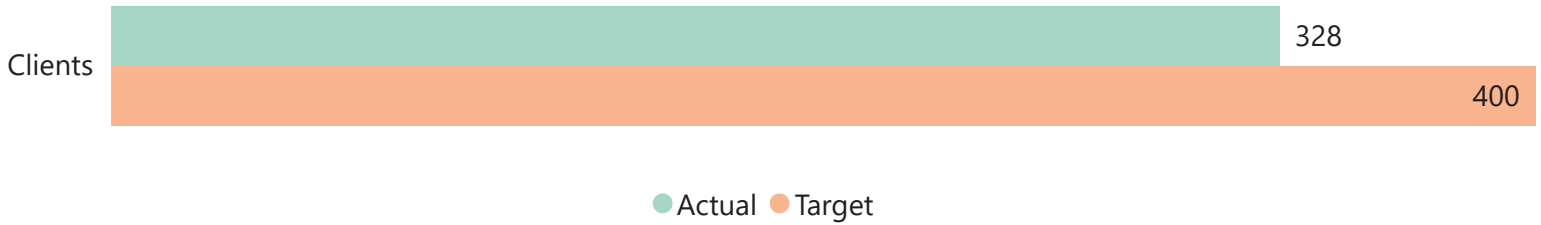
**Funding**

**\$4,977,373**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are connected with needed resources (average rate of Service Plan item completion)	328	59%	80%
Stability in the Community*	Clients experience one or fewer unplanned admissions to an acute care hospital within a six month period	328	95%	80%

\*Key Measurement Theme for Service Area

Note: Performance data for this program was not reported to DAS, and are therefore unavailable to include in this report

# Community Living Fund

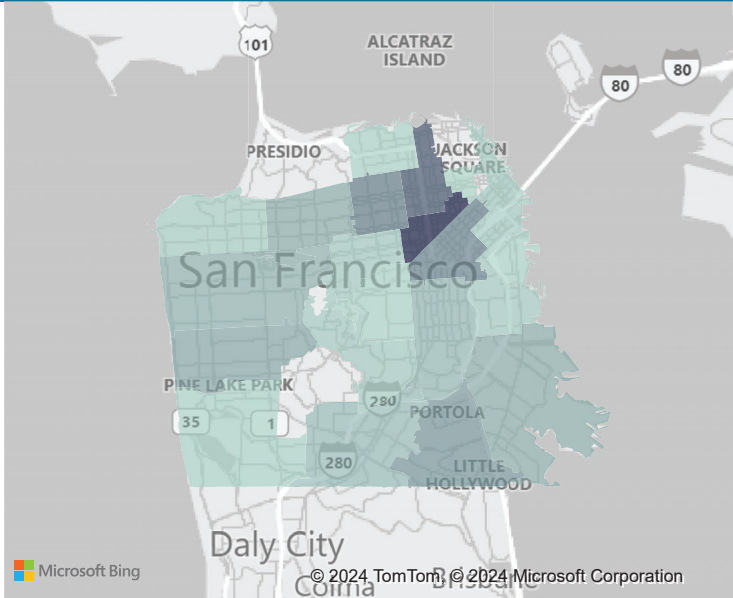
## Client Profile

### Service Levels

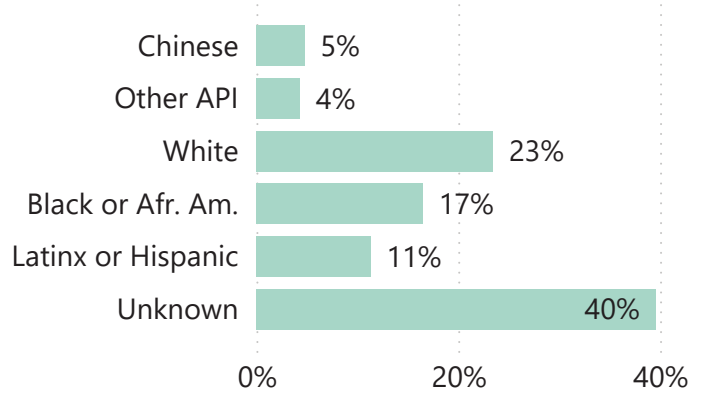
Unduplicated Clients	230
Enrollments	230

Analysis based on unduplicated clients

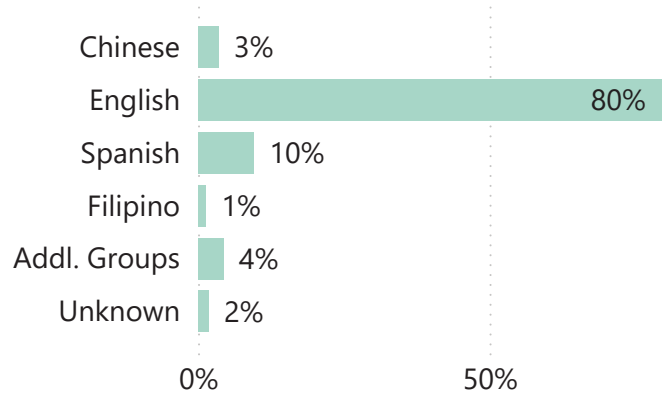
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

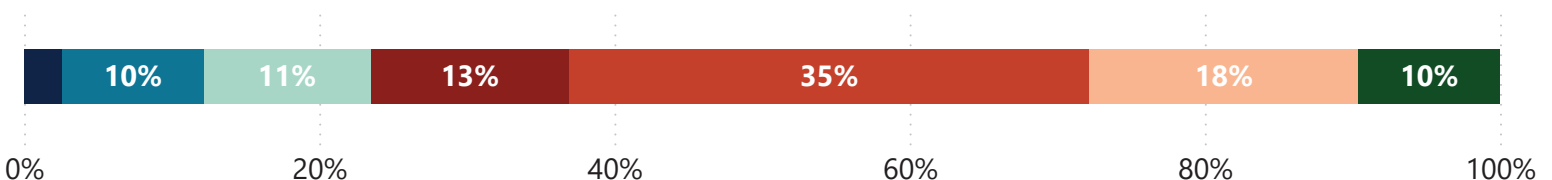
Female	40%
Male	57%
Trans Female	1%
Trans Male	0%
Unknown	2%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	80%
Gay/Lesbian/Same-Gender Loving	10%
Bisexual	2%
Addl. Groups	0%
Unknown	8%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



# LGBTQ+ Care Navigation

This program helps LGBTQ+ older adults and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation, also helping them overcome barriers that may inhibit accessing of needed services. Many clients have pets that represent the only consistent source of compassion and unconditional love in their lives; for those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support.

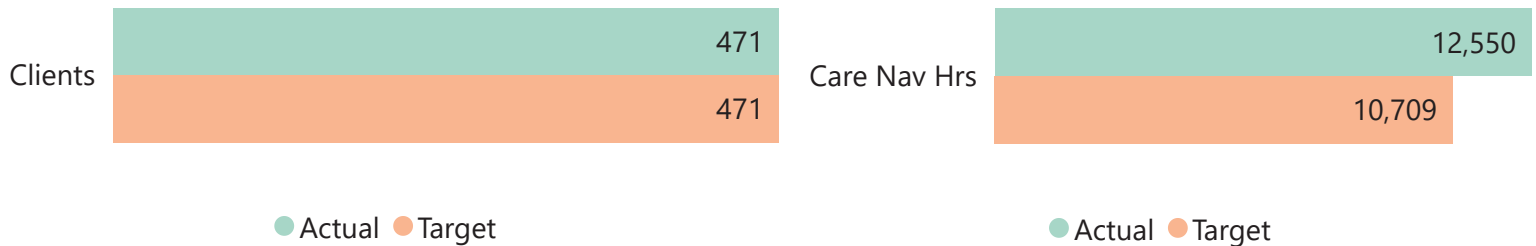
## Funding

\$2,270,364

## Providers

1

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are better able to navigate the service system due to their participation in care navigation and peer support services	21	67%	75%
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	21	85%	70%
Reduced Social Isolation	Clients receiving animal support services feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	136	92%	70%
Quality of Life	Clients receiving animal support services are able to keep their pet	136	92%	70%
Service Quality	Peer support volunteers report their training was comprehensive and helpful to their role in program	63	94%	77%

\*Key Measurement Theme for Service Area

# LGBTQ+ Care Navigation

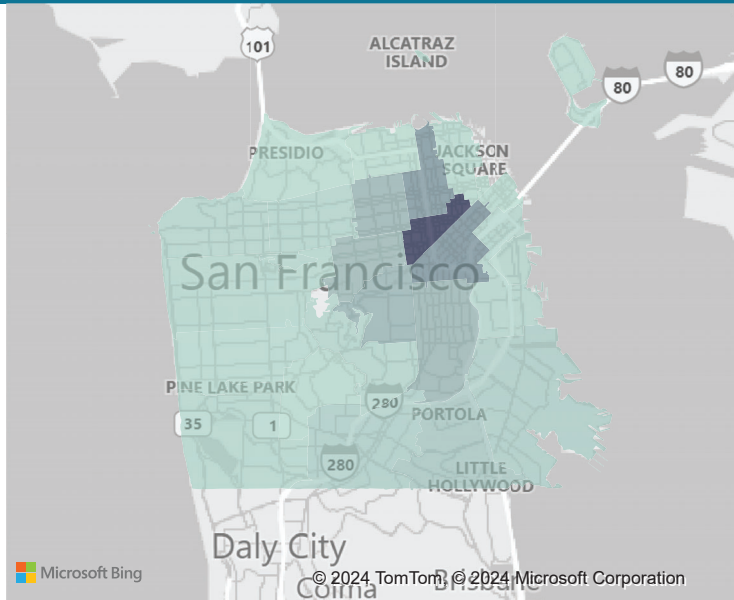
## Client Profile

### Service Levels

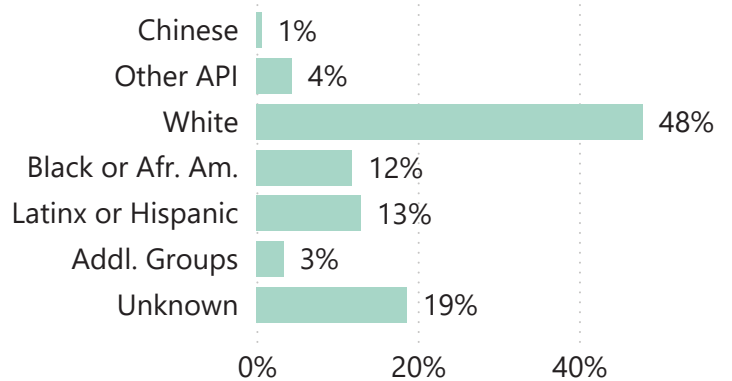
Unduplicated Clients	471
Enrollments	490

Analysis based on unduplicated clients

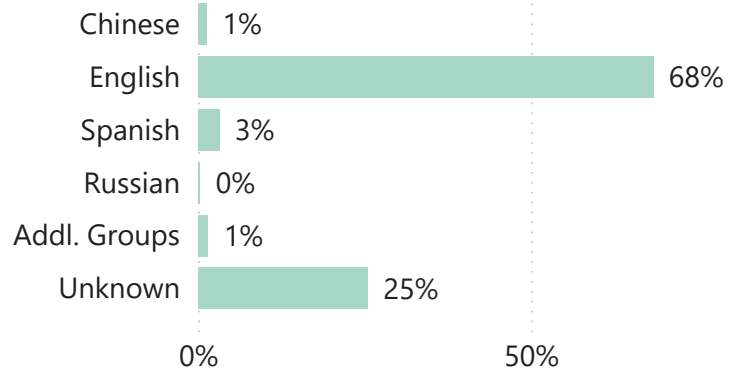
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Male	50%
Female	25%
Unknown	15%
Trans Female	6%
Trans Male	1%
Genderqueer/Gender Non-binary	1%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	23%
Gay/Lesbian/Same-Gender Loving	42%
Bisexual	7%
Addl. Groups	3%
Unknown	25%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Money Management

A voluntary program that provides assistance to consumers in the management of income and assets. This may include, but is not limited to, payment of rent and utilities, purchase of food and other necessities, and payment of insurance premiums, deductibles and co-payments

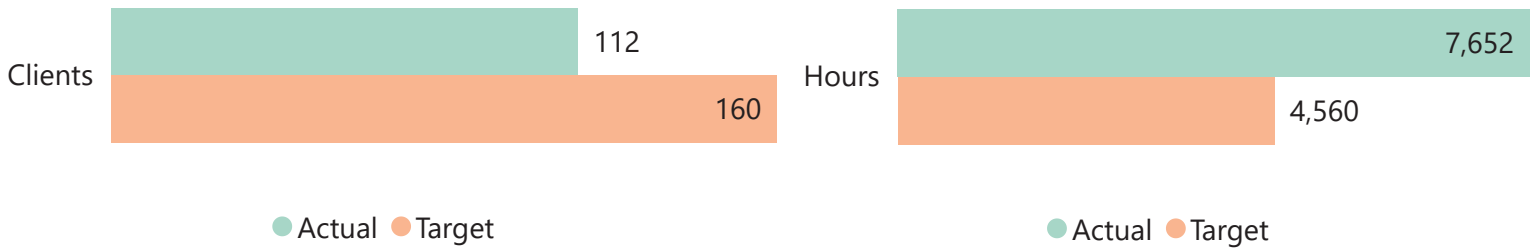
**Funding**

**\$207,947**

**Providers**

**2**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients maintain stable housing (housing retention rate)			85%
Service Quality	Clients report receiving the services they need from the agency			85%

\*Key Measurement Theme for Service Area

Note: Performance data for this program was not reported to DAS, and are therefore unavailable to include in this report

# Money Management

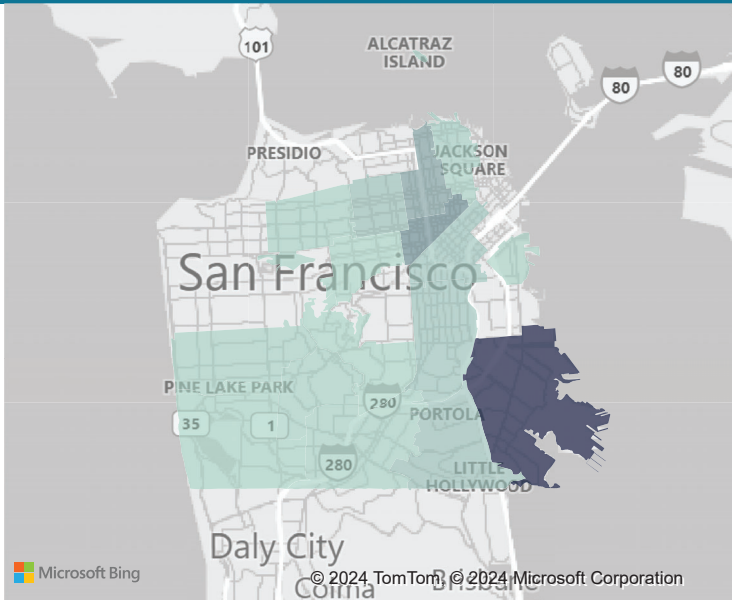
## Client Profile

### Service Levels

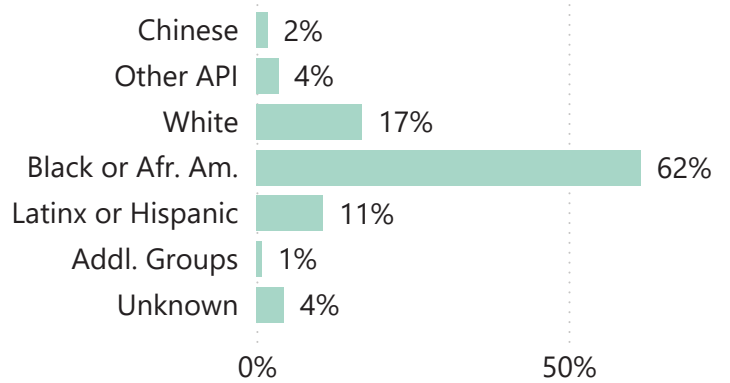
Unduplicated Clients	112
Enrollments	112

Analysis based on unduplicated clients

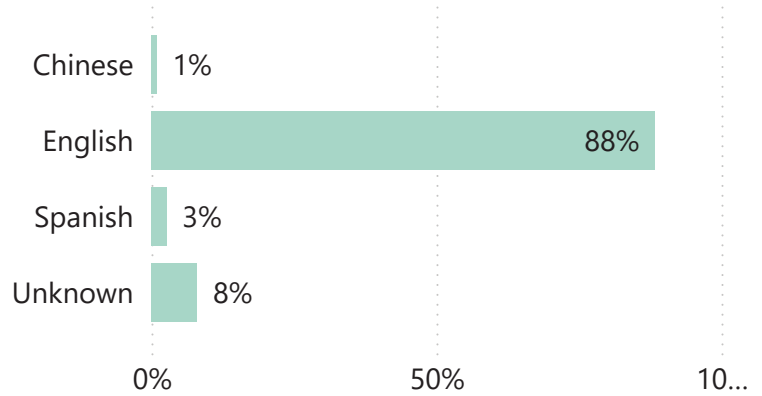
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Male	65%
Female	29%
Unknown	4%
Trans Female	1%
Trans Male	1%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	82%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Unknown	13%
<b>Total</b>	<b>100%</b>

### Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



# Community Connection & Engagement

**Community Connection & Engagement services provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community.**

## COMMUNITY CONNECTION & ENGAGEMENT SERVICES

- Adult Day Health Centers (ADHCs)
- Community Bridge
- Community Connector
- Community Service Centers
- Employment Support
- Intergenerational Programs
- LGBTQ+ Community Services in ADHCs
- LGBTQ+ Mental Health Connections
- Neighborhood Choirs
- Neighborhood-Based Programs
- Senior Companion
- Senior Ex-Offender Program
- SF Connected
- Technology at Home
- Transgender and Gender Non-Conforming (TGNC) Supports
- Veterans Drop-In Center
- Village Programs
- Volunteer Visitors

## PRIMARY OUTCOME MEASUREMENT THEMES

- **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
- **Empowerment:** Clients develop enhanced agency and use new skills to support social connection and increased engagement with their communities of choice.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.
- **Reduced Social Isolation:** Client have reduced feelings of loneliness and/or isolation.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

## FY 2022-23 HIGHLIGHTS

- We served nearly 20,360 clients\* across nearly 26,070 enrollments in Community Connection & Engagement services. DAS allocated about \$19.8 million in this area.
- We supported positive outcomes with respect to engagement and socialization: about 94% of clients across Community Connection & Engagement services reported positive outcomes such as having increased opportunities for socialization, friendships, and feeling a greater sense of social connection and community.
- We provided over 12,000 hours of technology support and training to more than 2,578 unduplicated clients at SF Connected computer labs throughout the city. About 95% of clients felt more self-sufficient in accessing the digital services they learned.

## DIGNITY FUND FY 2022-23: COMMUNITY CONNECTION & ENGAGEMENT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
26,063	20,355	\$19,826,962

\* Does not include services for which client-level data is not captured in DAS GetCare (ADHC and Senior Companion)

# Adult Day Health Centers (ADHCs)

ADHCs are state-licensed, community-based facilities that provide social and recreational activities, supervision, physical and occupational therapy, and personal care support for clients with skilled nursing level of care needs and/or cognitive impairment (e.g., dementia). This is a Medi-Cal benefit that also accepts private pay clients who can afford the daily rate.

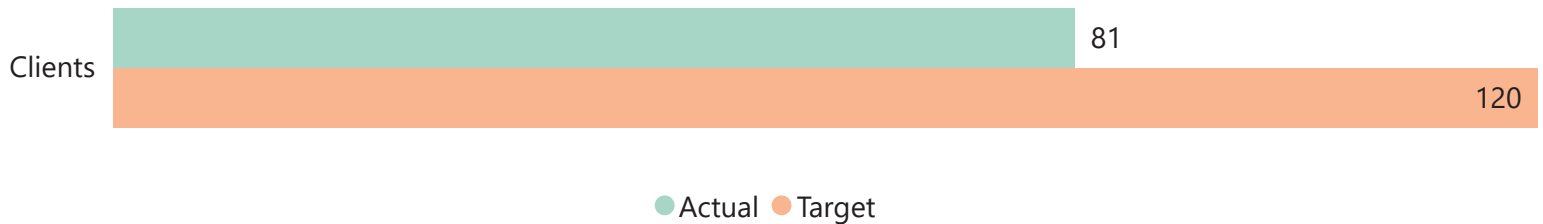
## Funding

\$681,896

## Providers

1

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	DAH residents demonstrate meaningful community and resource engagement, such as participation in community activities and events	39	87%	70%
Service Connection*	Clients receiving clinical support services achieve at least half of their care plan goals	286	90%	75%

\*Key Measurement Theme for Service Area



# Community Connector

Community Connector services provide diffuse, neighborhood-based opportunities for community and social connection. These services are facilitated by a local resident and advisory board, and are an important means of supporting social engagement and inclusion in those neighborhoods not already being served by a Community Service Center.

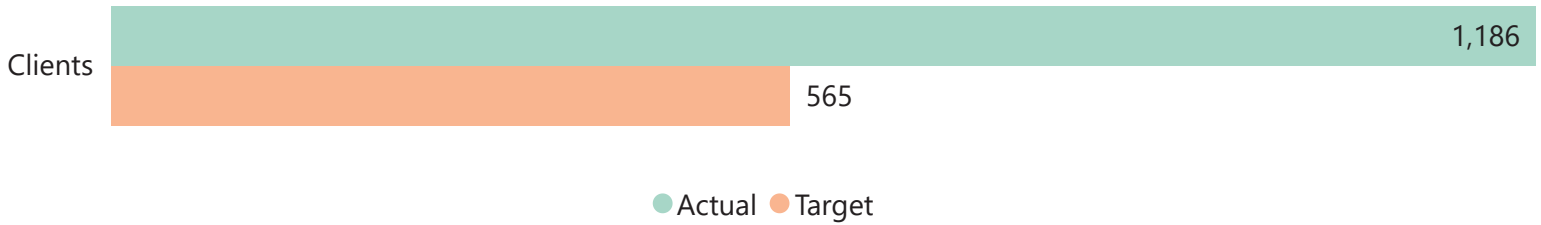
**Funding**

**\$708,303**

**Providers**

**2**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community	161	99%	75%
Stability in the Community	Clients report that services helped improve or maintain their independence and ability to live at home	161	81%	75%
Physical Fitness & Health	Clients report that services helped improve or maintain their health	161	98%	75%
Service Quality	Clients rate the quality of services as excellent or good	161	97%	85%

\*Key Measurement Theme for Service Area

# Community Connector

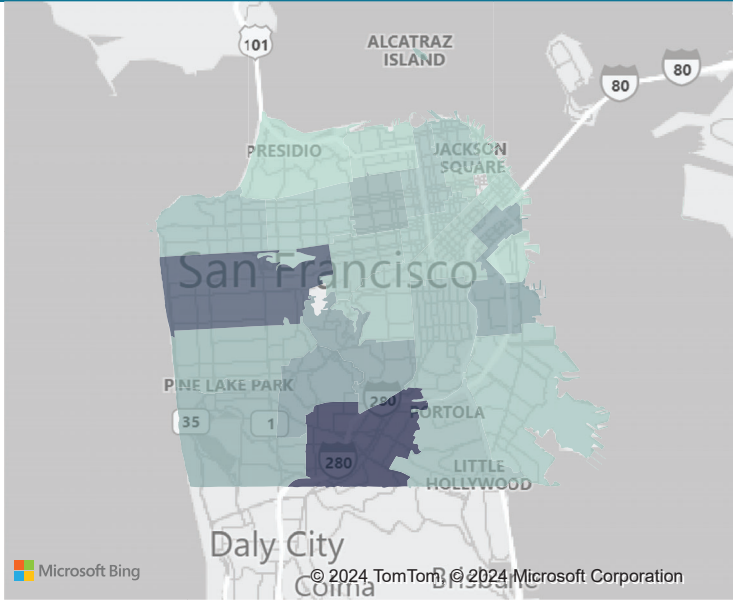
## Client Profile

### Service Levels

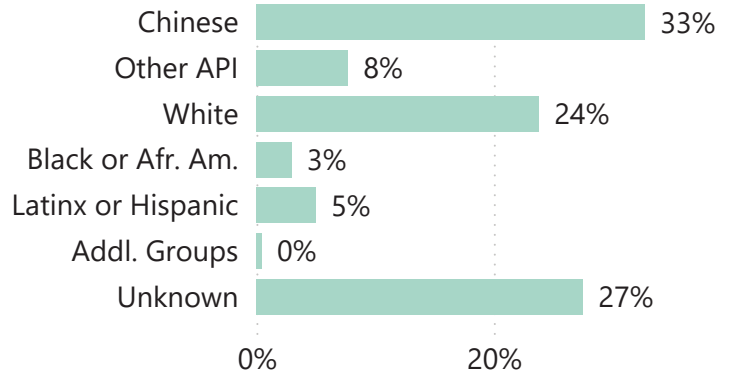
Unduplicated Clients	1,186
Enrollments	1,248

Analysis based on unduplicated clients

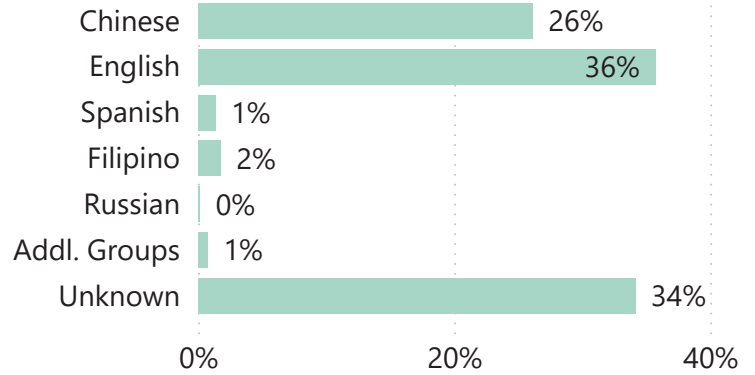
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	74%
Male	19%
Unknown	7%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	61%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	0%
Unknown	35%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Community Service Centers

Community Service Centers provide a wealth of social activities and other programs to promote engagement and inclusion in the community. Across more than 40 service sites scattered throughout the City, participants are invited to join in programs like tai chi, painting, computer access and literacy, English as a second language classes, exercise classes, and many other events to participate meaningfully in their communities.

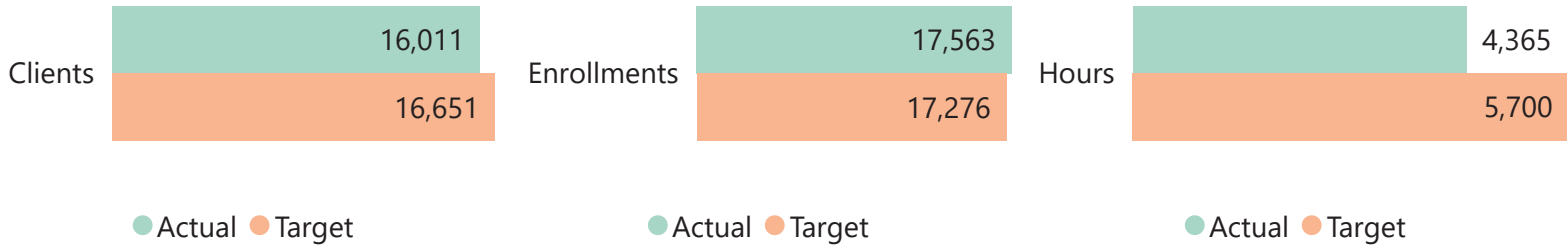
## Funding

\$11,646,827

## Providers

21

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others	4,272	96%	80%
Service Connection*	Clients report that they received the support they need (e.g., services, activities)	4,465	98%	80%
Physical Fitness & Health	Clients participating in physical activity programming report positive health impacts	3,769	97%	80%
Quality of Life	Clients who participate in social services, receive translation assistance, or participate in education program report that services help to improve their lives	4,087	97%	80%

\*Key Measurement Theme for Service Area

# Community Service Centers

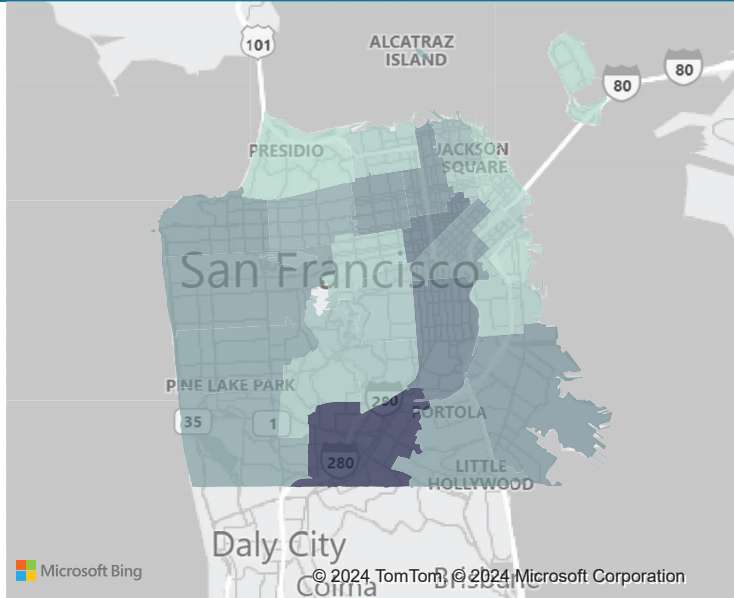
## Client Profile

### Service Levels

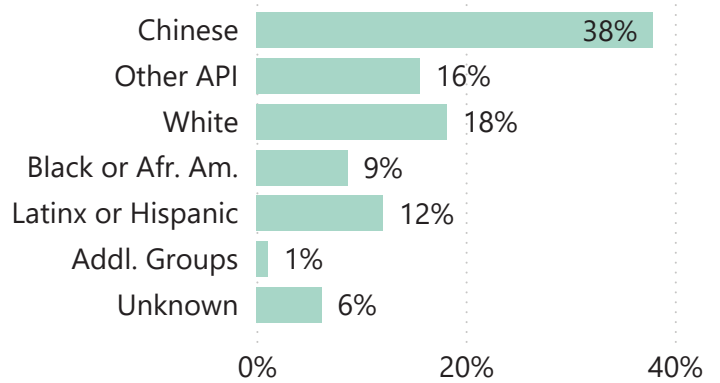
Unduplicated Clients	16,011
Enrollments	18,137

Analysis based on unduplicated clients

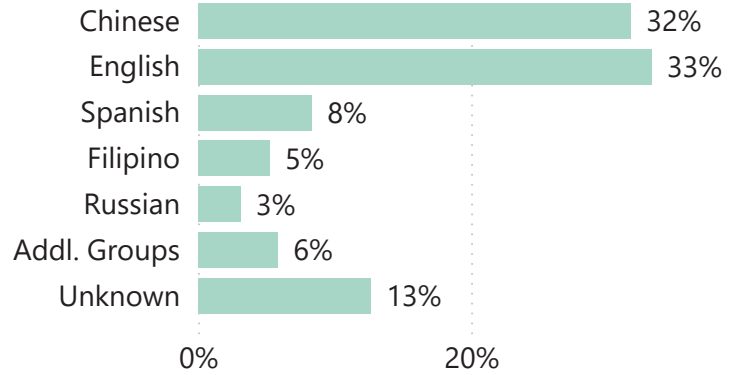
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	61%
Male	36%
Unknown	3%
Trans Female	0%
Genderqueer/Gender Non-binary	0%
Trans Male	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	83%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Addl. Groups	0%
Unknown	12%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Employment Support

Employment Support services include subsidized job placements and other job-related supports to older adults and adults with disabilities seeking work. These services not only help to supplement participants' incomes, but also offer opportunities for social engagement and greater inclusion in the community.

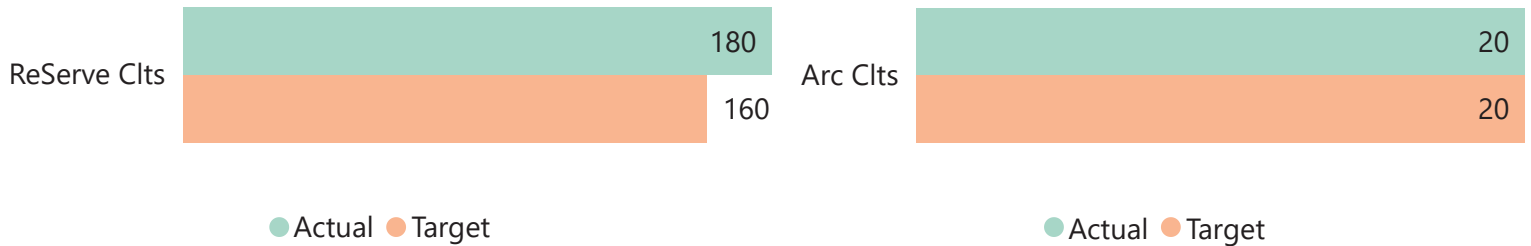
**Funding**

**\$1,031,250**

**Providers**

**2**

## Service Objectives



## Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
ReServe	Empowerment*	Clients placed in employment setting report that this experience helped them meet their goals for enrolling in the program	26	96%	80%
ReServe	Empowerment*	Clients report services help mitigate or remove barriers to employment	26	96%	80%
ReServe	Empowerment*	ReServe employers indicate they would consider hiring more older people and adults with disabilities based on experience with this program	19	94%	50%
Employment Support	Empowerment*	Clients maintain continued employment for at least eight months	20	89%	80%

\*Key Measurement Theme for Service Area

# Employment Support

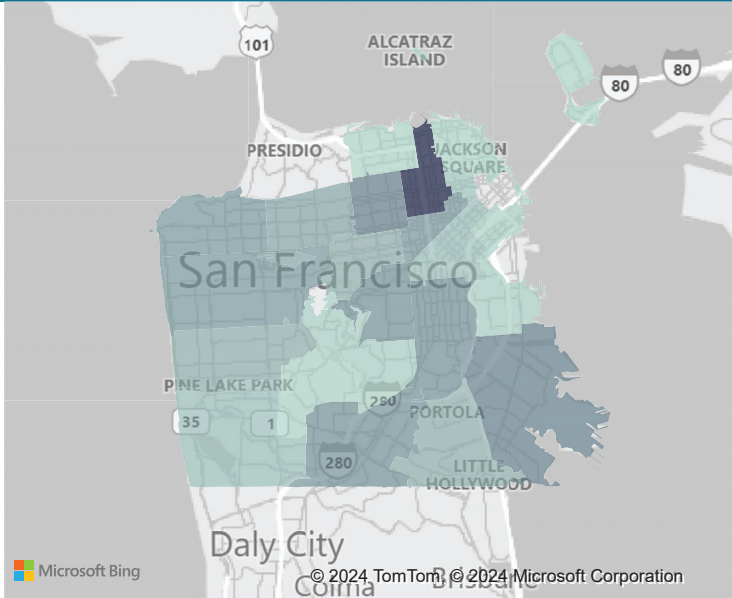
## Client Profile

### Service Levels

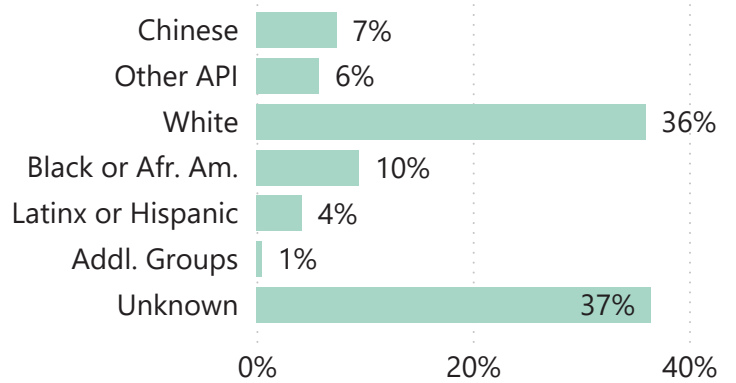
Unduplicated Clients	189
Enrollments	189

Analysis based on unduplicated clients

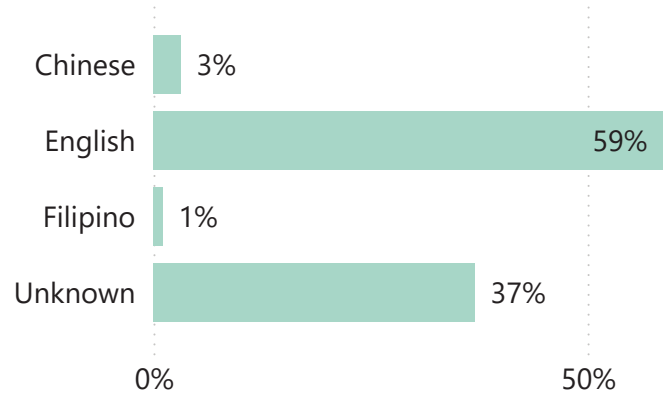
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

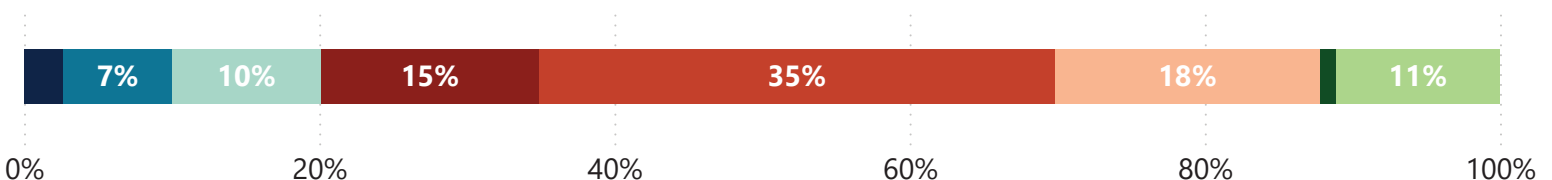
Female	44%
Male	31%
Unknown	24%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	43%
Gay/Lesbian/Same-Gender Loving	10%
Bisexual	3%
Addl. Groups	1%
Unknown	42%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Intergenerational Programs

Intergenerational programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations.

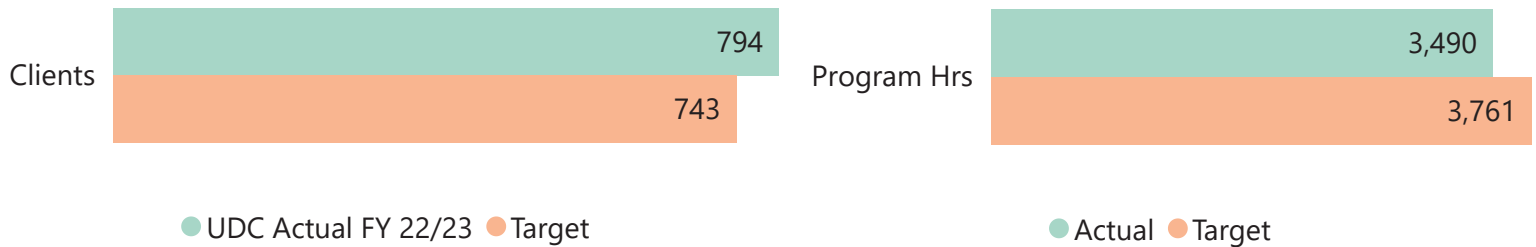
**Funding**

**\$663,730**

**Providers**

**5**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	233	98%	80%
Engagement & Socialization*	Clients feel a greater sense of social connection	230	97%	80%
Engagement & Socialization*	Clients feel like valued community members due to opportunity to share their knowledge, skills, stories, etc., through this program	233	99%	81%
Service Quality	Clients rate the quality of services as excellent or good	235	97%	80%

\*Key Measurement Theme for Service Area

# Intergenerational Programs

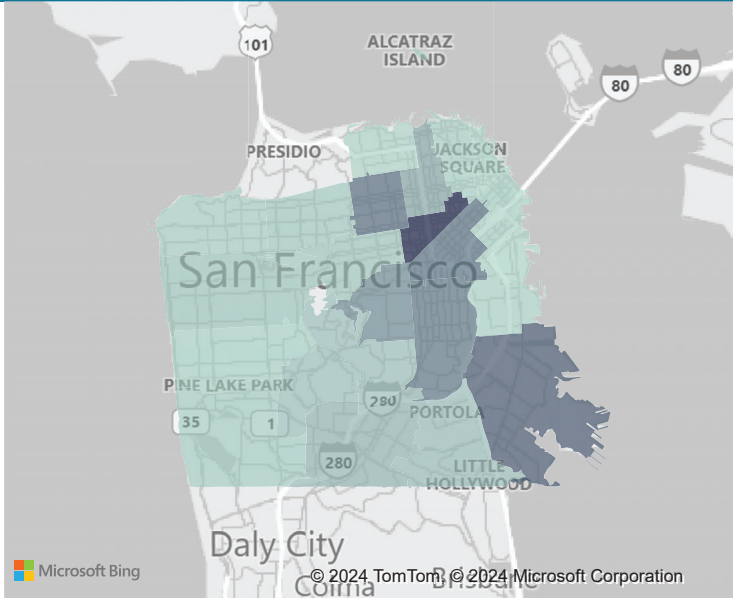
## Client Profile

### Service Levels

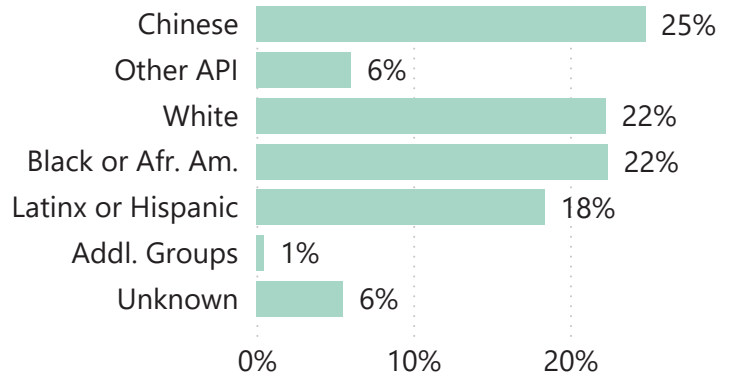
Unduplicated Clients	794
Enrollments	805

Analysis based on unduplicated clients

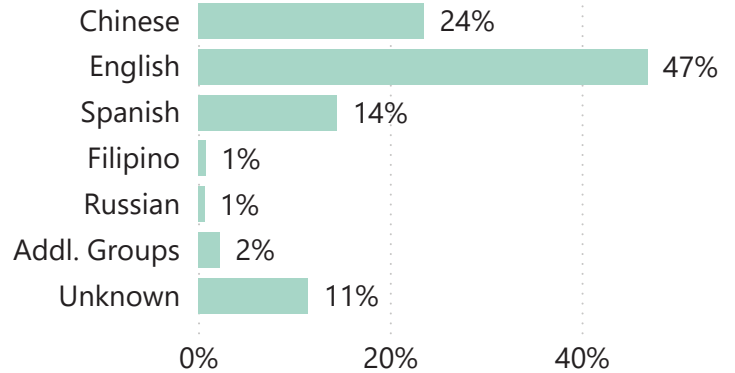
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	61%
Male	35%
Unknown	3%
Trans Female	1%
Genderqueer/Gender Non-binary	0%
Trans Male	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	70%
Gay/Lesbian/Same-Gender Loving	13%
Bisexual	2%
Addl. Groups	1%
Unknown	14%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown





# LGBTQ+ Mental Health Connections

The LGBTQ+ Mental Health Connections program connects older adults and adults with disabilities to culturally competent mental telehealth services. The program engages licensed health providers through recruitment, training, and stipend support. The program also offers clients with technology support to help them access telehealth services, including tech training and even provision of digital devices. This program was launched in response to community research demonstrating the severe

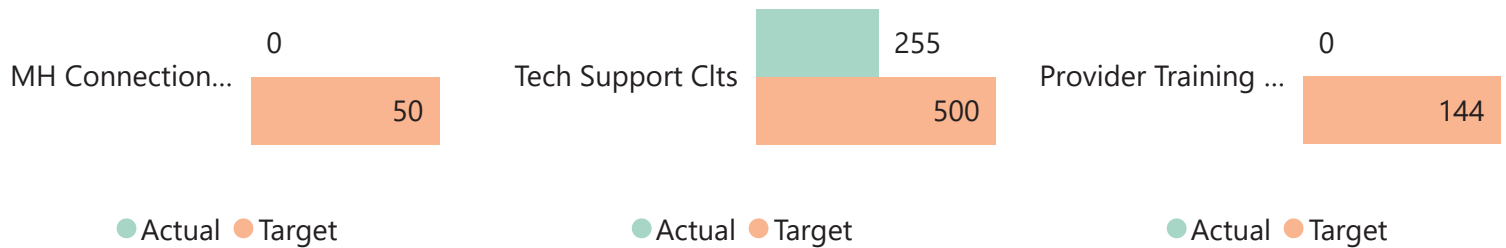
**Funding**

**\$201,010**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development	Providers report increased skill in serving the LGBTQ+ community due to the training they received			75%
Service Quality	Clients rate the quality of digital literacy training as excellent or good			80%
Quality of Life	Clients report improved mental health due to participation in group/individual therapy			80%
Service Connection*	Clients report receiving the support they need through the program			80%
Service Connection*	Clients were connected to mental health services via centralized referral			75%

\*Key Measurement Theme for Service Area

Note: Performance data for this program is unavailable. Consumer surveys were not administered for this program in FY 22/23

# LGBTQ+ Mental Health Connections

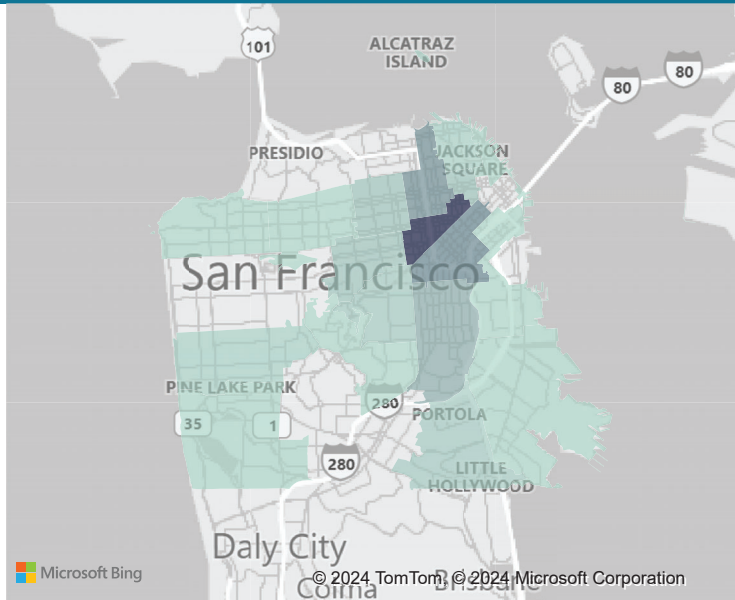
## Client Profile

### Service Levels

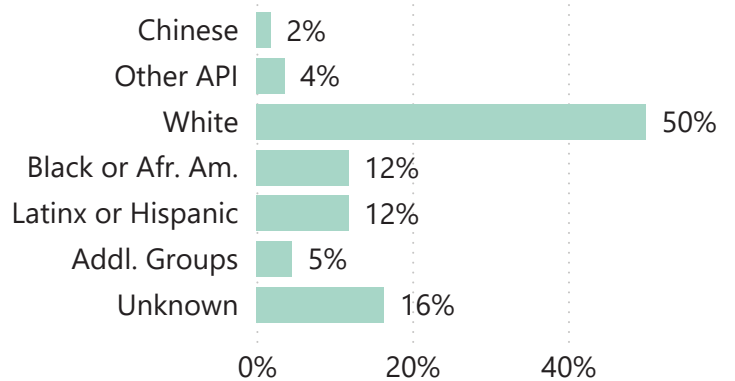
Unduplicated Clients	110
Enrollments	110

Analysis based on unduplicated clients

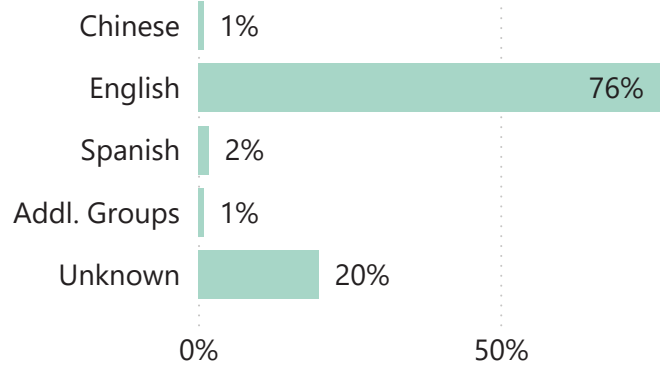
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Male	51%
Female	25%
Unknown	13%
Trans Female	8%
Genderqueer/Gender Non-binary	2%
Trans Male	1%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	13%
Gay/Lesbian/Same-Gender Loving	56%
Bisexual	10%
Addl. Groups	3%
Unknown	18%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Neighborhood Choirs

Neighborhood-focused or neighborhood-based choirs designed to engage older adults and adults with disabilities. Participation in this program type has been shown to build social supports and connection, provide and increased sense of belonging, reduce feelings of loneliness, and increase interest in life.

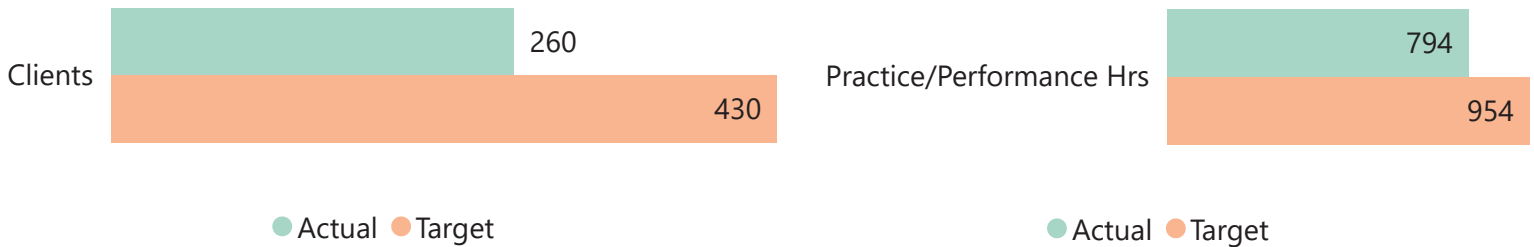
**Funding**

**\$264,801**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	139	53%	50%
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	139	98%	90%
Engagement & Socialization*	Clients report increased opportunities for socialization and interaction due to participation in program	139	96%	90%
Quality of Life	Clients feel balanced and peaceful due to participation in the program	139	98%	90%

\*Key Measurement Theme for Service Area

# Neighborhood Choir

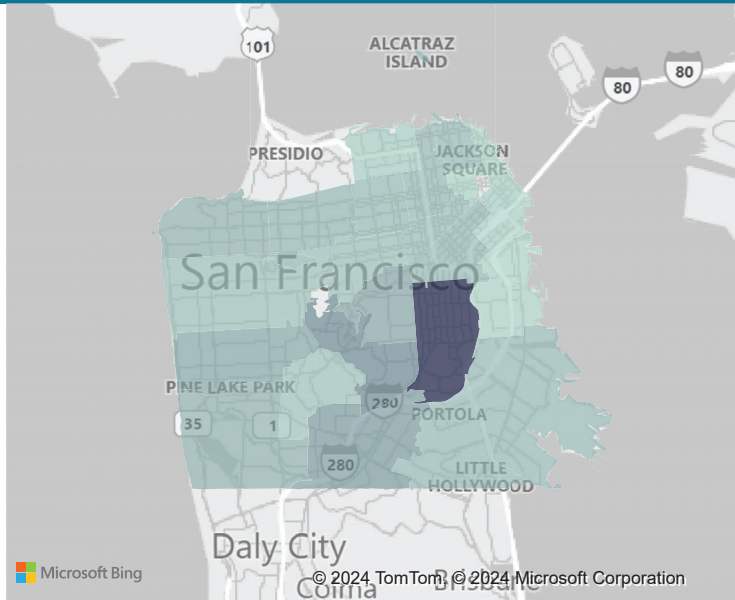
## Client Profile

### Service Levels

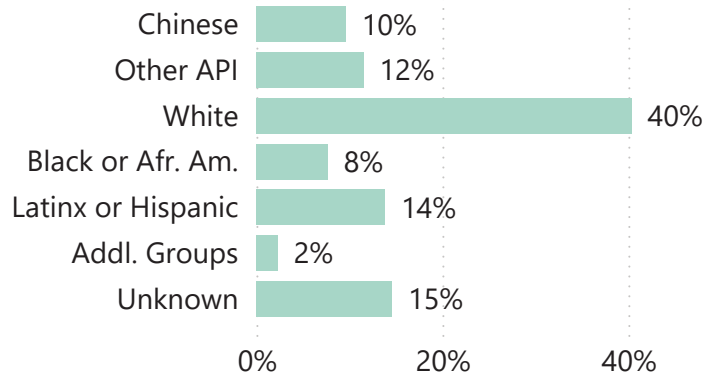
Unduplicated Clients	260
Enrollments	337

Analysis based on unduplicated clients

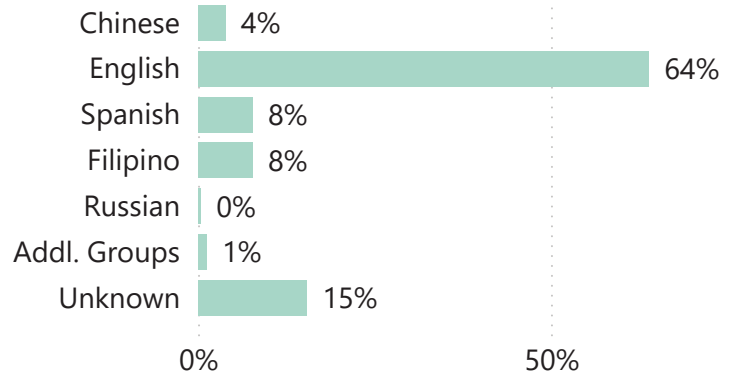
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	74%
Male	15%
Unknown	10%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	71%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	1%
Unknown	22%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Neighborhood-Based Programs

Neighborhood-Based Programs are designed to engage older adults and adults with disabilities in underserved neighborhoods or districts. These pilots use diverse approaches in delivering services and activities to help increase awareness of services, foster empowerment, support engagement and socialization, and reduce social isolation. Programs vary by neighborhoods and can include activities like interactive arts, field trips, reading groups, cooking classes, housing-based supports, and many more.

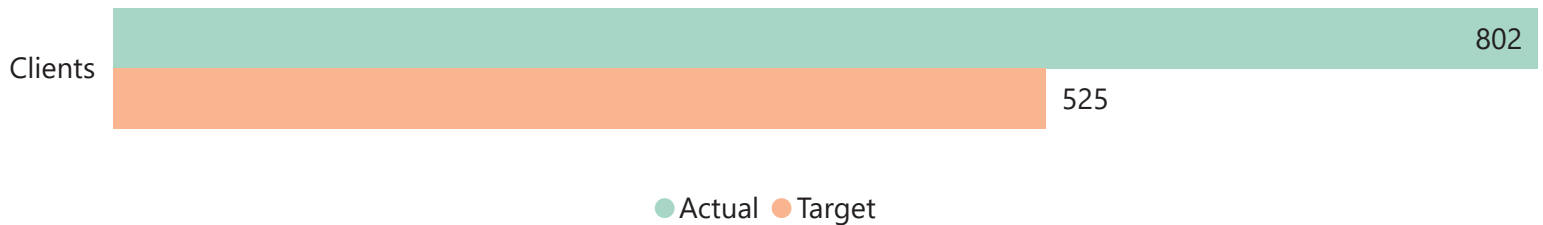
**Funding**

**\$738,228**

**Providers**

**7**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	448	98%	85%
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	448	97%	80%
Engagement & Socialization*	Clients feel they have more opportunities to contribute meaningfully to their neighborhood and/or community	239	96%	83%
Physical Fitness & Health	Clients feel healthier due to their participation in physical activities available through the program	198	95%	80%
Service Quality	Clients rate the quality of services as excellent or good	85	100%	83%

\*Key Measurement Theme for Service Area

Note: Performance data for some metrics only reflects information for a subset of providers. Providers did not consistently include survey questions for all metrics

# Neighborhood-Based Programs

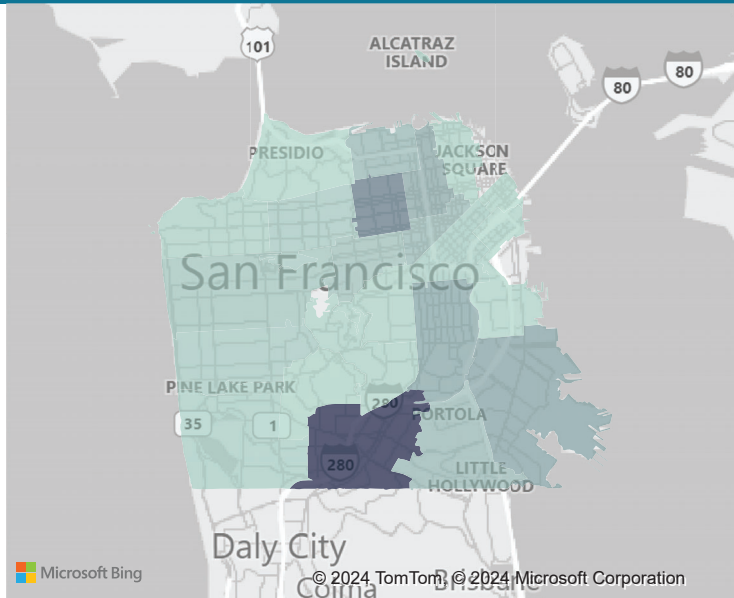
## Client Profile

### Service Levels

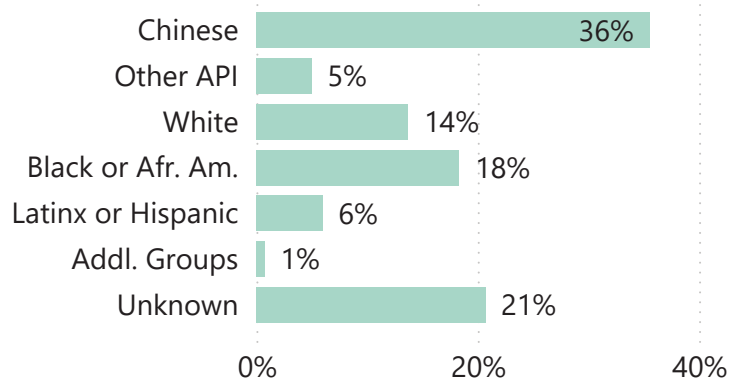
Unduplicated Clients	802
Enrollments	806

Analysis based on unduplicated clients

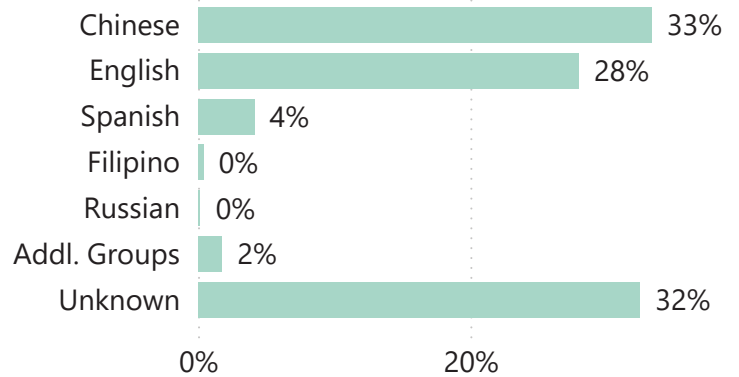
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	59%
Male	22%
Unknown	19%
Trans Female	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	68%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	0%
Addl. Groups	0%
Unknown	30%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Senior Companion

The Senior Companion program provides low-to-moderate income older adults with the opportunity to volunteer at local community organizations. In addition to providing a small stipend, this program enhances participants' feelings of self-worth and connection with the community. The organizations where these volunteers are placed benefit from their expanded capacity to deliver needed services.

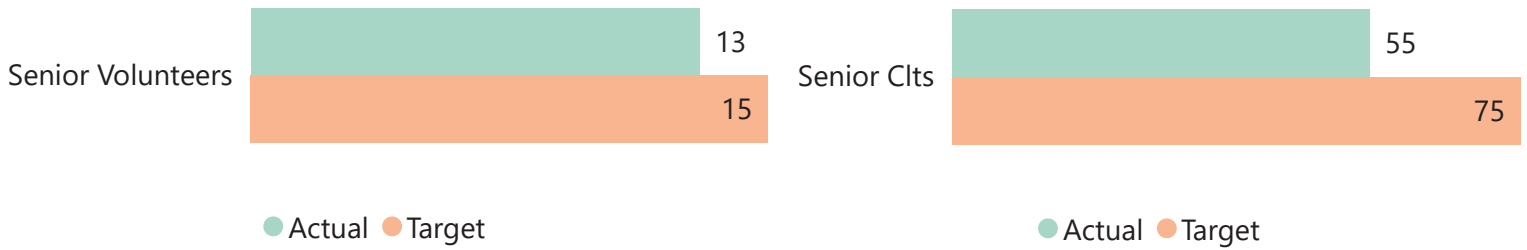
**Funding**

**\$83,701**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Senior Volunteers feel they are providing a meaningful service to the community			75%
Service Quality	Clients feel engaged in their volunteer assignment			75%

\*Key Measurement Theme for Service Area

Note: Performance data for this program was not reported to DAS, and are therefore unavailable to include in this report

# SF Connected

Located at sites throughout the City, including many DAS-funded Community Service Centers, this program provides customized training and educational programs specifically for older persons and people with disabilities to learn and grow familiar with basic computer and internet skills. A primary goal is to address barriers to social connection and provide social media tools to help individuals overcome isolation and access resources for healthy aging.

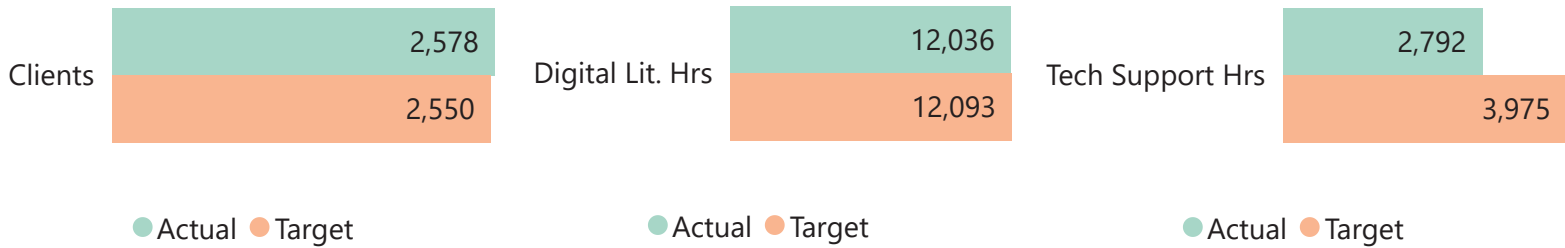
**Funding**

**\$1,962,625**

**Providers**

**6**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills learned from program	1,020	96%	75%
Empowerment*	Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g., housing, online maps, banking, and shopping)	1,022	95%	75%
Empowerment*	Clients keep up to date with changing technology through the program	113	97%	75%
Physical Fitness & Health	Clients enhance their health and wellbeing by using learned skills to search online for programs and services	1,027	96%	78%

\*Key Measurement Theme for Service Area



# SF Connected

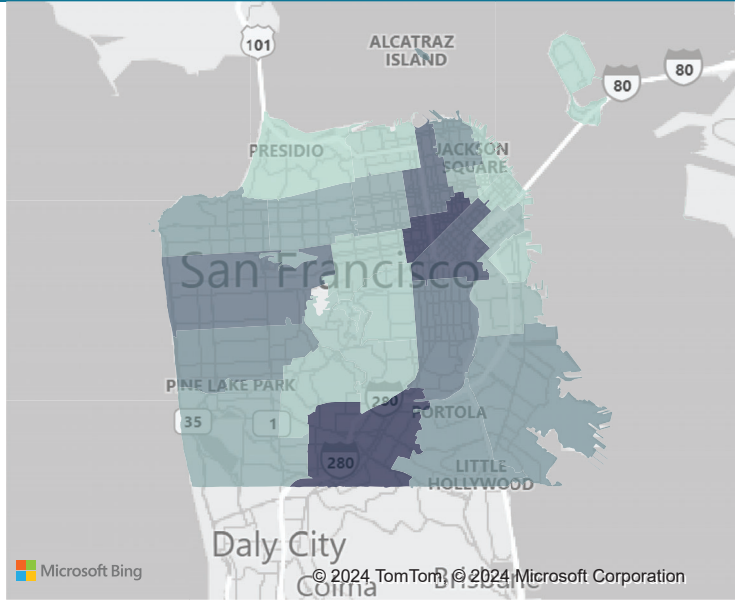
## Client Profile

### Service Levels

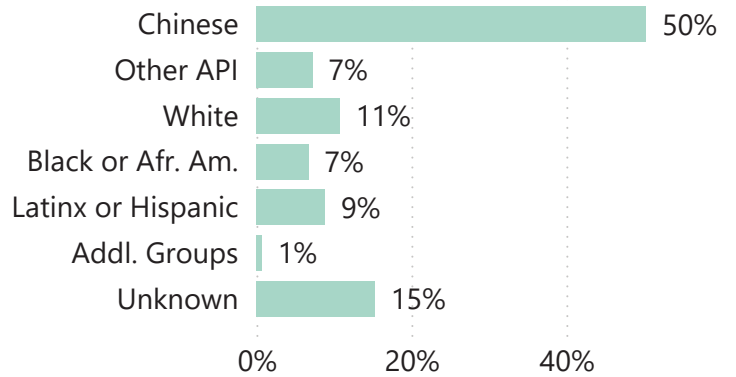
Unduplicated Clients	2,578
Enrollments	2,862

Analysis based on unduplicated clients

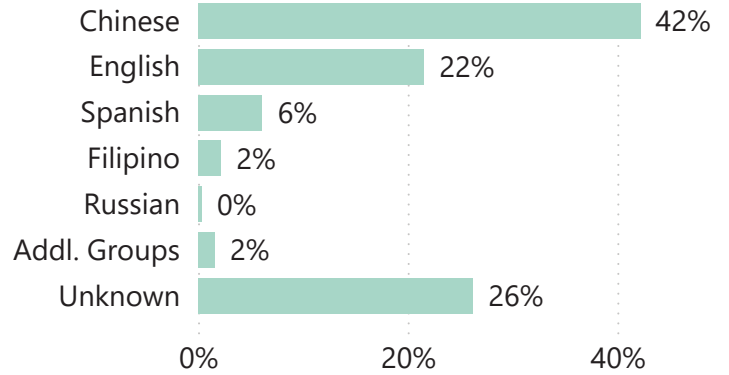
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	63%
Male	26%
Unknown	11%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	71%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	0%
Unknown	25%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Technology at Home

The Technology at Home program seeks to reduce isolation and support self-management of health through the use of technology. The program provides participants with a long-term loan of a tablet computer or similar devices, trains clients one-on-one to use these devices, and provides ongoing technical and troubleshooting to support clients' self-sufficiency and social engagement.

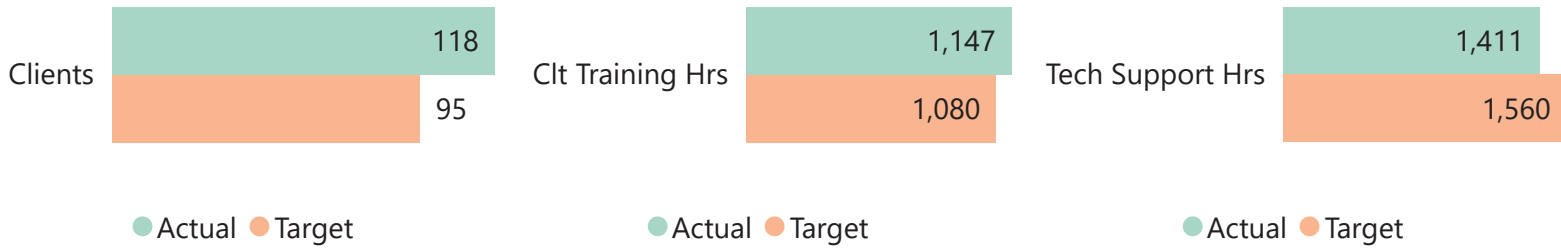
**Funding**

**\$420,553**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report increase in self-sufficient use of technology	68	99%	65%
Empowerment*	Clients report increased self-efficacy in managing their health	68	97%	65%

\*Key Measurement Theme for Service Area

# Technology at Home

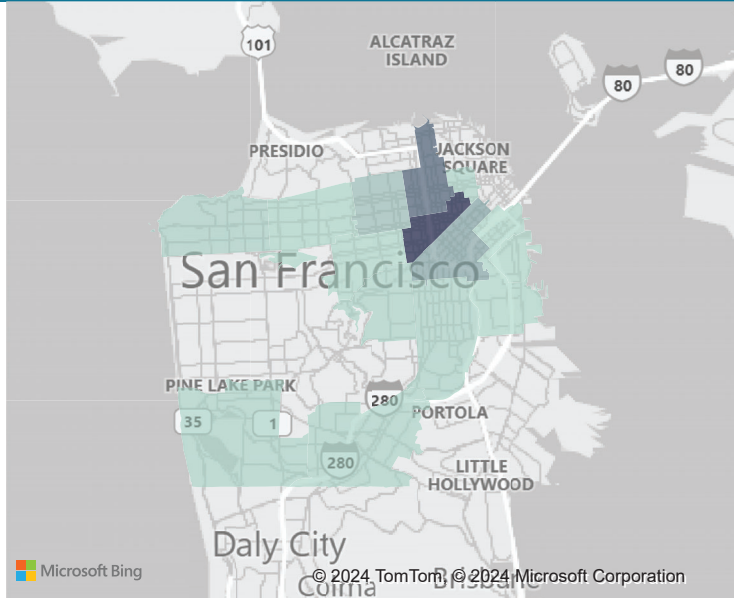
## Client Profile

### Service Levels

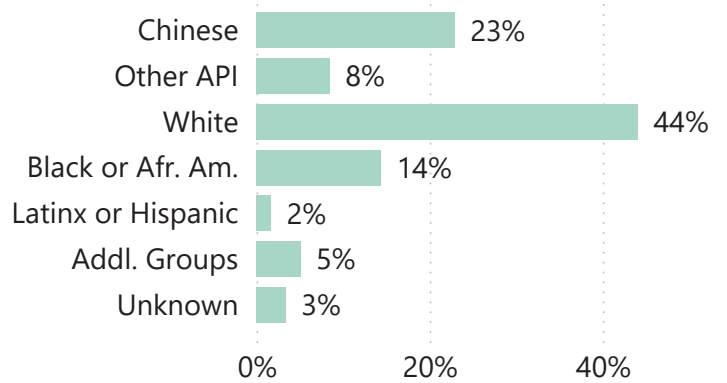
Unduplicated Clients	118
Enrollments	118

Analysis based on unduplicated clients

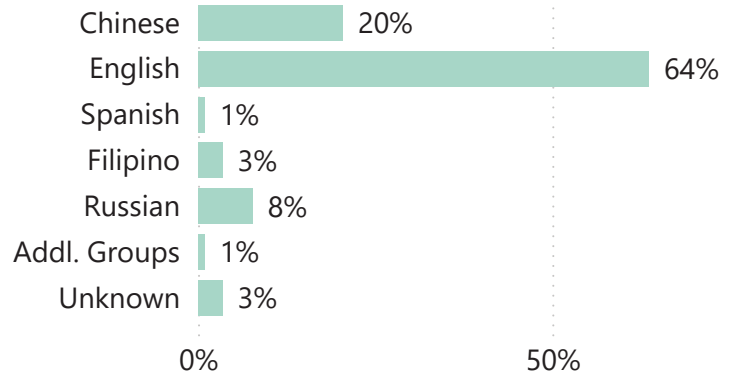
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	51%
Male	47%
Unknown	2%
Trans Female	1%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	76%
Gay/Lesbian/Same-Gender Loving	16%
Bisexual	3%
Unknown	5%
<b>Total</b>	<b>100%</b>

### Age

● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Transgender and Gender Non-Conforming (TGNC) Supports

Transgender and Gender Nonconforming (TGNC) Supports provide programming and social services in a supportive and gender affirming environment. Activities are centered round creating social connections, building community, and addressing unmet social service needs for TGNC older adults and TGNC adults with disabilities living in San Francisco.

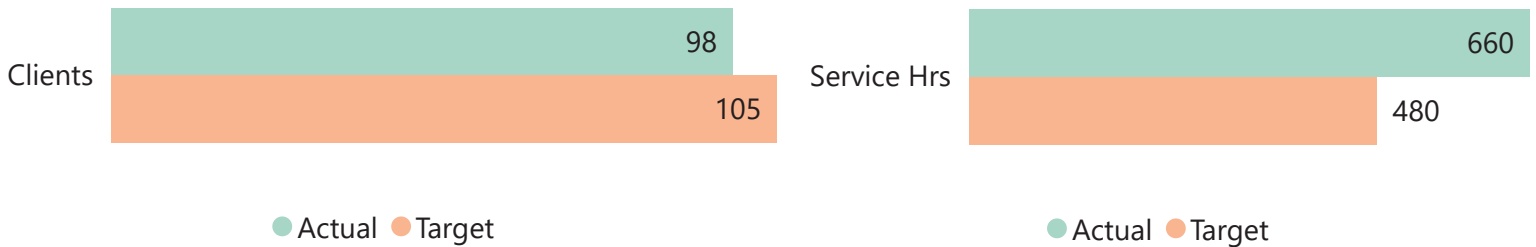
**Funding**

**\$286,994**

**Providers**

**2**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report increased opportunities for positive social interaction due to participation in program	39	82%	70%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)	32	87%	50%
Service Quality	Clients feel safe and welcomed by program staff	32	96%	70%

\*Key Measurement Theme for Service Area

# Transgender and Gender Non-Conforming (TGNC) Supports

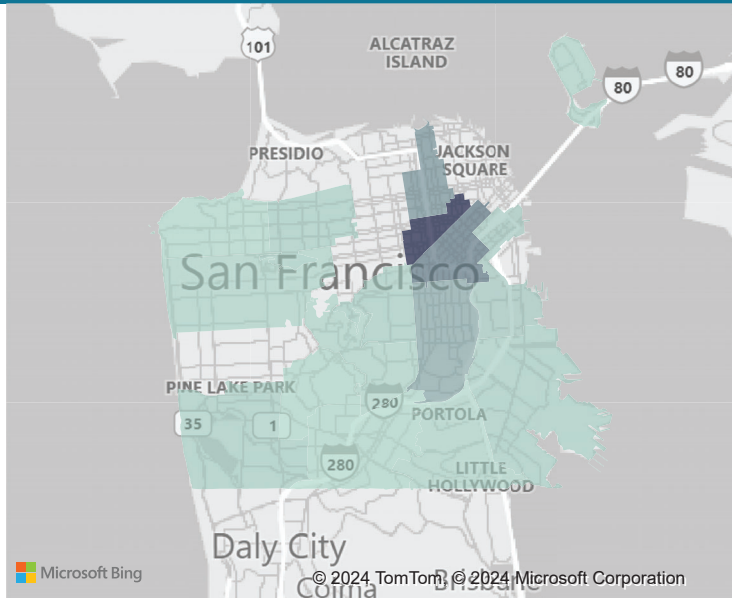
## Client Profile

### Service Levels

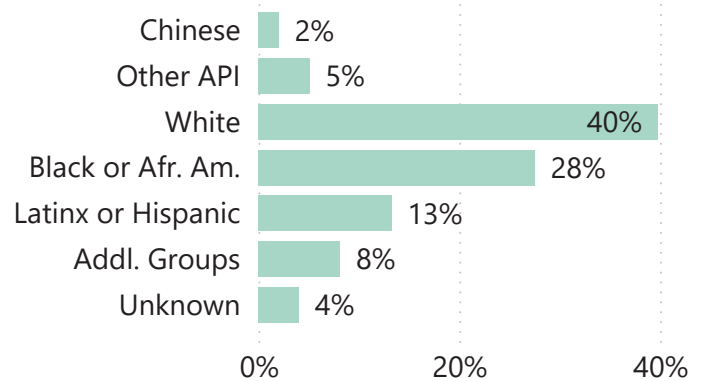
Unduplicated Clients	98
Enrollments	112

Analysis based on unduplicated clients

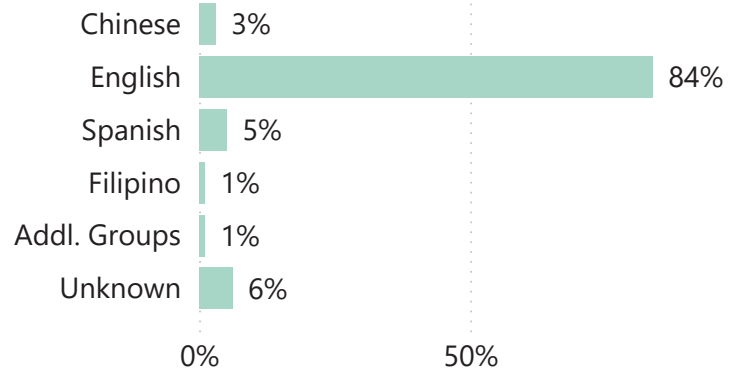
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

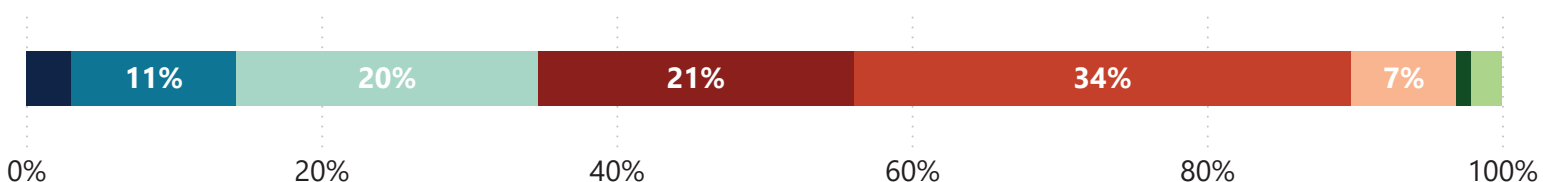
Trans Female	53%
Female	17%
Male	13%
Genderqueer/Gender Non-binary	7%
Trans Male	5%
Unknown	4%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	35%
Gay/Lesbian/Same-Gender Loving	33%
Bisexual	15%
Addl. Groups	7%
Unknown	10%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Veterans Drop-In Center

The Veterans Drop-In Center provides co-located DAS community center programs and veterans services in the South of Market neighborhood. DAS funding supports educational workshops, peer support groups, social activities, and a dedicated meditation space. The Drop-In Center site also provides multiple non-DAS funded services including case management, rapid re-housing and eviction prevention, legal services, benefit assistance, employment services, and more.

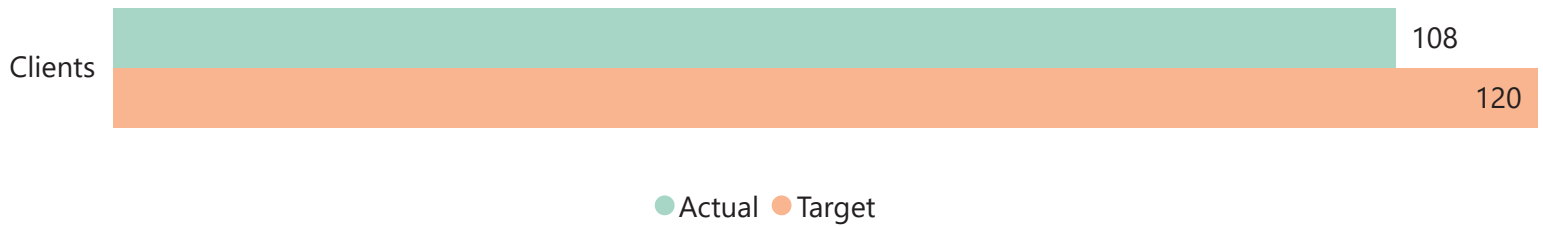
**Funding**

**\$73,346**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program			80%
Education & Awareness of Services*	Clients develop new knowledge of available resources and services			80%
Service Quality	Clients rate the quality of services as excellent or good			80%

\*Key Measurement Theme for Service Area

Note: Consumer surveys were not administered for this program in FY 22/23. Performance data for this program is unavailable

# Veterans Drop-In Center

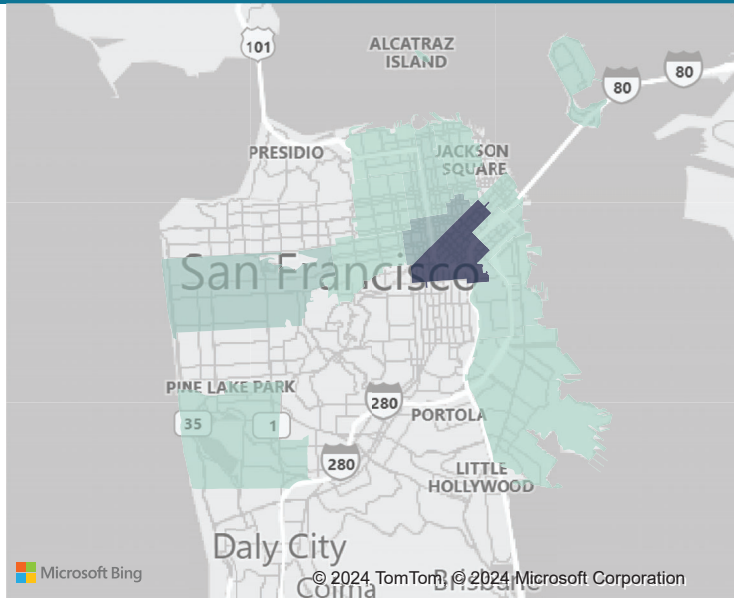
## Client Profile

### Service Levels

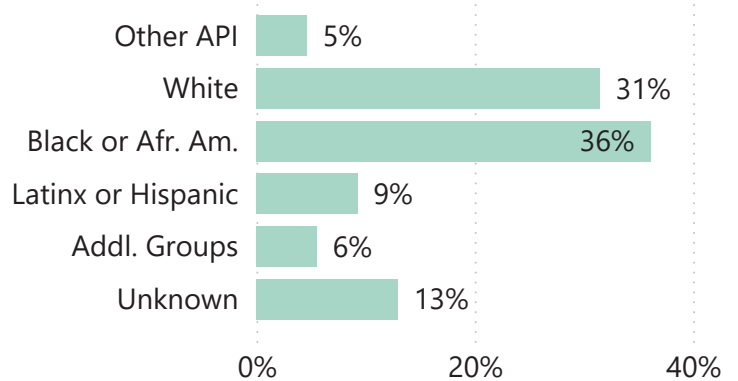
Unduplicated Clients	108
Enrollments	108

Analysis based on unduplicated clients

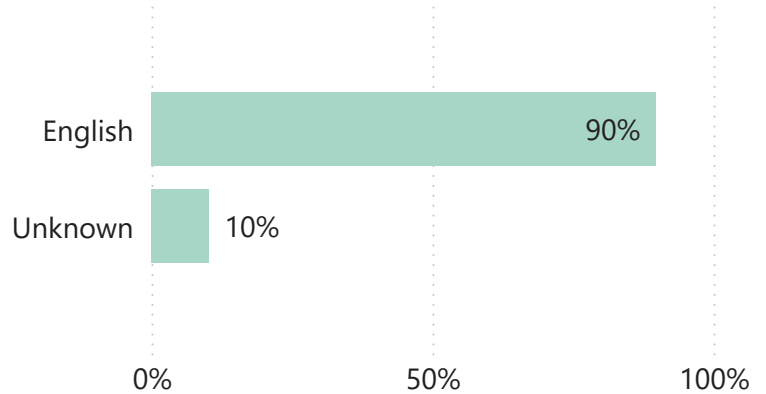
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

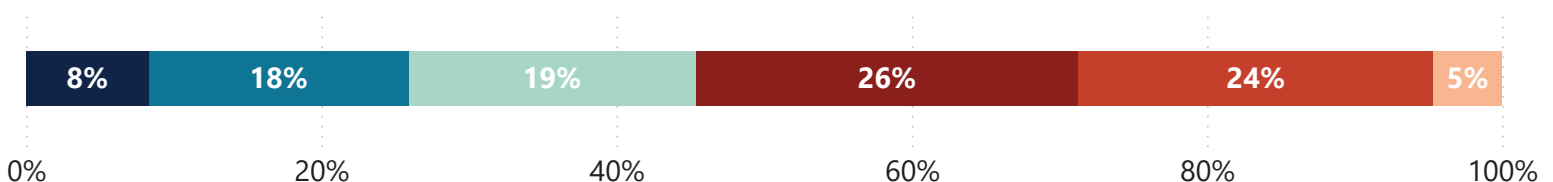
Male	88%
Female	6%
Trans Female	3%
Trans Male	2%
Genderqueer/Gender Non-binary	1%
Unknown	1%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	75%
Gay/Lesbian/Same-Gender Loving	13%
Addl. Groups	1%
Unknown	11%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84



# Village Programs

Village Programs support members' ability to live independently in their homes, helping them to build and maintain meaningful relationships with other members of their community as part of a neighborhood network of support. These programs use a membership model in which paid staff and volunteers coordinate services and social activities for Village members.

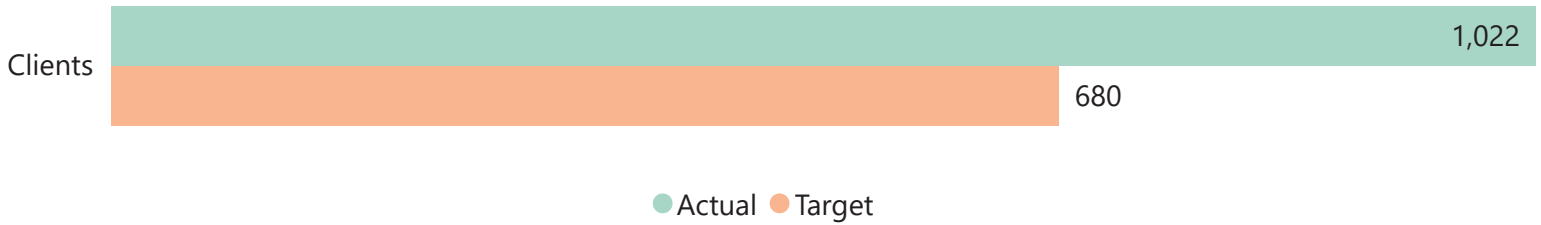
**Funding**

**\$801,293**

**Providers**

**3**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	533	87%	75%
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	533	84%	75%
Stability in the Community	Clients are able to maintain/increase their independence and ability to live at home	533	72%	67%
Service Quality	Clients rate the quality of services as excellent or good	533	95%	80%

\*Key Measurement Theme for Service Area



# Village Programs

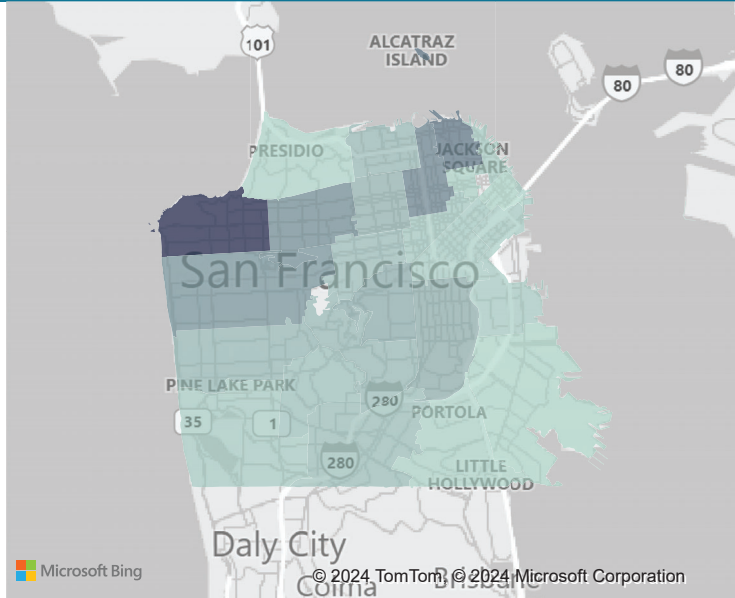
## Client Profile

### Service Levels

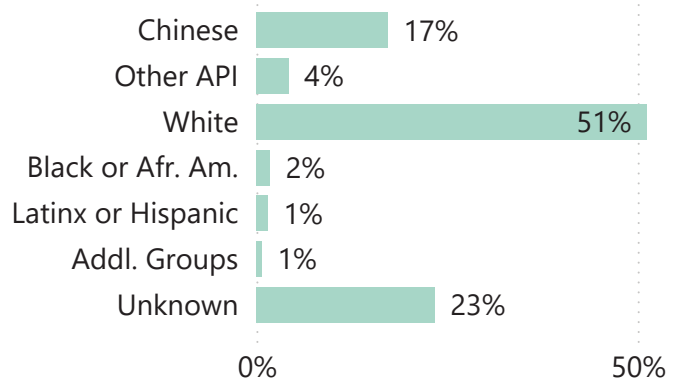
Unduplicated Clients	1,022
Enrollments	1,033

Analysis based on unduplicated clients

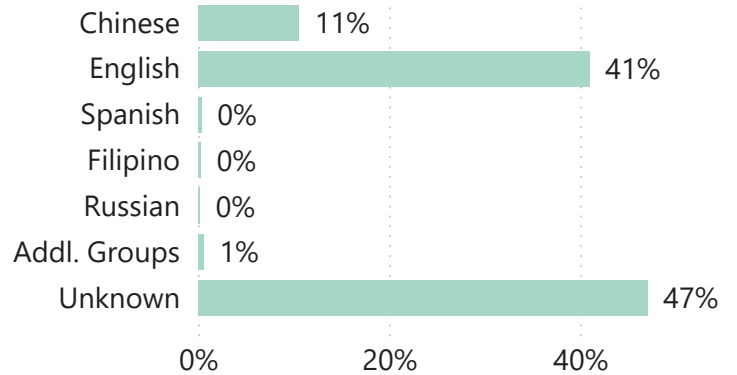
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

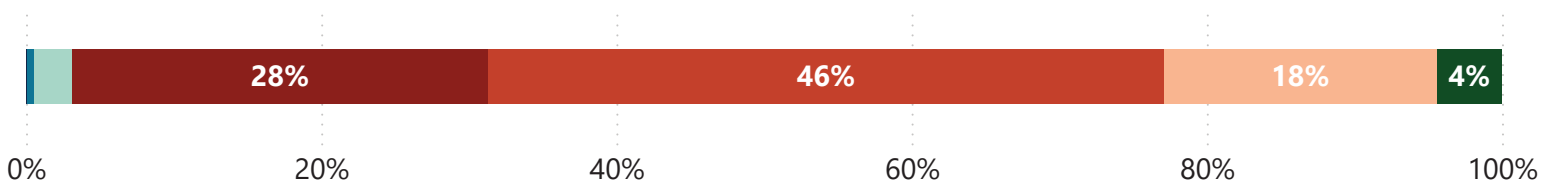
Female	65%
Male	21%
Unknown	15%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	62%
Gay/Lesbian/Same-Gender Loving	5%
Bisexual	1%
Addl. Groups	0%
Unknown	32%
<b>Total</b>	<b>100%</b>

### Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Volunteer Visitors

The Volunteer Visitors program matches volunteers with older adults and adults with disabilities who are socially isolated or at heightened risk of isolation, with the goal of reducing these individuals' feelings of loneliness and isolation. Volunteers visit client participants at least twice monthly for a period of six months or more, to support successful pairings and meaningful relationship building.

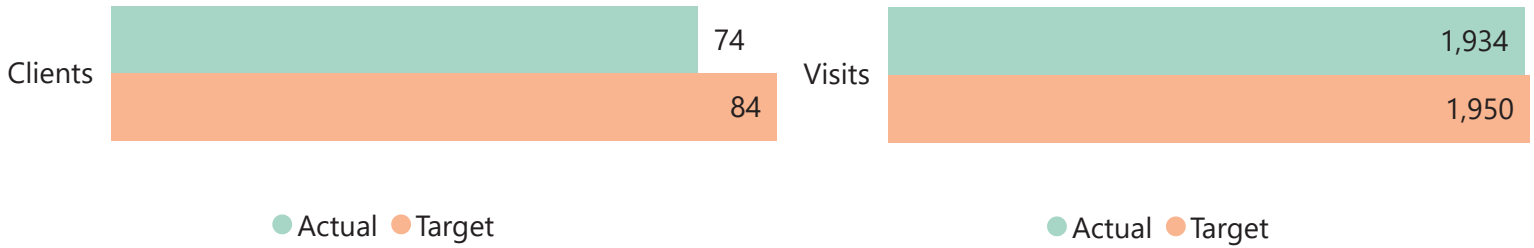
**Funding**

**\$105,229**

**Providers**

**2**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	7	57%	75%
Engagement & Socialization*	Clients report enhanced feelings of social connection	7	57%	75%
Reduced Social Isolation*	Clients report a decrease in loneliness	7	57%	75%

\*Key Measurement Theme for Service Area

# Volunteer Visitors

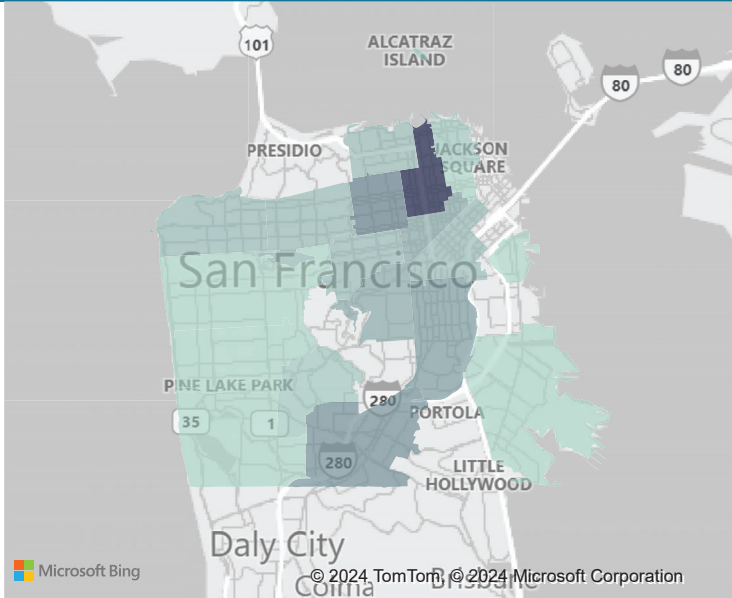
## Client Profile

### Service Levels

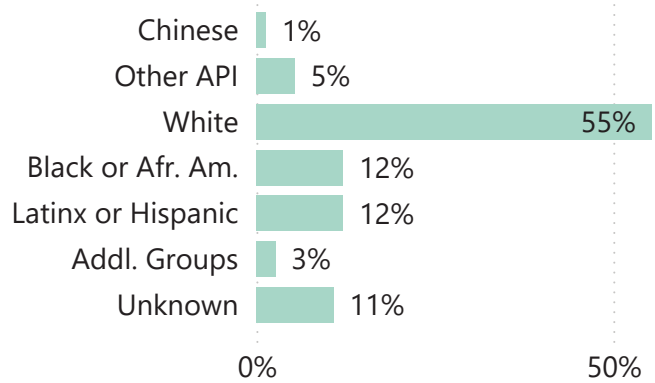
Unduplicated Clients	74
Enrollments	74

Analysis based on unduplicated clients

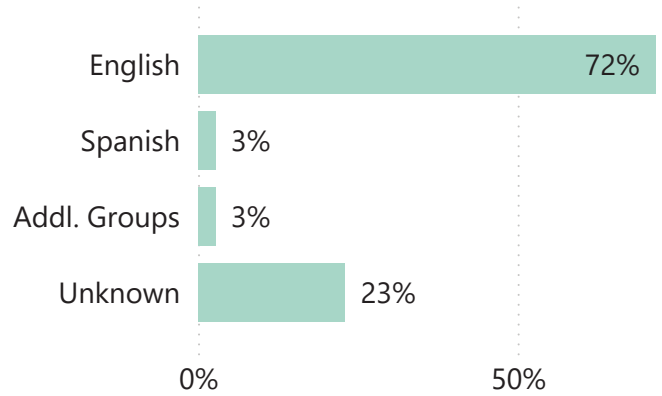
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	61%
Male	31%
Unknown	8%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	68%
Gay/Lesbian/Same-Gender Loving	9%
Bisexual	1%
Addl. Groups	1%
Unknown	20%
<b>Total</b>	<b>100%</b>

### Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Housing Support

**Housing Support services help seniors and adults with disabilities to maintain stable housing through service connection and community engagement.**

### HOUSING SUPPORT SERVICES

- Assisted Living Facilities (ALF) Support
- Housing Subsidies
- Rental Assistance Demonstration Project
- Scattered Site Housing
- Veterans Services Connect

### PRIMARY OUTCOME MEASUREMENT THEMES

- **Housing Stability:** Clients are supported to maintain access to appropriate housing.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.

### FY 2022-23 HIGHLIGHTS

- We served about 710 clients\* with a total of approximately 20,570 enrollments across all Housing Support services. In total, DAS allocated \$9.1 million for services in this area.
- We provided rental subsidies to prevent eviction and stabilize housing for 409 Housing Subsidies clients. Across our providers, 91% of these individuals remained stably housed six months after entering the program.
- We served 309 unduplicated Veterans Services Connect clients residing in veterans housing developments.
- About 99% of Rental Assistance Demonstration Project clients obtained or maintained stable housing, and 86% of clients reported better access to services that improve their health and well-being.

### DIGNITY FUND FY 2022-23: HOUSING SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
20,574	710	\$9,073,243

\* Does not include services for which client-level data is not captured in DAS GetCare (Rental Assistance Demonstration)

# Housing Subsidies

This program seeks to prevent loss of housing by identifying currently-housed persons facing imminent eviction and helping to stabilize their housing situation through the use of a housing subsidy payment. The subsidy amount varies based on client income and rent amount but with the universal goal to bring the rent burden to 30%. In addition to the rental subsidy, staff members provide clients with help connecting to other social services and resources that promote their housing stability.

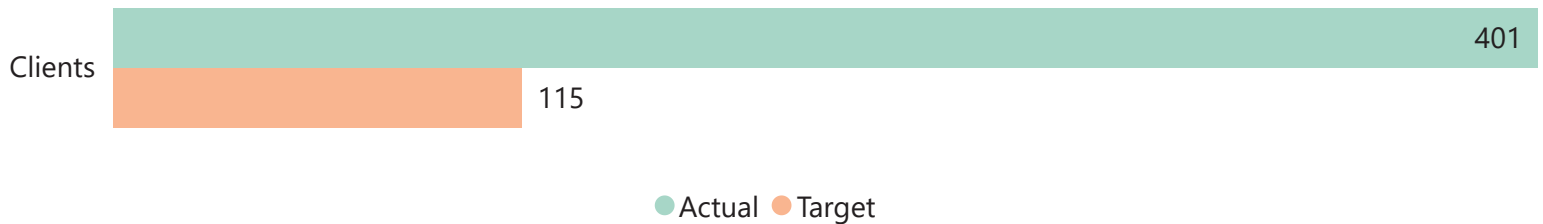
**Funding**

**\$3,642,144**

**Providers**

**3**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients remain stably housed six months after entering the program (beginning of assistance)	306	91%	85%
Housing Stability*	Clients remain stably housed twelve months after entering the program (beginning of assistance)	306	85%	85%
Housing Stability*	Clients report that housing subsidy supported their housing stability	121	94%	75%
Service Quality	Clients rate the quality of services as excellent or good	121	86%	75%

\*Key Measurement Theme for Service Area

# Housing Subsidies

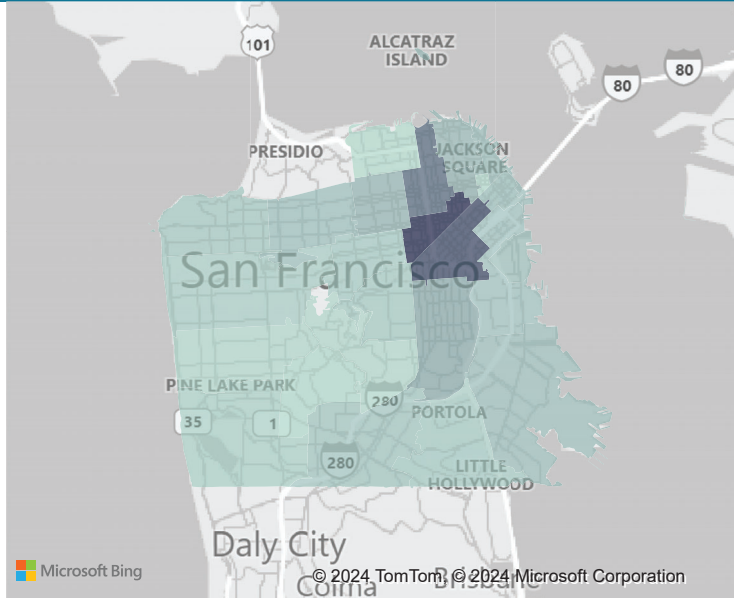
## Client Profile

### Service Levels

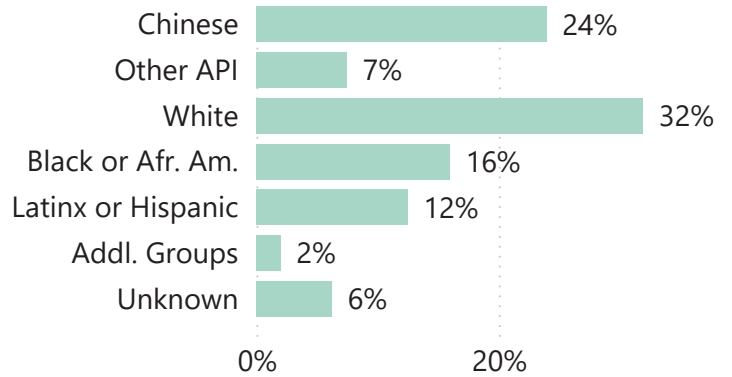
Unduplicated Clients	401
Enrollments	403

Analysis based on unduplicated clients

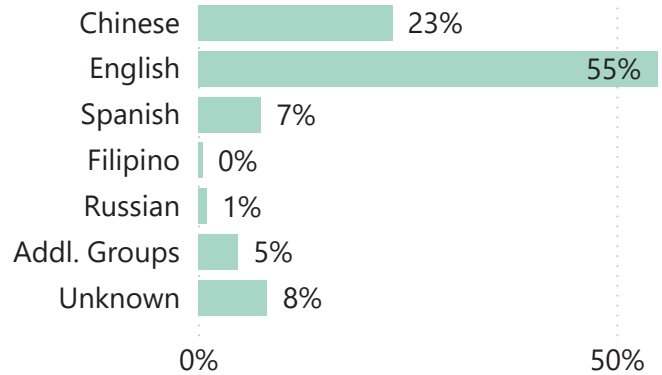
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

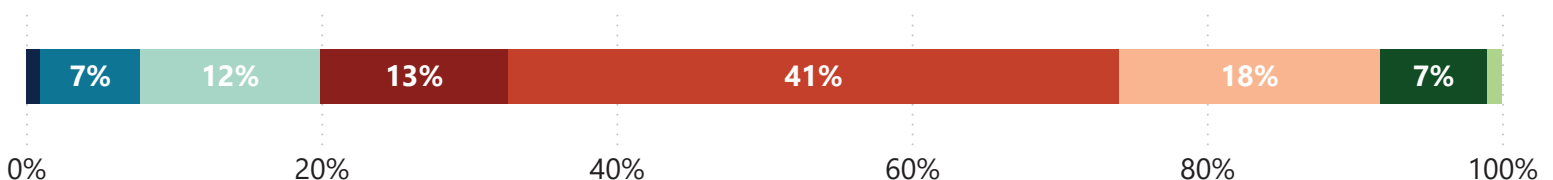
Female	50%
Male	44%
Unknown	4%
Trans Female	1%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	72%
Gay/Lesbian/Same-Gender Loving	10%
Bisexual	4%
Addl. Groups	3%
Unknown	11%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Rental Assistance Demonstration

The Rental Assistance Demonstration Project provides supportive services to public housing residents to promote housing retention and community connection. Outreach and engagement efforts, such as tenant newsletters, monthly meetings, and onsite activities, aim to develop a sense of community. This program also provides health and wellness support and directly promotes housing stability by helping tenants address issues related to their housing, such as safety concerns and delinquent rent payments.

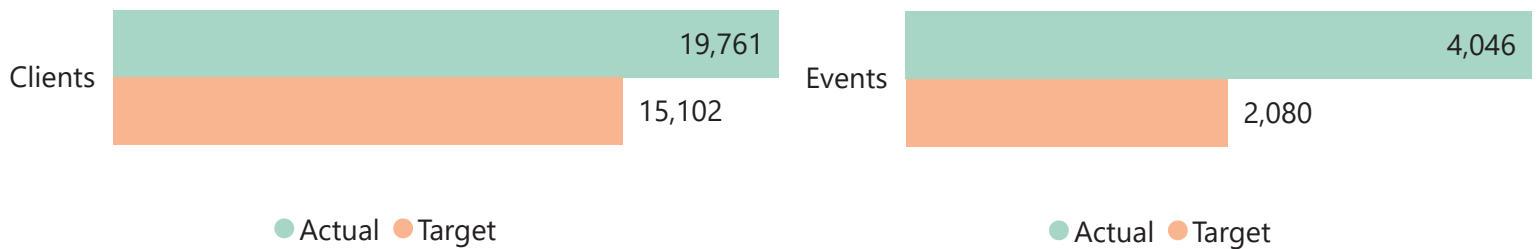
## Funding

\$1,735,343

## Providers

7

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients obtain and/or maintain stable housing	1,988	99%	95%
Service Connection*	Clients report better access to services that improve their health and wellness	787	86%	50%
Engagement & Socialization*	Clients feel connected to and involved in their tenant/resident community	782	84%	50%

\*Key Measurement Theme for Service Area

# Scattered Site Housing

The Scattered Site Housing and Rental Subsidy Program provides rental subsidies in private market housing and ongoing housing retention services to ensure clients are able to stay housed. This program is focused on supporting persons transitioning out of institutional care, such as nursing homes; their needs tend to be complex, and they benefit from ongoing support and connection to resources to maintain their housing.

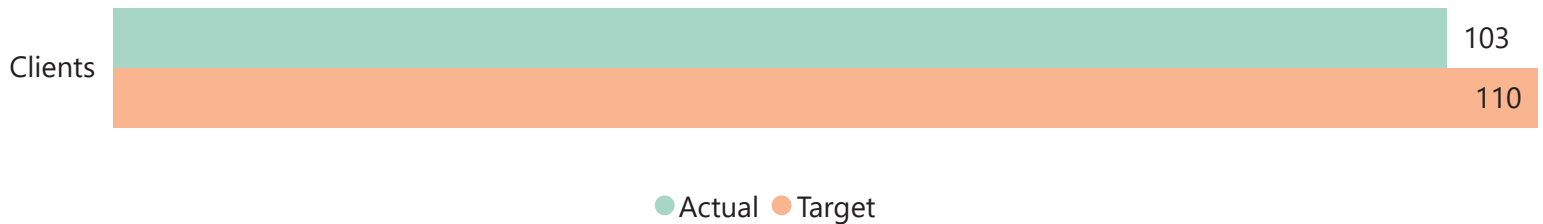
**Funding**

**\$3,330,087**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients maintain their independent living in the community			95%
Housing Stability*	Clients who are exiting this program are connected to alternative housing that is appropriate to their needs (e.g., higher level of care, unsubsidized housing)			75%
Housing Stability*	Participants retain their housing for more than one year			90%
Service Quality	Clients are satisfied with their housing			95%

\*Key Measurement Theme for Service Area

^Number surveyed not available

Note: Performance data for this program is unavailable. Consumer surveys were not administered for this program in FY 22/23



# Scattered Site Housing

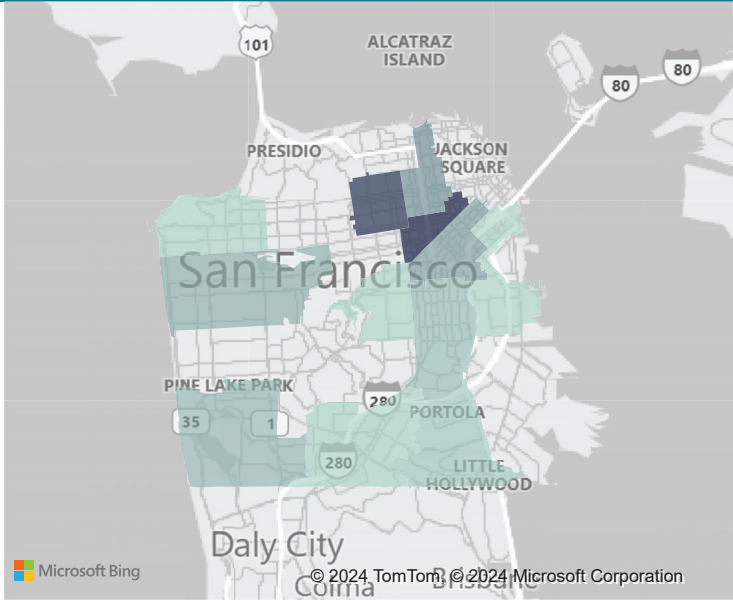
## Client Profile

### Service Levels

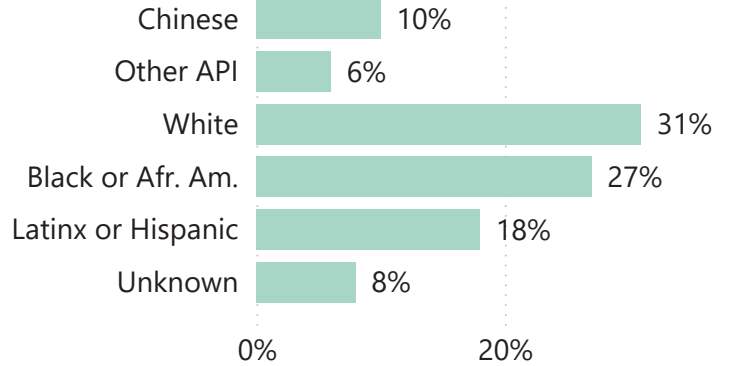
Unduplicated Clients	100
Enrollments	100

Analysis based on unduplicated clients

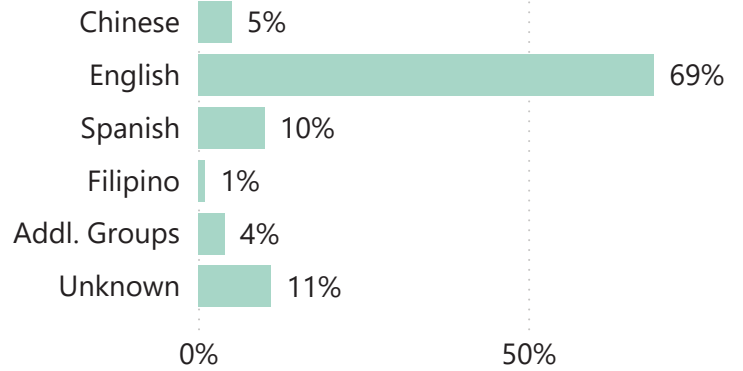
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

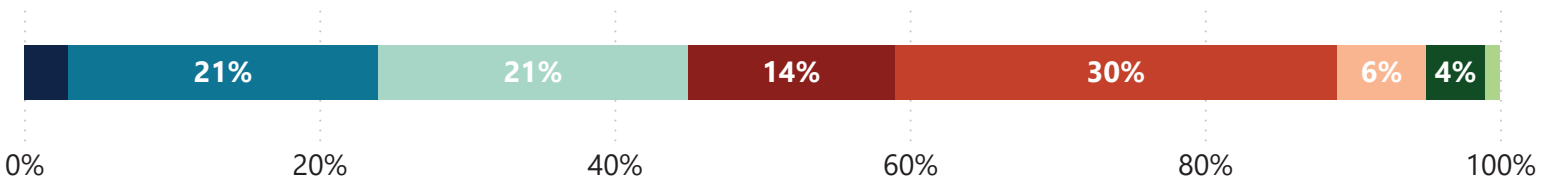
Female	27%
Male	65%
Unknown	8%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	56%
Gay/Lesbian/Same-Gender Loving	17%
Bisexual	3%
Unknown	24%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Veterans Services Connect

Based out of veterans housing developments, this program promotes independence and aims to extend the capacity of veteran residents to remain at home and within their community safely. This includes help connecting to supportive services and resources, as well as outreach and engagement to develop a sense of community at these housing sites.

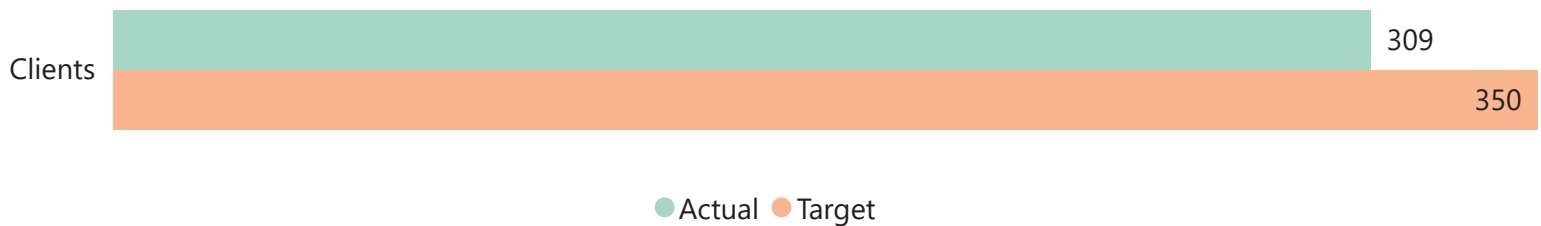
**Funding**

**\$365,669**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients maintain their access to housing (in veterans housing or another appropriate placement)			90%
Engagement & Socialization*	Clients feel a greater sense of connection to their residential community			85%
Education & Awareness of Services*	Clients develop new knowledge of services that support their independent living			80%
Service Quality	Clients rate the quality of services as good or excellent			85%
Service Quality	Clients report that program has helped maintain or improve their well-being			80%
Education & Awareness of Services*	Clients develop new knowledge of available resources and services			85%

\*Key Measurement Theme for Service Area

Note: Performance data for this program is unavailable. Consumer surveys were not administered for this program in FY 22/23

# Veterans Services Connect

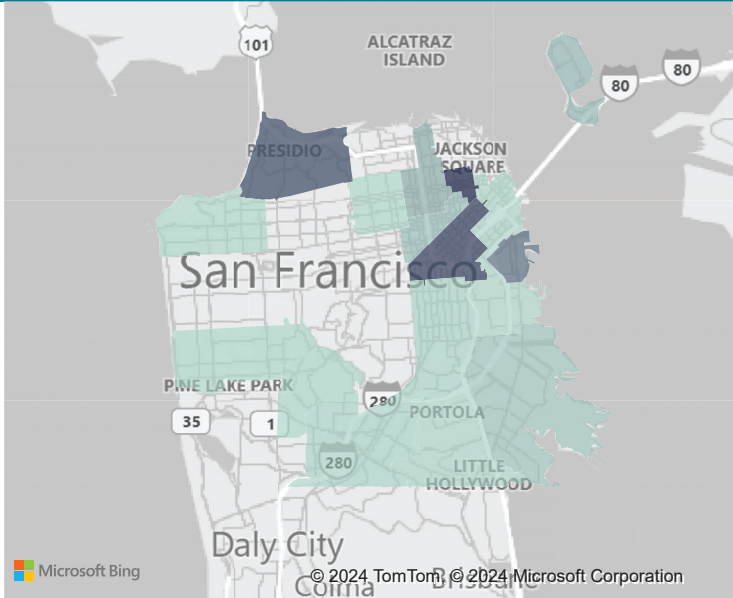
## Client Profile

### Service Levels

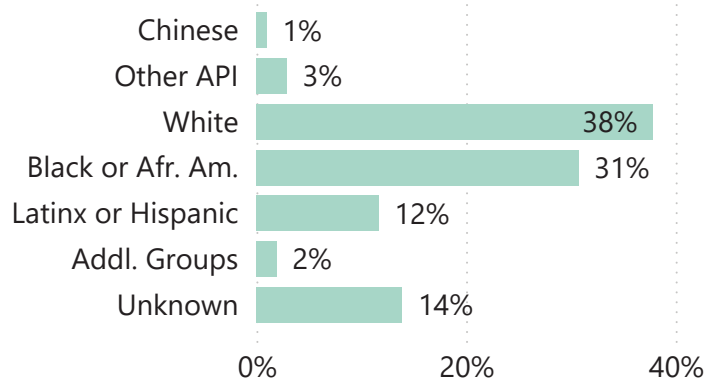
Unduplicated Clients	309
Enrollments	310

Analysis based on unduplicated clients

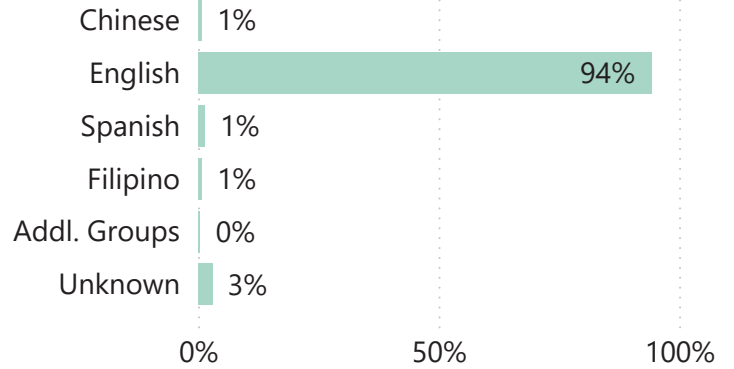
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Male	90%
Female	6%
Unknown	2%
Trans Male	1%
Genderqueer/Gender Non-binary	1%
Trans Female	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	69%
Gay/Lesbian/Same-Gender Loving	8%
Bisexual	3%
Addl. Groups	1%
Unknown	19%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Nutrition & Wellness

**Nutrition & Wellness services promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.**

## **NUTRITION & WELLNESS SERVICES**

- CalFresh Healthy Living
- Chronic Disease Management Programs
- Congregate Meals
- Culturally Responsive Nutrition Services
- Food Pantry (including Supplemental Cultural Groceries)
- Health Promotion – Physical Fitness
- Home-Delivered Groceries
- Home-Delivered Meals
- Nutrition as Health
- Nutrition Education

## **PRIMARY OUTCOME MEASUREMENT THEMES**

- **Community Stability and Independence:** Clients are able to live stably and independently in the community.
- **Healthy Nutrition Habits:** Clients enhance their understanding of nutrition and make healthy dietary choices.
- **Increased Food Security:** Clients have increased access to healthy and nutritious food that meets their dietary needs.

## **FY 2022-23 HIGHLIGHTS**

- We served about 30,720 clients\* with a total of nearly 52,860 enrollments across all Nutrition & Wellness services. In total, DAS allocated \$36.1 million for services in this area.
- DAS community-based nutrition partners provided a range of culturally responsive services including more than 4.2 million meals and/or food bags to 30,721 unduplicated clients. DAS community-based Congregate Meals providers also expanded their hybrid programs offering both in-person and to-go meals, acknowledging that no one single approach fits all.
- We promoted physical fitness and health among clients: across our services in this area, about 94% of clients reported positive outcomes such as improved confidence managing their chronic health conditions and improved health and/or fitness.

## **DIGNITY FUND FY 2022-23: NUTRITION & WELLNESS SERVICES**

<b>Total Enrollments</b>	<b>Total Unduplicated Clients*</b>	<b>Total Funding</b>
52,858	30,721	\$36,082,049

\* Does not include services for which client-level data is not captured in DAS GetCare (CalFresh Healthy Living, Chronic Disease Management Programs, and Culturally Responsive Nutrition Services)

# CalFresh Healthy Living

Provides evidence-based nutrition education and obesity prevention services. Services include direct education and environmental change approaches to increasing fruit and vegetable intake and increasing physical activity.

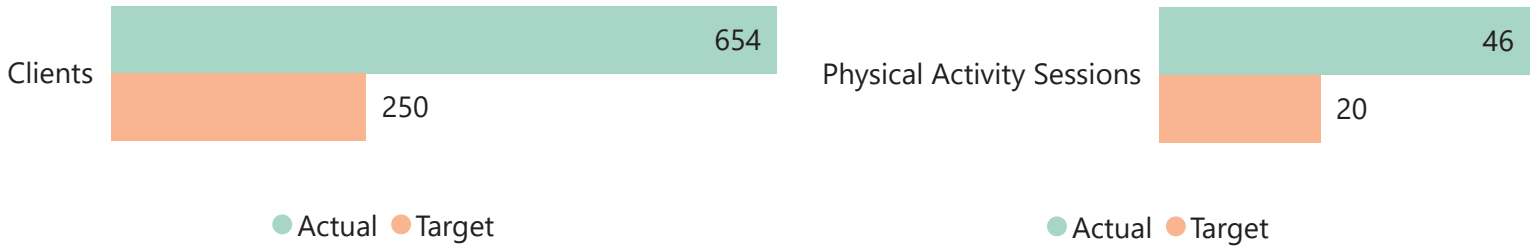
**Funding**

**\$155,754**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients feel safe and welcomed by program staff	239	100%	85%
Service Quality	Clients rate the quality of services as excellent or good	318	97%	85%

\*Key Measurement Theme for Service Area

# Chronic Disease Management Programs

Chronic Disease Management Programs provide evidence-based education to older adults or adults with disabilities with ongoing health conditions that affect their quality of life, such as heart disease, chronic pain, depression, and HIV. Topics covered include setting achievable goals for managing chronic conditions; improving nutrition and eating healthier; relaxation and stress management skills; and communicating better with family, friends, and health care providers.

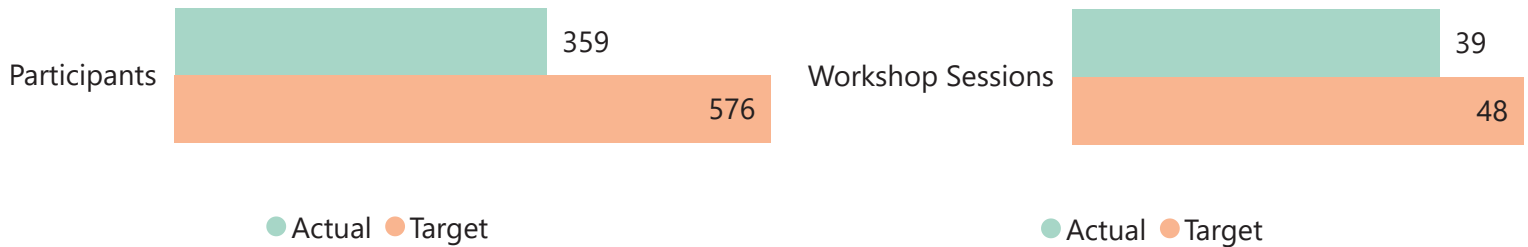
**Funding**

**\$329,807**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients demonstrate greater understanding of diabetes and how to prevent or better manage it	87	98%	75%
Physical Fitness & Health*	Clients have more confidence managing their chronic health conditions	75	97%	75%
Service Quality	Clients feel safe and welcomed by workshop trainers/leaders	193	98%	85%
Service Quality	Clients rate the quality of workshop(s) as excellent or good	275	87%	85%

\*Key Measurement Theme for Service Area

# Congregate Meals

Congregate Meals, sometimes known as community dining programs, provide lunch every day at various locations throughout the City. This program not only supports nutrition by providing healthy meals, but also offers diners with the opportunity to socialize with their peers and engage in community activities at meal sites.

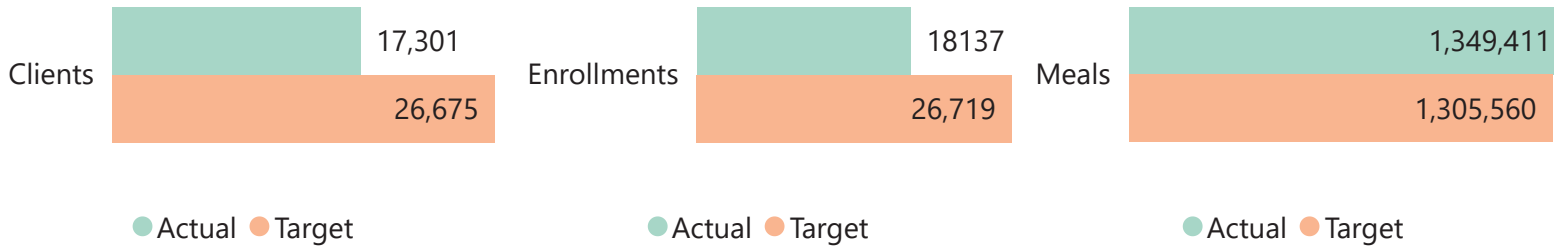
**Funding**

**\$12,806,521**

**Providers**

**10**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients rate the quality of meals as excellent or good	3,398	92%	85%
Engagement & Socialization	Clients feel a greater sense of connection to their community	3,411	96%	85%
Increased Food Security*	Clients are less worried about getting enough food	3,411	95%	85%
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	3,420	97%	75%

\*Key Measurement Theme for Service Area

# Congregate Meals

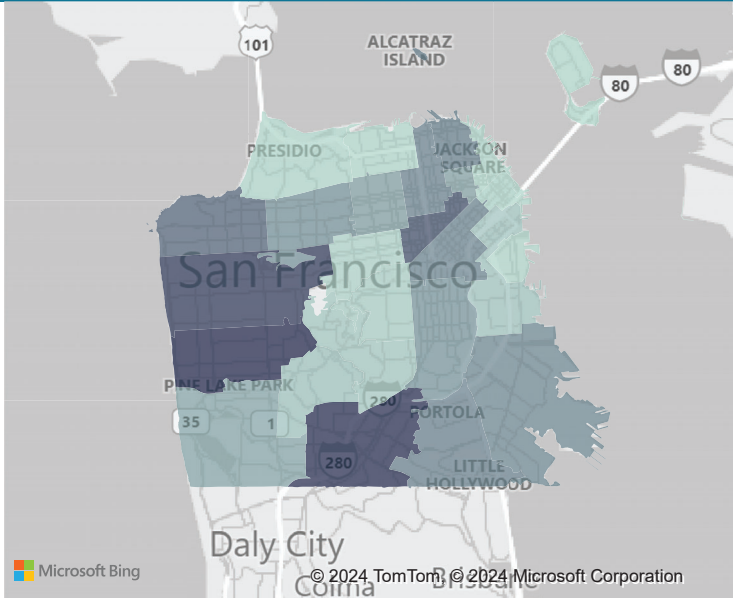
## Client Profile

### Service Levels

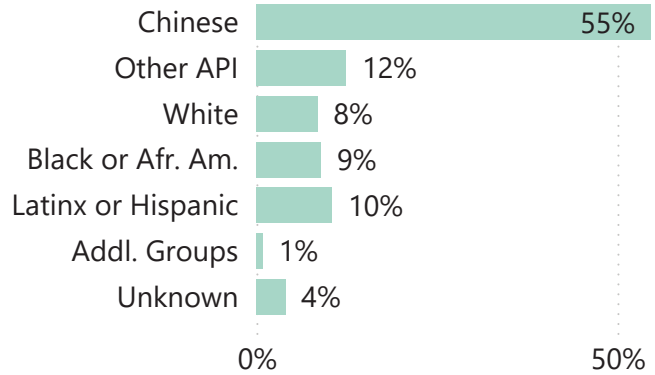
Unduplicated Clients	17,301
Enrollments	30,292

Analysis based on unduplicated clients

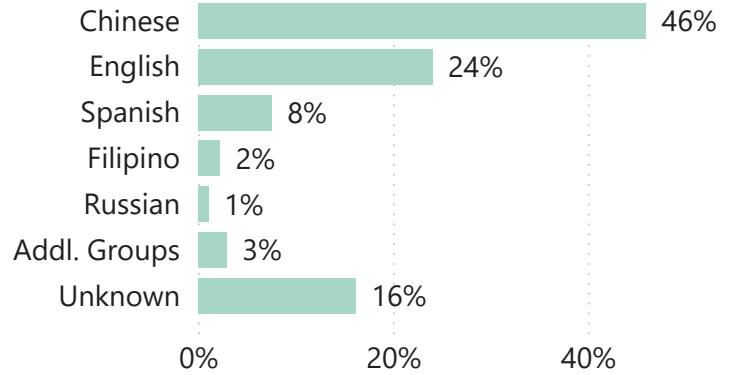
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	55%
Male	42%
Unknown	3%
Trans Male	0%
Trans Female	0%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	84%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	1%
Unknown	13%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown





# Culturally Responsive Nutrition Services

Provides culturally responsive meals to older adults and adults with disabilities. Empowers participants to maintain cultural integrity and choice while accessing nutrition services that support their independence and wellbeing.

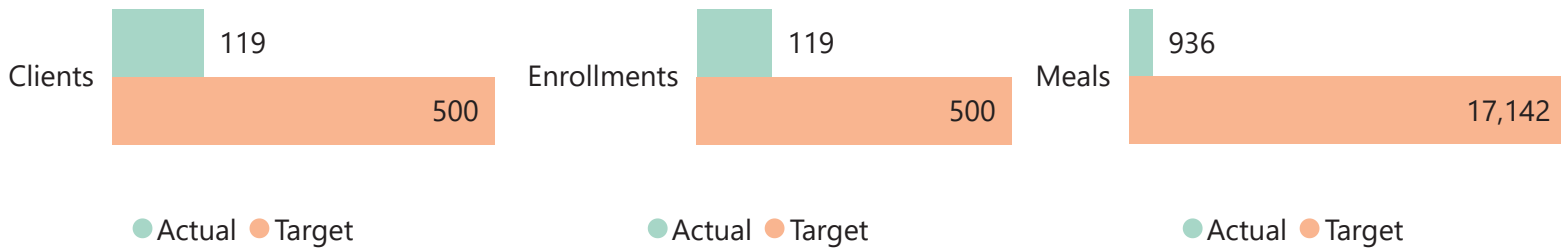
**Funding**

**\$8,518**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Increased Food Security*	Clients are less worried about getting enough food			85%
Service Quality	Client feel that nutrition support is inclusive of their cultural food preferences			85%
Service Quality	Clients feel safe and welcomed by program staff			85%
Service Quality	Clients rate the quality of meals as excellent or good			85%

**Note: Program only operated for the last three weeks of FY 22/23. As such, no performance data was collected for this year**

# Food Pantry

Food Pantry programs provide supplemental grocery bags to low-income older adults and adults with disabilities for pick-up at various pantry sites located throughout the City. This program reduces food insecurity and improves access to nutritious and culturally responsive foods.

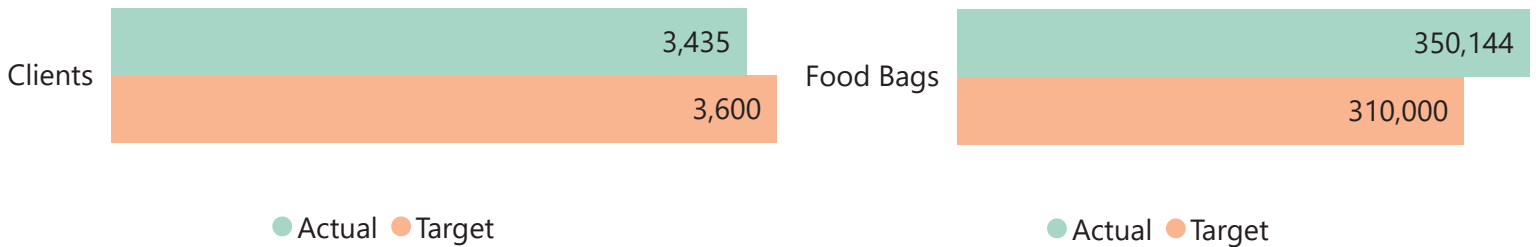
**Funding**

**\$2,704,572**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	545	97%	75%
Increased Food Security*	Clients are less worried about getting enough food	545	92%	85%
Service Quality	Clients feel safe and welcomed by program staff	545	97%	75%
Service Quality	Clients rate the quality of food as excellent or good	545	77%	85%

\*Key Measurement Theme for Service Area

# Food Pantry

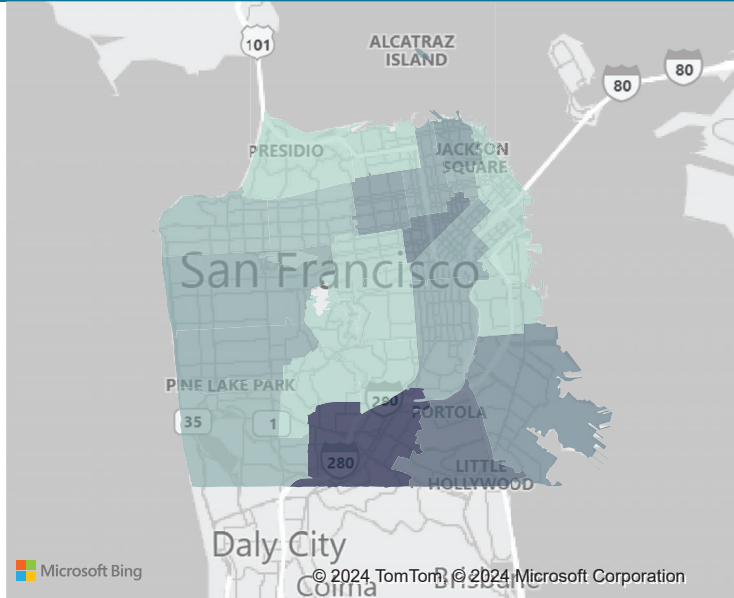
## Client Profile

### Service Levels

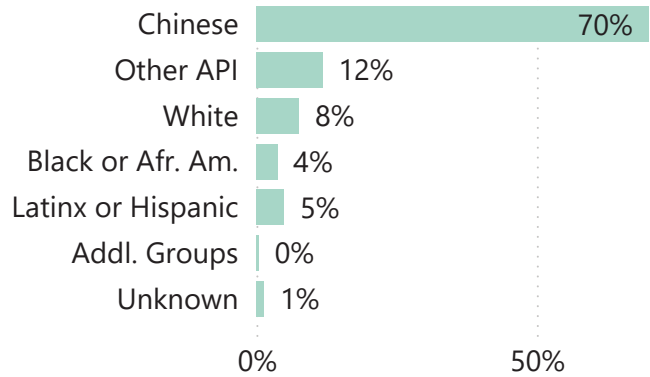
Unduplicated Clients	3,435
Enrollments	3,435

Analysis based on unduplicated clients

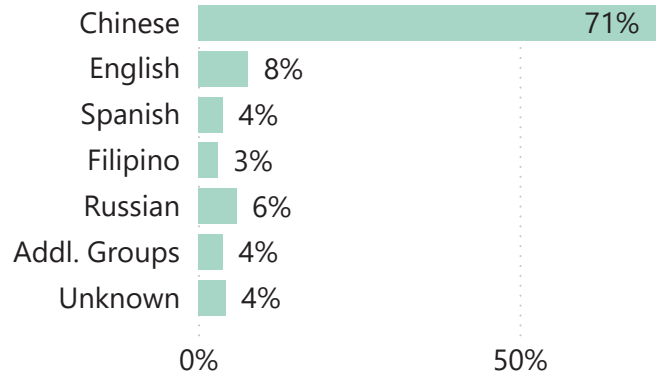
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	70%
Male	29%
Unknown	0%
Trans Male	0%
Trans Female	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	80%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	1%
Addl. Groups	2%
Unknown	16%
<b>Total</b>	<b>100%</b>

### Age

● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



# Health Promotion - Physical Fitness

Physical Fitness programs support older adults to exercise and maintain their health as they age. Using evidence-based programming, this service works to reduce risk of falls and prevent injury. Managed by a lead agency in the community, these classes are provided at various sites throughout the City and have a secondary effect of helping to build a sense of community among participants.

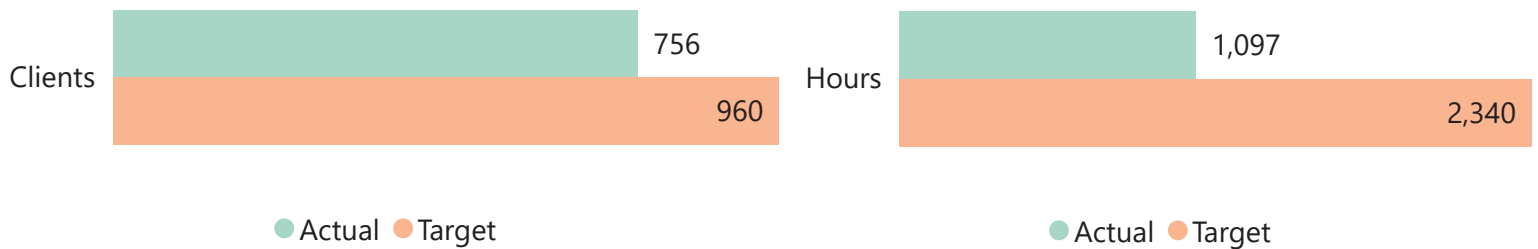
**Funding**

**\$413,038**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients in group exercise classes demonstrate better functional fitness levels than the average older adult nationwide (based on standardized assessment tools)	57	66%	70%
Physical Fitness & Health*	Clients in the Fall Prevention course maintain or improve their functional fitness levels (based on standardized assessment tools)	31	80%	70%
Physical Fitness & Health*	Clients report improved health and/or fitness due to participation in group exercise classes	211	98%	85%

\*Key Measurement Theme for Service Area

# Health Promotion - Physical Fitness

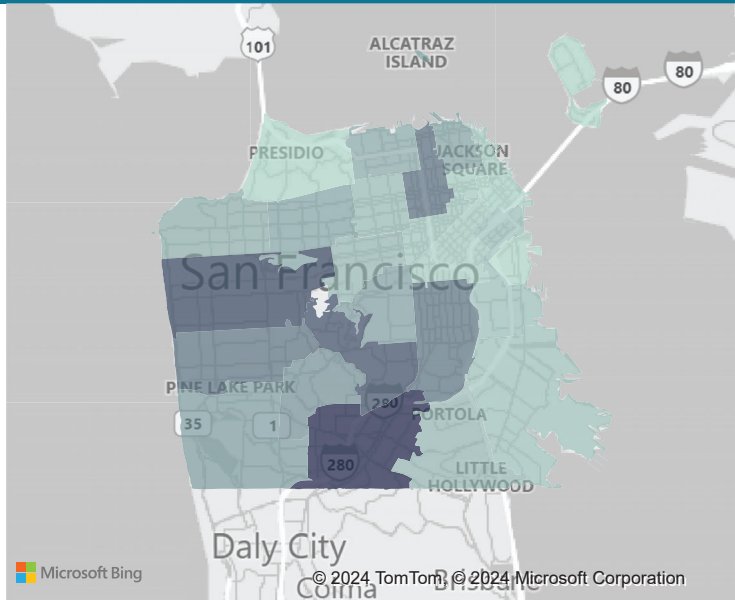
## Client Profile

### Service Levels

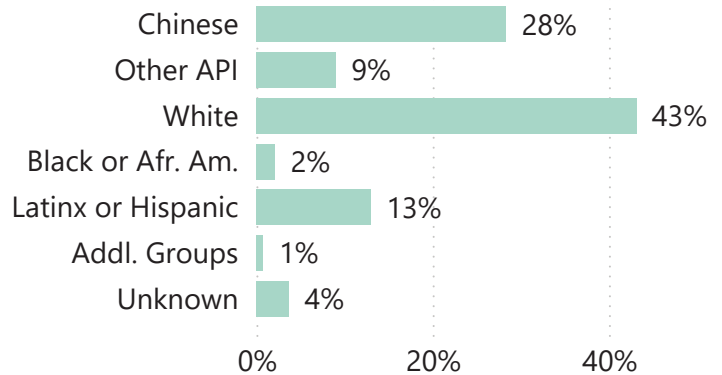
Unduplicated Clients	756
Enrollments	935

Analysis based on unduplicated clients

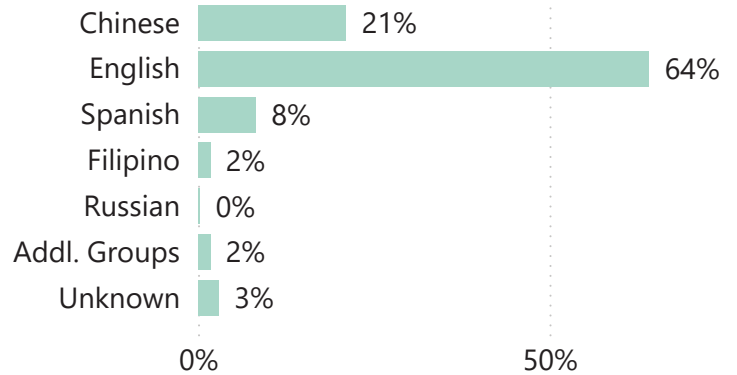
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	83%
Male	16%
Unknown	1%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	87%
Gay/Lesbian/Same-Gender Loving	5%
Bisexual	1%
Unknown	7%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



# Home-Delivered Groceries

The Home-Delivered Groceries program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility. This program not only helps seniors and people with disabilities to access fresh, nutritious produce, but also helps program participants to maintain their independence and quality of life.

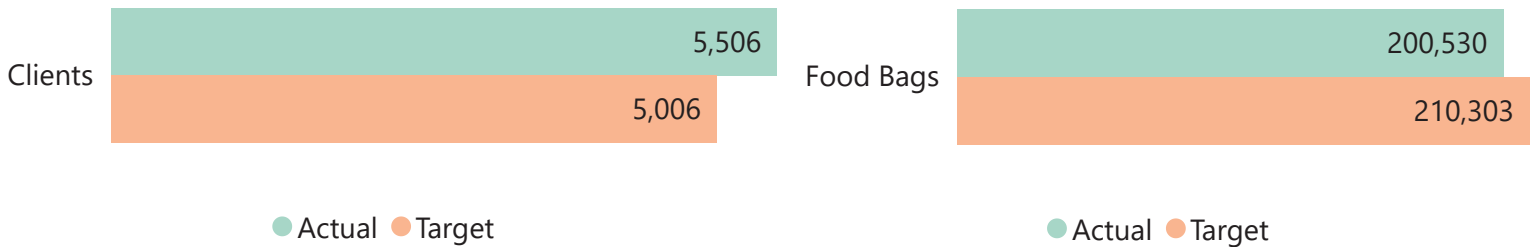
**Funding**

**\$2,058,301**

**Providers**

**6**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	911	96%	75%
Increased Food Security*	Clients are less worried about getting enough food	911	94%	85%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	911	93%	85%
Service Quality	Clients rate the quality of services as excellent or good	905	86%	81%

\*Key Measurement Theme for Service Area

# Home-Delivered Groceries

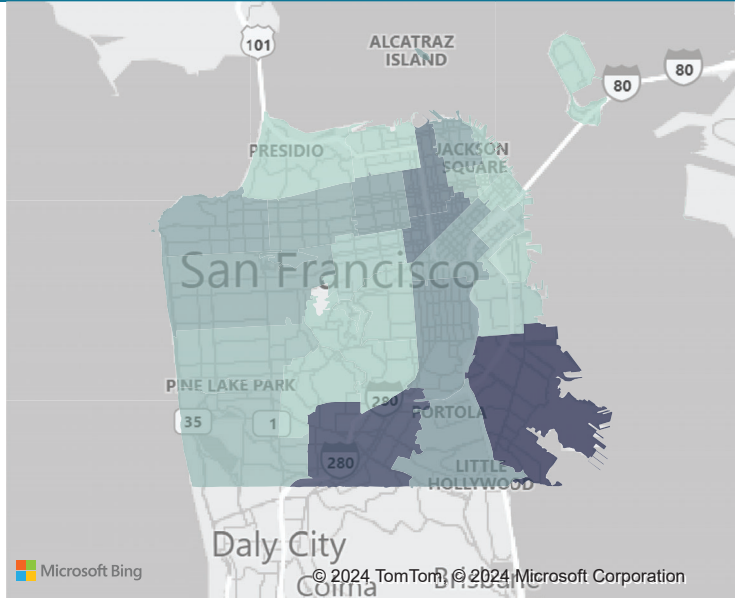
## Client Profile

### Service Levels

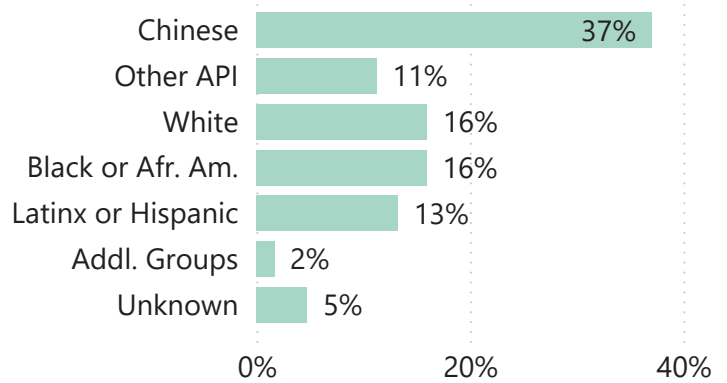
Unduplicated Clients	5,506
Enrollments	5,843

Analysis based on unduplicated clients

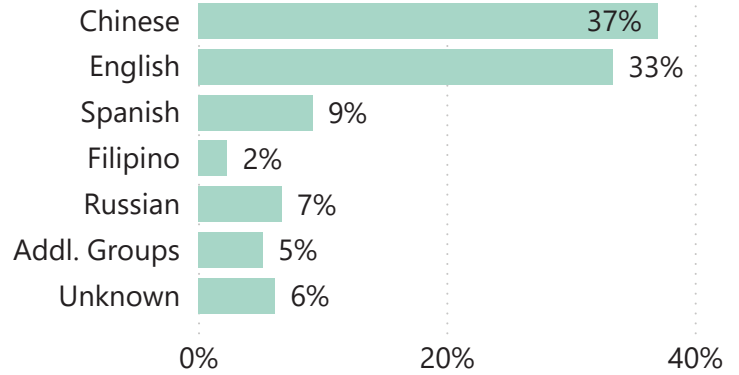
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	64%
Male	33%
Unknown	2%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	83%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	13%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Home-Delivered Meals

The Home-Delivered Meals program delivers meals to homebound seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental impairment. Emergency home-delivered meals are also available to clients who may have immediate, short-term need for these meals, such as those individuals discharging from the hospital and returning to the community.

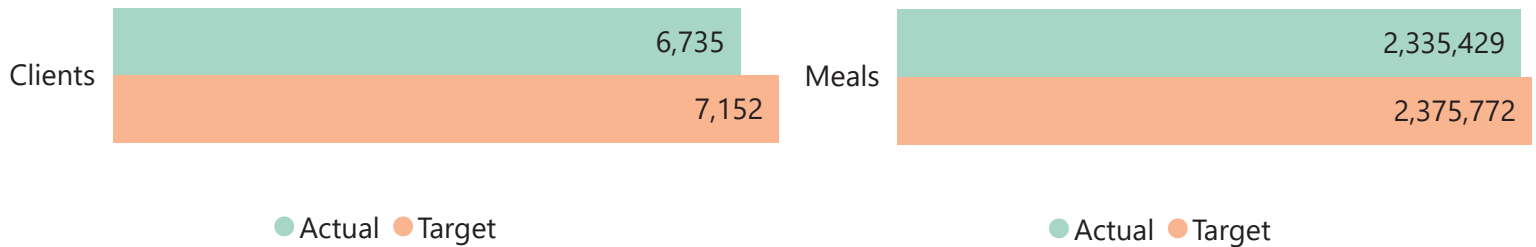
**Funding**

**\$16,876,557**

**Providers**

**9**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	1,568	94%	75%
Increased Food Security*	Clients are less worried about getting enough food	1,636	95%	85%
Service Quality	Clients rate the quality of meals as excellent or good	1,642	88%	85%

\*Key Measurement Theme for Service Area



# Home-Delivered Meals

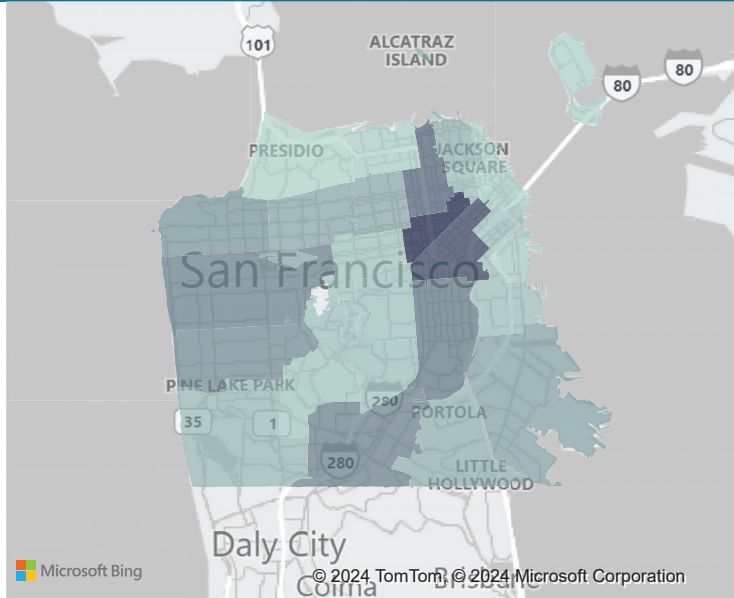
## Client Profile

### Service Levels

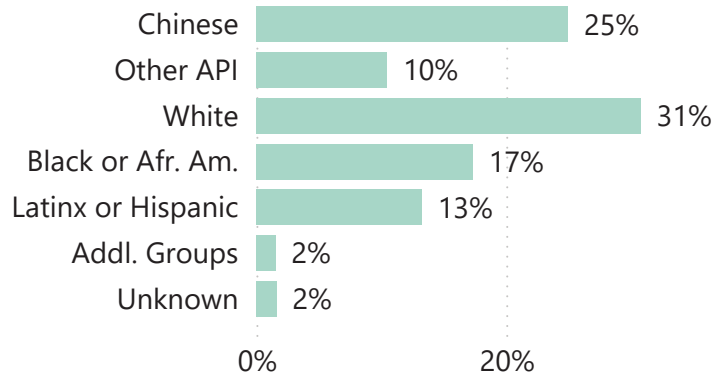
Unduplicated Clients	6,735
Enrollments	7,871

Analysis based on unduplicated clients

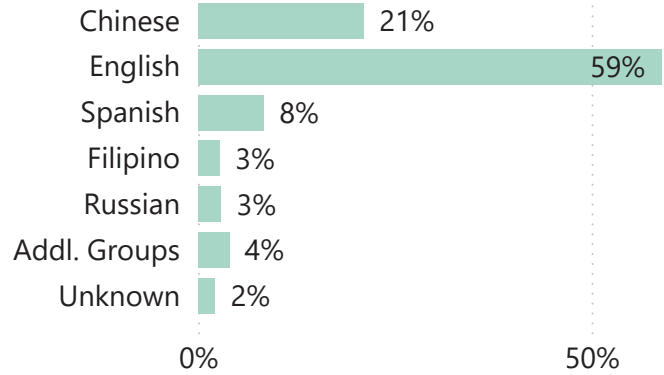
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Male	51%
Female	48%
Trans Female	1%
Genderqueer/Gender Non-binary	0%
Trans Male	0%
Unknown	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	85%
Gay/Lesbian/Same-Gender Loving	5%
Bisexual	1%
Addl. Groups	1%
Unknown	7%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Nutrition as Health

Nutrition as Health services provide nutritious meals designed to meet dietary recommendations for disease management for people who are food insecure and have a chronic health condition (such as heart disease, diabetes, or HIV). Additional, these meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes.

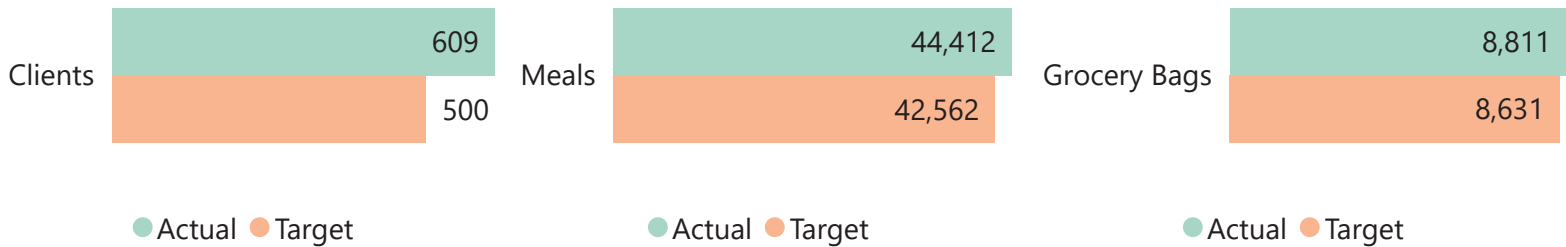
**Funding**

**\$568,156**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients demonstrate reduced risks to health due to participation in the program (e.g., weight loss/control, increased or maintain medication adherence, reduced hospitalizations)	209	90%	65%
Physical Fitness & Health*	Clients report improved or maintained overall health due to participation in the program	56	96%	75%
Physical Fitness & Health*	Clients with diabetes experience positive outcome related to disease management (e.g., reduced HbA1c, weight loss/control, increased medication adherence)	125	68%	65%
Physical Fitness & Health*	Clients have more confidence managing their chronic health conditions	56	83%	75%
Service Quality	Clients rate the quality of food as excellent or good	56	91%	85%
Healthy Nutrition Habits*	Clients report that the program has helped them adhere to their medical team's dietary recommendations			75%

\*Key Measurement Theme for Service Area

# Nutrition as Health

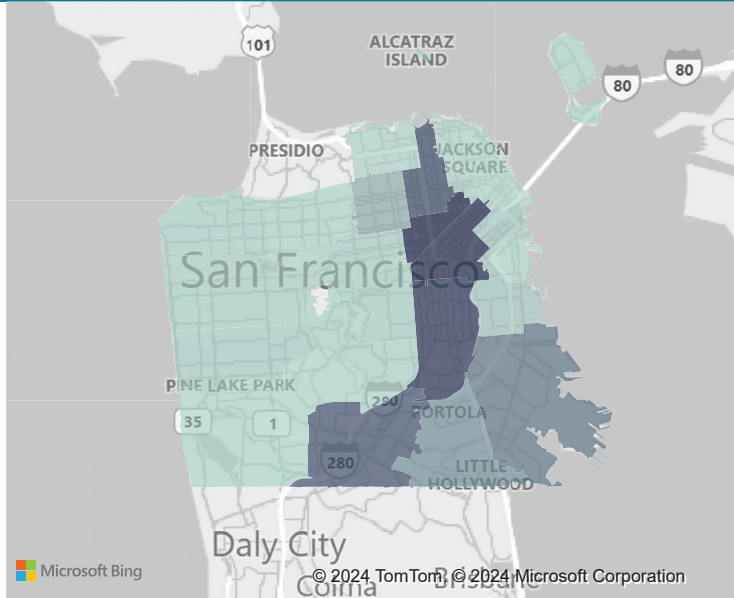
## Client Profile

### Service Levels

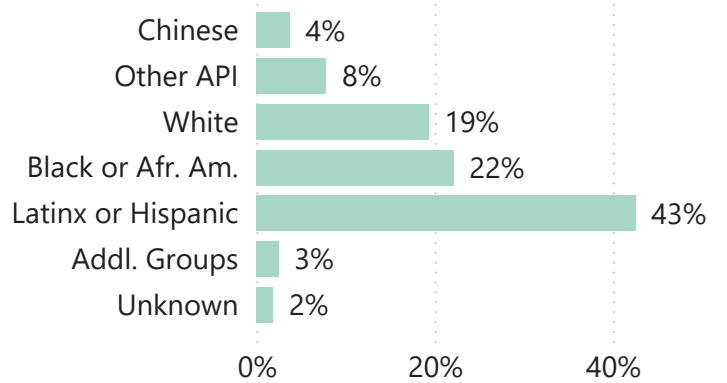
Unduplicated Clients	637
Enrollments	1,364

Analysis based on unduplicated clients

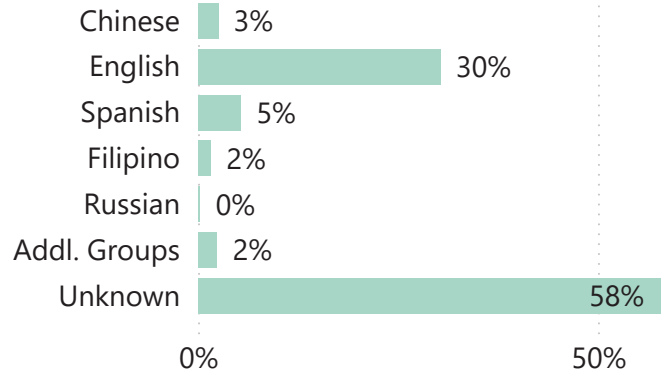
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

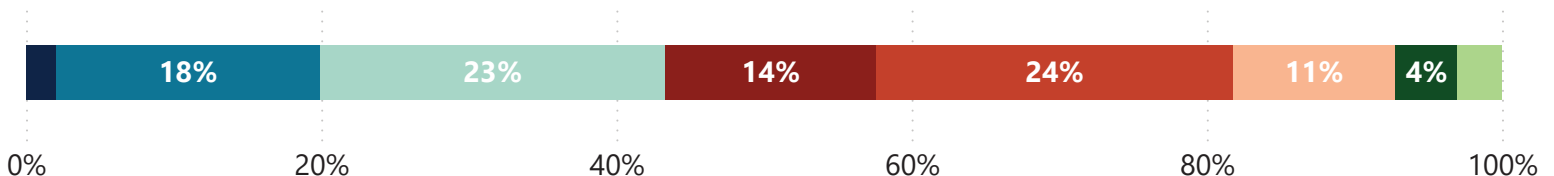
Male	57%
Female	41%
Trans Female	1%
Unknown	1%
Genderqueer/Gender Non-binary	0%
Trans Male	0%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	86%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	2%
Addl. Groups	1%
Unknown	5%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Nutrition Education

Nutrition Education provides nutrition clients with information to promote healthy food selection and eating habits. This service is primarily provided at Congregate Meal sites as public presentations or demonstrations, as well as small group discussions.

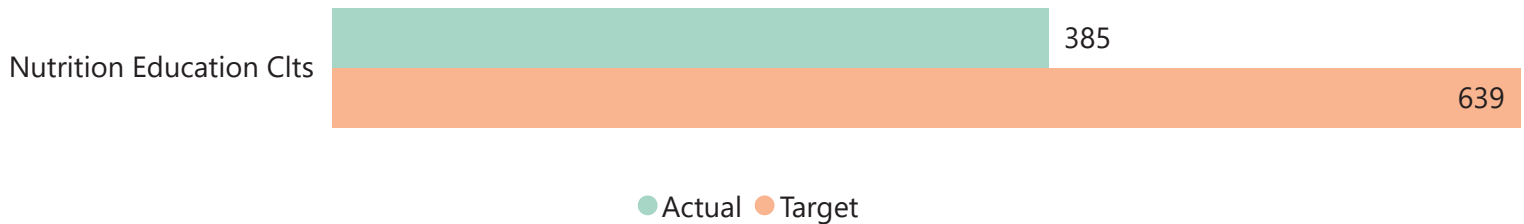
**Funding**

**\$160,824**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients feel more confident choosing foods and beverages that are beneficial to overall health	229	94%	75%
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	229	94%	75%
Healthy Nutrition Habits*	Clients report making at least one healthy change due to participation in the program	229	95%	75%
Education & Awareness of Services	Clients feel more confident accessing nutrition counseling and/or education resources	229	92%	75%

\*Key Measurement Theme for Service Area

# Nutrition Education

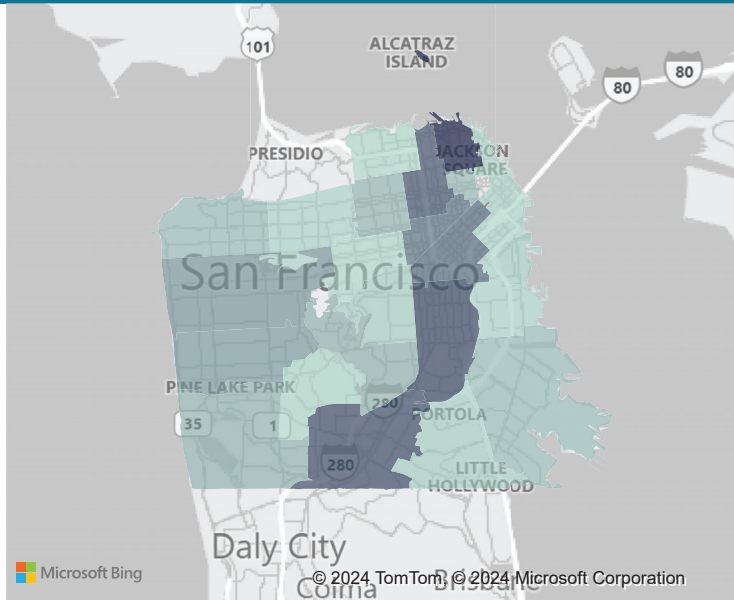
## Client Profile

### Service Levels

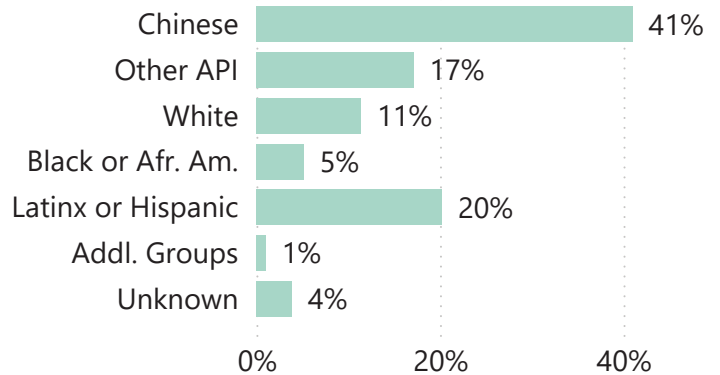
Unduplicated Clients	385
Enrollments	387

Analysis based on unduplicated clients

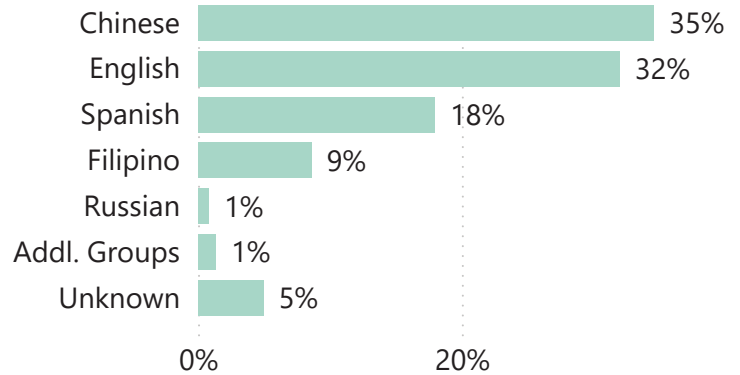
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	75%
Male	23%
Unknown	2%
Trans Female	1%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	89%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	1%
Addl. Groups	1%
Unknown	9%
<b>Total</b>	<b>100%</b>

### Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



## Self-Care & Safety

**Self-Care & Safety services help older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.**

### SELF-CARE & SAFETY SERVICES

- Adult Protective Services (APS)
- Elder Abuse Prevention Services
- In-Home Supportive Services (IHSS)
- Long-Term Care Ombudsman
- Public Administrator
- Public Conservator
- Public Guardian
- Representative Payee
- Senior Escorts
- Short-Term Home Care for Seniors
- Suicide Prevention & Emotional Support
- Support at Home
- Supportive Services for People with Collecting Behaviors
- Video Doorbells
- Workforce Support

### PRIMARY OUTCOME MEASUREMENT THEMES

- **Empowerment and Self-Determination:** Clients develop enhanced agency and use new skills to manage their personal care needs and improve their well-being.
- **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support older people and adults with disabilities in crisis situations.
- **Stability in the Community:** Clients maintain stability living in the community

### FY 2022-23 HIGHLIGHTS

- We served nearly 380 clients\* with a total of about 4,560 enrollments across all Self-Care & Safety services. In total, we allocated \$4.6 million for services in this area.
- Senior Escorts accompanied older adults on nearly 1,600 trips. In total, 100% of surveyed clients said they felt safer due to escort services.
- We subsidized nearly 41,500 hours of home care to 135 clients who are ineligible for IHSS through our Support at Home program. About 88% of clients experienced improved health outcomes due to their participation in the program.
- In total, 60 trainees graduated from our Workforce Support program, 100% of whom demonstrated increased caregiver competencies.

### DIGNITY FUND FY 2022-23: SELF-CARE & SAFETY SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
4,563	375	\$4,563,998

\* Does not include services for which client-level data is not captured in DAS GetCare (Elder Abuse Prevention Services, Long-Term Care Ombudsman, Suicide Prevention & Emotional Support, Senior Escorts, Support at Home, and Workforce Support)

# Elder Abuse Prevention Services

The Elder Abuse Prevention program provides outreach and educational trainings to professionals and the general public to prevent and mitigate abuse of older adults and adults with disabilities. The community-based service is supported by the Adult Protective Services program. This also includes the Forensic Center, a multidisciplinary team of legal, medical, law enforcement, and social service professionals who meet regularly to collaborate on complex cases and share expertise and resources.

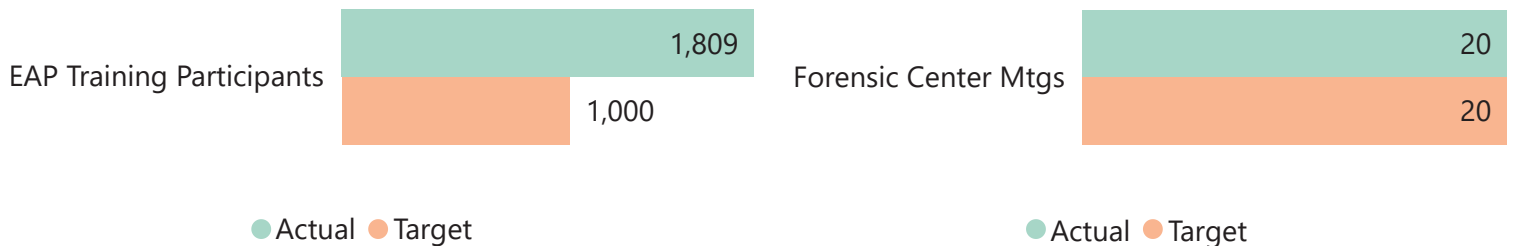
## Funding

\$385,988

## Providers

1

## Service Objectives



## Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Elder Abuse Prevention	Provider Training & Professional Development*	Trainees report that they are more likely to report suspected abuse as a result of the training	695	95%	75%
Elder Abuse Prevention	Service Quality	Trainees rate the quality of the training received as excellent or good	695	98%	80%
Forensic Center	Provider Training & Professional Development*	Participants find educational components of meetings to be informative	48	81%	80%
Forensic Center	Provider Training & Professional Development*	Participants report the Forensic Center and Multidisciplinary Team meetings have been useful	48	85%	80%

\*Key Measurement Theme for Service Area

# Long-Term Care Ombudsman

The Long-Term Care Ombudsman is tasked to investigate allegations of abuse and neglect occurring in nursing homes, residential care facilities for the elderly, adult residential care facilities, and other settings in accordance with California Law.

**Funding**

**\$810,226**

**Providers**

**1**

## Service Objectives



● Actual ● Target

## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Complaints investigated and addressed by LTC Ombudsman are resolved to residents' satisfaction	737	69%	78%

\*Key Measurement Theme for Service Area

Note: Program does not have service objective targets



## Senior Escorts

Senior Escorts accompany older adults on errands such as trips to medical appointments, banks, and grocery stores. Trips may be individual or group trips. The program was designed and launched in response to the rise in public violence targeting Asian and Pacific Islander community members during the COVID-19 pandemic. Escorts help people feel safe and willing to venture out into the community. This program is open to anyone who feels unsafe or unsure about leaving their home.

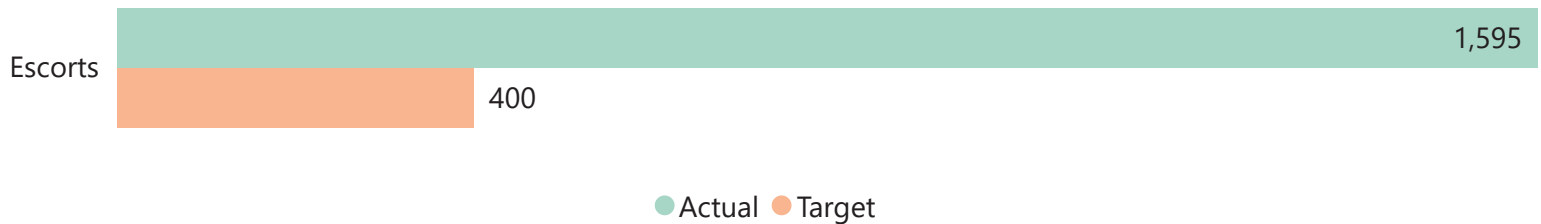
### Funding

**\$659,000**

### Providers

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients feel safer due to escort services	110	100%	80%
Service Quality	Escort requests are addressed in a timely fashion	110	99%	80%

\*Key Measurement Theme for Service Area

# Short-Term Home Care for Seniors

This program provides time-limited help at home with personal care, homemaker, and chore needs to allow older adults to live safely in the community, thereby preventing premature institutionalization. A program model outlined by the California Department of Aging, this is focused on older adults discharging from hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit).

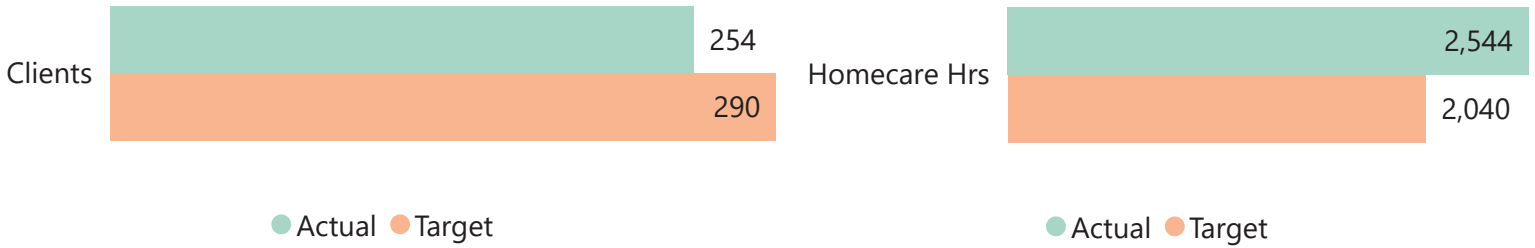
**Funding**

**\$145,875**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients report the services help them remain at home	60	100%	85%
Service Quality	Clients are satisfied with the services provided	60	99%	85%

\*Key Measurement Theme for Service Area

# Short-Term Home Care for Seniors

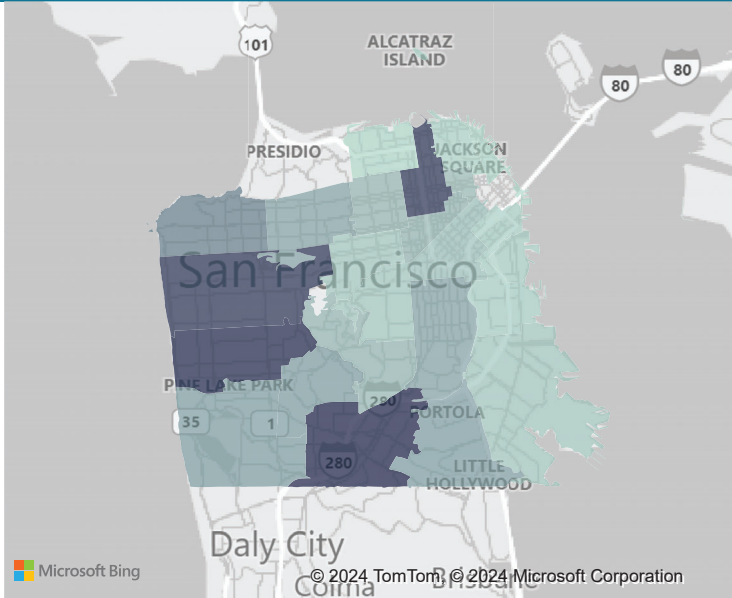
## Client Profile

### Service Levels

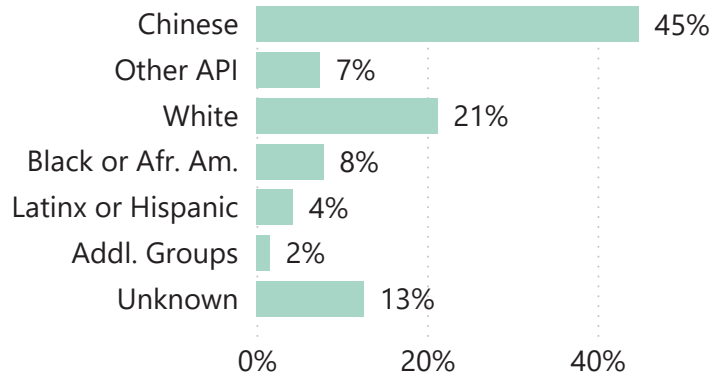
Unduplicated Clients	254
Enrollments	762

Analysis based on unduplicated clients

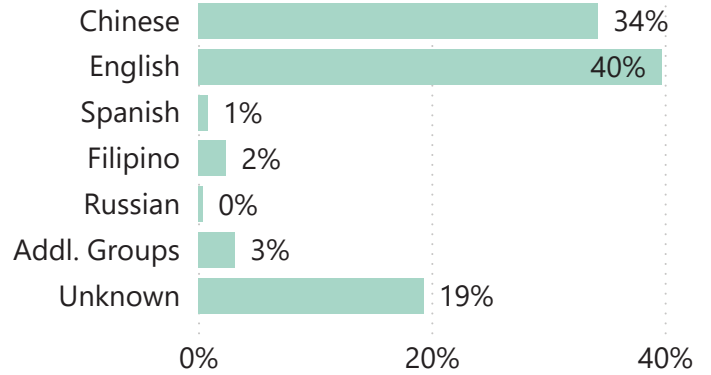
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

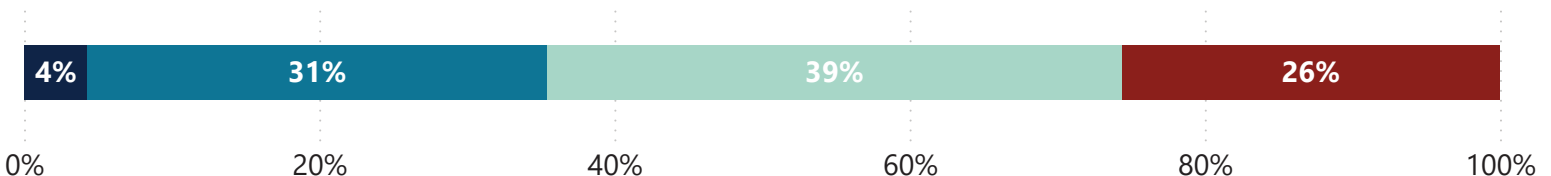
Female	61%
Male	30%
Unknown	9%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	76%
Gay/Lesbian/Same-Gender Loving	4%
Unknown	20%
<b>Total</b>	<b>100%</b>

### Age

● 60-64 ● 65-74 ● 75-84 ● 85+



# Support at Home

Support at Home provides home care subsidies for people who have too much income to qualify for IHSS but not enough to afford to privately pay for home care.

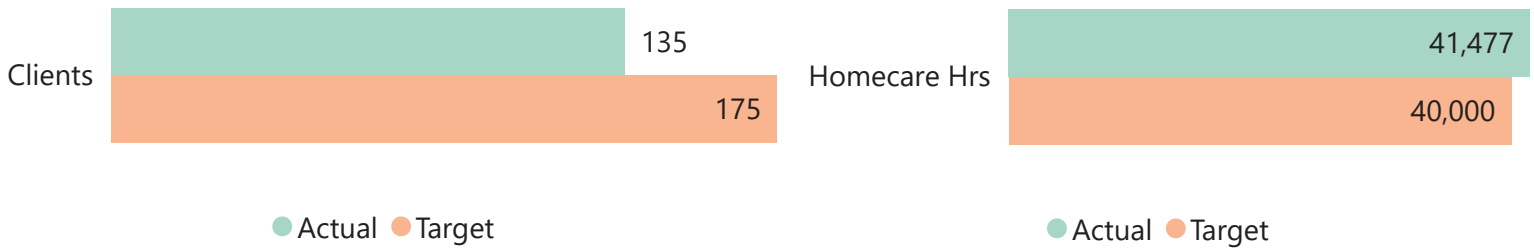
**Funding**

**\$1,561,966**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients are able to remain safe at home as a result of the participation in the program	57	88%	85%
Quality of Life*	Clients report their quality of life has improved as a result of home care services	57	90%	85%
Service Quality	Clients are satisfied with the voucher administration process	57	88%	85%

\*Key Measurement Theme for Service Area

# Support Services for People with Collecting Behaviors

This program facilitates support groups and psychoeducation for individuals who compulsively acquire possessions and are unable to discard them. It also coordinates a citywide task force and provides education and training to professionals working with people with collecting behaviors (i.e., hoarding and cluttering).

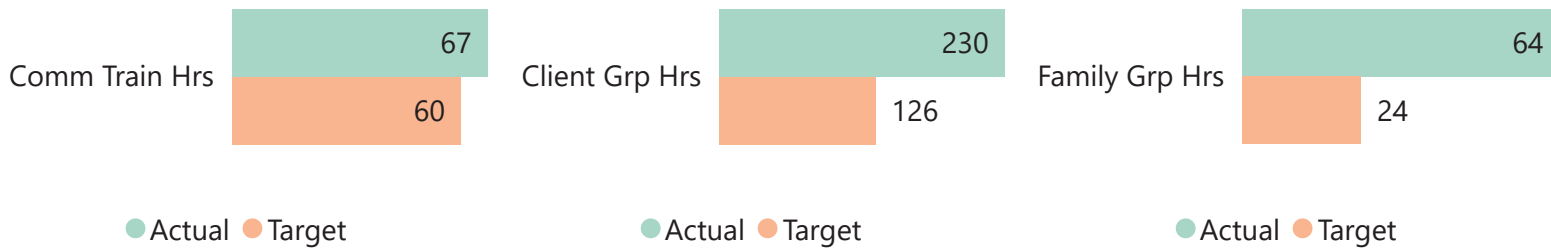
**Funding**

**\$306,459**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Clients participating in support and treatment groups report a reduction in their compulsive hoarding and cluttering behaviors	451	69%	80%
Empowerment & Self-Determination*	Family and friends participating in support groups feel better able to support themselves and the individual with hoarding and cluttering behaviors	126	87%	80%
Provider Training & Professional Development*	Professionals have an improved understanding of compulsive hoarding and systems linkages	36	92%	80%
Service Quality	Clients indicate information and referral services are appropriate and useful			80%

\*Key Measurement Theme for Service Area

# Support Services for People with Collecting Behaviors

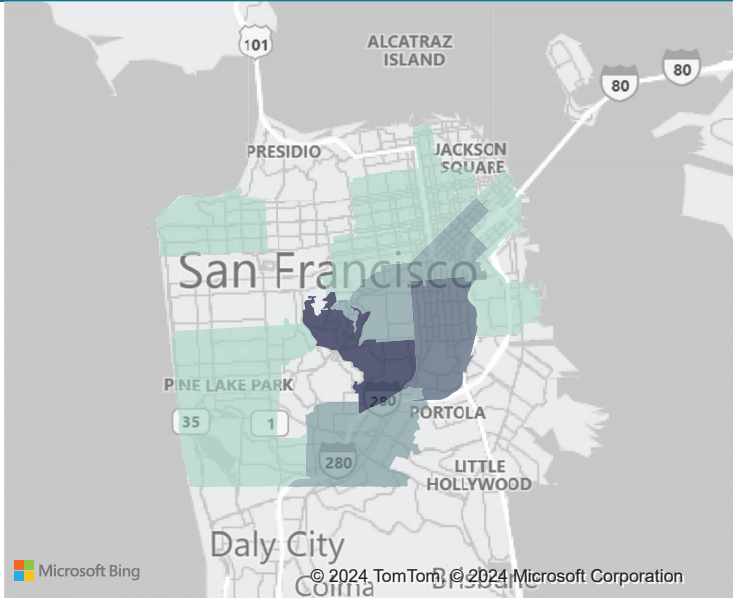
## Client Profile

### Service Levels

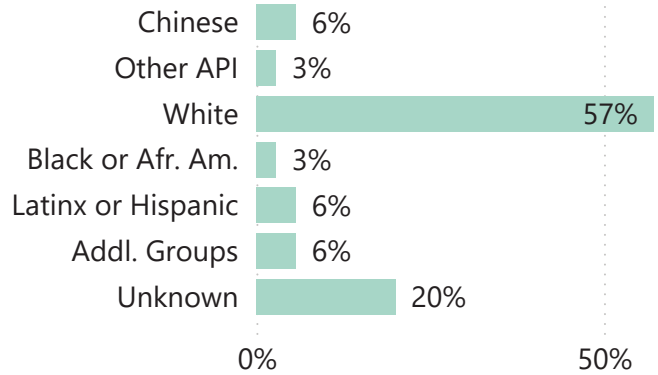
Unduplicated Clients	35
Enrollments	35

Analysis based on unduplicated clients

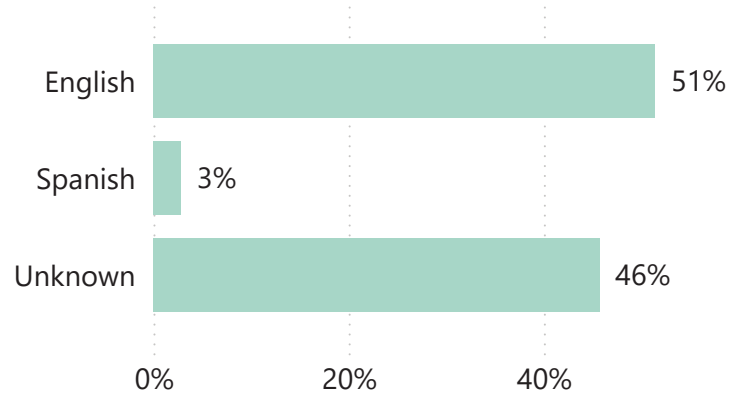
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

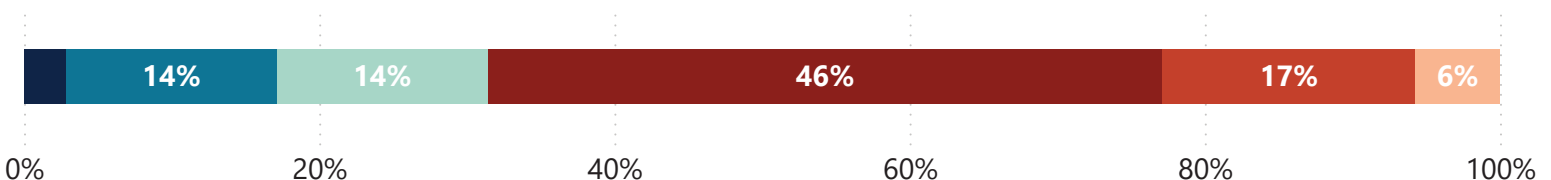
Female	57%
Male	29%
Unknown	14%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	49%
Gay/Lesbian/Same-Gender Loving	20%
Bisexual	3%
Addl. Groups	6%
Unknown	23%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● Unknown



# Video Doorbells

The Video Doorbells program provides access to residential video doorbells to enhance safety and security. The program provides for acquisition, installation, and training on use of the video doorbell. Initially launched as a pilot in District 4, it now offers services citywide.

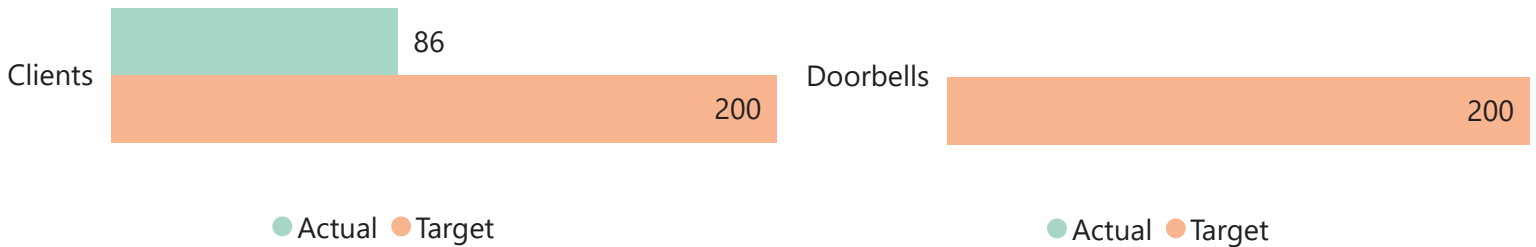
**Funding**

**\$30,040**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment and Self-Determination*	Recipients express an increased sense of safety and security in their home			85%
Service Quality	Recipients express that maintenance issues were addressed in a timely fashion			85%
Service Quality	Recipients are satisfied with the installation of the video doorbell			85%

\*Key Measurement Theme for Service Area

Note: Performance data for this program is unavailable. Consumer surveys were not administered for this program in FY 22/23

# Video Doorbells

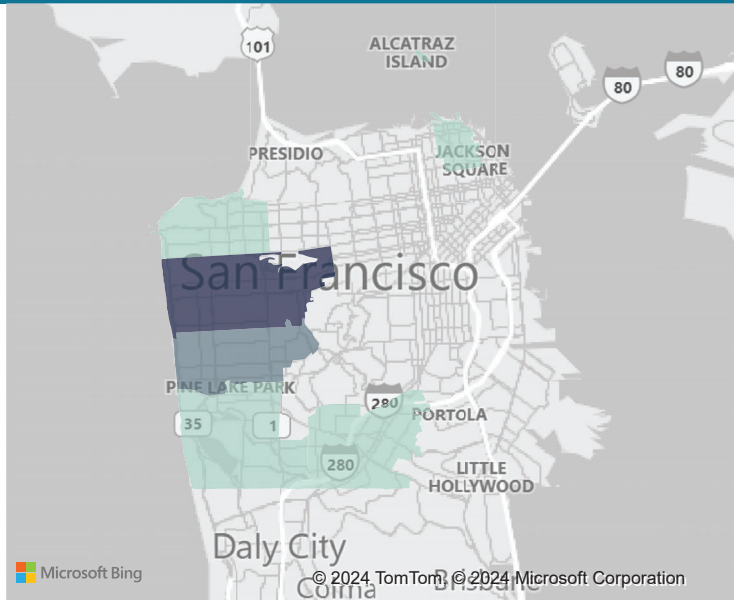
## Client Profile

### Service Levels

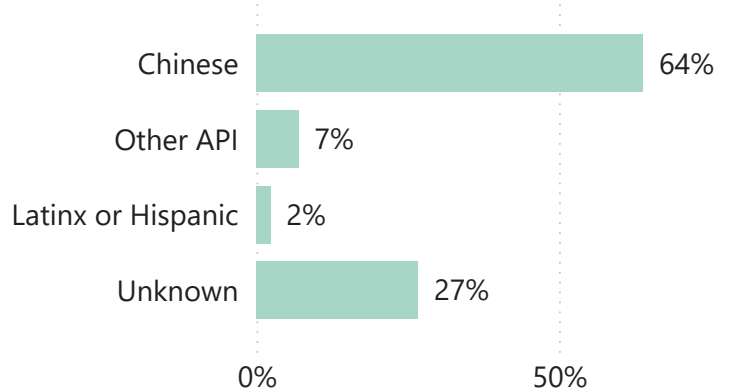
Unduplicated Clients	86
Enrollments	86

Analysis based on unduplicated clients

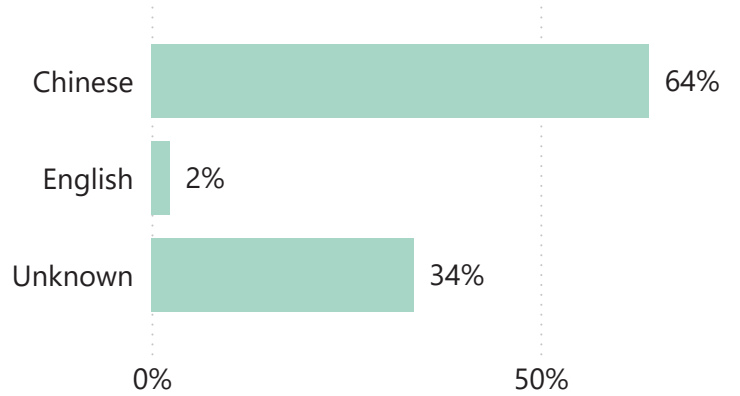
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	51%
Unknown	27%
Male	22%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	59%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	1%
Addl. Groups	1%
Unknown	37%
<b>Total</b>	<b>100%</b>

### Age

● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown





# Workforce Support

The Workforce Support program is designed to strengthen the competencies of paid caregivers and home care workers who provide care to older adults and adults with disabilities in San Francisco. In addition to building basic caregiving skills, knowledge, and abilities, the training offered by the program includes education on cultural sensitivity so that caregivers may serve diverse clients, such as those with limited English-speaking proficiency.

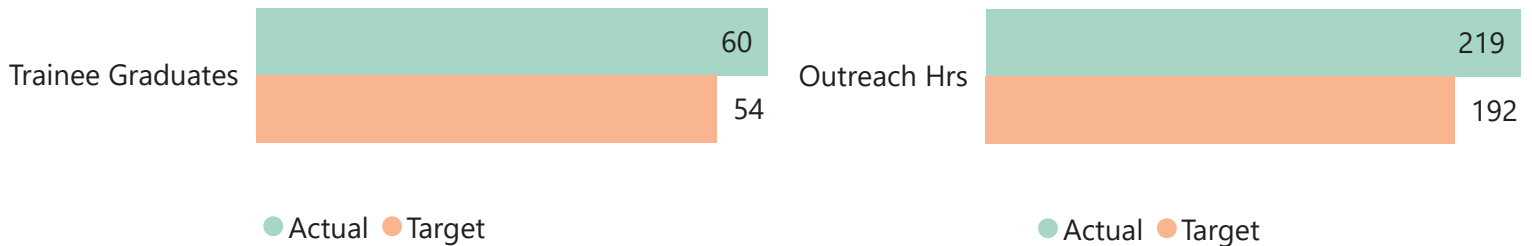
**Funding**

**\$227,547**

**Providers**

**1**

## Service Objectives



## Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development*	Trainees demonstrate increased caregiver competencies (based on pre/post assessment)	60	100%	75%
Provider Training & Professional Development*	Trainees report the program provided useful information that improved their caregiving abilities	60	100%	85%
Provider Training & Professional Development*	Trainees report they have developed additional skills to work more competently in diverse community-based and long-term care settings	60	98%	85%

\*Key Measurement Theme for Service Area

## Appendix A: DAS Service List

The table below lists DAS services alphabetically, and identifies which one of seven broad service areas each services falls into. It also indicates which services are Dignity Fund-eligible.

Service	Service Area	DF Eligible
<b>Adult Day Health Center (ADHCs)</b>	Connection & Engagement	Y
<b>Adult Day Programs</b>	Caregiver Support	Y
<b>Adult Protective Services (APS)</b>	Self-Care & Safety	N
<b>Advocacy: Home Care</b>	Access & Empowerment	Y
<b>Advocacy: Housing</b>	Access & Empowerment	Y
<b>Advocacy: Long-Term Care</b>	Access & Empowerment	Y
<b>Aging and Disability Resource Centers (ADRCs)</b>	Access & Empowerment	Y
<b>Assisted Living Facilities (ALF) Support</b>	Housing Support	N
<b>CalFresh Health Living</b>	Nutrition & Wellness	Y
<b>Caregiver Respite</b>	Caregiver Support	Y
<b>Case Management</b>	Case Management	Y
<b>Chronic Disease Management Programs</b>	Nutrition & Wellness	Y
<b>Community Bridge</b>	Connection & Engagement	Y
<b>Community Connector</b>	Connection & Engagement	Y
<b>Community Living Fund (CLF)</b>	Case Management	Y
<b>Community Service Centers</b>	Connection & Engagement	Y
<b>Congregate Meals</b>	Nutrition & Wellness	Y
<b>County Veterans Service Office (CVSO)</b>	Access & Empowerment	N
<b>Culturally Responsive Nutrition Services</b>	Nutrition & Wellness	Y
<b>DAS Intake</b>	Access & Empowerment	Y
<b>Elder Abuse Prevention Services</b>	Self-Care & Safety	Y
<b>Employment Support</b>	Connection & Engagement	Y
<b>Empowerment Programs</b>	Access & Empowerment	Y
<b>Family Caregiver Support Program</b>	Caregiver Support	Y
<b>Food Pantry</b>	Nutrition & Wellness	Y
<b>Health Insurance Counseling and Advocacy Program (HICAP)</b>	Access & Empowerment	Y
<b>Health Promotion - Physical Fitness</b>	Nutrition & Wellness	Y
<b>Home-Delivered Groceries</b>	Nutrition & Wellness	Y
<b>Home-Delivered Meals</b>	Nutrition & Wellness	Y
<b>Housing Subsidies</b>	Housing Support	Y
<b>In-Home Supportive Services (IHSS)</b>	Self-Care & Safety	N
<b>Intergenerational Programs</b>	Connection & Engagement	Y
<b>Legal Assistance</b>	Access & Empowerment	Y

Service	Service Area	DF Eligible
LGBTQ+ Care Navigation	Case Management	Y
LGBTQ+ Community Services in Adult Day Health Centers (ADHCs)	Connection & Engagement	Y
LGBTQ+ Cultural Competency Trainings	Access & Empowerment	Y
LGBTQ+ Financial Literacy	Access & Empowerment	Y
LGBTQ+ Legal & Life Planning	Access & Empowerment	Y
LGBTQ+ Mental Health Connections	Connection & Engagement	Y
Long-Term Care Ombudsman	Self-Care & Safety	Y
Money Management	Case Management	Y
Naturalization	Access & Empowerment	Y
Neighborhood Choirs	Connection & Engagement	Y
Neighborhood-Based Programs	Connection & Engagement	Y
Nutrition as Health	Nutrition & Wellness	Y
Nutrition Education	Nutrition & Wellness	Y
Peer Ambassadors	Access & Empowerment	Y
Public Administrator	Self-Care & Safety	N
Public Conservator	Self-Care & Safety	N
Public Guardian	Self-Care & Safety	N
Rental Assistance Demonstration Project	Housing Support	Y
Representative Payee	Self-Care & Safety	N
Scattered Site Housing	Housing Support	Y
Senior Companion	Connection & Engagement	Y
Senior Escorts	Self-Care & Safety	Y
Senior Ex-Offender Program	Connection & Engagement	Y
SF Connected	Connection & Engagement	Y
Short-Term Home Care for Seniors	Self-Care & Safety	Y
Suicide Prevention & Emotional Support	Self-Care & Safety	Y
Support at Home	Self-Care & Safety	Y
Support Services for People with Collecting Behaviors	Self-Care & Safety	Y
Technology at Home	Connection & Engagement	Y
Transgender and Gender Non-Conforming (TGNC) Supports	Connection & Engagement	Y
Transportation	Access & Empowerment	Y
Veterans Drop-In Center	Connection & Engagement	Y
Veterans Service Linkages Pilot	Access & Empowerment	Y
Veterans Services Connect	Housing Support	Y
Village Programs	Connection & Engagement	Y

<b>Service</b>	<b>Service Area</b>	<b>DF Eligible</b>
<b>Volunteer Visitors</b>	Connection & Engagement	Y
<b>Workforce Support</b>	Self-Care & Safety	Y

## Appendix B: List of Contractors by Service

The tables below identify the contractor(s) providing Dignity Fund services included in this report and funded by DAS in FY 2022-23. These tables are organized by service area, and list services and contractors alphabetically.

### SERVICE AREA: ACCESS & EMPOWERMENT

Service	Contractor
<b>Advocacy Services</b>	Senior and Disability Action
<b>Aging and Disability Resource Centers (ADRCs)</b>	Bayview Hunters Point Multipurpose Senior Services
	Catholic Charities
	Golden Gate Senior Services
	Institute on Aging (Citywide Coordinator)
	Mission Neighborhood Centers
	On Lok (30th Street Senior Center)
	Openhouse
	Self-Help for the Elderly
	Sequoia Living
Toolworks	
<b>DAS Intake</b>	N/A (service provided directly by DAS)
<b>Empowerment Programs</b>	Independent Living Resource Center of San Francisco
	Senior and Disability Action
	The Arc San Francisco
<b>Health Insurance Counseling and Advocacy Program (HICAP)</b>	Self-Help for the Elderly
<b>Legal Assistance</b>	Asian Law Caucus
	Asian Pacific Islander Legal Outreach
	Independent Living Resource Center of San Francisco
	La Raza Centro Legal
	Legal Assistance to the Elderly
	Open Door Legal
	UC Hastings College of the Law - Medical Legal Partnership for Seniors
<b>LGBTQ+ Cultural Competency Trainings</b>	Alzheimer's Association
	Openhouse
<b>LGBTQ+ Financial Literacy</b>	SF LGBT Center
<b>LGBTQ+ Legal &amp; Life Planning</b>	Legal Assistance to the Elderly
<b>Naturalization</b>	Asian Pacific Islander Legal Outreach
	Centro Latino de San Francisco
	Immigration Institute of the Bay Area
	Jewish Family and Children's Services
	La Raza Centro Legal
	Self-Help for the Elderly

Service	Contractor
<b>Peer Ambassadors</b>	Curry Senior Center
	Self-Help for the Elderly
	Southeast Asian Community Center
<b>Transportation</b>	Lighthouse for the Blind and Visually Impaired (Taxi Vouchers)
	SFMTA (Group Van)
<b>Veterans Service Linkages Pilot</b>	Swords to Plowshares

#### SERVICE AREA: CAREGIVER SUPPORT

Service	Contractor
<b>Adult Day Programs</b>	Catholic Charities
	Institute on Aging
	Kimochi
	On Lok (30th Street Senior Center)
	Self-Help for the Elderly
	SteppingStone
<b>Caregiver Respite</b>	Institute on Aging
<b>Family Caregiver Support Program</b>	Edgewood
	Family Caregiver Alliance

#### SERVICE AREA: CASE MANAGEMENT & CARE NAVIGATION

Service	Contractor
<b>Case Management</b>	Bayview Hunters Point Multipurpose Senior Services
	Catholic Charities
	Curry Senior Center
	Episcopal Community Services
	Felton Institute
	Homebridge
	Institute on Aging
	Jewish Family and Children's Services
	Kimochi
	On Lok (30th Street Senior Center)
	Openhouse
	Self-Help for the Elderly
<b>Community Living Fund (CLF)</b>	Institute on Aging
<b>LGBTQ+ Care Navigation</b>	Shanti Project
<b>Money Management</b>	Bayview Hunters Point Multipurpose Senior Services
	Conard House

**SERVICE AREA: COMMUNITY CONNECTION & ENGAGEMENT**

<b>Service</b>	<b>Contractor</b>
<b>Adult Day Health Centers (ADHCs)</b>	SteppingStone
<b>Community Connector</b>	Community Living Campaign
	YMCA
<b>Community Service Centers</b>	Bayanihan Equity Center
	Bayview Hunters Point Multipurpose Senior Services
	Bernal Heights Neighborhood Center
	Catholic Charities
	Centro Latino de San Francisco
	Curry Senior Center
	Episcopal Community Services
	Felton Institute
	Golden Gate Senior Services
	Independent Living Resource Center of San Francisco
	Kimochi
	Lighthouse for the Blind and Visually Impaired
	Mission Neighborhood Centers
	On Lok (30th Street Senior Center)
	Openhouse
	Russian American Community Services
	Self-Help for the Elderly
	Sequoia Living
	Southwest Community Corporation
Visitacion Valley Neighborhood Association	
YMCA	
<b>Employment Support</b>	Community Living Campaign
	The Arc San Francisco
<b>Intergenerational Programs</b>	Bayview Hunters Point Multipurpose Senior Services
	Lighthouse for the Blind and Visually Impaired
	Mission Neighborhood Centers
	Openhouse
	Sequoia Living
<b>LGBTQ+ Community Services in ADHCs</b>	SteppingStone
<b>LGBTQ+ Mental Health Connections</b>	Curry Senior Center
<b>Neighborhood Choirs</b>	Community Music Center

<b>Service</b>	<b>Contractor</b>
<b>Neighborhood-Based Programs</b>	Bernal Heights Neighborhood Center
	Booker T. Washington Community Service Center
	Community Living Campaign
	NEXT Village SF
	Self-Help for the Elderly
	University Of California, San Francisco
	YMCA
<b>Senior Companion</b>	Felton Institute
<b>SF Connected</b>	Community Living Campaign
	Community Technology Network
	Conard House
	Lighthouse for the Blind and Visually Impaired
	Self-Help for the Elderly
	The Arc San Francisco
<b>Technology at Home</b>	Curry Senior Center
<b>Transgender and Gender Non-Conforming (TGNC) Supports</b>	Curry Senior Center
	Openhouse
<b>Veterans Drop-In Center</b>	Swords to Plowshares
<b>Village Programs</b>	Golden Gate Senior Services
	NEXT Village SF
	SF Village
<b>Volunteer Visitors</b>	Covia
	Lighthouse for the Blind and Visually Impaired

#### **SERVICE AREA: HOUSING SUPPORT**

<b>Service</b>	<b>Contractor</b>
<b>Housing Subsidies</b>	Catholic Charities
	Eviction Defense Collaborative
	Self-Help for the Elderly
<b>Rental Assistance Demonstration</b>	BRIDGE Housing
	Chinatown Community Development Center
	Community Housing Partnership
	Glide Community Housing
	Mercy Housing California
	Tenderloin Neighborhood Development Corporation
<b>Scattered Site Housing</b>	Brilliant Corners
<b>Veterans Services Connect</b>	Swords to Plowshares



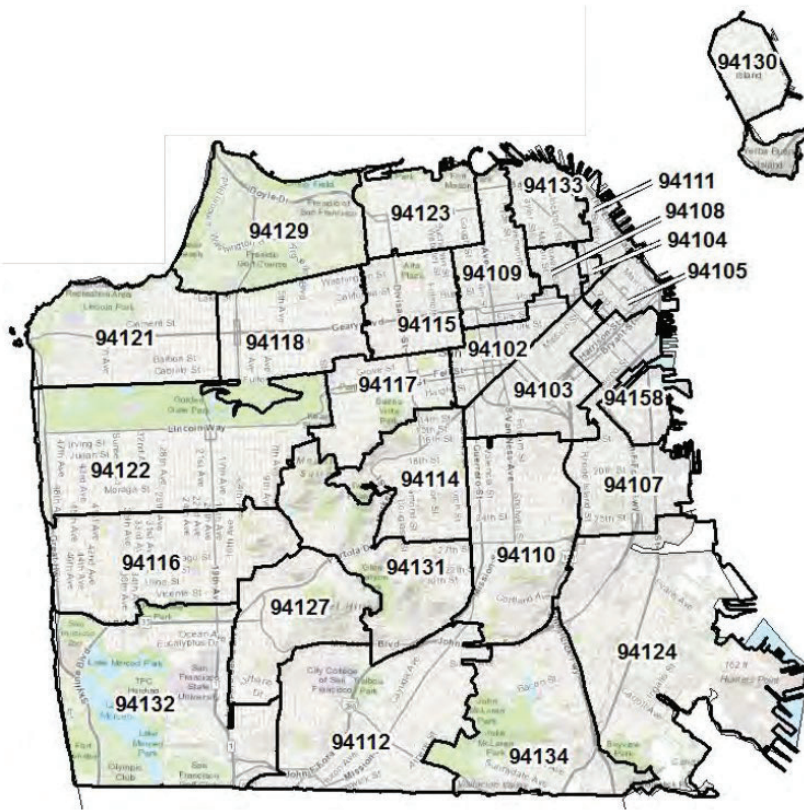
**SERVICE AREA: NUTRITION & WELLNESS**

<b>Service</b>	<b>Contractor</b>
<b>CalFresh Healthy Living</b>	Self-Help for the Elderly
<b>Chronic Disease Management Programs</b>	On Lok (30th Street Senior Center)
<b>Congregate Meals</b>	Bayview Hunters Point Multipurpose Senior Services
	Centro Latino de San Francisco
	Episcopal Community Services
	Glide Foundation
	Kimochi
	On Lok (30th Street Senior Center)
	Project Open Hand
	Russian American Community Services
	Self-Help for the Elderly
Southwest Community Corporation	
<b>Culturally Responsive Nutrition Services</b>	Bayview Hunters Point Multipurpose Senior Services
<b>Food Pantry</b>	San Francisco-Marin Food Bank
<b>Health Promotion – Physical Fitness</b>	On Lok (30th Street Senior Center)
<b>Home-Delivered Groceries</b>	Bayview Hunters Point Multipurpose Senior Services
	Centro Latino de San Francisco
	Chinatown Community Development Center
	Community Living Campaign
	Golden Gate Senior Services
	San Francisco-Marin Food Bank
	YMCA
<b>Home-Delivered Meals</b>	Centro Latino de San Francisco
	Institute on Aging
	Jewish Family and Children's Services
	Kimochi
	Meals On Wheels
	On Lok (30th Street Senior Center)
	Project Open Hand
	Russian American Community Services
	Self-Help for the Elderly
<b>Nutrition as Health</b>	Project Open Hand
<b>Nutrition Education</b>	Leah's Pantry

**SERVICE AREA: SELF-CARE & SAFETY**

<b>Service</b>	<b>Contractor</b>
<b>Elder Abuse Prevention Services</b>	Institute on Aging
<b>Long-Term Care Ombudsman</b>	Felton Institute
<b>Senior Escorts</b>	Self-Help for the Elderly
<b>Short-Term Home Care for Seniors</b>	Self-Help for the Elderly
<b>Suicide Prevention and Emotional Support</b>	Institute on Aging
<b>Support at Home</b>	Institute on Aging
<b>Support Services for People with Collecting Behaviors</b>	Mental Health Association of San Francisco
<b>Workforce Support</b>	Self-Help for the Elderly

# Appendix C: Map of San Francisco Zip Codes



## SAN FRANCISCO ZIP CODES AND ASSOCIATED NEIGHBORHOODS

SF Zip Code	San Francisco Neighborhood	SF Zip Code	San Francisco Neighborhood
94102	Hayes Valley/Civic Center/Tenderloin	94117	Haight-Ashbury
94103	South of Market	94118	Inner Richmond
94104	Financial District	94121	Outer Richmond
94105	Rincon Hill	94122	Sunset
94107	Potrero Hill/SOMA	94123	Marina/Cow Hollow
94108	Chinatown	94124	Bayview/Hunters Point
94109	Polk/Russian Hill/Nob Hill	94127	St. Francis Wood/Miraloma/West Portal
94110	Mission District/Bernal Heights	94129	Presidio
94111	Embarcadero	94130	Treasure Island
94112	Ingleside/Excelsior	94131	Twin Peaks/Glen Park
94114	Castro/Noe Valley	94132	Lake Merced/Lakeside
94115	Western Addition/Japantown	94133	North Beach
94116	Sunset/Parkside/Forest Hill	94134	Visitacion Valley
94117	Haight-Ashbury	94158	Mission Bay
94118	Inner Richmond	94142	General Delivery

## Appendix D: Profile of San Francisco Older Adults and Adults with Disabilities

This appendix provides a demographic profile of all older adults (ages 60 and older) and adults with disabilities (ages 18-59) living in San Francisco, drawing on Census data from the 2022 American Community Survey 5-Year Estimates.

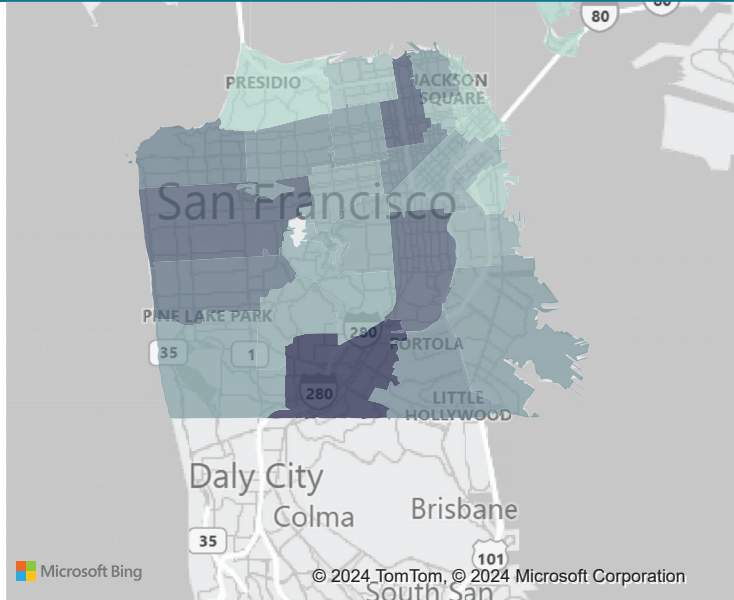
Please see the following page for this population profile.

# Population Profile

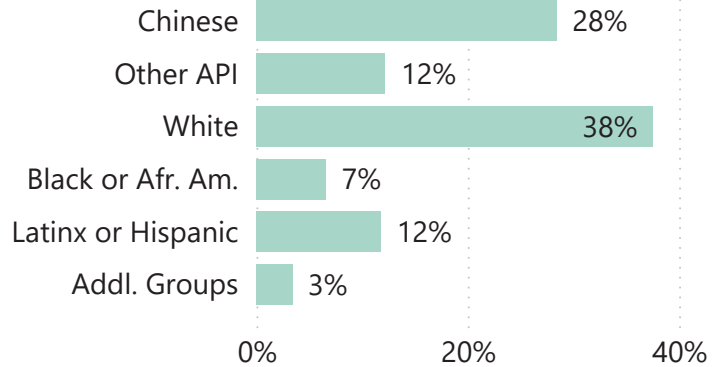
## Population

Adults with Disabilities (18-59)	35,505
Older Adults (60+)	191,157
<b>Total</b>	<b>226,662</b>

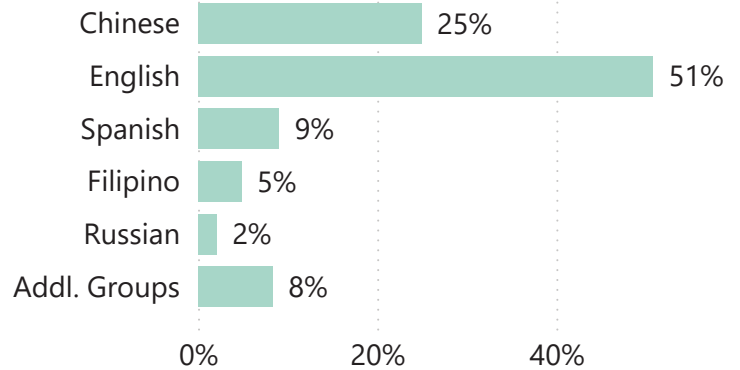
## Zip Code of Residence



## Race/Ethnicity



## Primary Language



## Gender Identity

Female	51%
Male	49%
Genderqueer/Gender Non-binary	
Trans Female	
Trans Male	
<b>Total</b>	<b>100%</b>

## Sexual Orientation

Straight/Heterosexual
Gay/Lesbian/Same-Gender Loving
Bisexual
Addl. Groups

## Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



**Source and Notes:** Population analysis is based on 2022 American Community Survey 5-Year Estimates. Census questions do not align with San Francisco's methods of collecting gender identity and sexual orientation data. Zip code analysis defines seniors as adults ages 65+ and adults with disabilities ages 18-64. All other analysis identifies seniors at ages 60+ and adults with disabilities ages 18-59.

## Appendix E: Profile of Clients Served in FY 2022-23 Overall and by Service Area

This appendix provides a demographic profile of individuals who participated in Dignity Fund eligible services in FY 2022-23, overall across all services and by each service area. These profiles are based on an unduplicated client count of individuals enrolled in programs tracked in the DAS GetCare data system.

Please see the following pages for these client profiles.

# All Clients

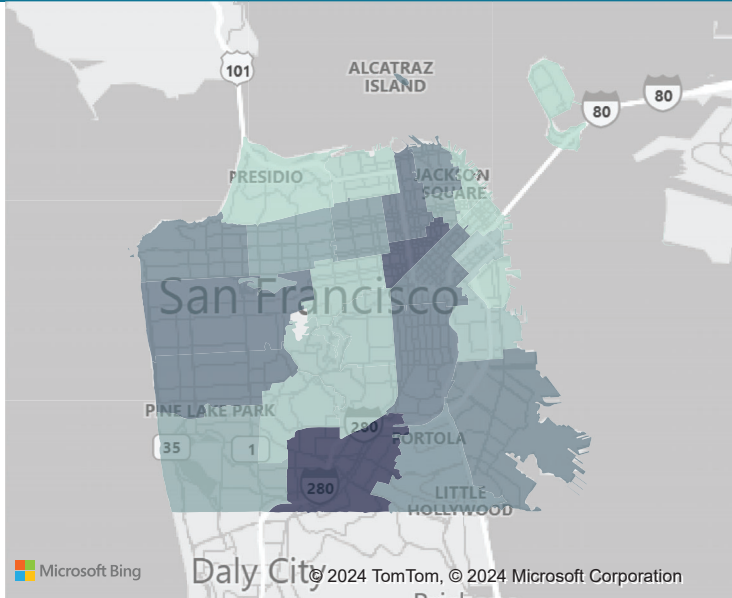
## Client Profile

### Service Levels

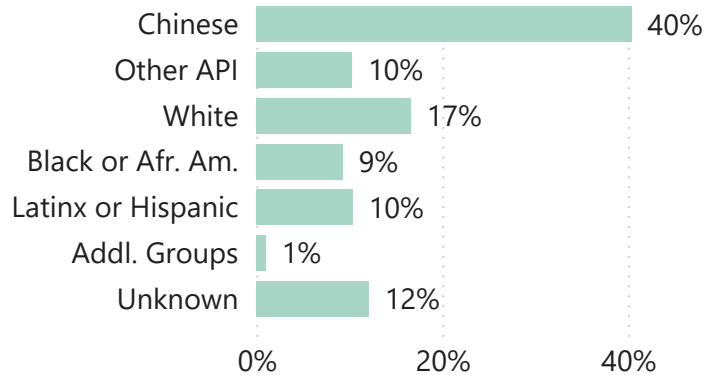
Unduplicated Clients	60,071
Enrollments	108,722

Analysis based on unduplicated clients

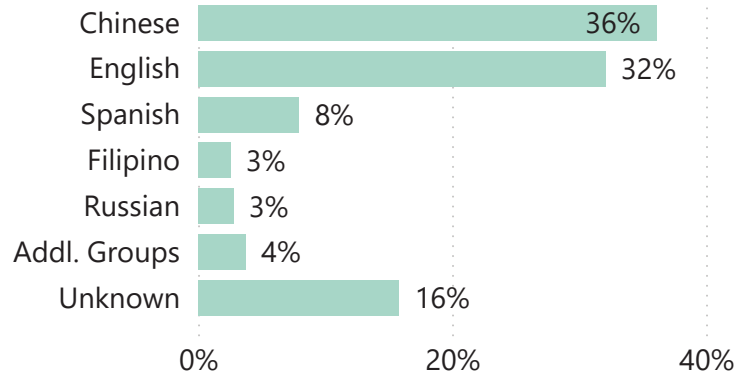
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	53%
Male	38%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	19%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	76%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	20%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Access & Empowerment

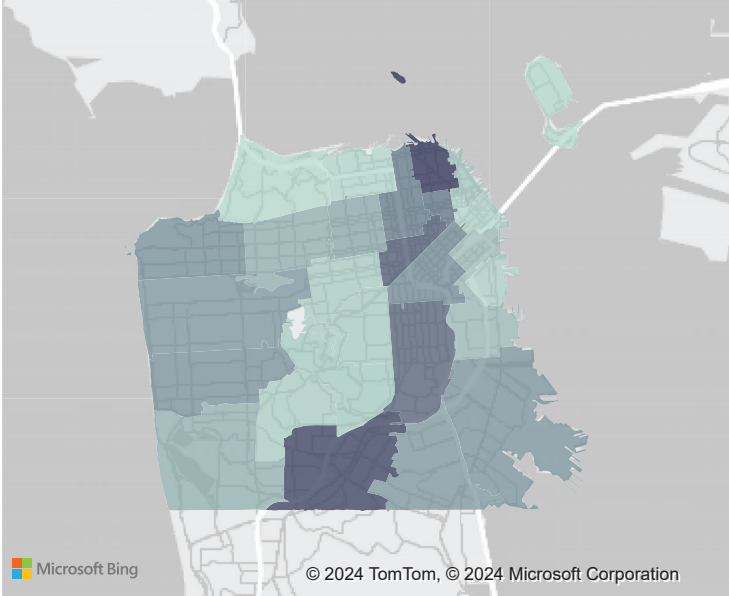
## Client Profile

### Service Levels

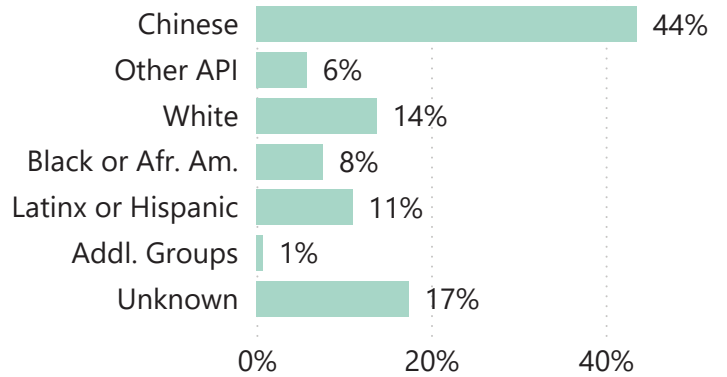
Unduplicated Clients	23,429
Enrollments	25,861

Analysis based on unduplicated clients

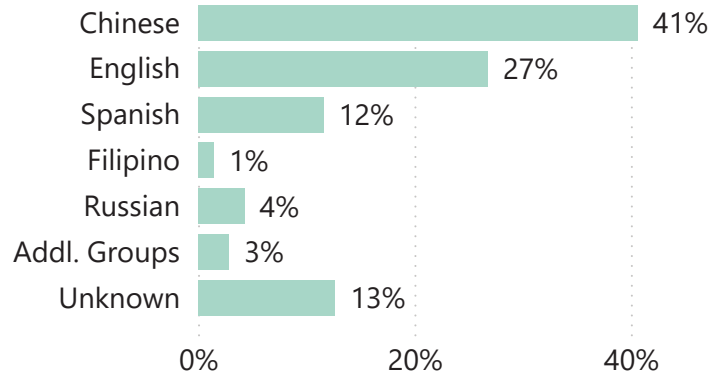
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

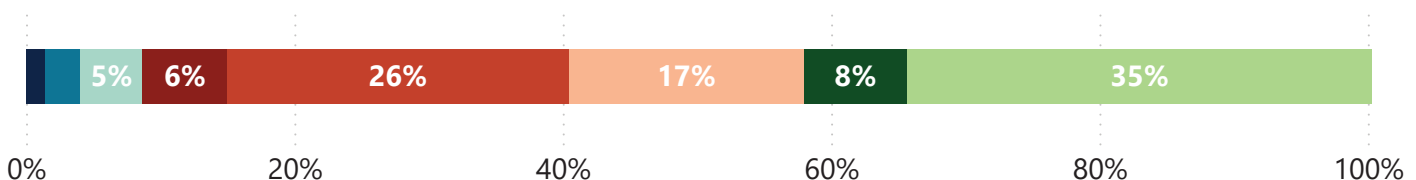
Female	34%
Male	26%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	40%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	72%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	23%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown





# Caregiver Support

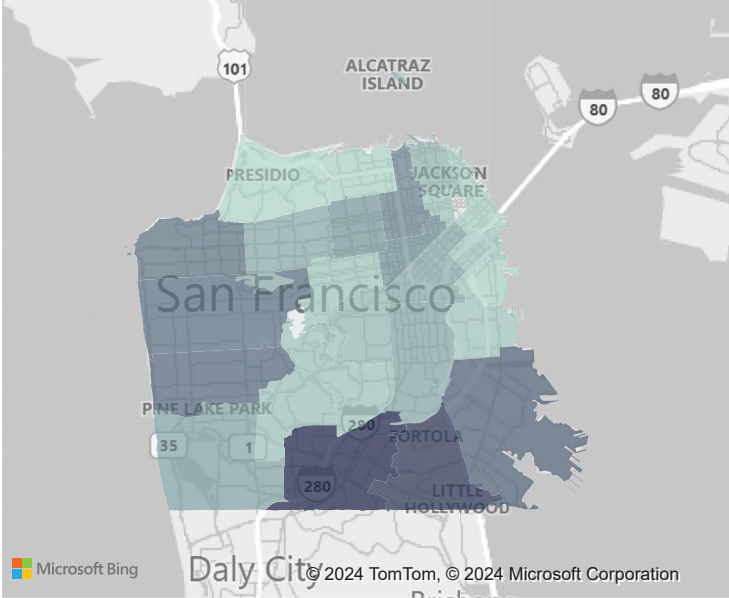
## Client Profile

### Service Levels

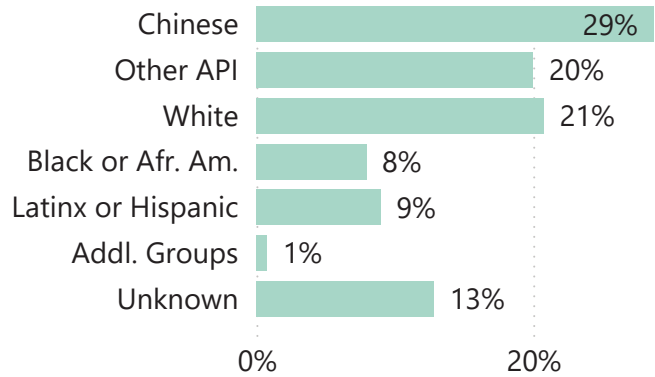
Unduplicated Clients	780
Enrollments	1,492

Analysis based on unduplicated clients

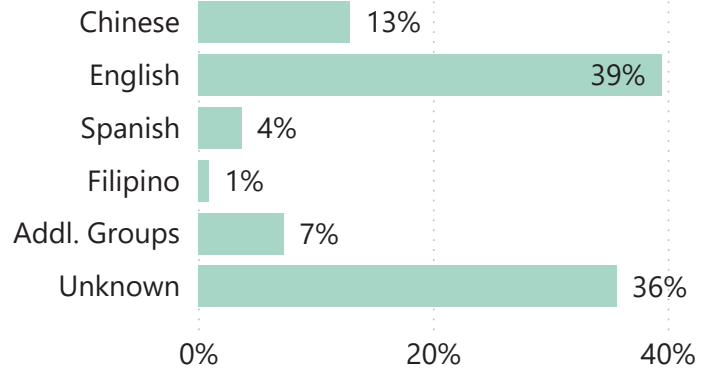
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

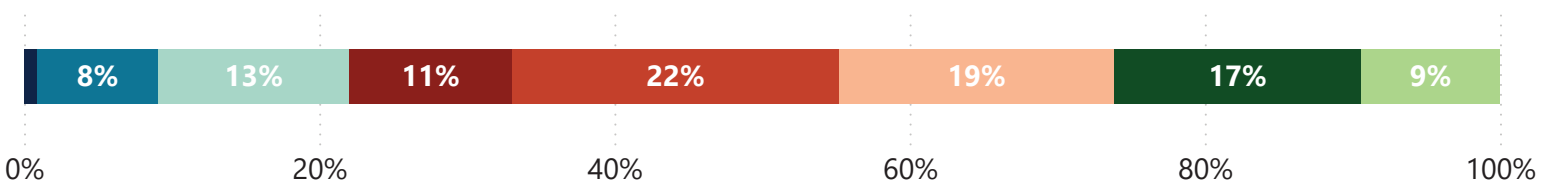
Female	63%
Male	27%
Trans Female	1%
Unknown	9%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	76%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Addl. Groups	0%
Unknown	19%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Case Management & Care Navigation

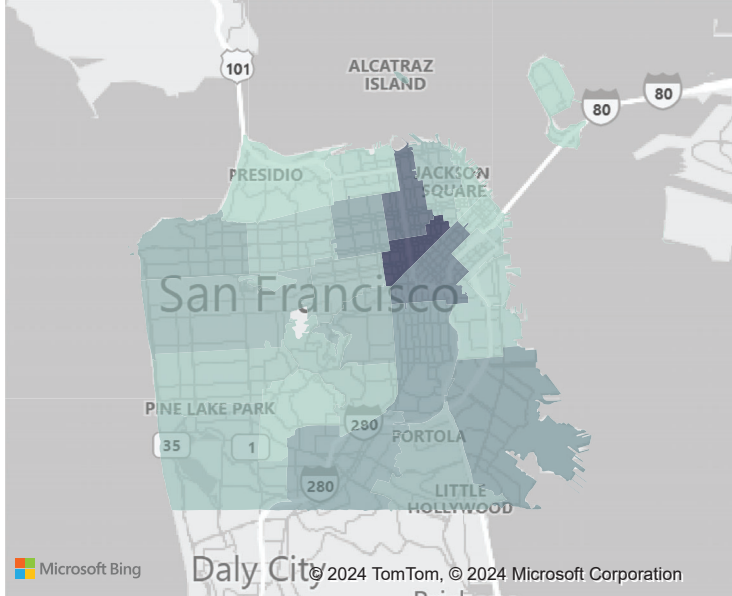
## Client Profile

### Service Levels

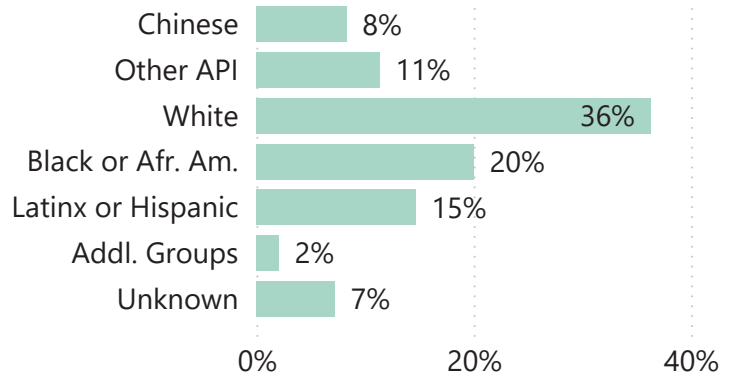
Unduplicated Clients	1,963
Enrollments	2,051

Analysis based on unduplicated clients

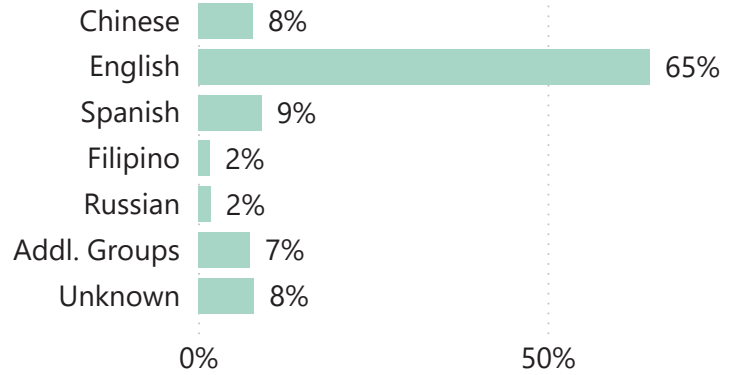
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

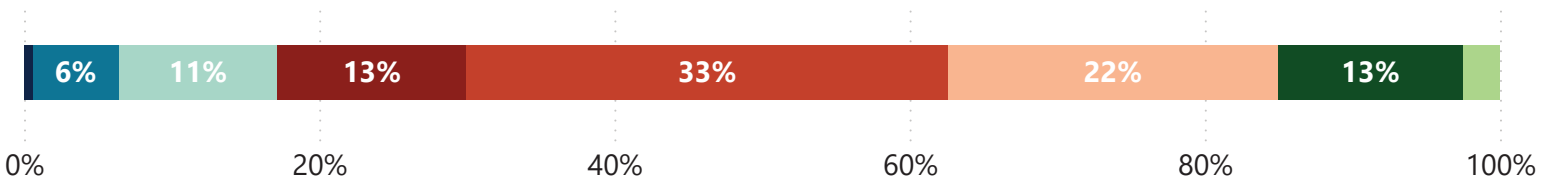
Female	44%
Male	49%
Trans Female	2%
Trans Male	1%
Genderqueer/Gender Non-binary	0%
Unknown	4%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	66%
Gay/Lesbian/Same-Gender Loving	15%
Bisexual	3%
Addl. Groups	2%
Unknown	15%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Community Connection & Engagement

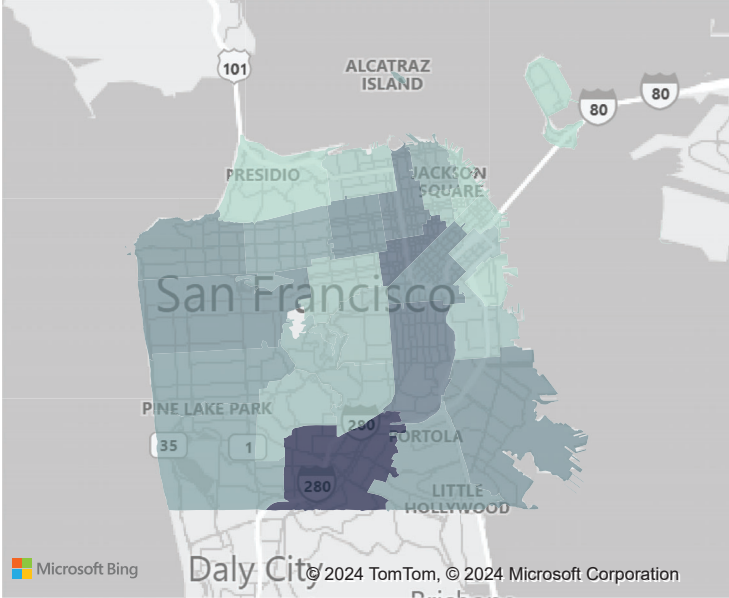
## Client Profile

### Service Levels

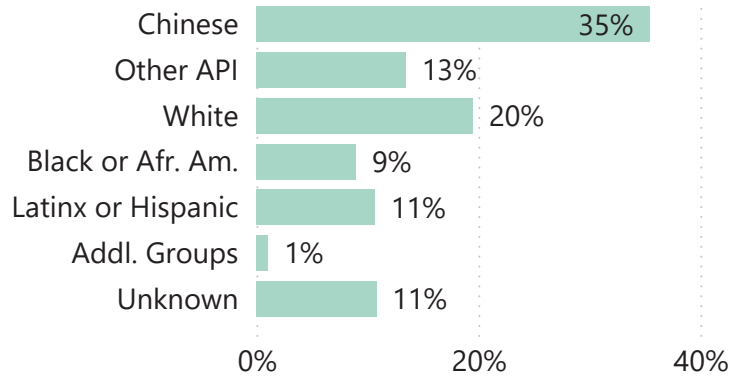
Unduplicated Clients	20,355
Enrollments	25,995

Analysis based on unduplicated clients

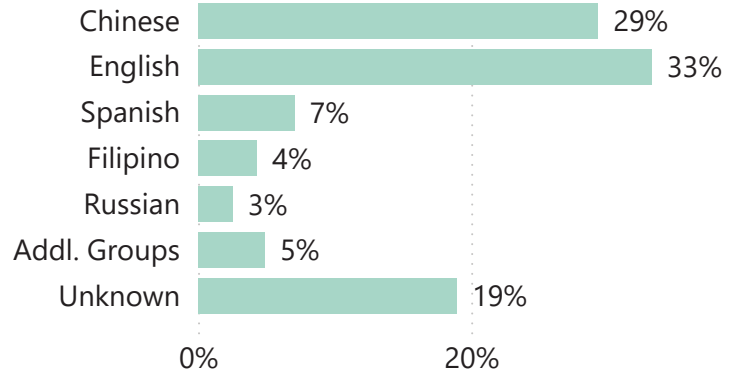
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	60%
Male	34%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	6%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	78%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Addl. Groups	0%
Unknown	17%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Housing Support

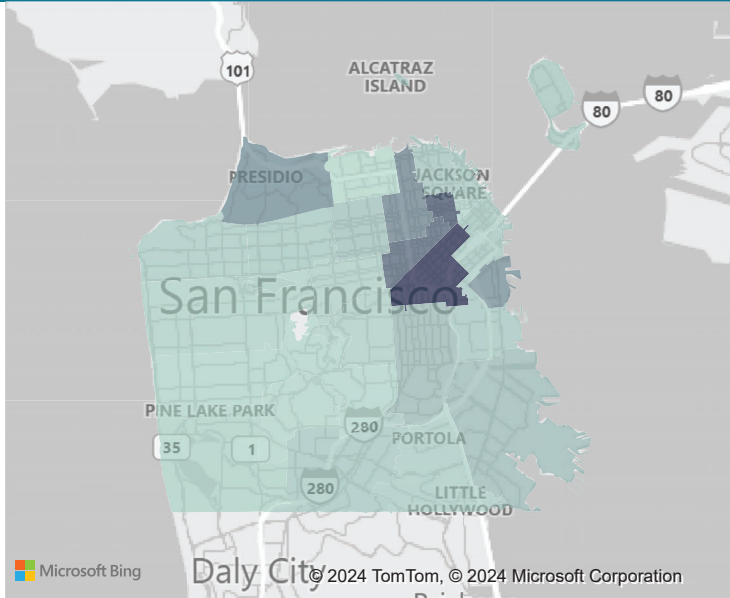
## Client Profile

### Service Levels

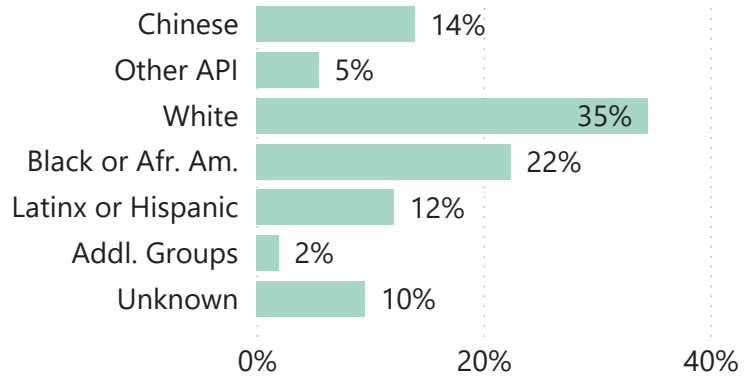
Unduplicated Clients	710
Enrollments	713

Analysis based on unduplicated clients

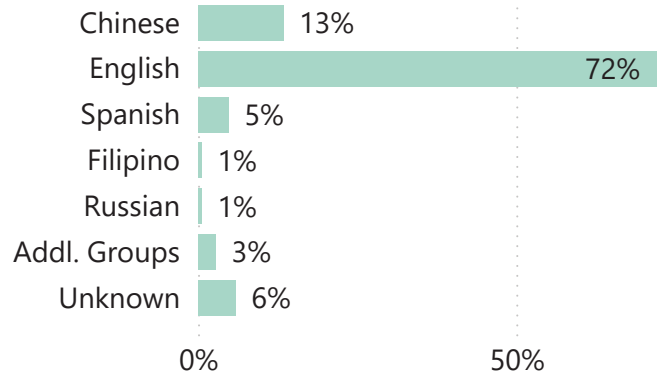
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	31%
Male	64%
Trans Female	1%
Trans Male	1%
Genderqueer/Gender Non-binary	0%
Unknown	3%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	71%
Gay/Lesbian/Same-Gender Loving	9%
Bisexual	3%
Addl. Groups	2%
Unknown	15%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Nutrition & Wellness

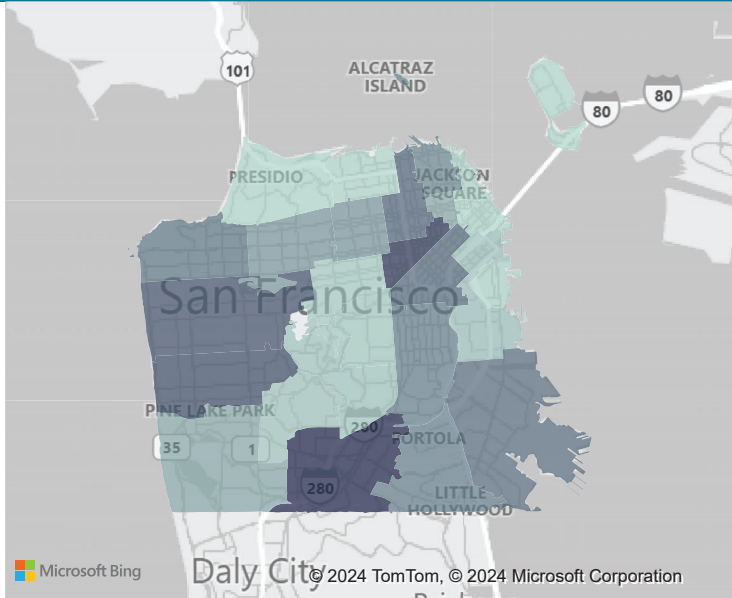
## Client Profile

### Service Levels

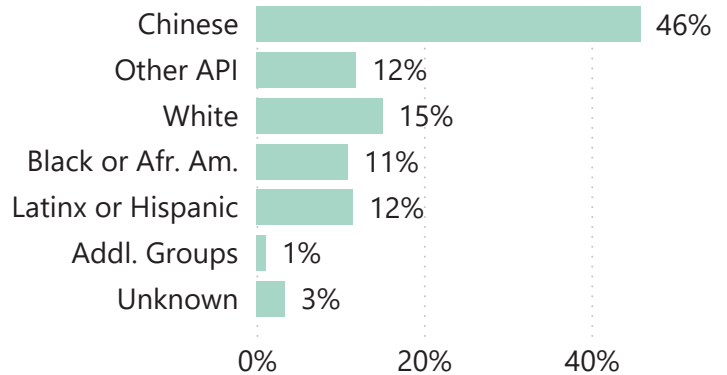
Unduplicated Clients	30,721
Enrollments	51,726

Analysis based on unduplicated clients

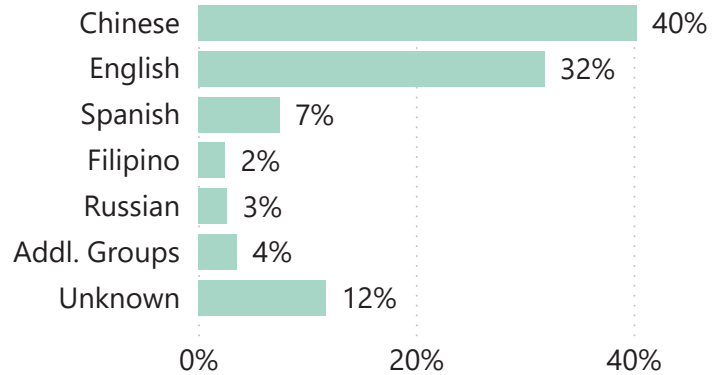
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	56%
Male	41%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	2%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	84%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	12%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



# Self-Care & Safety

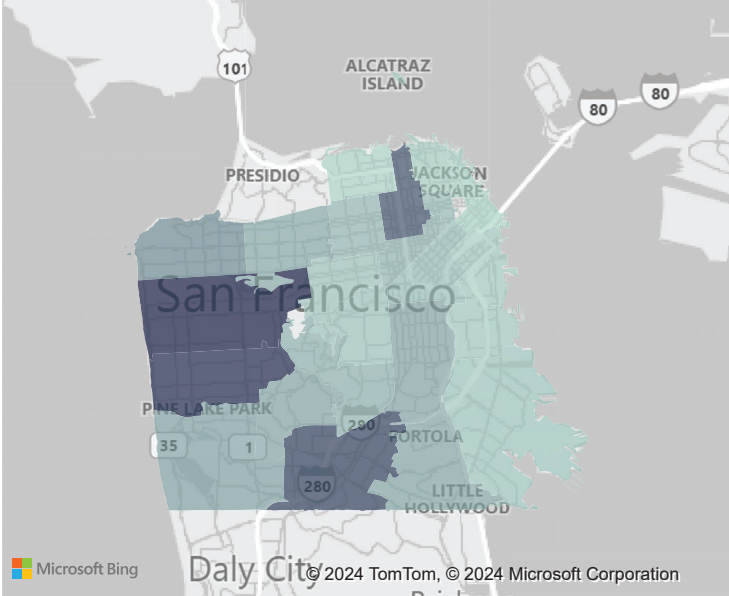
## Client Profile

### Service Levels

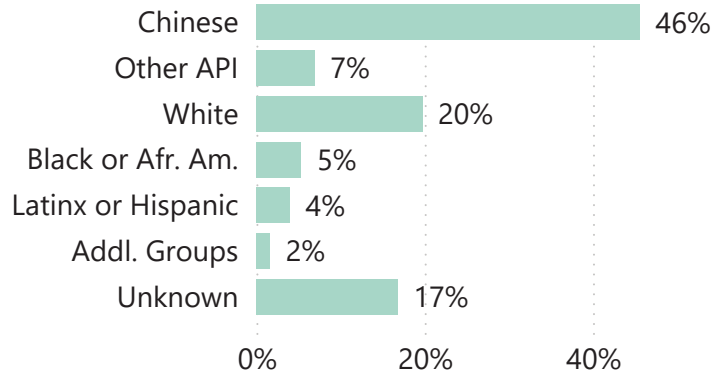
Unduplicated Clients	375
Enrollments	884

Analysis based on unduplicated clients

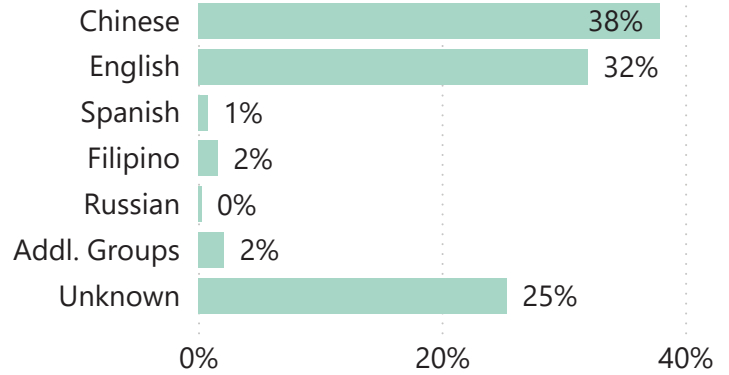
### Zip Code of Residence



### Race/Ethnicity



### Primary Language



### Gender Identity

Female	58%
Male	28%
Unknown	14%
<b>Total</b>	<b>100%</b>

### Sexual Orientation

Straight/Heterosexual	69%
Gay/Lesbian/Same-Gender Loving	5%
Bisexual	1%
Addl. Groups	1%
Unknown	25%
<b>Total</b>	<b>100%</b>

### Age

● 18-34 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

