



# San Francisco Department of Disability and Aging Services Annual Report

FY 2024-25



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

## Letter from the Director

When I look back at DAS's many accomplishments of the past year, I am filled with pride in our staff and deep appreciation for our partners in the City and community — without whom none of these successes would be possible. Together, we prepared for the virtual launch of the nation's first municipally-funded Disability Cultural Center. We strengthened our partnerships with other organizations serving veterans in our community. We implemented mental health conservatorship expansion in alignment with recent changes to state law.

As I look ahead to FY 2024-25, I acknowledge that DAS and our network of community-based service providers will be operating within a challenging budget context. Nevertheless, I'm confident in our ability to navigate these challenges with our customary flexibility and vigor. DAS remains committed to ensuring continuity of our services, making best use of available resources, and collaborating with our partners to implement creative and sustainable solutions to seemingly intractable problems. In particular, we will advance our shared work on behalf of older adults and people with disabilities in a several notable areas:

- **Disability inclusion and anti-ableism:** We will begin delivering virtual services at the Disability Cultural Center. We will launch the Office on Disability within DAS to carry out key functions once managed by the Mayor's Office on Disability. We will collaborate with the SFHSA Office of Diversity, Equity, Inclusion, Belonging, and Accessibility on anti-ableism training and other initiatives.
- **Resource awareness and navigation:** We will re-launch our efforts to build an online resource directory with a design that better meets the needs of our population. We will expand strategic outreach in historically underserved neighborhoods. We will explore the feasibility of implementing peer resource navigation support for veterans.
- **Aging in place and support for vulnerable populations:** We will leverage CalAIM to continue existing and launch new services that help prevent institutionalization and promote aging in place. We will participate in an Enhanced Care Pilot at a supportive housing site in collaboration with housing and home care agencies. We will partner with City stakeholders to strengthen the system of care for people with serious mental and behavioral health concerns, including mental health conservatees.

As always, I'm excited to face the new year alongside our staff, providers, and community. I know from experience that we'll bring energy and dedication to our work to support and empower older people, adults with disabilities, caregivers, and veterans in our community.



A handwritten signature in blue ink that reads "Kelly Dearman". The signature is fluid and cursive, with a long horizontal line extending to the right.

**Kelly Dearman**  
Executive Director

**San Francisco Department of Disability and Aging Services**

# Table of Contents

Introduction .....	0
FY 2023-24 Highlights: By the Numbers .....	3
Goal 1: Equity, Inclusion, and Accessibility .....	4
Goal 2: Strong Workforce and Collaboration .....	8
Goal 3: Employment and Economic Security .....	13
Goal 4: Health and Well-being .....	15
Goal 5: Safety and Care .....	19

*This report was prepared by SFHSA Planning on behalf of the Department of Disability and Aging Services. Please contact Adithi Vellore ([Vellore.Adithi@sfgov.org](mailto:Vellore.Adithi@sfgov.org)) with any questions.*

# Introduction

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 focal point for local aging concerns.

DAS is located within the San Francisco Human Services Agency (SFHSA), which delivers a safety net of services and public benefits to promote well-being and independence. Each year, **DAS serves more than 70,000 unduplicated clients through our department programs and community partnerships.** With an FY 2024-25 budget of \$510 million, DAS is supported by a staff of 454 employees and contracts with over 60 community organizations to deliver services.

San Francisco Department of Disability and Aging Services	
<b>VISION</b>	San Francisco is a city where people with disabilities and older adults are valued, engaged, and living with dignity.
<b>MISSION</b>	The Department of Disability and Aging Services supports the well-being, safety and independence of adults with disabilities, older people, and veterans.
<b>VALUES</b>	<ul style="list-style-type: none"> <li>• Compassion</li> <li>• Inclusion</li> <li>• Innovation</li> <li>• Accountability</li> <li>• Equity</li> </ul>

**We provide programs both directly and through partnerships with community-based organizations, addressing a wide range of needs.** This service spectrum spans from **engagement and wellness services** that promote a healthy aging experience for active and independent community members, to services that **support stability in the community** and prevent unnecessary institutional care, to **crisis intervention services** for individuals requiring immediate assistance to mitigate exposure to risks, and reaches the level of **guardianship services** for those unable to manage their needs due to mental illness and cognitive challenges.



**Please read on to learn about our Department, our key achievements in the past year, and our priorities for FY 2024-25 to support older people and adults with disabilities to live safely and engage in our community.** These highlights are structured by the five underlying goals that shape the SFHSA five-year strategic plan for 2022-2026:

- **Goal 1: Equity, Inclusion, and Accessibility.** Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.
- **Goal 2: Strong Workforce and Collaboration.** Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.
- **Goal 3: Employment and Economic Security.** Everyone has a stable source of income and an opportunity to increase their economic well-being.
- **Goal 4: Health and Well-being.** Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.
- **Goal 5: Safety and Care.** Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.

# FY 2023-24 Highlights: By the Numbers

## Our Department



**\$489 million budget** for direct programs and community partnerships



**449 employees** working to administer and develop services



**60+ community-based organizations** partnering to provide diverse services

## Our Programs



**Home care** provided to **30,458 people with disabilities** through the In-Home Supportive Services program



**3,100 veterans and dependents assisted** in accessing benefits by the County Veterans Service Office



**8,923 reports of abuse and neglect** investigated by Adult Protective Services

## Our Partners



**3.5 million meals provided** citywide via **home-delivery** and at **communal dining** sites



**26 wheelchair repairs** and related services provided to **47 clients with a mobility disability**



**40,700 information and referral contacts** across 13 community **Ageing and Disability Resource Centers**



**89,300 hours of activities** provided by community centers – including social and cultural events, art classes, educational workshops – to over **16,200 participants**

## GOAL 1

### Equity, Inclusion, and Accessibility

Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.

#### Promoting Disability Inclusion, Culture, and Pride

Over the last year, DAS and our partners at Haven of Hope and the Longmore Institute on Disability at San Francisco State University have been **planning implementation of the nation's first City-funded Disability Cultural Center**. The Center will be located in the Civic Center neighborhood, on the site of a new affordable housing development currently under construction just a few blocks from City Hall. The Center will be an **inclusive space for adults with disabilities from all walks of life to engage in community and access services**.

While the physical site is expected to open next year, **DAS will launch virtual Disability Cultural Center services in July 2024**, during Disability Pride Month. Virtual programming will include a **wide range of activities to foster and celebrate disability community**. Planned activities include exercise and arts classes, facilitated community discussions on disability topics, film screenings and other arts showcases, youth leadership programming, affinity group meetings, and office hours with Center leadership, among many others.

The San Francisco Disability Cultural Center uses its [website](https://www.disabilityculturalcenter.org) and social media platforms like Instagram ([@disabilityculturalcenter](https://www.instagram.com/disabilityculturalcenter)) to spread the word about the Center and robust calendar of upcoming programs. The images above are excerpted from the Center's Instagram posts about its July 2024 virtual launch event, Disability Culture is Here.

#### Launching CalSAWS to Streamline Services and Improve Customer Experience

In October 2023, **SFHSA successfully launched the California Statewide Automated Welfare System (CalSAWS)** across our agency's public benefits programs. CalSAWS is our new **integrated client eligibility and case management system**, where we document information about individuals who apply for and receive assistance through programs like Medi-Cal and CalFresh. To prepare for the CalSAWS launch, **more than 100 DAS staff members across DAS Eligibility and other programs completed as many as 120 hours of training**, depending on their role and related impact of this major systems change.

#### Goal 1: Equity, Inclusion, and Accessibility



**Ensuring Continuity of Nutrition Services during the APEC Leaders' Summit**  
San Francisco hosted the Asia-Pacific Economic Cooperation (APEC) Leaders' Summit in November 2023, welcoming tens of thousands of international government and business leaders, journalists, and other stakeholders to our city. The City placed travel restrictions and other security measures throughout the downtown area for the Summit, which had the **potential to disrupt DAS services in these security zones**. Recognizing the importance of ensuring service access and continuity for our clients — particularly essential meal and grocery delivery services — DAS leadership and staff sprang into action. Most notably, DAS Office of Community Partnerships nutritionists coordinated closely with three major community-based food providers to **ensure 5,500 older adults and people with disabilities would not experience any disruptions to their food deliveries** during the week-long event.

**Enhancing Equitable Vaccine Access for At-Risk Older and Disabled Adults** — Equitable access to medical services is essential for older adults and adults with disabilities — particularly for individuals who are unable to leave their homes without significant support. To promote vaccine access during flu season, **Clinical and Quality Improvement nurses hosted a mobile vaccination clinic** in partnership with the Department of Public Health and San Francisco State University's School of Nursing. Over six weeks in the Fall of 2023, we **administered flu vaccines to approximately 280 seniors and disabled adults across 11 residential sites**. DAS Benefits and Resource Hub staff also attended these clinics to provide residents with information about aging and disability services. In addition, to promote emergency preparedness among this at-risk population, we **distributed more than 120 first aid kits to residents** and conducted an interactive presentation on ways to stay safe during extreme weather events.



*Clinical and Quality Improvement nurses and their mobile vaccination clinic partners provide flu vaccines to older adults and people with disabilities at a senior residential building. They also play a disaster preparedness-themed bingo game with residents to teach them ways to stay safe during extreme weather events and other emergencies.*



## GOAL 1

### Equity, Inclusion, and Accessibility

Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.

<b>1. Reduce poverty, health, and wellness inequities through our programs, services, and policy advocacy.</b>	<b>Responsible</b>
1. Facilitate the development of the FY 2024-25 California Association of Area Agencies on Aging legislative platform and budget priorities through an equity and inclusion lens	DAS Leadership
2. Define strategic priorities for DAS programs focused on racially equitable service delivery and contracting in alignment with the development of SHFSA's Racial Equity Action Plan Phase 2	DAS Leadership, SFHSA Office of Diversity, Equity, Inclusion, Belonging, and Accessibility

<b>2. Invest in initiatives to welcome and include all community members in social and civic life.</b>	<b>Responsible</b>
1. Launch virtual Disability Cultural Center services, and continue preparations to implement in-person services in the coming year	DAS Special Projects Manager, Office of Community Partnerships
2. Develop and implement procedures for clients to request ADA accommodations for accessing in-person services at the DAS Benefits and Resource Hub, located at 2 Gough	DAS Benefits and Resource Hub
3. Launch the Office on Disability within DAS to carry out key functions once managed by the Mayor's Office on Disability	DAS Leadership
4. Collaborate with the newly expanded SFHSA Office of Diversity, Equity, Inclusion, Belonging, and Accessibility to implement strategies to address ableism and support people with disabilities working at and with our Agency	DAS Leadership

## GOAL 1

### Equity, Inclusion, and Accessibility

Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.

<b>3. Encourage participation in our programs, particularly among immigrants, communities of color, older adults, people with disabilities, and LGBTQ+ community members, through data-informed and culturally appropriate outreach strategies, services, and spaces.</b>	<b>Responsible</b>
1. Expand strategic outreach efforts to increase awareness of DAS services and programs among consumers and service providers in historically underserved neighborhoods, particularly Supervisorial Districts 3, 5, 9, and 10	DAS Benefits and Resource Hub
2. Engage providers, clients, and community advisory boards for feedback about services for transgender and gender-nonconforming older and disabled adults	DAS Special Projects Manager, Office of Community Partnerships

<b>4. Take a holistic approach to connecting people and families to an array of programs and services to meet their unique needs and circumstances.</b>	<b>Responsible</b>
1. Explore the feasibility of implementing a pilot CVSO Peer Navigator role to help veterans and their dependents navigate and access available resources beyond the VA benefits to which they are entitled	County Veterans Service Office
2. Participate in the State's Aging and Disability Resource Centers (ADRC) Advisory Committee to advise relevant California departments on the ongoing development and implementation of the statewide ADRC network	DAS Leadership

## GOAL 2

### Strong Workforce and Collaboration

Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.

#### Fostering Partnerships to Strengthen Service Connection for Veterans

Last year, the **County Veterans Service Office (CVSO)** began hosting a **“Partner Spotlight” series to strengthen collaboration** between DAS and our community partners serving the veteran population. This series of weekly virtual meetings **encourages information exchange, shared learning, and interagency service referrals** between participating organizations. It provides a forum for community partners to give CVSO and other agencies in San Francisco’s network of veterans services providers an overview of their organization and information about how veterans can be referred for their services.

#### 10 Partner Spotlights

with organizations including the San Francisco Veterans Center, Swords to Plowshares, Goodwill of the San Francisco Bay Area, the San Francisco Employee Retirement System, and San Francisco Mayor’s Office of Housing and Community Development.

#### Building Staff Capacity through Leadership and Continuous Learning

As part of our efforts to build our staff capacity and exchange information with peer agencies about promising practices, **DAS staff across our programs attended and presented at several conferences last year.** Notably, **In-Home Supportive Services (IHSS) staff presented on the innovative Collaborative Caregiver Support Team service model** at both the annual County Welfare Directors Association of California Conference and the American Society on Aging Conference. **Office of Community Partnerships (OCP) nutritionists presented on our award-winning models for strengthening culturally appropriate nutrition** at the annual California Association of Area Agencies on Aging Conference. **DAS Executive Director Kelly Dearman even traveled as far as Seoul, South Korea to present to local government officials** about the strategies our Department uses to serve diverse older and disabled San Franciscans across a wide spectrum of needs.

DAS also provided numerous **in-person opportunities for staff across Department programs to learn more about how we serve clients**, both directly and in partnership with community-based organizations. For instance, last year **OCP coordinated 9 group site visits to disability and aging service sites in the community.** These visits offered diverse DAS staff the opportunity to learn more about each partner organization’s mission, engage with their staff, and directly observe our varied community-based programs and services. **Adult Protective Services (APS) and IHSS also provided opportunities for SFHSA staff in analytical support roles for these programs to shadow frontline workers in the field.** These shadowing opportunities gave staff who typically work primarily in office settings the chance to engage directly with frontline staff and clients, and to learn about the real world context in which we deliver services.



*Staff from the Office of Community of Partnerships, DAS Intake, and SFHSA Planning pose with collages they made at a site tour of Ruth's Table, a community-based service provider of the Creative Arts for Older Adults and Adults with Disabilities program.*

And as in prior years, **DAS staff continued to serve as key leaders and contributors to our Agency's efforts to advance racial equity in FY 2023-24:**

- Four staff members served on the **SFHSA Racial Equity Work Group**
- Eight staff members participated in the **SFHSA Mentorship Program**, in both Mentor and Mentee roles
- Countless DAS staff were active in one or more of SFHSA's 10 **Employee Resource Groups**, including several who helped coordinate opportunities for Agency-wide learning and cultural exchange, like the Black History Month and Asian Pacific Islander Heritage Month celebrations

In addition, **DAS executive leadership helped to shape plans for our newly expanded SFHSA Office of Diversity, Equity, Inclusion, Belonging, and Accessibility (DEIBA)**. In the coming year, DAS will continue to play an important role in our Agency's efforts to make our commitment to disability access and anti-ableism more explicit, and work closely with DEIBA staff to coordinate educational and organizational change initiatives for SFHSA staff.

### **Strengthening Data-Informed Decision-Making about Community Services**

Across DAS programs, the data we collect on our clients and the services we provide to them offer essential **information to guide effective, efficient, and equitable service delivery**. To strengthen data-informed decision-making across our community-based services, **the Office of Community Partnerships facilitated a major database improvement and transition project** in the summer of 2023. This transition culminated in the **launch of the new centralized SF DAS GetCare database** — in which we capture:

- **Demographic data** for approximately **60,000 unduplicated clients**
- **Service delivery data** associated with nearly **109,000 program enrollments**, and
- **Call data on 46,000 information, referral, and assistance contacts** facilitated by DAS Intake and our network of community-based Aging and Disability Resource Centers.

## **Goal 2: Strong Workforce and Collaboration**

The transition to SF DAS GetCare was a significant undertaking, **affecting approximately 500 users across DAS and more than 50 community-based service providers.** Since the launch of the new database, OCP staff have worked tirelessly with our community providers to ensure they are successfully able to use the system. Over the last year, they **provided our partners with extensive technical assistance,** including help to set up organization profiles and user accounts, navigate data entry modules, perform data quality assurance tasks, address system bugs with our database vendor, and more.

*“Providers are really pleased with how much faster [SF DAS GetCare] generates reports... It’s made it easier for teams to work together, manage duplicate records, and keep client data accurate — overall, a big improvement over the previous platform.”*

— DAS Office of Community Partnerships Analyst

## GOAL 2

### Strong Workforce and Collaboration

Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.

<b>1. Ensure staff at all levels represent diversity of communities we serve and provide all staff equitable opportunities for growth and advancement.</b>	<b>Responsible</b>
1. Support DAS staff to complete annual Agency-wide racial equity training requirements and to participate in elective learning opportunities hosted by the Office of Diversity, Equity, Inclusion, Belonging, and Accessibility	DAS Leadership
2. Collaborate with the IHSS Public Authority and Homebridge to create a training/professional development program for Independent Providers participating in the IHSS Provider Registry	In-Home Supportive Services
<b>2. Train and support staff so that they can provide high quality services to clients.</b>	<b>Responsible</b>
1. Implement DAS staff training and other resources to help improve staff knowledge of disability and anti-ableism	DAS Leadership, DAS Special Projects Manager
2. Provide DAS staff with quarterly trainings on substance use disorder and trauma-informed approaches and care, in coordination with the Department of Public Health Community Behavioral Health Services division	Clinical and Quality Improvement
3. Implement strategies to improve coordination between Public Conservator and Public Guardian staff in conservatorship cases involving complex financial and estate management issues	Legal & Guardianship Programs
4. Provide training on disaster preparedness/emergency response protocols, including guidance on how to perform wellness outreach to at risk clients, to DAS direct services programs and community-based service providers	Clinical and Quality Improvement, In-Home Supportive Services, Office of Community Partnerships
<b>3. Partner with organizations with deep roots in the communities we serve to develop and provide culturally appropriate services.</b>	<b>Responsible</b>
1. Procure IHSS Contract Mode services in alignment with recommendations from a recent study on ways to deliver financially feasible and high-quality services	In-Home Supportive Services

## GOAL 2

### Strong Workforce and Collaboration

Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.

4. Facilitate interagency partnerships and research to promote cross-sector collaborations and systems-level change.	Responsible
1. Publish the first-ever Dignity Fund Cycle-End Evaluation to assess the scope and impact of services provided over the four-year funding cycle from FY 2019-20 to FY 2022-23	SFHSA Planning, Office of Community Partnerships
2. Coordinate the Age- and Disability-Friendly SF (ADFSF) Workgroup to implement Year 3 of the ADFSF Action Plan	Age- and Disability-Friendly SF
3. Prepare a regional application for new Federal funding for "digital divide" programs, in collaboration with Bay Area local governments, community-based organizations, and other key stakeholders	Office of Community Partnerships
4. Participate in a Citywide workgroup to develop shared interagency standards for monitoring contracts with community-based service providers and other vendors	Office of Community Partnerships
5. Support implementation of recommendations to address unmet affordable housing needs among older and disabled adults, in partnership with lead City agencies on housing, disability, and aging	DAS Leadership
6. Conduct Year 2 of research to identify best practices in multi-disciplinary case collaboration and create a profile of APS cases that most benefit from these collaborations in partnership with the University of Southern California	Adult Protective Services
7. Collaborate with the Bay Area Social Services Consortium (BASSC) and local universities to begin implementation of a regional aging and adult services strategic plan, with a focus on the education, recruitment, retention, and promotion of the aging services professionals	DAS Leadership



## GOAL 3

### Employment and Economic Security

Everyone has a stable source of income and an opportunity to increase their economic well-being.

#### Empowering Older and Disabled Adults to Participate in the Workforce

For many older adults and adults with disabilities, participating in the workforce increases economic well-being, facilitates social connection, and provides an opportunity to share their knowledge and skills with their communities. However, for many people who participate in benefits programs such as Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), the complex rules governing benefits eligibility can pose barriers to employment. To reduce these barriers, DAS launched a pilot partnership with the Felton Institute to provide **comprehensive benefits counseling to help clients learn about and navigate benefits programs, and ultimately make informed employment-related decisions.** We conducted a robust, multi-lingual outreach campaign to promote awareness of this new program and engage diverse clients.

**In the first year of the pilot, we served 150 clients,** providing services such as one-on-one benefits counseling, educational and resource workshops, and connection to legal advocacy services to assist with benefits issues. **Program outcomes are positive:** over 98% of clients surveyed indicate that the program helped them better understand how their employment income interacts with their benefits eligibility. In recognition of this early success and the ongoing need, this program has been extended beyond its initial one-year pilot period.

#### Ensuring Continuity of Public Benefits Payments for Clients Unable to Manage their Financial Needs

In FY 2023-24, we **successfully completed transition of banking services to a new provider for more than 980 clients who receive money management from DAS.** We provide these services, which include paying bills and setting up direct deposit for public benefits like Supplemental Security Income (SSI), to individuals who are unable to independently manage their finances due to serious mental illness or cognitive impairment. Prompted by a change in the City's banking provider, **we transitioned approximately 1,240 Representative Payee and Public Guardian client bank accounts to this new provider.** We coordinated this highly complex, multi-year effort in partnership with many different stakeholders to **ensure the transition was seamless and clients experienced no disruptions to their benefits payments.** These partners included the San Francisco Controller's Office, our current and future banking providers, our clients and their case managers, and agencies like the federal Social Security Administration and Department of Veterans Affairs.

#### Lowering Barriers to IHSS Independent Provider Enrollment

Following a successful pilot last year, IHSS **continued our initiative to waive the Live Scan fingerprinting fee that prospective Independent Providers (IPs) incur** during the application process to become an IHSS home care worker. Fingerprinting is required as part of a mandatory federal background check for prospective IPs. **Approximately 3,750 IP applicants received the fee waiver last year,** facilitated by the IHSS Public Authority.

## GOAL 3

### Employment and Economic Security

Everyone has a stable source of income and an opportunity to increase their economic well-being.

<b>1. Provide training, education and support to help people enter and advance in the workforce, particularly BIPOC and other groups who have been historically left out of the labor market or under-employed.</b>	<b>Responsible</b>
1. Procure continued ReServe programming to develop employment opportunities for older adults and adults with disabilities through subsidized job placements and job training	Office of Community Partnerships
<b>2. Ensure individuals and families access the financial assistance they are eligible for.</b>	<b>Responsible</b>
1. Explore the feasibility of creating an online tool to help veterans prepare needed documents for their appointments with CVSO Claims Representatives and improve seamlessness of services	County Veterans Service Office, SFHSA IT
<b>3. Develop and scale resources in innovative strategies to promote economic wellbeing, particularly for immigrants, older adults, people with disabilities, and communities of color.</b>	<b>Responsible</b>
1. Continue implementation (Year 3) of a program to reduce barriers to employment for people accessing means tested benefits like Medi-Cal and SSI/SSDI through dedicated benefits counseling and legal advocacy	Office of Community Partnerships
<b>4. Advocate to reform and expand public benefits so more people are eligible and able to reach economic stability.</b>	<b>Responsible</b>
1. Lead advocacy for state funding to strengthen conservatorship services and create a statewide Public Guardian program, through participation in the California State Association of PA/PG/PC and the California Elder & Disability Justice Coordinating Council	DAS Leadership

## GOAL 4

### Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

#### Advancing Innovative Service Models for Culturally Responsive Nutrition

Last year, **DAS** received the prestigious **Aging Innovations Award**, which is given by **USAg**ing each year to a small number of cutting-edge and successful programs across the country. DAS received the award for our program offering **tailored home-delivered grocery programs to address unmet needs for culturally relevant nutrition** among diverse populations. The program provides older adults who have the capacity to prepare some of their own meals with consistent access to culturally relevant fresh produce.



*Left: Staff at Centro Latino de San Francisco prepare supplemental grocery bags filled with culturally relevant produce for clients, primarily Latinx or Hispanic individuals residing in the Mission District. Right: A client poses with a “farmer’s market” stand at the Dr. George W. Davis Senior Center in the Bayview. At this site, clients can choose from a selection of fresh, culturally relevant produce sourced from local wholesalers.*

#### Leveraging CalAIM Funds to Expand Services that Promote Community Living

In 2023, the State of California Department of Health Care Services began implementing the **California Advancing and Innovating Medi-Cal (CalAIM)** initiative. CalAIM represents a significant, multi-year effort to simplify our fragmented health care systems statewide, streamline the delivery of services through local health plans, enhance access to comprehensive medical care for low-income Californians, and improve health outcomes for vulnerable populations.

Recognizing how state CalAIM funds could be used to enhance our services that promote community living, **DAS partnered with the San Francisco Health Plan in FY 2023-24 to launch Enhanced Care Management services within the existing Community Living Fund program.** In the last year, we enrolled nearly 140 clients at risk of institutionalization and/or transitioning from institutional to community settings in Enhanced Care Management.

As the state continues to implement new programs in the CalAIM portfolio in the coming months and years, DAS plans to expand our service offerings that leverage state funds. For example, **in FY 2024-25, we will launch two CalAIM Community Supports services: (1) Nursing Facility Transition to Assisted Living Facilities and (2) Community Transition Services,** which support clients discharging from nursing facilities to access assisted living or to transition to a private residence in their community depending on their level of care need. As with CalAIM Enhanced Care Management, these services will be offered within the context of the Community Living Fund program.

### **Emergency response and wellness checks**

As San Francisco experiences a growing number of emergency events — particularly those involving extreme weather conditions — **it is increasingly important that DAS conduct wellness outreach to clients as part of our Disaster Preparedness and Emergency Response** planning program.

Last year, **Clinical and Quality Improvement and In-Home Supportive Services staff conducted over 1,500 wellness checks** with at risk clients during a range of emergency events, including power outages, extreme heat, and extreme wet weather. In addition, as part of our emergency response efforts, we also **collaborated with the Department of Emergency Management to identify emergency events** as early as possible, and **with the Department of Public Health to identify resources we can distribute** to promote community-wide preparation for such events.

### **Addressing Homelessness and Housing Insecurity**

In FY 2023-24, **Adult Protective Services concluded the fifth year of the state-funded Home Safe pilot program.** Home Safe provides APS clients experiencing or at imminent risk of homelessness with intensive case management and other supportive services to keep them safely and stably housed in the community. Last year, **we provided homelessness prevention services to 166 clients, and helped 39 medically complex clients transition into nursing-supported Permanent Supportive Housing** from City shelters administered by the SF Department of Homelessness and Supportive Housing. In addition, we facilitated **assisted living facility placement and/or subsidies for 27 clients** who can no longer safely live in an independent setting with available supports.

## GOAL 4

### Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

<b>1. Advance food security through access to CalFresh and community-based programs that provide healthy, nutritious, and culturally relevant food.</b>	<b>Responsible</b>
1. Support community-based nutrition service providers to continue serving culturally relevant meals and groceries to thousands of older people and adults with disabilities in their homes and more than 120 sites throughout the city	Office of Community Partnerships
2. Conduct Year 2 of enhanced CalFresh outreach and application assistance to older people and adults with disabilities in collaboration with the SF-Marin Food Bank, supported by state grant funding	Office of Community Partnerships
<b>2. Facilitate access to Medi-Cal, mental health services, and other programs that support physical and mental wellness.</b>	<b>Responsible</b>
1. Implement Year 2 of CalAIM Enhanced Care Management services for eligible (1) high-risk IHSS clients who are unable to manage their own care needs and (2) individuals at risk of institutionalization and/or those transitioning from institutional to community settings, in coordination with the San Francisco Health Plan	In-Home Supportive Services, Office of Community Partnerships
2. Implement Year 1 of CalAIM Community Support services, including transitional care services and housing support for individuals discharging from skilled nursing facilities to community settings and assisted living facilities	Office of Community Partnerships
3. Collaborate with Laguna Honda Hospital to improve coordination of stabilizing wraparound services, including home care and intensive case management, for clients discharging to community settings	Clinical and Quality Improvement, In-Home Supportive Services
4. Implement Year 3 of the LGBTQ+ Mental Health Connections pilot program to develop a cohort of culturally competent mental health providers, and to provide participants with digital tools, technology training, and mental health services connection	Office of Community Partnerships
5. Procure and begin piloting innovative, community-based social services that support senior and disability mental health	Office of Community Partnerships

## GOAL 4

### Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

<b>3. Coordinate a network of community support to foster meaningful connections, refer people to resources, and reduce isolation.</b>	<b>Responsible</b>
1. Procure a vendor to begin building a dynamic online resource directory for aging and disability resources that incorporates identified best practices and design to strengthen community outreach and engagement, particularly to people with disabilities, and BIPOC and LGBTQ+ communities	DAS Benefits and Resource Hub
2. Replace outdated computers and other digital devices across more than 40 SF Connected computer labs throughout the city	Office of Community Partnerships
3. Pilot the Upstream Social Isolation Risk Screener (an assessment tool used to measure social isolation risk among older adults living in the community and connect them to appropriate resources) in the community-based Case Management program	Office of Community Partnerships
4. Implement Case Management System Assessment recommendations pertaining to data collection, performance measurement, and continuous quality improvement	Office of Community Partnerships, SFHSA Planning
5. Allocate Older Californians Act Modernization funds to enhance Senior Companion program volunteer placements at community-based disability and aging services sites	Office of Community Partnerships

<b>4. Help people live safely and stably in the community through connection to home care and housing support services.</b>	<b>Responsible</b>
1. Implement Year 6 of the expanded Home Safe pilot program to prevent and address homelessness in collaboration with the Department of Homelessness and Supportive Housing and the Department of Public Health	Adult Protective Services
2. Participate in the SF Department of Homelessness and Supportive Housing Enhanced Care Pilot (Year 1) at Kelly Cullen Community in partnership with Cardea Health, Homebridge, and the IHSS Public Authority.	In-Home Supportive Services
3. Implement telehealth/phone reassessments for qualifying IHSS recipients to improve service delivery and program compliance with state mandate for timely reassessment	In-Home Supportive Services
4. Implement more standardized business processes in the DAS Housing Subsidies program, following from recent analysis of program trends and outcomes	Office of Community Partnerships



## GOAL 5

### Safety and Care

Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.

#### Coordinating with City Partners to Implement Conservatorship Expansion

In January 2024, **San Francisco became the first California county to implement the statewide expansion of mental health conservatorship under State Senate Bill 43.** This law expanded conservatorship eligibility to include people who are “gravely disabled” due to severe substance use disorder and are therefore unable to meet their basic needs. It also expanded the definition of these basic needs to include an inability to manage critical medical care and stay safe in the community.

Under the direction of the Mayor’s Office, **DAS and Department of Public Health co-lead an Executive Steering Committee responsible for coordinating implementation** of new policies and procedures for expanded conservatorship. In this role, **DAS launched a new centralized intake process — via our Benefits and Resource Hub — to expand access to conservatorship services** and improve service connection to less restrictive alternatives, like voluntary mental health supports and substance use treatment.

In the six months since implementation, **the Office of the Public Conservator has received more than 85 referrals for conservatorship — a nearly 40% increase from the same time last year.** Nevertheless, conservatorship remains a last resort, and we work closely with the Department of Public Health to ensure we are connecting people to appropriate mental health supports and substance use treatment as a less restrictive alternative to conservatorship.

#### Facilitating Statewide Implementation of Best Practices in Protective Services

Our Adult Protective Services (APS) program recently **led a multi-county effort to improve the consistency, effectiveness, and equity of California counties’ responses to reports of elder and dependent adult abuse.** San Francisco APS convened a workgroup with diverse representatives from APS programs across the state to develop a new standardized intake tool that helps counties prioritize responding to the most urgent client situations while also addressing all reported incidents in a timely manner. **The new tool went live in December 2023 in ten counties, and has already been adopted by several additional counties.** It is expected to be adopted by even more counties in the coming years, further improving the quality, consistency, and equity of county response to reports of abuse and neglect in California.



## GOAL 5

### Safety and Care

Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.

<b>1. Prevent children from experiencing abuse, neglect, and trauma by supporting families early, sustaining a network of community-based supports, and redressing disproportionate involvement in the child welfare system based on race, income, substance use, and other areas of bias.</b>	<b>Responsible</b>
--	--------------------

*SFHSA strategy not applicable to the Department of Disability & Aging Services*

<b>2. Assure safe and stable homes for children who enter foster care by holistically supporting caregivers and by prioritizing family reunification, family home settings, and keeping children in San Francisco.</b>	<b>Responsible</b>
--	--------------------

*SFHSA strategy not applicable to the Department of Disability & Aging Services*

<b>3. Ensure dignity and maximize independence of older people and adults with disabilities by preventing and addressing abuse, neglect, and financial exploitation.</b>	<b>Responsible</b>
1. Facilitate Citywide efforts to enhance system capacity following the SB 43 expansion of LPS conservatorship, in partnership with the Department of Public Health, first responders, health care and other supportive services providers, elected officials, and other key stakeholders	Legal & Guardianship Programs
2. Develop new data reports on the Indicators, Services, Outcomes (ISO) Matrix and other key APS metrics to inform individualized staff coaching and other strategies for improving service quality and equity	SFHSA Planning, Adult Protective Services
3. Support statewide advocacy to create a "no wrong door" model for Adult Protective Services reporting through participation in the California Elder & Disability Justice Coordinating Council	DAS Leadership