

2018 2021 AGE & DISABILITY FRIENDLY SAN FRANCISCO



An Action Plan for an Age and Disability Friendly San Francisco 2018-2021

Report prepared by
San Francisco Department of Aging and Adult Services







London N. Breed
Mayor

City and County of
San Francisco

A Note from the Mayor

San Francisco takes pride in its deep commitment to equity, diversity, and advocacy for all. These values are embodied by the efforts of the **Age and Disability Friendly SF Initiative**, which seeks to ensure our City is an equitable and inclusive place for people of all abilities and ages.

Today, one out of four San Francisco residents is a senior or younger adult with a disability. As a City we have programs, policies, and resources dedicated to support these communities. This includes **Vision Zero**, a City policy which advances the creation of livable and safe streets with the goal of eliminating traffic fatalities by 2024, the **Dignity Fund**, a voter approved set aside which guarantees funding for critical programs that assist seniors and adults with disabilities, and our **In-Home Support Services** program which helps 22,000 low income seniors and residents remain in their homes.

As our senior population increases, it is important that we build on the important work we have already done to continue to improve accessibility and reduce barriers seniors and those with disabilities face in our City. Modeled on the World Health Organization's framework, the **Age and Disability Friendly SF Initiative** has provided us an opportunity to reflect on our current practices, and work collaboratively to develop recommendations to address the challenges our residents and their caregivers continue to face as they age or live with a disability in our City.

I want to thank the many community members, City agencies, and nonprofit organizations who participated in this process. I am counting on all of our partners to continue this collaborative effort as we move forward to implement the 24 recommendations contained in this report. Together, we can make San Francisco a vibrant, healthy, and safe place for people of all ages and all abilities to live with dignity.

Sincerely,

A handwritten signature in black ink that reads "London Breed". The signature is fluid and cursive, matching the printed name below it.

London N. Breed
Mayor



Shireen McSpadden
Executive Director

San Francisco
Department of Aging
and Adult Services

When San Francisco's aging and disability service providers learned about the World Health Organization's Age-Friendly Initiative, we were eager to participate. The model seems to be made for San Francisco—it requires strong cross-sector engagement, community participation, and looking critically at ourselves to celebrate our strengths and commit to meaningful action to make our City a more inclusive place. It necessitates leaning heavily on the innovative spirit that we San Franciscans pride ourselves on. With the support of Mayor Edwin Lee, San Francisco joined the Age-Friendly Cities network, and we enthusiastically began the assessment and planning process.

Working on the first Age and Disability Friendly Plan for San Francisco was an exhilarating and rewarding experience. It was a wonderful opportunity for me, as the DAAS director, to collaborate with many city departments, health providers, and individuals in a new way. Older adults and people with disabilities are seen in every part of civic life. The project has provided an invaluable structure for us to think together about the challenges and opportunities that older people and adults with disabilities experience in major domains of civic life—such as outdoor spaces, transportation, and economic security—to ensure we empower their participation in our community. Although San Francisco has already done a lot of work to support older people and adults with disabilities, we were able to identify specific efforts that need community support and to figure out ways to move those efforts forward to make our city a more inclusive place.

To achieve a fully age and disability friendly city, we need all of our partners to continue to work together, and we are grateful for the support of Mayor London Breed as we move forward in our implementation efforts. I am pleased that, in developing our local Age- and Disability-Friendly San Francisco plan, we built lasting partnerships and collaborations that will help us carry out the work of ensuring that people with disabilities and older adults can live their best lives in a city that values, nurtures and supports them. In doing so, we will affirm San Francisco's emphasis on being an inclusive and equitable city for all.

Shireen McSpadden

Executive Director

Department of Aging and Adult Services

ACKNOWLEDGEMENTS

Many people contributed to San Francisco's Age & Disability Friendly (ADF) initiative, from advocacy for the launch of this effort, to the development of the ADF Action Plan. This would not have been possible without the commitment and hard work of many individuals, organizations, and departments.

The San Francisco Long Term Care Coordinating Council would like to thank the following people and organizations who were pivotal to this effort: the late Mayor Edwin Mah Lee, who requested Age Friendly designation from the World Health Organization; the Department of Aging and Adult Services for staffing and prioritizing this effort; the Mayor's Office on Disability for contributing and helping to drive the implementation; the Age & Disability Friendly Task Force members and co-chairs; the countless community members, nonprofit, and city employees, all of whom gave generously of their time.





TABLE OF CONTENTS

Forward	3
Acknowledgements	5
List of Common Acronyms and Terms	8
Executive Summary	10
Age & Disability Friendly SF: Background	13
City Profile	13
Age and Disability Friendly Planning	14
Age & Disability Friendly SF: Process	17
Baseline Assessment	17
The Action Plan	19
Implementation	21
Age & Disability Friendly SF: Action Plan	23
Community Supports & Health Services	24
Engagement & Inclusion	26
Communication, Information, & Technology	28
Employment & Economic Security	30
Housing	32
Transportation	34
Outdoor Spaces & Buildings	36
Resiliency & Emergency Preparedness	38
Appendix	41
I. Age & Disability Friendly San Francisco Task Force Members	41
II. Action Plan	43

LIST OF COMMON ACRONYMS AND TERMS

The following is a list of acronyms used throughout this report:

- **ADF:** Age & Disability Friendly
- **ADU:** Accessory dwelling units
- **CBO's:** Community based organizations
- **IHSS:** In-Home Supportive Services
- **LGBTQ:** Lesbian, gay, bi-sexual, transgender, and questioning
- **LTCCC:** Long-Term Care Coordinating Council
- **LTSS:** Long-term services and supports
- **PACE:** Program of All-Inclusive Care for the Elderly
- **San Francisco Departments:**
 - DAAS:** Department of Aging and Adult Services
 - DEM:** Department of Emergency Management
 - DHSH:** Department of Homelessness and Supportive Housing
 - DPH:** Department of Public Health
 - DPW:** Department of Public Works
 - HSA:** Human Services Agency
 - MOD:** Mayor's Office on Disability
 - MOHCD:** Mayor's Office of Housing and Community Development
 - MTA:** Municipal Transportation Agency
 - NEN:** Neighborhood Empowerment Network
 - OEWD:** Office of Economic and Workforce Development
 - RPD:** Recreation and Parks Department
- **WHO:** World Health Organization

Below is a list of commonly used terms:

- **Ableism:** Discrimination or prejudice against people with disabilities due to negative and inaccurate stereotypes.
- **Actions:** Projects, programs, or policies that have been identified and will be implemented to accomplish each recommendation.

- **Ageism:** Stereotyping and discrimination against individuals or groups on the basis of their age.
- **Baseline Assessment:** Investigation of how the status quo does, or does not, support older adults and those with disabilities.
- **Domains:** Community features that influence the quality of life for older adults and people with disabilities. The eight domains represent physical, social, and supportive services, policies, and programs and offer a framework for organizing the overall effort. San Francisco's domains are as follows (more detailed information can be found on pg. 19):

Community Supports & Health Services

Engagement & Inclusion

Communication, Information, & Technology

Employment & Economic Security

Housing

Transportation

Outdoor Spaces & Buildings

Resiliency & Emergency Preparedness

- **Age and Disability Friendly Recommendations:** Strategies for creating a more supportive, inclusive, and accessible city.
- **Seniors:** For the purpose of this report, senior is broadly referred to as an individual aged 60 years and older.
- **Traffic Calming:** Specific planning strategies that can increase the safety and walkability of streets by slowing the car traffic, generally to the benefit of pedestrians. Some typical street calming tools include speed bumps, a raised median, traffic circles, and others.

EXECUTIVE SUMMARY

“Walkable neighborhoods. Free public transit. Lifelong learning opportunities. Abundant museums and cultural events. Various neighborhood amenities. Diverse people, food, and events. Plenty of parks and public spaces nearby. Great programming and resources at public libraries. Friendly people.”

These are just a few of the benefits of living in San Francisco, according to seniors and adults with disabilities surveyed through focus groups. When given the chance, residents love to talk about what they believe makes this city so wonderful, with no shortage of stories that speak to their sense of connection and community. In addition to the many advantages, residents are also quick to point out the challenges they encounter, barriers that prevent their ability to participate fully or to age with choice and dignity.

Locally, nationally, and globally, populations are aging at increasing rates and San Francisco is no exception. Currently, one in five San Franciscans is 60 or older – these numbers will increase as the Baby Boomers continue to age. Additionally, 4%, or more than 35,000 San Franciscans, are adults (18 to 59 years) with a disability. Together, **1 in 4 San Francisco residents is an older adult or an adult with a disability.**

“ An inclusive and accessible community environment (is that one) that optimizes opportunities for health, participation, and security, in order that quality of life and dignity are ensured as people age.”

World Health Organization

In 2014, at Mayor Edwin Lee’s request, San Francisco was designated as a member of the World Health Organization’s (WHO) “Global Network for Age-Friendly Cities and Communities”, a citywide planning framework that identifies policies, programs, and environmental conditions that either enhance or serve as barriers to aging. Cities that commit to the WHO’s effort identify strategies to address the barriers and thereby improve the accessibility and inclusivity of the community.

Recognizing the need to address both the benefits and the challenges that come with a rapidly aging population, while also highlighting the great work that has been done, San Francisco convened an **Age and Disability Friendly (ADF) Task Force**. Using the WHO framework as a starting point, San Francisco also incorporated the experience of people with disabilities (including cognitive impairment, such as dementia) and caregivers within the initiative. For one year, the ADF Task Force met monthly to evaluate how San Francisco can do more to support the ability of older adults and people with disabilities to live engaged and fulfilling lives. This work was supported thanks to prior research by a Long-Term Care Coordinating Council workgroup in the two years leading up to the ADF Task Force launch. Members of the ADF Task Force included consumers and representatives from city departments, community based organizations, academia, and business.

Within that year, the ADF Task Force identified San Francisco-specific assets and gaps across eight domains and generated over 200 recommendations that were systematically consolidated and prioritized into **24 specific actions to make San Francisco a more aging- and disability-friendly city**. An ADF Implementation Work Group will oversee and ensure the implementation of the 24 recommendations over the course of the next three years. Composed of community members, city departments, nonprofits, and academia, the ADF Implementation Work Group meets quarterly and is open to the public.



Figure 1: Examples of Age & Disability Friendly San Francisco Actions

- Improve **digital literacy** among seniors and people with disabilities.
- Identify and support opportunities that increase **frequent use of technology**.
- Ensure that there is support and training focused on supporting seniors, people with disabilities, and their caregivers in **preparing for disasters**.
- Increase efforts to address ageism and ableism through all stages of the **employment process**.
- Evaluate and expand **ableism and ageism training** for healthcare and caregiver organizations.



AGE & DISABILITY FRIENDLY SF: BACKGROUND

CITY PROFILE

At 47 square miles, San Francisco is a relatively small but dense city. Neighborhoods range from high-rise apartments and busy corners to single family homes along quiet boulevards, and every home is within a 10 minute walk from a park.¹ Currently one in four San Franciscans is a senior and/or a person with a disability², out of an estimated population of 880,000. At 20%, San Francisco has a higher percentage of older adults than both California and the United States (14%³ and 15%⁴ respectively). As the fastest growing age group in the city, older adults are expected to increase considerably, reaching 27% of the total population by 2030.

There are a number of demographic attributes unique to San Francisco that help shape the service and resource landscape. Despite the city's small geographic size, there is a considerable amount of diversity among residents as evidenced by the 112 languages spoken locally. Among older adults, 54% speak a primary language other than English and 12% identify as LGBTQ⁵. San Francisco seniors are also more likely to live alone than seniors in other major California counties, statewide, or nationwide. By all accounts, residents intend to stay in San Francisco; surveys show that a majority of older adults want to age in their homes or community of choice, a finding that is also consistent with national polls⁶.

Quick Stats: San Francisco

- Median family income is \$118,388
- Half of SF seniors live on less than \$36,000 a year
- About 30% of people with disabilities live on an income below \$12,000/year
- An estimated 73% of seniors do not intend to move out of San Francisco
- Older adults and people with disabilities living alone constitute 15% of total population

¹ Johnson, "SF 1st City in Nation with a Park 10-Minute Walk from Every Home."

² San Francisco Human Service Agency Planning Unit, "Assessment of the Needs of San Francisco Seniors and Adults with Disabilities. Part I: Demographic Profile."

³ US Census Bureau, "Quick Facts: California."

⁴ US Census Bureau, "Older Americans Month: May 2017."

⁵ San Francisco Human Service Agency Planning Unit, "Assessment of the Needs of San Francisco Seniors and Adults with Disabilities. Part I: Demographic Profile."

⁶ <https://www.aarp.org/livable-communities/info-2014/livable-communities-facts-and-figures.html>

San Francisco boasts of many assets, including robust transportation, temperate year-round weather, and a very walkable city⁷, characteristics that appeal to residents and tourists alike. Yet, there are also unique challenges and barriers faced by people with disabilities and seniors, such as economic insecurity, the hilly geography, and the high cost of housing, that make aging in San Francisco difficult. It is the combination of all these elements – the demographic trends, the challenges and assets of the community, as well as the desire of most residents to remain within their home or community – that has both informed and launched San Francisco’s effort to increase the age- and disability-friendliness of this beautiful city.

AGE AND DISABILITY FRIENDLY PLANNING

As early as 2009, advocates and City partners recognized that successful aging goes beyond ensuring an accessible home—it also requires an inclusive and accessible city with features like safe sidewalks, affordable transportation options, and a range of opportunities for social and civic engagement. Advocates recognized the need for a planning effort that would promote long term investment in, and prioritization of, policies, programs and services that affect the quality of life for seniors and people with disabilities. Around the same time, a number of different efforts across the United States were attempting to identify and assess age-friendly community qualities. After reviewing various potential initiatives or frameworks, the initial Age and Disability Friendly Workgroup chose to adopt the WHO’s “Global Age Friendly Cities and Communities” framework.

**“ I carry this stick
(a cane) because I get
tired and also as a signal to
others – especially drivers –
that I will need extra time.”**

Focus group participant



⁷ https://www.walkscore.com/CA/San_Francisco

Developed in 2007 by the WHO, “Global Age Friendly Cities and Communities” is a planning initiative cities can use to create an age friendly community. This effort was developed as a response to a few national and international trends: an anticipated growth in older adults, people with disabilities living much longer, an overall prioritization of community based living, and increasing urbanization. The initiative was envisioned as a way for communities to both prepare for and take advantage of these opportunities. Initially piloted in 33 cities around the world, this approach has been extremely successful, as evidenced by the growing membership.

At the time of this report, the Global Age Friendly Cities membership includes 833 communities in 41 countries⁸, with 336 age friendly cities in the United States alone⁹. The framework offers guidance on assessing local conditions and identifying areas for improvement based on eight key urban realms, or domains, which guide cities through the planning process. A highly collaborative and community based process, the goal is to update and reevaluate the plan every four years, thereby ensuring that the efforts are reflective of the community they represent.

In 2012, the American Association of Retired Persons (AARP) partnered with the WHO, becoming the United States affiliate of the “Global Age Friendly Cities and Communities”, which then became the AARP “Network of Age Friendly Communities”. AARP continues to support the designated age friendly cities and communities and their efforts through a variety of resources including regional meetings, online templates, and materials.

San Francisco received official designation as an Age and Disability Friendly (ADF) city in 2014. For the next two years (from 2014-2016), an Age and Disability Friendly workgroup met monthly to develop a strategy, identify community resources, and build momentum around this effort. While San Francisco’s ADF effort closely follows the WHO framework, there are a few key differences that reflect the city’s priorities, including:

- **Incorporating disability awareness** throughout the effort, which encompasses physical disabilities, developmental disabilities, and cognitive impairment, including dementia; and
- **Broadening the target population** to include people with disabilities and caregivers in addition to older adults.

Oversight of the Age and Disability Friendly SF effort resides with the Long-Term Care Coordinating Council (LTCCC), a multidisciplinary policy body focused on ensuring coordination within San Francisco’s long-term care system and services.

⁸ <https://extranet.who.int/agefriendlyworld/who-network/>

⁹ <https://www.aarp.org/livable-communities/network-age-friendly-communities/info-2014/member-list.html>



AGE & DISABILITY FRIENDLY SF: PROCESS

San Francisco's methodology is based on the WHO's Global Age Friendly Cities and Communities framework, a five year iterative planning process composed of the following elements and timeline:

Age and Disability Friendly San Francisco Timeline



Based on the results of the evaluation, the action plan will be updated to reflect current conditions, incorporate any additional gaps, and then implemented once again. The goal of this framework is to create an ongoing and dynamic process every four years that reflects and responds to San Francisco's unique assets and challenges.

The goal of developing an action plan is to ensure sustainability, meet measurable outcomes, and build political and community support throughout the process. Those characteristics have informed all aspects of this process.

BASELINE ASSESSMENT

As the information gathering phase of the process, the baseline assessment served as an overview of San Francisco's current conditions with regards to aging- and disability-friendliness and will also serve as a reference point when conducting the evaluation in 2021, or year five. In developing a baseline assessment, steps included an environmental scan, assembling a task force, and identifying assets, gaps, and trends, all within the framework provided by the eight domains.

ENVIRONMENTAL SCAN

The identified criteria, goals, and resulting recommendations were based on a significant amount of data, research, and expertise. Examples include, but are not limited, to the following:

- **Local data sources and reports** such as the San Francisco Survey, the Department of Aging and Adult Services (DAAS) Annual Needs Assessment, regional and local housing reports, Census data, San Francisco's Vision Zero reports, and the Elder Economic Index. Additional research, needs assessment summaries, or reports that focused on diverse populations, topic areas, or city services were incorporated, such as those focusing on the LGBTQ aging population, people with dementia and their caregivers, understanding access to technology for older adults and people with disabilities, and assessing public transportation options within San Francisco.
- **State and Federal reports or organizations** that advocate, support, or provide expertise within a wide range of areas including: family caregiving, people with hearing impairment, accessible transportation and housing, and the technology needs of people with disabilities;
- **A review of other age friendly efforts** in cities such as New York City, Washington DC, Portland (Oregon), Minneapolis (Minnesota), Honolulu (Hawaii), Atlanta Region (Georgia), Berkeley, Santa Clara County and Fremont (California), Kansas City (Missouri), Phoenix (Arizona), and Manchester (United Kingdom); and
- **In depth research and information** covering topics that encompassed the target population (older adults, caregivers, and/or people with disabilities) across all eight domains from a wide variety of sources including academia, nonprofits, newspapers, national public radio, and government agencies.

In addition, there were over 60 interviews with experts, community leaders, and advocates; seven focus groups; and one community wide forum, all of which helped inform the action plan.

THE AGE AND DISABILITY FRIENDLY TASK FORCE

The Age and Disability Friendly Task Force, convened from January 2017 thru December 2017, included 27 members who were responsible for reviewing the assets and gaps of the eight domains, as well as developing appropriate recommendations for the action plan.

In forming the task force, each member was carefully chosen based on their experiences, affiliation, and/or expertise. Members ideally had experience with at least one of the eight domains, at least one of the target populations, were able to support implementation of the final recommendations, and represented the diverse San Francisco communities at large. Additionally, it was important that the membership include city departments, local universities, service providers (e.g. social services, healthcare) and community members to guarantee that the final action plan would have diverse stakeholders. Including different agencies and perspectives from the beginning also ensured implementation buy-in and will contribute to a sustainable effort in the long-term. The full task force membership list can be found in the Appendix, pg. 41.

Each month, the Task Force was presented with homework: a domain brief that included relevant research, a gaps analysis, and best practices. Members read the briefs in advance of the monthly in-person meeting. At each meeting, a domain overview was provided and discussed, and Task Force members then worked collaboratively to develop SF-specific recommendations to address the identified gaps.

THE ACTION PLAN

The Age and Disability Friendly Action Plan is an iterative and collaborative planning process, framed specifically around the eight domains that represent both physical and social aspects of San Francisco. Below are the domains San Francisco identified as most relevant for its effort:

- Community Supports & Health Services
- Engagement & Inclusion
- Communication, Information, & Technology
- Employment & Economic Security
- Housing
- Transportation
- Outdoor Spaces & Buildings
- Resiliency & Emergency Preparedness

Each domain is further organized by goals, recommendations, and action items, which are defined below:

ADF GOALS

Within each domain, the Task Force developed specific goals that were identified as being critical to achieving an age- and disability-friendly city. These goals were based on the environmental scan findings, the WHO framework, and additional resources (key stakeholder interviews, reports, research, etc.), with oversight and input from the ADF Task Force. The goals were designed to be visionary in order to help guide forthcoming iterations of the Age and Disability Friendly Action Plan. Recommendations for each goal were then developed in order to achieve the vision.

ADF RECOMMENDATIONS

Based on the gaps analysis, the recommendations are the strategy to achieve the goals within the next three years. Recommendations varied in terms of type (e.g., policy change, program recommendations, data or technology need) and estimated timelines (i.e., short, medium, or long term), with all final recommendations meeting established SMART goal guidelines, therefore ensuring that they addressed gaps and could be implemented and evaluated. Some recommendations were very specific and readily actionable, while others required additional analysis during the implementation phase to identify the most appropriate action to address the identified need.

ADF ACTIONS

ADF Actions are the tangible and specific projects that accomplish the recommendations. These may change depending on the current conditions of San Francisco and will all include specific criteria such as a timeline, measurable outcomes, project leads and partners, and represent a variety of project types (outreach, programs, policies, trainings, etc.). Action items are dynamic and may fluctuate depending on resources, current conditions, partners, and identified need.

For the most current and updated list of the Action Plan that includes action items, visit <https://www.sfhsa.org/about/commissions-committees>

After a year of work, the Task Force developed an initial list of 225 recommendations, which was then narrowed down to 66 draft recommendations, based on a number of essential considerations such as whether the recommendation was actionable, realistic, or addressed a known gap. From that point, task force members reconvened and further prioritized the

Figure 2: Sample Domain

- **Domain:** Engagement & Inclusion
- **Goal:** Addressing ableism and ageism through public efforts.
- **Recommendation:** Create a citywide campaign that highlights ableism and ageism.
- **Action:** A public marketing campaign that uses positive images and narrative to counter assumptions about seniors and people with disabilities. Action timeline: 2018-2019.

draft recommendations down to the final 24 recommendations of the current Action Plan, which will be implemented over the course of three years. An important consideration throughout this process was ensuring that the ADF Action Plan would be achievable and measurable; therefore, it was important to develop a process of prioritizing the recommendations into a manageable list. The final recommendations were selected based on SMART goals and needed to meet at least two of the following criteria:

- **Specific:** Are there tangible next steps?
- **Measurable:** How will we measure and evaluate success?
- **Attainable:** Is the recommendation actionable and realistic (based on resources and capacity)? Are there potential partners that can support the recommendation implementation?
- **Relevant:** Does the recommendation actually address a gap?
- **Time bound:** Does the recommendation have a timeline? Is it short term, long term or an ongoing effort?

The Task Force also strived to ensure a variety of project timelines, so that the effort had a combination of short wins as well as multi-year projects and a variety of project types.

IMPLEMENTATION

A working group of community members, city agencies, and nonprofit partners will guide the implementation of the Action Plan and will provide quarterly updates on the progress. Beginning in January 2018, the ADF Implementation Work Group began working on six recommendations from the ADF Action Plan. These initial actions were chosen based on a number of criteria, including: projects demonstrating momentum, projects with identified leads and teams, and projects with clearly defined next steps. The ADF Implementation Work Group will develop a project calendar for the remaining 18 recommendations to be completed by the end of 2020.

In addition to developing recommendations, the Age and Disability Friendly effort seeks to develop a collaborative approach to implementation, thereby ensuring a sustainable effort with a broad base of partners. Strategies that will address those objectives include:

- Support ongoing initiatives that reinforce an age and disability friendly city;
- Initiate education and outreach efforts to highlight the importance of an age- and disability-friendly community;
- Each recommendation will include a minimum of two partners with at least one lead to ensure ownership and accountability;
- Identify and partner with a diverse range of stakeholders to ensure ongoing stewardship of the Age and Disability Friendly initiative; and
- Facilitate a transparent process that will keep all stakeholders updated.



AGE & DISABILITY FRIENDLY SF: ACTION PLAN

The following section provides an overview of the eight domains, including the recommendations that constitute the 2018-2021 ADF Action Plan¹⁰.



EACH DOMAIN INCLUDES THE FOLLOWING SECTIONS:

- **Overview:** Describes what the domain encompasses, including specific examples;
- **A vision for that domain:** The goals in achieving an Age and Disability Friendly San Francisco with regards to that specific domain;
- **San Francisco assets:** Highlights a few of the strengths and assets identified within the baseline assessment with regards to that domain;
- **Gaps San Francisco is addressing:** Focuses on the gaps, needs, and challenges identified within the baseline assessment that the Age and Disability Friendly SF Plan intends to address; and
- **Recommendations:** The domain specific strategies that will be implemented.

The complete Action Plan is listed in the Appendix (pg. 43).

¹⁰ For more information, including the most recent version of the Action Plan, meeting dates, and other news or events, please visit our website at www.sfhsa.org/age-disability-friendly-sf

COMMUNITY SUPPORTS & HEALTH SERVICES



OVERVIEW:

Community supports and health services are critical to ensuring that San Franciscans remain healthy, engaged, and independent for as long as possible. Community supports refer to the social services and organizations that support the day to day needs of San Franciscans and may include innovative programs, policies or themes focused on nutrition, legal advocacy, and other areas. Health services refer to programs or policies that support the overall health needs of residents, such as clinics, health networks, wellness centers, wrap around models like the Program of All-Inclusive Care for the Elderly (PACE), and more.

A VISION FOR COMMUNITY SUPPORTS & HEALTH SERVICES IN SAN FRANCISCO:

- Care and services are accessible;
- A wide range of community and health services are available;
- There is a robust workforce and volunteer support;
- People are supported where they live;
- Residential facilities are available for those unable to live at home;
- Health and social services collaborate; and
- Active collaboration ensures efficient use of public resources.

SAN FRANCISCO ASSETS:

From robust and innovative support at home models to efforts among health and social services to co-locate, there are considerable assets within this domain, including efforts, supports, and resources available to residents. In 2017, the voters approved Prop I, the Dignity Fund, which is a charter amendment that provides funding specifically for the programs and service needs of seniors and people with disabilities. There have also been collaborative efforts aimed at improving or addressing barriers and gaps, including the Whole Person Care Pilot, the SF Health Improvement Partnership, and the Food Security Task Force. Other efforts are focused on bringing the resources to the residents, such as the Dementia Care Safety Net, Wellness Centers within the public housing sites, the PACE model, and home delivered meals and groceries.



GAPS SAN FRANCISCO IS ADDRESSING:

Some of the gaps and challenges that the ADF effort will focus on in the coming three years include ensuring that access to care is equitable for all residents regardless of ability or age, as our baseline assessment identified inequitable access to care and community based services. Another focus will be to identify projects that address the coordination gaps between health and community services, as that directly impacts the services consumers receive. Additionally, surveys and informational interviews indicated that many residents were unfamiliar with existing resources; therefore this effort will increase the outreach and capacity among existing programs.

RECOMMENDATIONS:

1. Identify and develop strategies that address discrimination experienced by residents within the emergency room and medical services.
2. Develop an outreach campaign that focuses on increasing community awareness regarding key services, access to services, or information points.
3. Expand services and support for caregivers, to ensure that seniors and adults with disabilities are able to live as independently as long as possible.

ENGAGEMENT & INCLUSION



OVERVIEW:

This domain focuses on the programs and policies that foster social integration and create opportunities for people with disabilities and seniors to participate and remain connected within their communities. These programs and policies may occur in, but are not limited to, cultural, social, educational, enrichment, and civic participation sectors.

A VISION FOR ENGAGEMENT AND INCLUSION IN SAN FRANCISCO:

- Seniors and people with disabilities have opportunities for civic participation and volunteering;
- Public and private policies and programs are inclusive and accessible;
- Programs exist that reduce and address isolation;
- Efforts are made to integrate generations and cultures;
- Ableism and ageism are addressed through public and private efforts; and
- Localized community networks provide engagement and support for seniors, people with disabilities, and caregivers.

SAN FRANCISCO ASSETS:

The diverse and robust network of community based support networks is a tremendous asset to residents, including the “friendly visitor” programs, neighborhood based services, and a broad range of enrichment opportunities and classes. There are also a variety of organizations and efforts that focus specifically on empowering older adults and people with disabilities through advocacy, services, and civic engagement. Creative and engaging arts programs and events offer residents a number of ways to participate, including museum events, art classes, programs and advocacy organizations, and dementia specific engagement opportunities.



GAPS SAN FRANCISCO IS ADDRESSING:

While there are a variety of social, civic, and educational opportunities, there are also challenges within the programs such as age segregation, limited intergenerational programming or limited participation of young adults with disabilities. In addition, there is a need to identify additional barriers that may prevent full participation of people with disabilities and/or older adults within community services and efforts, such as providing trainings on creating inclusive events and spaces, ensuring ADA compliance, or developing a positive and empowering campaign that addresses ageism and ableism.

RECOMMENDATIONS:

1. Increase public awareness of dementia through education and training for those experiencing memory loss, caregivers, service providers, and health care professionals.
2. Develop and implement an Age and Disability Friendly Business program.
3. Create a citywide campaign that highlights ableism and ageism.

COMMUNICATION, INFORMATION, & TECHNOLOGY



OVERVIEW:

This domain focuses on the programs and policies that ensure people with disabilities and seniors have access to accurate, unbiased, and useful information, and that it is available through a variety of communications systems and strategies. Relevant programs and policies may include, but are not limited to: new technology training, affordable internet service, accessible information formatting, support for informal communication sharing, and culturally appropriate outreach.

A VISION FOR ENGAGEMENT AND INCLUSION IN SAN FRANCISCO:

- Improve the availability of information through a variety of means;
- Ensure that information and data is available through open data sources and is available for planning and advocacy efforts;
- Prioritize programs and policies that allow for accessible and inclusive technology; and
- Increase efforts that empower seniors and adults with disabilities to identify and avoid fraud.

SAN FRANCISCO ASSETS:

The strengths within this domain represent a combination of federal policies as well as local policies, efforts, or organizations that specifically seek to ensure inclusive and equal access to technology for people with disabilities and older adults. At the federal level, Section 508 of the Rehabilitation Act of 1973 is an important asset within this domain, as it requires agencies receiving federal funding to provide accessible information technology. Local examples include the Tech Council, Committee on Information Technology, and SF Connected, all of which address the growing digital divide through slightly different means. Additionally, multiple information and resource “single door” centers exist, including the DAAS Benefits and Resource Hub, as well as the 13 Aging and Disability Resource Centers located throughout San Francisco. All serve as one stop shops of services and programs for people with disabilities and older adults. Current efforts underway include SF MTA’s Mobility Management initiative, which aims to create a “single door” transportation planner.



GAPS SAN FRANCISCO IS ADDRESSING:

While there are a plethora of programs and services, one significant challenge is that residents are still unaware of the existing resources or what is available to them. A way to address that gap is to increase the marketing and outreach of existing programs, including a citywide outreach campaign and the exploration of new and creative outreach methods. Additionally, the combination of rapidly changing technology and access to technology has contributed to a growing digital divide; this is a priority issue for this effort in the coming years. Another gap identified was the need to better understand the disparities and needs within the ADF target populations, particularly with regards to people with disabilities, through accurate and consistent data collection.

RECOMMENDATIONS:

1. Increase information sharing and outreach, specifically focusing on existing services that are available for residents and their caregivers.
2. Identify and increase opportunities that increase access to, and support for, frequent use of technology.
3. Increase digital literacy for seniors and people with disabilities.

EMPLOYMENT & ECONOMIC SECURITY



OVERVIEW:

This domain focuses on the programs and policies that contribute to wealth building and employment, job training, support and placement, as well as financial education and money management. Economic Security is used broadly to refer to income, benefits, and a range of other resources that allow people to cover their basic needs and meet a general standard of living. This includes opportunities for paid labor, as well as policies and programs that address the diverse range of needs for people with disabilities, seniors, and caregivers. In recognition that the employment needs for these populations are particularly diverse, this domain covers a variety of support strategies, such as career-building assistance (e.g., training, internships), part-time employment opportunities, and financial management.

A VISION FOR EMPLOYMENT & ECONOMIC SECURITY IN SAN FRANCISCO:

- Ensuring employment policies and priorities exist to meet the needs of older adults, people with disabilities, and caregivers;
- Supporting efforts to address ableism and ageism within the employment process; and
- Prioritizing efforts that support economic security for elders, people with disabilities, and caregivers.

SAN FRANCISCO ASSETS:

A range of employment programs that incorporate training, support, and placement exist for both older adults and people with disabilities. Examples include the recent launch of ReServe¹¹ and community based employment efforts as well as a range of resources available for people with disabilities within the California Department of Rehabilitation and the SF Office of Economic and Workforce Developments programs. There are also a number of local policies and programs focused on economic security, including the Office of the Treasurers' "Bank on San Francisco"¹², money management programs, and a broad range of supplemental programs and services that allow people to meet their basic needs.

¹¹ San Francisco ReServe Program: <https://www.sfcommunityliving.org/opportunities/sf-reserve/>

¹² Bank on San Francisco: <https://sfgov.org/ofe/ofe-bank-san-francisco>



GAPS SAN FRANCISCO IS ADDRESSING:

Challenges within all stages of the employment process continue to limit or prevent the participation of people with disabilities and/or older adults. Current efforts are underway to identify those challenges and identify solutions that will help increase employment among those who want the option. Another gap identified was the relatively siloed nature of employment programs for older adults and programs for people with disabilities, with very little communication, partnership, or information sharing between the two. As the population ages, increasingly residents will identify both as an older adult and someone with a disability, and likely both residents and programs would benefit from increased collaboration. Finally, considerable challenges were identified in ensuring a robust workforce within all areas of long term supports and services, including but not limited to retention, wages, and training.

RECOMMENDATIONS:

1. Support and develop individualized and diverse employment efforts.
2. Ableism and ageism are consistently highlighted as the greatest barrier to employment. Increased efforts must be made to address this discrimination, through all stages of the employment process.
3. Assess the current demand for benefits counseling, particularly for people with disabilities and based on results, support that service appropriately.

HOUSING



OVERVIEW:

The Housing domain focuses broadly on programs, policies, and priorities that ensure seniors and people with disabilities have affordable, accessible, and safe housing options, as well as the programs, policies, and services that support homeless residents and those at risk for homelessness. Relevant programs and policies may include, but are not limited to: eviction prevention services, home sharing, preserving existing affordable housing, and home modifications that support aging in place.

A VISION FOR HOUSING IN SAN FRANCISCO:

- A range of affordable housing options is available for seniors and people with disabilities;
- There are policies and resources to support seniors and people with disabilities aging in place, within the community of their choice; and
- Support is available for seniors and people with disabilities at risk of, or currently experiencing, homelessness.

SAN FRANCISCO ASSETS:

There is a range of policies and programs focused on preserving affordable housing for renters and homeowners including the acquisition of small housing sites to preserve affordable units, rent control, and inclusionary housing requirements. Efforts also exist that support aging in place and independent living from the accessory dwelling unit ordinance and home renovation programs to the various Villages.



GAPS SAN FRANCISCO IS ADDRESSING:

With one of the most expensive real estate markets in the country, there is a dire need to expand and support a range of housing options and supports for older adults, people with disabilities, and their caregivers. More than ever it has become critical to address issues such as the decline in assisted living facilities (ALF's), ensure that housing policies include the needs and challenges faced by older adults and people with disabilities, and expand the capacity of programs aimed at keeping residents in their homes, particularly those at risk for homelessness. Additional efforts include ensuring that the accessory dwelling unit (ADU) process is accessible for older adults and people with disabilities.

RECOMMENDATIONS:

1. Identify the challenges faced by assisted living facilities (ALF's) and develop recommendations that will support and expand their capacity.
2. Connect seniors and people with disabilities at risk for homelessness to existing services and resources.
3. Expand policies and programs that support people to live independently and age in place.

TRANSPORTATION



OVERVIEW:

This domain covers the infrastructure, equipment, and services for all means of urban transportation, with a focus on transportation services and policies specifically related to people with disabilities and seniors. Transportation represents a broad range of mobility choices, including public and private options, drivers, pedestrians, Paratransit ridership, and bicyclists - all of whom cross paths daily. Relevant programs and policies include the Vision Zero pedestrian safety efforts, improving and expanding accessible modes of transportation, bike lane design, and bus shelters.

A VISION FOR TRANSPORTATION IN SAN FRANCISCO:

- Public transportation is affordable, accessible, and equitable for residents of all ages and abilities;
- Residents have the information and tools they need to make informed travel choices;
- Active transportation (bicycling and walking) is encouraged and supported through policies, design, and programs; and
- Private transportation policies and programs should ensure accessibility and equity.

SAN FRANCISCO ASSETS:

There is a robust public transportation system that supports the transit needs of residents through programs, policies, and funding. From free MUNI for low-income seniors and people with disabilities, to a variety of van services for shopping, social events, and senior centers, to subsidized taxi or paratransit services, there are a range of choices that meet the diverse needs of our target population. There are also programs and policies that support and increase the walkability of San Francisco, from the citywide Vision Zero initiative to the advocacy work of nonprofits and community groups like Walk SF and Senior and Disability Action.



GAPS SAN FRANCISCO IS ADDRESSING:

There are a number of areas identified as priority issues for the ADF effort. There are still considerable accessibility challenges with public transit such as inaccessible stations (broken elevators, no elevator, safety concerns, etc.) or the limited number of wheelchairs that buses can accommodate. There are also challenges associated with the transportation network companies (TNC's), such as the impact of their numbers on the available taxis and the lack of accessible TNC vehicles. Finally, there are issues specific to pedestrian safety including increasing cross walk timing, reducing traffic fatalities, and ensuring that bike lanes are safe for pedestrians as well as bicyclists.

RECOMMENDATIONS:

1. Transportation information should be available in a variety of accessible ways, such as in person, online, and through existing information centers.
2. Pedestrians are prioritized through policies and improvements that focus on traffic calming measures and address critical safety issues.
3. The impact of transportation network companies (TNC's) on seniors people with disabilities is addressed through policy or practice.

OUTDOOR SPACES & BUILDINGS



OVERVIEW:

The Outdoor Spaces and Buildings domain covers all outdoor spaces such as parks and plazas, as well as the paths of travel that connect our spaces, such as sidewalks. This domain also includes public buildings such as libraries and community centers, and private businesses such as small business districts, malls, and theaters. Relevant policies include efforts to increase green space, install parklets, ensure equitable access to parks, as well as efforts to improve the accessibility of our small businesses.

A VISION FOR OUTDOOR SPACES AND BUILDINGS IN SAN FRANCISCO:

- Outdoor public spaces that are diverse, accessible, and clean;
- Buildings, both public and private, are accessible and inclusive; and
- Public right of ways, such as sidewalks, are accessible and inclusive.

SAN FRANCISCO ASSETS:

There is an incredibly diverse range of parks and open spaces within San Francisco: from community gardens, parklets, and pocket parks to large open spaces such as McLaren and Golden Gate parks. All residents live within a 10 minute walk from a public park¹³. There are also many programs and policies that focus on fostering livable and inclusive streets, buildings, and communities such as the citywide Better Streets policy, the Accessible Business Entrance Program, and the Department of Public Works Curb Ramp program.

¹³ <https://www.tpl.org/media-room/san-francisco-first-us-city-where-all-residents-live-within-10-minute-walk-park>



GAPS SAN FRANCISCO IS ADDRESSING:

Surveys and consumer feedback identified challenges in accessing parks for people with disabilities and older adults, such as safety concerns, accessibility limitations within the actual design, or a lack of inclusive programming. For example, one effort will focus on increasing exercise opportunities for younger people with disabilities in particular. Other recommendations focused on small businesses and the desire of residents to increase the accessibility and inclusivity of merchant corridors, particularly the smaller neighborhood businesses.

RECOMMENDATIONS:

1. Assess and identify opportunities to increase green space access for underserved populations.
2. Support and expand age- and disability-friendly programming and events within existing public spaces.
3. Identify, develop, and advocate for best practices to ensure that sidewalks are age- and disability-friendly.

RESILIENCY & EMERGENCY PREPAREDNESS



OVERVIEW:

The Resiliency & Emergency Response domain includes programs, policies, and strategies that involve preparing for an emergency, the response immediately following a disaster and the long-term recovery, for individuals and neighborhoods city-wide. Examples include the city-sponsored training for community volunteers, Neighborhood

Emergency Response Teams (NERT), the citywide disaster response system, and the Neighborhood Empowerment Network (NEN) efforts to empower communities and advance resilience at the local level.

A VISION FOR RESILIENCY & EMERGENCY PREPAREDNESS FOR SAN FRANCISCO:

- Individuals, families, and caregivers have the support and training to prepare for disasters;
- Resiliency efforts at the community level are supported and include seniors and people with disabilities; and
- Emergency response efforts include the unique needs of seniors and people with disabilities.

SAN FRANCISCO ASSETS:

There are innovative and unique programs and policies developed to build community resiliency, respond to communities following a disaster, and to ensure that the needs of seniors and people with disabilities are incorporated in all citywide disaster planning. There is also a range of programs focused on providing support immediately following an emergency, including the Neighborhood Emergency Response Teams volunteers, building resilient neighborhoods, and a long range planning approach that focuses on prioritizing policies that will contribute to post-disaster recovery.



GAPS SAN FRANCISCO IS ADDRESSING:

The city's capacity to respond following a large disaster highlights a number of gaps, including the need to encourage and support personal preparedness and to improve coordination and communication between nonprofits and community based efforts. There is also a need to incorporate the needs and challenges that people with disabilities and seniors specifically encounter during a disaster, thereby ensuring that any response is able to include accessible and inclusive strategies.

RECOMMENDATIONS:

1. Ensure that there is support and training so that seniors, people with disabilities, and their caregivers are prepared for disasters.
2. Implement policies and procedures that ensure that the City is prepared to respond promptly to seniors and people with disabilities, prioritizing those who require additional support or are unable to shelter in place for 72 hours.



APPENDIX

I. AGE & DISABILITY FRIENDLY SAN FRANCISCO TASK FORCE MEMBERS:

The following is a list of Task Force members that met from January 2017 to December 2017.

CO-CHAIRS

Aneeka Chaudhry, Senior Health Policy Advisor
Mayor's Office

Kelly Dearman, Executive Director
San Francisco IHSS Public Authority

MEMBERS

Nicole Bohn, Director
Mayor's Office on Disability

Cassandra Chan, Community Affairs Manager
OnLok Lifeways

Dr. Anna Chodos, Assistant Professor of Medicine
University of California San Francisco's Optimizing Aging Collaborative

Regina Dick-Endrizzi, Director
Office of Small Business

Al Gilbert, CEO
Felton Institute, Inc.

Kimia Haddadan, Senior Housing Policy and Legislative Planner
San Francisco Department of Planning

Anne Hinton, Livable Communities Advisor
AARP

Mikiko Huang, Community Representative and Board Member
At Home with Growing Older

Julie Klee, Community Representative

Deena Lahn, Vice President
SF Community Clinic Consortium

Jessica Lehman, Executive Director

Senior & Disability Action

Kristen Mazur, Senior Accessibility Planner

SF Municipal Transportation Agency

Shireen McSpadden, Executive Director

Department of Aging and Adult Services

Steve Nakajo, Community Representative

Alicia Newman, Project Director

University of California San Francisco's Optimizing Aging Collaborative

Jesse Nichols, Community Representative

Sneha Patil, Senior Health Program Planner

Department of Public Health

Larry Saxxon, Community Representative

Dr. Jennifer Shea, Associate Professor

San Francisco State University's School of Public Affairs and Civic Engagement

Janet Standen, Community Representative

Felisia Thibodeaux, Chief Operating Officer

Bayview Senior Services

Michelle Venegas, Director of Programs and Services

Family Caregiver Alliance

Jeremy Wallenberg, Member

SF Tech Council

Annette Williams, Manager

SF Municipal Transportation Agency

Edie Yau, Director of Diversity and Inclusion

Alzheimer's Association, Northern California and Northern Nevada Chapter

STAFF SUPPORT

Valerie Coleman, Program Analyst, Department of Aging and Adult Services

Joseph Formentos, Program Support Clerk, Department of Aging and Adult Services

Rose Johns, Senior Planning Analyst, Human Services Agency

II. ACTION PLAN (AS OF MARCH 2019)

DOMAIN: COMMUNITY SUPPORT & HEALTH SERVICES

GOAL: Care and services are accessible.

Recommendation: Identify and develop recommendations that address discrimination experienced by residents within the emergency room and medical services.

Ref.	Action
CSHS-1	Evaluate and expand ableism and ageism training for 3-5 health care and caregiver organizations.
Project Type	Training
Status	In process

GOAL: Care and services are accessible.

Recommendation: Develop an outreach campaign that focuses on increasing community awareness regarding key services, access to services, or information points.

Ref.	Action
CSHS-2	Develop a DAAS outreach campaign focused on services and information available for older adults, people with disabilities, and caregivers in San Francisco.
Project Type	Outreach
Status	In process

GOAL: There is a robust workforce and volunteer support.

Recommendation: Expand services and support for caregivers, to ensure that seniors and adults with disabilities are able to live as independently as long as possible.

Ref.	Action
CSHS-3	Develop and implement a whole person approach in social services.
Project Type	TBD: Needs assessment; identify gaps; expand/develop services or programs
Status	Not started (estimated 2019-2020)

DOMAIN: ENGAGEMENT & INCLUSION

GOAL: Ableism and ageism are addressed through public and private efforts.

Recommendation: Increase public awareness of dementia through education and training for those experiencing memory loss, caregivers, service providers, and health care professionals.

Ref.	Action
EI-1	Develop a resource guide, site or tool that will be available for a wide range of users. Effort will incorporate dementia and palliative care, but ultimately will be larger in scope than one individual focus.
Project Type	Ongoing resource and outreach
Status	In process

GOAL: Ableism and ageism are addressed through public and private efforts

Recommendation: Develop and implement an Age and Disability Friendly business program.

Ref.	Action
EI-2	Develop a recognition program that acknowledges age- and disability-friendly small businesses.
Project Type	Outreach; ongoing effort
Status	Not started (2019-2020)

GOAL: Ableism and ageism are addressed through public and private efforts.

Recommendation: Create a citywide campaign that highlights ableism and ageism.

Ref.	Action
EI-3	A public marketing strategy that uses positive images and narrative to counter assumptions about seniors and people with disabilities.
Project Type	Marketing; outreach
Status	In process

DOMAIN: COMMUNICATION, INFORMATION, & TECHNOLOGY

GOAL: Improve the availability of information through a variety of means.

Recommendation: Increase information sharing and outreach, specifically focusing on existing services that are available for residents and their caregivers.

Ref.	Action
CIT-1	Develop and disseminate a “best practices” guide to accessibility in information sharing for both public and private agencies.
Project Type	Training; Policy; Community Resource
Status	In process

GOAL: Prioritize programs and policies that allow for accessible and inclusive technology.

Recommendation: Identify and increase opportunities that increase access to, and support for, frequent use of technology.

Ref.	Action
CIT-2	Support and expand on the goals and objectives of the Digital Equity Strategic Plan.
Project Type	Program and pilot
Status	In process

GOAL: Prioritize programs and policies that allow for accessible and inclusive technology.

Recommendation: Increase digital literacy for seniors & people with disabilities.

Ref.	Action
CIT-3	Increase digital literacy for seniors & people with disabilities.
Project Type	Program, outreach
Status	In process

DOMAIN: EMPLOYMENT & ECONOMIC SECURITY

GOAL: Ensuring employment policies and priorities exist to meet the needs of elders, people with disabilities, and caregivers.

Recommendation: Support and develop individualized and diverse employment efforts.

Ref.	Action
EE-1	Promote and support employment programs for older adults and people with disabilities (city, non-profit, and for-profit).
Project Type	Outreach; programs
Status	In process

GOAL: Efforts to address ableism and ageism within the employment process.

Recommendation: Ableism and ageism are consistently highlighted as the greatest barrier to employment. Increased efforts must be made to address this discrimination, through all stages of the employment process

Ref.	Action
EE-2	Advocacy for a workforce that better represents the diversity of San Francisco's demographics, particularly with regards to people with disabilities and seniors.
Project Type	Needs Assessment; Training
Status	Not started (2019-2020)

GOAL: Prioritize efforts that support economic security for older adults, people with disabilities, and caregivers.

Recommendation: Evaluate/expand impact of DAAS Eligibility counseling that counsels Medi-Cal clients on most beneficial Medi-Cal program (e.g., working disabled program, opportunities to reduce share of cost, etc.).

Ref.	Action
EE-3	Evaluate/expand impact of DAAS eligibility counseling for Medi-Cal clients on most beneficial Medi-Cal programs.
Project Type	Outreach
Status	Not started (2019-2020)

DOMAIN: HOUSING

GOAL: A range of affordable housing options is available for seniors and people with disabilities.

Recommendation: Identify the challenges faced by assisted living facilities (ALF's) and develop recommendations that will support and expand their capacity.

Ref.	Action
H-1	Identify the challenges faced by assisted living facilities (ALF's) and develop recommendations that will support and expand their capacity.
Project Type	Research and needs assessment; recommendations
Status	Completed (2018)

GOAL: Support is available for seniors and people with disabilities at risk or currently experiencing homelessness.

Recommendation: Connect seniors and people with disabilities at risk for homelessness to existing services and resources.

Ref.	Action
H-2	Support and expand programs that enable people to remain in their homes, such as in-home supportive services, outreach, advocacy, legal services, and eviction protection.
Project Type	Outreach, possibly needs assessment
Status	Not started (2019-2020)

GOAL: Support is available for seniors and people with disabilities at risk or currently experiencing homelessness.

Recommendation: Expand policies and programs that support people to live independently and age in place.

Ref.	Action
H-3	Ensure that the accessory dwelling unit (ADU) process is accessible for older adults and people with disabilities as a resource for caregiving housing.
Project Type	Outreach; potential pilot program
Status	Started

DOMAIN: TRANSPORTATION

GOAL: Residents have the information and tools they need to make informed travel choices.

Recommendation: Transportation info should be available in a variety of accessible ways.

Ref.	Action
T-1	Support MTA's Mobility Management efforts, including collaborating on innovative approaches to increase outreach and utilization of existing transportation tools, services and resources. Develop a user friendly directory for all transit options.
Project Type	Outreach; Programs and Services
Status	In process

GOAL: Active transportation (bicycling and walking) is encouraged and supported, through policies, design, and programs.

Recommendation: Pedestrians are prioritized through policies and improvements that focus on street calming measures and address critical safety issues.

Ref.	Action
T-2	Increase crosswalk timing at intersections.
Project Type	Policy
Status	Completed (2018)

GOAL: Private transportation policies or programs should ensure accessibility and equity.

Recommendation: Address the impact of transportation network companies (TNC's) on seniors and people with disabilities through policy or practice.

Ref.	Action
T-3	Support new and existing efforts to increase accessible transportation with regards to TNC's.
Project Type	Advocacy; State level legislation; policy implementation
Status	In Process

DOMAIN: OUTDOOR SPACES & BUILDINGS

GOAL: A diversity of accessible and clean outdoor public spaces.

Recommendation: Assess and identify opportunities to increase access for underserved populations to green space.

Ref.	Action
OSB-1	Identify and establish aging- and disability-friendly park best practices as a policy initiative for developing and maintaining public parks.
Project Type	Policy
Status	Not started (2019-2020)

GOAL: A diversity of accessible and clean outdoor public spaces.

Recommendation: Support and expand age- and disability-friendly programming and events within existing public spaces.

Ref.	Action
OSB-2	(1) Increase awareness and outreach for existing programs and opportunities for people with disabilities. (2) Ensure there are adequate activity opportunities and capacity for people with different disabilities.
Project Type	Needs assessment; program
Status	Not started (2019-2020)

GOAL: Public right of ways, such as sidewalks, should be accessible and inclusive.

Recommendation: Identify, develop, and advocate for best practices to ensure that sidewalks are age and disability friendly.

Ref.	Action
OSB-3	Focus on installing curb cuts at major intersections and ensure that seating is available in key locations.
Project Type	Needs assessment; program
Status	Not started (2019-2020)

DOMAIN: RESILIENCY & EMERGENCY PREPAREDNESS

GOAL: Individuals, families, and caregivers have the support and training to prepare for disasters.

Recommendation: Ensure that there is support and training so that seniors, people with disabilities, and their caregivers are prepared for disasters.

Ref.	Action
REP-1	Assess how to best reach vulnerable residents that are not connected to social service networks.
Project Type	Policy
Status	Not started (2019-2020)

GOAL: Individuals, families, and caregivers have the support and training to prepare for disasters.

Recommendation: Ensure that there is support and training so seniors, people with disabilities, and their caregivers are prepared for disasters.

Ref.	Action
REP-2	Develop outreach campaign to encourage registration with AlertSF. Provide outreach through CBO partners to encourage registration with AlertSF.
Project Type	Outreach; education
Status	In process

GOAL: Emergency response efforts include the unique needs of seniors and people with disabilities.

Recommendation: Implement policies and procedures that account for and are prepared to respond promptly to seniors and people with disabilities, prioritizing those who require additional support or are unable to shelter in place for 72 hours.

Ref.	Action
REP-3	Ensure that there is a strategy in place for evacuating people with mobility challenges in multi-story buildings.
Project Type	Policy; infrastructure
Status	In Process





**San Francisco Department
of Aging and Adult Services**
1650 Mission St. 5th Floor
San Francisco, CA 94103

For updates on this initiative, please visit
www.sfhsa.org/age-disability-friendly-sf