Dignity Fund
Data & Evaluation Report FY 2022-23

Presentation to the Dignity Fund Oversight and Advisory Committee
July 17, 2024

Agenda

- Refresher: Dignity Fund Outcome & Evaluation Plan
- Dignity Fund Data & Evaluation Report FY 2022-23

SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services

Refresher:
Dignity Fund Outcome &
Evaluation Plan

Dignity Fund Outcome & Evaluation Plan Components

- **Annual Data & Evaluation Report**
  - Provide annual snapshot of service and outcome performance
  - Develop shared context across DAS service network and partners
  - Share progress, identify areas for work, and build momentum

- **Focus Area Reports** ("Deep Dives")
  - Examine trends in select programs (e.g., Legal Services analysis)
  - Explore topic areas of interest (e.g., caregiver needs)

- **Cycle-End Evaluation Report**
  - Evaluate impact of cycle investments and initiatives

+ Outcome Objective Framework

Outcome Objective Framework

Service Area	Primary Goal	Outcome Themes
Access & Empowerment *e.g., Aging and Disability Resource Centers, Empowerment Programs, Legal Assistance*	To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services	• Education and Awareness of Services • Empowerment • Provider Training and Cultural Competence • Service Connection
Caregiver Support *e.g., Adult Day Programs, Caregiver Respite*	To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection	• Ability to Care for Recipient • Avoidance of Institutionalization • Caregiver Health and Wellbeing

Outcome Objective Framework (continued)

Service Area	Primary Goal	Outcome Themes
Case Management & Care Navigation *e.g., Community Living Fund, Money Management*	To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community	• Service Connection • Stability in the Community
Community Connection & Engagement *e.g., Community Service Centers, Employment Support*	To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community	• Community Participation and Engagement • Service Connection • Social Inclusion • Socialization and Reduced Isolation

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Outcome Objective Framework (continued)

Service Area	Primary Goal	Outcome Themes
Housing Support *e.g., Housing Subsidies, Scattered Site Housing*	To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement	• Housing Stability • Service Connection • Socialization and Engagement
Nutrition & Wellness *e.g., Home-Delivered Meals, Nutrition Education, Health Promotion*	To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles	• Community Stability and Independence • Healthy Nutrition Habits • Increased Food Security • Physical Fitness and Health
Self-Care & Safety *e.g., Elder Abuse Prevention, Long Term-Care Ombudsman*	To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect	• Empowerment and Self-Determination • Provider Training • Stability in the Community

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Data & Evaluation Report
FY 2022-23

Report Purpose

- Provide annual snapshot of service and outcome performance
- Develop shared context across DAS service network and partners
- Share progress, identify areas for work, and build momentum

Report Structure and Approach

- Structured by seven service areas

- Each section contains:
    - Overview of service area
    - Performance profiles by service
    - Client profiles by service (where data is available)

- Building groundwork to focus on outcome themes

Service Area Overview

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 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.
- 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.

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)

Performance Profile by Service

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.
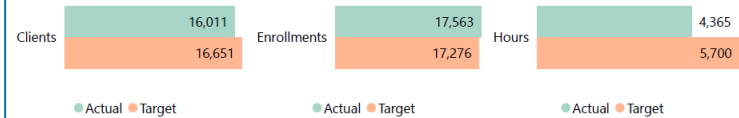
Funding
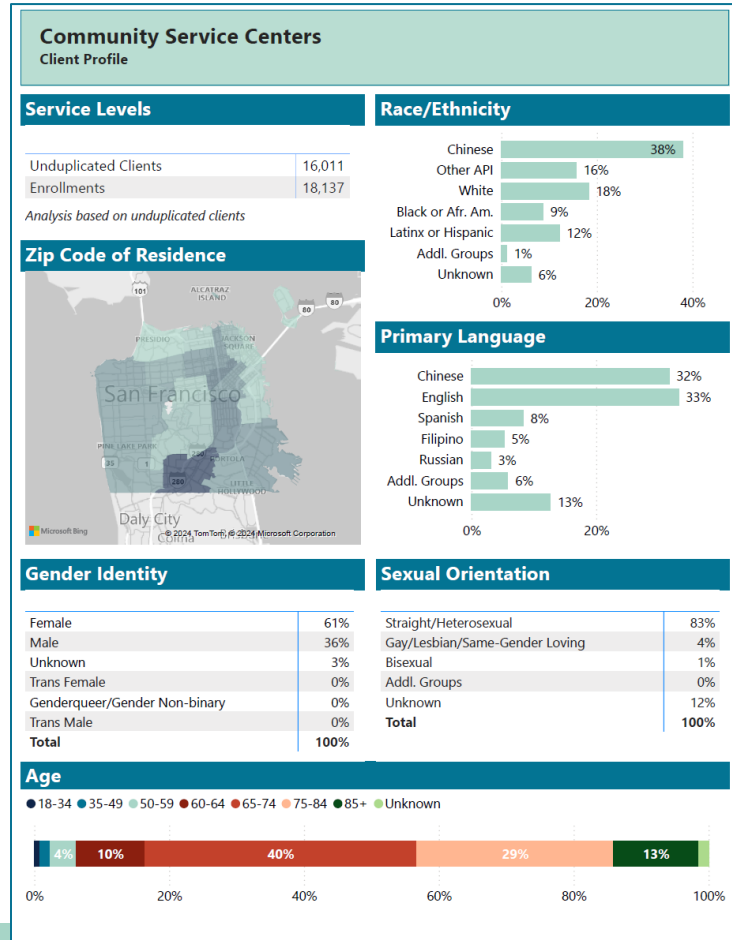$11,646,827

Providers
21

Service Objectives

	Actual	Target
Clients	16,011	16,651
Enrollments	17,563	17,276
Hours	4,365	5,700

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

Client Profile by Service

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

Chinese	38%
Other API	16%
White	18%
Black or Afr. Am.	9%
Latinx or Hispanic	12%
Addl. Groups	1%
Unknown	6%

Primary Language

Chinese	32%
English	33%
Spanish	8%
Filipino	5%
Russian	3%
Addl. Groups	6%
Unknown	13%

Gender Identity

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

Sexual Orientation

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

Age

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

4%	10%	40%	29%	13%

Access & Empowerment

- Served about 23,430 clients* across 32,070 enrollments

- 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

*Excludes programs 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)

Spotlight: LGBTQ+ Cultural Competency Trainings

LGBTQ+ Cultural Competency Trainings offer cultural sensitivity trainings and dementia care trainings focused on facilitating service provider efforts to assist LGBTQ+ persons seniors and adults with disabilities.

- DAS **trained 198 provider staff** in cultural sensitivity trainings and **386 provider staff** in LGBTQ+ Dementia Care Training

- About **98% of LGBTQ+ Dementia Care trainees have helped LGBTQ+ clients with dementia** to use appropriate services after training

- **All agencies participating in cultural sensitivity trainings reported implementing at least 1 best practice** into their policies and procedures
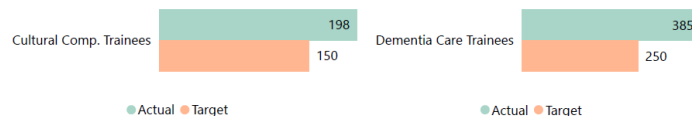
Spotlight: LGBTQ+ Cultural Competency Trainings

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

Cultural Comp. Trainees: 198 (Actual), 150 (Target)

Dementia Care Trainees: 385 (Actual), 250 (Target)

● Actual ● Target

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

Spotlight: LGBTQ+ Cultural Competency Trainings

- Training Menu/Tiered Trainings
  - Assessment Tool

- Real Life Scenarios
  - Practice scenarios and role plays

- Technical Assistance
  - Ongoing support

- Inclusion
  - Trainings provided in Spanish and Chinese
  - Closed captioning

Spotlight: LGBTQ+ Cultural Competency Trainings - Common Participant Feedback

"How was the training helpful?"

Assumptions

- "Reminders about assumptions for older adults and assumptions about clients not wanting to answer."

- "Hearing examples of situations when a person was not understood or 'went back in the closet' because of lack of explicit inquiry on behalf of care providers. I clearly had similar assumptions that people could talk openly of their sex, gender, sexual orientation, etc. but as the examples arose, I thought of a few people that I should have been more curious with."

Discomfort

- "Recognizing my hesitance to ask questions of a client because I think I'm prying."

- "If I'm not comfortable asking the questions the client will catch on that."

Prevalence

- "Dementia and learning about how LGBTQ+ people have higher chances because of social and environment factors"

Terminology

- "Going over terminology was helpful and reinforcing that LGBTQ+ clients should not be the ones educating service providers about LGBTQ+ issues."

Caregiver Support

- Served 780 clients with more than 2,280 enrollments.

- Collectively across our Caregiver Support programs, about 94% of caregivers experienced positive outcomes with respect to their health and wellbeing.

Spotlight: Family Caregiver Support Program (FCSP)

FCSP provides a variety of services to unpaid caregivers, including counseling, caregiver training, referrals to supportive services, and respite care.

- FCSP **offered 1,533 counseling hours** in FY 2022-23
- About **76% of caregivers reported reduced stress and an increased sense of being cared about/valued**
- About **99% of caregivers developed new knowledge of available resources and services**
- About **94% of FCSP Grandparent Services participants felt better able to be a caregiver** due to services received

Spotlight: Family Caregiver Support Program (FCSP)

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.
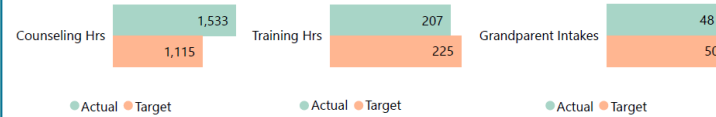
Funding
$1,267,974

Providers
2

Service Objectives

	Actual	Target
Counseling Hrs	1,533	1,115
Training Hrs	207	225
Grandparent Intakes	48	50

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Family Caregiver Support Program	Caregiver Health & Wellbeing*	Caregivers report reduced stress and an increased sense of being cared about/valued	86	76%	75%
Family Caregiver Support Program	Education & Awareness of Services	Clients developed new knowledge of available resources and services	86	99%	75%
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%

*Key Measurement Theme for Service Area

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Spotlight: Family Caregiver Support Program (FCSP)

Supporting caregivers through respite, education, counseling, and advocacy

Spotlight: Family Caregiver Support Program (FCSP)

- **Training**
- **Counseling**
- **Assessment**
- **Support Groups**
- **Legal Resources**
- **Peer Counseling**
- **Case Management**
- **Community Education**
- **In-Home Respite Care**

Case Management & Care Navigation

- Served 1,960 clients* with a total of 2,280 enrollments

- We provided 12,550 hours of care navigation support to more than 490 LGBTQ+ Care Navigation clients, including social isolation and animal support services

*Excludes programs for which client-level data is not captured in DAS GetCare (Community Living Fund)

Community Connection & Engagement

- Served 20,360 clients* with a total of 26,070 enrollments

- We supported positive outcomes for 94% of clients across our services with respect to engagement and socialization

*Excludes programs for which client-level data is not captured in DAS GetCare (ADHC and Senior Companion)

Spotlight: Neighborhood-Based Programs

Neighborhood-Based Programs help increase awareness of services, foster empowerment, support socialization, and reduce social isolation. Programs vary by neighborhoods and can include activities like field trips, reading groups, cooking classes, and many more.

- Neighborhood-Based Programs **served a total of 802 clients** in FY 2022-23, exceeding the program service target of 525 clients

- About **98% of surveyed clients said they developed new knowledge of services** available to older adults and adults with disabilities

- About **97% of surveyed clients said they felt more socially engaged** in their neighborhood and/or community due to participation in the program

Spotlight: Neighborhood-Based Programs

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.
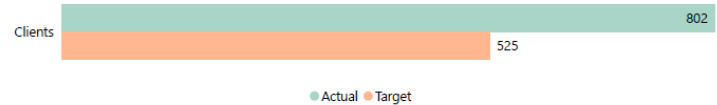
Funding
$738,228

Providers
7

Service Objectives

Clients
- Actual: 802
- Target: 525

● Actual ● Target

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 reflects information for a subset of providers. Providers did not consistently include survey questions for all metrics.

UCSF – Creative Minds: Art + Community & the Brain

Magda rehearsing with participants from MNC

Pop up arts with Gloria at Excelsior Clinic

Photography at Hilltop park with Alex, Bayview ADHC group

SOMArts Exhibition 2023

Housing Support

- Served 710 clients* with 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

*Excludes programs for which client-level data is not captured in DAS GetCare (Rental Assistance Demonstration)

Nutrition & Wellness

- Served 30,700 clients* with a total of more than 52,860 enrollments

- Our core food programs—Congregate Meals, Food Pantry, Home-Delivered Groceries, and Home-Delivered Meals—served more than 4.2 million meals and/or food bags

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

Self-Care & Safety

- Served 380 clients* across 4,560 enrollments.

- Over 60 trainees graduated from our Workforce Support program. About 100% of trainees demonstrated increased caregiver competencies.

*Excludes programs 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)

Reflections & Next Steps

- Implement new process to ensure outcome objectives align with outcome objective framework and similar metrics

- Ensure key datapoints (performance and # surveyed) are consistently collected and recorded

- Use this information with providers – share and incorporate into collaborative discussion

- Build on FY 2022-23 Data & Evaluation Report insights to support our first-ever Dignity Fund Cycle-End Evaluation (report development in progress)

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Thank You

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Refresher: Contract Schedule Groups

Service Areas by Contract Schedule

Group A	Group B	Group C
• Case Management & Care Navigation • Community Connection & Engagement	• Access & Empowerment • Caregiver Support • Housing Support	• Nutrition & Wellness • Self-Care & Safety

Funding & Contract Schedule

	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
Planning Activity	CNA	SAP			CNA	SAP		
Group A • Case Management & Care Navigation • Community Connection & Engagement		*	4 Year Contract Term			*		
Group B • Access & Empowerment • Caregiver Support • Housing Support			*	4 Year Contract Term			*	
Group C • Nutrition & Wellness • Self-Care & Safety				*	4 Year Contract Term			*

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Outcome & Evaluation Plan Timeline

Component	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27
	CNA	SAP			CNA	SAP			CNA	SAP
Planned Funding			Y1	Y2	Y3	Y4	Y1	Y2	Y3	Y4
Annual Data & Evaluation Report		X	–	X	X	X	X	X	X	X
Focus Area Reports ("Deep Dives")		X	X	X		X	X	X		X
Cycle-End Evaluation Report							X			

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