

# Dignity Fund Service and Allocation Plan Update

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Presentation to the  
Dignity Fund Oversight & Advisory Committee

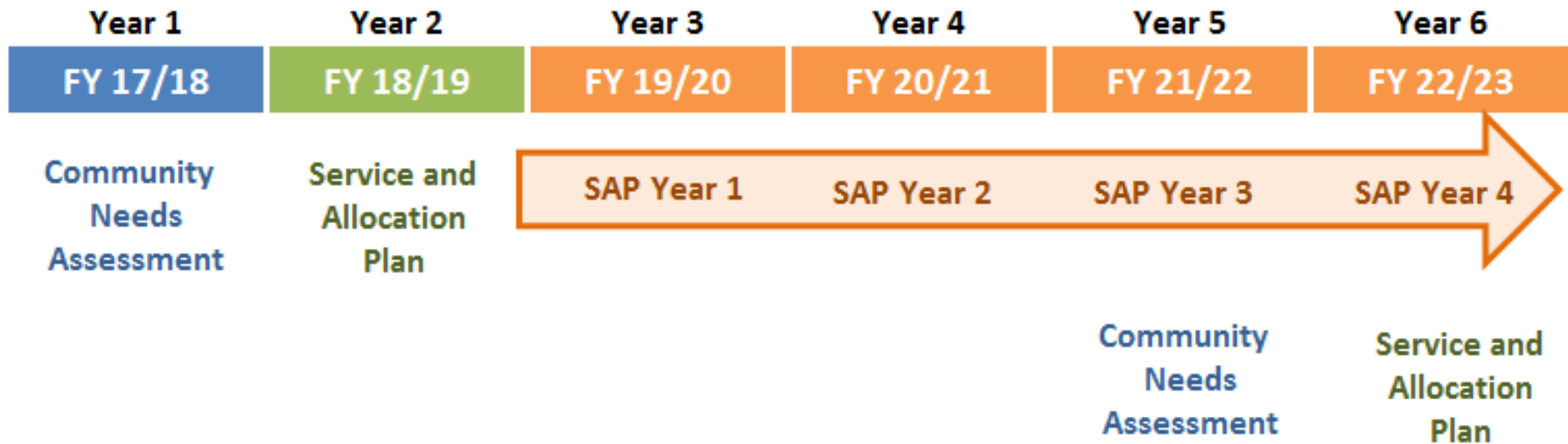
SF Department of Aging & Adult Services  
February 25, 2019

# Agenda

- DF Service and Allocation Plan (DFSAP) Planning Process
- Overview of DFSAP Report Components
  - Key Priorities for Funding Cycle
  - Service Areas
  - Service Allocation
    - Service Areas & Advancing Key Priorities
  - Outcome Framework

# DFSAP Planning Process

# DFSAP | Purpose



- The SAP will:
  - Outline funding allocation for four-year funding cycle
  - Reference gap analysis and equity analysis from prior year's CNA
  - Be outcome-oriented (“measurable and verifiable objectives”)

# DFSAP | Key Events

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
<b>Public Process</b>	<ul style="list-style-type: none"> <li>●</li> <li>OAC: Plan for SAP Process</li> </ul>	<ul style="list-style-type: none"> <li>SPWG (1a): DFCNA Recs</li> </ul>	<ul style="list-style-type: none"> <li>◆</li> <li>OAC: Update on SAP</li> </ul>		<ul style="list-style-type: none"> <li>◆</li> <li>SPWG (1b): DFCNA Recs</li> </ul>		<ul style="list-style-type: none"> <li>◆</li> <li>SPWG (2): DFSAP Outcome Framework</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>OAC: Update on SAP</li> </ul>	<ul style="list-style-type: none"> <li>◆</li> <li>SPWG (3): DFSAP Review</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>OAC: SAP Draft</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>OAC: Final SAP</li> </ul>	<ul style="list-style-type: none"> <li>◆</li> <li>Commission: Present SAP</li> </ul>	<ul style="list-style-type: none"> <li>▲</li> <li>BOS: Send final SAP</li> </ul>
<b>Internal/ Department Processes</b>	<ul style="list-style-type: none"> <li>Additional Data Analysis</li> </ul>												
	<ul style="list-style-type: none"> <li>Outcome Objective Framework</li> </ul>												
								<ul style="list-style-type: none"> <li>Draft SAP</li> </ul>					

# DFSAP Report Overview

# DFSAP | Key Report Components

- DF Planning and Funding Cycle Overview
- Guiding Principles and Key Priorities for FY 2020-2023 Funding Cycle
- Service Areas and Funding Allocations for FY 2020-2023
  - Review of DAAS Service Areas
  - Service and Funding Plan
- Tracking Progress and Measuring Success
  - Data and Evaluation Plan
  - Outcome Objective Framework

# Key Priorities for FY 2020-2023

- Guiding principles of the Dignity Fund and findings from the FY 2017-18 DF Community Needs Assessment:
  - To ensure older adults and adults with disabilities are able to live and age with dignity in community
  - To empower diverse individuals from these populations to live safely and independently throughout the City
  - To prioritize services and programs with demonstrable impact
  - To develop strategic collaborations between DAAS, CBOs, and other City departments serving older adults and adults with disabilities
  - To ensure the equitable delivery of high-quality services and programs
  - To structure services successfully by considering factors such as accessibility, service delivery, inclusiveness and responsiveness, efficiency, and collaboration



# Key Priorities for FY 2020-2023 [1/2]

Key Priority	Description
<b>Increase Awareness &amp; Accessibility of Services</b>	DAAS must support consumers and service providers to develop awareness of the diverse range of DAAS services, know how to learn more about services, and access desired services.
<b>Promote Inclusion of Seniors and Adults with Disabilities within the Broader City Community</b>	DAAS must bring community and other City agency stakeholders together to improve their sensitivity and responsiveness to the needs of seniors and adults with disabilities.
<b>Focus on Equity Factors</b>	DAAS must continue to provide quality, culturally responsive services to clients of all backgrounds and life circumstances, with a specific focus on the following target populations: those at risk of social isolation, low-income individuals, non-English speakers, people belonging to communities of color, and LGBTQ persons.
<b>Improve Geographic Access to Services</b>	DAAS should develop programs and locate service sites strategically so that consumers living in all parts of the City, including the outer Districts, may utilize needed services with ease.

# Key Priorities for FY 2020-2023 [2/2]

Key Priority	Description
<b>Boost Service Engagement for Adults with Disabilities</b>	DAAS must consider how to enhance service connection among adults with disabilities, while keeping in mind the particular needs and preferences of this population.
<b>Make Decisions using Data</b>	DAAS should conduct robust data collection on service utilization and client outcomes to support a data-informed process for service design, implementation, and evaluation.
<b>Collaborate with City and Community</b>	DAAS must support both formal and informal community provider partnerships at the neighborhood- and District-levels, and with other City agencies serving older and disabled adults, to enhance the quality, reach, and impact of services.
<b>Strengthen Community-Based Provider Infrastructure</b>	DAAS should reinforce and strengthen the infrastructure of community-based agencies to improve the quality, reach, and impact of services.

# DAAS Service Areas

# DAAS Service Areas [1/2]

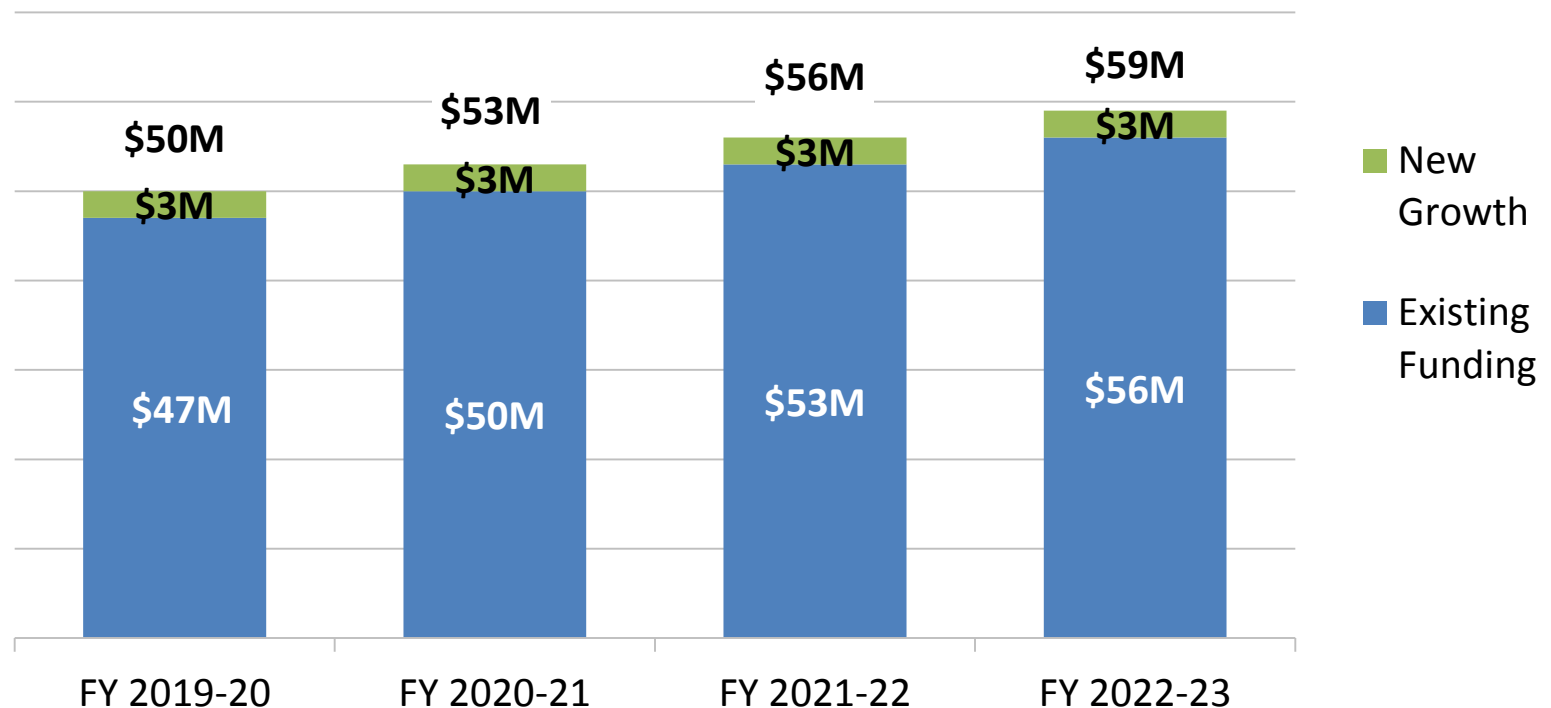
Service Area	Primary Goals
<p><b>Access &amp; Empowerment</b>  <i>e.g., Aging and Disability Resource Centers, Advocacy, Legal Services</i></p>	<p>To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services</p>
<p><b>Caregiver Support</b>  <i>e.g., Adult Day Programs, Caregiver Respite</i></p>	<p>To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection</p>
<p><b>Case Management &amp; Care Navigation</b>  <i>e.g., Community Living Fund, Money Management</i></p>	<p>To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community</p>
<p><b>Community Connection &amp; Engagement</b>  <i>e.g., Community Service Centers, Employment Support, Veterans Services Connect</i></p>	<p>To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community</p>

# DAAS Service Areas [2/2]

Service Area	Primary Goals
<b>Housing Support</b> <i>e.g., Housing Subsidies, Scattered Site Housing</i>	To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement
<b>Nutrition &amp; Wellness</b> <i>e.g., Home-Delivered Meals, Nutrition Counseling, Health Promotion</i>	To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles
<b>Self-Care &amp; Safety</b> <i>e.g., Elder Abuse Prevention, LTC Ombudsman</i>	To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect

# Services and Funding Plan for FY 2020-2023

- Over the FY 2020-2023 funding cycle, the City is required to increase its contribution to the Dignity Fund by \$3 million each year
  - The \$12 million growth over this funding cycle will increase the Fund's protected baseline value to approximately \$59 million by the cycle's end in FY 2022-23



# Services and Funding Plan for FY 2020-2023

- The funding plan is informed both by historical funding levels and the key priorities for FY 2020-2023
  - To promote continued engagement and support of existing clients, DAAS will maintain relatively stable funding levels for existing services
  - Ongoing growth of the Dignity Fund provides DAAS the opportunity to develop or expand programming across the full spectrum of supportive services
- Other considerations:
  - Mandatory costs (e.g., CODB)
  - Funding requirements outside DAAS service area structure:
    - Pilot programs
    - Neighborhood-initiated projects
    - Administrative costs

# Tracking Progress & Measuring Success

- Tracking program deliverables and service outcomes is critical to ensure that the Dignity Fund is achieving its intended impact and making the best use of available resources
- Dignity Fund Outcome and Evaluation Plan
  - Annual Data and Evaluation Report
  - Focus Area Reports
  - Cycle-End Evaluation Report
- Outcome Objective Framework



# DF Outcome and 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
Annual Data & Evaluation Report	X	X	X	X	X	X	X	X	X	X
Focus Area Reports		X	X	X		X	X	X		X
Cycle-End Evaluation Report					X				X	

# Outcome Objective Framework [1/2]

Service Area	Primary Goals	Outcome Themes
<b>Access &amp; Empowerment</b>	To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services	<ul style="list-style-type: none"> <li>• Education and Awareness of Services</li> <li>• Empowerment</li> <li>• Provider Training &amp; Cultural Competence</li> <li>• Service Connection</li> </ul>
<b>Caregiver Support</b>	To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection	<ul style="list-style-type: none"> <li>• Ability to Care for Recipient</li> <li>• Avoidance of Institutionalization</li> <li>• Caregiver Health and Wellbeing</li> </ul>
<b>Case Management &amp; Care Navigation</b>	To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community	<ul style="list-style-type: none"> <li>• Service Connection</li> <li>• Stability in the Community</li> </ul>
<b>Community Connection &amp; Engagement</b>	To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community	<ul style="list-style-type: none"> <li>• Community Participation &amp; Engagement</li> <li>• Service Connection</li> <li>• Social Inclusion</li> <li>• Socialization and Reduced Isolation</li> </ul>

# Outcome Objective Framework [1/2]

Service Area	Primary Goals	Outcome Themes
<b>Housing Support</b>	To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement	<ul style="list-style-type: none"> <li>• Housing Stability</li> <li>• Service Connection</li> <li>• Socialization and Engagement</li> </ul>
<b>Nutrition &amp; Wellness</b>	To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles	<ul style="list-style-type: none"> <li>• Community Stability &amp; Independence</li> <li>• Healthy Nutrition Habits</li> <li>• Increased Food Security</li> <li>• Physical Fitness and Health</li> </ul>
<b>Self-Care &amp; Safety</b>	To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect	<ul style="list-style-type: none"> <li>• Empowerment and Self-Determination</li> <li>• Provider Training</li> <li>• Stability in the Community</li> </ul>

# FY 2020-2023 Dignity Fund Contract Schedule

- Based on Service Area, so that similar services are procured in the same year
  - Promote transparency
  - Provide consistency for community and service providers
  - Align with planning and funding cycle framework

Schedule A	Schedule B	Schedule C
<ul style="list-style-type: none"> <li>• Case Management &amp; Care Navigation</li> <li>• Community Connection &amp; Engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Access &amp; Empowerment</li> <li>• Caregiver Support</li> <li>• Housing Support</li> </ul>	<ul style="list-style-type: none"> <li>• Nutrition &amp; Wellness</li> <li>• Self-Care &amp; Safety</li> </ul>

# Contract Schedule Timeline

Fiscal Year	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
<b>Planning Activity</b>	CNA	SAP			CNA	SAP		
<b>Cycle A</b> <ul style="list-style-type: none"> <li>Case Management &amp; Care Navigation</li> <li>Community Connection &amp; Engagement</li> </ul>		*	4 Year Contract Term *					
<b>Cycle B</b> <ul style="list-style-type: none"> <li>Access &amp; Empowerment</li> <li>Caregiver Support</li> <li>Housing Support</li> </ul>			*	4 Year Contract Term *				
<b>Cycle C</b> <ul style="list-style-type: none"> <li>Nutrition &amp; Wellness</li> <li>Self-Care &amp; Safety</li> </ul>				*	4 Year Contract Term *			

\* Procurement Process

*Note: For some existing contracts falling outside this new contract schedule, DAAS may issue renewals or extensions to bring the contract on to the correct schedule corresponding to the contracted service area.*

# DFSAP | Next Steps

- **March 2019:** Report draft released
  - Meetings for SPWG and OAC input
- **April 2019:** Final draft presented to OAC
- **May 2019:** SAP presented to Commission on Aging & Adult Services
- **June 2019:** SAP submitted to Board of Supervisors