

San Francisco Human Services Agency
Department of Aging and Adult Services

Five Year Strategic Plan
2016 - 2021

DEPARTMENT OF AGING AND ADULT SERVICES (DAAS)

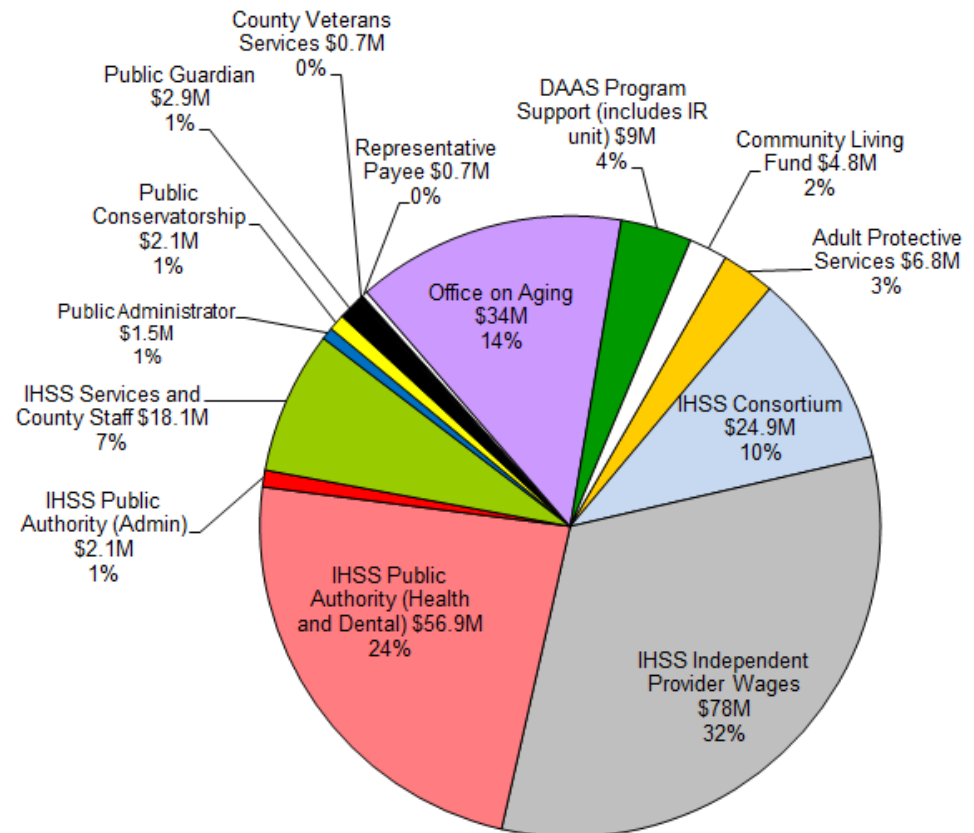
The Department of Aging and Adult Services (DAAS) is designated by the U.S. Administration on Aging as the Area Agency on Aging for the City and County of San Francisco. As such, DAAS is charged with planning, coordinating, providing and advocating for community-based services for older adults and adults with disabilities. The Department's purpose is to assist older adults and adults with disabilities – and their families – to maximize self-sufficiency, safety, health and independence so that individuals may live in the community and maintain a high quality of life. DAAS coordinates an integrated, comprehensive range of social, mental health and long-term care services that fosters independence and self-reliance. DAAS protects the rights and assets of those who are no longer able to care for or advocate for themselves.

The Aging and Adult Services Commission provides oversight of DAAS by approving the goals and objectives as reflected in the annual budget. The department has nine direct services programs and contracts with community partners for an additional forty services. DAAS is part of the Human Services Agency administrative umbrella and receives support from HSA in budgeting, fiscal analysis, contracting, human resources, operations, IT, and policy and planning.

DAAS BUDGET

The FY 15-16 DAAS budget is \$242.4 million. The In-Home Supportive Services division accounts for \$180 million of this budget, the Protective Services division is \$14 million, the Community Services division is \$43.6 million, and the Long Term Care Operations division is \$4.8 million.

DAAS FY15-16 Original Budget by Program \$242.4M

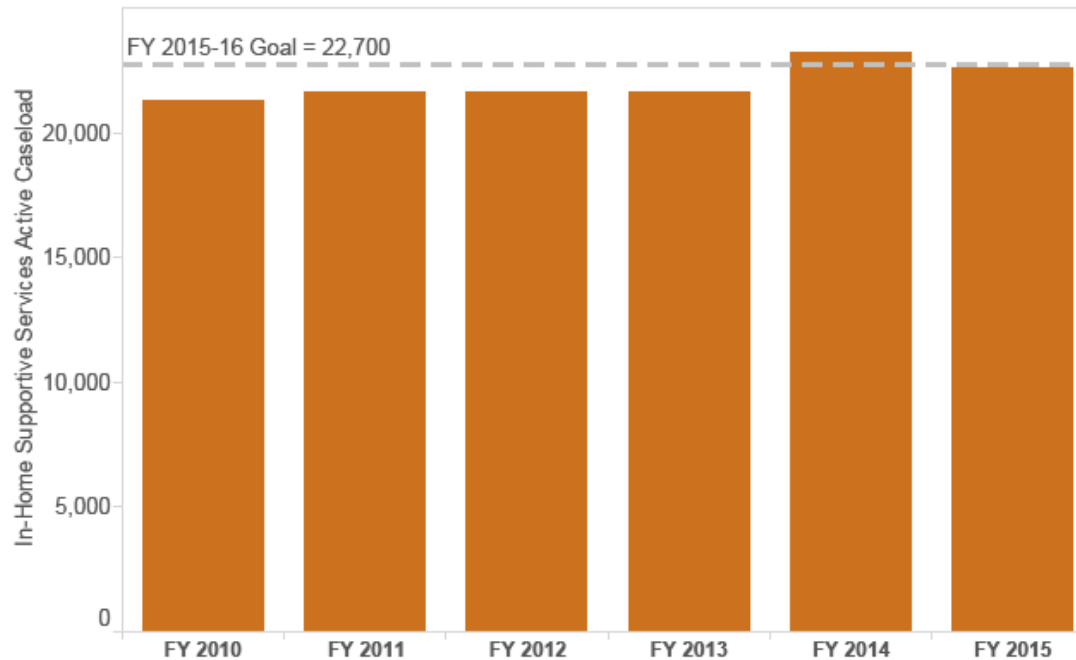


DAAS DIVISION: IN-HOME SUPPORTIVE SERVICES

In Home Supportive Services (IHSS)

The IHSS program assists 22,500 low-income elderly, disabled and/or blind San Franciscans to live safely in their own homes, rather than in a nursing home or other group care facility. It is a Medi-Cal benefit that provides non-medical assistance to individuals who are aged, blind and/or disabled. The types of services provided through the IHSS program include: housecleaning, meal preparation, laundry, grocery shopping, personal care services (e.g., bathing, bowel and bladder care), accompaniment to medical appointments, and protective supervision for the mentally impaired. The program employs more than 19,500 individuals; most are independent providers. The program works with hospitals and other medical facilities to ensure that homecare services are in place at the time of discharge, which helps to mitigate hospital recidivism. IHSS has an Independent Provider Enrollment Center to aid independent providers in meeting enrollment, training and background check guidelines imposed by the State.

The IHSS caseload has grown over the years with the aging population. To be eligible for IHSS, an individual must have Medi-Cal and functional impairment(s) anticipated to be long-lasting. Unless an individual moves out of San Francisco or passes away, it is rare that clients become ineligible for the service. Once enrolled, most clients tend to remain enrolled and hence the IHSS caseload tends to remain relatively steady.



DAAS DIVISION: COMMUNITY SERVICES

DAAS Integrated Intake

The DAAS Intake line (415-355-6700) provides 24-hour intake, information and assistance services for issues and services pertaining to adults with disabilities and older adults. In FY 14-15, Integrated Intake had 18,200 intakes and 24,215 answered calls. Consumers and caregivers seeking services have access to comprehensive information about available resources via one phone call. DAAS Intake handles reports of elder/dependent adult abuse, In Home Supportive Services (IHSS), including the Care Transitions Program (CTP), and Community Living Fund (CLF) referrals, and requests for home delivered meals. DAAS Intake coordinates with Office on the Aging on referrals for other services for seniors and adults with disabilities. The program provides community training sessions on resources and on elder abuse prevention/reporting.

County Veterans Service Office (CVSO)

The CVSO helps veterans and their dependents to obtain U. S. Department of Veterans Affairs' benefits and entitlements. For FY 14-15, 2,265 veterans received assistance. In many cases, these benefits take the place of General Assistance, thereby saving County general fund dollars. The office represents veterans, their dependents and survivors during the benefits claims process and provides case management throughout the VA claims process. The office provides outreach and service to homeless veterans and veterans with disabilities. CVSO participated in developing a veterans-only pod at the San Francisco Jail by setting up a system to ensure that veterans are able to apply for benefits before their release from jail.

Office on the Aging

The Office on the Aging works with community-based organizations and two public agencies to provide a wide range of programs and services that target frail, low income and cultural/racial/ethnic minority groups of elders (60+), including elderly lesbian, gay, bisexual and transgender persons, and adults with disabilities. OOA funds over 20 different services. In FY 14-15, there were 27,843 clients in its registered services. These programs and services, arranged for through contracts, help keep older adults and adults with disabilities healthy and living independently in the community. Programs include: nutrition support, case management, community service centers, and legal and naturalization services among others. Additionally, OOA supports bilingual/bicultural services that can increase access and reduce barriers to services, including the Aging and Disability Resource Connection that provides both collaboration and neighborhood access to information and assistance for a wide range of services available in the neighborhood and citywide.

DAAS DIVISION: PROTECTIVE SERVICES

Adult Protective Services

Adult Protective Services (APS) assists older adults (65+) and adults with disabilities/dependent adults (18-64) who are abused or neglected, or at risk of abuse or neglect. The abuse may be physical violence, sexual assault, financial exploitation, neglect by others or self, abandonment, or emotional harassment and intimidation. APS investigates reports of abuse 24-hours a day, 7-days a week. The program also provides short-term case management and crisis intervention services for victims, connecting them to the services needed to ensure their continuing safety. APS charges no fees and has no income eligibility restrictions, and its services are voluntary and can be refused. In FY 15-16, there were 7,400 reports of abuse, 6,300 cases, and 1,748 cases with confirmed self-neglect. APS is a participant in the San Francisco Forensic Center, a partnership including Institute on Aging, the SF District Attorney's Office, the San Francisco Police Department, and the Public Guardian's Office.

Public Administrator/Guardian/Conservator/Representative Payee

Public Administrator: The Office of the Public Administrator administers the estates of deceased San Francisco residents when no family members are able or willing to act, when required by the California Probate Code and when appointed by the Superior Court. The California Probate Code obligates the Public Administrator to search for family members and wills, to arrange for disposition of remains, and to locate and secure estate assets. The Attorney for the Public Administrator oversees the filing of petitions and other documents with the Superior Court and provides ongoing legal support. The Public Administrator, upon appointment, manages all assets, monitors creditor claims, reviews taxes and provides all services necessary to administer each estate through distribution to heirs/beneficiaries. In FY 14-15, there were 581 active cases and 342 new referrals to the Public Administrator.

Public Conservator: The Public Conservator provides mental health conservatorship services for San Francisco residents who are gravely disabled (unable to provide for food, clothing, or shelter) due to mental illness and found by the Court unable or unwilling to accept voluntary treatment. The Public Conservator operates under the authority and direction of the California Welfare and Institutions Code and the Superior Court. The Conservator provides investigation reports to the Court and reports for placement, psychosocial evaluations, medical consents, psychiatric medication consents, supervision of treatment, advocacy, placement and case management of conserved persons placed outside of San Francisco County. In FY 14-15, there were 784 active cases and 180 new referrals in the Public Conservator program.

Public Guardian: The Public Guardian provides probate conservatorship services for San Francisco's seniors and adults with disabilities who are substantially unable to provide for their own personal needs of food, clothing, shelter or medical care and/or are

unable to manage finances or resist fraud or undue influence. The Public Guardian operates under the authority and direction of the California Probate Code and the Superior Court to provide conservatorship of person and estate. Responsibilities include: developing a care plan for immediate and long-term care; collaborating, conferring and advocating on behalf of the conserved person; managing finances; and marshaling and protecting assets. In FY 14-15, there were 360 active cases in the Public Guardian program.

Representative Payee Program: The Representative Payee program manages money for approximately 1,500 adults and elderly individuals with physical and/or mental impairments who cannot manage their own funds. It ensures that their funds are allocated so that daily living needs are met, safeguarding their well-being and independence. This program is voluntary and each participant must have a case manager to be eligible. The Representative Payee Program operates as part of the Public Guardian's Office. In FY 14-15, there were 1,362 active cases in the Representative Payee program.

DAAS DIVISION: LONG TERM CARE OPERATIONS

Community Living Fund (CLF)

The San Francisco Administrative Code, Section 10.100-12, created the CLF in FY 06-07 to support aging in place and community placement alternatives for individuals who may otherwise require care within an institution. The CLF provides for home and community-based services, or a combination of equipment and services. This program, using a two-pronged approach of coordinated case management and purchased services, provides the needed resources, not available through any other mechanism, to vulnerable older adults and younger adults with disabilities. The CLF is a fund of last resort, which means all other options must be exhausted before a consumer qualifies. The fund is available to San Franciscans who are at imminent risk of institutionalization or currently living in an institution and whose income is below 300% of poverty. In FY 14-15, there were 1,097 unique clients served by CLF, including transitional care and emergency home-delivered meals. There were 339 clients served at the intensive case management program level.

DAAS Five-Year Goals and Objectives: 2016-2021

Over the next five years, DAAS has four primary goals to further its mission of helping older adults and adults with disabilities live in the community and maintain a high quality of life. Specifically, DAAS will:

1. Maintain a robust network of community-based services for older adults and adults with disabilities;
2. Protect seniors and adults with disabilities from abuse, neglect, and financial exploitation.
3. Provide consumer-centered programming to best address population needs; and
4. Expand planning and evaluation efforts to ensure best use of resources and maximize client outcomes.

The following table describes key strategies associated with each of these goals, as well as targeted timeframes for implementation between 2016 and 2021.

GOAL	STRATEGIES	Fiscal Year
1. Maintain a robust network of community-based services for older adults and adults with disabilities.	Develop new services and delivery models to enhance support across the full spectrum of care needs and promote stability in the community. This includes but is not limited to participating in the planning and development of new technologies that enhance quality of life and supporting employment opportunities to maintain engagement in the community.	16-17 and ongoing
	Explore alternative models to best serve younger adults with disabilities.	16-17 and ongoing
	Strengthen caregiver network, including enhanced support for informal caregivers and supporting a robust provider workforce in the In-Home Supportive Services program.	16-17 and ongoing
	Continue to provide access to Community Living Fund services through flexible response to changing needs of the community.	16-17 and ongoing

GOAL	STRATEGIES	Fiscal Year
2. Protect older adults and adults with disabilities from abuse, neglect, and financial exploitation.	Develop specialized units in Adult Protective Services to mitigate eviction risk for persons with high-risk self-neglect behaviors and to address complex cases of financial abuse.	16-17 and 17-18
	Continue to improve internal processes and strengthen inter-department partnerships to make recommendations to improve the 5150/5250/5270 and conservatorship procedures.	16-17 and ongoing
	Continue to develop the DAAS Clinical and Quality Assurance Unit to enhance the intersection of community-based social services and health services needs of clients.	16-17 and 17-18
	Collaborate with Alzheimer’s and dementia specific organizations to strengthen the service network for people with dementia.	17-18 and 18-19
	Work with government and community partners to address abuse concerns citywide and on an individual case basis, including through the regular convening of the Elder Abuse Forensic Center.	16-17 and ongoing
GOAL	STRATEGIES	Fiscal Year
3. Provide and support consumer-centered programming to best address client needs.	Expand the capacity of program social workers to screen for food insecurity, depression, and dementia in order to identify at risk assess clients and make referrals to the Clinical and Quality Assurance unit or other community services as indicated.	16-17 and ongoing
	Develop a one-stop resource and service hub for older adults and adults with disabilities and ensure this location is well-known and accessed by the community.	16-17 and ongoing
	Ensure programs are culturally appropriate for the city's diverse low-income older adults and adults with disabilities, including the first LGBT generation aging out of the closet.	16-17 and ongoing

GOAL	STRATEGIES	Fiscal Year
4. Expand planning and evaluation efforts to ensure best use of resources and maximize client outcomes.	Complete first Dignity Fund Community Needs Assessment and subsequent Service and Allocation Plan to enhance and best address population needs.	17-18 and 18-19
	Develop collaborative processes to securely share client data between city departments and community providers.	16-17 and ongoing
	Support activities that fit within the World Health Organization’s framework for an age- and disability -friendly city.	16-17 and ongoing
	Identify opportunities to expand evidence-based programming and develop quality indicators.	16-17 and ongoing
	Advocate at the state and federal levels for improved services and enhanced funding where needed.	16-17 and ongoing
GOAL	STRATEGIES	Fiscal Year
5. Support and develop an engaged professional workforce that is prepared to work with older adults and adults with disabilities.	Continue to provide DAAS training curriculum to staff to cultivate a knowledgeable workforce.	16-17 and ongoing
	Explore strategies to develop and operationalize an equity framework internally and through community-based partnerships.	17-18 and ongoing
	Collaborate with education, training, and workforce programs locally and regionally to address the shortage of adequately trained and engaged professionals in the fields of aging and disability.	17-18 and ongoing
	Participate in citywide efforts to support sustainability of partnerships with community-based organizations.	16-17 and ongoing