SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services

Dignity Fund Data & Evaluation Report
FY 2021-22
[DRAFT]

Contents

Introduction

With the November 2016 passage of Proposition I, San Francisco voters established the **Dignity Fund**, creating protected funding for social services that support older people and adults with disabilities to safely live and engage in the community. The Dignity Fund is administered by the **San Francisco Department of Disability and Aging Services (DAS)**, the City's lead agency focused on seniors and people with disabilities.

The Dignity Fund legislation guided DAS to **institute a rigorous planning and evaluation process** to ensure that funds are distributed responsibly and transparently to best address community needs. The Department is committed to **tracking meaningful and measurable objectives that help us understand the performance and impact of services** supported by the Dignity Fund. To this end, we publish an annual data and evaluation report that summarizes this information on our programs, and ultimately serves as an important resource for DAS service providers, staff, and other City and community stakeholders.

This Data and Evaluation Report is focused on Dignity Fund services[1] in FY 2021-22. This document, and the data snapshots it contains, provides rich insight into the scope and scale of Dignity Fund services. When paired with the Department's qualitative research, collaborative discussions with service providers and partners, and ongoing engagement with community voice, we can develop an even fuller picture of our programs and impact.

It also bears noting that this reporting period occurred during our city's ongoing recovery following the **global COVID-19 pandemic.** FY 2021-22 was characterized by efforts across the DAS service network to establish a new normal, including the return of many in-person services and work to sustain hybrid service delivery models that had proven popular with clients even at the height of the emergency. **Our data for this period are very much a reflection of times — and should be interpreted with this context in mind.**

Please see the *Highlights from FY 2021-22* section of this report for a summary of key achievements across Dignity Fund services in this period.

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[1] Services that receive or are eligible to receive funding through the Dignity Fund.

Background

San Francisco Department of Disability and Aging Services

Within the City and County of San Francisco, **the Department of Disability and Aging Services (DAS)** is the government agency charged with **coordinating services for older adults, veterans, people with disabilities, and their families to maximize safety, health, and independence**. As the state-designated Area Agency on Aging for San Francisco, DAS is responsible under the federal Older Americans Act to serve as the lead on local aging issues.

DAS is located within the San Francisco Human Services Agency, which delivers a safety net of services and public benefits to promote wellbeing and independence. Each year, **DAS serves over 70,000 unduplicated clients directly through our department programs and through partnerships with community-based organizations**. With an overall budget of $455 million in FY 2021-22, DAS is supported by a staff of 371 employees and contracts with over 60 community organizations to deliver services.

Dignity Fund

The **Dignity Fund** was established via a charter amendment passed by San Francisco voters as Proposition I in 2016. This legislation **created a dedicated and protected funding source** — called the Dignity Fund — for social services that support older adults and adults with disabilities to safely live and engage in the community. It also **instituted a planning and four-year funding process** to ensure Dignity Fund money is appropriately and purposefully spent to address community needs. Finally, the legislation **formed an oversight body** to monitor and participate in the administration of the Dignity Fund and to ensure the Fund is managed in a manner accountable to the community.

The Dignity Fund primarily supports community-based services[2] that help San Francisco's seniors and adults with disabilities to age with dignity in their communities, with particular attention to improving equity among historically disadvantaged groups and underserved neighborhoods. The allocation of Dignity Fund dollars in FY 2021-22 was informed by the **2018 Dignity Fund Community Needs Assessment** and subsequent four-year funding plan, the **Dignity Fund Service and Allocation Plan for FY 2019-20 to FY 2022-23**. These reports, as well as additional information about the Dignity Fund, are available online at https://www.sfhsa.org/das.

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[2] The Dignity Fund legislation describes services that are eligible for funding through this revenue source. It also outlines ineligible services, such as mandated programs funded by the federal or state government.

Ongoing Efforts to Track Progress and Measure Success

Tracking program deliverables and service outcomes is critical to ensure that the Dignity Fund is achieving its intended impact in the community and making best use of available resources. Building on our existing efforts to ensure robust data collection across our service network, and to use data to inform continuous quality improvement, equity considerations, and other policy and program decisions, DAS formalized and implemented a coordinated three-part framework for performance measurement and outcome evaluation:

- **Annual Data and Evaluation Report:** A fiscal year snapshot of service deliverables and outcomes for all Dignity-Fund eligible services. This snapshot includes metrics describing client demographic profile, service units provided, and program outcomes aggregated by service and grouped further by service area.

- **Focus Area Reports:** Program- or topic-specific analyses that delve more deeply into key issues of interest DAS identifies through the Dignity Fund Community Needs Assessment, Data & Evaluation Reports, and with input from the Oversight and Advisory Committee. Examples of past reports include equity analysis of service engagement among communities of color and LGBTQ+ populations, assessment of caregiver needs, and analysis of Legal Assistance program trends.

- **Cycle-End Evaluation Report:** A report synthesizing information from the Annual Data and Evaluation Reports and Focus Area Reports to analyze trends and impact of the Dignity Fund over the funding cycle. We will prepare the first-ever Cycle-End Evaluation Report after the conclusion of the FY 2019-20 to FY 2022-23 funding cycle.

MEASURING OUTCOMES AND IMPACT ACROSS OUR SERVICES

Continuous performance measurement is an essential part of the Dignity Fund Outcome and Evaluation Plan. **In all our direct services and community-based programs, DAS tracks key metrics** over time to understand how our services support older adults and people with disabilities to live in the community. In the FY 2019-20 to FY 2022-23 funding cycle, DAS began a process to **improve performance measurement across our services** by adopting more meaningful and reliable outcome measures at the individual service level, and by **developing a shared outcome objective framework** structured by our service areas.

This framework — which we developed with input from the Dignity Fund Oversight and Advisory Committee and Service Provider Working Group — allows the Department to **more effectively describe the combined impact of our services.** Under this framework, DAS services are organized into seven broad service areas based on shared underlying goals. For each service area, this shared purpose provides direction for outcome themes that guide our development of measurable objectives for those services. While we may tailor specific outcome measures to a specific program model or population, we also ensure outcome objectives for each service align with priority outcome themes. Using this approach, the Department can understand and describe the shared impact of our more than 50 Dignity Fund programs within and across service areas.

Reading this Report

This report is organized into seven sections, each of which corresponds to one of **seven DAS service areas**. The Department groups services into service areas based on their primary underlying goal. This framework helps us better understand the scope and collective impact of DAS services in improving the lives of older and disabled San Franciscans. These areas are:

- **Access & Empowerment:** To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services.
- **Caregiver Support:** To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.
- **Case Management & Care Navigation:** To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community.
- **Community Connection & Engagement:** To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community.
- **Housing Support:** To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement.
- **Nutrition & Wellness:** To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.
- **Self-Care & Safety:** To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.

ORGANIZATION OF SERVICE AREA SECTIONS
Each section begins with an overview of the service area, including the primary themes for outcome measurement and key highlights from FY 2021-22 for those services.

Sections also contain service-specific performance profiles that summarize key service and outcome objectives. Outcome measures are grouped by theme; key themes for a service area marked with an asterisk. Where client-level data is available,[3] demographic profiles by service are also included, capturing characteristics like race/ethnicity, sexual orientation and gender identity, and age.

ADDITIONAL REFERENCE MATERIALS
This report contains several appendices that may help inform interpretation of the data, including information about DAS services (Appendix A), a zip code map (Appendix B), and an overall profile of individuals served in FY 2021-22 (Appendix C).

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[3] Most Dignity Fund services utilize a centralized database to manage client enrollment, providing access to detailed demographic information by service. For a small number of programs, client-level demographic data is not available in this database, and has not been summarized in a client profile.

Highlights from FY 2021-22

In FY 2021-22, DAS partnered with community providers throughout the city to deliver Dignity Fund services to approximately 39,900 unduplicated individuals, across more than 104,100 enrollments. In total, we allocated approximately $96.7 million administering these programs.

DIGNITY FUND FY 2021-22: OVERALL SERVICE LEVELS AND FUNDING

Total Enrollments	Total Unduplicated Clients*	Total Funding
104,109	39,895	$96,655,814

This figure is based on Dignity Fund services for which client-level data (including name and date of birth) is collected and made available for analysis and reporting. It does not include clients enrolled in programs for which this information is not available. As such, this figure does not represent the full count of all individuals served by the Dignity Fund. Additional information on which programs are excluded from this count is available in the Service Area overviews that appear later in this report.

FY 2021-22 was a year marked by a gradual recovery from the COVID-19 pandemic, following the dramatic upheavals of the prior year's focus on crisis response and service continuity. Although the reverberating impact of the pandemic was still deeply felt by our community in this fiscal year, **program performance and client engagement across DAS services generally reflect a return to pre-pandemic levels** — and in some cases, even demonstrate growth beyond those levels.

HIGHLIGHTS BY SERVICE AREA
The following is a selection of highlights by service area. Please see service area section overviews for additional detail and other key achievements.

- **Access & Empowerment:** We served about 20,200 clients* across 26,100 enrollments.
    - We provided information, referral, and assistance support to nearly 19,900 individuals through the Aging and Disability Resource Centers and DAS Intake.
    - We supported nearly 2,300 Naturalization clients with approximately 3,400 hours of classes and 2,200 hours of legal counseling to successfully navigate the process of becoming a US citizen.

- **Caregiver Support:** We served about 800 clients with more than 2,100 enrollments.
    - The Family Caregiver Support program provided 2,500 hours of counseling and 320 hours of training to about 650 unpaid caregivers, helping to improve their health and wellbeing and their ability to provide quality care to their recipients.

- o Collectively across our Caregiver Support programs,[4] about 97% of caregivers experienced positive outcomes with respect to their health and wellbeing.

- **Case Management & Care Navigation:** We served 1,900 clients with a total of 2,000 enrollments.
  - o We provided Case Management services to nearly 1,300 clients, helping them to navigate and access the services they need to live safely in the community.
  - o We provided 12,900 hours of care navigation support to more than 400 LGBTQ+ Care Navigation clients, including social isolation prevention and animal support services.
  - o We promoted clients' stability in the community: about 94% of clients across the Community Living Fund program and Money Management experienced positive outcomes such as experiencing one or fewer unplanned acute care hospital admissions in a six-month period, or maintaining stable housing.

- **Community Connection & Engagement:** We served more than 17,600 clients* across nearly 21,500 enrollments.
  - o We provided 11,100 hours of technology support and training to more than 2,100 unduplicated clients at more than 40 SF Connected tech labs throughout the city.
  - o We supported positive outcomes with respect to engagement and socialization: about 93% of clients across Community Connection & Engagement services[5] reported positive outcomes such as having increased opportunities for socialization, developing new relationships or friendships, feeling a greater sense of social connection, and having increased opportunities to contribute to their communities.

- **Housing Support:** We served 850 clients* across a total of over 3,000 enrollments.
  - o We provided rental subsidies to prevent eviction and stabilize housing for about 400 Housing Subsidies clients. Across our providers, 100% of these individuals remained stably housed six months after entering the program.
  - o We served 350 unduplicated Veterans Services Connect clients residing in veterans housing developments. About 99% of clients remained stably housed, and 96% of clients felt a greater sense of connection to their residential community due to participation in the program.

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[4] Caregiver Support services include: Adult Day Programs, Caregiver Respite, and the Family Caregiver Support Program.
[5] Services included in this measure are: Adult Day Health Centers, Community Connector, Community Service Centers, Intergenerational Programs, Neighborhood Choirs, Neighborhood-Based Programs, SF Connected, Technology at Home, Transgender and Gender Non-Conforming Supports, and Volunteer Visitors.

- **Nutrition & Wellness:** We served about 28,200 clients* across more than 44,700 enrollments.
  - Our major food programs continued to respond to increased demand for meal and grocery services following the COVID-19 outbreak, including the addition of new food providers and the launch of supplemental cultural grocery bags. Congregate Meals, Food Pantry, Home-Delivered Groceries, and Home-Delivered Meals collectively served more than 4 million meals and/or food bags to 27,300 unduplicated clients.
  - We promoted physical fitness and health among clients: across our services in this area,[6] about 94% of clients reported positive outcomes such as improved confidence managing their chronic health conditions and improved health and/or fitness.

- **Self-Care & Safety:** We served approximately 270 clients* across 890 enrollments.
  - We subsidized nearly 57,900 hours of home care to 150 clients who are ineligible for IHSS through our Support at Home program. About 87% of clients experienced improved health outcomes due to their participation.
  - Over 60 trainees graduated from our Workforce Support program, 92% of whom demonstrated increased caregiver competencies.

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[6] Services included in this measure are: Chronic Disease Management Programs, Food Pantry, Health Promotion, Home-Delivered Groceries, and Nutrition as Health.

Access & Empowerment

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Access & Empowerment services educate, empower, and support older adults and adults with disabilities to access needed benefits and participate in services.

ACCESS & EMPOWERMENT SERVICES

- Advocacy (Home Care, Housing, Long-Term Care)
- Aging and Disability Resource Centers (ADRCs)
- *County Veterans Service Office (CVSO)*
- DAS Intake
- Empowerment Programs
- Health Insurance Counseling and Advocacy Program (HICAP)

- Legal Assistance
- LGBTQ+ Cultural Competency Trainings
- LGBTQ+ Financial Literacy
- LGBTQ+ Legal & Life Planning
- Naturalization
- Peer Ambassadors
- Transportation
- Veterans Service Linkages Pilot

PRIMARY OUTCOME MEASUREMENT THEMES

- **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
- **Empowerment:** Clients develop enhanced agency and use new skills to engage with and access services that address their needs.
- **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support consumers to access services.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

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FY 2021-22 HIGHLIGHTS

- We served about 20,200 clients* with a total of 26,100 enrollments across all Access & Empowerment services. In total, DAS allocated $13.1 million for services in this area.
- We provided information, referral, and assistance support to nearly 19,900 individuals through the Aging and Disability Resource Centers and DAS Intake — lower than service levels at the peak of COVID-19 crisis, but higher than pre-pandemic levels.
- We supported nearly 2,300 Naturalization clients with approximately 3,400 hours of classes and 2,200 hours of legal counseling to successfully navigate the process of becoming a US citizen. One of our providers even expanded their scope of services to address the needs of Ukrainian refugees following the Russia/Ukraine conflict.

DIGNITY FUND FY 2021-22: ACCESS & EMPOWERMENT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
26,142	20,196	$13,058,382

* Does not include services for which client-level data is not captured/available (Advocacy Services, HICAP, Legal Services, and Naturalization)

Advocacy Services

Advocacy services and counseling help to improve conditions for older people and adults with disabilities by providing both direct support and systems-level advocacy. DAS-funded advocacy includes efforts focused on housing, home care, and long-term care services.
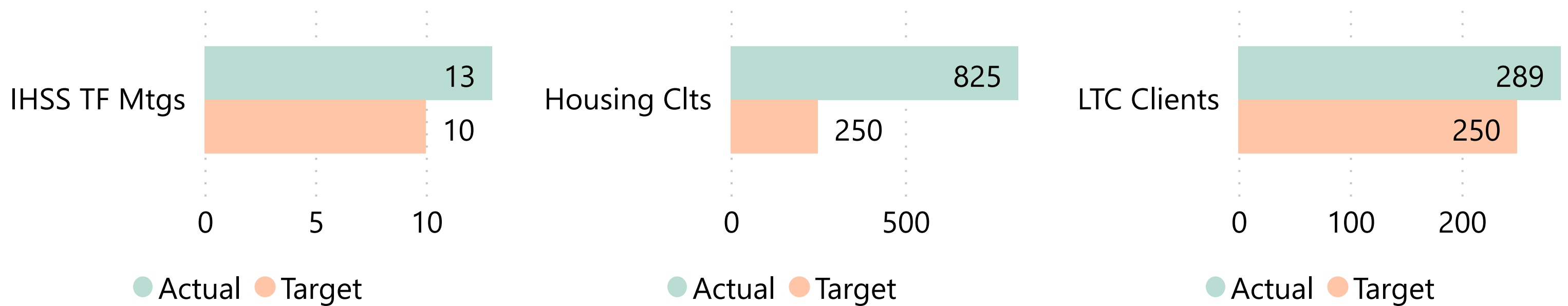
Funding

$443,994

Providers

1

Service Objectives

IHSS TF Mtgs	Actual: 13, Target: 10
Housing Clts	Actual: 825, Target: 250
LTC Clients	Actual: 289, Target: 250

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Home Care Advocacy	Empowerment*	Participants are engaged with the operation and accomplishments of the Healthcare Action Team			85%
Housing Counseling & Advocacy	Empowerment*	Clients report receiving accurate and current tenants rights information to help them with their housing issue	7	90%	85%
LTC Advocacy	Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	72	70%	70%
LTC Advocacy	Service Connection*	Clients seeking support report they are connected to resources that enable them to better access long-term care services	72	74%	70%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics are unavailable due to the COVID-19 emergency. Annual client surveys were not completed in FY 2021-22.

Aging and Disability Resource Centers (ADRCs)

ADRCs are centralized resources for free information, service referral, and assistance on issues affecting old adults and people with disabilities, regardless of their income. These hubs are located throughout the City, with at least one ADRC located in each Supervisorial District; information, referral, and assistance are offered in multiple languages to meet the needs of non-English speaking residents.
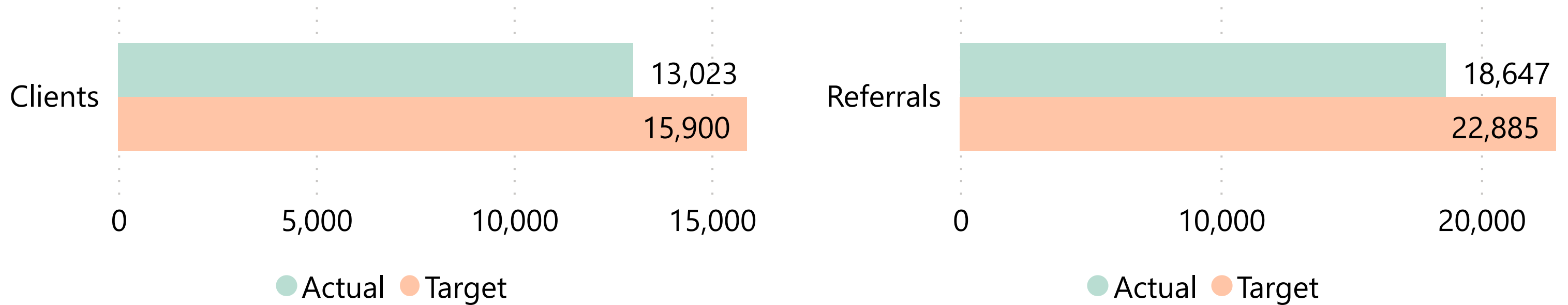
Funding

$1,780,839

Providers

10

Service Objectives

Clients
13,023 (Actual)
15,900 (Target)

| 0 | 5,000 | 10,000 | 15,000 |

● Actual ● Target

Referrals
18,647 (Actual)
22,885 (Target)

| 0 | 10,000 | 20,000 |

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	New clients learned about the program through an ADRC outreach activity			10%
Service Connection*	Clients obtain the assistance they requested to fill out an application for some type of financial benefit			85%
Provider Training and Professional Development*	ADRC staff are able to provide better service to clients due to the training and support from ADRC coordinator			95%

*Key Measurement Theme for Service Area

Note: Performance data for this program are unavailable due to the COVID-19 emergency. Annual client surveys were not completed in FY 2021-22.

DAS Intake

The DAS Intake serves as a centralized hub for accessing Department services. Through a single call or visit to the DAS Benefits and Resource Hub at 2 Gough, older adults and adults with disabilities may receive information about and assistance applying for various services, including the Community Living Fund, In-Home Supportive Services, Home Delivered Meals, and Case Management. Information, referral, and assistance services are offered in multiple languages to meet the needs of non-English speaking residents.
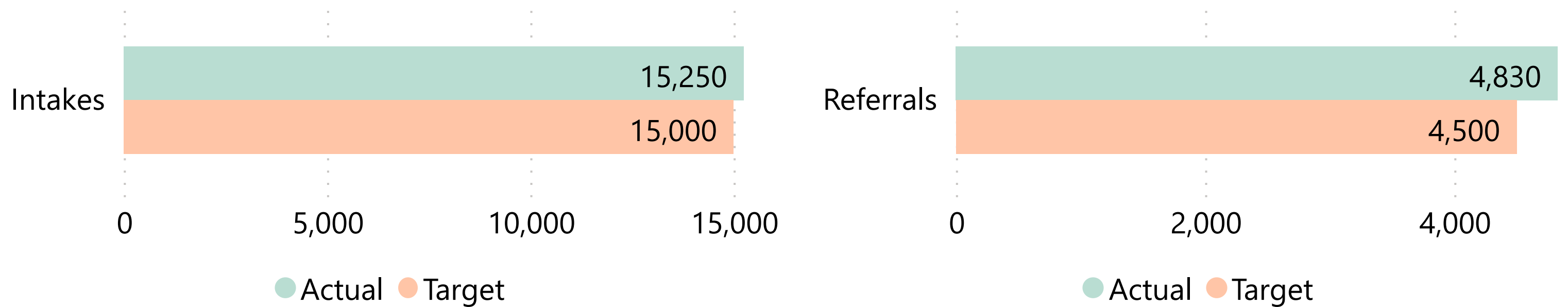
Funding
$4,834,837

Providers
1

Service Objectives

Intakes	
Actual	15,250
Target	15,000

(Scale: 0 – 5,000 – 10,000 – 15,000)
● Actual ● Target

Referrals	
Actual	4,830
Target	4,500

(Scale: 0 – 2,000 – 4,000)
● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients easily reach information and referral specialists (measured by call abandonment rate)	39,429	10%	8%

*Key Measurement Theme for Service Area

TBD

Empowerment Programs

Empowerment Programs provide trainings on organizing, leadership, and civic engagement and advocacy. Participants have the opportunity to build tangible skills like conducting effective meetings and resolving conflict, and also learn how to access essential benefits and services in the community.
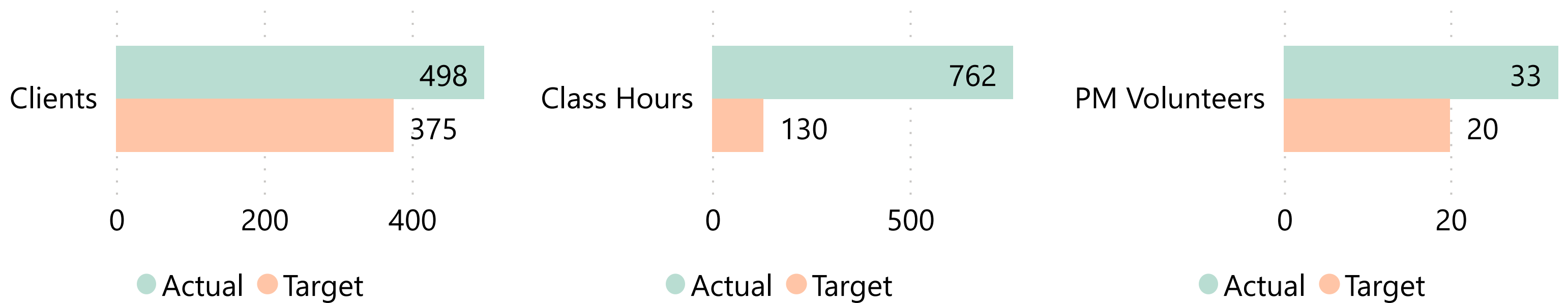
Funding

$242,730

Providers

3

Service Objectives

Clients: Actual 498, Target 375
(0, 200, 400)
● Actual ● Target

Class Hours: Actual 762, Target 130
(0, 500)
● Actual ● Target

PM Volunteers: Actual 33, Target 20
(0, 20)
● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients are more aware of services and resources for the aging and disability communities	26	89%	85%
Empowerment*	Senior & Disability Survival School students volunteer for community organizations or participate in a public policy process	26	40%	20%
Empowerment*	Senior & Disability University students volunteer for community organizations or participate in a public policy process	26	60%	20%
Empowerment*	Clients access new services - such as a supportive resource, transportation, or social activity - as a result of information and support from their peer mentor			75%
Empowerment*	Clients rate themselves as more proficient in accessing services and more likely to do so	26	100%	50%

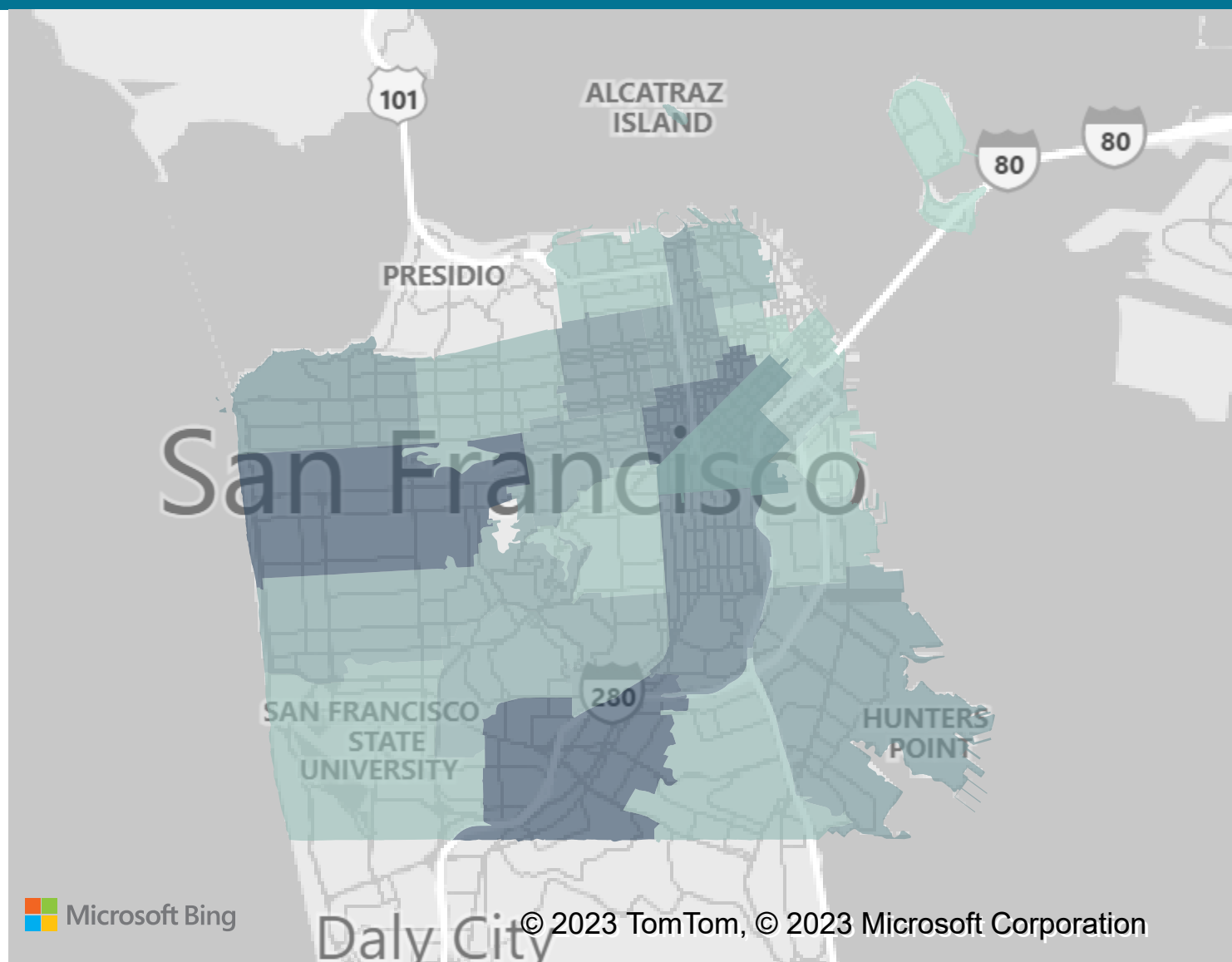*Key Measurement Theme for Service Area
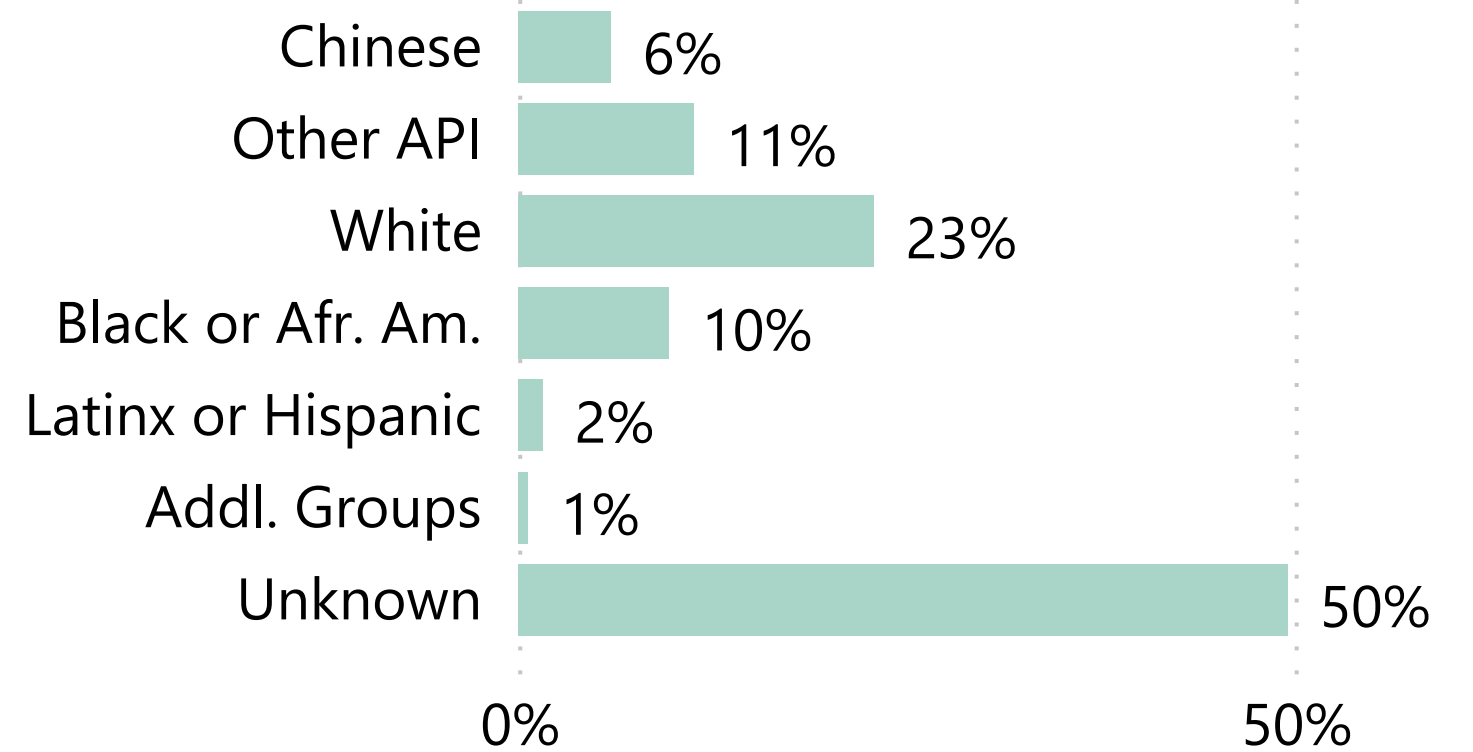
Empowerment Programs
Client Profile

Service Levels

Unduplicated Clients	319
Enrollments	441

Analysis based on unduplicated clients

Zip Code of Residence

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Race/Ethnicity

Chinese	6%
Other API	11%
White	23%
Black or Afr. Am.	10%
Latinx or Hispanic	2%
Addl. Groups	1%
Unknown	50%

Primary Language

Chinese	3%
English	30%
Spanish	2%
Filipino	5%
Russian	0%
Addl. Groups	1%
Unknown	60%
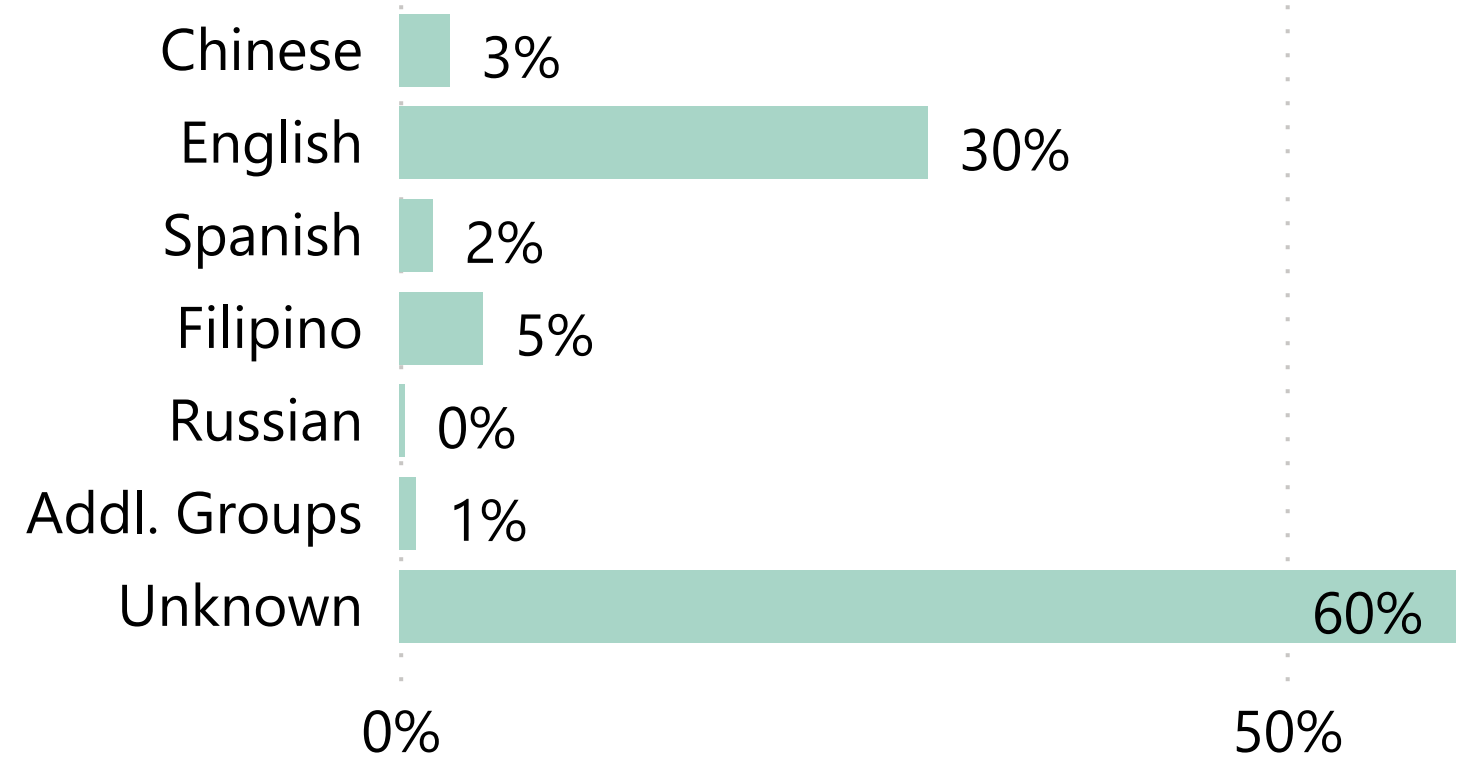
Gender Identity

Female	37%
Male	30%
Trans Male	0%
Unknown	33%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	38%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Addl. Groups	1%
Unknown	57%
Total	**100%**

Age

● 18-35   ● 36-50   ● 60-64   ● 65-74   ● 75-84   ● 85+   ● Unknown

18-35	36-50	60-64	65-74	75-84	85+	Unknown
25%	15%	6%	17%	15%	5%	16%
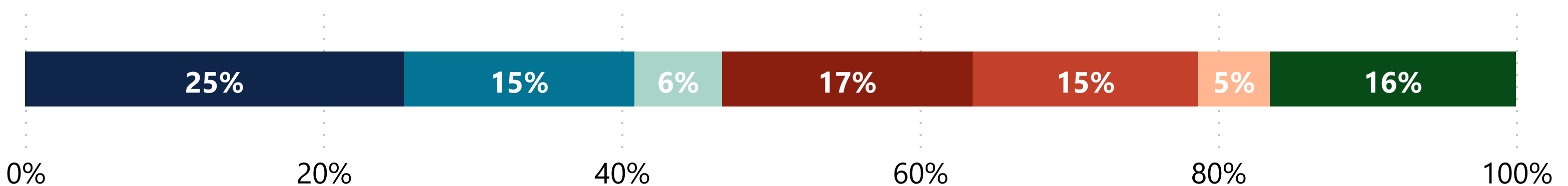
Health Insurance Counseling and Advocacy Program (HICAP)

HICAP services support San Francisco residents receiving Medicare to maximize their health benefits. HICAP Counselors provide consumers with information and counseling about Medicare, supplemental health policies, and long-term care insurance, in addition to assistance with filing insurance claims and preparing appeals if their claims are denied.
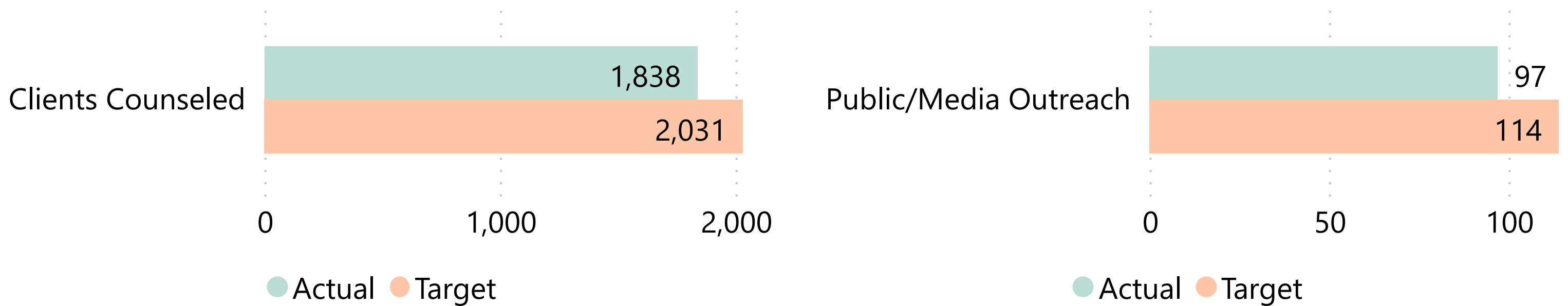
Funding
$521,870

Providers
1

Service Objectives

Clients Counseled
- Actual: 1,838
- Target: 2,031

Public/Media Outreach
- Actual: 97
- Target: 114

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients rate the outcome of their HICAP consultation as good or very good	34	97%	85%
Service Quality	Clients rate their HICAP counselor's communication skills as good or very good	34	97%	85%
Empowerment*	Clients report that MIPPA-HICAP services helped them make an informed decision	34	74%	75%

*Key Measurement Theme for Service Area

Legal Assistance

Legal assistance provides legal representation, counseling on legal issues, and drafting of legal documents. These legal services may address a variety of topics such as eviction prevention, financial and consumer issues, preparation of wills, disability planning and advance directives, and immigration matters.
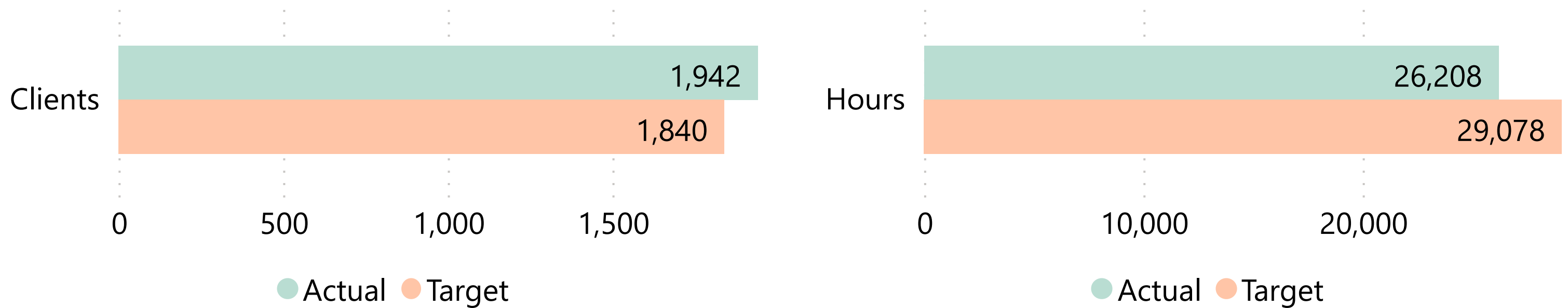
Funding

$2,248,665

Providers

7

Service Objectives

Clients
- Actual: 1,942
- Target: 1,840

(x-axis: 0, 500, 1,000, 1,500)

● Actual ● Target

Hours
- Actual: 26,208
- Target: 29,078

(x-axis: 0, 10,000, 20,000)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Quantity/Service Objective	Percent of cases closed with a positive outcome	859	60%	

*Key Measurement Theme for Service Area
~No specified performance target
^No number surveyed

Note: DAS is working with service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

LGBTQ+ Cultural Competency Trainings

DAS funds two LGBTQ+ trainings for service providers. One is a cultural sensitivity training, focused on improving awareness of current issues faced by LGBTQ+ seniors and adults with disabilities. This is provided to DAS community partners. The LGBTQ+ Dementia Care Training is focused more specifically on facilitating service provider efforts to assist LGBTQ+ persons with dementia and to connect these clients to needed services and supports.
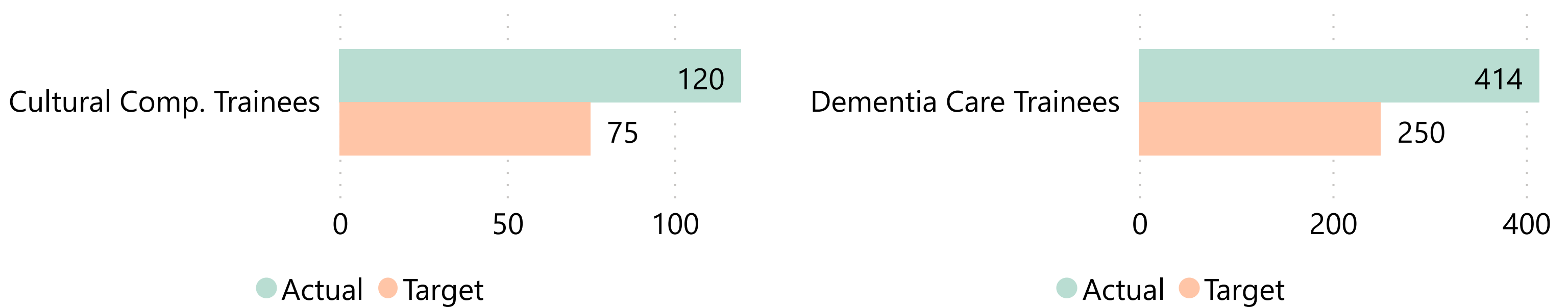
Funding
$50,669

Providers
2

Service Objectives

Cultural Comp. Trainees
- Actual: 120
- Target: 75

(0, 50, 100)

Dementia Care Trainees
- Actual: 414
- Target: 250

(0, 200, 400)

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
LGBTQ Cultural Competency Training	Provider Training and Professional Development*	Agencies participating in training implement at least 1 best practice into agency policies and procedures	68	100%	80%
LGBTQ Cultural Competency Training	Service Quality	Trainees rate the quality of the training received as good or excellent	68	98%	85%
LGBTQ Dementia Care Training	Provider Training and Professional Development*	Trainees are confident in facilitating efforts to assist LGBTQ clients with dementia to feel more welcomed in the community and their agency	107	99%	75%
LGBTQ Dementia Care Training	Provider Training and Professional Development*	Trainees can identify at least 5 best practices for increasing safety and inclusion for LGBTQ seniors and adults with	107	100%	85%

*Key Measurement Theme for Service Area

LGBTQ+ Financial Literacy

A recommendation of the LGBT Aging Policy Task Force, this program was created to provide one-on-one counseling to empower LGBTQ+ clients to manage their finances and achieve financial goals. Services are tailored to each client's needs and work toward countable outcomes, such as opening savings and/or checking accounts, establishing a safe and affordable banking account, decreasing debt by at least ten percent, and establishing or improving credit score.
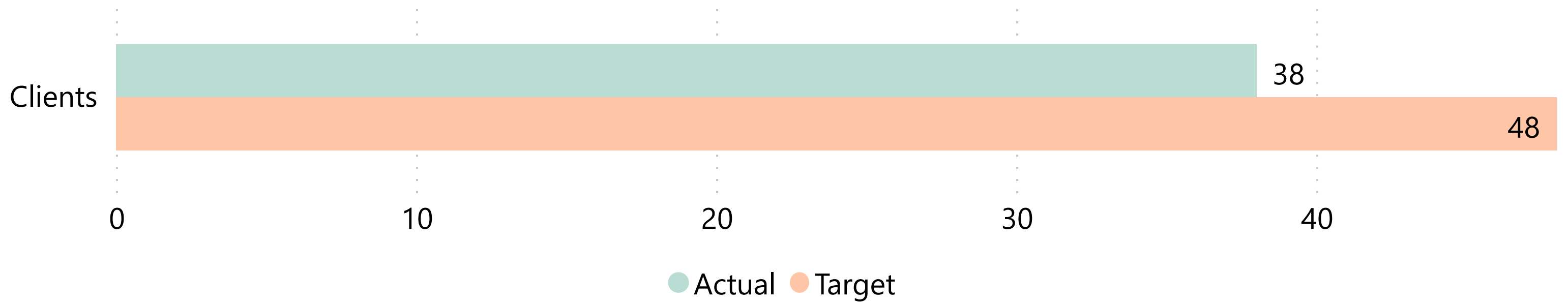
Funding
$75,088

Providers
1

Service Objectives

Clients
- Actual: 38
- Target: 48

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients achieve at least one positive financial outcome (such as establishing a savings or checking account or increasing savings)			50%
Empowerment*	Clients report increased financial wellbeing			75%

*Key Measurement Theme for Service Area

Note: Performance data for this program are unavailable. DAS did not complete monitoring in FY 2021-22.
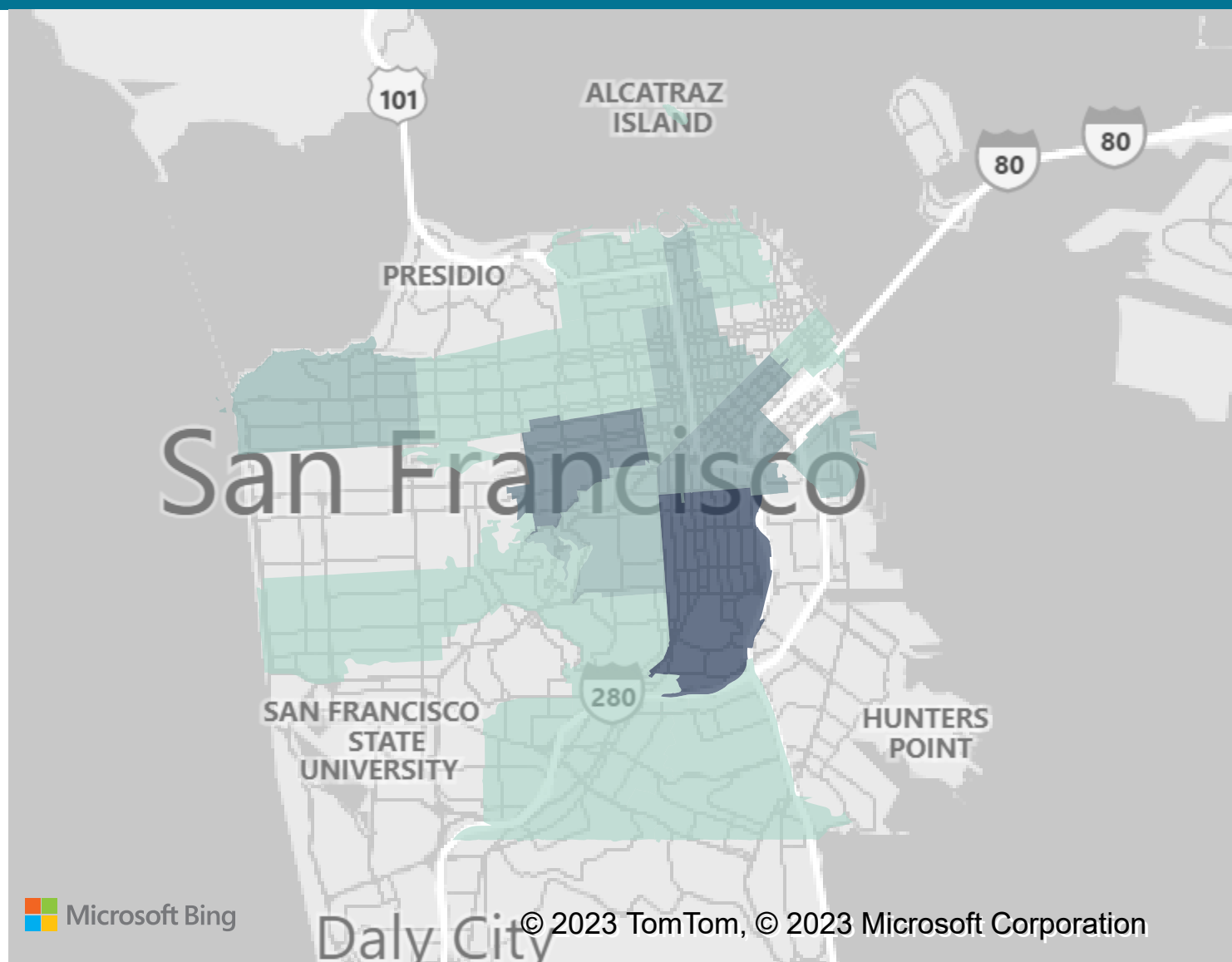
LGBTQ+ Financial Literacy
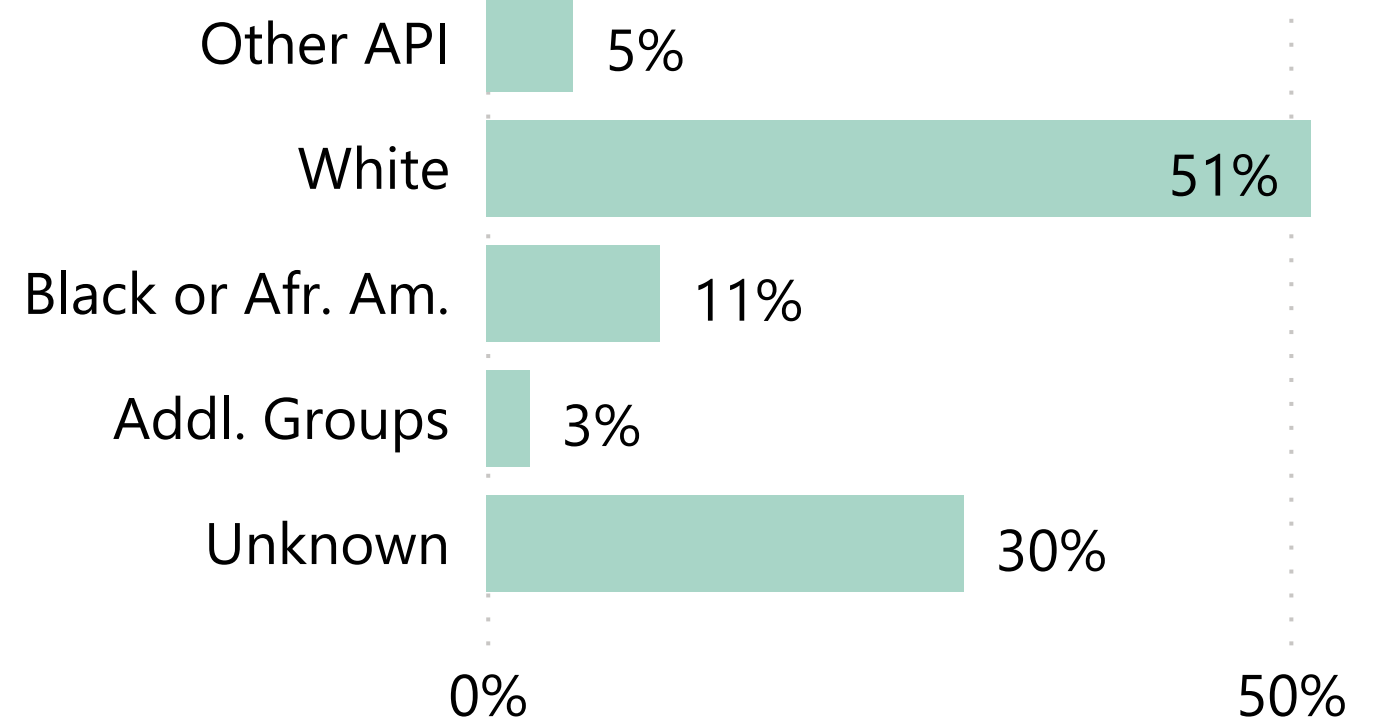## Client Profile

Service Levels

Unduplicated Clients	37
Enrollments	37

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing — © 2023 TomTom, © 2023 Microsoft Corporation

Race/Ethnicity

Other API	5%
White	51%
Black or Afr. Am.	11%
Addl. Groups	3%
Unknown	30%

Primary Language

English	89%
Unknown	11%

Gender Identity

Female	41%
Male	30%
Trans Female	11%
Trans Male	3%
Genderqueer/Gender Non-binary	14%
Unknown	3%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	32%
Gay/Lesbian/Same-Gender Loving	30%
Bisexual	5%
Addl. Groups	22%
Unknown	11%
Total	**100%**

Age

● 18-35　● 36-50　● 60-64　● 65-74　● 75-84

18-35	36-50	60-64	65-74	75-84
34%	16%	16%	22%	13%
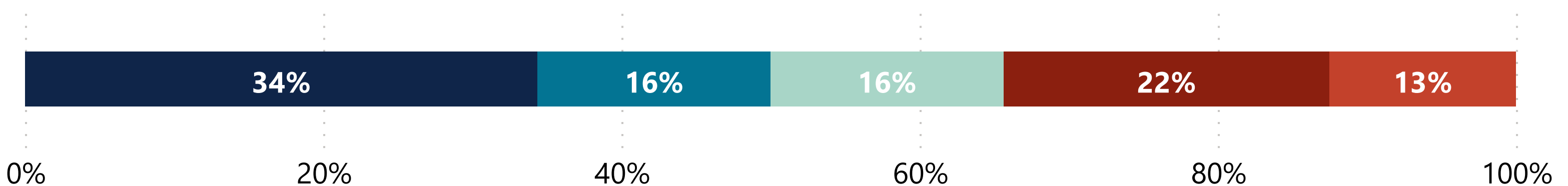
LGBTQ+ Legal & Life Planning

A recommendation of the LGBT Aging Policy Task Force, this program helps LGBTQ+ clients identify and memorialize their end of life decisions. The goal of this service is to support and protect chosen family relationships and individual preferences for care through formal legal documentation, such as wills and trusts, advanced care directives, and hospital visit authorizations.
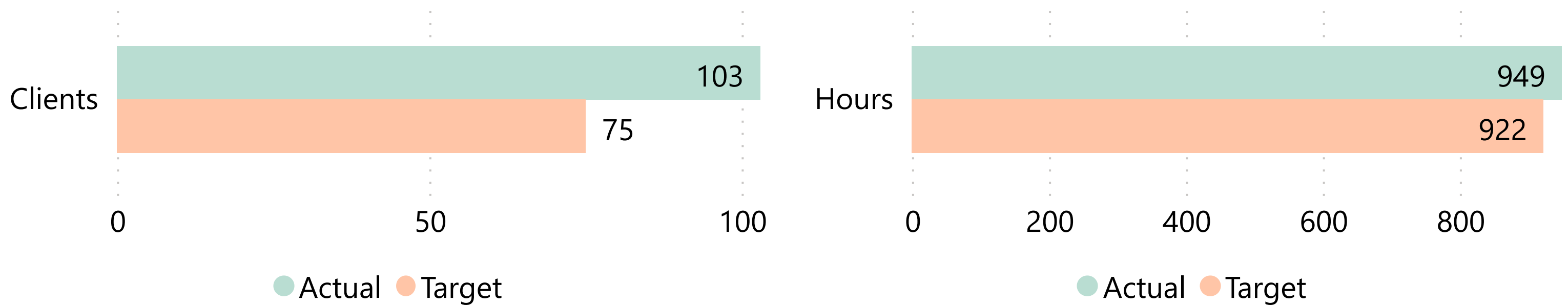
Funding
$81,955

Providers
1

Service Objectives

Clients
- Actual: 103
- Target: 75

Hours
- Actual: 949
- Target: 922

Legend: ● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients have an increased understanding of life planning services available to them	23	94%	75%
Education & Awareness of Services*	Clients feel more confident that their wishes and decisions will be honored in the event they are incapacitated and/or upon their death	23	100%	75%
Empowerment*	Clients feel safe and welcomed by program staff	23	100%	80%
Service Quality	Clients rate the quality of services as good or excellent	23	100%	80%

*Key Measurement Theme for Service Area

Naturalization

Naturalization services help older adults and adults with disabilities who are legal permanent residents to complete the process of becoming United States Citizens. Services include citizenship and English as a Second Language classes to help clients successfully pass their naturalization tests; one-on-one counseling and support to prepare naturalization documents and navigate the citizenship process; and assistance with applications for disability and/or language waivers so clients may access the
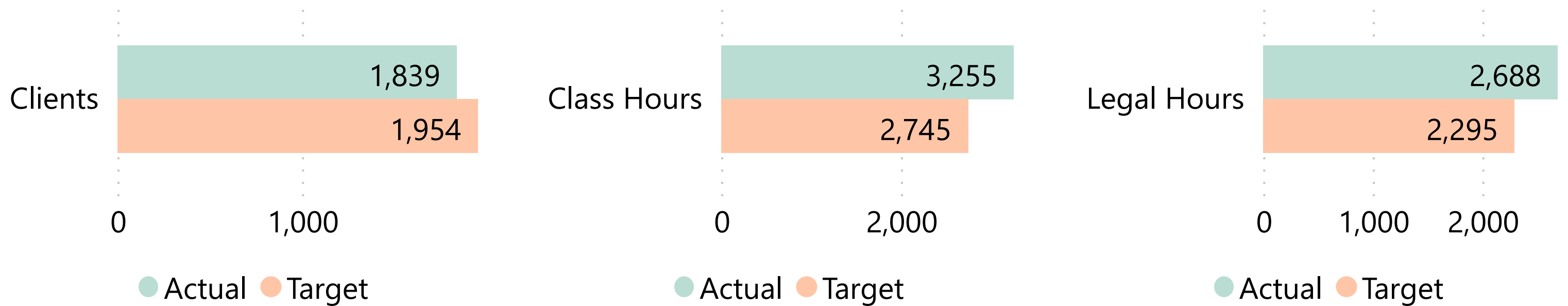
Funding
$807,073

Providers
6

Service Objectives

Clients
- Actual: 1,839
- Target: 1,954

0   1,000

Class Hours
- Actual: 3,255
- Target: 2,745

0   2,000

Legal Hours
- Actual: 2,688
- Target: 2,295

0   1,000   2,000

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target

*Key Measurement Theme for Service Area
~No specified performance target
^No number surveyed

Peer Ambassadors

Peer Ambassadors are older adults or adults with disabilities trained to conduct outreach and share information about DAS programs and services widely in the community. This program not only helps to raise consumer awareness of and connection to DAS services, but also offers seniors and disabled adults opportunities for meaningful employment.
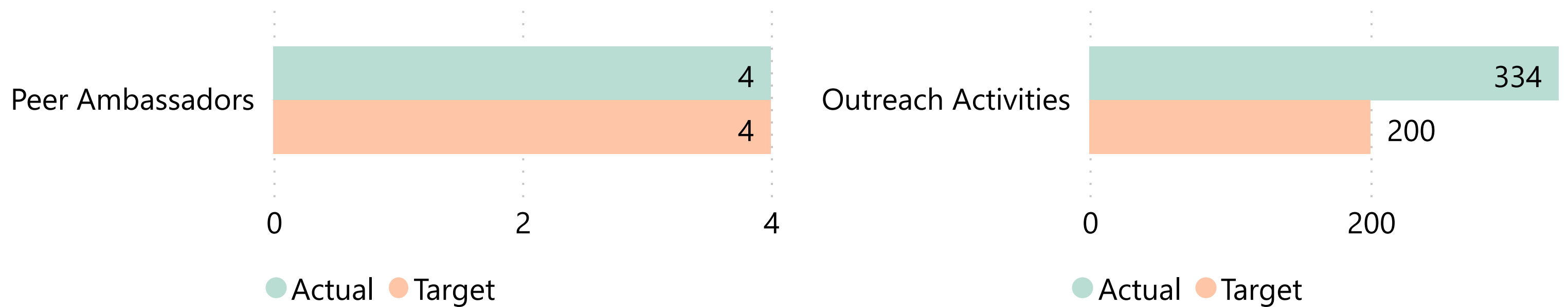
Funding
$1,127,307

Providers
1

Service Objectives

Peer Ambassadors: Actual 4, Target 4

Outreach Activities: Actual 334, Target 200

● Actual ● Target

Outcome Objectives

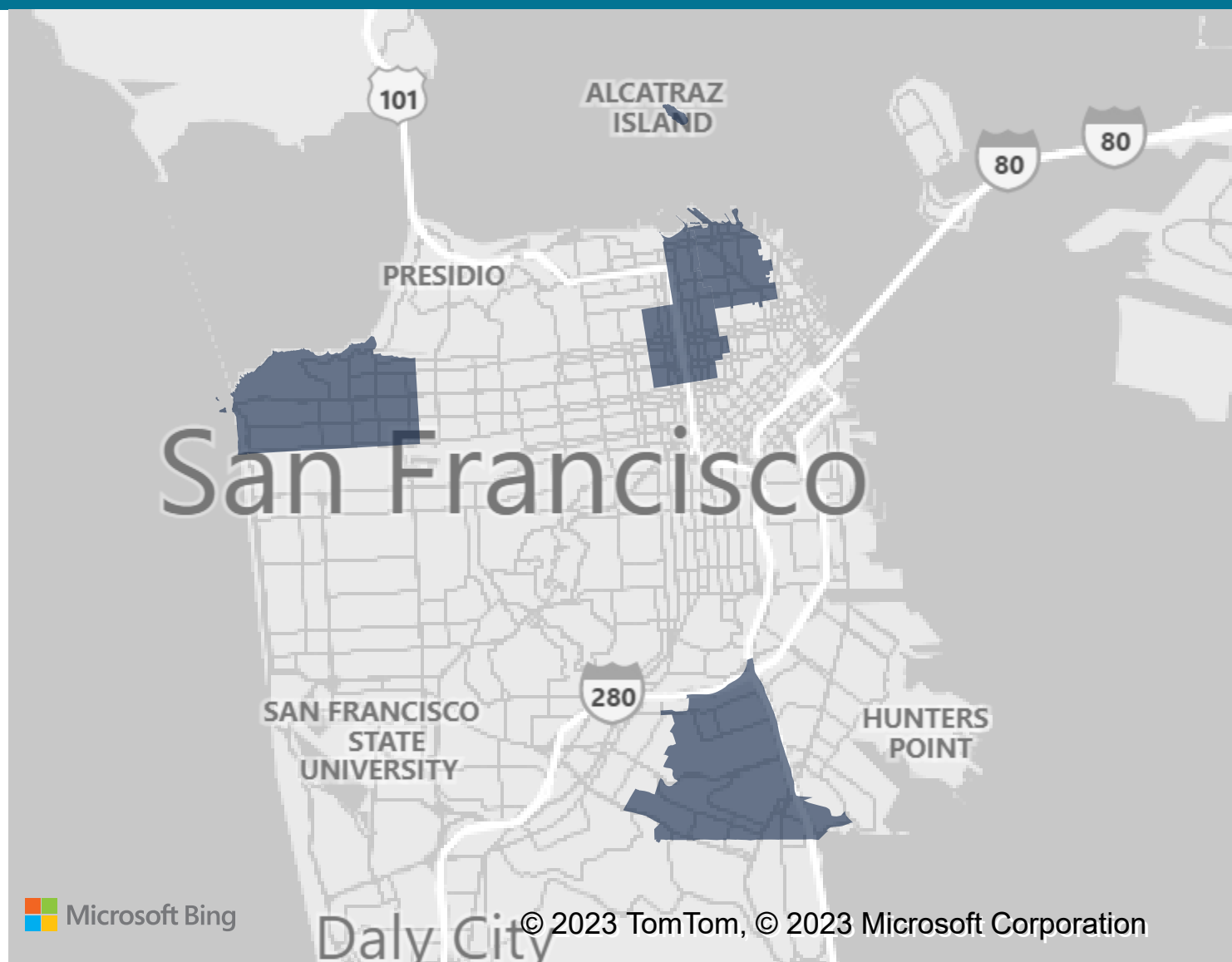| Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients feel safer due to escort services	110	100%	80%
Engagement & Socialization	Participants feel valued through their service as a Peer Ambassador	4	100%	80%
Service Quality	Annual participant retention rate	4	100%	50%
Service Quality	Escort requests are addressed in a timely fashion	110	100%	80%

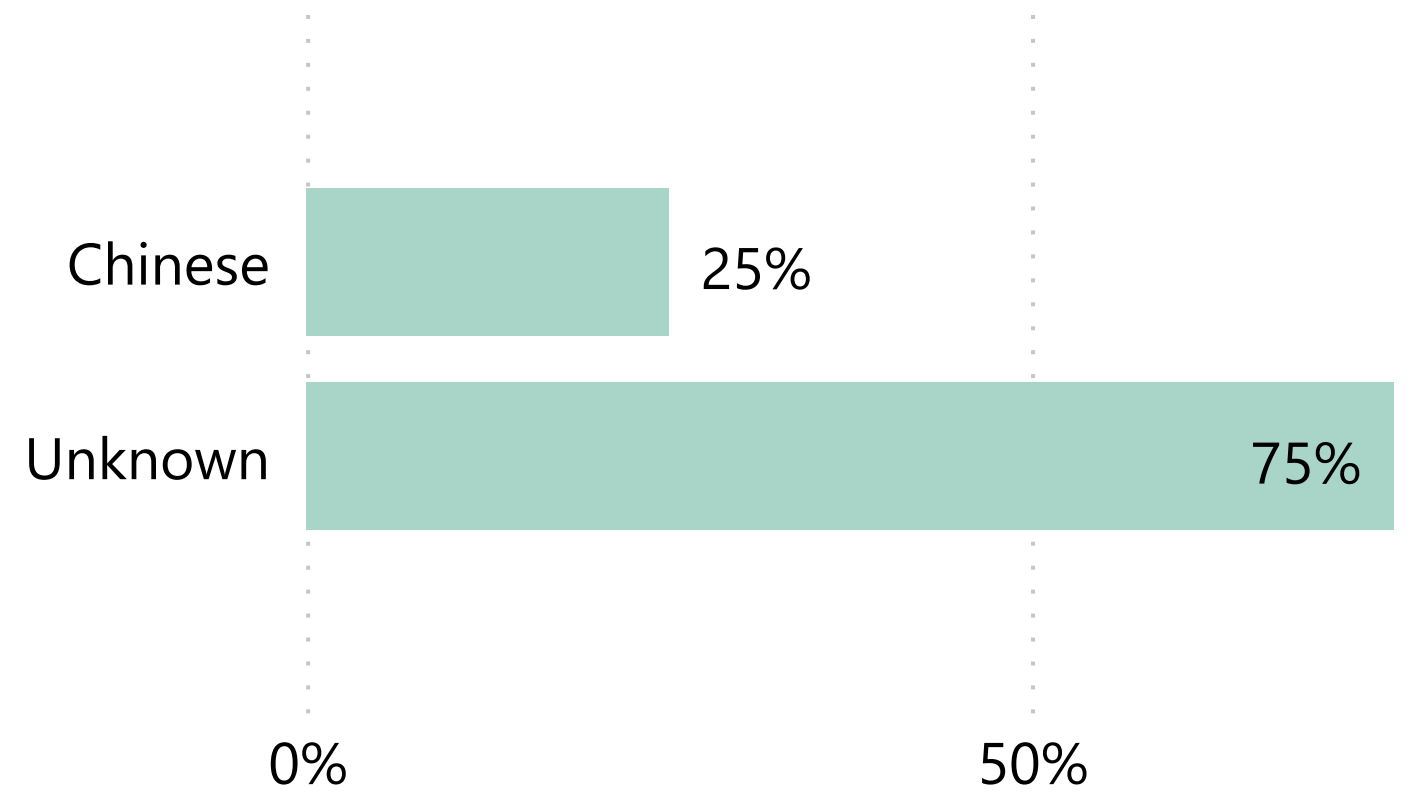*Key Measurement Theme for Service Area

Peer Ambassador
Client Profile

75%

Service Levels

Unduplicated Clients	4
Enrollments	4

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2023 TomTom, © 2023 Microsoft Corporation

Race/Ethnicity

- Chinese 25%
- Unknown 75%

0%   50%

Primary Language

- Chinese 25%
- Unknown 75%

0%   50%
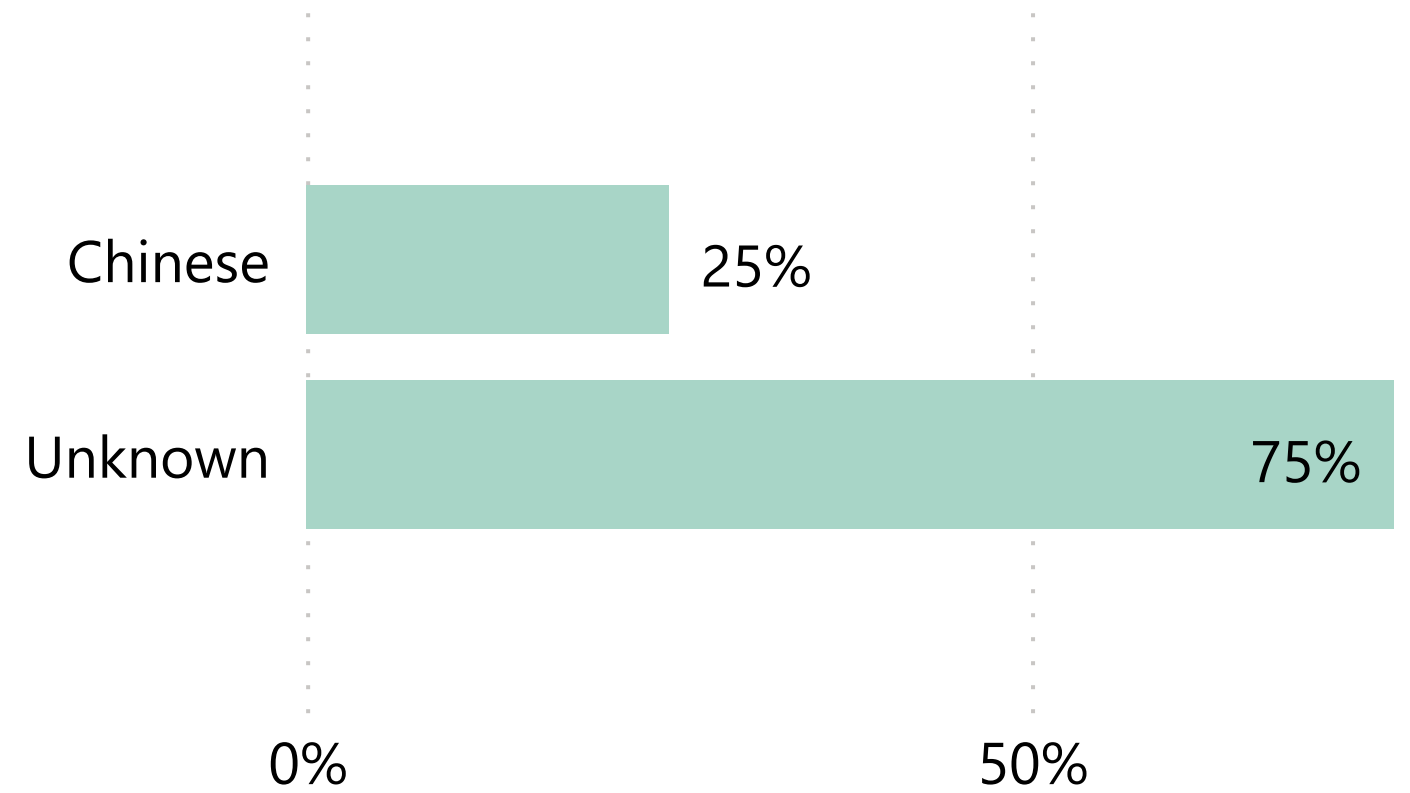
Gender Identity

Male	25%
Unknown	75%
Total	**100%**

Sexual Orientation

Unknown	100%
Total	**100%**

Age

● 75-84 ● Unknown

| 25% | 75% |

0%   20%   40%   60%   80%   100%

Transportation

Transportation services increase the accessibility and participation in DAS-funded services. This primarily supports attendance at Community Service Center services for those unable to transport themselves or use public transit. This supplement to Community Service Center program also includes a small amount of Shopping Shuttle service that transports clients between certain Community Service sites and grocery stores.
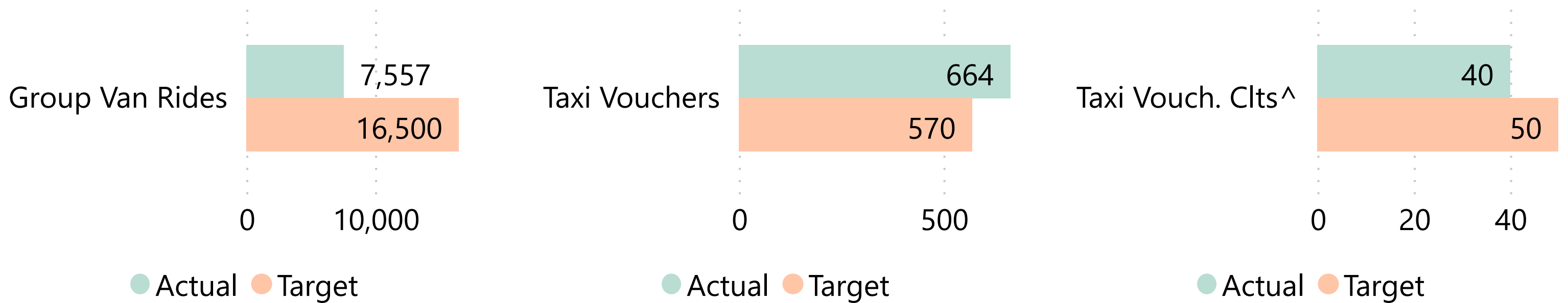
Funding
$503,567

Providers
1

Service Objectives

Group Van Rides
- Actual: 7,557
- Target: 16,500

(axis: 0 — 10,000)

Taxi Vouchers
- Actual: 664
- Target: 570

(axis: 0 — 500)

Taxi Vouch. Clts^
- Actual: 40
- Target: 50

(axis: 0 — 20 — 40)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients rate the quality of Taxi Voucher services as excellent or good	12	100%	85%

*Key Measurement Theme for Service Area

Caregiver Support

Caregiver Support services strengthen the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.

CAREGIVER SUPPORT SERVICES
- Adult Day Programs (Adult Social Day, Alzheimer's Day Care Resource Centers)
- Caregiver Respite
- Family Caregiver Support Program

PRIMARY OUTCOME MEASUREMENT THEMES
- **Ability to Care for Recipient:** Caregivers are better able to provide quality care.
- **Avoidance of Institutionalization:** Care recipients' needs are met and they are able to reside in the community instead of a congregate care setting.
- **Caregiver Health and Wellbeing:** Caregivers have improved sense of wellbeing and/or reduced feelings of stress and exhaustion.

FY 2021-22 HIGHLIGHTS
- We served about 800 clients with more than 2,100 enrollments across all Caregiver Support services. In total, DAS allocated $2.7 million for services in this area.
- The Family Caregiver Support program provided 2,500 hours of counseling and 320 hours of training to about 650 unpaid caregivers, helping to improve their health and wellbeing and their ability to provide quality care to their recipients.
- Collectively across our Caregiver Support programs, about 97% of caregivers experienced positive outcomes with respect to their health and wellbeing. These outcomes include: 96% of Alzheimer's Day Care Resource Center clients who report better health and wellbeing due to their participation in services; 97% of Caregiver Respite clients who experience less mental and physical exhaustion; and 99% of Family Caregiver Support Program clients who report reduced stress and an increased sense of being valued.

DIGNITY FUND FY 2021-22: CAREGIVER SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients	Total Funding
2,142	823	$2,737,294

Adult Day Programs

Adult Day Programs are state-licensed, community-based centers that provide social and recreational activities, nutrition, and personal care support for clients who require help with basic daily tasks. Serving clients who need supervision and thus are not able to independently participate in Community Service Centers, Adult Day Programs provide respite for family and friend caregivers during daytime hours. Some sites have specialized programs for persons with moderate-to-late stage dementia and Alzheimer's disease.
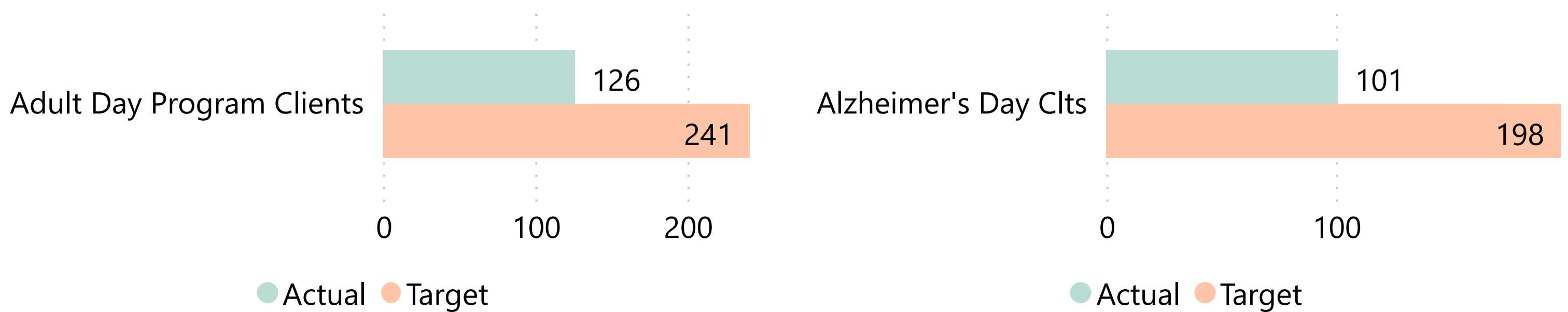
Funding
$1,556,317

Providers
6

Service Objectives

Adult Day Program Clients
- Actual: 126
- Target: 241

Alzheimer's Day Clts
- Actual: 101
- Target: 198

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Adult Day Care	Service Quality	Clients rate the quality of services as excellent or good	139	96%	85%
Alzheimer's Day Care Resource Center	Ability to Care for Recipient*	Caregivers are better able to provide care to their care recipient due to the education and training they received	48	96%	85%
Alzheimer's Day Care Resource Center	Caregiver Health & Wellbeing*	Caregivers report better health and wellbeing due to their participation in services	62	96%	85%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics are unavailable due to the temporary suspension in FY 2021-22 of in-person services following the COVID-19 outbreak.
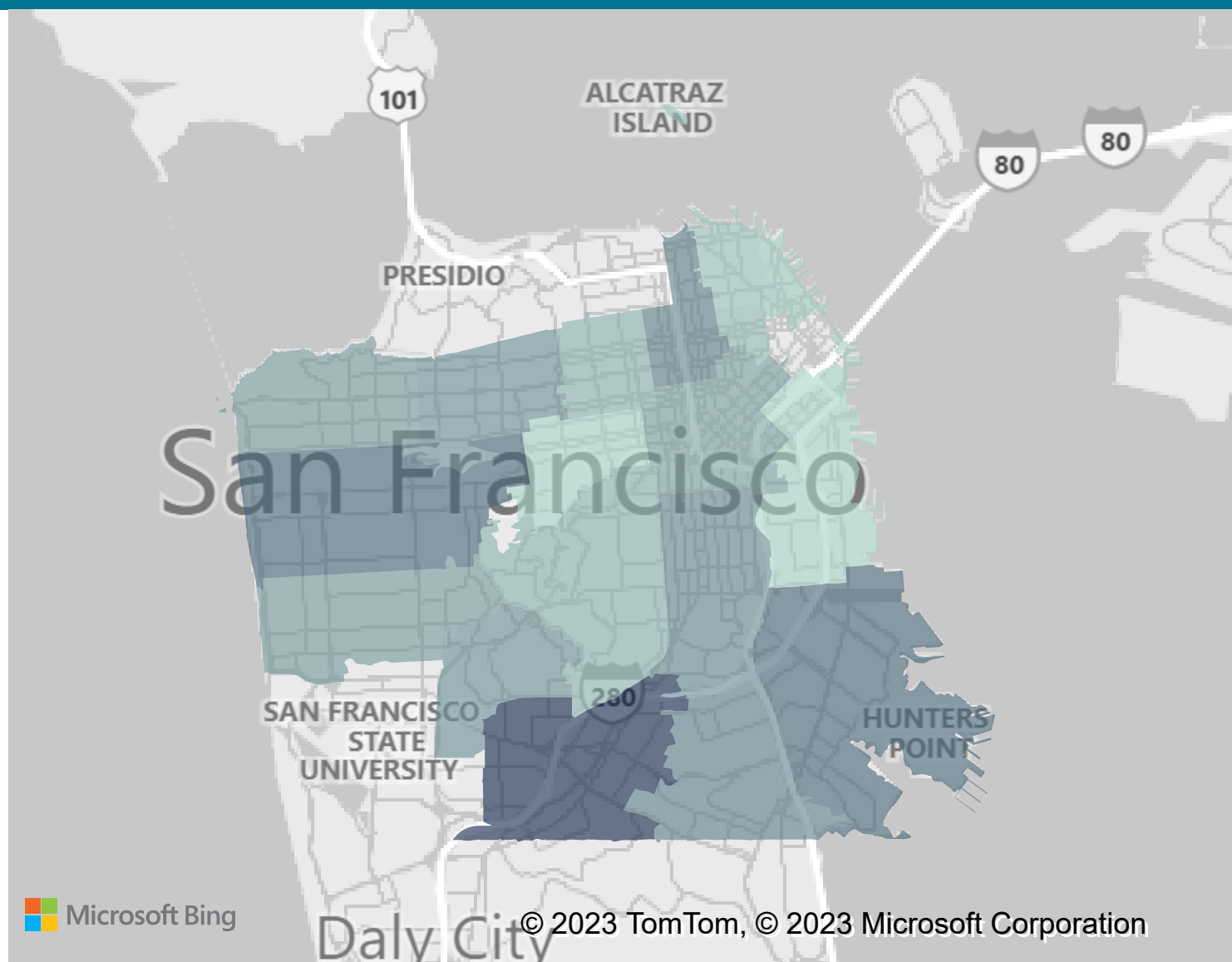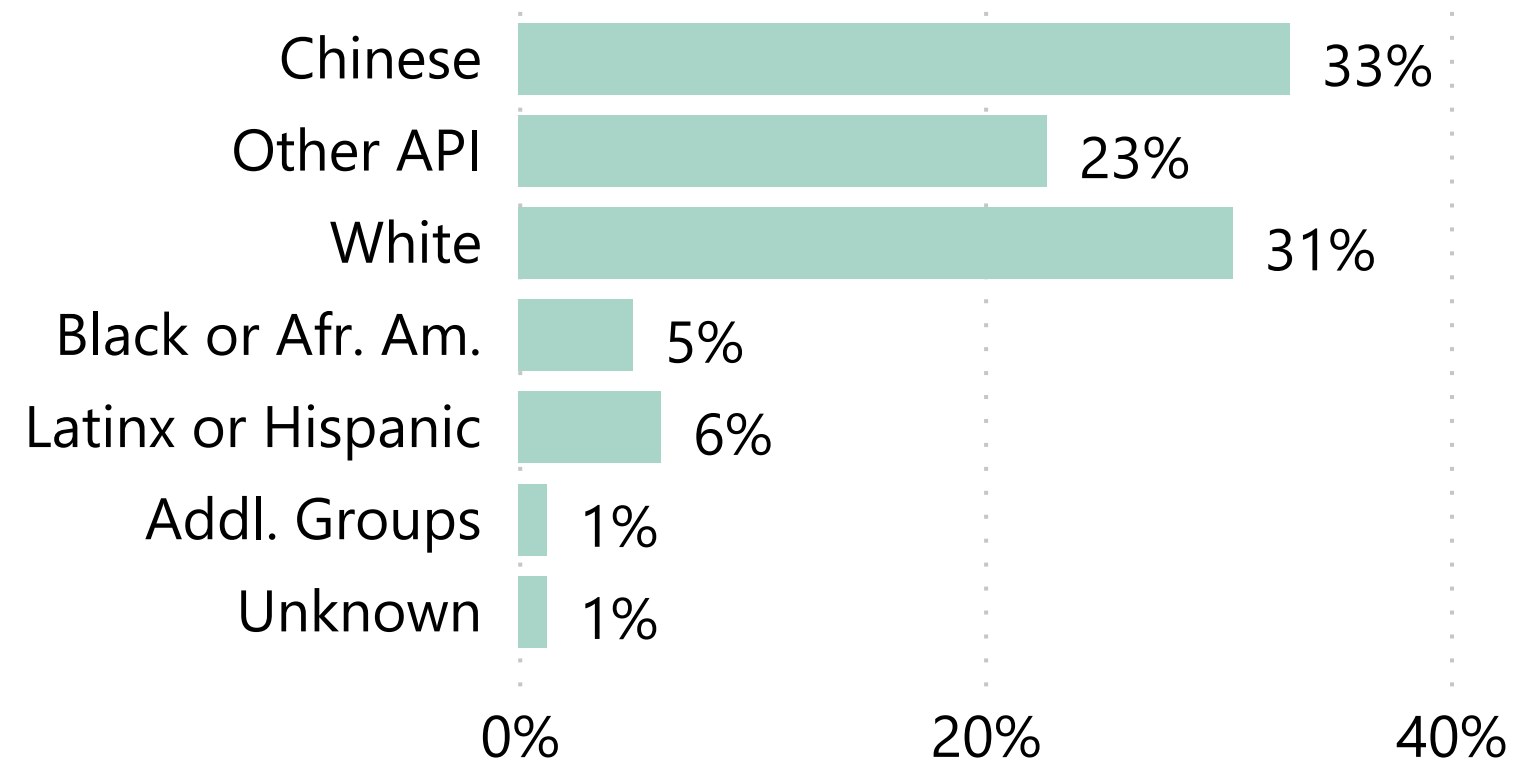
Adult Day Programs
Client Profile

Service Levels

Unduplicated Clients	163
Enrollments	230

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2023 TomTom, © 2023 Microsoft Corporation
Daly City

Race/Ethnicity

Chinese	33%
Other API	23%
White	31%
Black or Afr. Am.	5%
Latinx or Hispanic	6%
Addl. Groups	1%
Unknown	1%

Primary Language

Chinese	30%
English	30%
Spanish	6%
Filipino	3%
Addl. Groups	10%
Unknown	20%
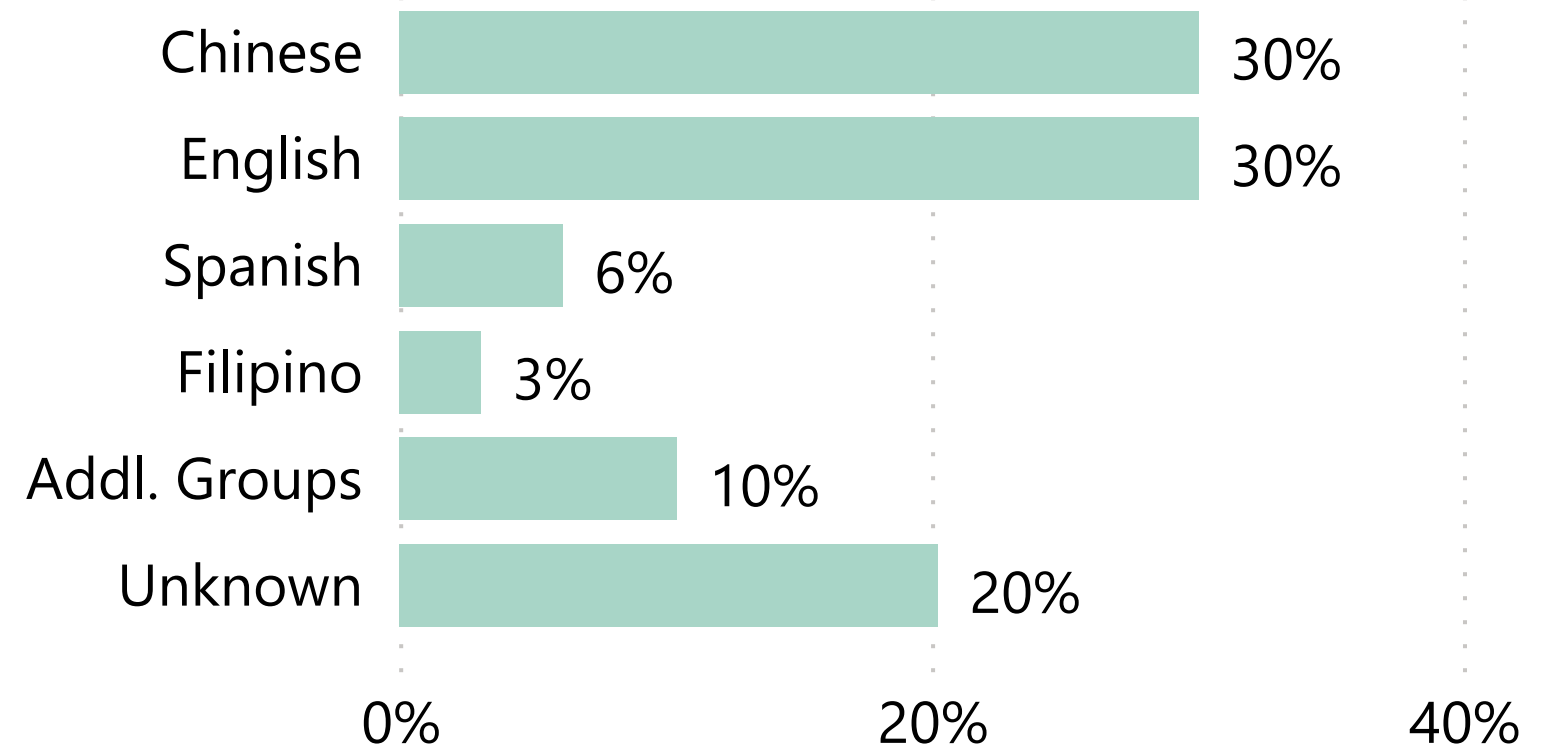
Gender Identity

Female	66%
Male	32%
Trans Female	1%
Unknown	1%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	89%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Unknown	7%
Total	**100%**

Age

● 36-50   ● 60-64   ● 65-74   ● 75-84   ● 85+   ● Unknown

| 17% | 26% | 53% |

Caregiver Respite

The Caregiver Respite program provides in-home and out-of-home respite care, such as attendance at an Adult Day Program, to unpaid caregivers of older adults and adults with disabilities. Respite services may be provided for intermittent periods and/or in the event of an emergency. The program seeks to reduce caregiver burden and prevent or delay institutionalization of the care recipient, thereby enabling care recipients to live safely in their own homes and communities.
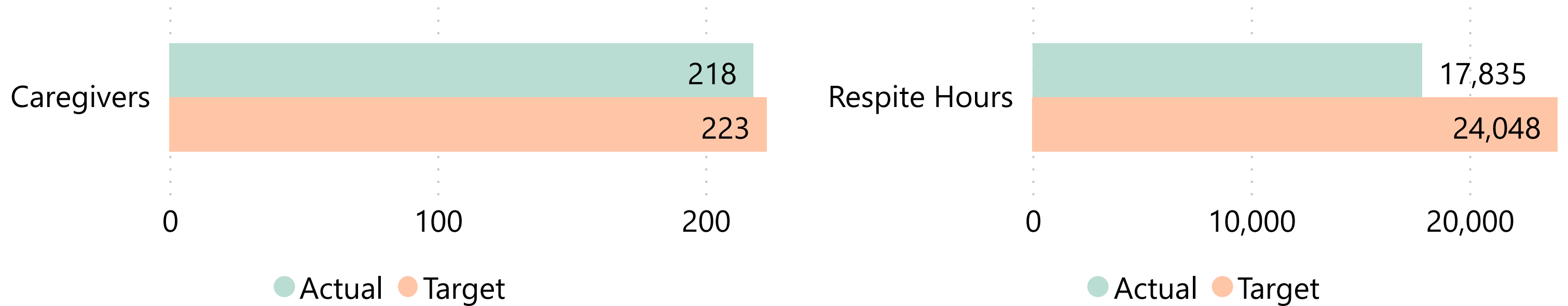
Funding
$0

Providers
1

Service Objectives

Caregivers
- Actual: 218
- Target: 223

Respite Hours
- Actual: 17,835
- Target: 24,048

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Ability to Care for Recipient*	Caregivers report that respite care enables them to provide quality care suited to the needs of their care recipient	81	99%	75%
Caregiver Health & Wellbeing*	Caregivers are able to take care of other responsibilities due to respite care	81	98%	75%
Caregiver Health & Wellbeing*	Client experience less mental exhaustion	81	97%	75%
Caregiver Health & Wellbeing*	Client experience less physical exhaustion	81	97%	50%

*Key Measurement Theme for Service Area
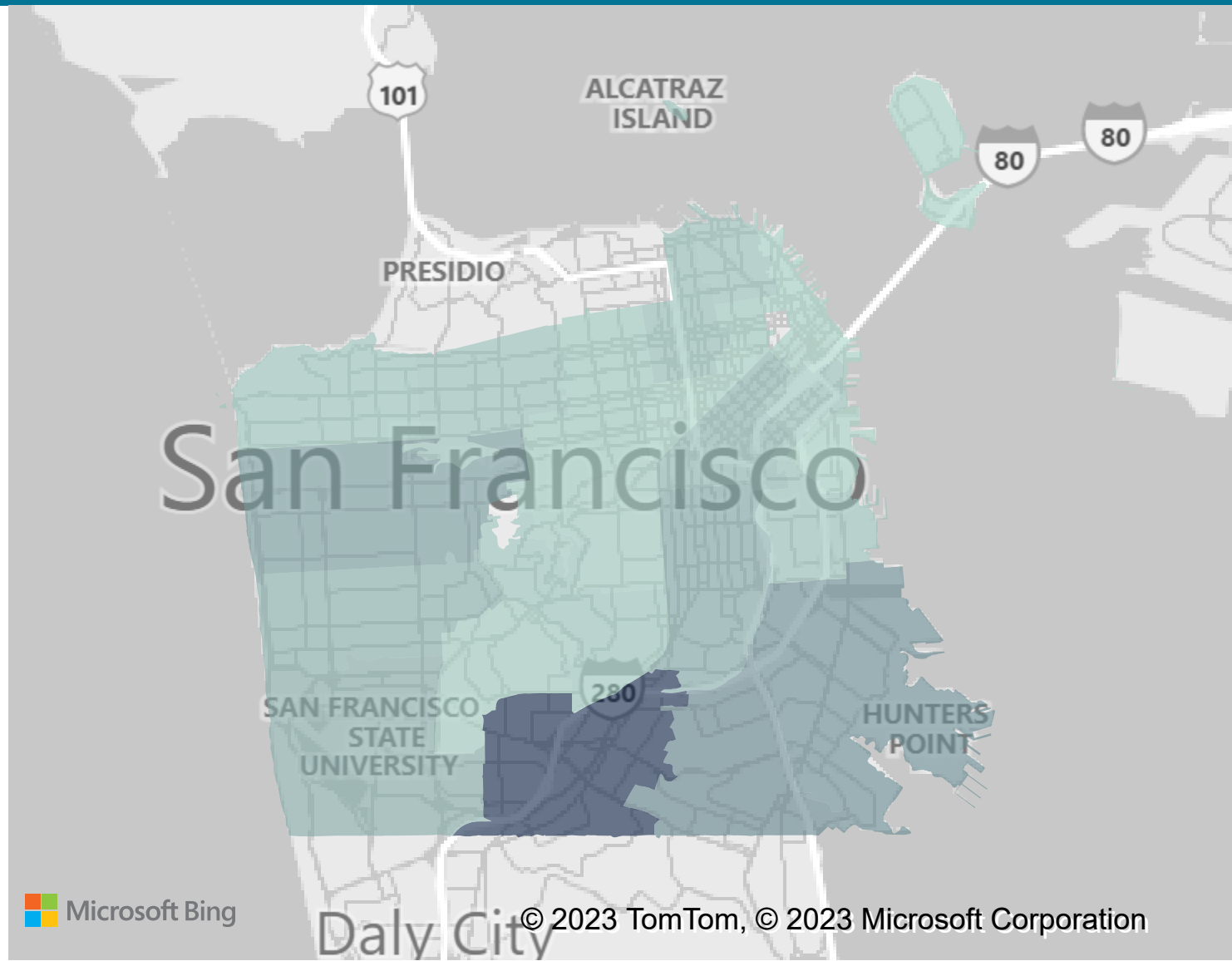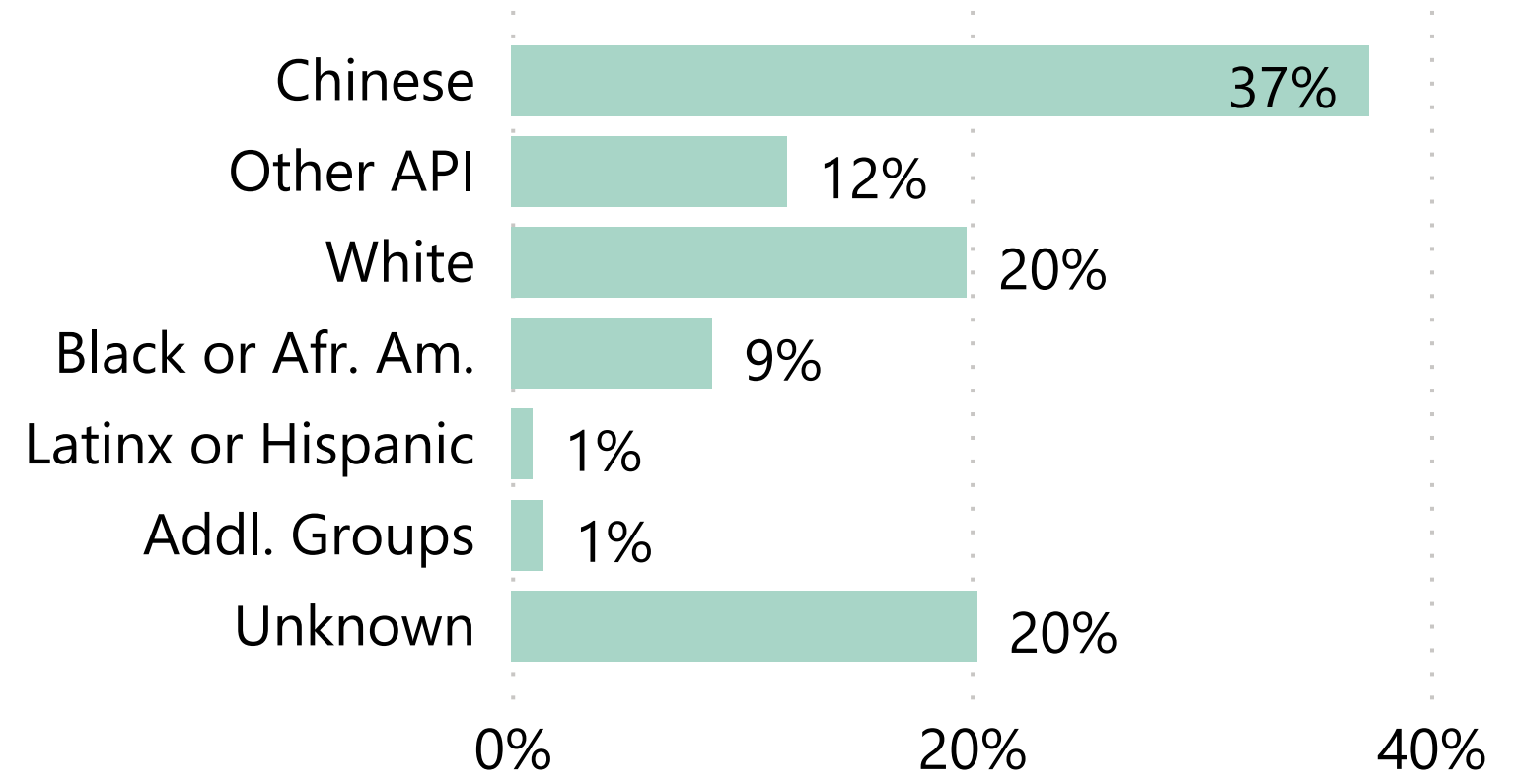
Caregiver Respite
Client Profile

Service Levels

Unduplicated Clients	217
Enrollments	218

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	37%
Other API	12%
White	20%
Black or Afr. Am.	9%
Latinx or Hispanic	1%
Addl. Groups	1%
Unknown	20%

Primary Language

Chinese	12%
English	47%
Spanish	8%
Filipino	1%
Russian	1%
Addl. Groups	3%
Unknown	28%
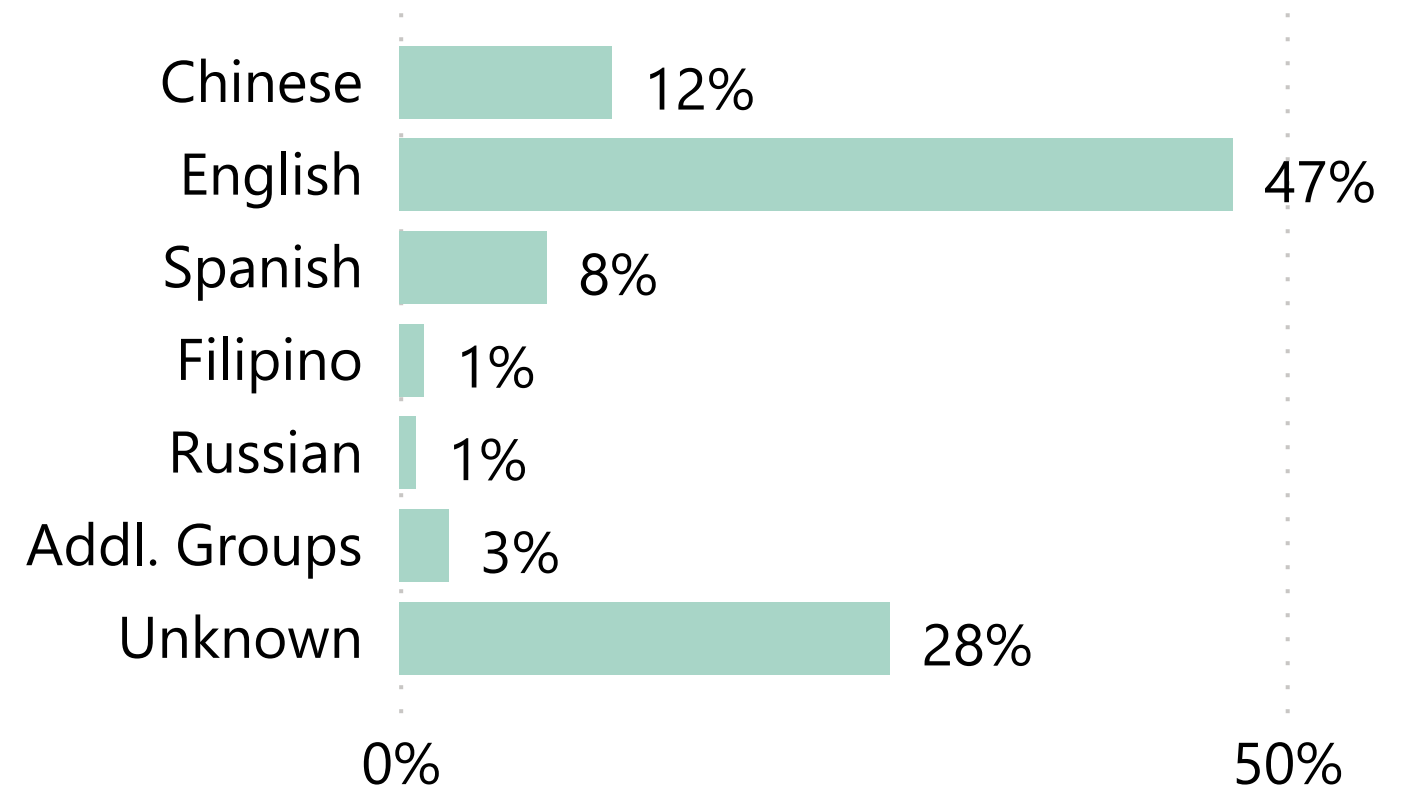
Gender Identity

Female	79%
Male	19%
Unknown	2%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	84%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	1%
Unknown	13%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-35	36-50	60-64	65-74	75-84
5%	29%	17%	31%	15%
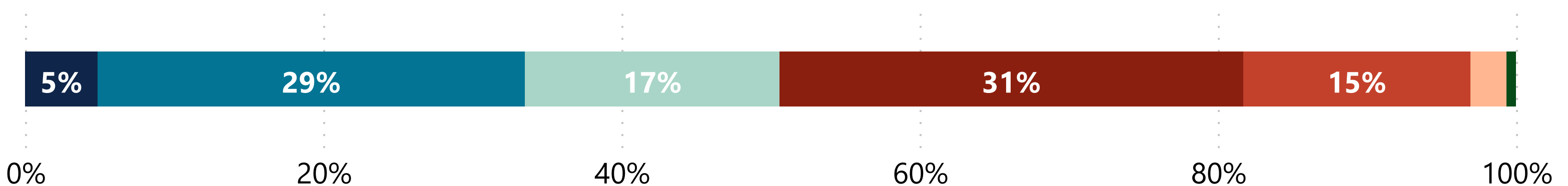
Family Caregiver Support Program

The Family Caregiver Support Program provides a variety of services to unpaid caregivers, including counseling, caregiver training, and respite care. The program also provides caregivers with referrals to other supportive services, such as case management.
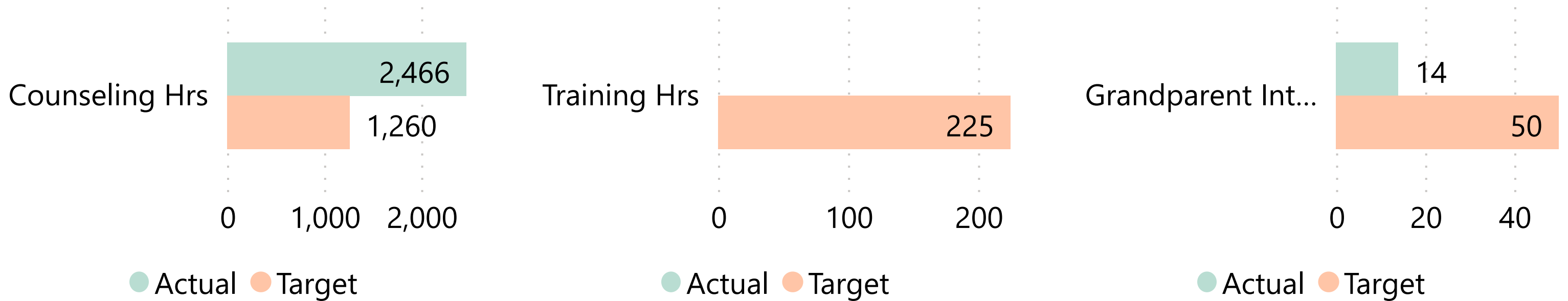
Funding

$1,180,977

Providers

2

Service Objectives

Counseling Hrs	
Actual	2,466
Target	1,260

Training Hrs	
Actual	
Target	225

Grandparent Int...	
Actual	14
Target	50

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Family Caregiver Support Program	Ability to Care for Recipient*	Caregivers report that they feel better able to be a caregiver due to the services received	83	99%	75%
Family Caregiver Support Program	Caregiver Health & Wellbeing*	Caregivers report reduced stress and an increased sense of being cared about/valued	83	99%	75%
Family Caregiver Support Program	Education & Awareness of Services	Clients developed new knowledge of available resources and services	83	99%	75%
FCSP Grandparent Services	Ability to Care for Recipient*	Caregivers feel better able to be a caregiver due to services received			75%
FCSP Grandparent	Education & Awareness of	Clients developed new knowledge of available resources and services			75%

*Key Measurement Theme for Service Area
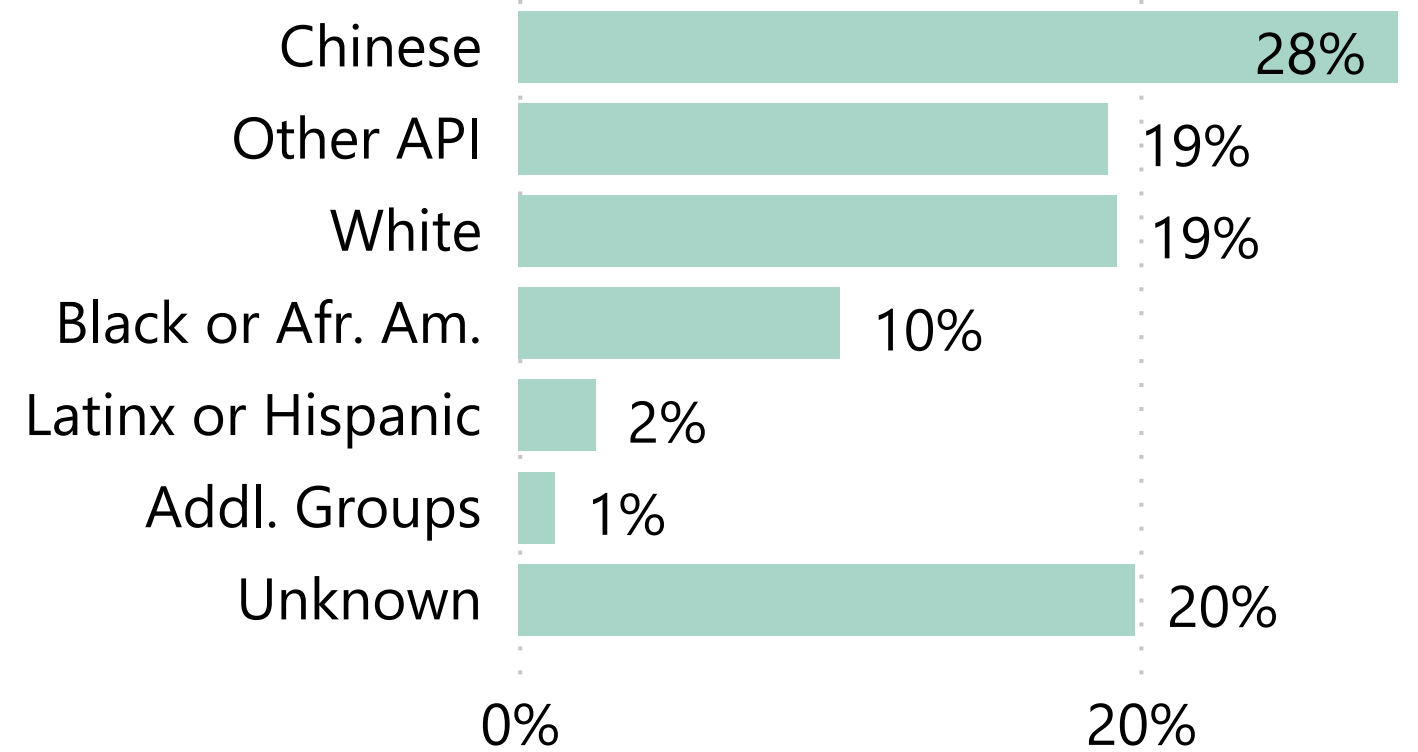
TBD

Family Caregiver Support Program
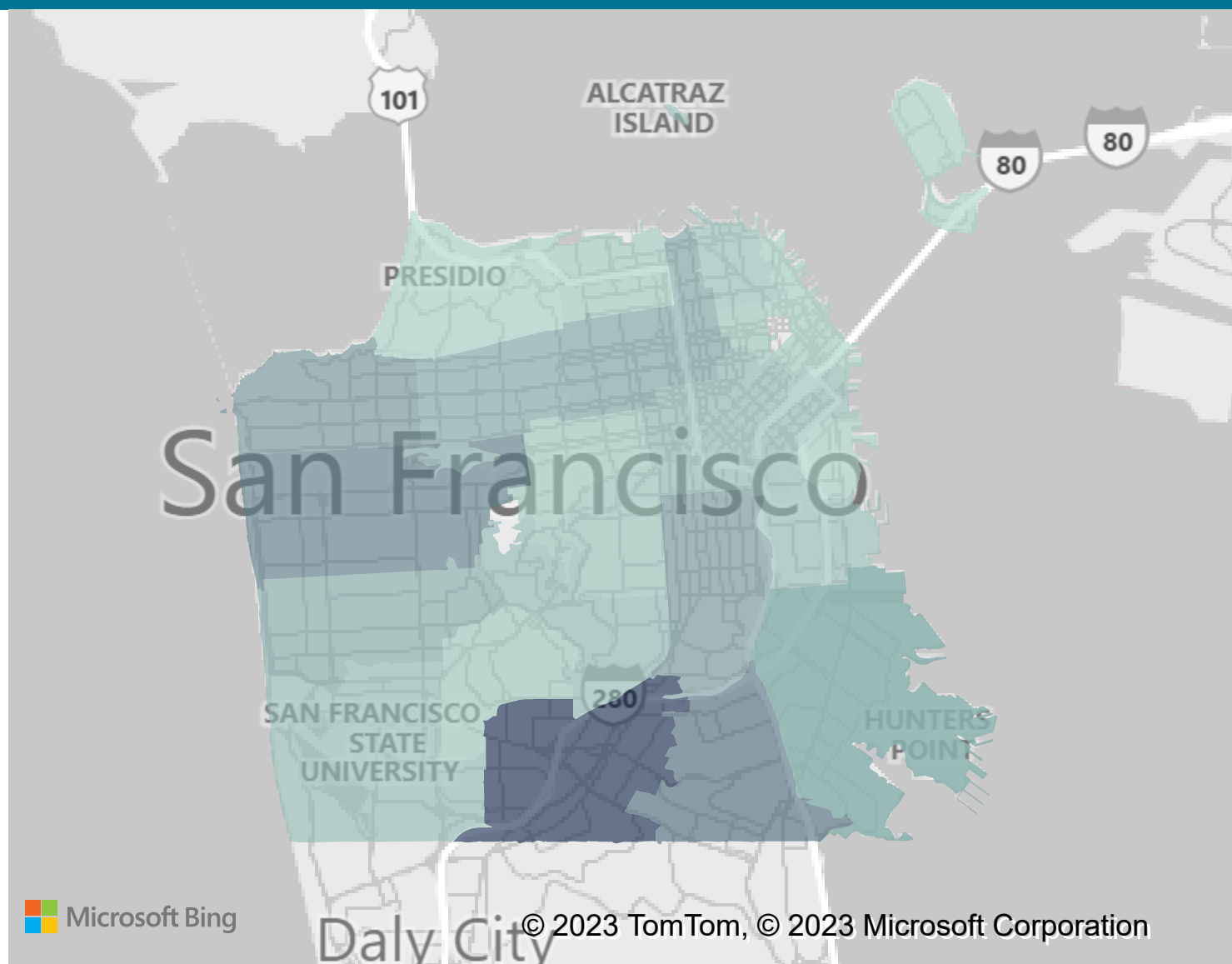## Client Profile

Service Levels

Unduplicated Clients	685
Enrollments	1,814

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	28%
Other API	19%
White	19%
Black or Afr. Am.	10%
Latinx or Hispanic	2%
Addl. Groups	1%
Unknown	20%

Primary Language

Chinese	12%
English	51%
Spanish	5%
Filipino	1%
Russian	0%
Addl. Groups	7%
Unknown	24%
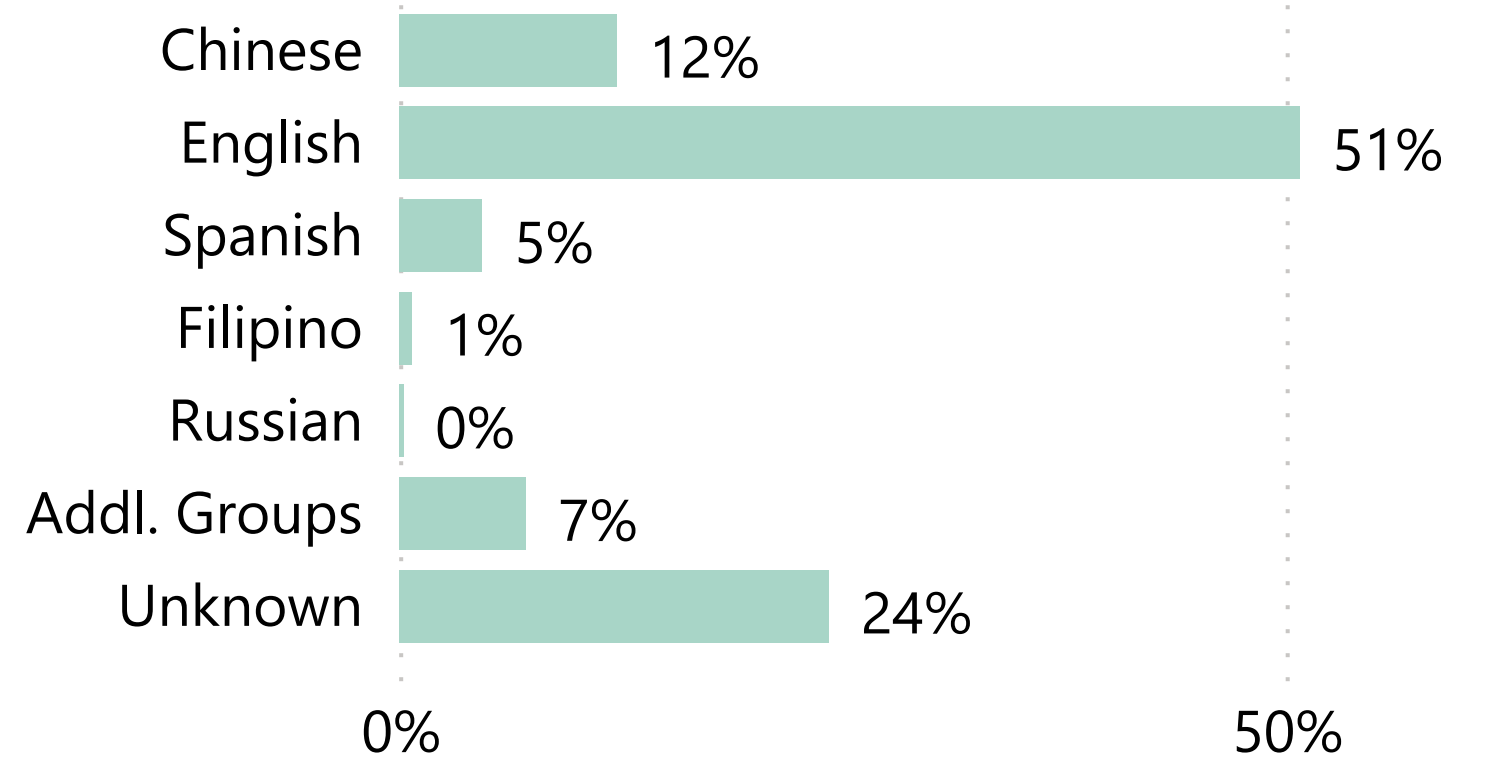
Gender Identity

Female	70%
Male	23%
Trans Female	0%
Unknown	7%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	79%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	0%
Unknown	17%
Total	**100%**

Age

● 18-35　● 36-50　● 60-64　● 65-74　● 75-84　● 85+　● Unknown

18-35	36-50	60-64	65-74	75-84	85+	Unknown
4%	18%	15%	31%	15%	6%	10%
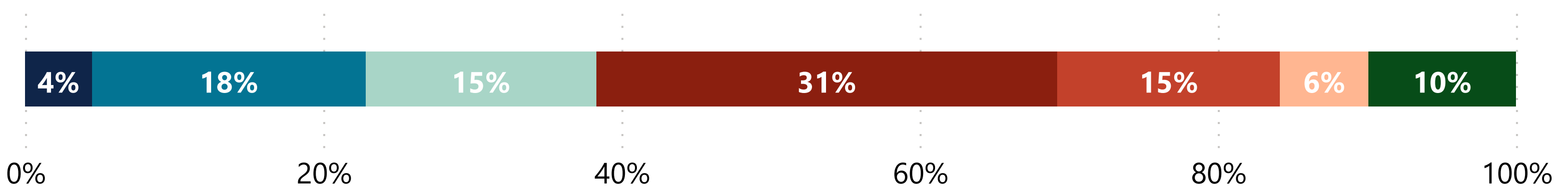
Case Management & Care Navigation

Case Management & Care Navigation services facilitate service connections and support individuals with complex needs to navigate available resources that promote stability in the community.

Case Management & Care Navigation Services
- Case Management
- Community Living Fund (CLF)
- LGBTQ+ Care Navigation (including Pet Support)
- Money Management

PRIMARY OUTCOME MEASUREMENT THEMES
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Stability in the Community:** Clients maintain stability living in the community with limited experiences of crisis and/or institutionalization.

FY 2021-22 HIGHLIGHTS
- We served 1,900 clients with a total of 2,000 enrollments across all Case Management & Care Navigation services. In total, DAS allocated $11.7 million for services in this area.
- We provided Case Management services to approximately 1,300 clients, helping them to navigate and access the services they need to live safely in the community.
- We provided 12,900 care navigation hours to more than 400 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 74% of surveyed clients indicated they felt less isolated through their engagement in care navigation, peer support, and other supportive services offered through the program.
- We promoted clients' stability in the community: across the Community Living Fund program and Money Management services, 94% of clients experienced positive outcomes such as experiencing one or fewer unplanned acute care hospital admissions in a six-month period, or maintaining stable housing.

DIGNITY FUND FY 2021-22: CASE MANAGEMENT & CARE NAVIGATION SERVICES

Total Enrollments	Total Unduplicated Clients	Total Funding
1,995	1,942	$11,705,283

Case Management

Case Management services help navigating and coordinating the services needed to live safely in the community. Case managers provide a range of support to clients, including client needs assessment, service planning and monitoring, and coordination of services across providers.
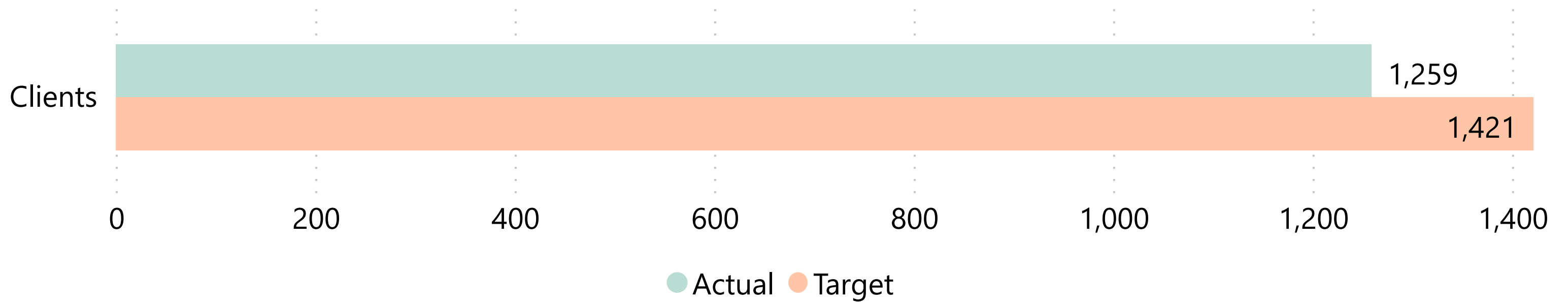
Funding
$3,372,575

Providers
12

Service Objectives

Clients
- Actual: 1,259
- Target: 1,421

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Case Management	Service Connection*	Clients are connected with needed resources (average rate of Service Plan completion)			63%
Case Management	Stability in the Community*	Clients achieve/maintain stability in the community (based on status at case closure)			25%
Case Management: Clinical Collaborative	Provider Training and Professional Development	Case Management supervisors and directors report Clinical Collaborative improved their case managers skill level and performance			85%
Case Management: Clinical Collaborative	Provider Training and Professional Development	Case managers report that Clinical Collaborative helped improve their skill level and performance			85%

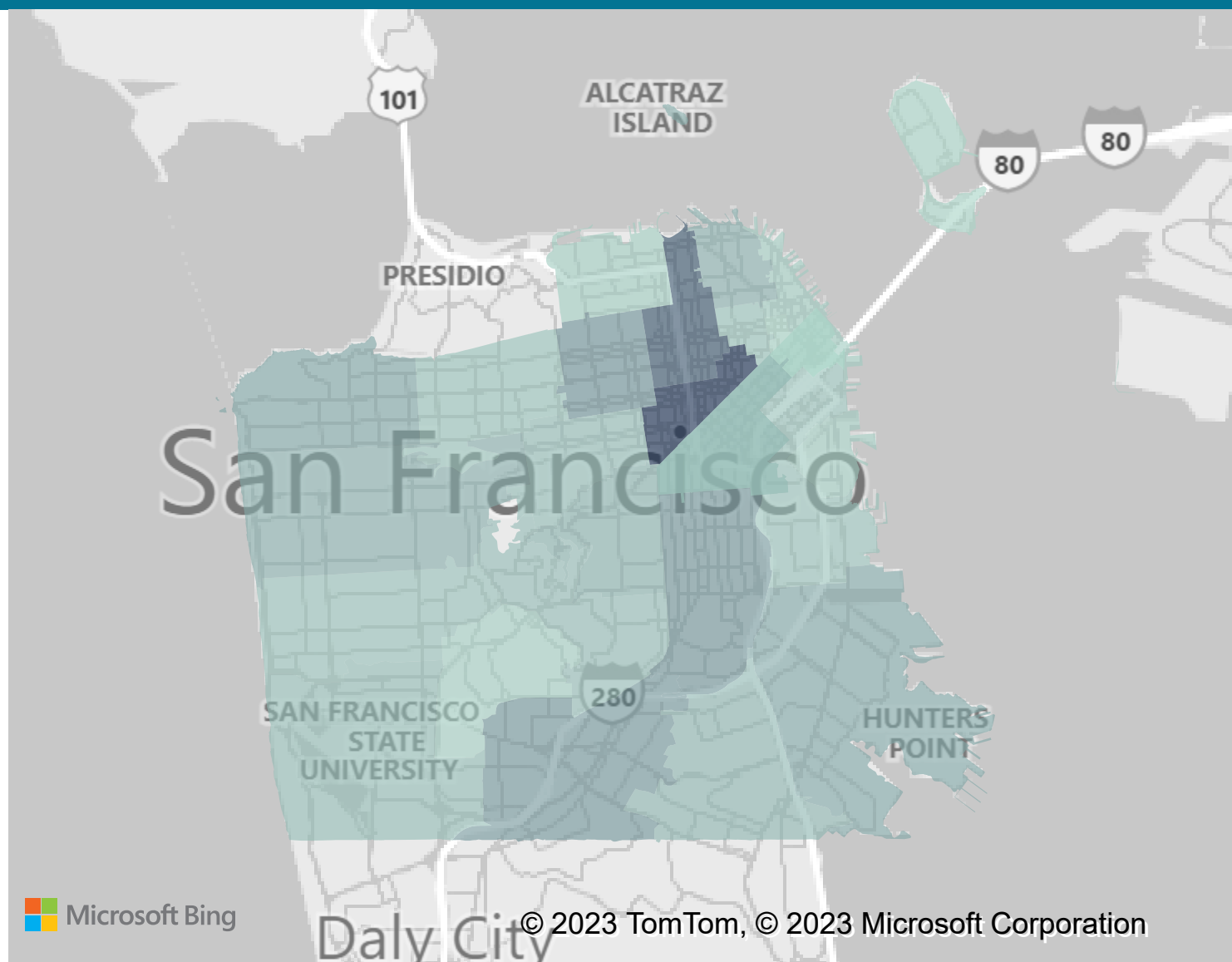*Key Measurement Theme for Service Area
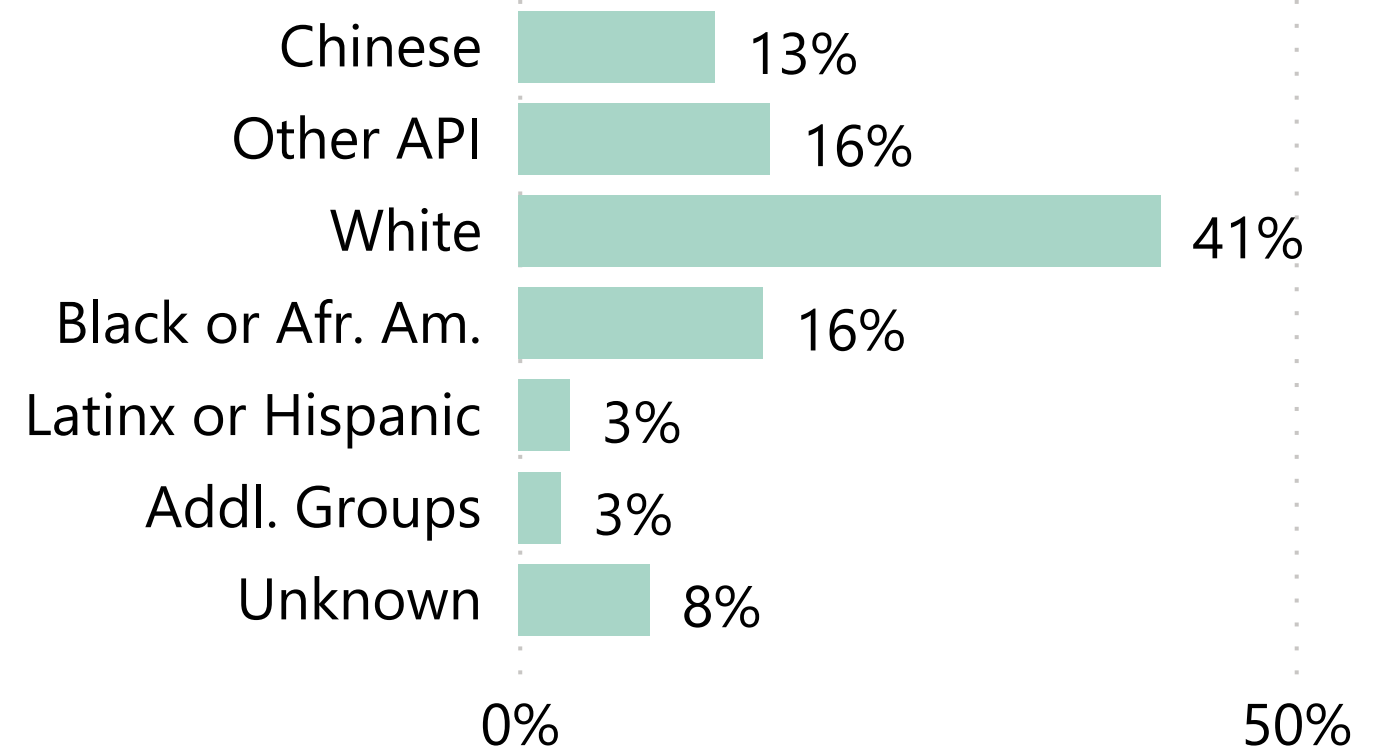
TBD

Case Management
Client Profile

Service Levels

Unduplicated Clients	1,264
Enrollments	1,330

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	13%
Other API	16%
White	41%
Black or Afr. Am.	16%
Latinx or Hispanic	3%
Addl. Groups	3%
Unknown	8%

Primary Language

Chinese	12%
English	57%
Spanish	11%
Filipino	3%
Russian	3%
Addl. Groups	11%
Unknown	2%
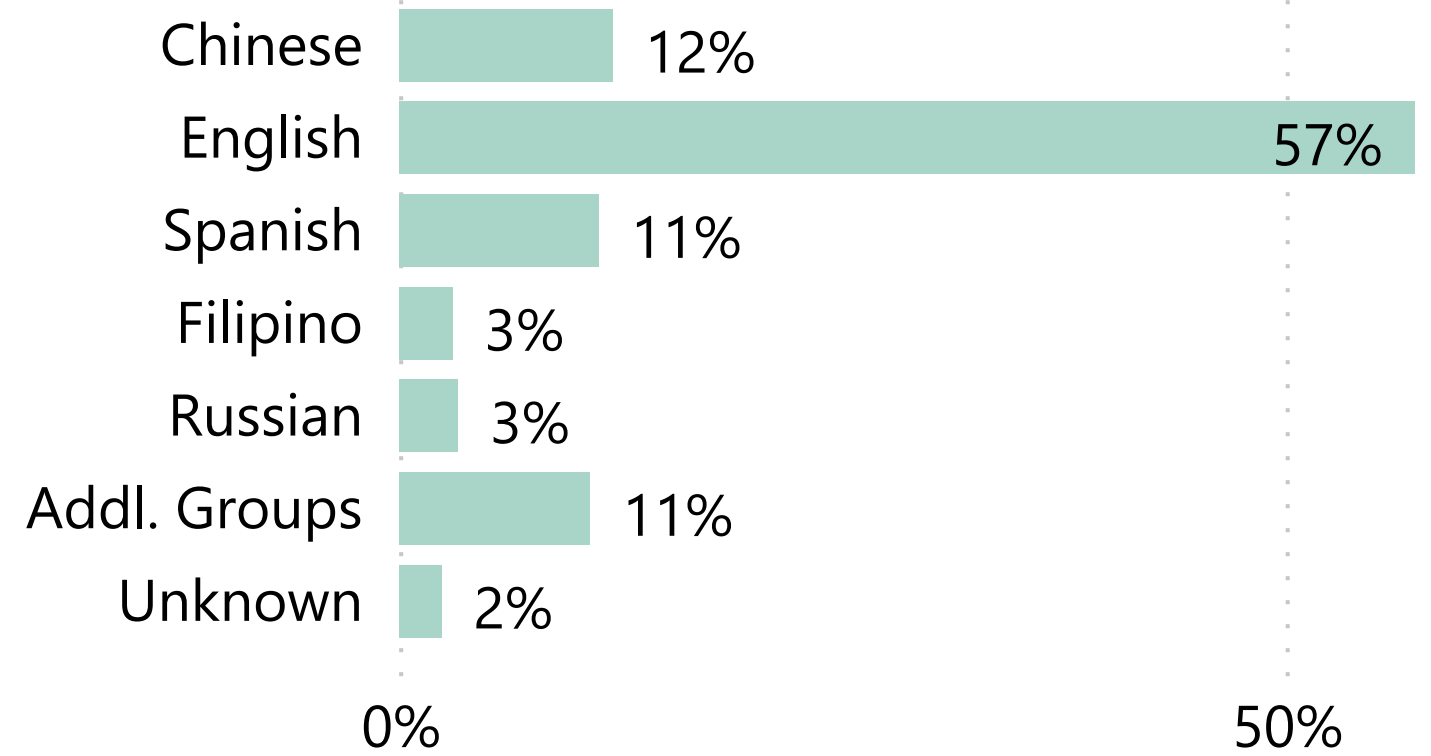
Gender Identity

Female	52%
Male	47%
Trans Female	1%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	0%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	78%
Gay/Lesbian/Same-Gender Loving	9%
Bisexual	2%
Addl. Groups	1%
Unknown	10%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	13%	33%	30%	18%	

Community Living Fund (CLF)

CLF provides intensive case management and purchase of goods and services to support safety and stability in the community, as an alternative to institutionalization at a Skilled Nursing Facility.
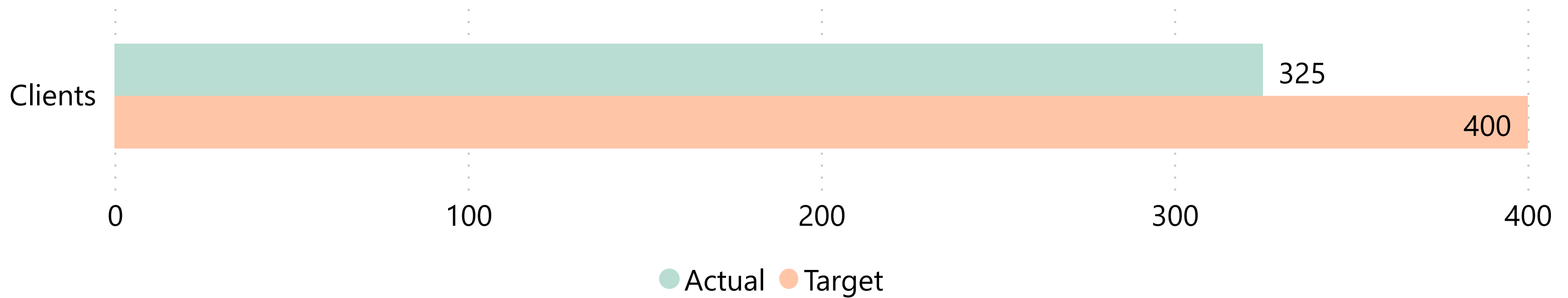
Funding

$4,999,294

Providers

1

Service Objectives

Clients

Actual	325
Target	400

0   100   200   300   400

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are connected with needed resources (average rate of Service Plan item completion)	14	60%	80%
Stability in the Community*	Clients experience one or fewer unplanned admissions to an acute care hospital within a six month period	357	91%	85%

*Key Measurement Theme for Service Area

LGBTQ+ Care Navigation

This program helps LGBTQ+ older adults and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation, also helping them overcome barriers that may inhibit accessing of needed services. Many clients have pets that represent the only consistent source of compassion and unconditional love in their lives; for those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support.
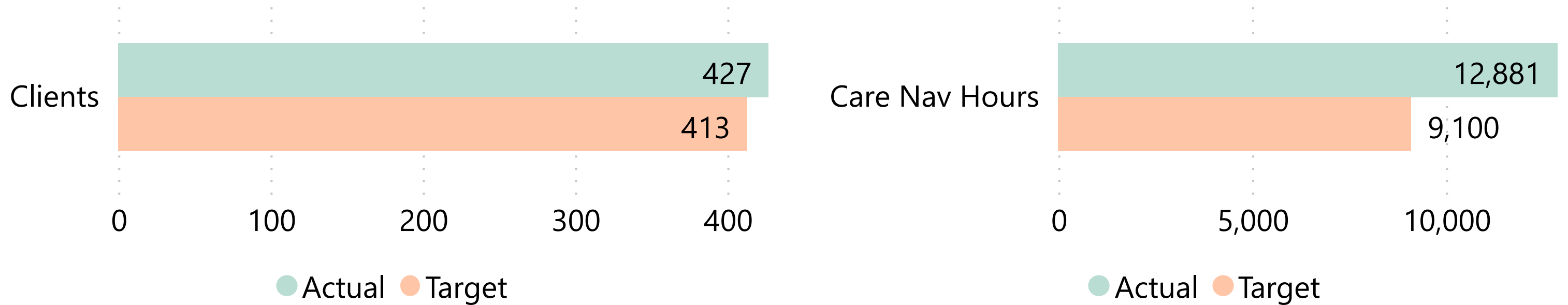
Funding

$1,988,685

Providers

1

Service Objectives

Clients
- Actual: 427
- Target: 413

Care Nav Hours
- Actual: 12,881
- Target: 9,100

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are better able to navigate the service system due to their participation in care navigation and peer support services	26	56%	75%
Quality of Life	Clients receiving animal support services are able to keep their pet	156	94%	70%
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	26	74%	70%
Reduced Social Isolation	Clients receiving animal support services feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	156	93%	70%
Service Quality	Peer support volunteers report their training was comprehensive and helpful to their role in program	60	82%	73%

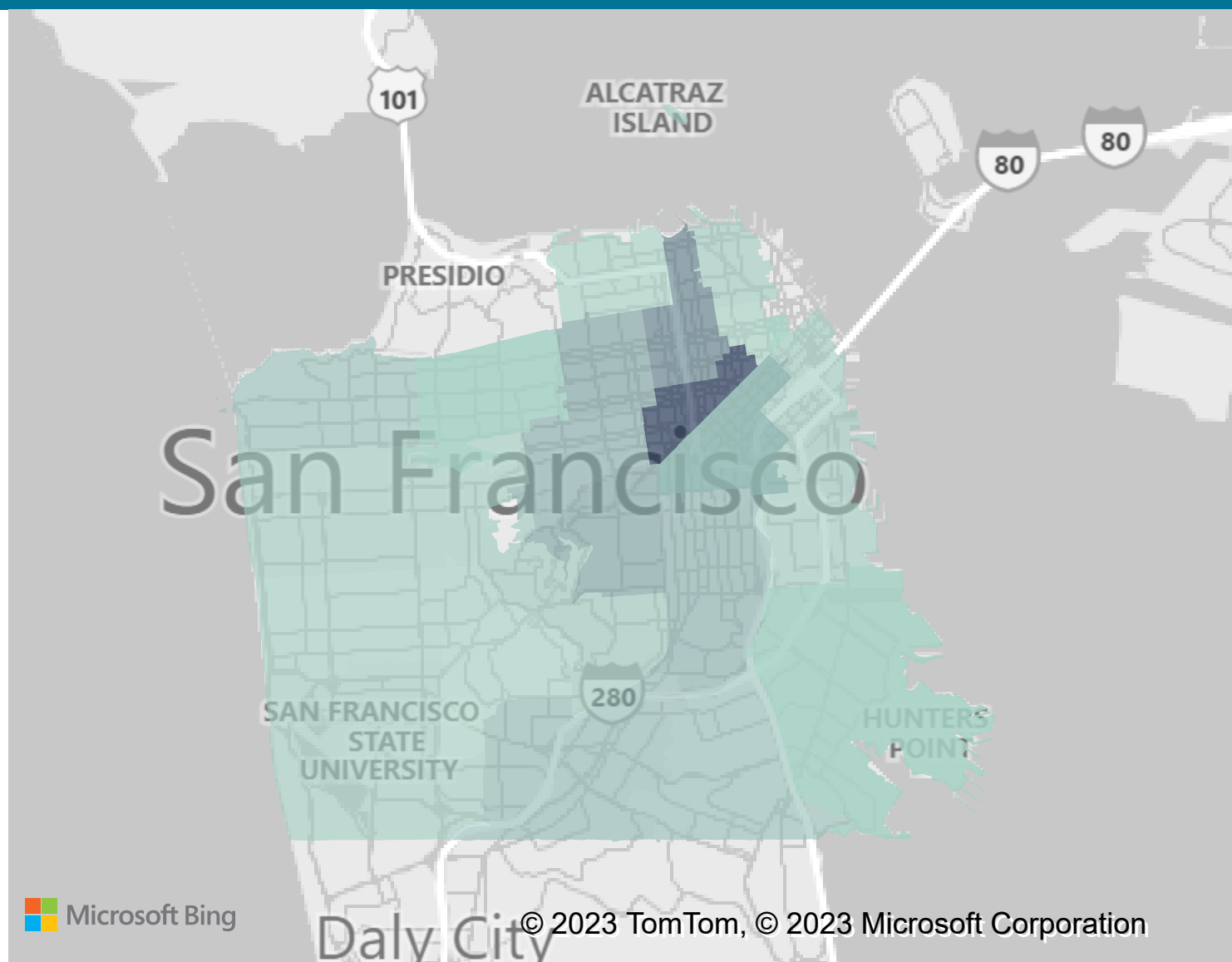*Key Measurement Theme for Service Area
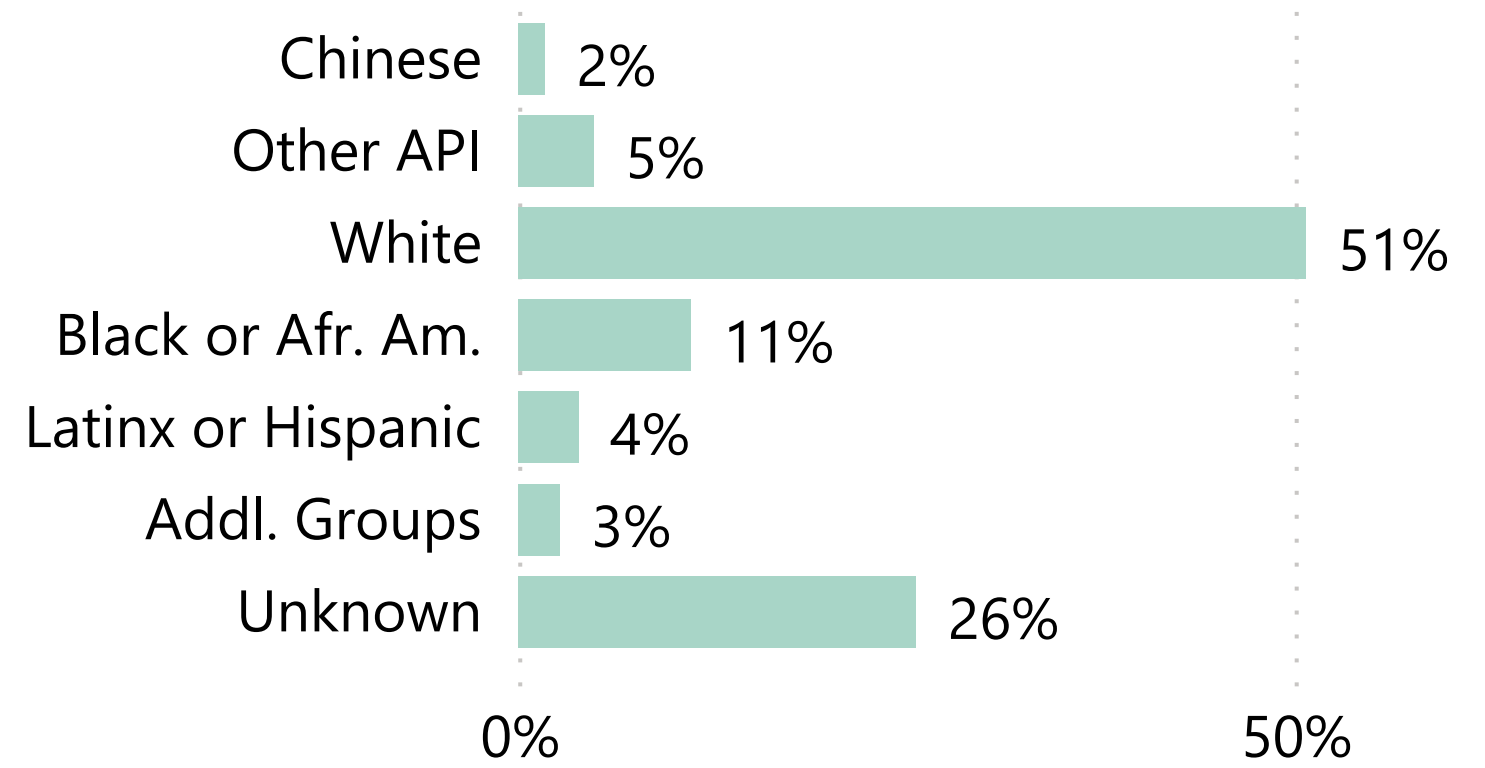
LGBTQ+ Care Navigation
Client Profile

Service Levels

Unduplicated Clients	414
Enrollments	427

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese: 2%
- Other API: 5%
- White: 51%
- Black or Afr. Am.: 11%
- Latinx or Hispanic: 4%
- Addl. Groups: 3%
- Unknown: 26%

Primary Language

- Chinese: 1%
- English: 67%
- Spanish: 3%
- Filipino: 0%
- Russian: 1%
- Addl. Groups: 1%
- Unknown: 27%
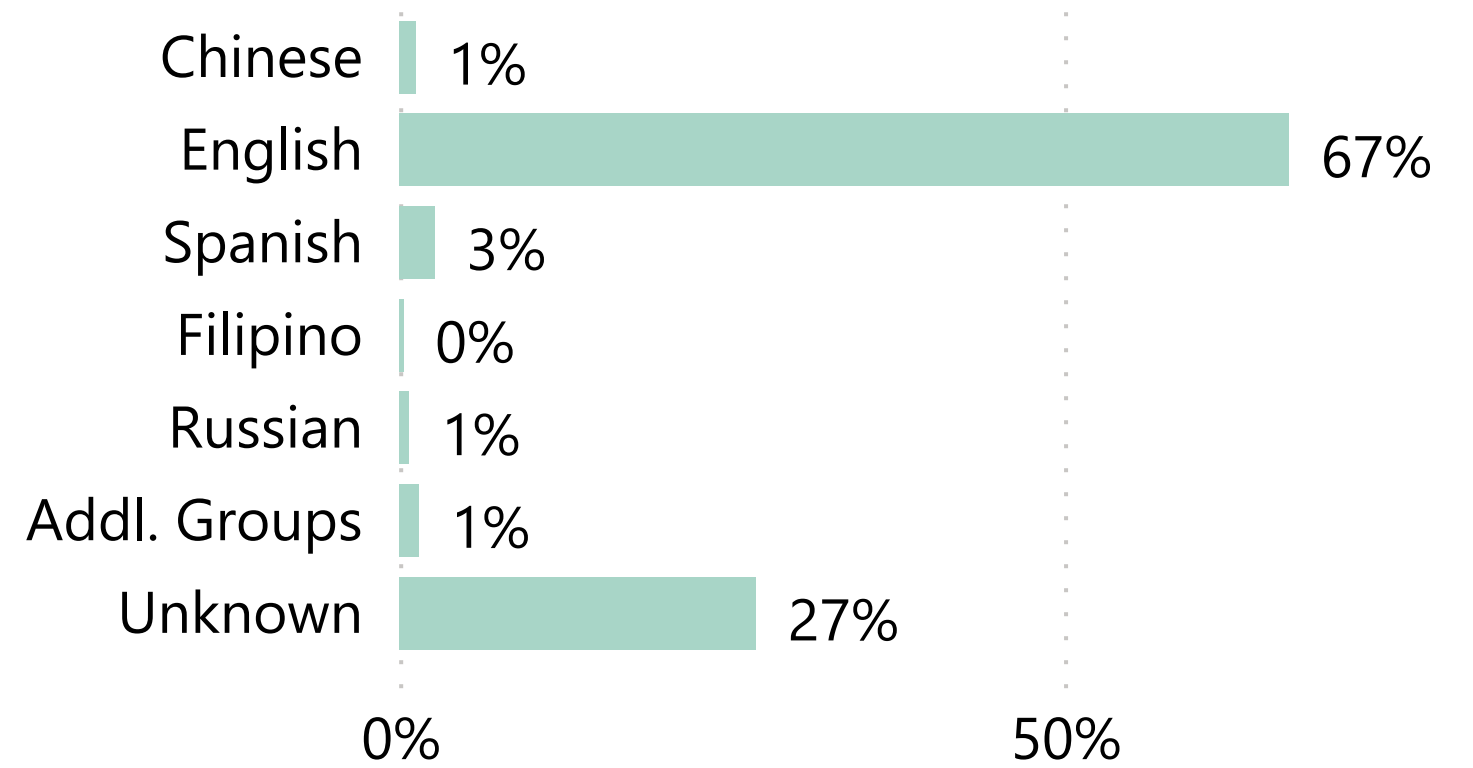
Gender Identity

Female	36%
Male	41%
Trans Female	5%
Trans Male	1%
Genderqueer/Gender Non-binary	0%
Unknown	16%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	31%
Gay/Lesbian/Same-Gender Loving	34%
Bisexual	5%
Addl. Groups	4%
Unknown	26%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	22%	39%	18%	6%	10%
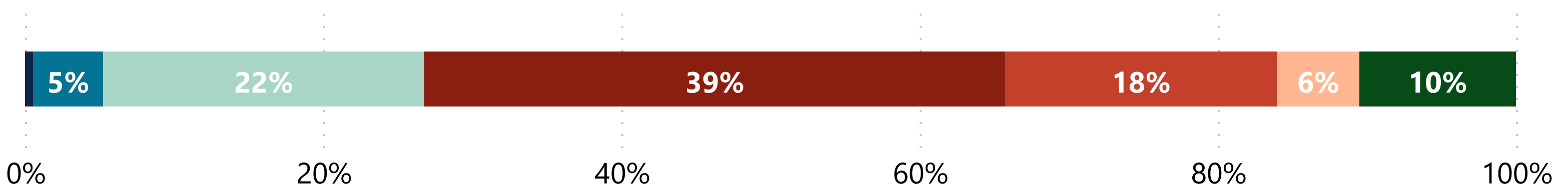
Money Management

A voluntary program that provides assistance to consumers in the management of income and assets. This may include, but is not limited to, payment of rent and utilities, purchase of food and other necessities, and payment of insurance premiums, deductibles and co-payments
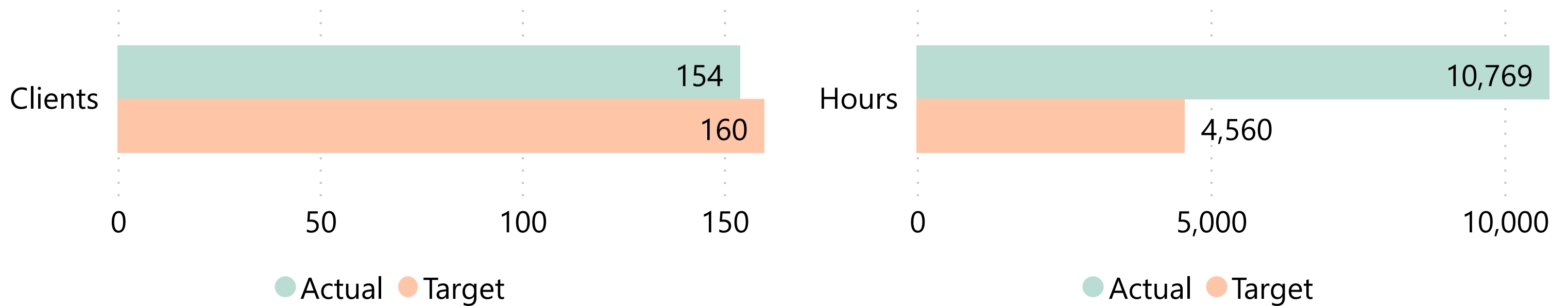
Funding
$1,008,377

Providers
2

Service Objectives

Clients
- Actual: 154
- Target: 160

(axis: 0, 50, 100, 150)

● Actual ● Target

Hours
- Actual: 10,769
- Target: 4,560

(axis: 0, 5,000, 10,000)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients maintain stable housing (housing retention rate)	114	98%	85%
Service Quality	Clients report receiving the services they need from the agency	114	99%	85%

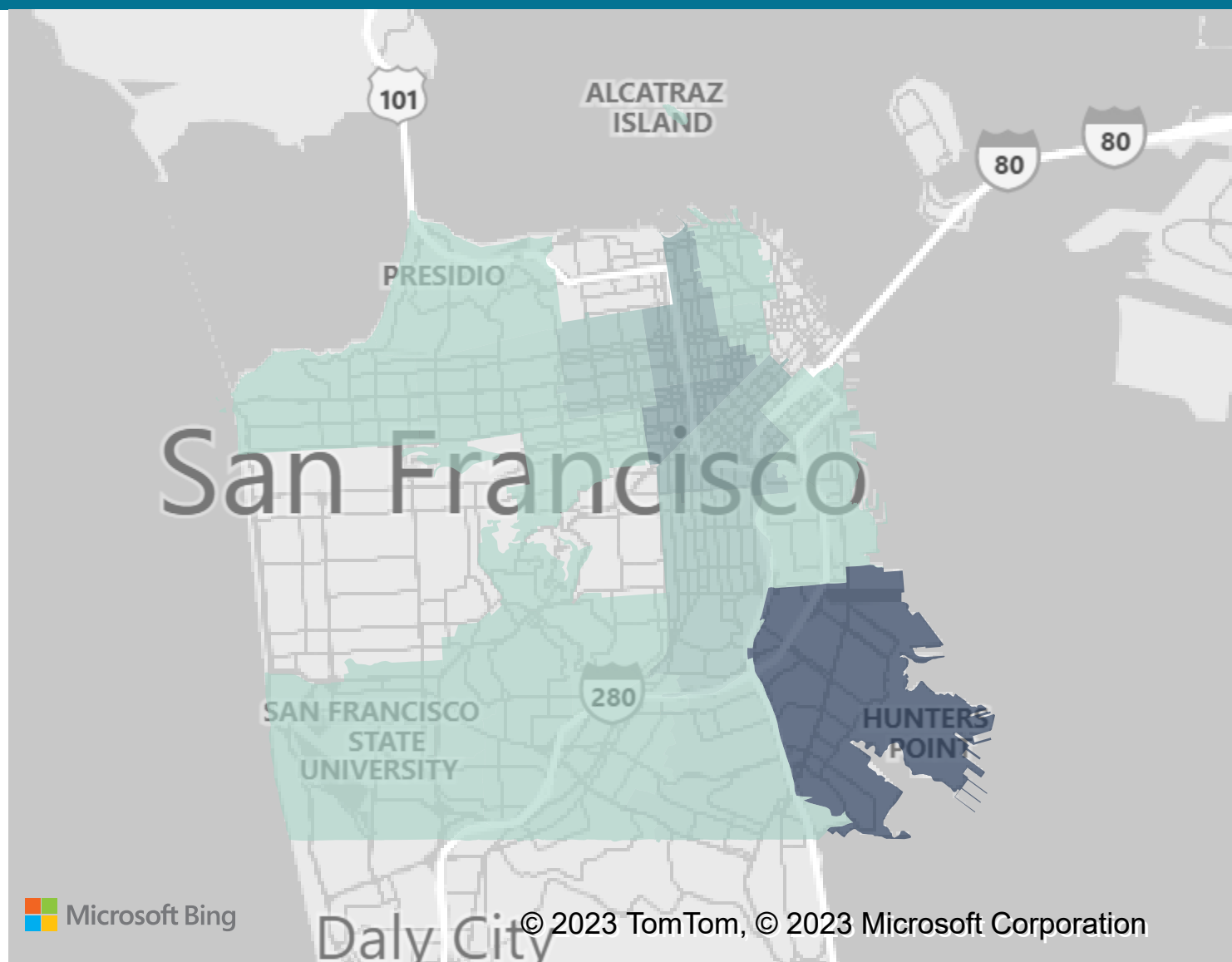*Key Measurement Theme for Service Area
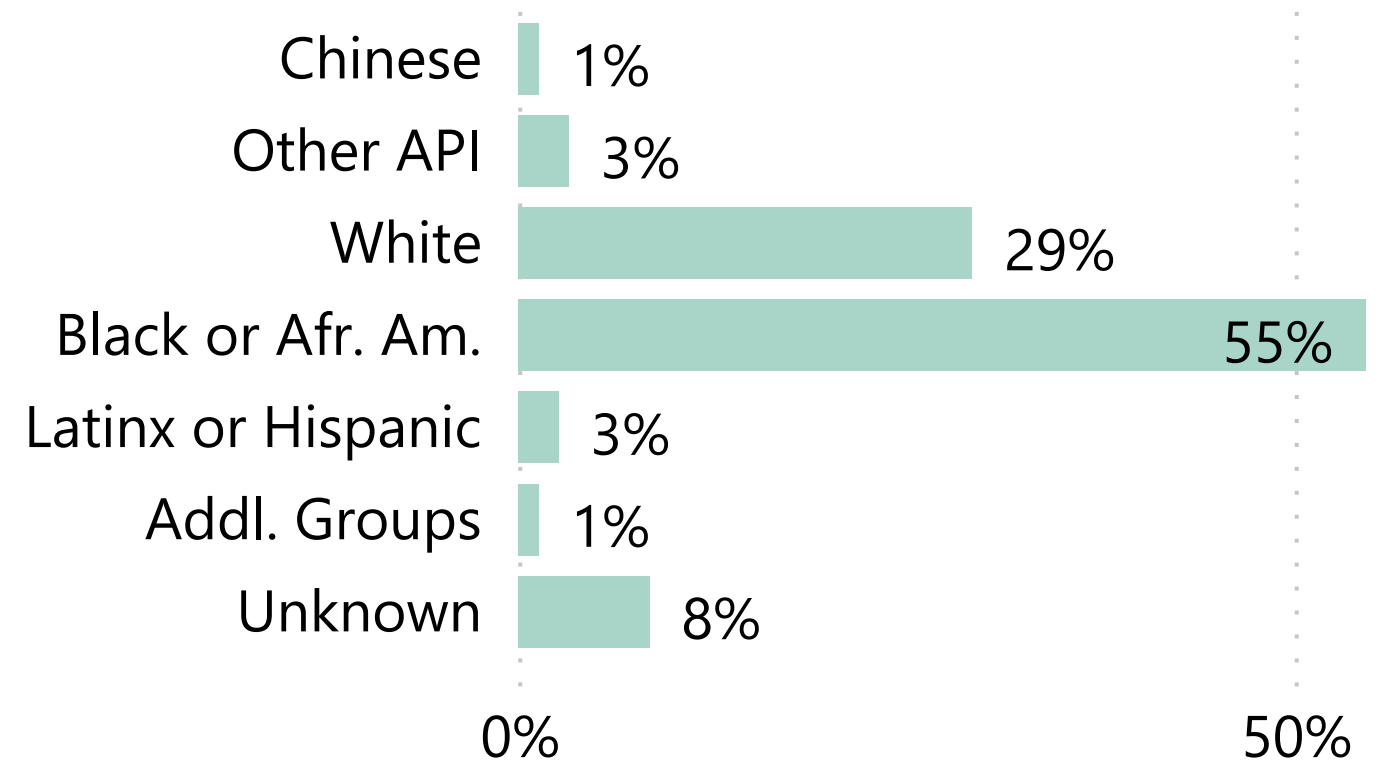
Money Management
Client Profile

Service Levels

Unduplicated Clients	154
Enrollments	155

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	1%
Other API	3%
White	29%
Black or Afr. Am.	55%
Latinx or Hispanic	3%
Addl. Groups	1%
Unknown	8%

Primary Language

Chinese	1%
English	79%
Spanish	3%
Filipino	1%
Unknown	16%
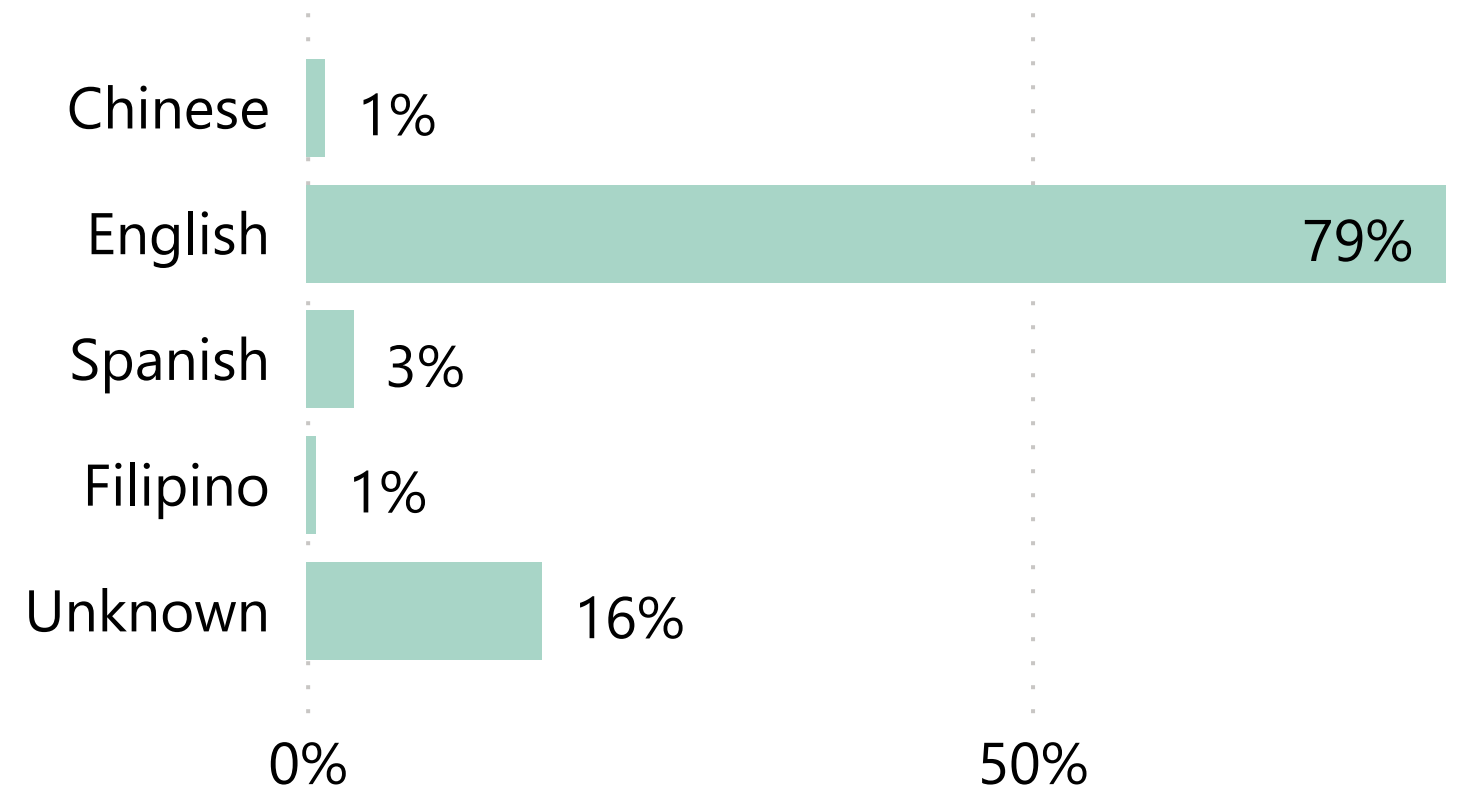
Gender Identity

Female	29%
Male	66%
Trans Female	1%
Unknown	5%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	81%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Unknown	14%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+

5%	11%	47%	27%	9%

Community Connection & Engagement

Community Connection & Engagement services provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community.

COMMUNITY CONNECTION & ENGAGEMENT SERVICES

- Adult Day Health Centers (ADHCs)
- Community Bridge
- Community Connector
- Community Service Centers
- Employment Support
- Intergenerational Programs
- LGBTQ+ Community Services in ADHCs
- Neighborhood Choirs
- Neighborhood-Based Programs
- Senior Companion
- SF Connected
- Technology at Home
- Transgender and Gender Non-Conforming (TGNC) Supports
- Veterans Drop-In Center
- Village Programs
- Volunteer Visitors

PRIMARY OUTCOME MEASUREMENT THEMES

- **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
- **Empowerment:** Clients develop enhanced agency and use new skills to support social connection and increased engagement with their communities of choice.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.
- **Reduced Social Isolation:** Client have reduced feelings of loneliness and/or isolation.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

FY 2021-22 HIGHLIGHTS

- We served about 17,600 clients* across nearly 21,500 enrollments in Community Connection & Engagement services. DAS allocated about $18.4 million in this area.
- We provided 11,100 hours of technology support and training to more than 2,100 unduplicated clients at 40+ SF Connected computer labs throughout the city. About 96% of clients felt more self-sufficient by accessing the digital services they learned.
- We supported positive outcomes with respect to engagement and socialization: about 93% of clients across Community Connection & Engagement services reported positive outcomes such as having increased opportunities for socialization, developing new relationships or friendships, feeling a greater sense of social connection, and having increased opportunities to contribute to their communities.

DIGNITY FUND FY 2021-22: COMMUNITY CONNECTION & ENGAGEMENT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
21,467	17,590	$18,462,994

Does not include services for which client-level data is not captured/available (Adult Day Health Centers)

Adult Day Health Centers (ADHCs)

ADHCs are state-licensed, community-based facilities that provide social and recreational activities, supervision, physical and occupational therapy, and personal care support for clients with skilled nursing level of care needs and/or cognitive impairment (e.g., dementia). This is a Medi-Cal benefit that also accepts private pay clients who can afford the daily rate.
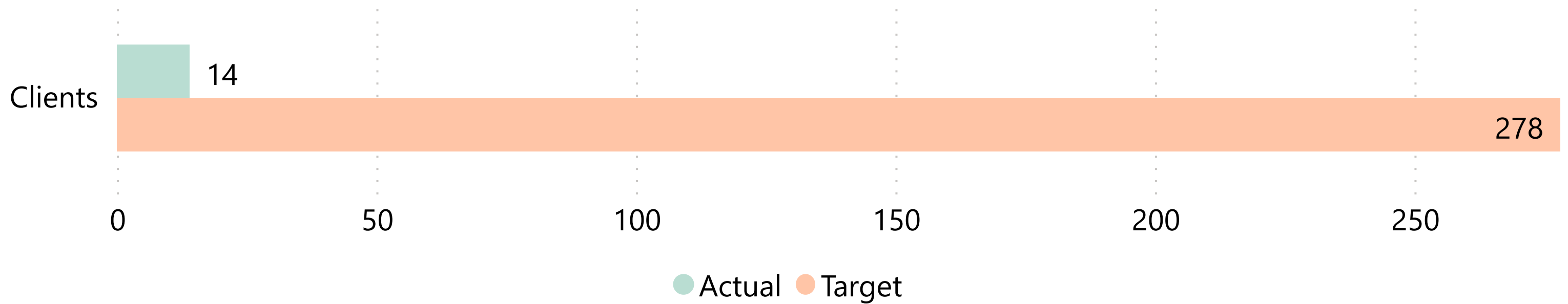
Funding

$662,496

Providers

1

Service Objectives

Clients — Actual: 14, Target: 278

(horizontal bar chart, x-axis: 0, 50, 100, 150, 200, 250)

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Adult Day Health Centers	Engagement & Socialization*	DAH residents demonstrate meaningful community and resource engagement, such as participation in community activities and events			70%
Adult Day Health Centers	Service Connection*	Clients receiving clinical support services achieve at least half of their care plan goals			75%
LGBTQ+ Comm Svs in ADHCs	Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	14	93%	85%
LGBTQ+ Comm Svs in ADHCs	Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others	14	86%	80%
LGBTQ+ Comm Svs in ADHCs	Service Quality	Clients rate the quality of services as excellent or good			85%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics were not reported to DAS, and are therefore unavailable to include in this report.

Community Connector

Community Connector services provide diffuse, neighborhood-based opportunities for community and social connection. These services are facilitated by a local resident and advisory board, and are an important means of supporting social engagement and inclusion in those neighborhoods not already being served by a Community Service Center.
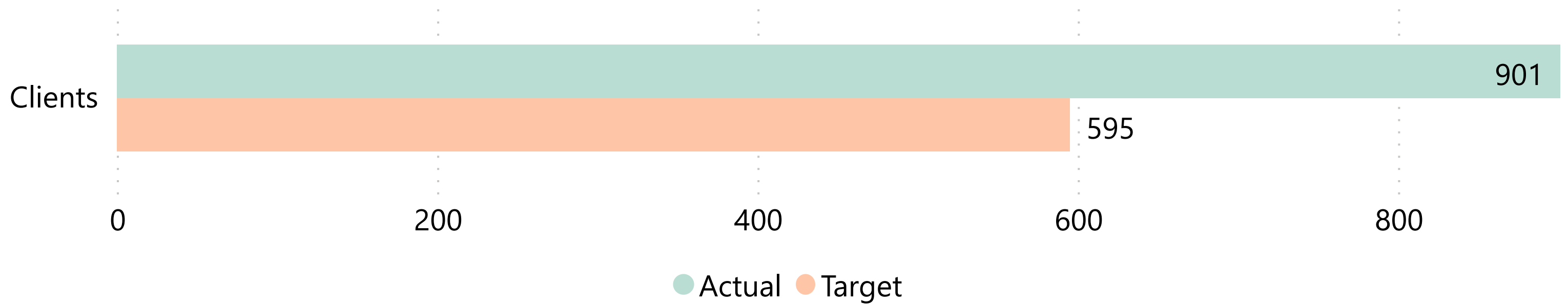
Funding
$678,989

Providers
2

Service Objectives

Clients
- Actual: 901
- Target: 595

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community	217	99%	75%
Stability in the Community	Clients report that services helped improve or maintain their independence and ability to live at home	217	78%	75%
Physical Fitness & Health	Clients report that services helped improve or maintain their health	217	78%	75%
Service Quality	Clients rate the quality of services as excellent or good	217	97%	85%

*Key Measurement Theme for Service Area
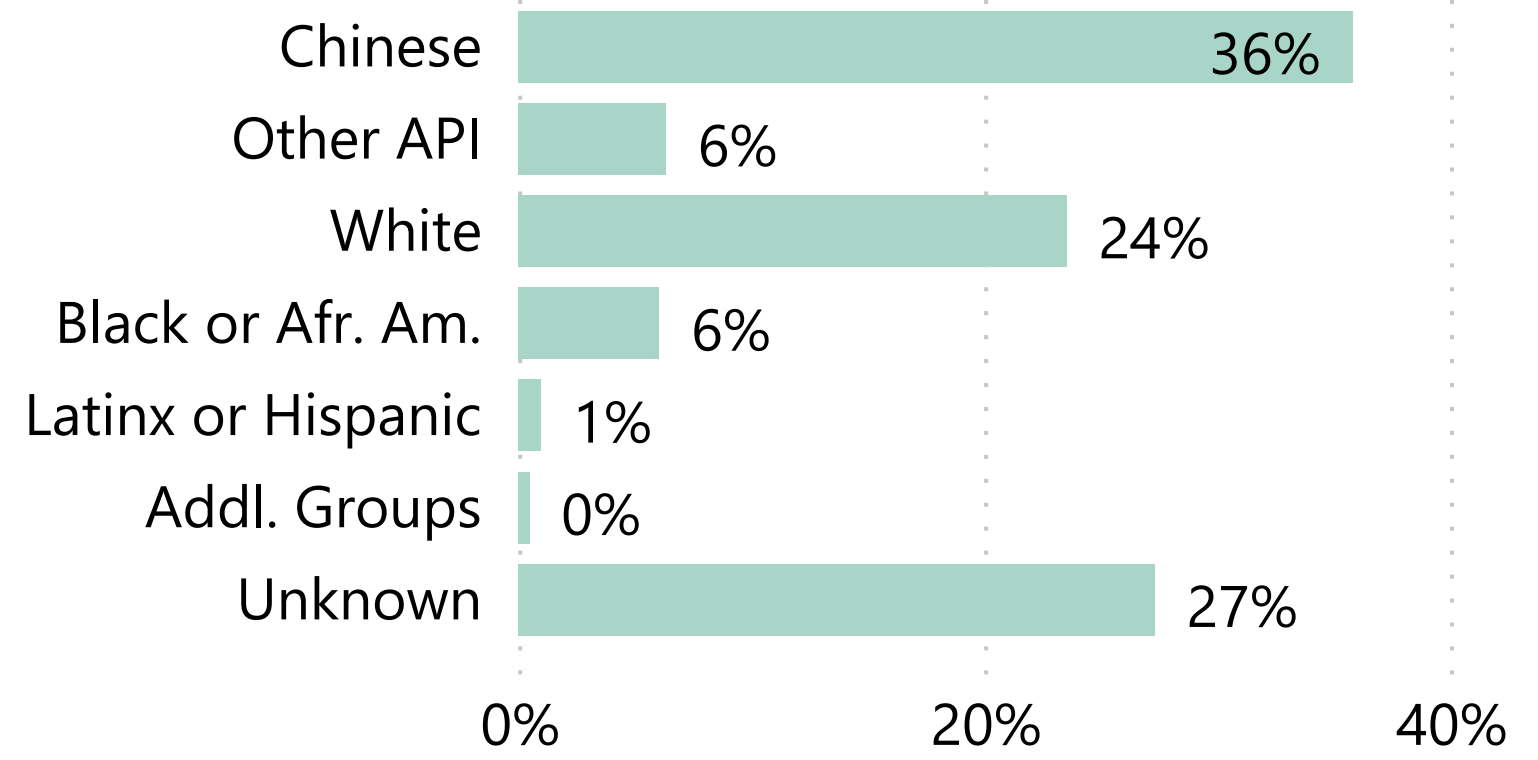^Number surveyed not available
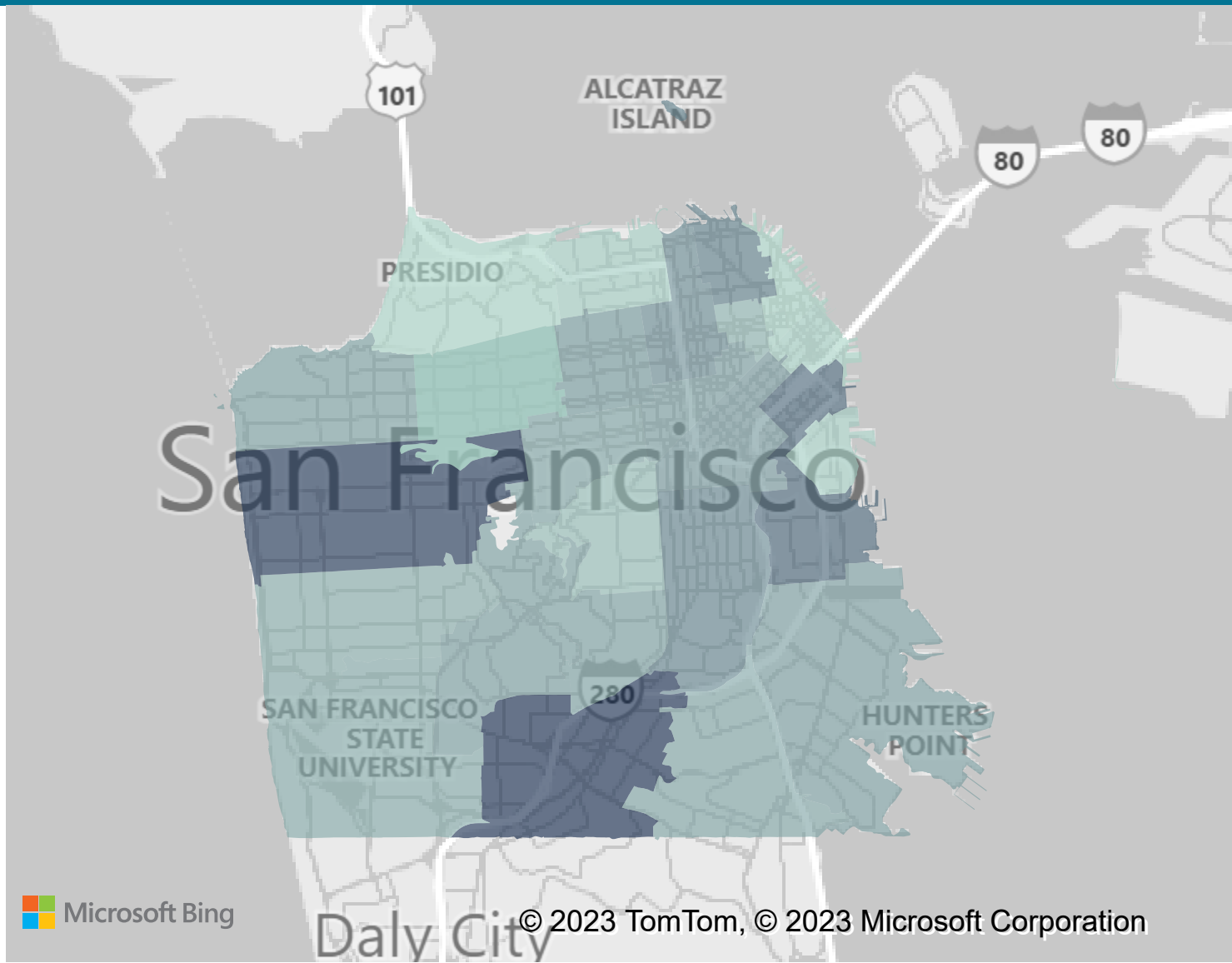
Community Connector
Client Profile

Service Levels

Unduplicated Clients	1,058
Enrollments	1,089

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	36%
Other API	6%
White	24%
Black or Afr. Am.	6%
Latinx or Hispanic	1%
Addl. Groups	0%
Unknown	27%

Primary Language

Chinese	29%
English	30%
Spanish	0%
Filipino	1%
Russian	0%
Addl. Groups	1%
Unknown	39%
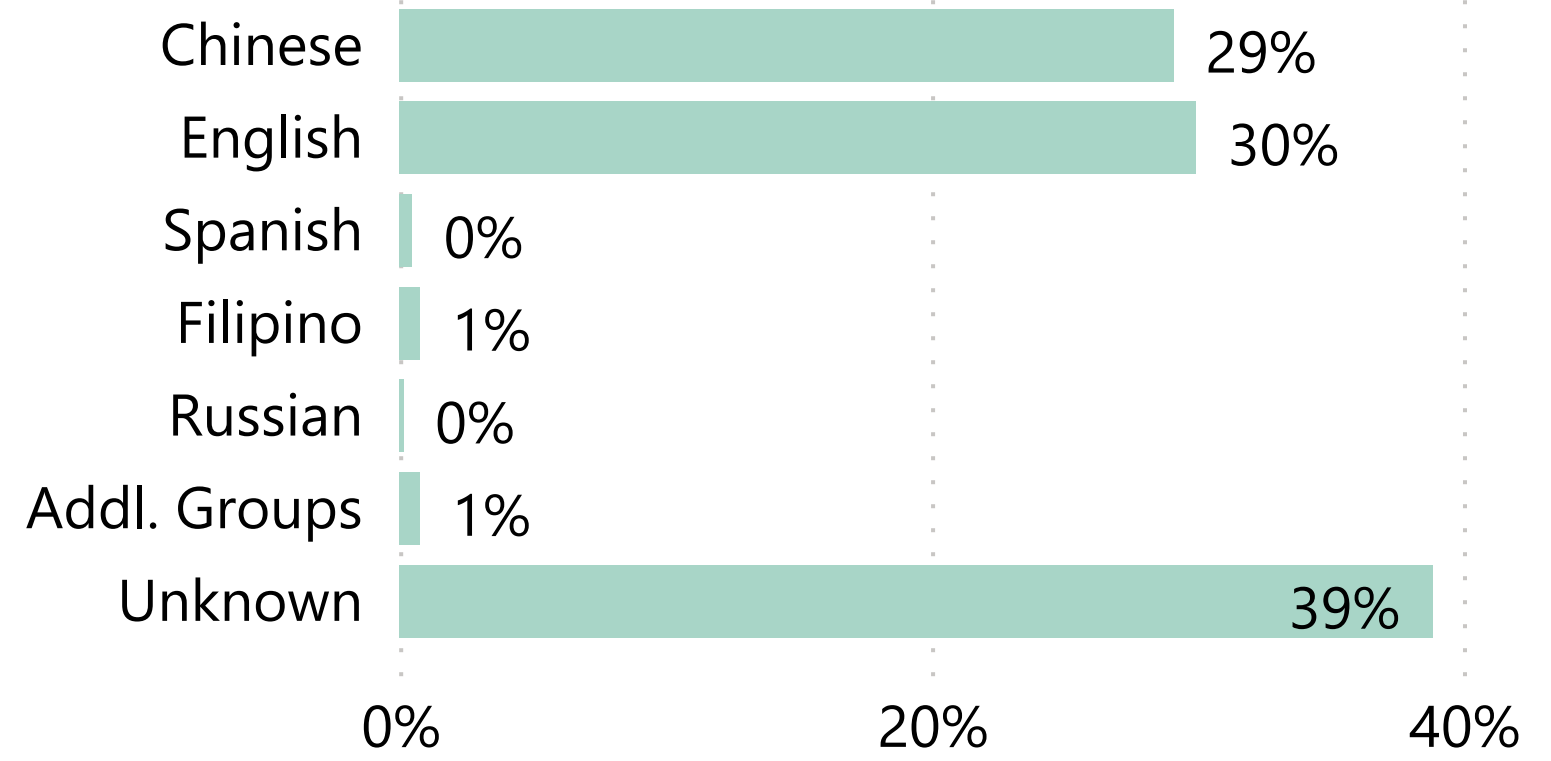
Gender Identity

Female	58%
Male	14%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	28%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	56%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Addl. Groups	0%
Unknown	39%
Total	**100%**

Age

● 18-35　● 36-50　● 60-64　● 65-74　● 75-84　● 85+　● Unknown

18-35	36-50	60-64	65-74	75-84	85+	Unknown
		7%	47%		34%	9%

Community Service Centers

Community Service Centers provide a wealth of social activities and other programs to promote engagement and inclusion in the community. Across nearly 40 service sites scattered throughout the City, participants are invited to join in programs like tai chi, painting, computer access and literacy, English as a second language classes, exercise classes, and many other events to participate meaningfully in their communities.
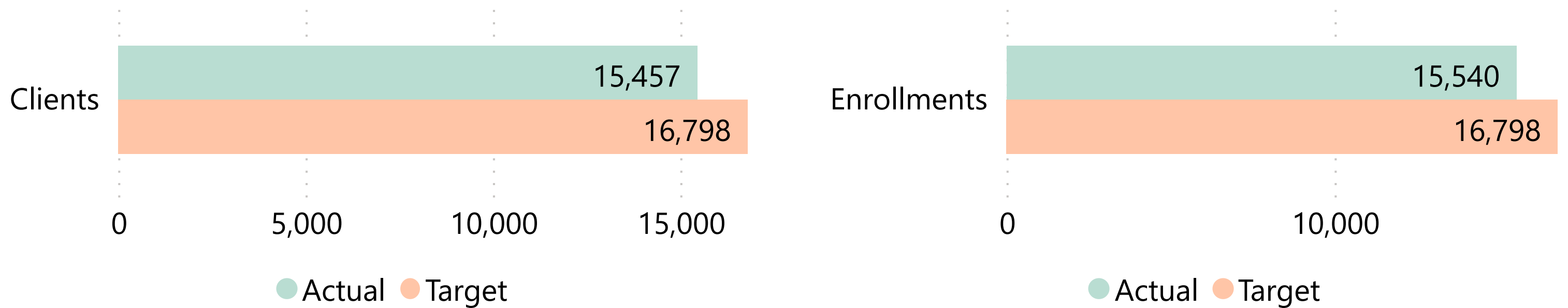
Funding
$10,575,395

Providers
29

Service Objectives

Clients
- Actual: 15,457
- Target: 16,798

Enrollments
- Actual: 15,540
- Target: 16,798

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others	3,050	92%	80%
Service Connection*	Clients report that they received the support they need (e.g., services, activities)	3,053	95%	80%
Physical Fitness & Health	Clients participating in physical activity programming report positive health impacts	3,042	86%	80%
Quality of Life	Clients who participate in social services, receive translation assistance, or participate in education program report that services help to improve their lives	3,010	90%	80%

*Key Measurement Theme for Service Area

Note: Enrollment targets are established by service site, but clients often participate in services at multiple sites within this program. Thus, while service providers may reach their target enrollment levels, the unduplicated client count of individuals served across the entire program is often a lower figure.
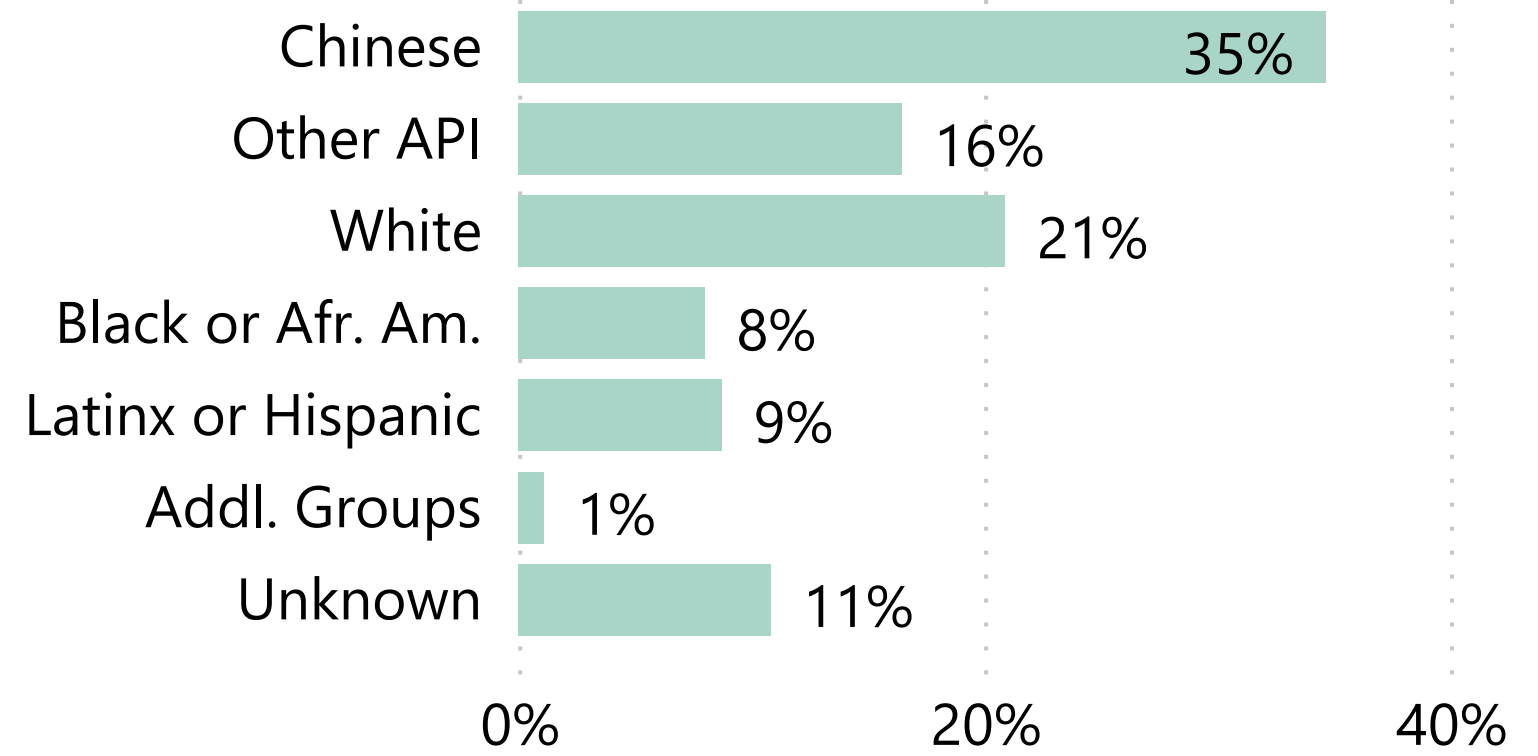
Community Service Centers
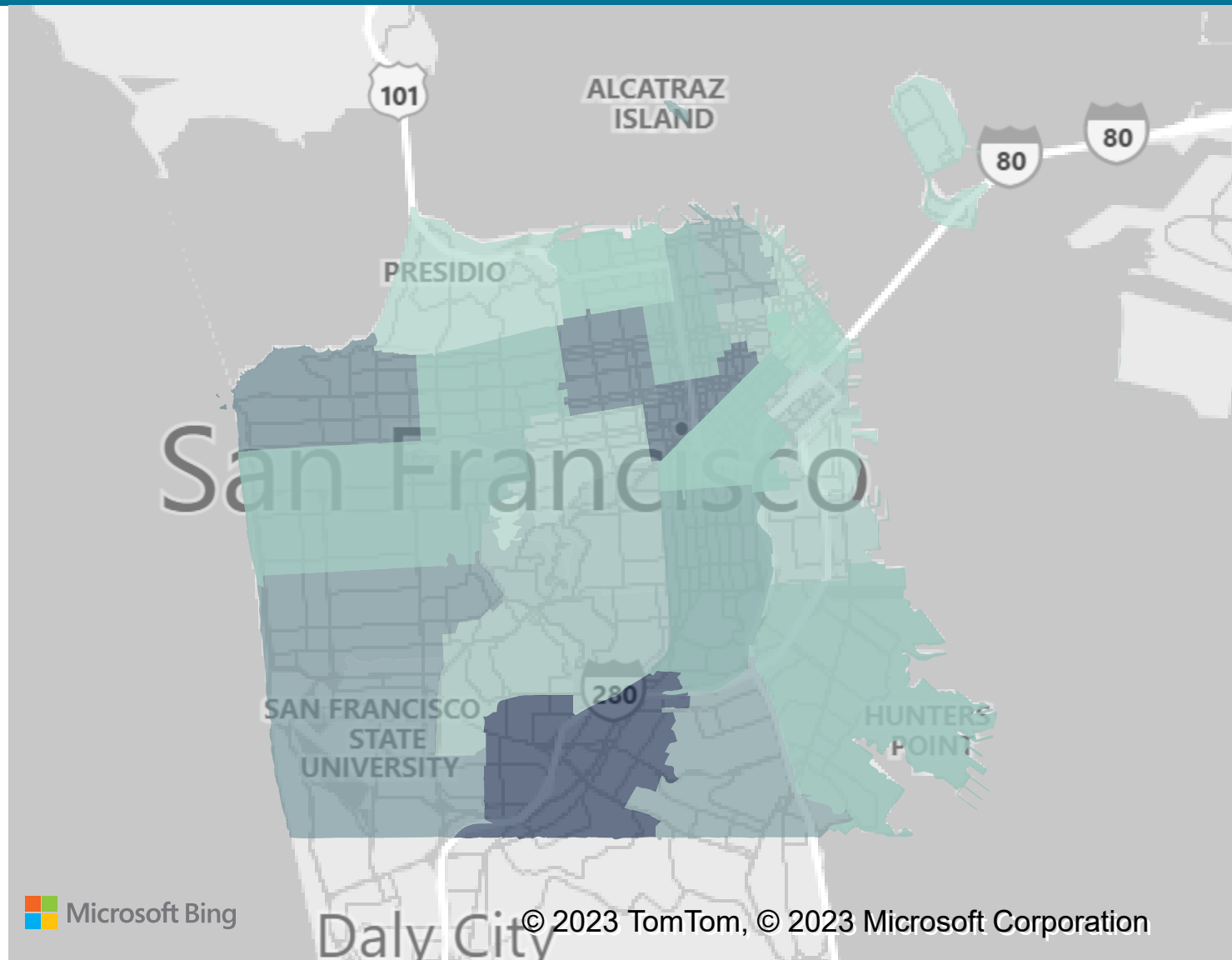## Client Profile

Service Levels

Unduplicated Clients	14,166
Enrollments	15,757

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	35%
Other API	16%
White	21%
Black or Afr. Am.	8%
Latinx or Hispanic	9%
Addl. Groups	1%
Unknown	11%

Primary Language

Chinese	31%
English	32%
Spanish	9%
Filipino	5%
Russian	5%
Addl. Groups	6%
Unknown	11%
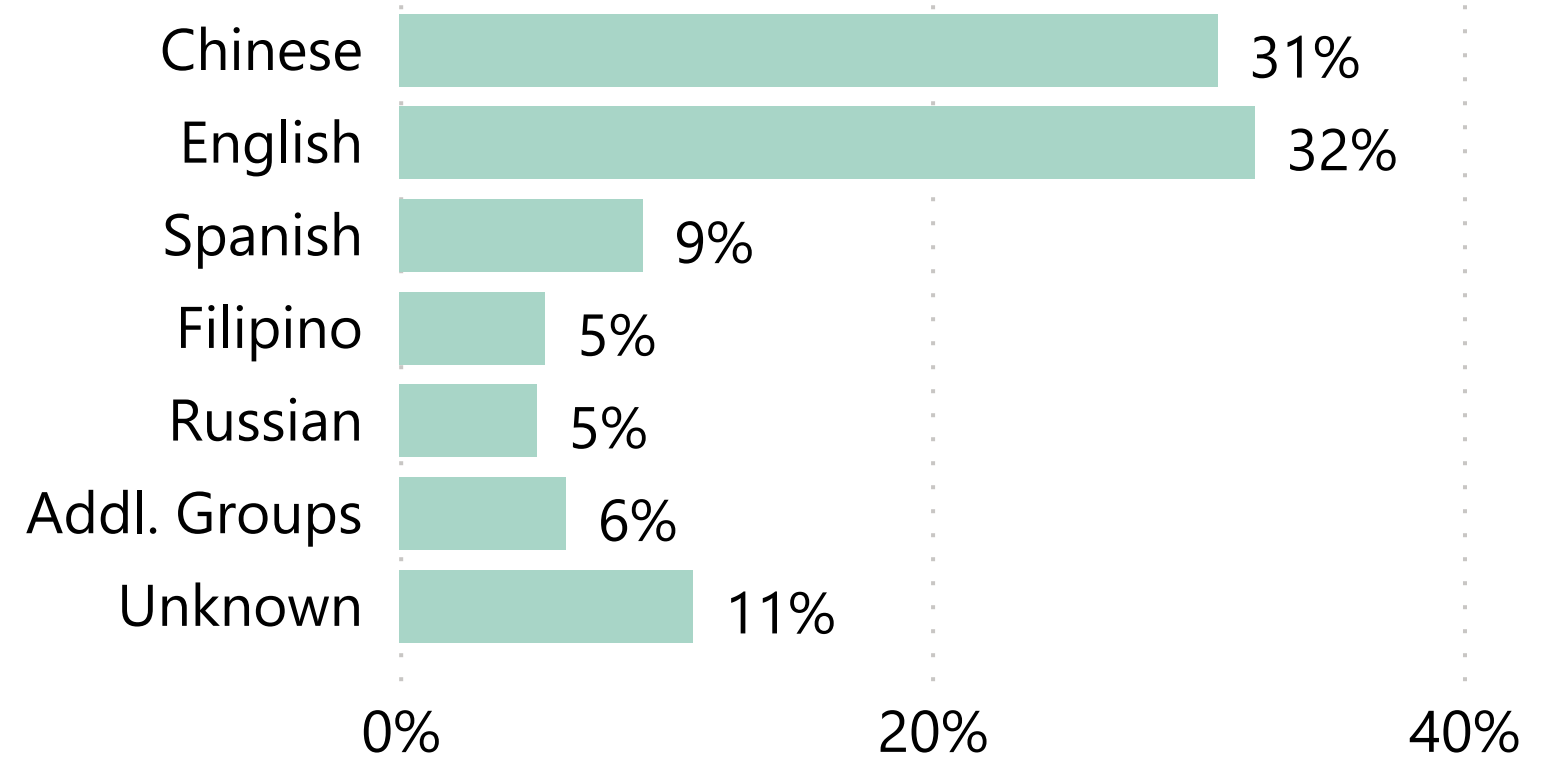
Gender Identity

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

Sexual Orientation

Straight/Heterosexual	83%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	0%
Unknown	12%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

10%	42%	30%	14%	

Employment Support

Employment Support services include subsidized job placements and other job-related supports to older adults and adults with disabilities seeking work. These services not only help to supplement participants' incomes, but also offer opportunities for social engagement and greater inclusion in the community.
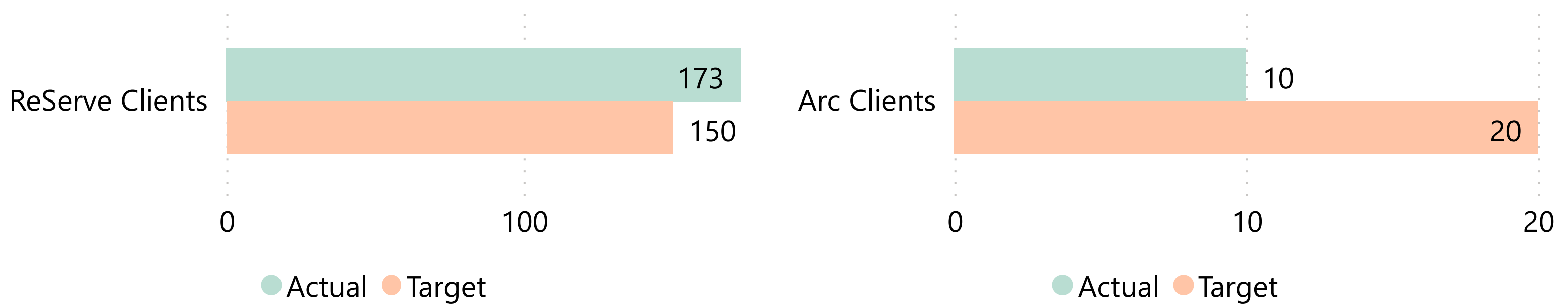
Funding

$1,071,290

Providers

2

Service Objectives

	Actual	Target
ReServe Clients	173	150
Arc Clients	10	20

● Actual ● Target

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
ReServe	Empowerment*	Clients placed in employment setting report that this experience helped them meet their goals for enrolling in the program	7	100%	80%
ReServe	Empowerment*	Clients report services help mitigate or remove barriers to employment	7	100%	80%
ReServe	Empowerment*	ReServe employers indicate they would consider hiring more older people and adults with disabilities based on experience with this program	16	87%	50%
Employment Support at the Arc	Empowerment*	Clients maintain continued employment for at least eight months	10	100%	100%

*Key Measurement Theme for Service Area
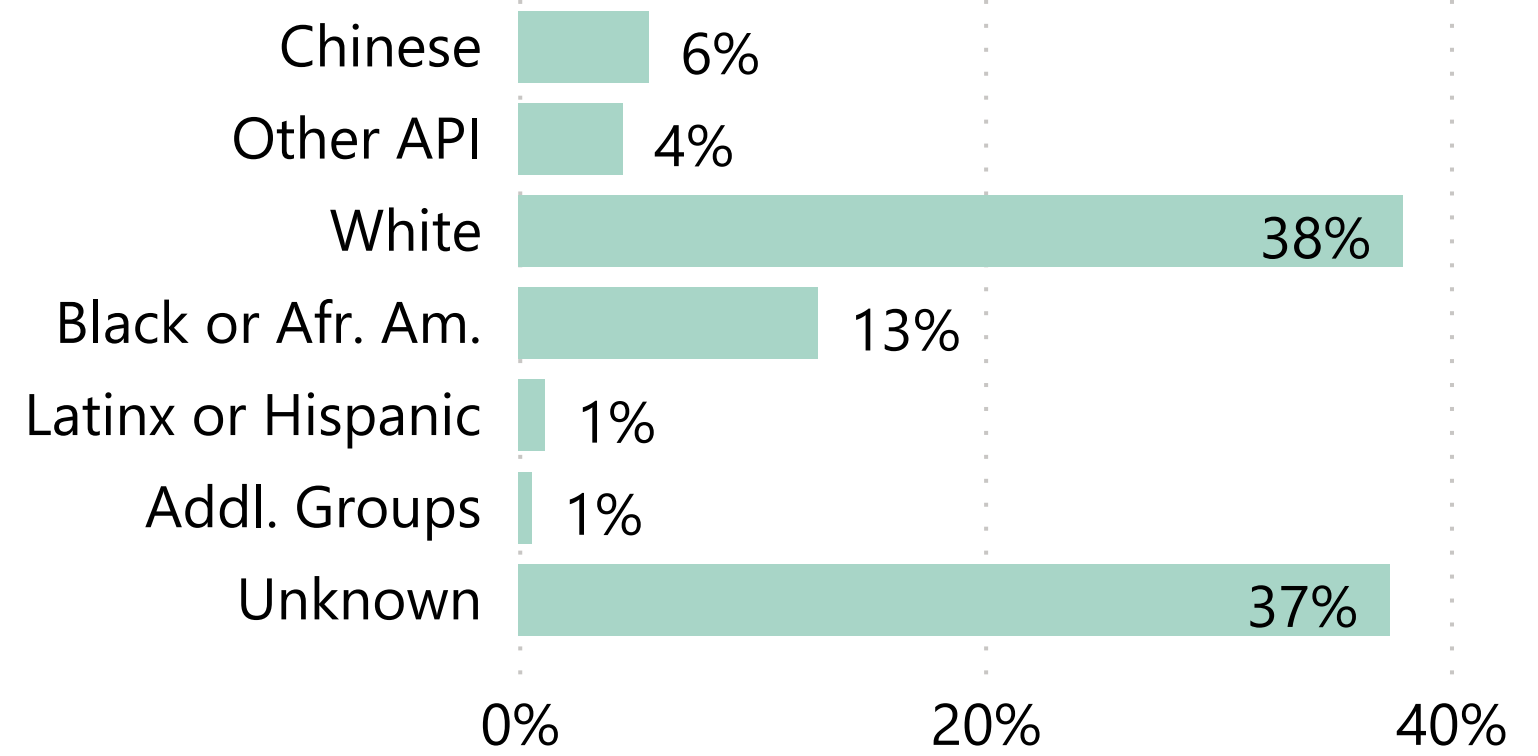^Number surveyed not available
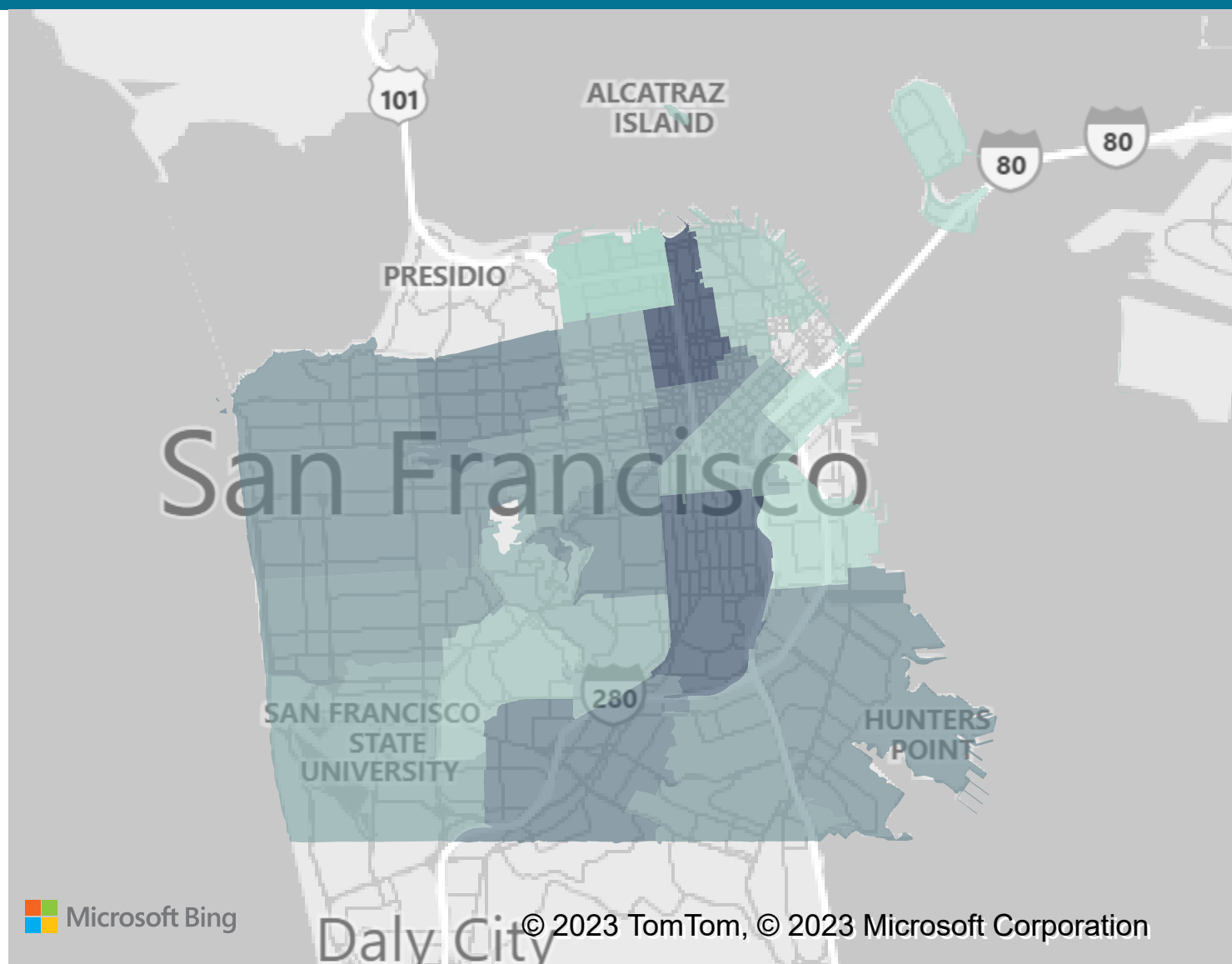
Employment Support
Client Profile

Service Levels

Unduplicated Clients	179
Enrollments	180

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	6%
Other API	4%
White	38%
Black or Afr. Am.	13%
Latinx or Hispanic	1%
Addl. Groups	1%
Unknown	37%

Primary Language

Chinese	3%
English	56%
Filipino	2%
Unknown	39%
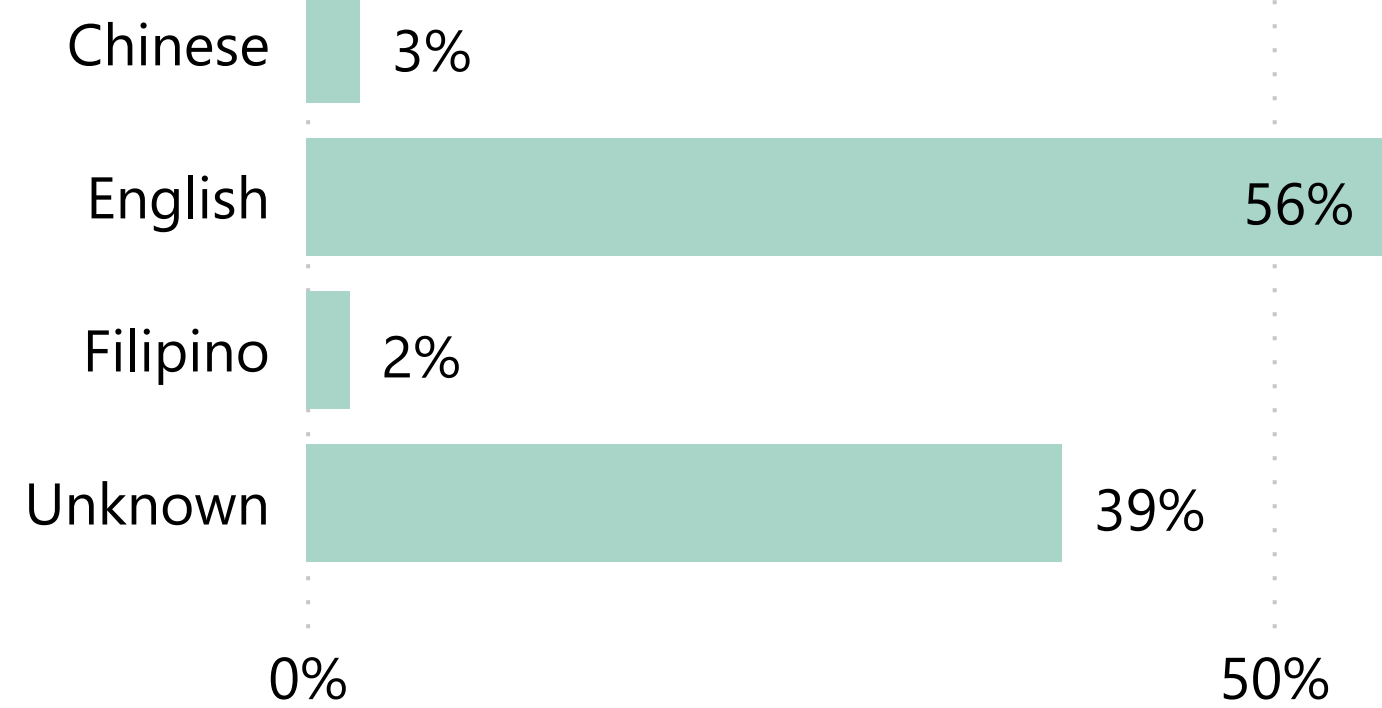
Gender Identity

Female	41%
Male	30%
Genderqueer/Gender Non-binary	1%
Unknown	28%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	37%
Gay/Lesbian/Same-Gender Loving	9%
Bisexual	3%
Addl. Groups	2%
Unknown	49%
Total	**100%**

Age

● 18-35　● 36-50　● 60-64　● 65-74　● 75-84　● 85+　● Unknown

18-35	36-50	60-64	65-74	75-84	Unknown
4%	7%	14%	43%	16%	15%
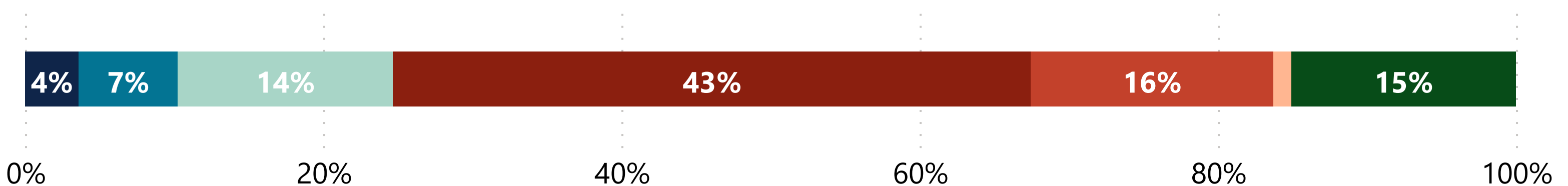
Intergenerational Programs

Intergenerational programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations.
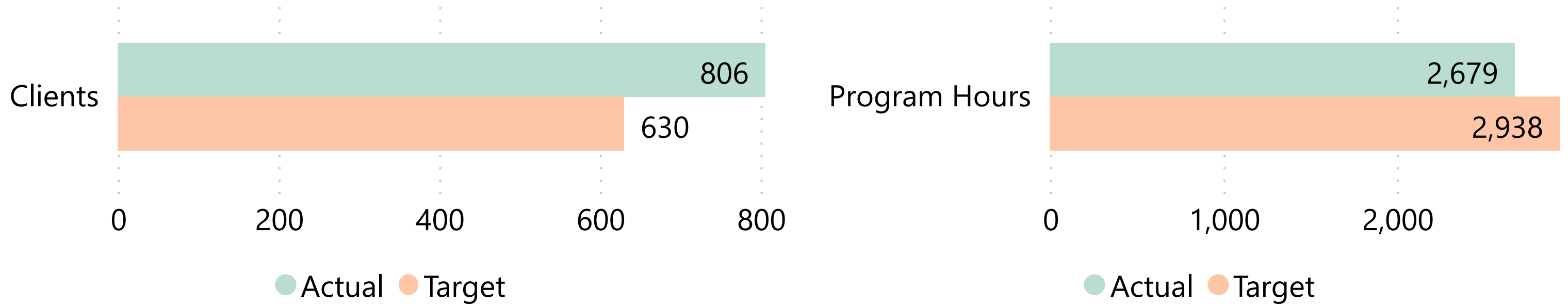
Funding

$707,383

Providers

6

Service Objectives

Clients: Actual 806, Target 630

Program Hours: Actual 2,679, Target 2,938

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	216	94%	80%
Engagement & Socialization*	Clients feel a greater sense of social connection	231	95%	80%
Engagement & Socialization*	Clients feel like valued community members due to opportunity to share their knowledge, skills, stories, etc., through this program	216	92%	80%
Service Quality	Clients rate the quality of services as excellent or good	231	91%	80%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics reflects information for only four providers. One provider did not evaluate performance due to low annual client survey response rates in FY 2021-22; another provider did not provide data to DAS.
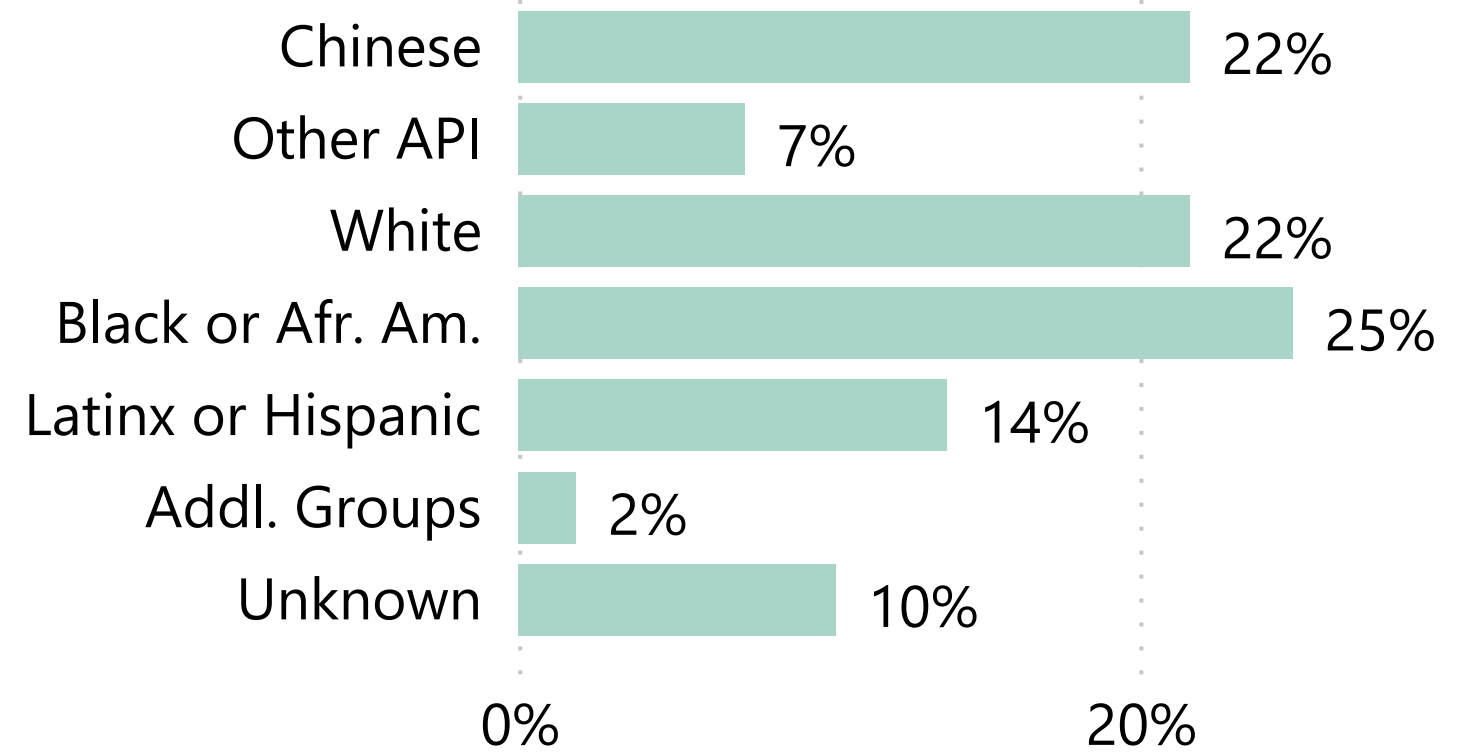
Intergenerational Programs
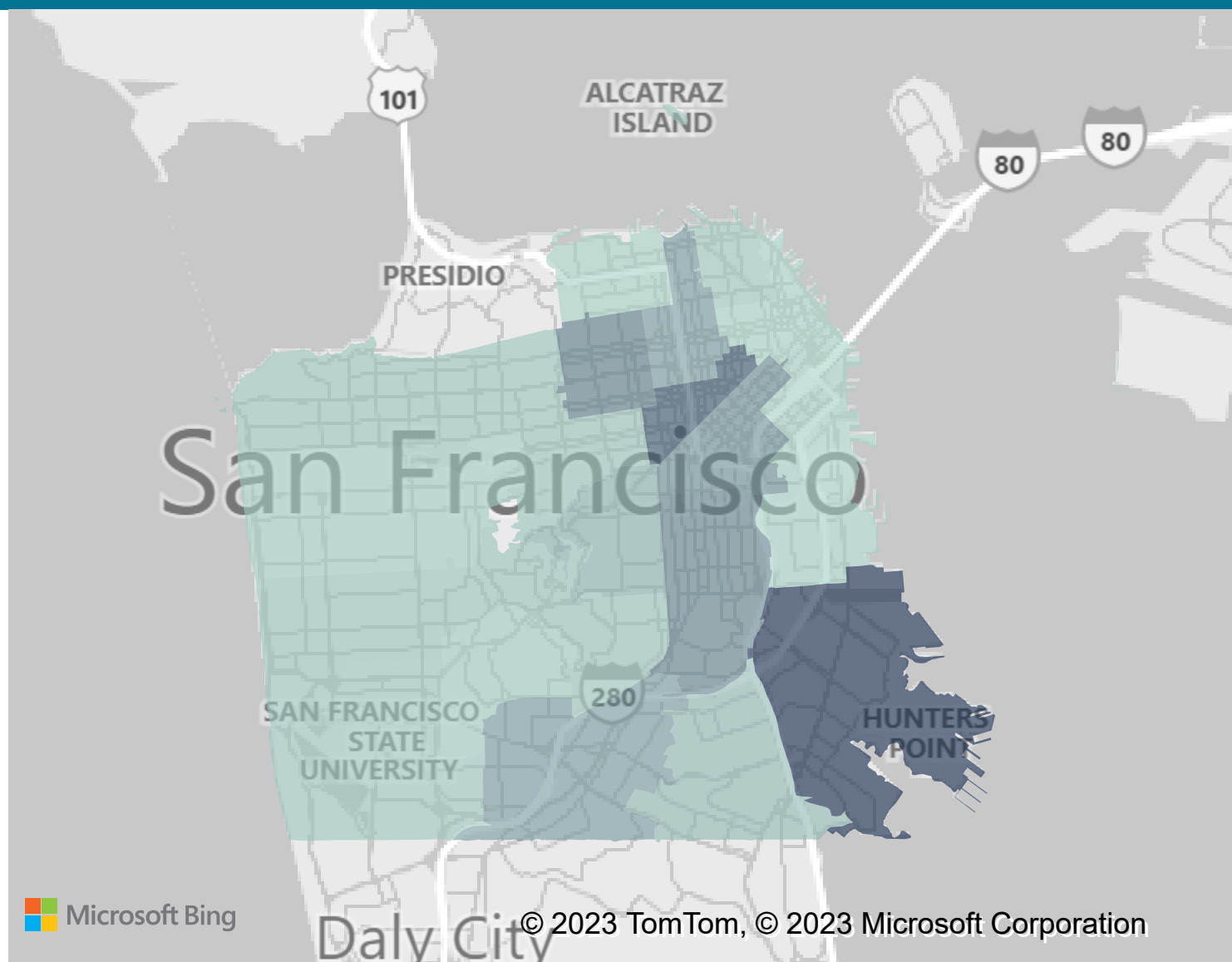## Client Profile

Service Levels

Unduplicated Clients	754
Enrollments	772

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2023 TomTom, © 2023 Microsoft Corporation
Daly City

Race/Ethnicity

Chinese	22%
Other API	7%
White	22%
Black or Afr. Am.	25%
Latinx or Hispanic	14%
Addl. Groups	2%
Unknown	10%

Primary Language

Chinese	21%
English	49%
Spanish	12%
Filipino	1%
Russian	0%
Addl. Groups	4%
Unknown	13%
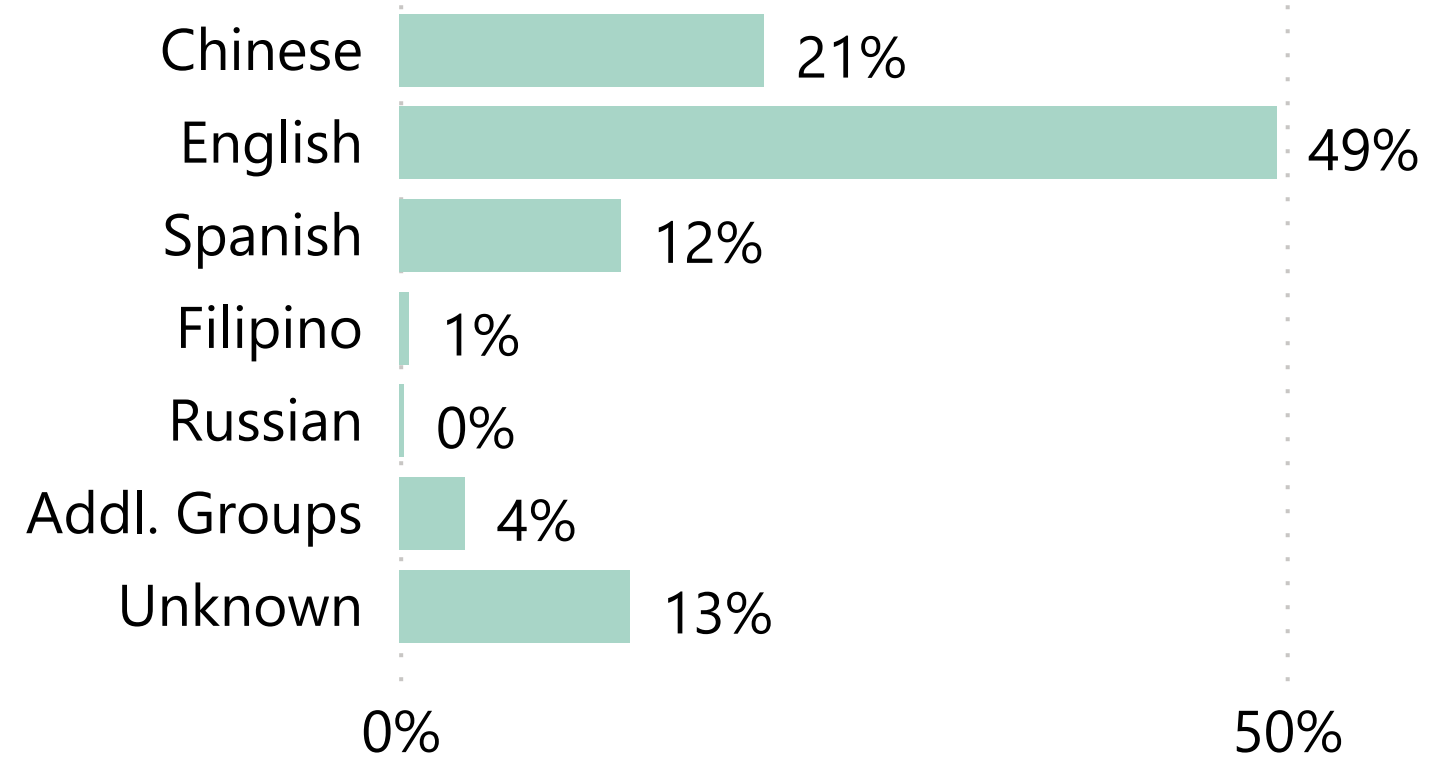
Gender Identity

Female	63%
Male	34%
Trans Female	1%
Trans Male	0%
Unknown	2%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	71%
Gay/Lesbian/Same-Gender Loving	12%
Bisexual	1%
Addl. Groups	1%
Unknown	15%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-35	36-50	60-64	65-74	75-84	85+	Unknown
		9%	42%	34%	11%	

Neighborhood Choirs

Neighborhood-focused or neighborhood-based choirs designed to engage older adults and adults with disabilities. Participation is this program type has been shown to build social supports and connection, provide and increased sense of belonging, reduce feelings of loneliness, and increase interest in life.
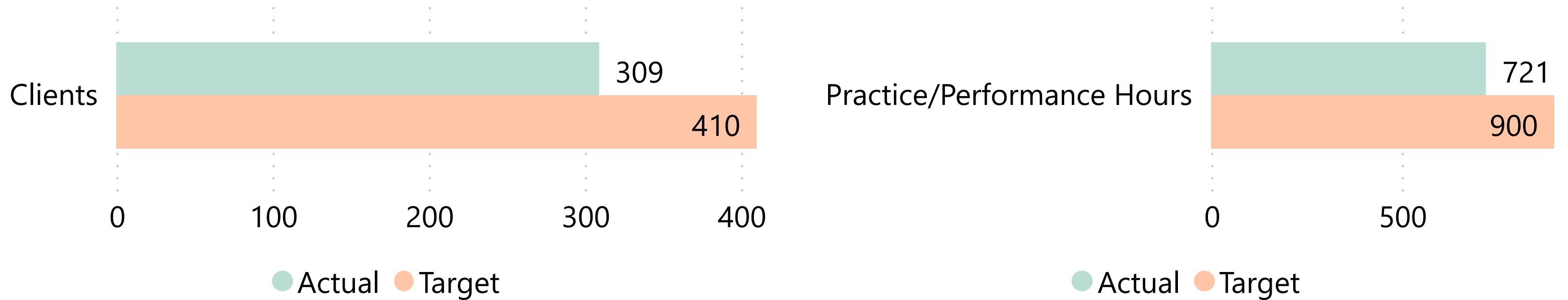
Funding
$254,616

Providers
1

Service Objectives

Clients
- Actual: 309
- Target: 410

(x-axis: 0, 100, 200, 300, 400)

● Actual ● Target

Practice/Performance Hours
- Actual: 721
- Target: 900

(x-axis: 0, 500)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	108	65%	50%
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	108	100%	90%
Engagement & Socialization*	Clients report increased opportunities for socialization and interaction due to participation in program	108	100%	90%
Quality of Life	Clients feel balanced and peaceful due to participation in the program	108	100%	90%

*Key Measurement Theme for Service Area
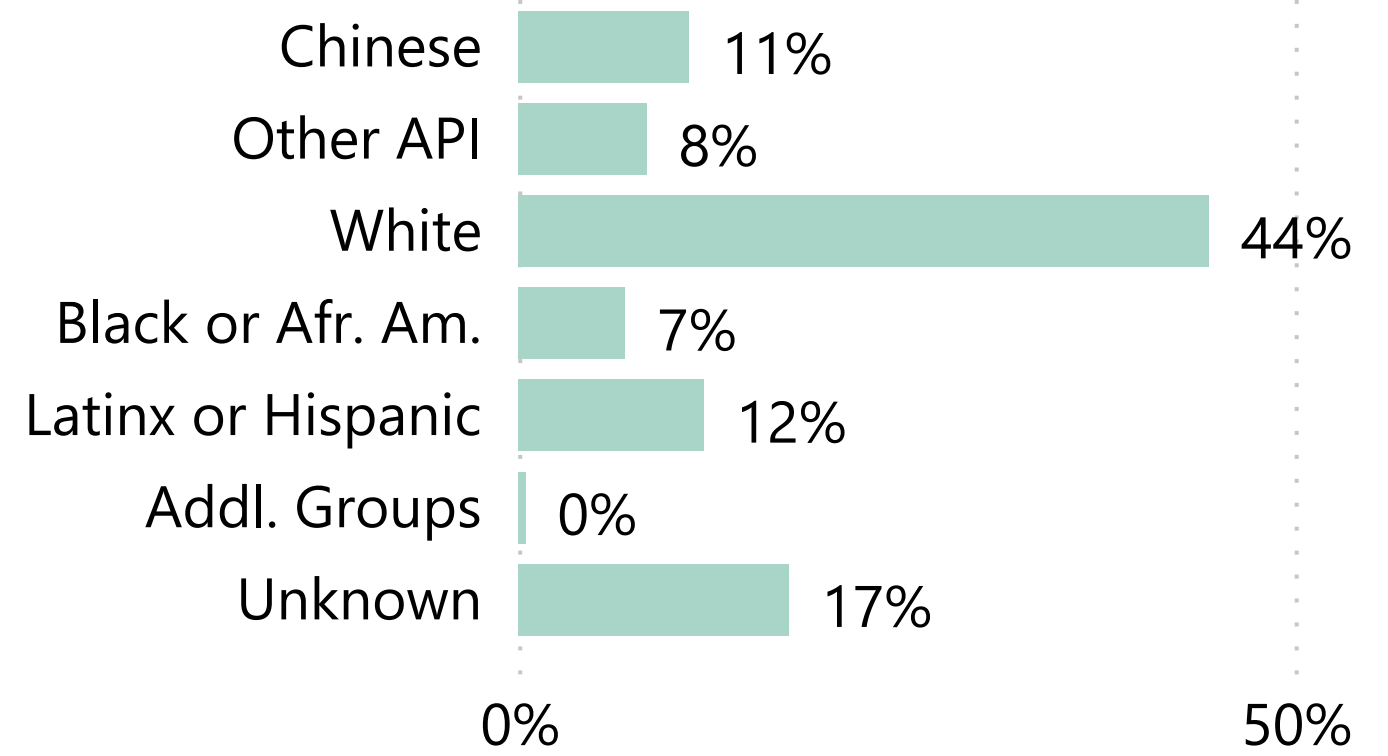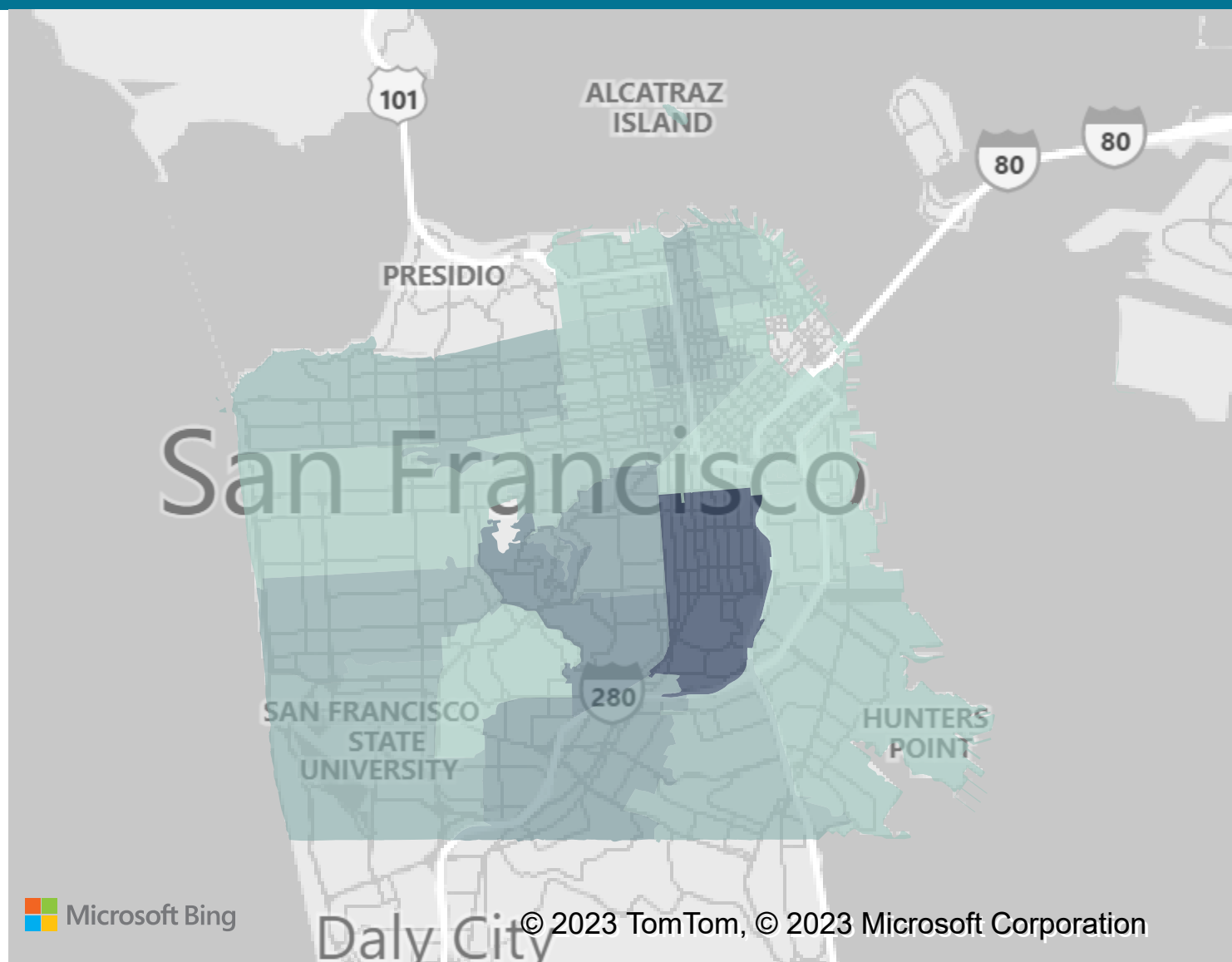
Neighborhood Choirs
Client Profile

Service Levels

Unduplicated Clients	218
Enrollments	310

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	11%
Other API	8%
White	44%
Black or Afr. Am.	7%
Latinx or Hispanic	12%
Addl. Groups	0%
Unknown	17%

Primary Language

Chinese	6%
English	62%
Spanish	10%
Filipino	5%
Russian	0%
Addl. Groups	2%
Unknown	15%
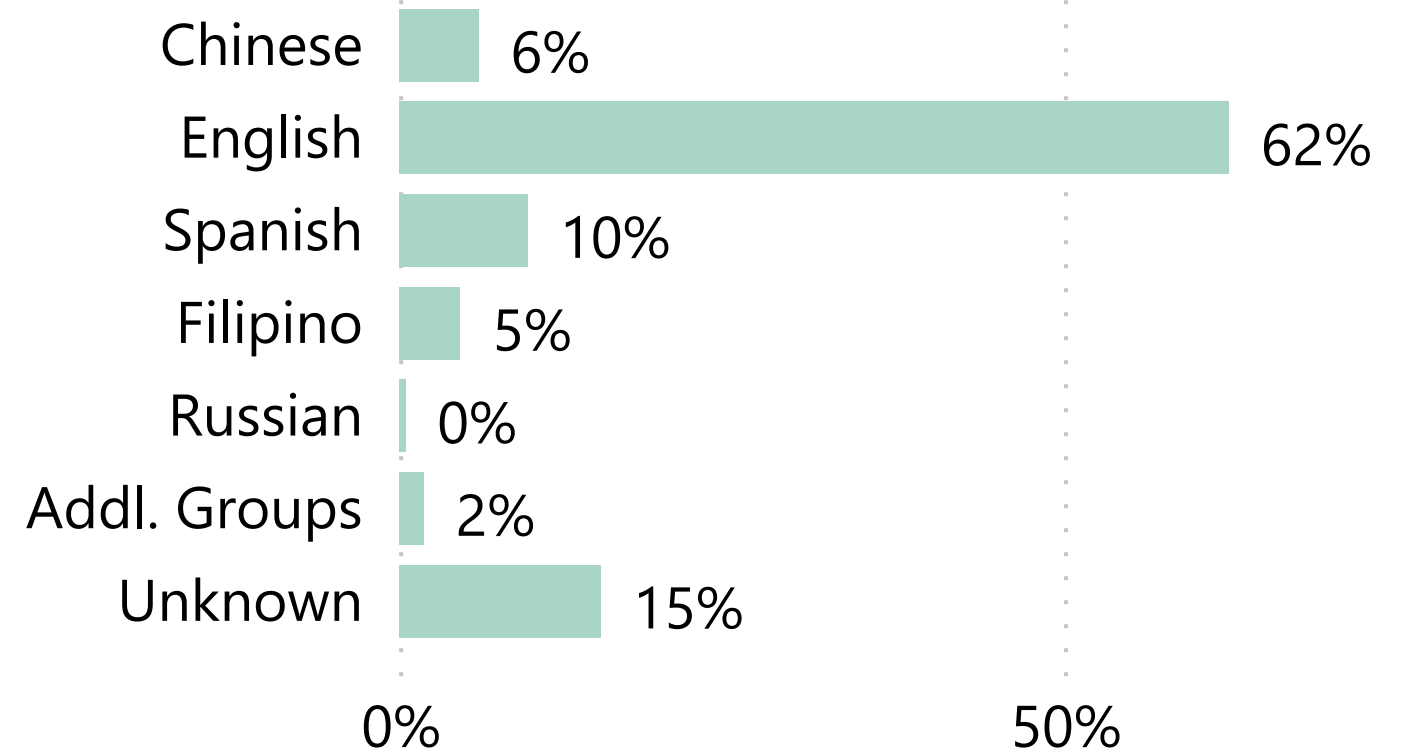
Gender Identity

Female	76%
Male	14%
Genderqueer/Gender Non-binary	0%
Unknown	10%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	72%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	1%
Unknown	20%
Total	**100%**

Age

● 18-35 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

65-74	75-84	85+	Unknown
42%	38%	12%	4%
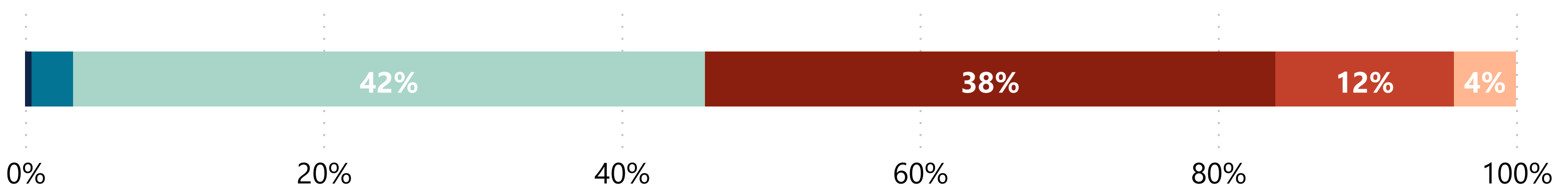
Neighborhood-Based Programs

Neighborhood-Based Programs are designed to engage older adults and adults with disabilities in underserved neighborhoods or districts. These pilots use diverse approaches in delivering services and activities to help increase awareness of services, foster empowerment, support engagement and socialization, and reduce social isolation. Programs vary by neighborhoods and can include activities like interactive arts, field trips, reading groups, cooking classes, housing-based supports, and many
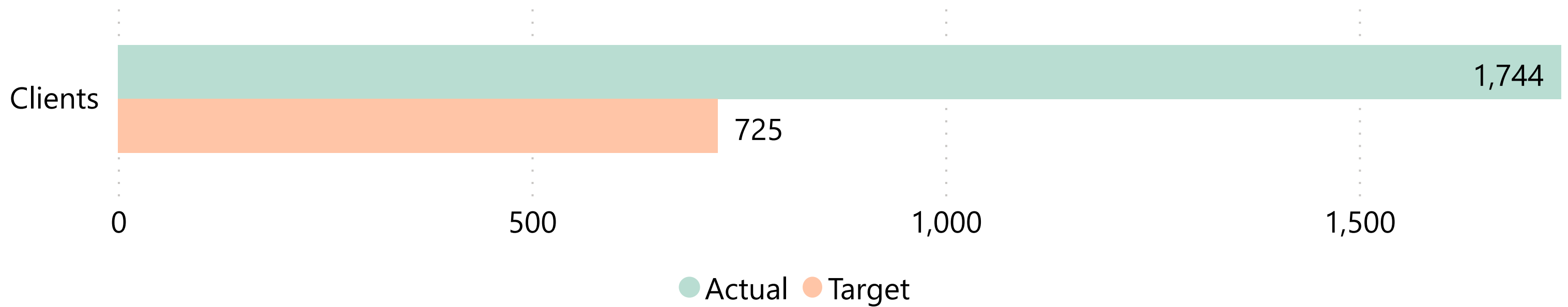
Funding
$886,000

Providers
7

Service Objectives

Clients
- Actual: 1,744
- Target: 725

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	367	96%	83%
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	441	93%	80%
Engagement & Socialization*	Clients feel they have more opportunities to contribute meaningfully to their neighborhood and/or community	171	98%	83%
Physical Fitness & Health	Clients feel healthier due to their participation in physical activities available through the program	94	94%	80%
Service Quality	Clients rate the quality of services as excellent or good	367	98%	84%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics reflects information for only four providers. Three providers did not report performance data to DAS for inclusion in this report.
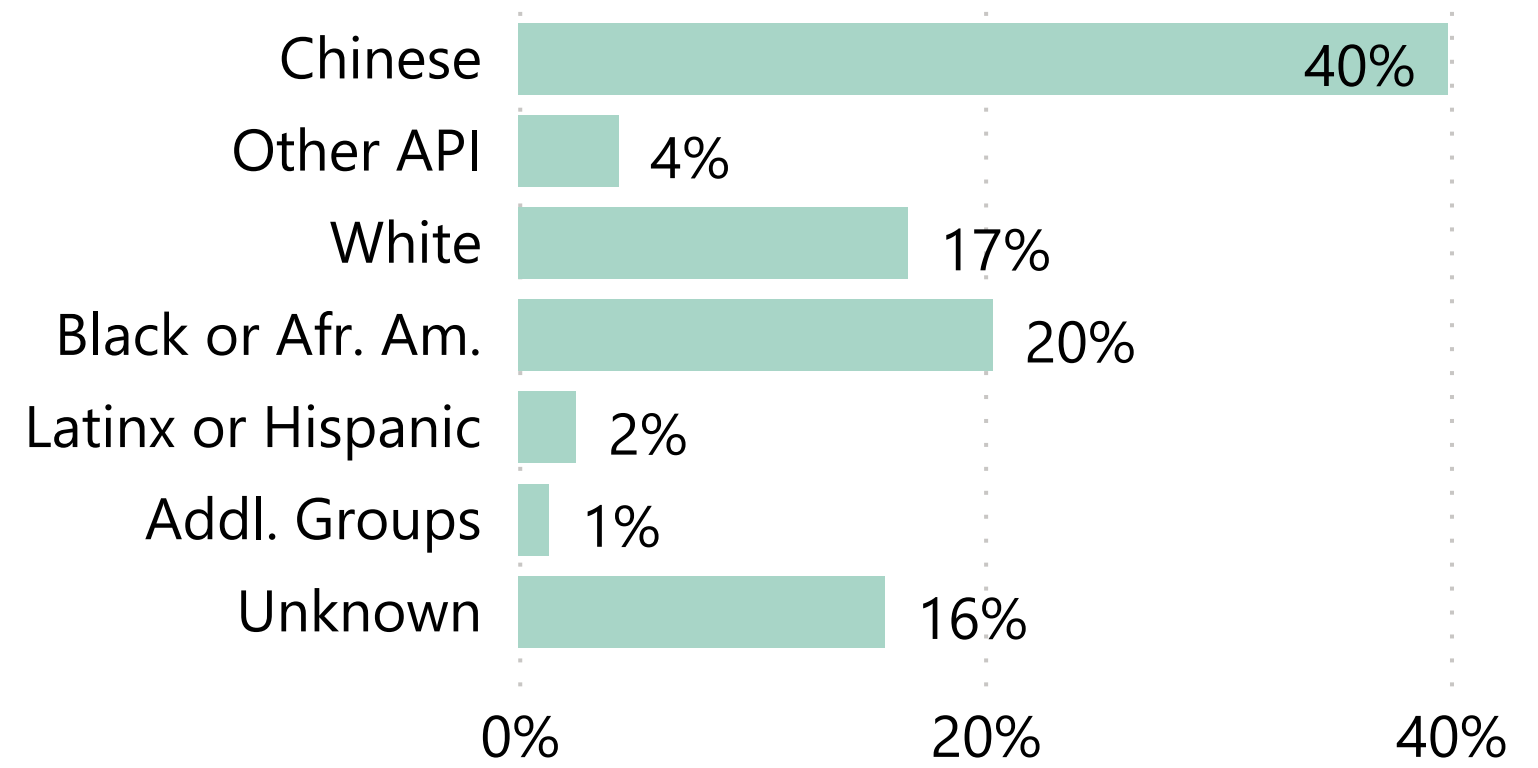
Neighborhood-Based Programs
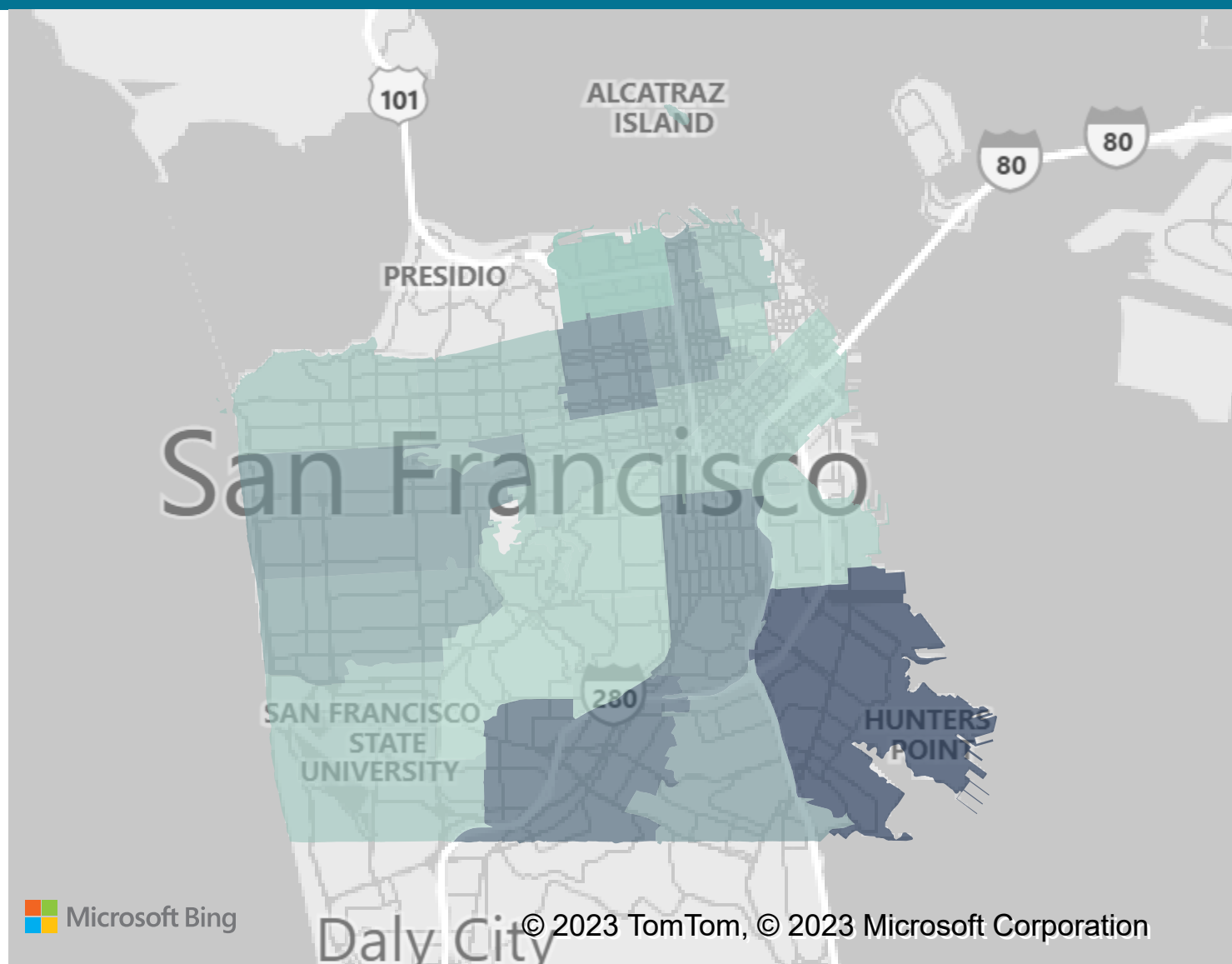**Client Profile**

Service Levels

Unduplicated Clients	604
Enrollments	612

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese: 40%
- Other API: 4%
- White: 17%
- Black or Afr. Am.: 20%
- Latinx or Hispanic: 2%
- Addl. Groups: 1%
- Unknown: 16%

Primary Language

- Chinese: 38%
- English: 35%
- Spanish: 3%
- Filipino: 0%
- Russian: 0%
- Addl. Groups: 1%
- Unknown: 23%
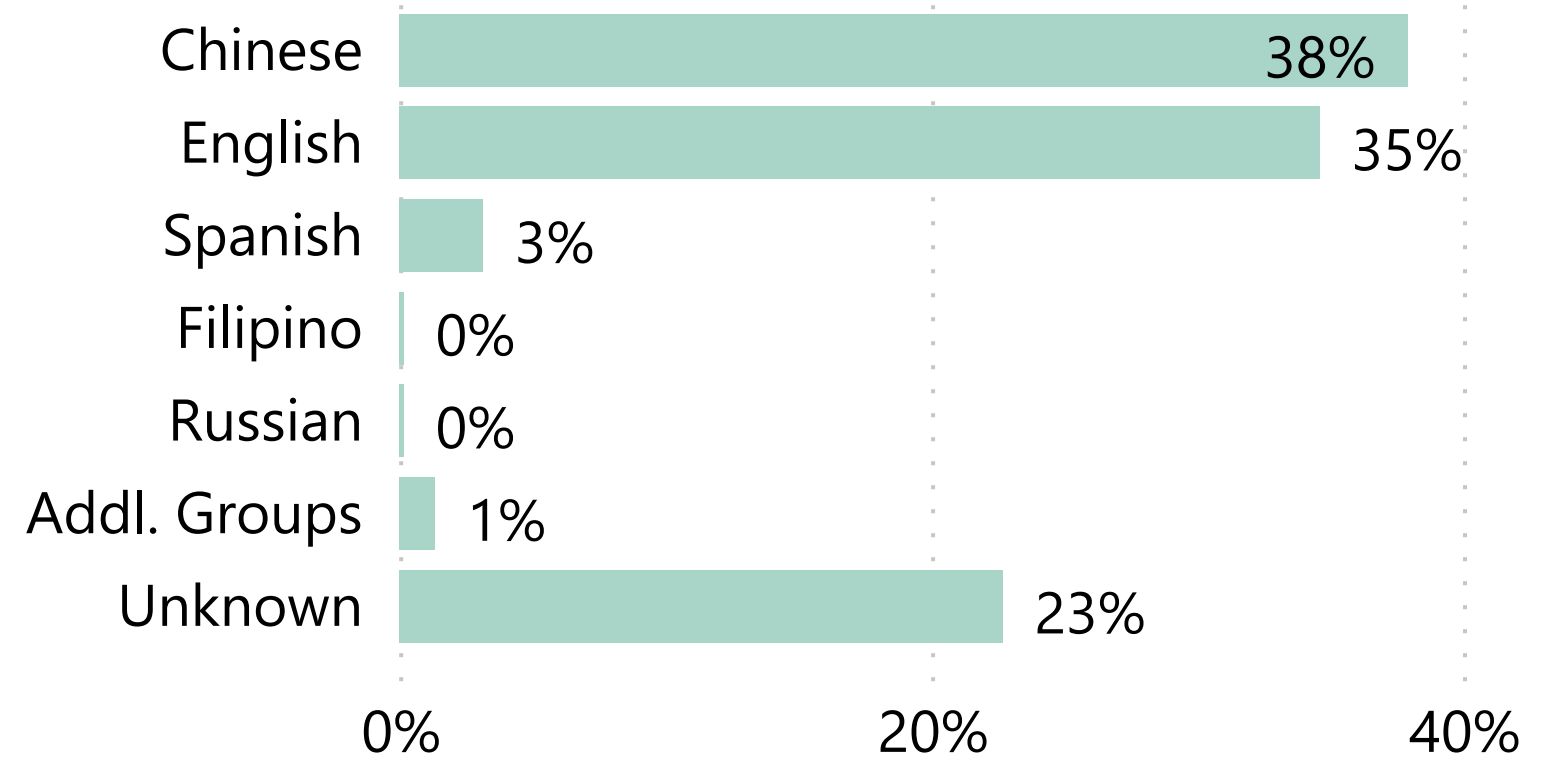
Gender Identity

Female	71%
Male	22%
Unknown	7%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	79%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	0%
Addl. Groups	0%
Unknown	19%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-35	60-64	65-74	75-84	85+
	8%	42%	35%	12%

Senior Companion

The Senior Companion program provides low-to-moderate income older adults with the opportunity to volunteer at local community organizations. In addition to providing a small stipend, this program enhances participants' feelings of self-worth and connection with the community. The organizations where these volunteers are placed benefit from their expanded capacity to deliver needed services.
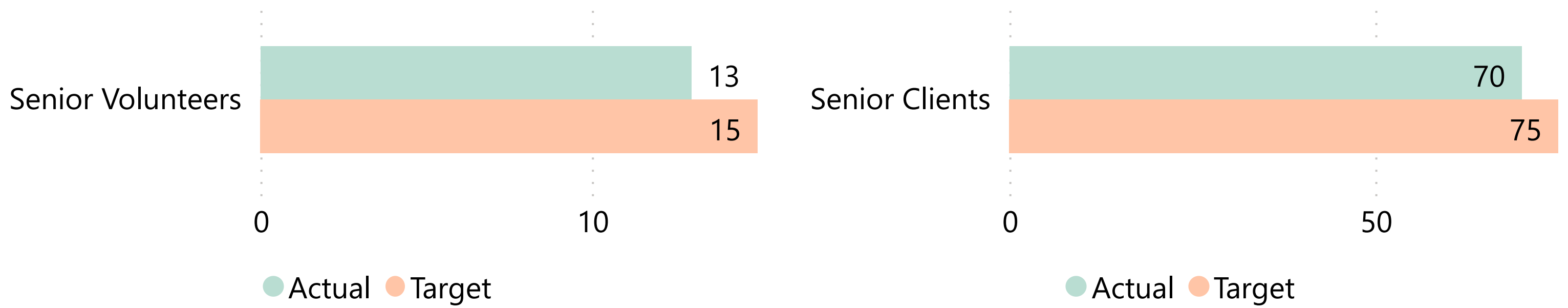
Funding

$95,397

Providers

1

Service Objectives

Senior Volunteers
- Actual: 13
- Target: 15

(axis: 0, 10)

● Actual ● Target

Senior Clients
- Actual: 70
- Target: 75

(axis: 0, 50)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Senior Volunteers feel they are providing a meaningful service to the community			75%
Service Quality	Clients feel engaged in their volunteer assignment			75%

*Key Measurement Theme for Service Area
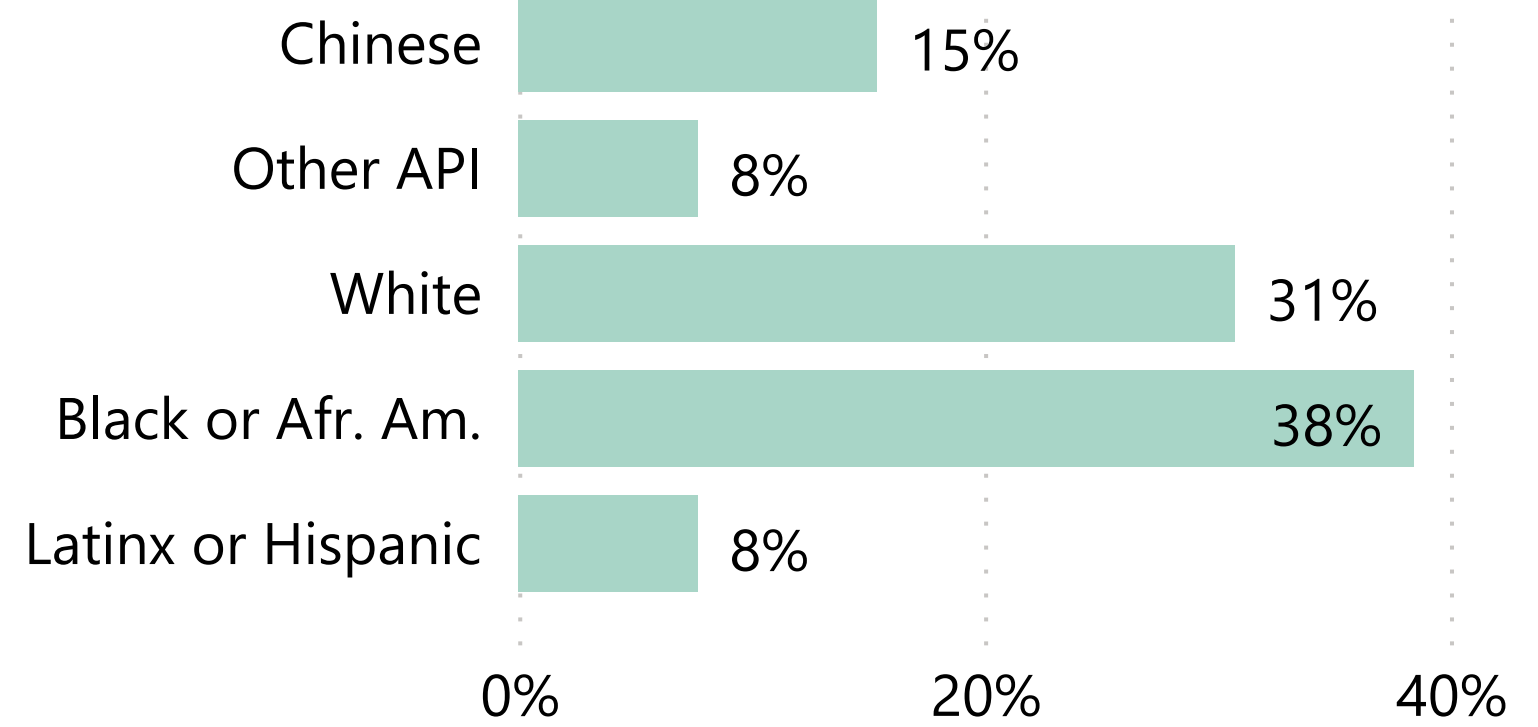^Number surveyed not available
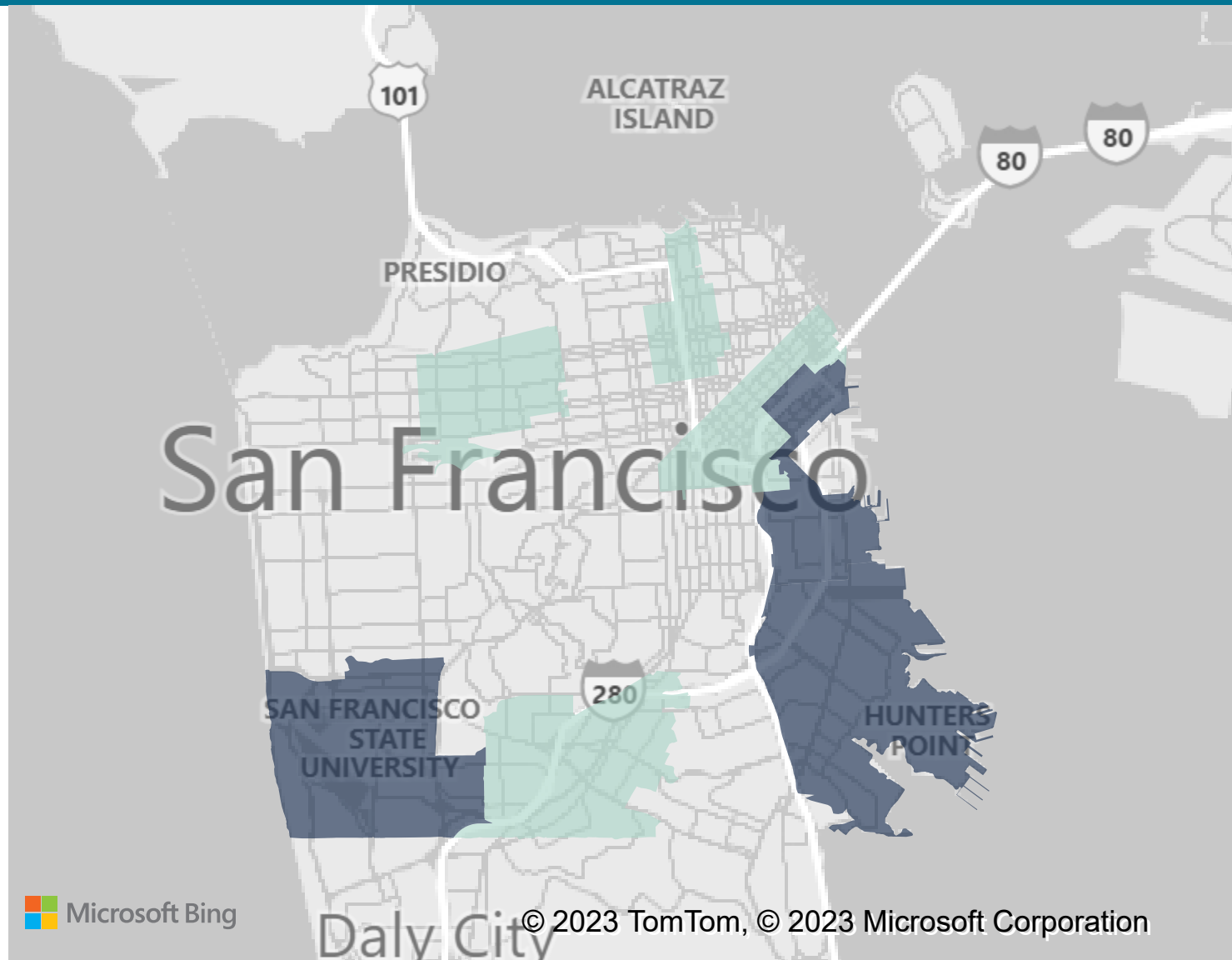
Senior Companion
Client Profile

Service Levels

Unduplicated Clients	13
Enrollments	13

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	15%
Other API	8%
White	31%
Black or Afr. Am.	38%
Latinx or Hispanic	8%

Primary Language

Chinese	8%
English	46%
Spanish	23%
Filipino	8%
Russian	8%
Unknown	8%
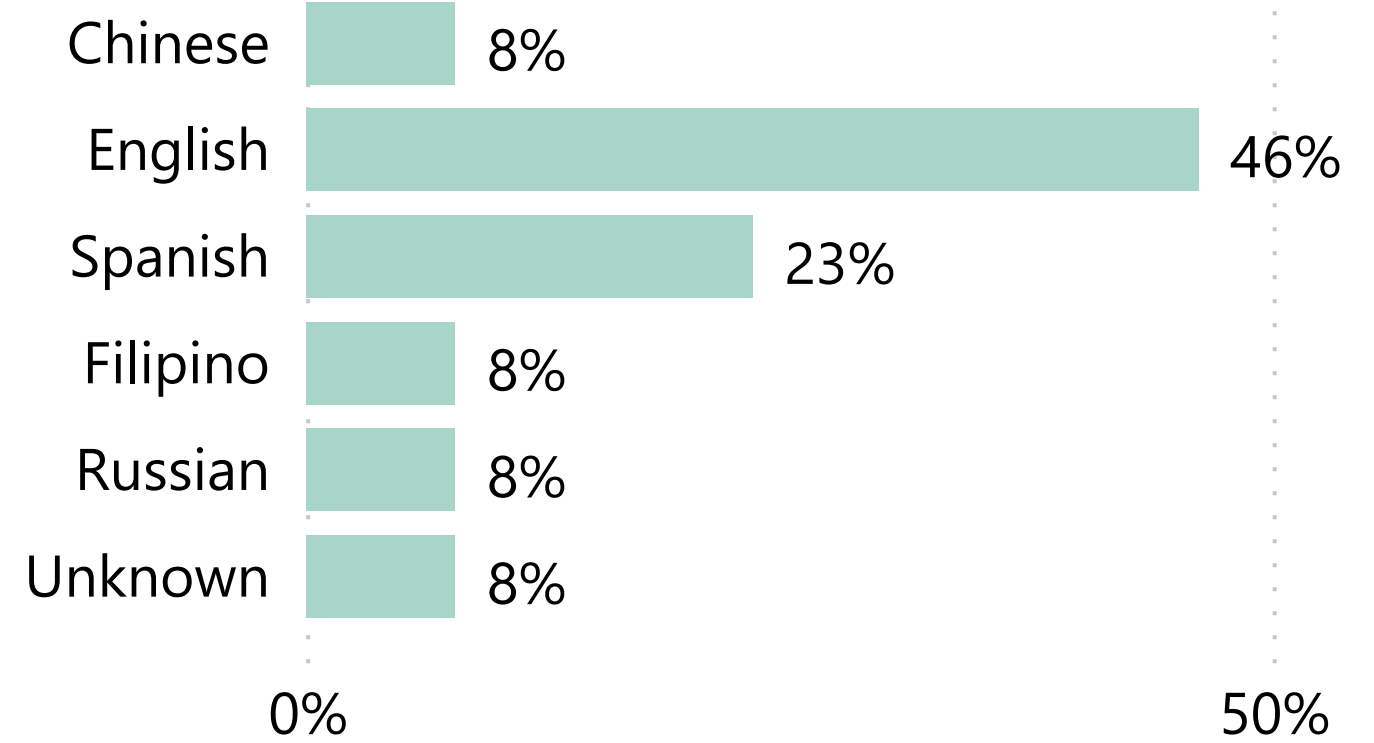
Gender Identity

Female	46%
Male	54%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	85%
Gay/Lesbian/Same-Gender Loving	8%
Unknown	8%
Total	**100%**

Age

● 60-64　● 65-74　● 75-84

8%	54%	38%

SF Connected

Located at sites throughout the City, including many DAS-funded Community Service Centers, this program provides customized training and educational programs specifically for older persons and people with disabilities to learn and grow familiar with basic computer and internet skills. A primary goal is to address barriers to social connection and provide social media tools to help individuals overcome isolation and access resources for healthy aging.
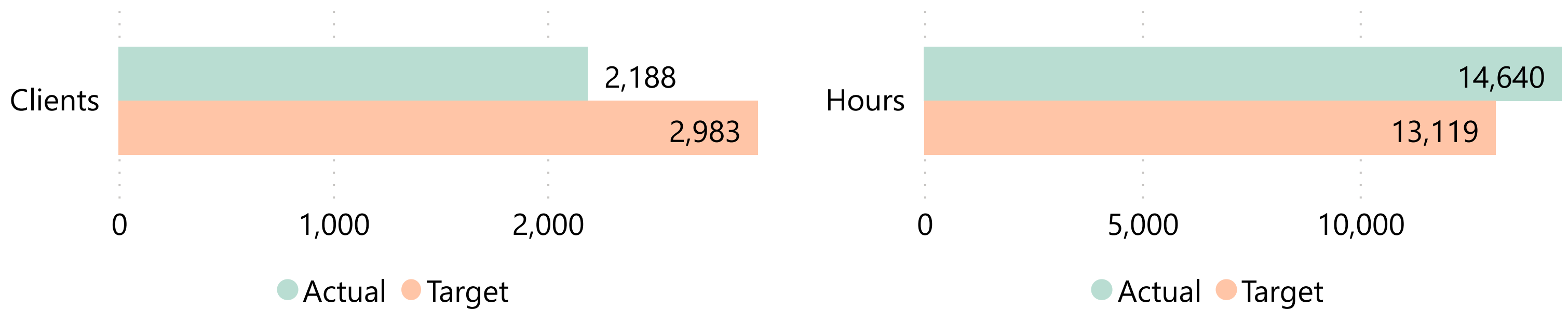
Funding
$1,799,925

Providers
6

Service Objectives

Clients: 2,188 (Actual), 2,983 (Target)

Hours: 14,640 (Actual), 13,119 (Target)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients keep up to date with changing technology through the program	773	98%	75%
Empowerment*	Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g., housing, online maps, banking, and shopping)	796	96%	75%
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills learned from program	796	98%	75%
Physical Fitness & Health	Clients enhance their health and wellbeing by using learned skills to search online for programs and services	796	96%	75%

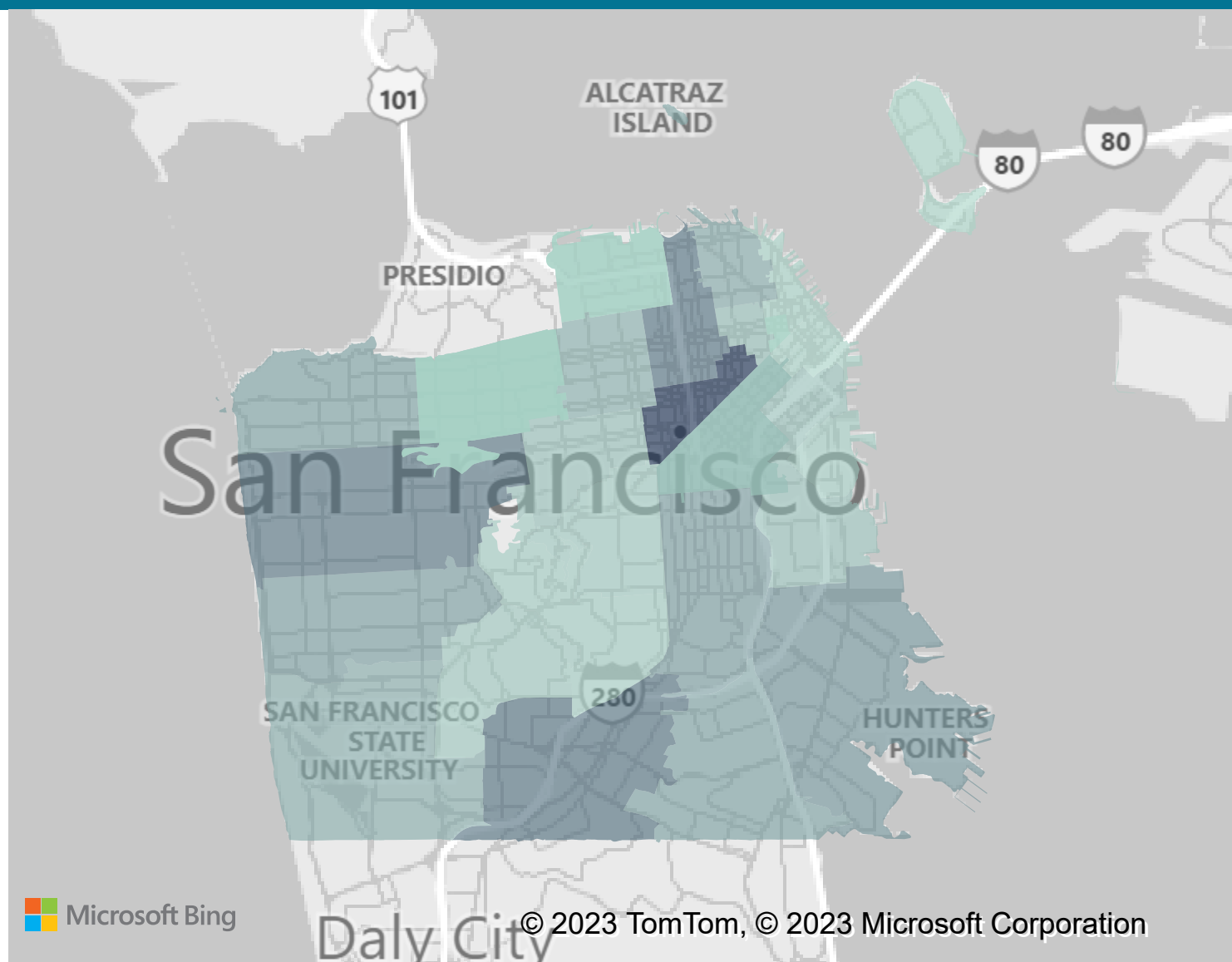*Key Measurement Theme for Service Area
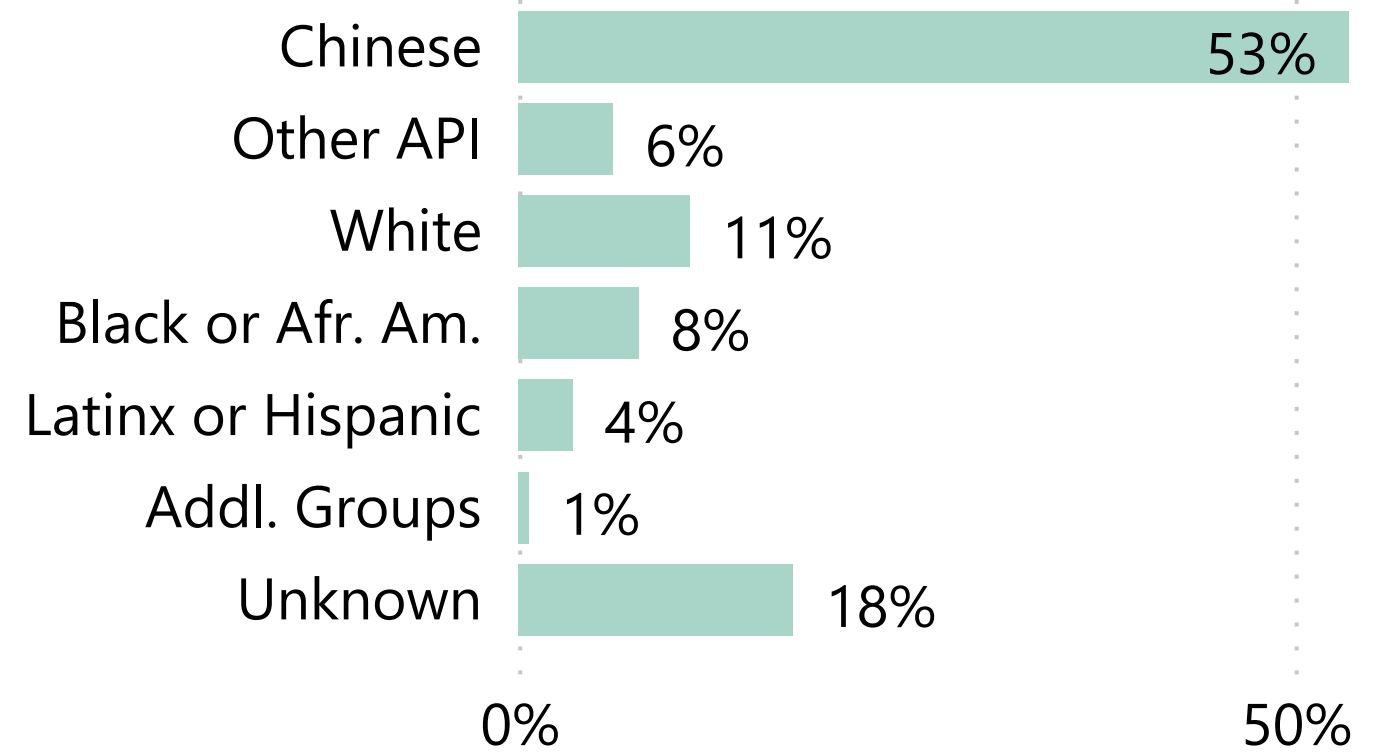
SF Connected
Client Profile

Service Levels

Unduplicated Clients	2,130
Enrollments	2,270

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	53%
Other API	6%
White	11%
Black or Afr. Am.	8%
Latinx or Hispanic	4%
Addl. Groups	1%
Unknown	18%

Primary Language

Chinese	47%
English	23%
Spanish	4%
Filipino	1%
Russian	1%
Addl. Groups	2%
Unknown	23%
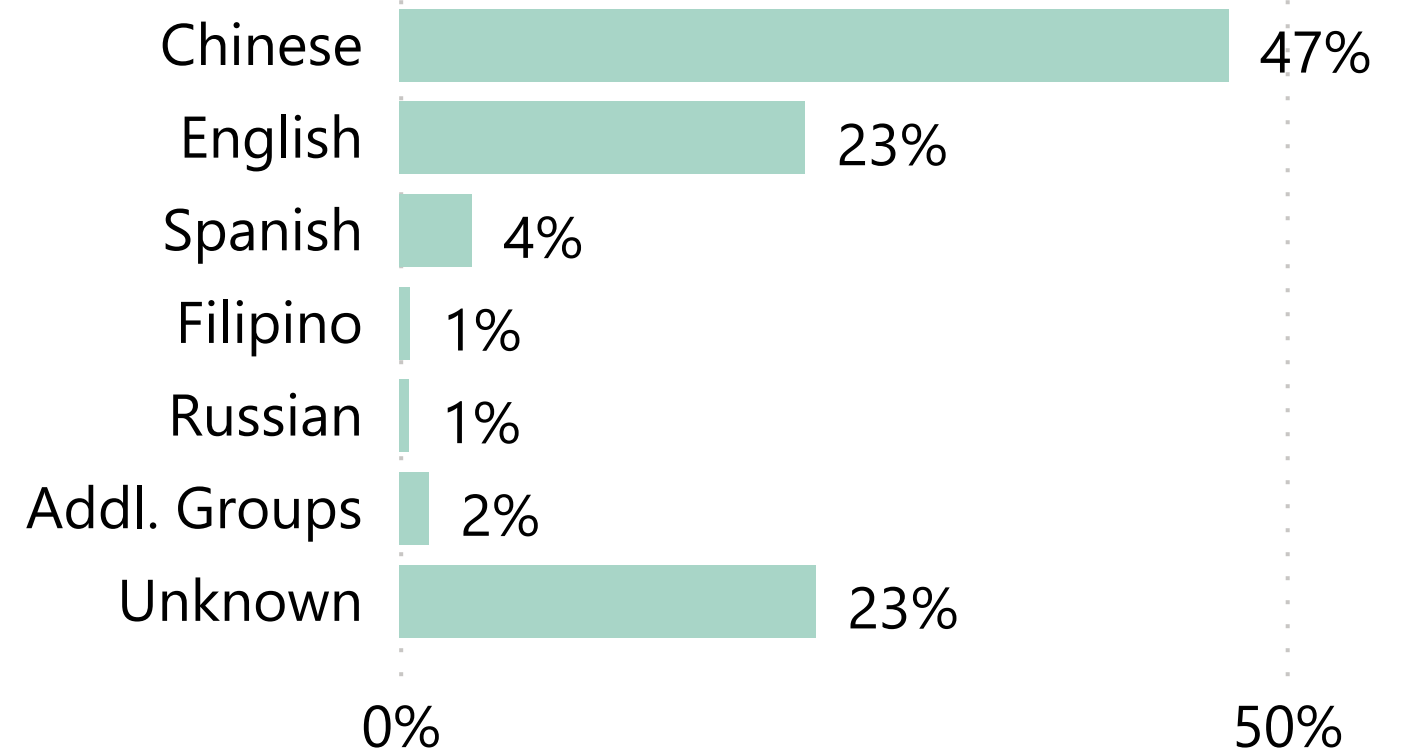
Gender Identity

Female	61%
Male	28%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	10%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	70%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	0%
Unknown	26%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-35	36-50	60-64	65-74	75-84	85+	Unknown
4%		8%	42%	29%	9%	6%

Technology at Home

The Technology at Home program seeks to reduce isolation and support self-management of health through the use of technology. The program provides participants with a long-term loan of a tablet computer or similar devices, trains clients one-on-one to use these devices, and provides ongoing technical and troubleshooting to support clients' self-sufficiency and social engagement.
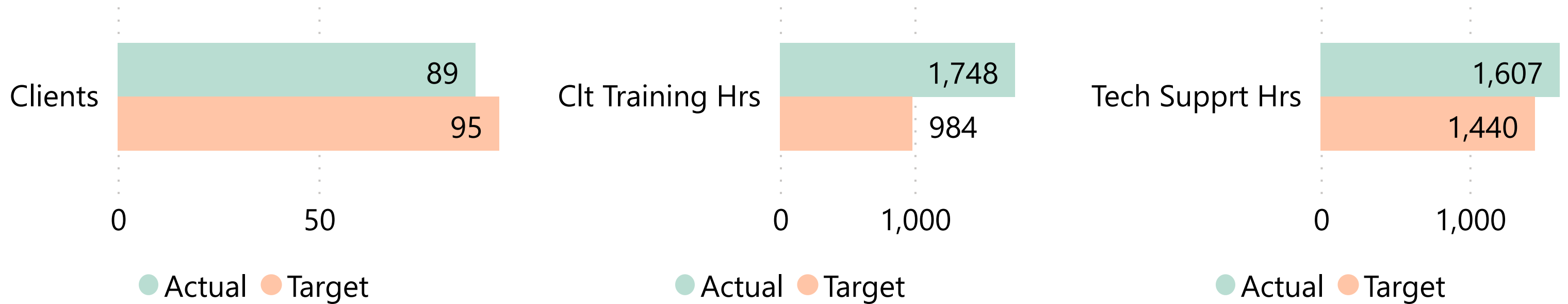
Funding
$402,037

Providers
1

Service Objectives

Clients
- Actual: 89
- Target: 95

Clt Training Hrs
- Actual: 1,748
- Target: 984

Tech Supprt Hrs
- Actual: 1,607
- Target: 1,440

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report increase in self-sufficient use of technology	69	100%	65%
Empowerment*	Clients report increased self-efficacy in managing their health	69	77%	55%
Engagement & Socialization*	Clients feel a greater sense of connection to their community	69	100%	85%
Physical Fitness & Health	Clients report increased daily walking and/or movement	69	89%	65%

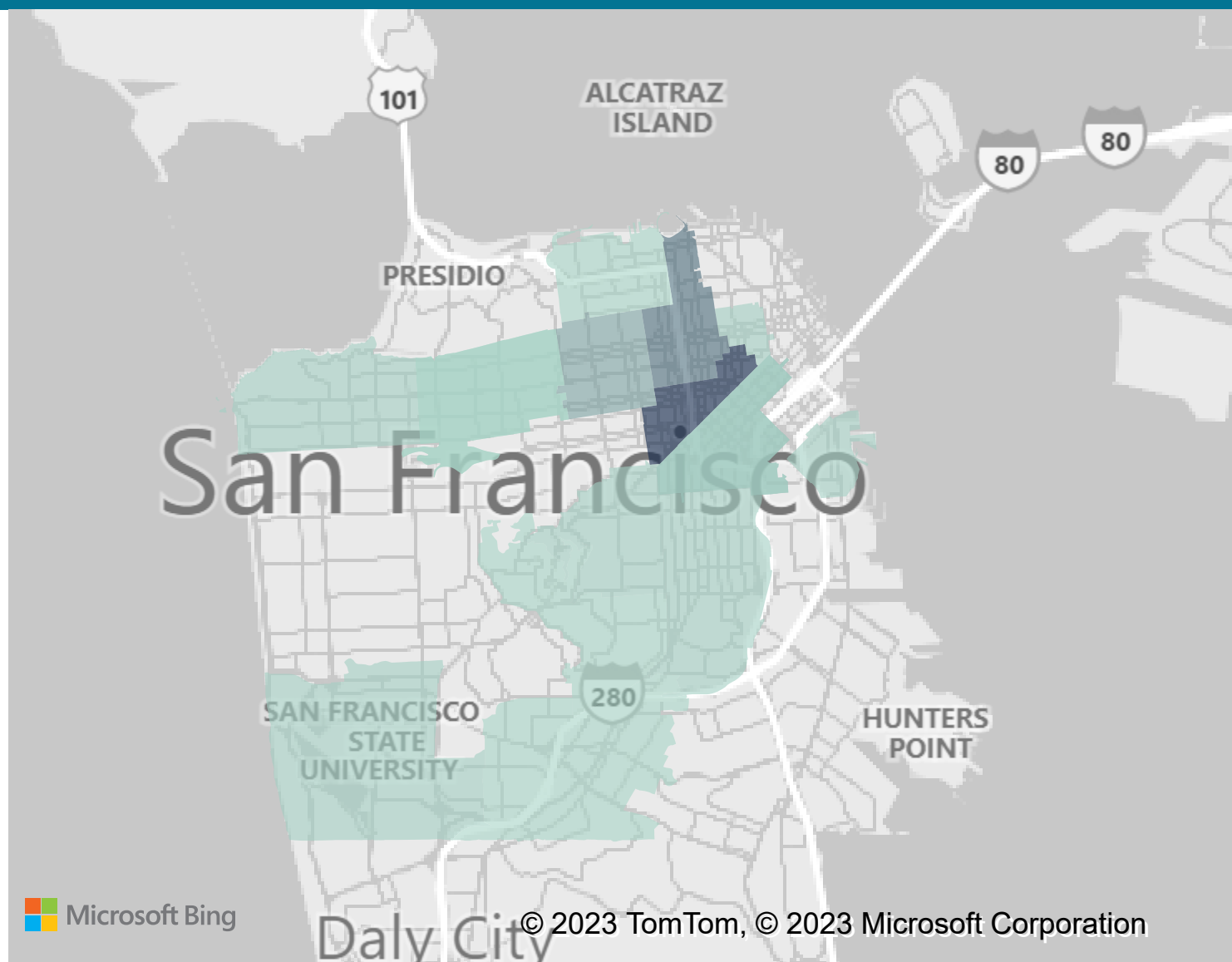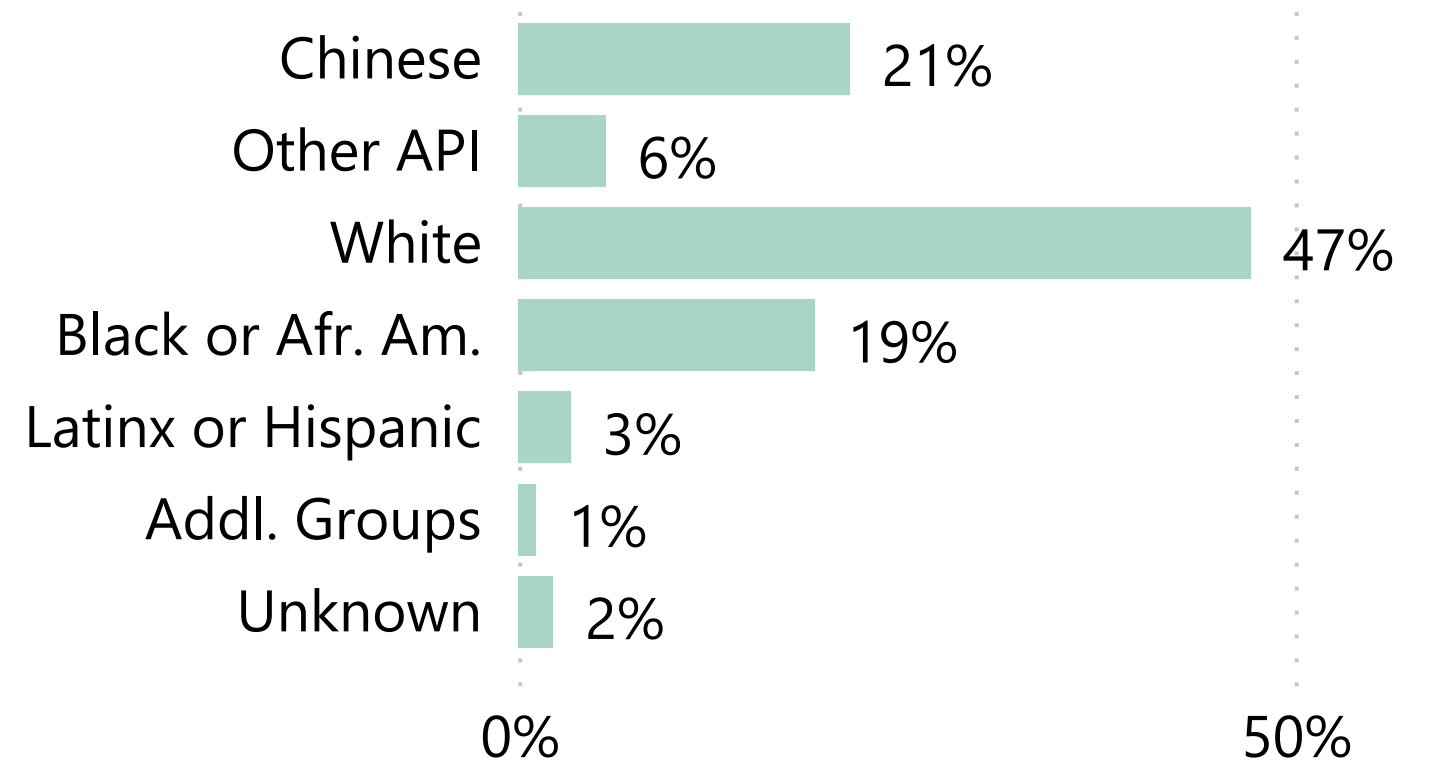*Key Measurement Theme for Service Area

Technology at Home
Client Profile

Service Levels

Unduplicated Clients	89
Enrollments	89

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	21%
Other API	6%
White	47%
Black or Afr. Am.	19%
Latinx or Hispanic	3%
Addl. Groups	1%
Unknown	2%

Primary Language

Chinese	18%
English	69%
Spanish	2%
Filipino	1%
Russian	10%
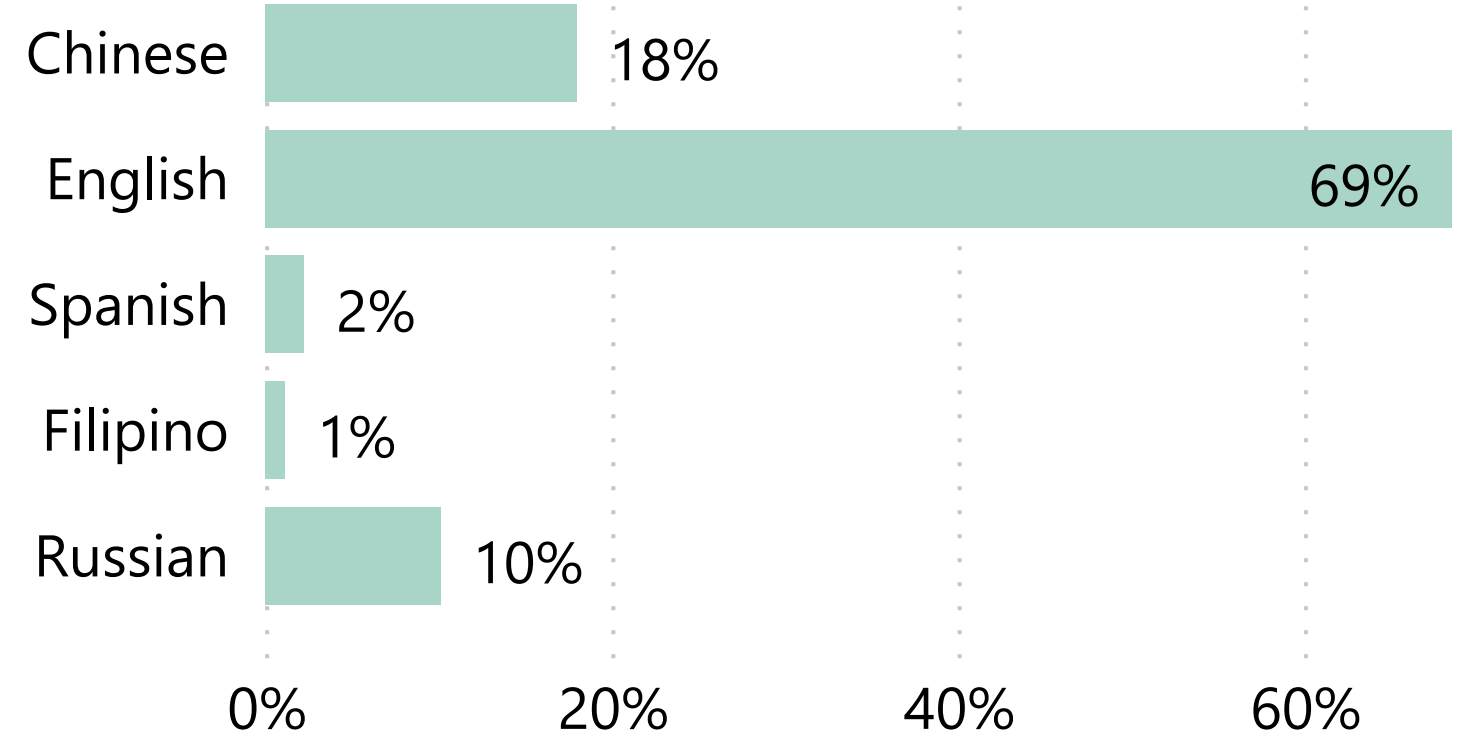
Gender Identity

Female	58%
Male	40%
Trans Female	1%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	79%
Gay/Lesbian/Same-Gender Loving	16%
Bisexual	1%
Unknown	4%
Total	**100%**

Age

● 60-64 ● 65-74 ● 75-84 ● 85+

13%	52%	26%	9%

Transgender and Gender Non-Conforming (TGNC) Supports

Transgender and Gender Nonconforming (TGNC) Supports provide programming and social services in a supportive and gender affirming environment. Activities are centered round creating social connections, building community, and addressing unmet social service needs for TGNC older adults and TGNC adults with disabilities living in San Francisco.
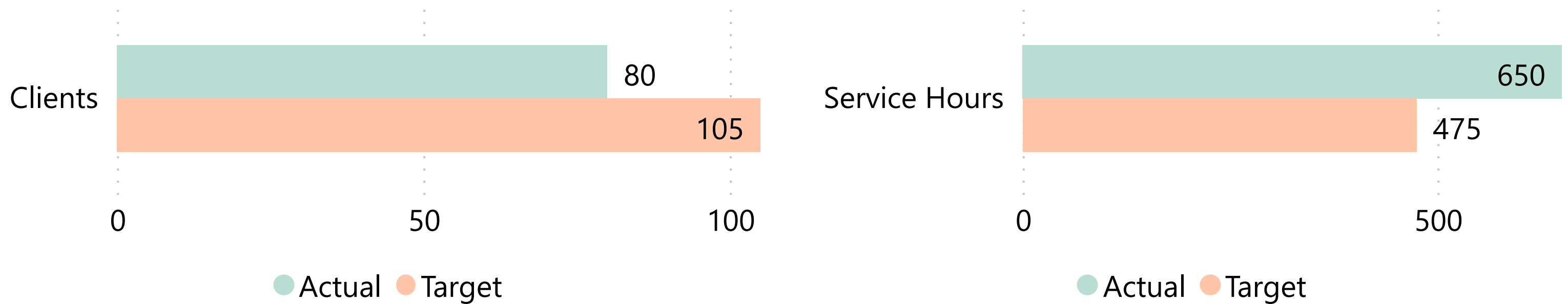
Funding
$298,416

Providers
2

Service Objectives

Clients
- Actual: 80
- Target: 105

Service Hours
- Actual: 650
- Target: 475

Actual Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities and/or TGNC-specific services	11	100%	70%
Engagement & Socialization*	Clients report increased opportunities for positive social interaction due to participation in program	36	90%	70%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)	25	95%	50%
Service Quality	Clients feel safe and welcomed by program staff	36	100%	70%

*Key Measurement Theme for Service Area
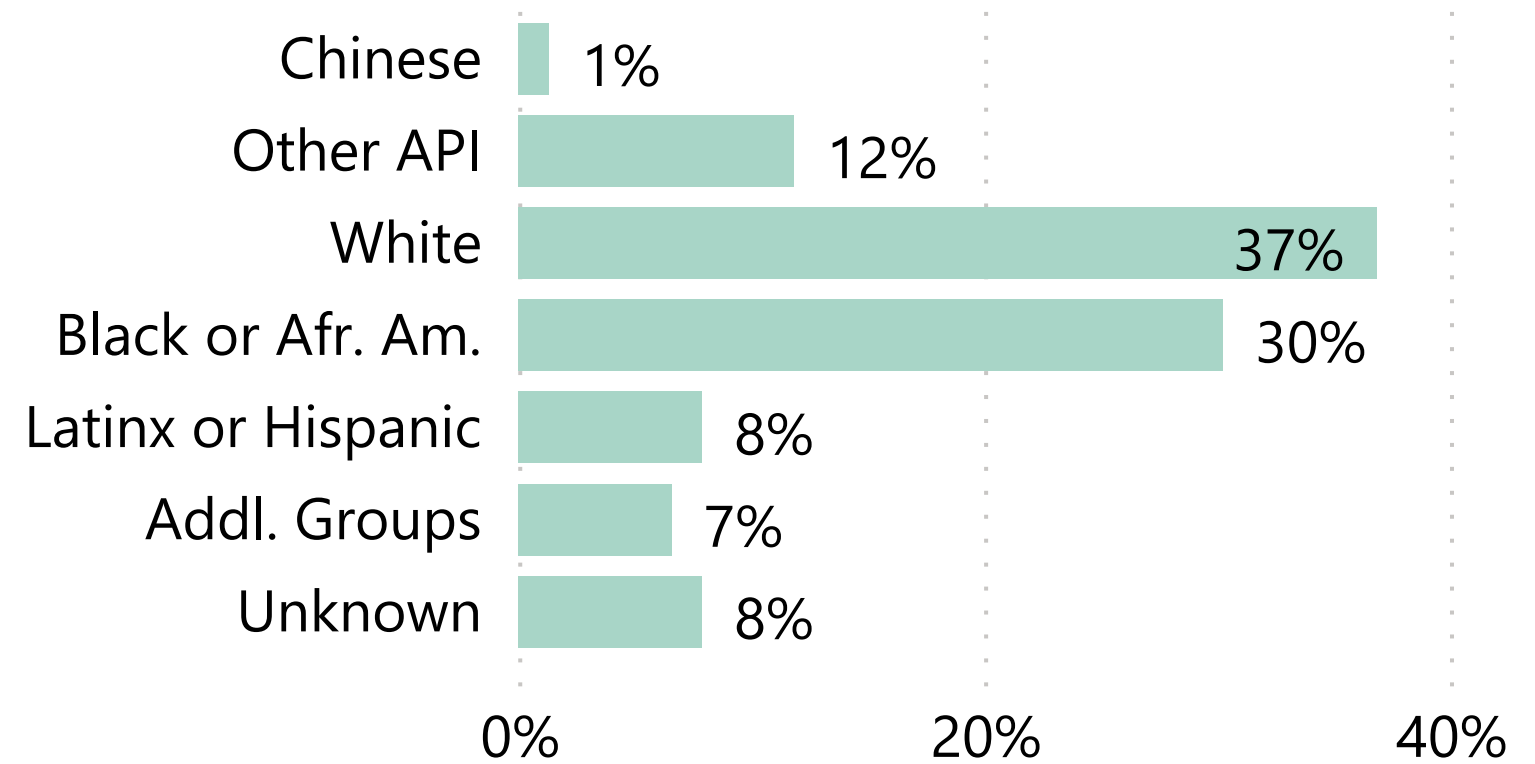
TBD

Transgender and Gender Non-Conforming (TGNC) Supports
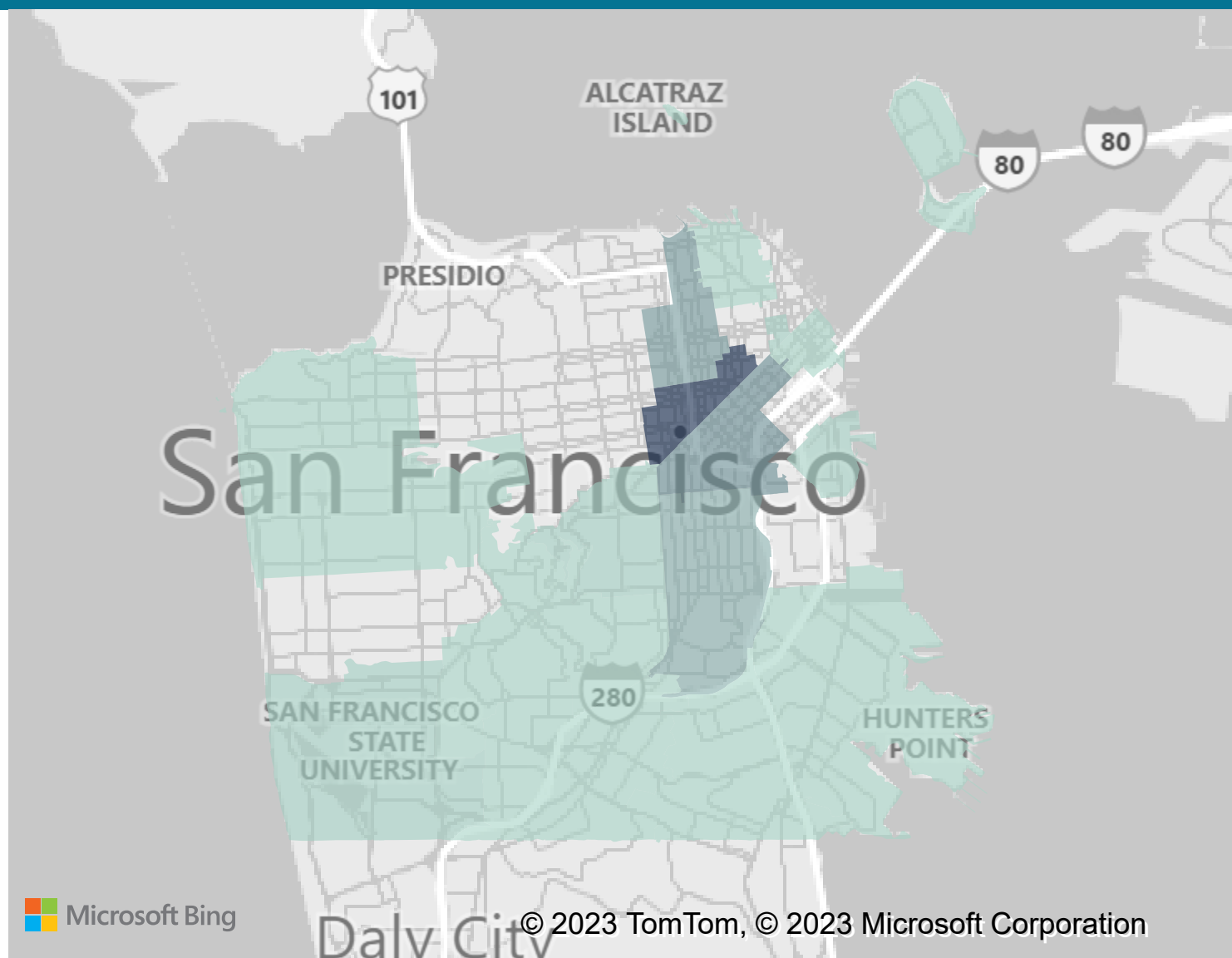**Client Profile**

Service Levels

Unduplicated Clients	76
Enrollments	82

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

- Chinese — 1%
- Other API — 12%
- White — 37%
- Black or Afr. Am. — 30%
- Latinx or Hispanic — 8%
- Addl. Groups — 7%
- Unknown — 8%

(0% — 20% — 40%)

Primary Language

- Chinese — 3%
- English — 82%
- Spanish — 5%
- Addl. Groups — 3%
- Unknown — 8%

(0% — 50% — 100%)
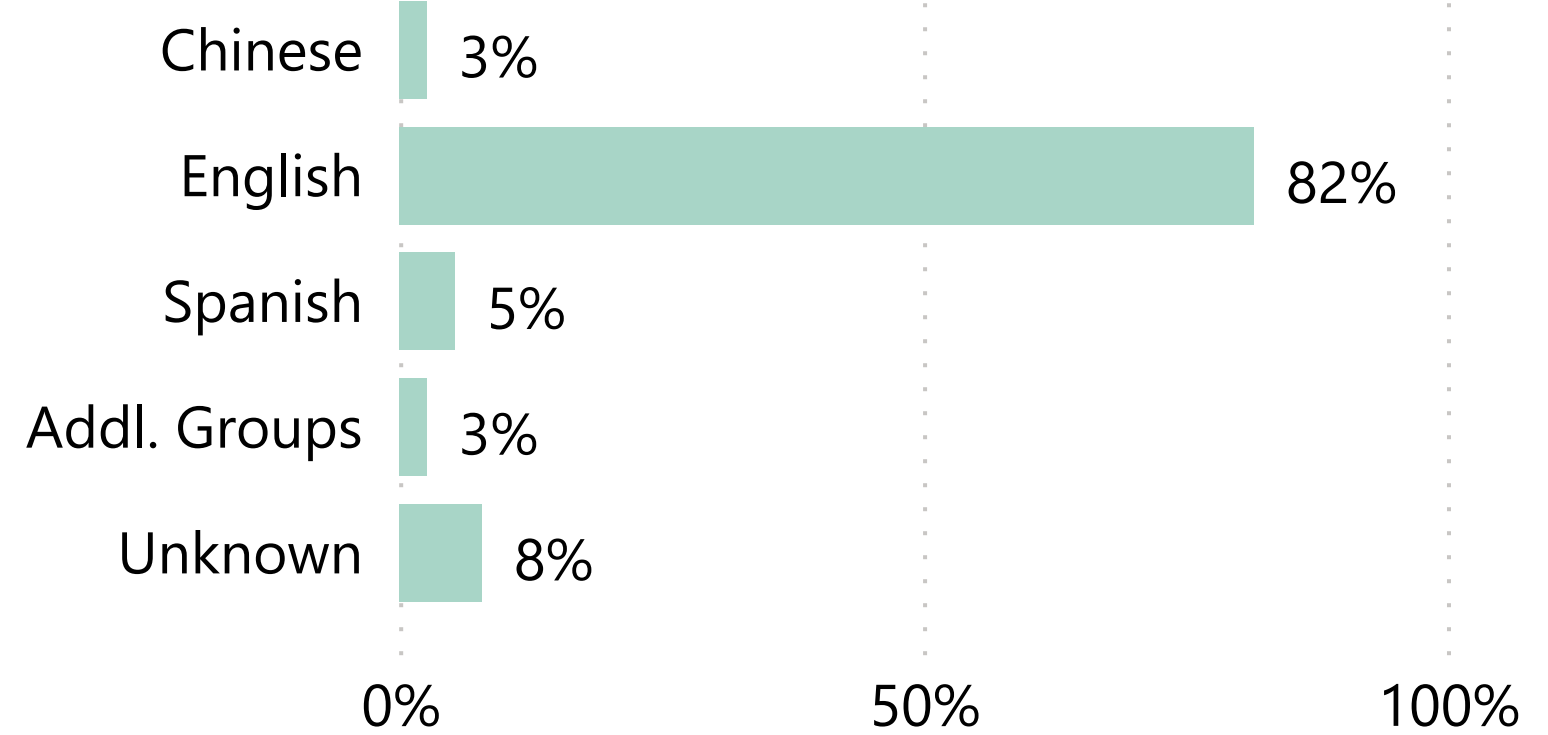
Gender Identity

Female	16%
Male	8%
Trans Female	62%
Trans Male	4%
Genderqueer/Gender Non-binary	5%
Unknown	5%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	43%
Gay/Lesbian/Same-Gender Loving	30%
Bisexual	11%
Addl. Groups	7%
Unknown	9%
Total	**100%**

Age

● 18-35   ● 36-50   ● 60-64   ● 65-74   ● 75-84

6%	18%	24%	38%	14%

(0% — 20% — 40% — 60% — 80% — 100%)

Veterans Drop-In Center

The Veterans Drop-In Center provides co-located DAS community center programs and veterans services in the South of Market neighborhood. DAS funding supports educational workshops, peer support groups, social activities, and a dedicated meditation space. The Drop-In Center site also provides multiple non-DAS funded services including case management, rapid re-housing and eviction prevention, legal services, benefit assistance, employment services, and more.
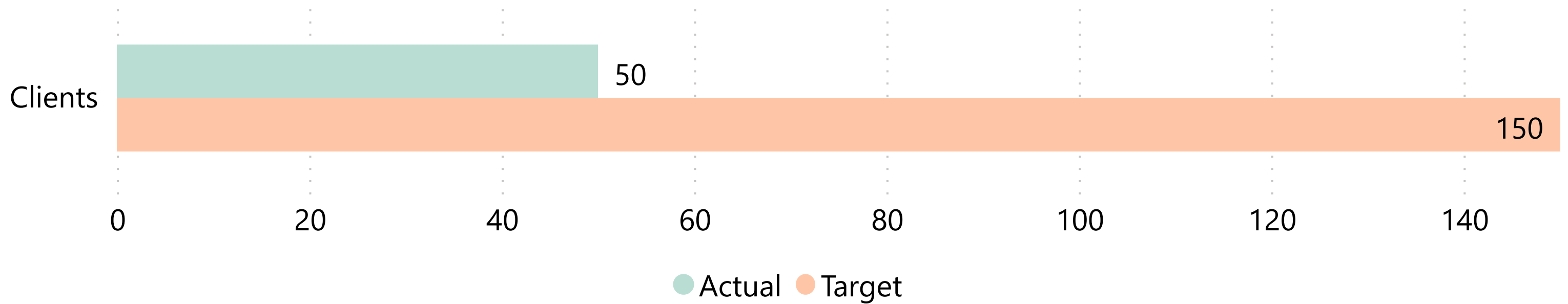
Funding
$62,500

Providers
1

Service Objectives

Clients: Actual 50, Target 150

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program			75%
Service Quality	Clients rate the quality of services as excellent or good			80%

*Key Measurement Theme for Service Area

Note: Performance data for this program are unavailable. DAS did not complete monitoring in FY 2021-22.
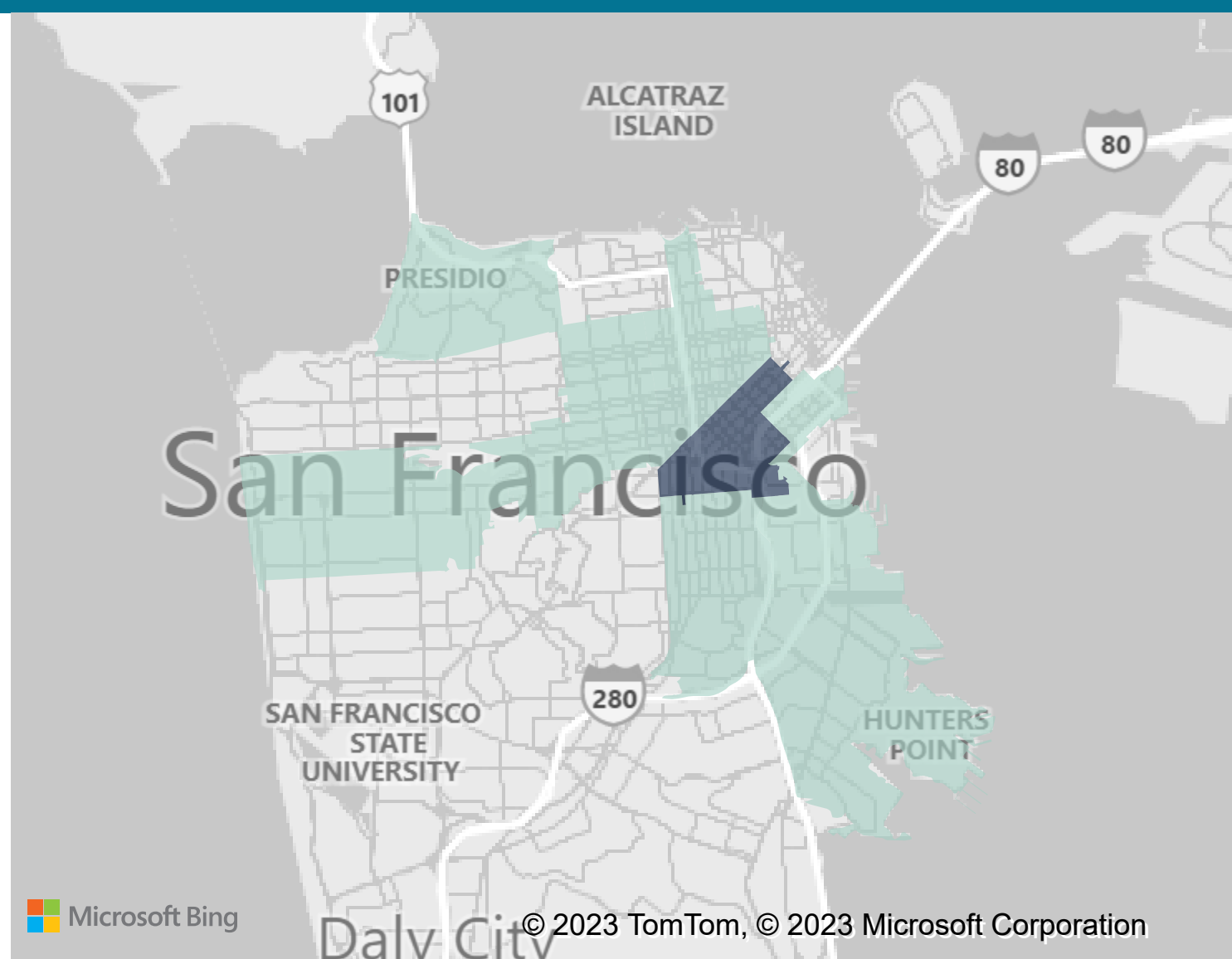
Veterans Drop-In Center
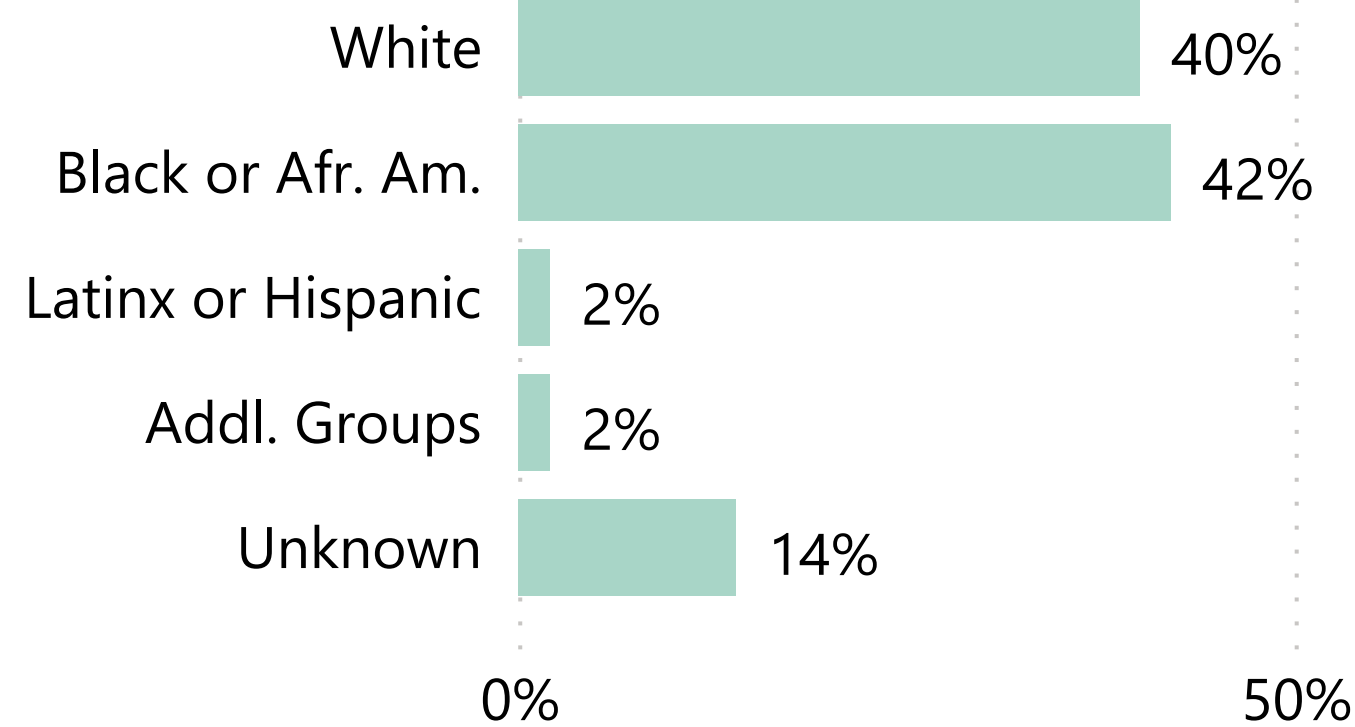**Client Profile**

Service Levels

Unduplicated Clients	50
Enrollments	50

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2023 TomTom, © 2023 Microsoft Corporation
Daly City

Race/Ethnicity

- White — 40%
- Black or Afr. Am. — 42%
- Latinx or Hispanic — 2%
- Addl. Groups — 2%
- Unknown — 14%

(0% to 50%)

Primary Language

- English — 98%
- Unknown — 2%

(0% to 100%)

Gender Identity

Female	10%
Male	88%
Unknown	2%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	80%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	2%
Addl. Groups	2%
Unknown	10%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84

18-35	36-50	60-64	65-74	75-84
15%	26%	26%	24%	9%

(0% to 100%)
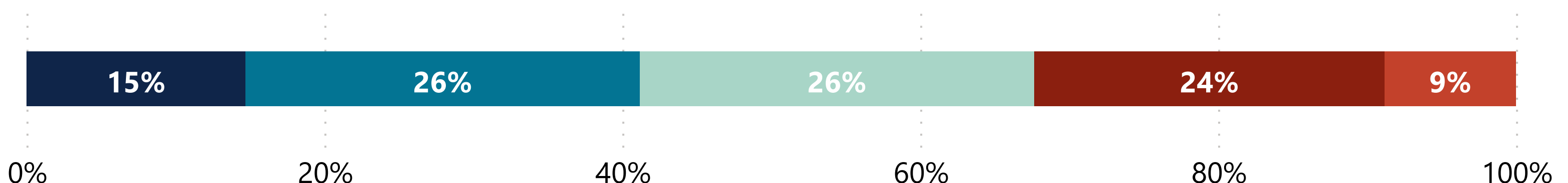
Village Programs

Village Programs support members' ability to live independently in their homes, helping them to build and maintain meaningful relationships with other members of their community as part of a neighborhood network of support. These programs use a membership model in which paid staff and volunteers coordinate services and social activities for Village members.
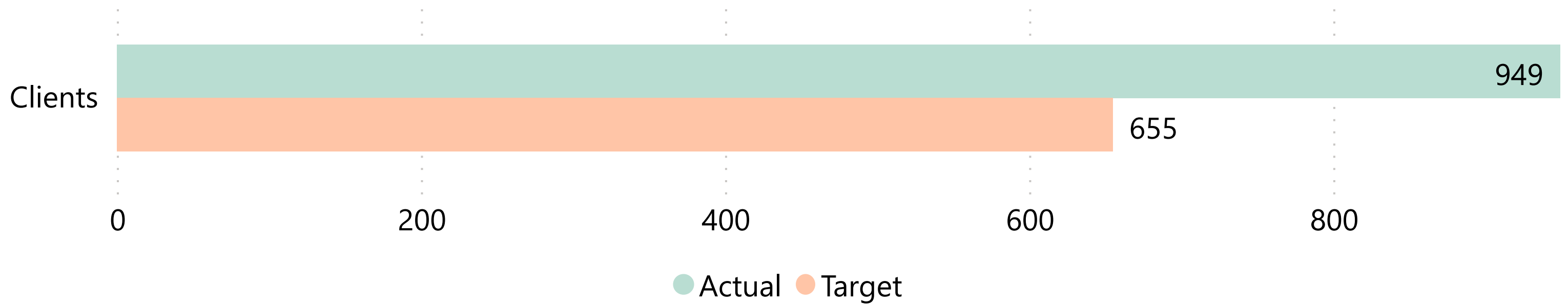
Funding
$773,825

Providers
3

Service Objectives

Clients
- Actual: 949
- Target: 655

(Chart x-axis: 0, 200, 400, 600, 800)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities			75%
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program			75%
Stability in the Community	Clients are able to maintain/increase their independence and ability to live at home			67%
Service Quality	Clients rate the quality of services as excellent or good			80%

*Key Measurement Theme for Service Area
^Number surveyed not available

Note: Performance data for some metrics are unavailable due to the COVID-19 emergency. Annual client surveys were not completed in FY 2021-22.
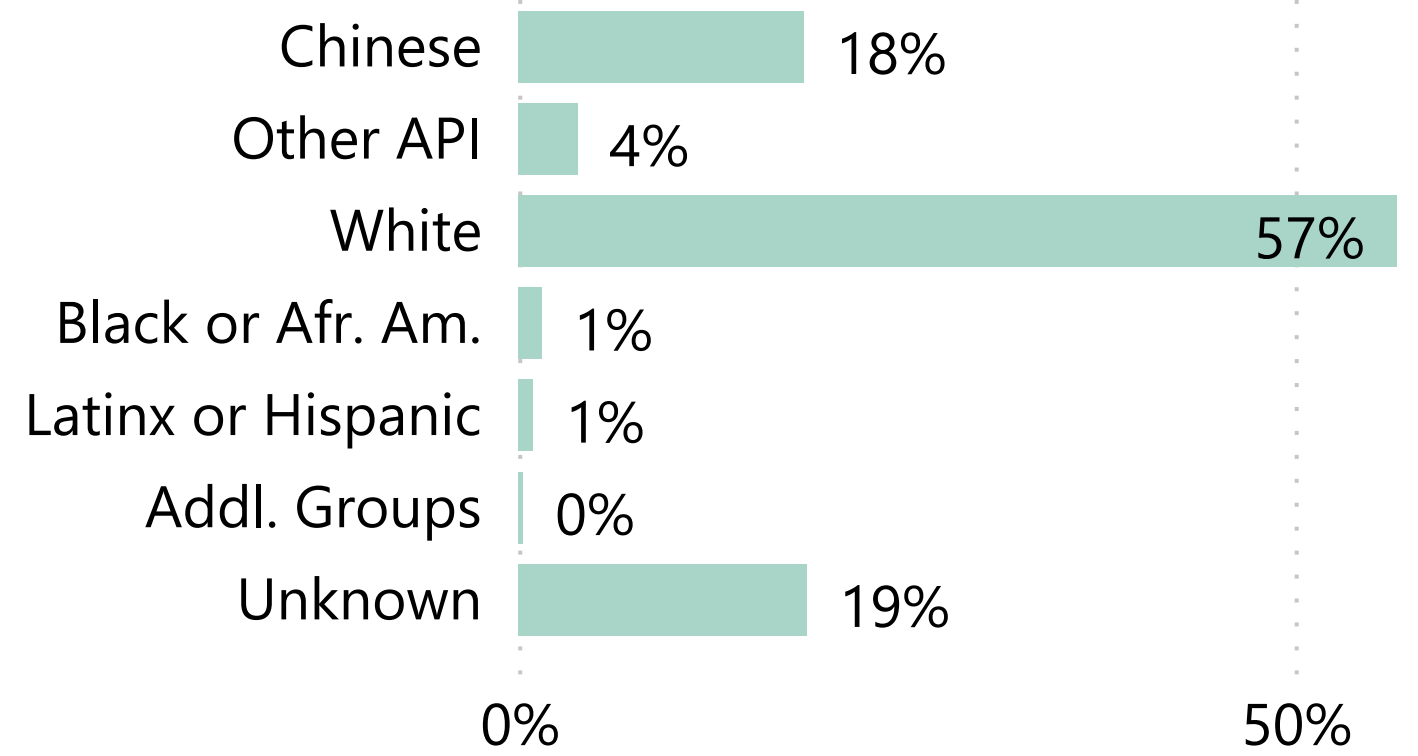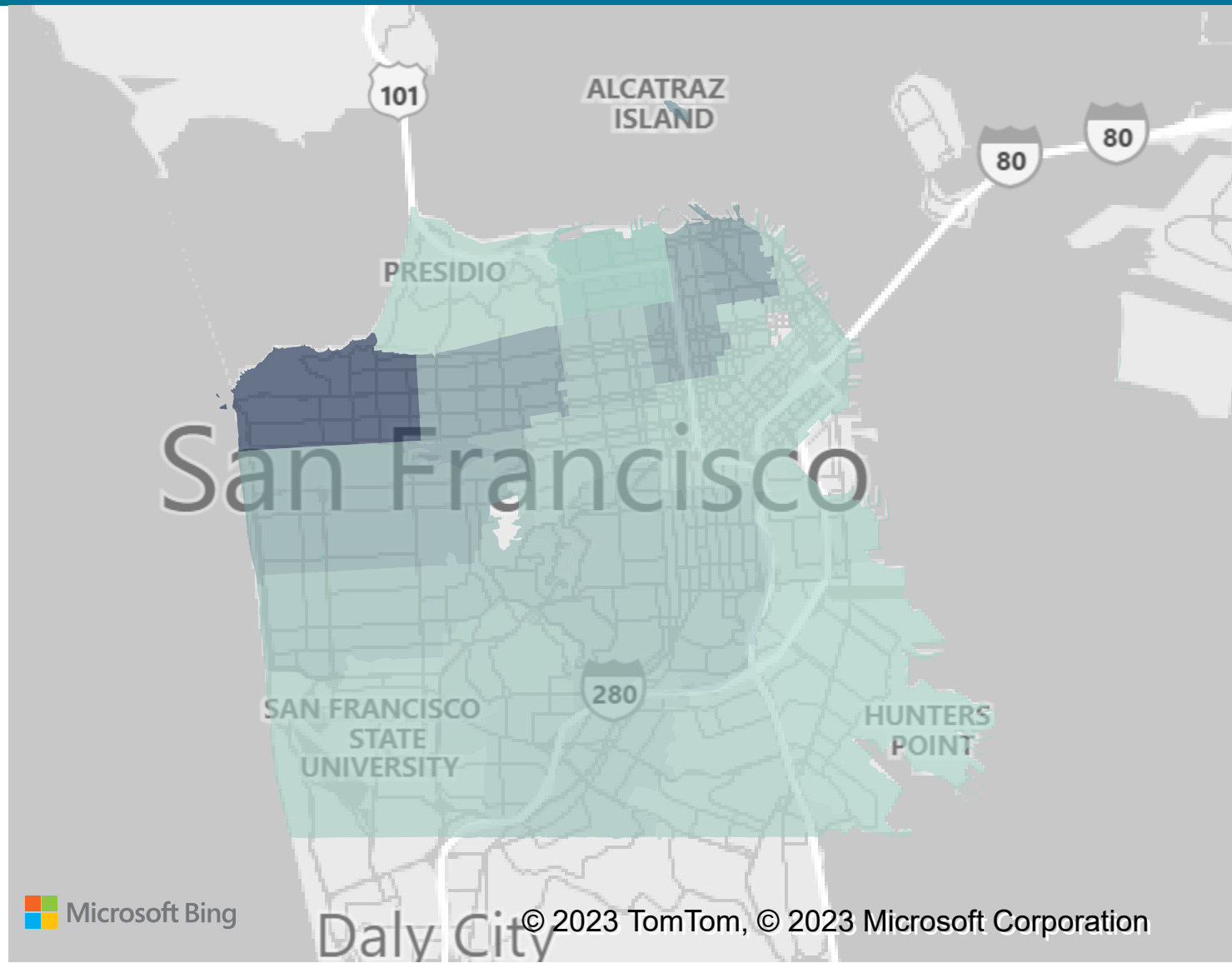
Village Programs
Client Profile

Service Levels

Unduplicated Clients	942
Enrollments	955

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	18%
Other API	4%
White	57%
Black or Afr. Am.	1%
Latinx or Hispanic	1%
Addl. Groups	0%
Unknown	19%

Primary Language

Chinese	11%
English	38%
Spanish	0%
Filipino	0%
Russian	0%
Addl. Groups	1%
Unknown	50%
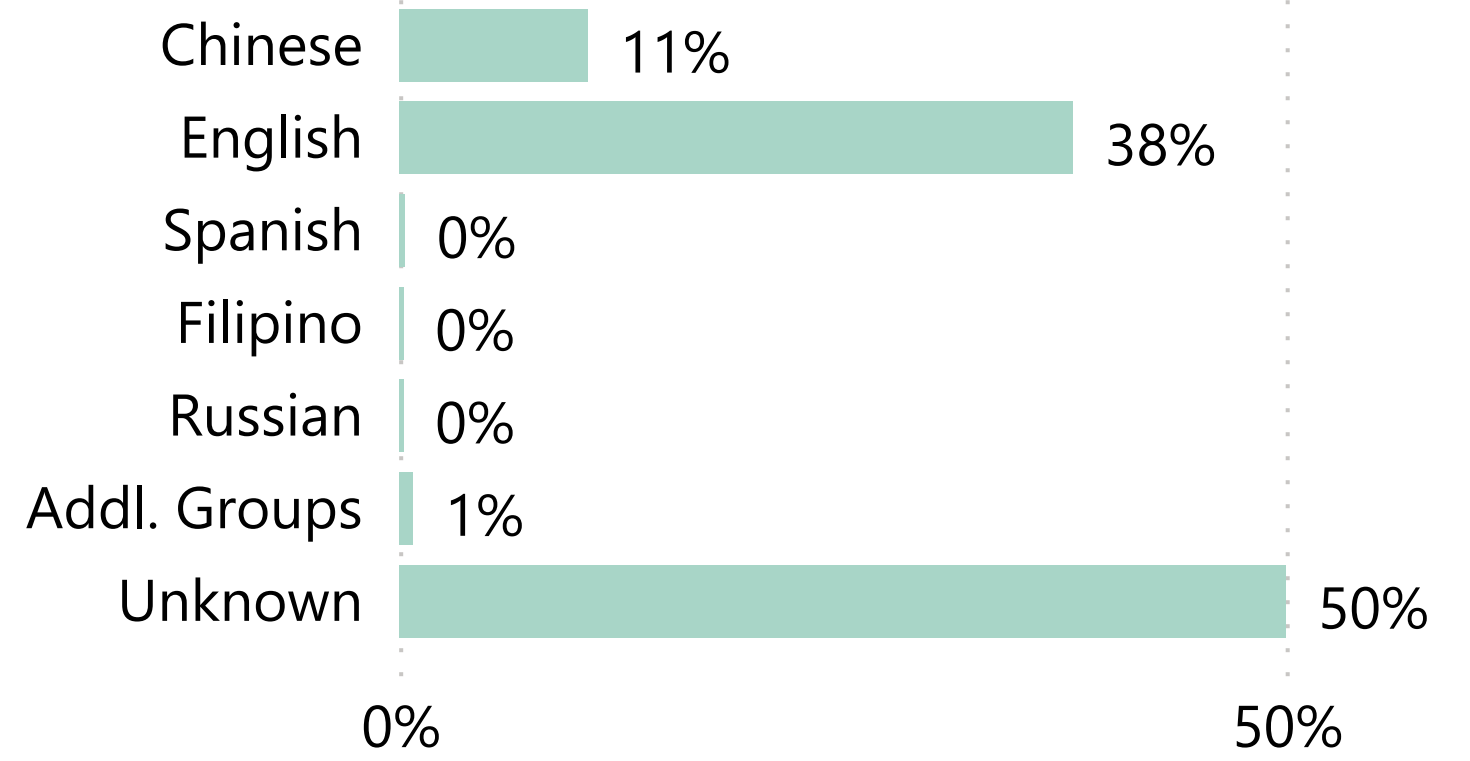
Gender Identity

Female	68%
Male	23%
Unknown	9%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	66%
Gay/Lesbian/Same-Gender Loving	5%
Bisexual	1%
Addl. Groups	0%
Unknown	28%
Total	**100%**

Age

●18-35 ●36-50 ●60-64 ●65-74 ●75-84 ●85+ ●Unknown

31%	43%	18%	4%
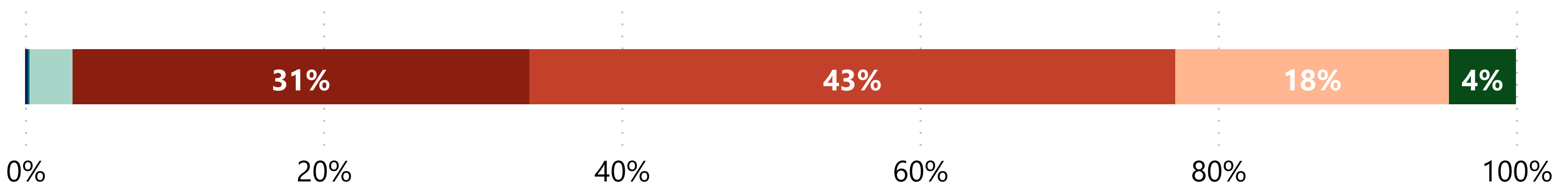
Volunteer Visitors

The Volunteer Visitors program matches volunteers with older adults and adults with disabilities who are socially isolated or at heightened risk of isolation, with the goal of reducing these individuals' feelings of loneliness and isolation. Volunteers visit client participants at least twice monthly for a period of six months or more, to support successful pairings and meaningful relationship building.
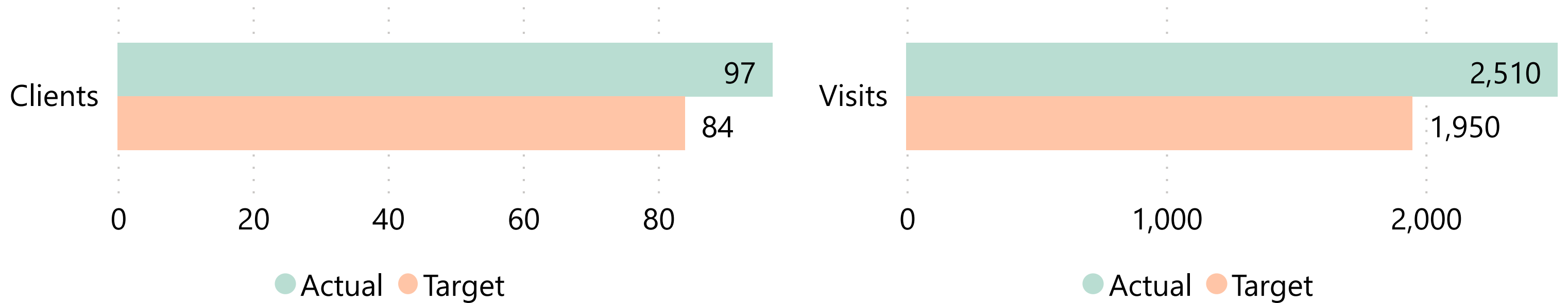
Funding
$94,725

Providers
2

Service Objectives

Clients
- Actual: 97
- Target: 84

(scale: 0, 20, 40, 60, 80)

Visits
- Actual: 2,510
- Target: 1,950

(scale: 0, 1,000, 2,000)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	29	81%	75%
Engagement & Socialization*	Clients report enhanced feelings of social connection	29	44%	75%
Reduced Social Isolation*	Clients report a decrease in loneliness	29	92%	75%

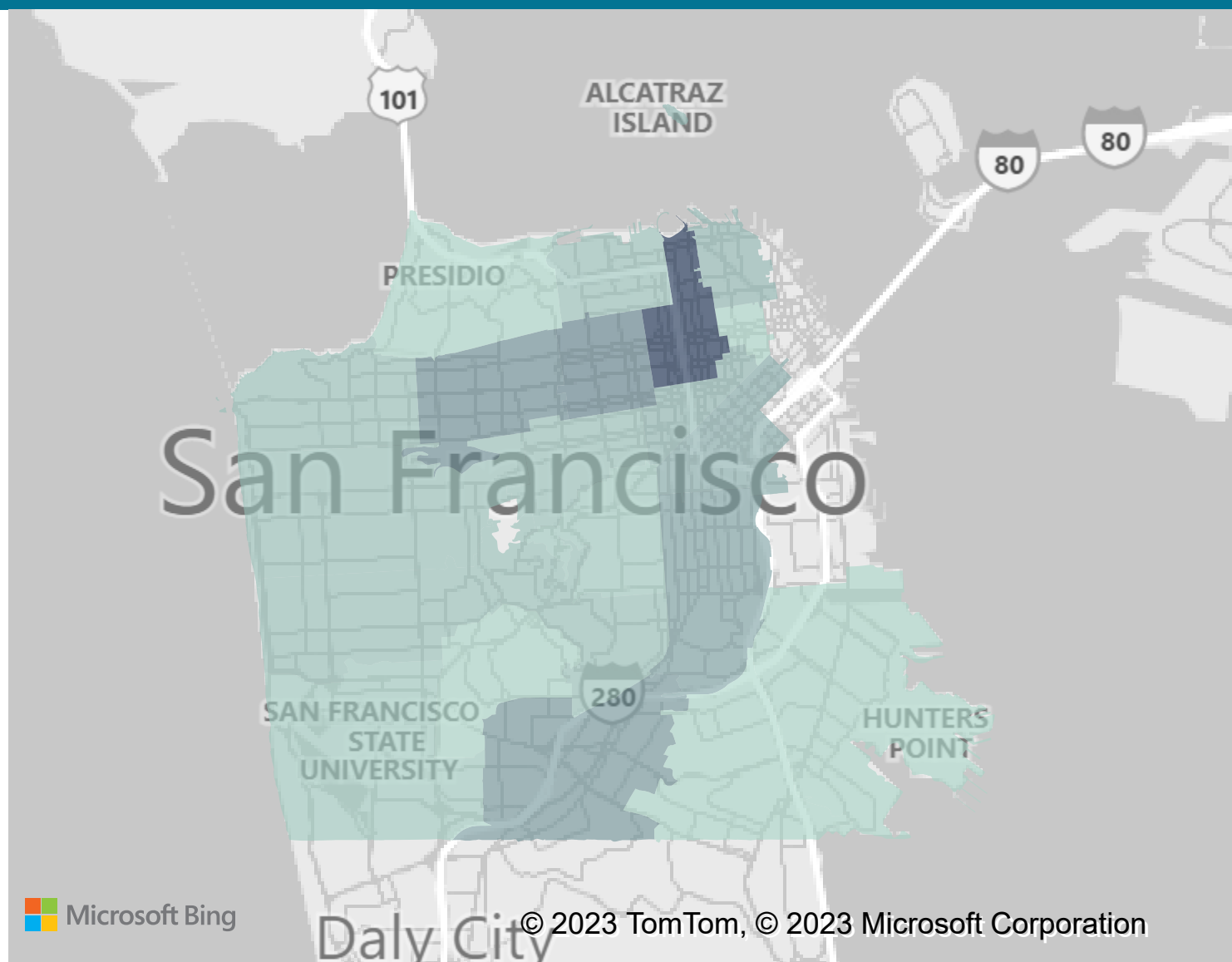*Key Measurement Theme for Service Area
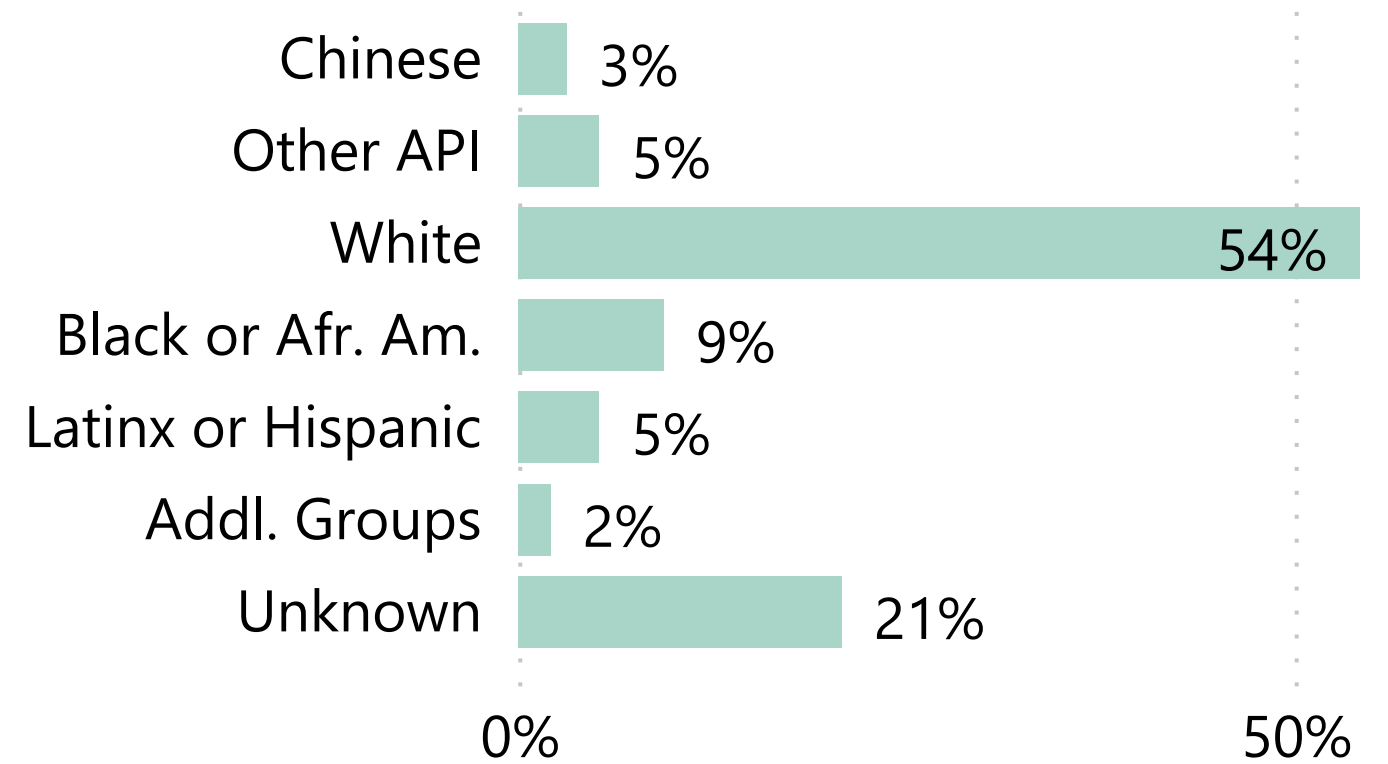
Volunteer Visitors
Client Profile

Service Levels

Unduplicated Clients	96
Enrollments	97

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	3%
Other API	5%
White	54%
Black or Afr. Am.	9%
Latinx or Hispanic	5%
Addl. Groups	2%
Unknown	21%

0%   50%

Primary Language

Chinese	1%
English	61%
Spanish	5%
Russian	1%
Addl. Groups	5%
Unknown	26%

0%   50%
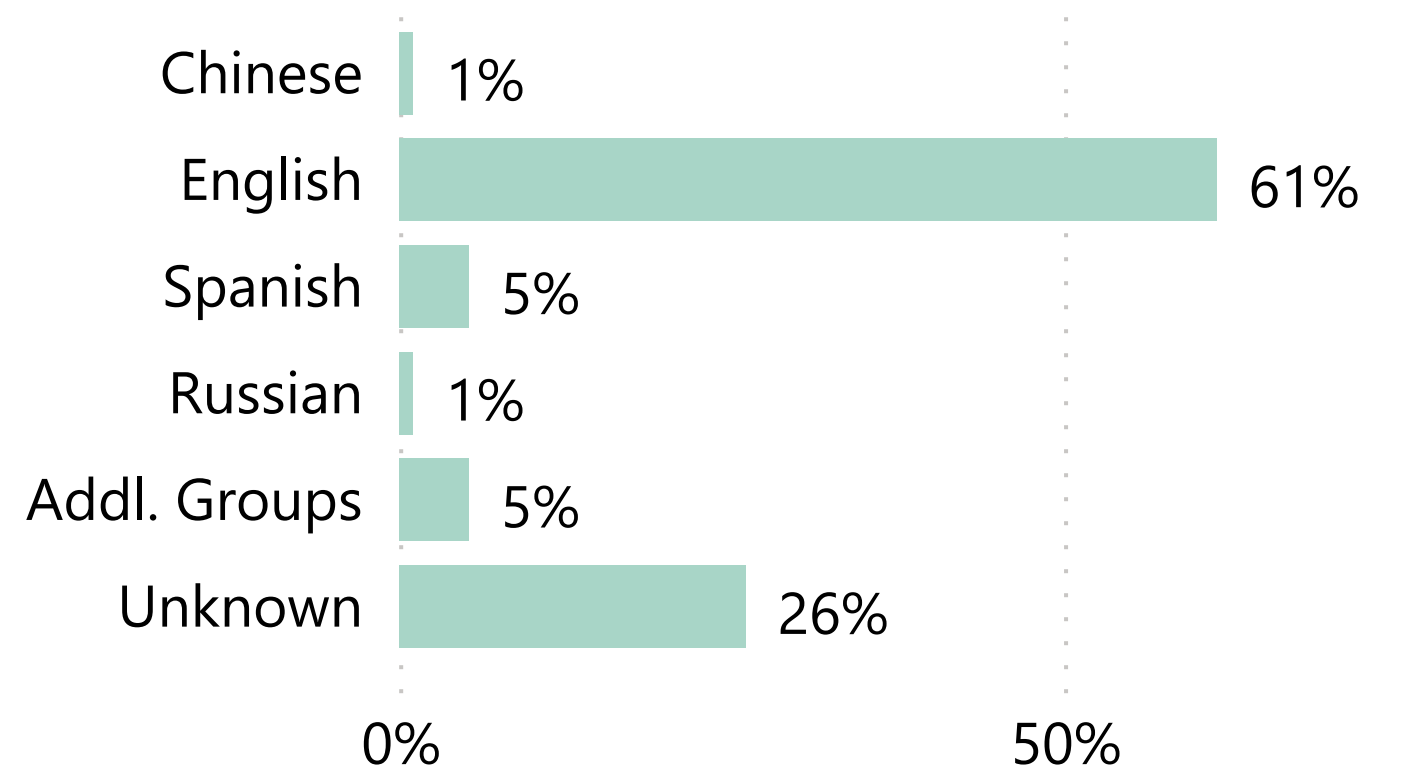
Gender Identity

Female	61%
Male	30%
Unknown	8%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	64%
Gay/Lesbian/Same-Gender Loving	8%
Bisexual	1%
Addl. Groups	1%
Unknown	26%
Total	**100%**

Age

● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

9%	28%	40%	15%	5%

0%   20%   40%   60%   80%   100%

Housing Support

Housing Support services help seniors and adults with disabilities to maintain stable housing through service connection and community engagement.

HOUSING SUPPORT SERVICES
- Housing Subsidies
- Rental Assistance Demonstration Project
- *Residential Care Facilities for the Elderly (RCFE) Support*
- Scattered Site Housing
- Veterans Services Connect

PRIMARY OUTCOME MEASUREMENT THEMES
- **Housing Stability:** Clients are supported to maintain access to appropriate housing.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.

FY 2021-22 HIGHLIGHTS
- We served about 850 clients* with a total of over 3,000 enrollments across all Housing Support services. In total, DAS allocated $9.9 million for services in this area.
- We provided rental subsidies to prevent eviction and stabilize housing for about 400 Housing Subsidies clients. Across our providers, 100% of these individuals remained stably housed six months after entering the program.
- We served 350 unduplicated Veterans Services Connect clients residing in veterans housing developments. About 99% of clients remained stably housed, and 96% of clients felt a greater sense of connection to their residential community due to participation in the program.

DIGNITY FUND FY 2021-22: HOUSING SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
3,041	847	$9,855,225

* Does not include services for which client-level data is not captured/available (Rental Assistance Demonstration)

Housing Subsidies

This program seeks to prevent loss of housing by identifying currently-housed persons facing imminent eviction and helping to stabilize their housing situation through the use of a housing subsidy payment. The subsidy amount varies based on client income and rent amount but with the universal goal to bring the rent burden to 30%. In addition to the rental subsidy, staff members provide clients with help connecting to other social services and resources that promote their housing stability.
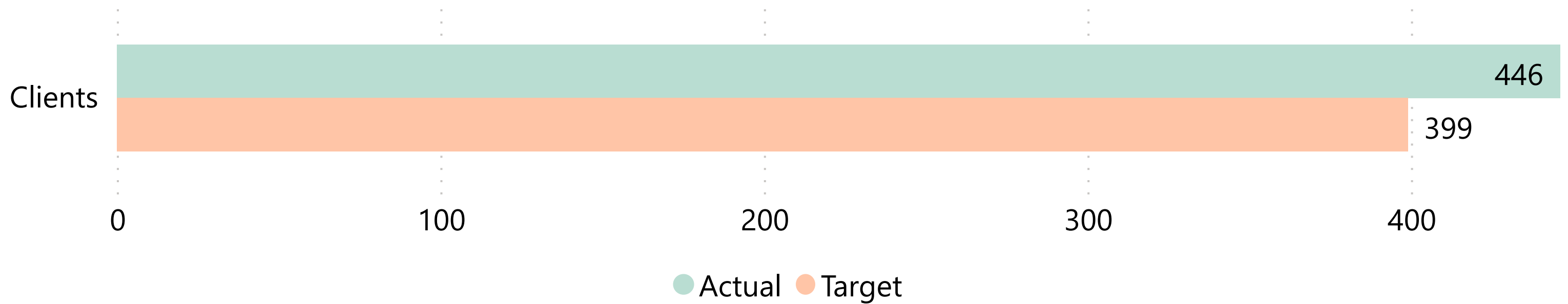
Funding
$4,771,209

Providers
3

Service Objectives

Clients
- Actual: 446
- Target: 399

●Actual ●Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients remain stably housed six months after entering the program (beginning of assistance)	225	100%	85%
Housing Stability*	Clients remain stably housed twelve months after entering the program (beginning of assistance)	197	100%	75%
Housing Stability*	Clients report that housing subsidy supported their housing stability	143	85%	75%
Service Quality	Clients rate the quality of services as excellent or good	143	99%	75%

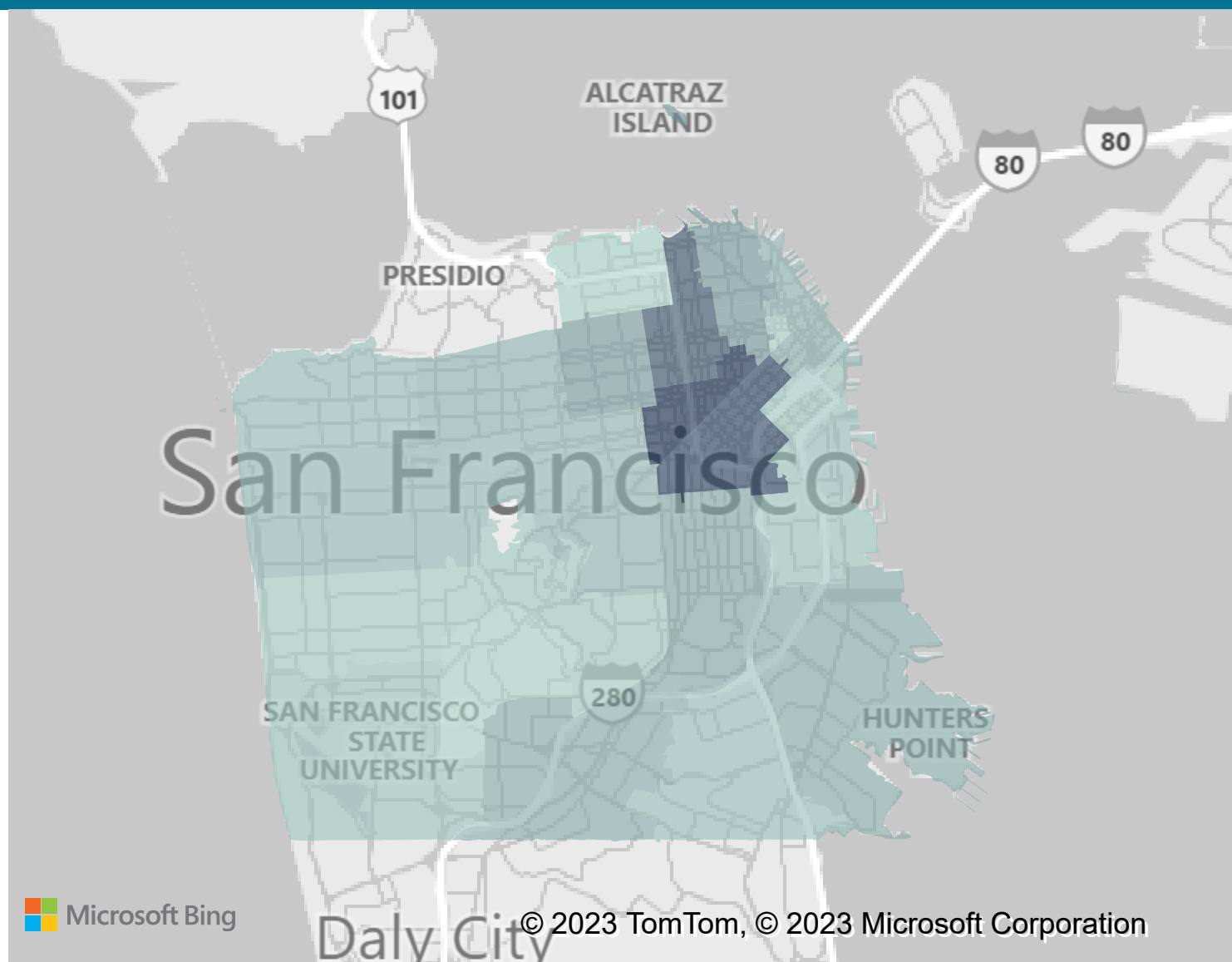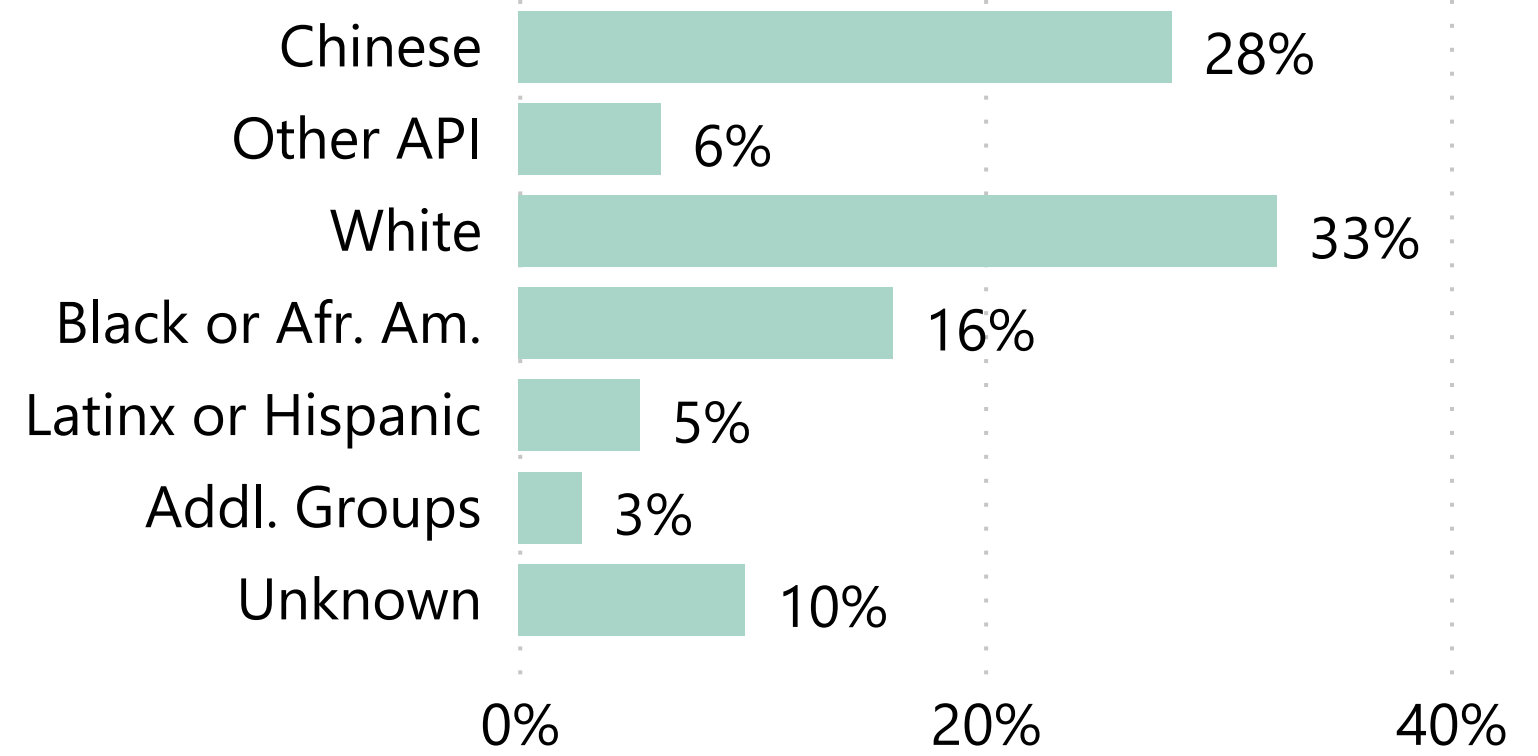*Key Measurement Theme for Service Area

Housing Subsidies
Client Profile

Service Levels

Unduplicated Clients	442
Enrollments	449

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2023 TomTom, © 2023 Microsoft Corporation
Daly City

Race/Ethnicity

- Chinese: 28%
- Other API: 6%
- White: 33%
- Black or Afr. Am.: 16%
- Latinx or Hispanic: 5%
- Addl. Groups: 3%
- Unknown: 10%

Primary Language

- Chinese: 29%
- English: 51%
- Spanish: 8%
- Filipino: 0%
- Russian: 1%
- Addl. Groups: 5%
- Unknown: 6%
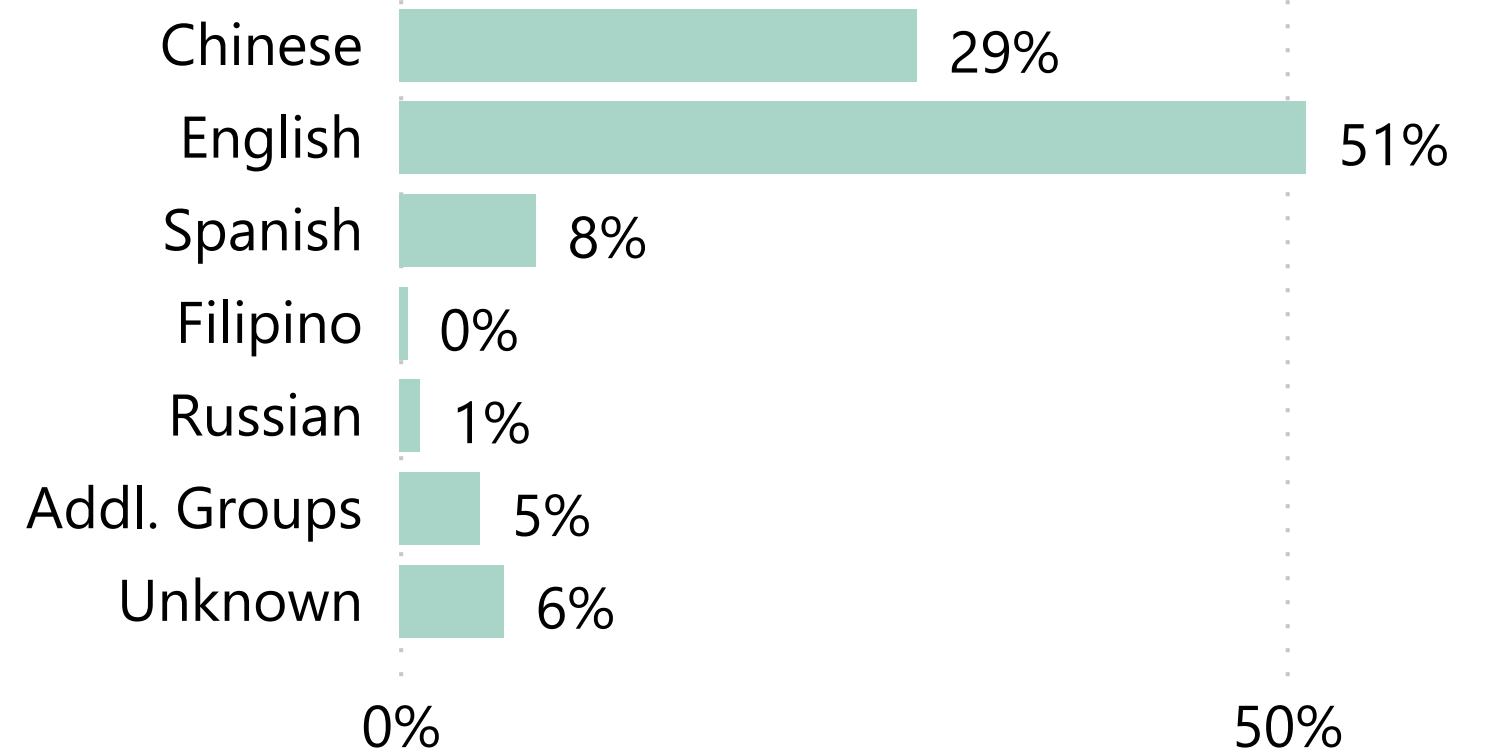
Gender Identity

Female	48%
Male	47%
Trans Female	2%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	2%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	76%
Gay/Lesbian/Same-Gender Loving	11%
Bisexual	3%
Addl. Groups	2%
Unknown	9%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

10%	19%	47%	16%	6%
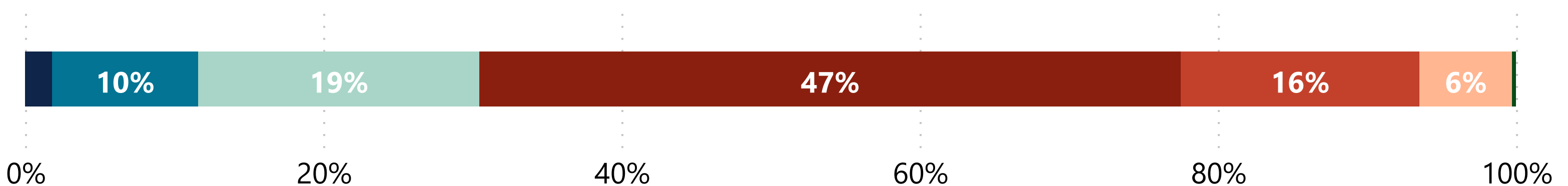
Rental Assistance Demonstration

The Rental Assistance Demonstration Project provides supportive services to public housing residents to promote housing retention and community connection. Outreach and engagement efforts, such as tenant newsletters, monthly meetings, and onsite activities, aim to develop a sense of community. This program also provides health and wellness support and directly promotes housing stability by helping tenants address issues related to their housing, such as safety concerns and delinquent rent payments.
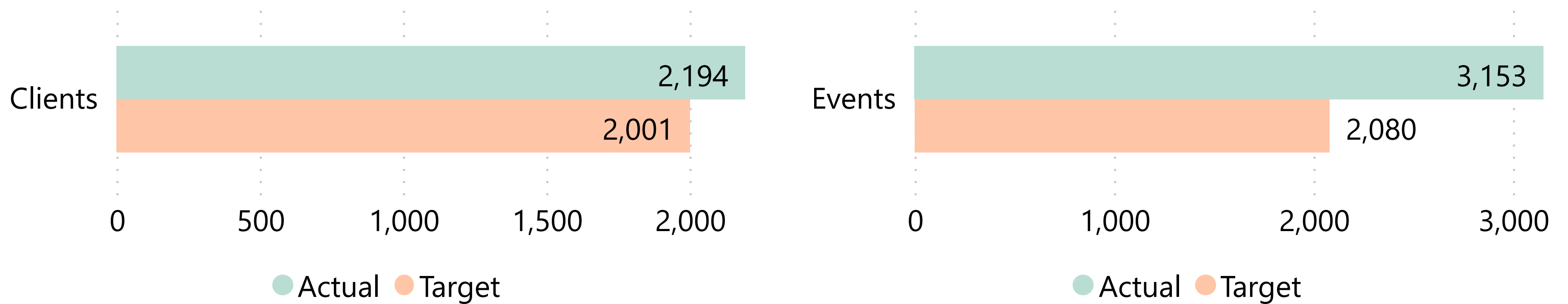
Funding
$1,688,315

Providers
20

Service Objectives

Clients
- Actual: 2,194
- Target: 2,001

Events
- Actual: 3,153
- Target: 2,080

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients obtain and/or maintain stable housing	1,502	99%	95%
Service Connection*	Clients report better access to services that improve their health and wellness	496	82%	50%
Engagement & Socialization*	Clients feel connected to and involved in their tenant/resident community	521	81%	50%

*Key Measurement Theme for Service Area
^Number surveyed not available

Scattered Site Housing

The Scattered Site Housing and Rental Subsidy Program provides rental subsidies in private market housing and ongoing housing retention services to ensure clients are able to stay housed. This program is focused on supporting persons transitioning out of institutional care, such as nursing homes; their needs tend to be complex, and they benefit from ongoing support and connection to resources to maintain their housing.
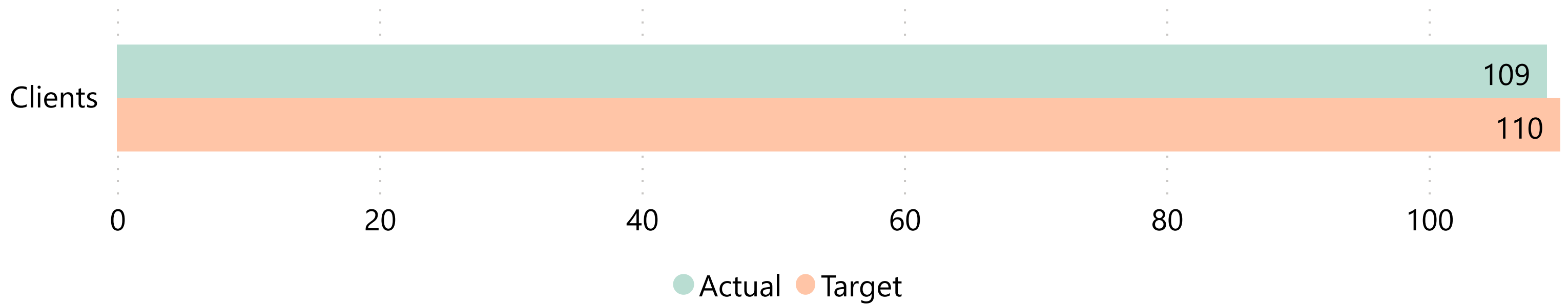
Funding
$3,033,312

Providers
1

Service Objectives

Clients
- Actual: 109
- Target: 110

(scale: 0, 20, 40, 60, 80, 100)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients maintain their independent living in the community			95%
Housing Stability*	Clients who are exiting this program are connected to alternative housing that is appropriate to their needs (e.g., higher level of care, unsubsidized housing)			75%
Housing Stability*	Participants retain their housing for more than one year			90%
Service Quality	Clients are satisfied with their housing			95%

*Key Measurement Theme for Service Area
^Number surveyed not available

Veterans Services Connect

Based out of veterans housing developments, this program promotes independence and aims to extend the capacity of veteran residents to remain at home and within their community safely. This includes help connecting to supportive services and resources, as well as outreach and engagement to develop a sense of community at these housing sites.
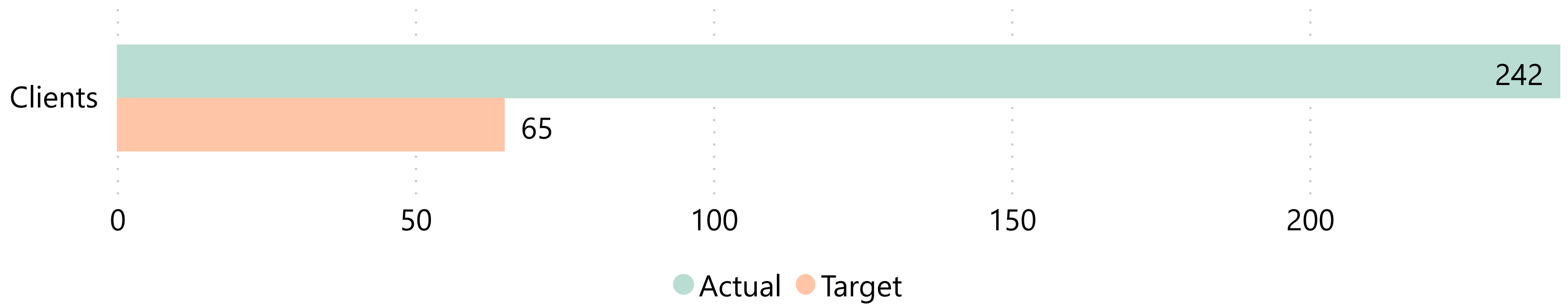
Funding
$362,389

Providers
1

Service Objectives

Clients
- Actual: 242
- Target: 65

0   50   100   150   200

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients maintain their access to housing (in veterans housing or another appropriate placement)			90%
Engagement & Socialization*	Clients feel a greater sense of connection to their residential community			85%
Education & Awareness of Services	Clients develop new knowledge of services that support their independent living			85%
Service Quality	Clients rate the quality of services as good or excellent			85%

*Key Measurement Theme for Service Area

Note: Performance data for this program are unavailable. DAS did not complete monitoring in FY 2021-22.
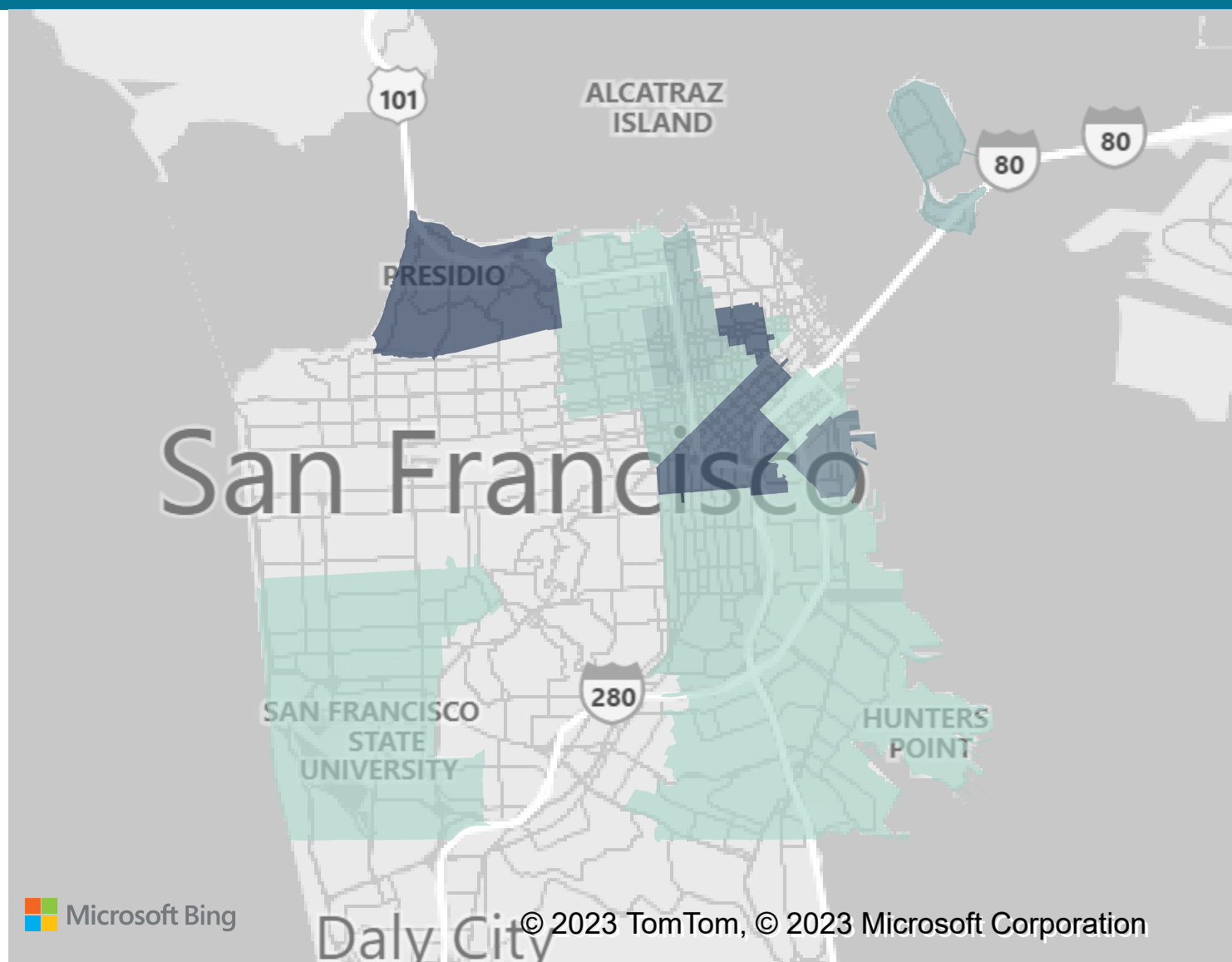
Veterans Services Connect
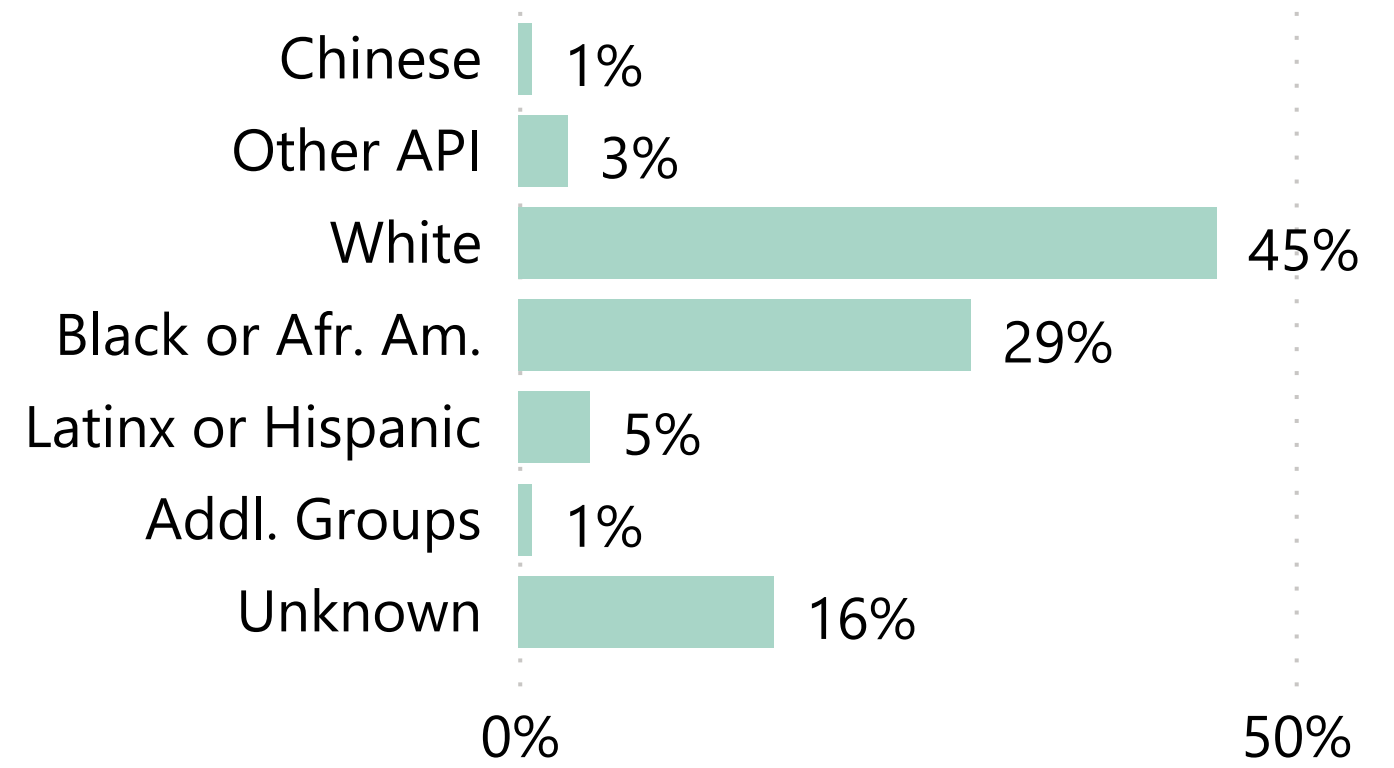**Client Profile**

Service Levels

Unduplicated Clients	347
Enrollments	347

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2023 TomTom, © 2023 Microsoft Corporation
Daly City

Race/Ethnicity

Chinese	1%
Other API	3%
White	45%
Black or Afr. Am.	29%
Latinx or Hispanic	5%
Addl. Groups	1%
Unknown	16%

Primary Language

Chinese	1%
English	94%
Spanish	1%
Filipino	0%
Addl. Groups	0%
Unknown	4%
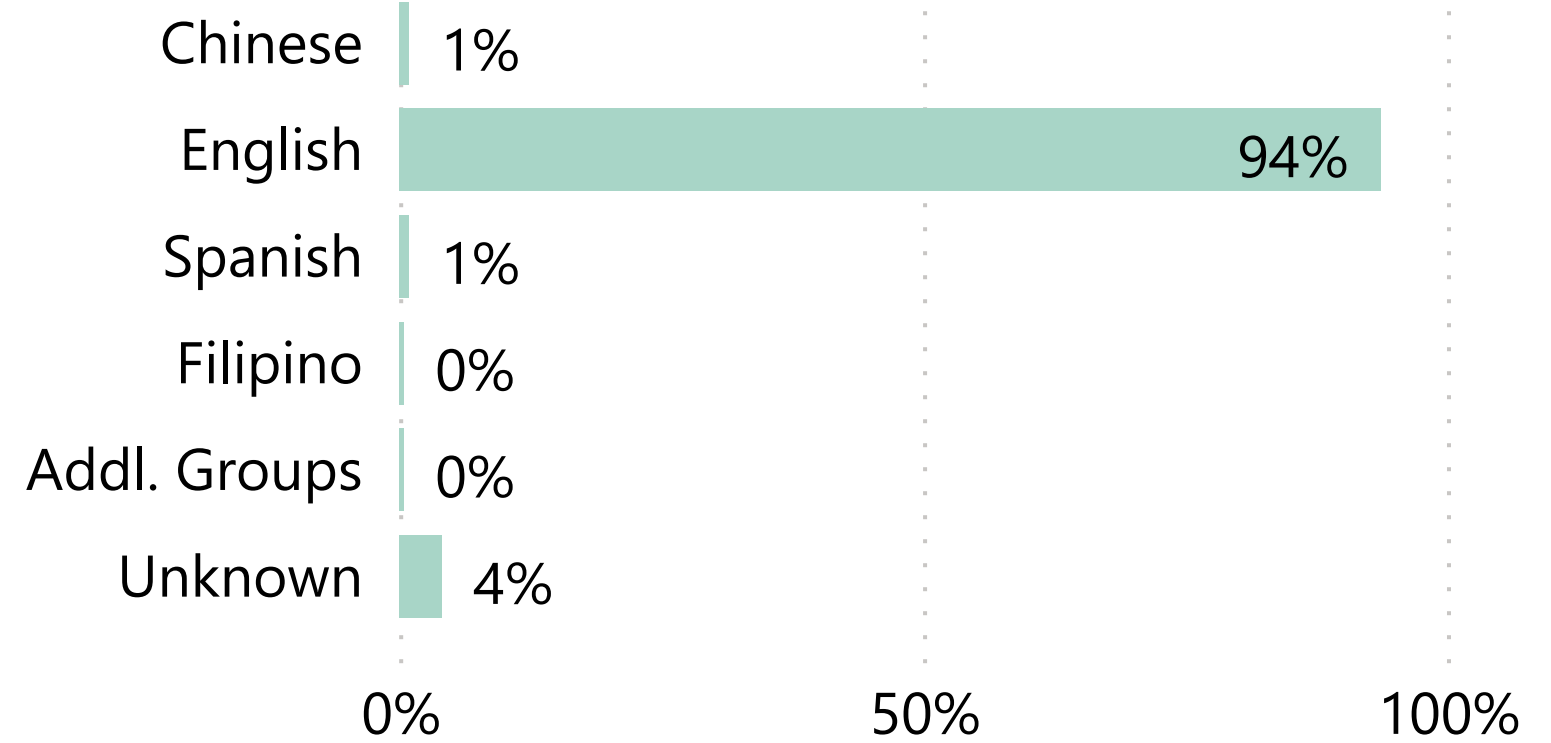
Gender Identity

Female	4%
Male	91%
Trans Female	1%
Trans Male	1%
Genderqueer/Gender Non-binary	0%
Unknown	3%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	68%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	2%
Addl. Groups	1%
Unknown	22%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-35	36-50	60-64	65-74	75-84
	15%	27%	43%	12%

Nutrition & Wellness

Nutrition & Wellness services promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.

NUTRITION & WELLNESS SERVICES
- Chronic Disease Management Programs
- Congregate Meals
- Food Pantry
- Health Promotion – Physical Fitness
- Home-Delivered Groceries
- Home-Delivered Meals
- Nutrition as Health
- Nutrition Education

PRIMARY OUTCOME MEASUREMENT THEMES
- **Community Stability and Independence:** Clients are able to live stably and independently in the community.
- **Healthy Nutrition Habits:** Clients enhance their understanding of nutrition and make healthy dietary choices.
- **Increased Food Security:** Clients have increased access to healthy and nutritious food that meets their dietary needs.
- **Physical Fitness & Health:** Clients engage in physical activity and build knowledge that helps them maintain or improve their physical health.

FY 2021-22 HIGHLIGHTS
- We served about 28,200 clients* with a total of over 44,700 enrollments across all Nutrition & Wellness services. In total, DAS allocated $36.1 million for services in this area.
- Our major food programs continued to respond to increased demand for meal and grocery services following the COVID-19 outbreak, including the addition of new food providers and the launch of supplemental cultural grocery bags. Congregate Meals, Food Pantry, Home-Delivered Groceries, and Home-Delivered Meals collectively served more than 4 million meals and/or food bags to 27,300 unduplicated clients.
- We promoted physical fitness and health among clients: about 94% of clients in Chronic Disease Management Programs, Food Pantry, Health Promotion, Home-Delivered Groceries, and Nutrition as Health reported positive outcomes in this area.

DIGNITY FUND FY 2021-22: NUTRITION & WELLNESS SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
28,194	44,742	$36,055,546

Does not include services for which client-level data is not captured/available (Chronic Disease Management Program)

Chronic Disease Management Programs

Chronic Disease Management Programs provide evidence-based education to older adults or adults with disabilities with ongoing health conditions that affect their quality of life, such as heart disease, chronic pain, depression, and HIV. Topics covered include setting achievable goals for managing chronic conditions; improving nutrition and eating healthier; relaxation and stress management skills; and communicating better with family, friends, and health care providers.
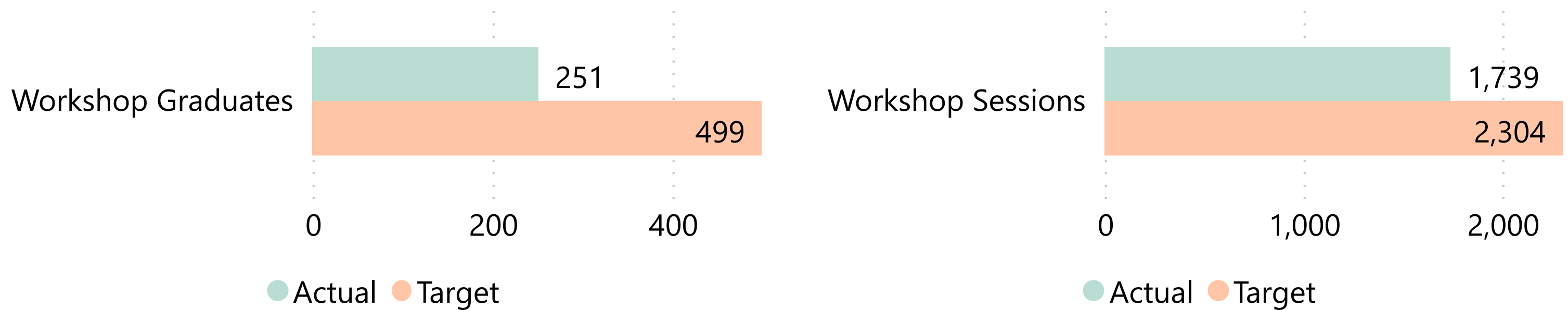
Funding

$215,664

Providers

1

Service Objectives

Workshop Graduates
- Actual: 251
- Target: 499

Workshop Sessions
- Actual: 1,739
- Target: 2,304

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients demonstrate greater understanding of diabetes and how to prevent or better manage it	96	98%	75%
Physical Fitness & Health*	Clients have more confidence managing their chronic health conditions	114	98%	75%

*Key Measurement Theme for Service Area

Congregate Meals

Congregate Meals, sometimes known as community dining programs, provide lunch every day at various locations throughout the City. This program not only supports nutrition by providing healthy meals, but also offers diners with the opportunity to socialize with their peers and engage in community activities at meal sites.
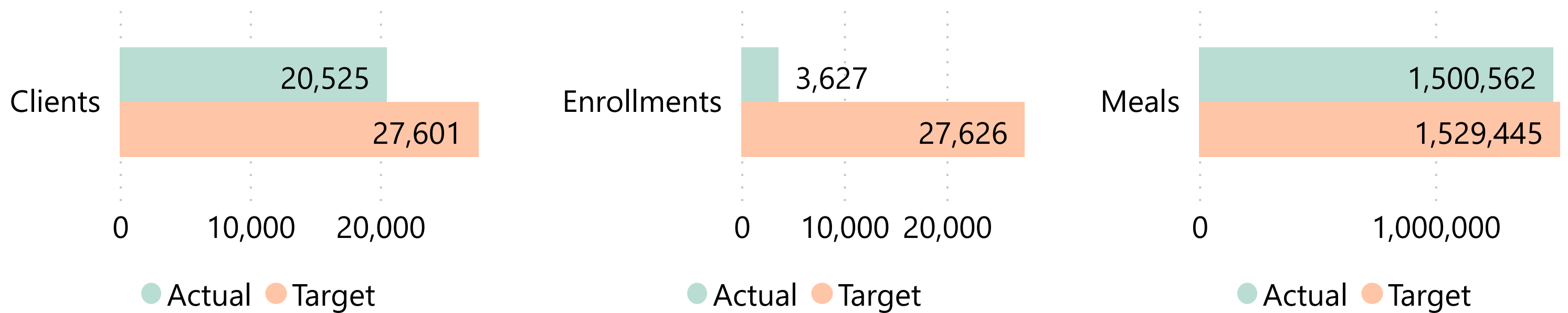
Funding
$13,594,241

Providers
10

Service Objectives

Clients
- Actual: 20,525
- Target: 27,601

Enrollments
- Actual: 3,627
- Target: 27,626

Meals
- Actual: 1,500,562
- Target: 1,529,445

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	3,126	97%	75%
Increased Food Security*	Clients are less worried about getting enough food	3,122	97%	85%
Engagement and Socialization	Clients feel a greater sense of connection to their community	3,067	97%	85%
Service Quality	Clients rate the quality of meals as excellent or good	3,130	92%	85%

*Key Measurement Theme for Service Area

Note: Enrollment targets are established by service site, but clients often participate in services at multiple sites within this program. Thus, while service providers may reach their target enrollment levels, the unduplicated client count of individuals served across the entire program is often a lower figure.
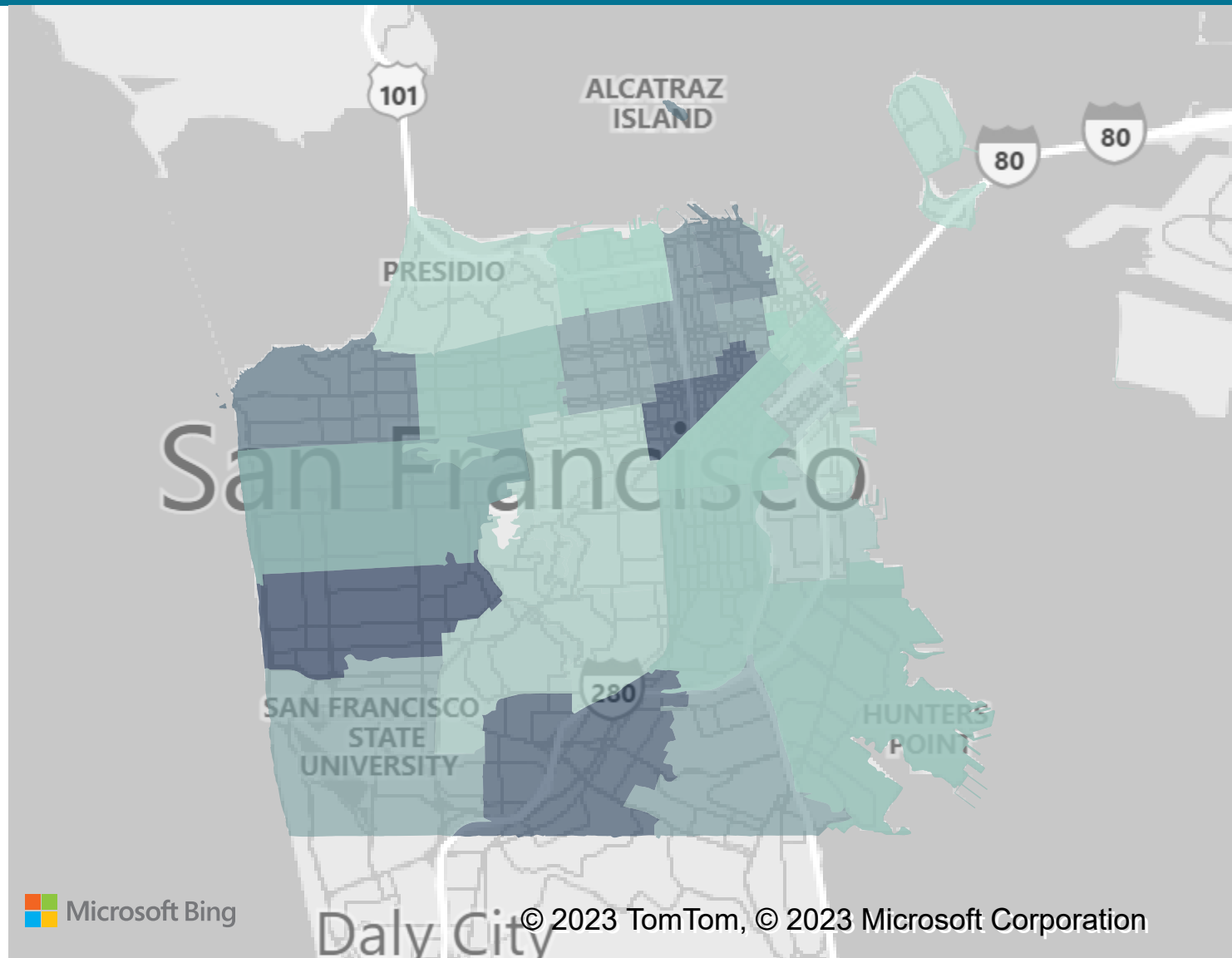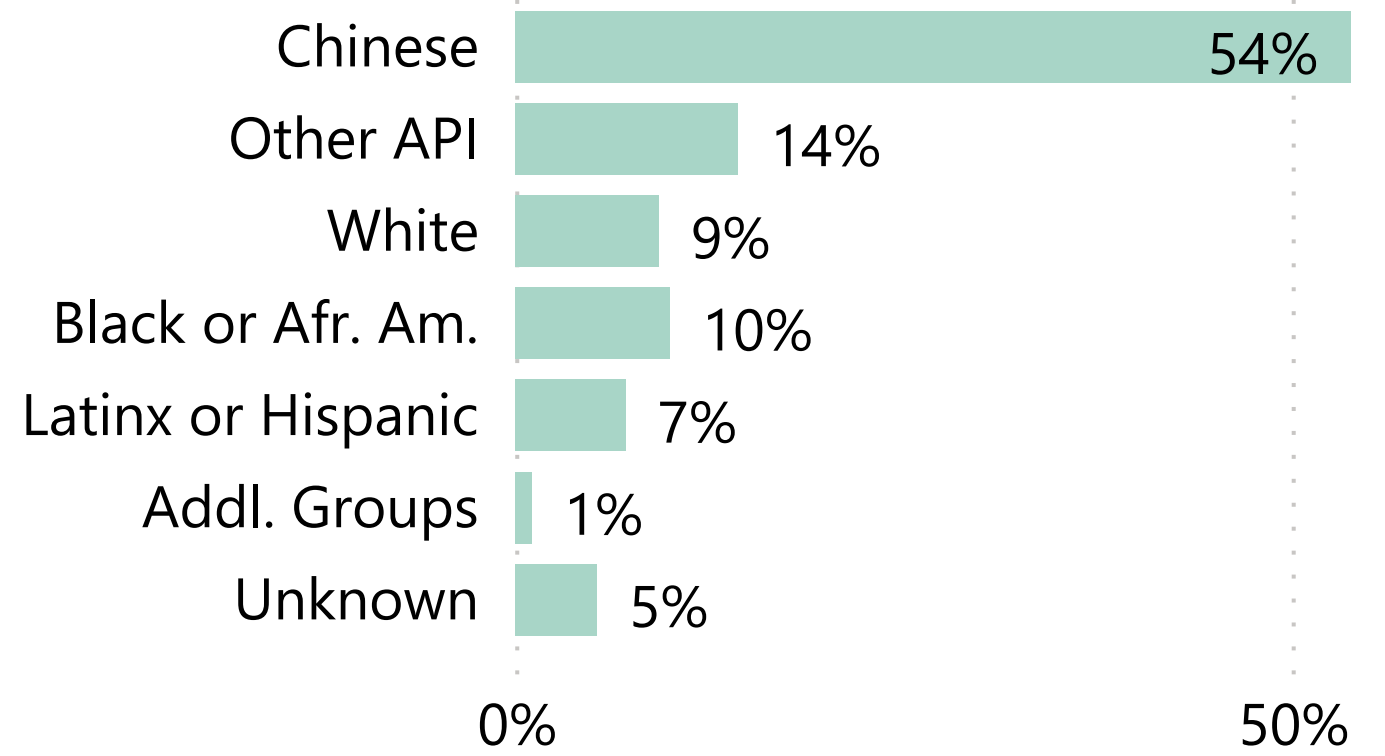
Congregate Meals
Client Profile

Service Levels

Unduplicated Clients	15,720
Enrollments	29,349

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese: 54%
- Other API: 14%
- White: 9%
- Black or Afr. Am.: 10%
- Latinx or Hispanic: 7%
- Addl. Groups: 1%
- Unknown: 5%

Primary Language

- Chinese: 46%
- English: 24%
- Spanish: 7%
- Filipino: 2%
- Russian: 1%
- Addl. Groups: 4%
- Unknown: 17%
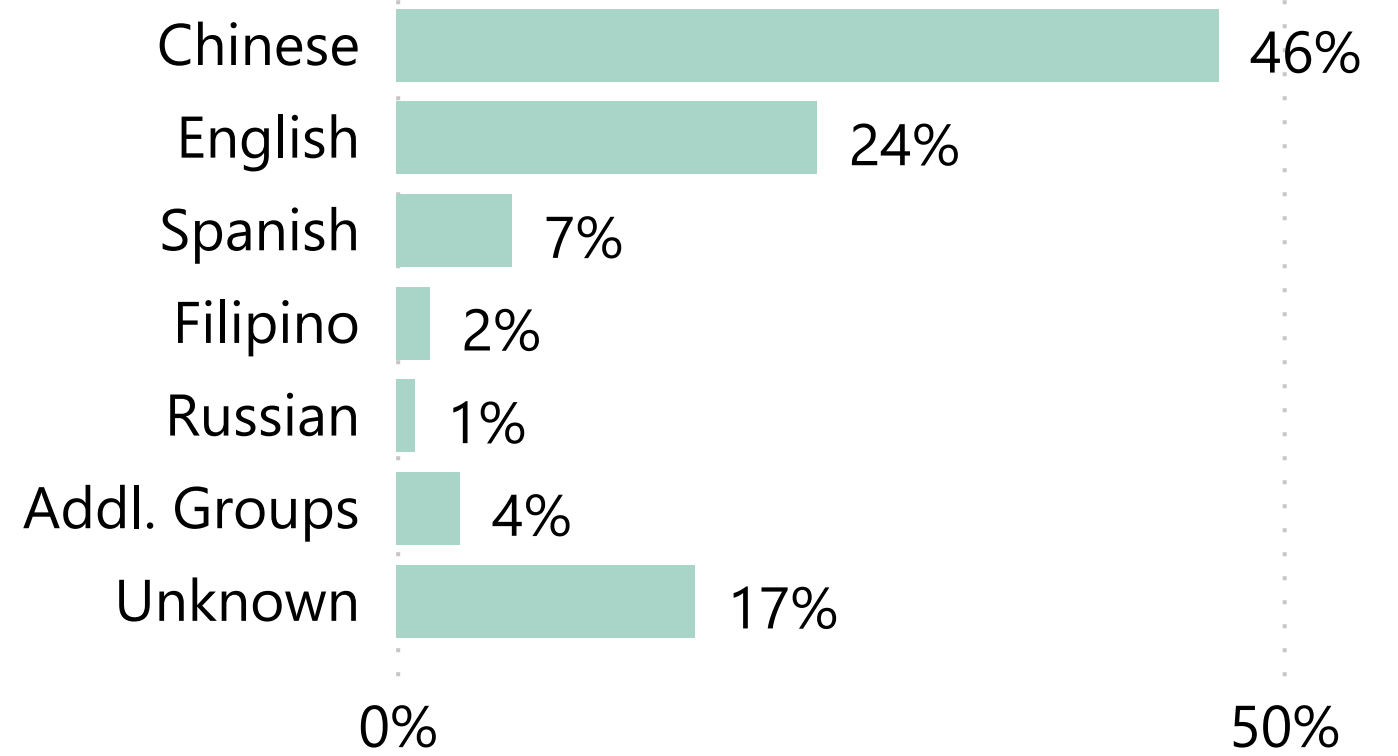
Gender Identity

Female	55%
Male	42%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	2%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	84%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	1%
Addl. Groups	1%
Unknown	13%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

| 11% | 46% | 26% | 12% | |

Food Pantry

Food Pantry programs provide supplemental grocery bags to low-income older adults and adults with disabilities for pick-up at various pantry sites located throughout the City. This program helps to reduce food insecurity among these populations, and to improve their access to nutritious foods.
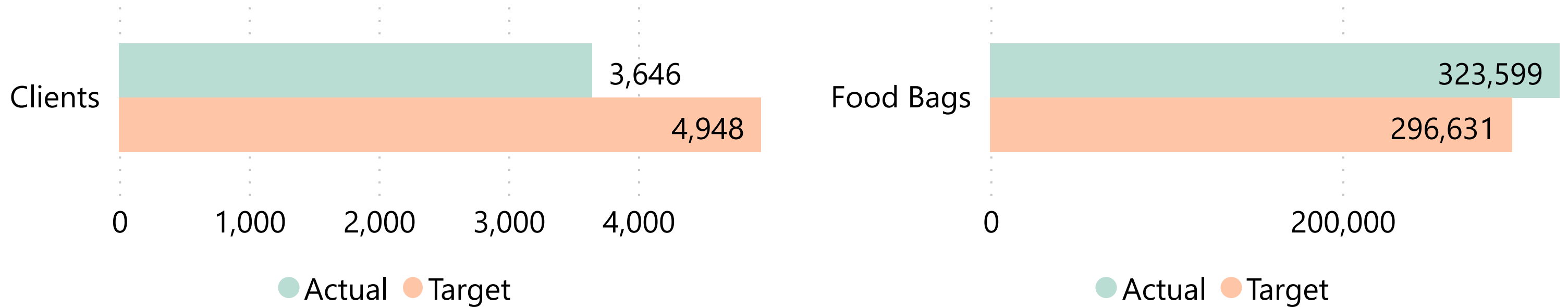
Funding

$2,632,085

Providers

1

Service Objectives

	Actual	Target
Clients	3,646	4,948
Food Bags	323,599	296,631

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	601	97%	75%
Increased Food Security*	Clients are less worried about getting enough food	601	96%	85%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	601	95%	85%
Service Quality	Clients rate the quality of services as excellent or good	601	96%	80%

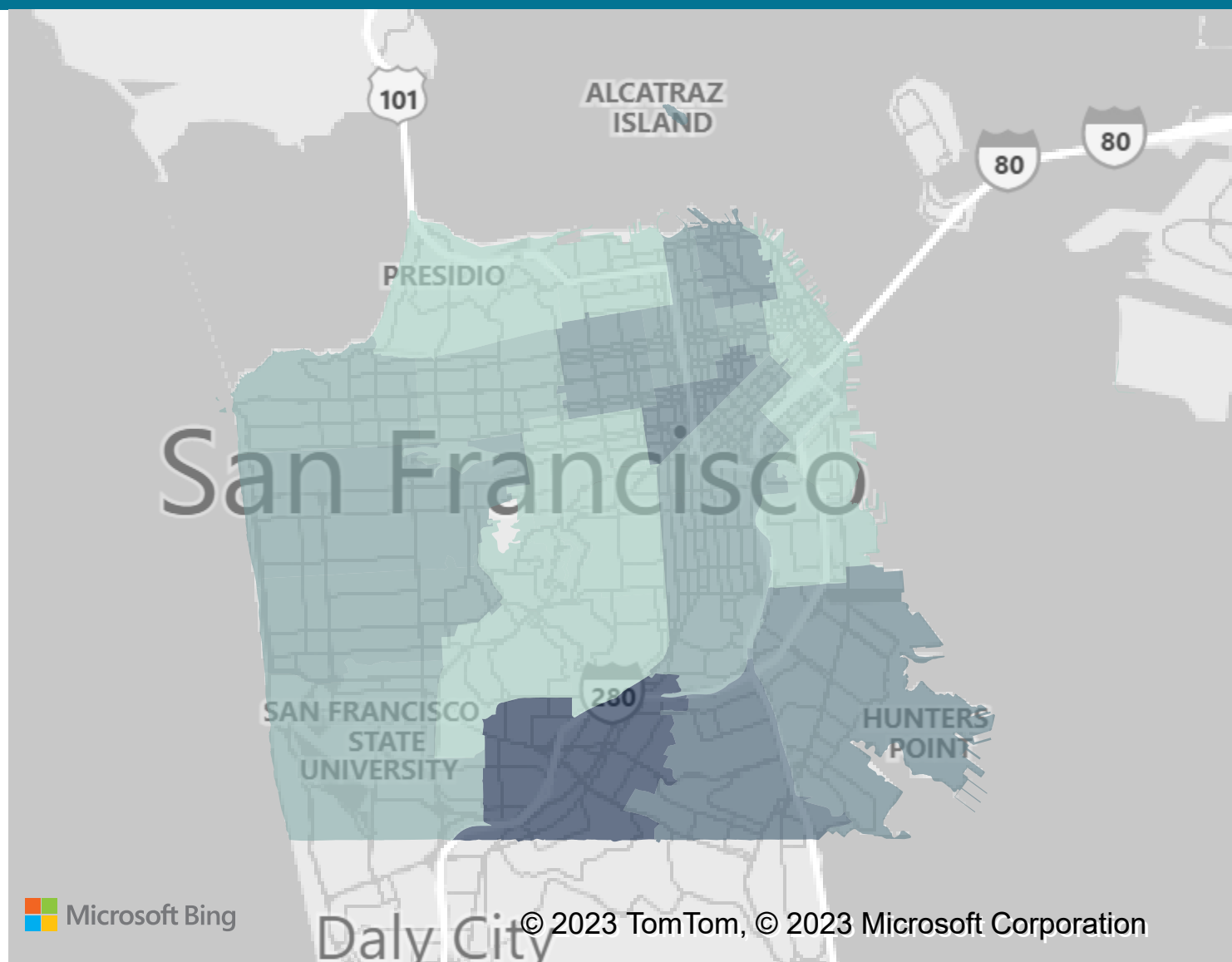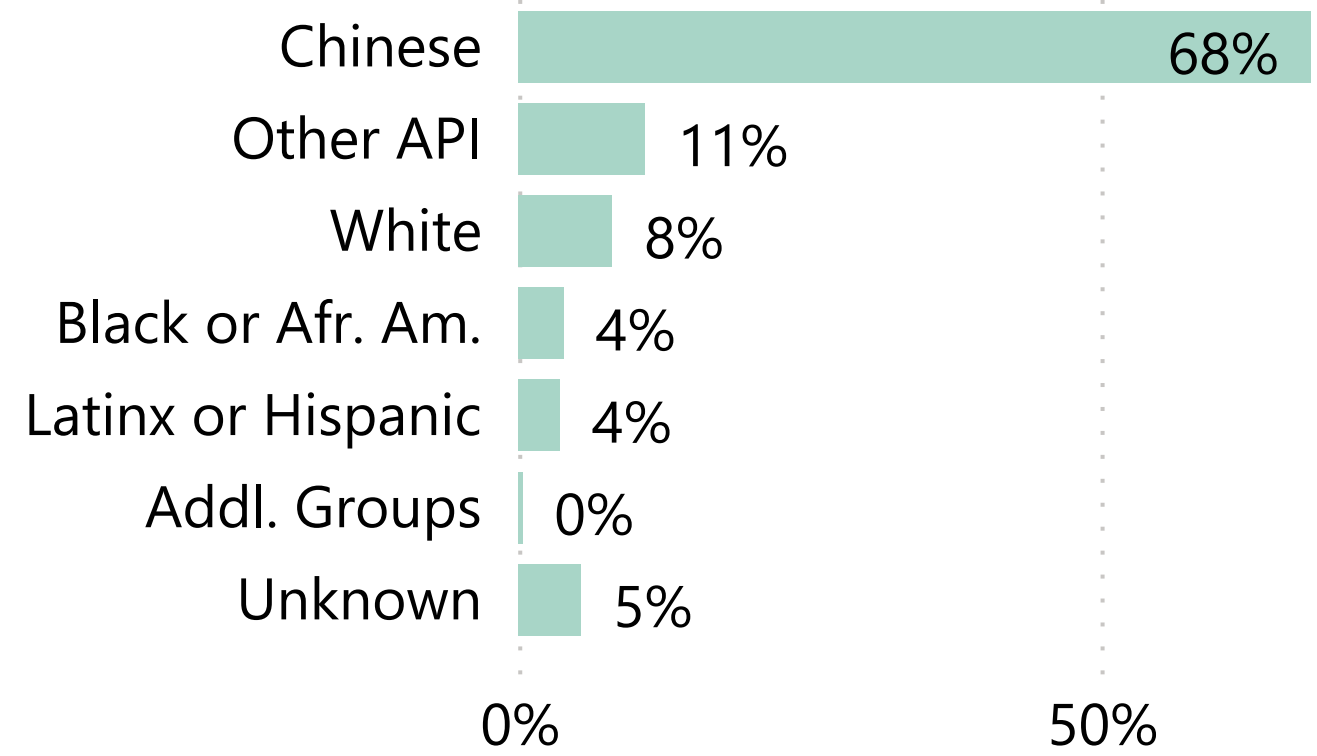*Key Measurement Theme for Service Area

Food Pantry
Client Profile

Service Levels

Unduplicated Clients	3,646
Enrollments	3,654

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	68%
Other API	11%
White	8%
Black or Afr. Am.	4%
Latinx or Hispanic	4%
Addl. Groups	0%
Unknown	5%

Primary Language

Chinese	70%
English	8%
Spanish	4%
Filipino	3%
Russian	6%
Addl. Groups	4%
Unknown	5%
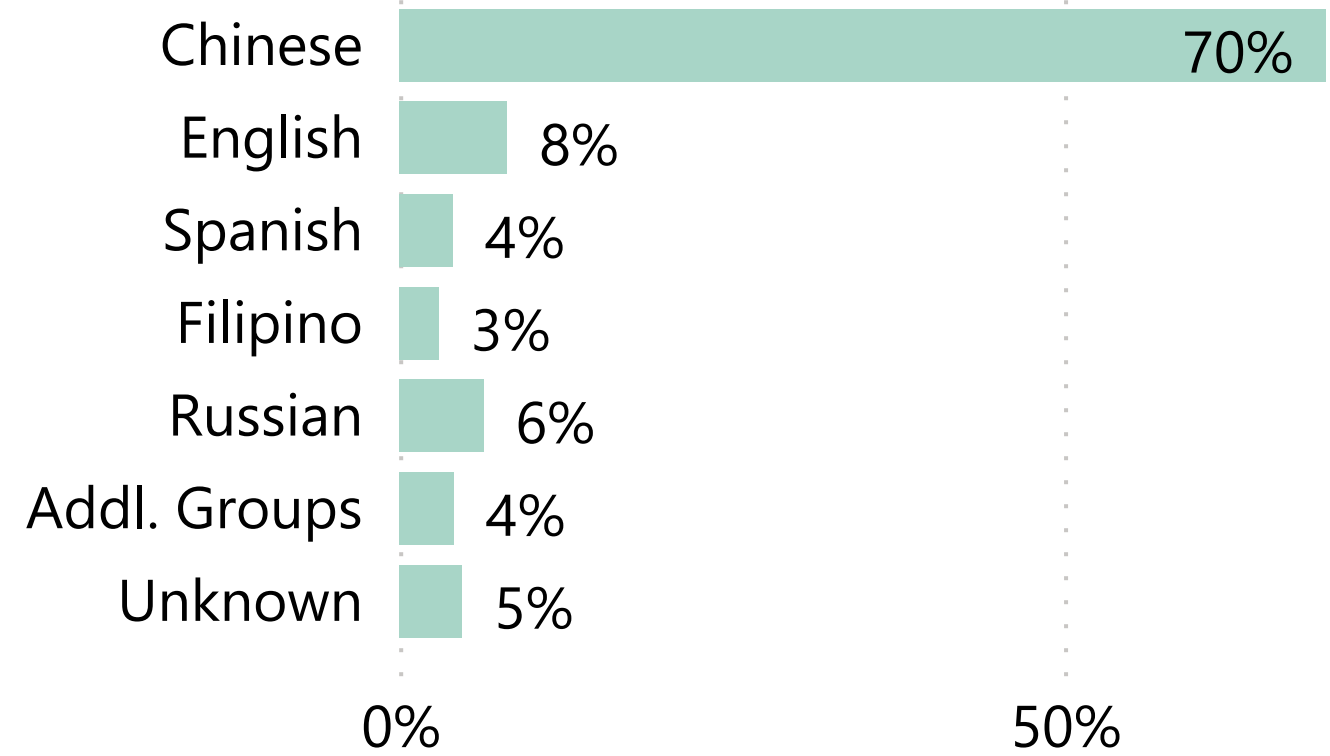
Gender Identity

Female	70%
Male	29%
Trans Female	0%
Trans Male	0%
Unknown	1%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	82%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	0%
Addl. Groups	1%
Unknown	16%
Total	**100%**

Age

● 18-35　● 36-50　● 60-64　● 65-74　● 75-84　● 85+　● Unknown

42%	38%	18%

Health Promotion - Physical Fitness

Physical Fitness programs support older adults to exercise and maintain their health as they age. Using evidence-based programming, this service works to reduce risk of falls and prevent injury. Managed by a lead agency in the community, these classes are provided at various sites throughout the City and have a secondary effect of helping to build a sense of community among participants.
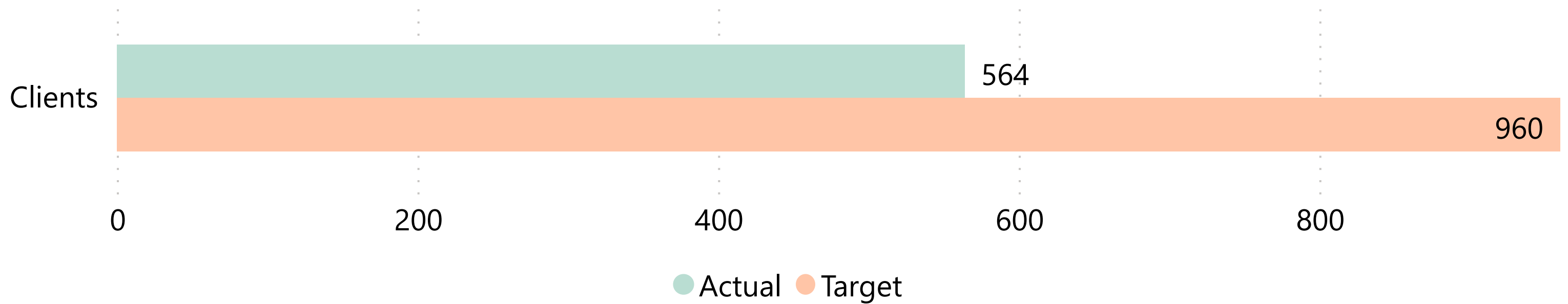
Funding

$397,152

Providers

1

Service Objectives

Clients
- Actual: 564
- Target: 960

0   200   400   600   800

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients in group exercise classes demonstrate better functional fitness levels than the average older adult nationwide (based on standardized assessment tools)			70%
Physical Fitness & Health*	Clients in the Fall Prevention course maintain or improve their functional fitness levels (based on standardized assessment tools)	44	75%	70%
Physical Fitness & Health*	Clients report improved health and/or fitness due to participation in group exercise classes	173	97%	85%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics are unavailable due to the COVID-19 emergency.
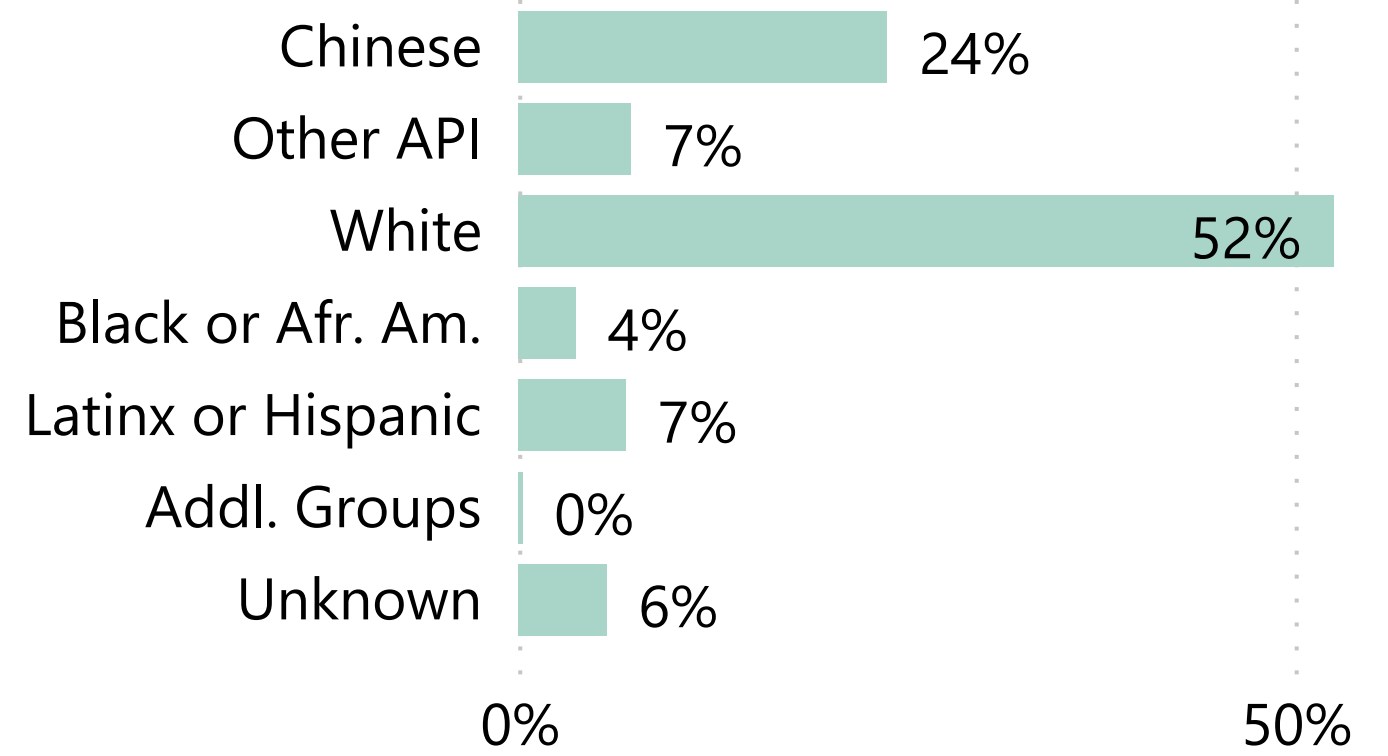
Health Promotion - Physical Fitness
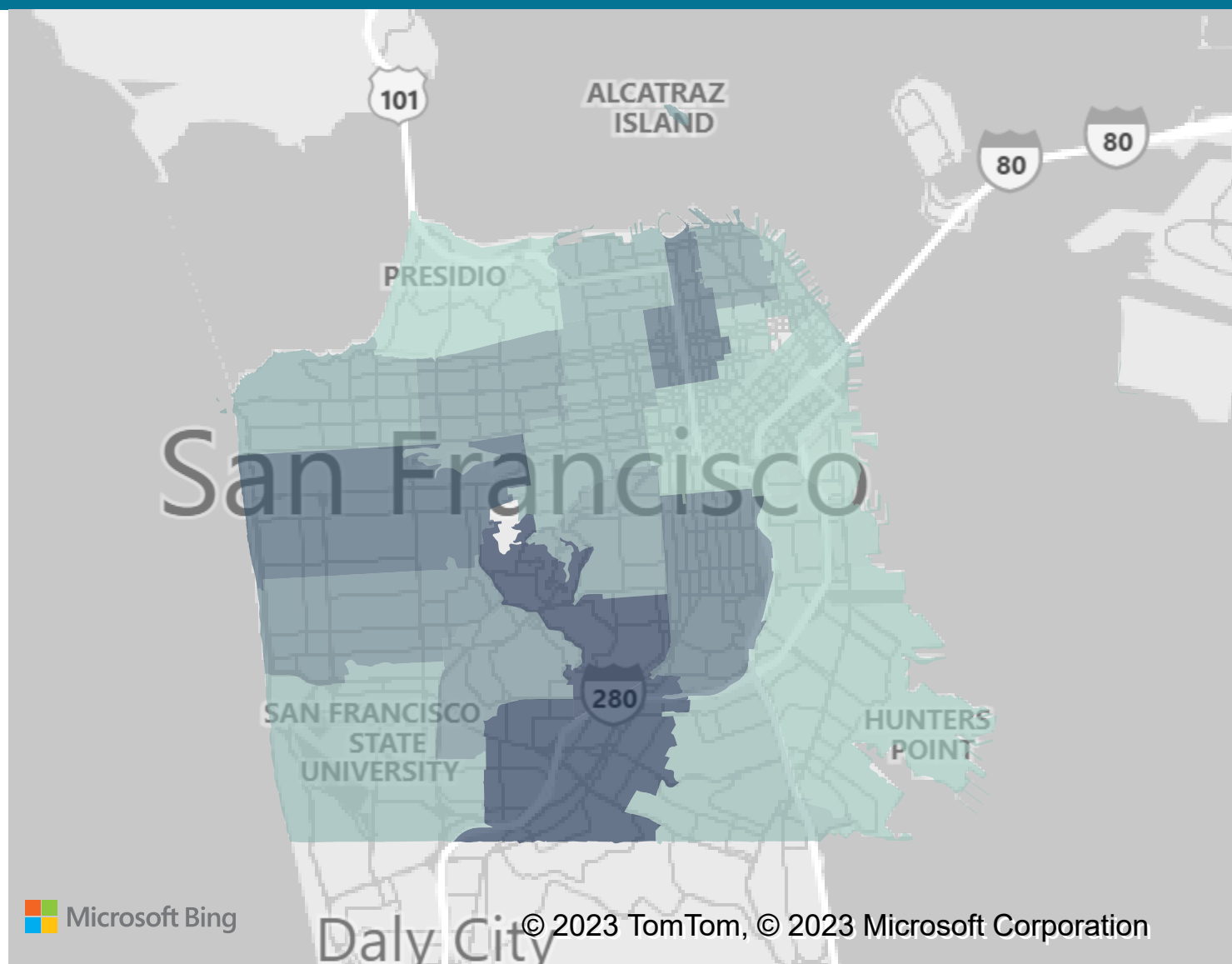## Client Profile

Service Levels

Unduplicated Clients	564
Enrollments	609

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese: 24%
- Other API: 7%
- White: 52%
- Black or Afr. Am.: 4%
- Latinx or Hispanic: 7%
- Addl. Groups: 0%
- Unknown: 6%

Primary Language

- Chinese: 16%
- English: 73%
- Spanish: 5%
- Filipino: 1%
- Russian: 0%
- Addl. Groups: 2%
- Unknown: 1%
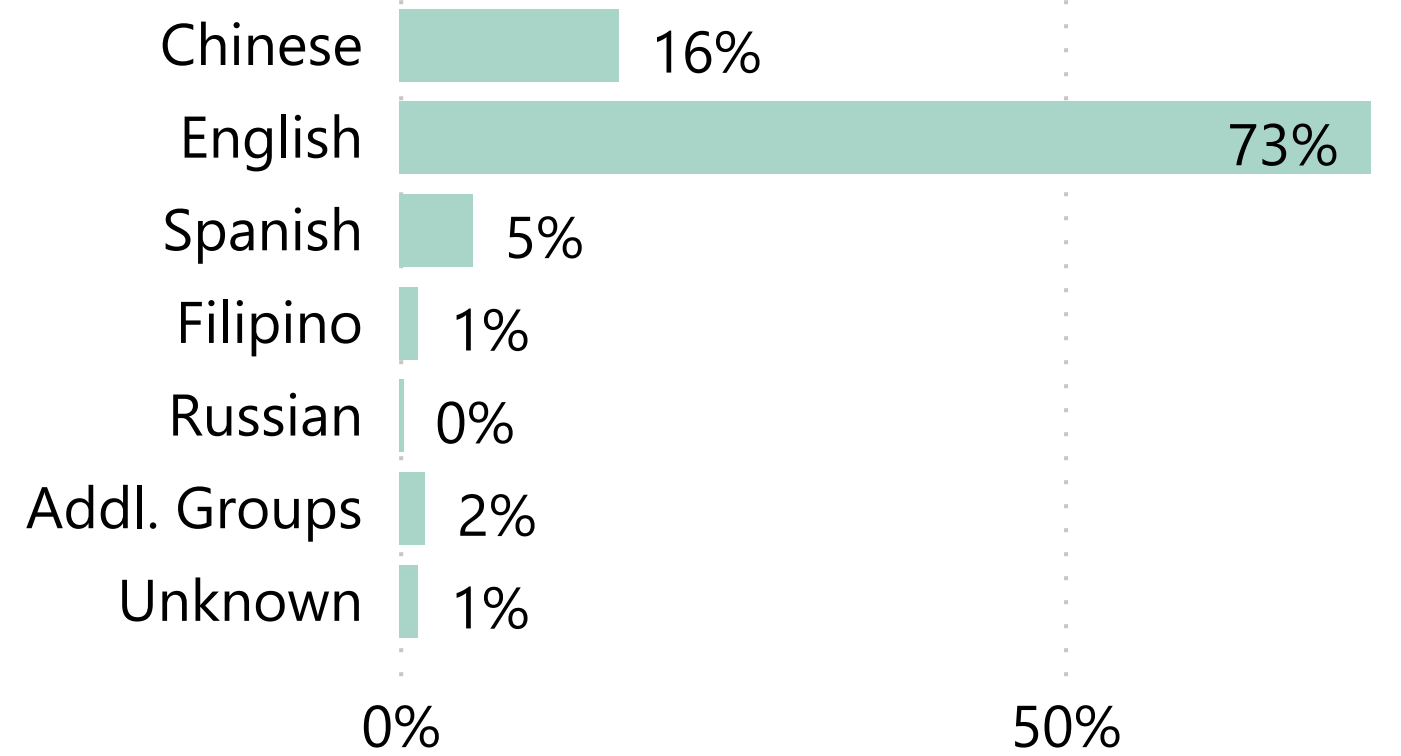
Gender Identity

Female	82%
Male	17%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	85%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	1%
Unknown	7%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

4%	43%	40%	12%

Home-Delivered Groceries

The Home-Delivered Groceries program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility. This program not only helps seniors and people with disabilities to access fresh, nutritious produce, but also helps program participants to maintain their independence and quality of life.
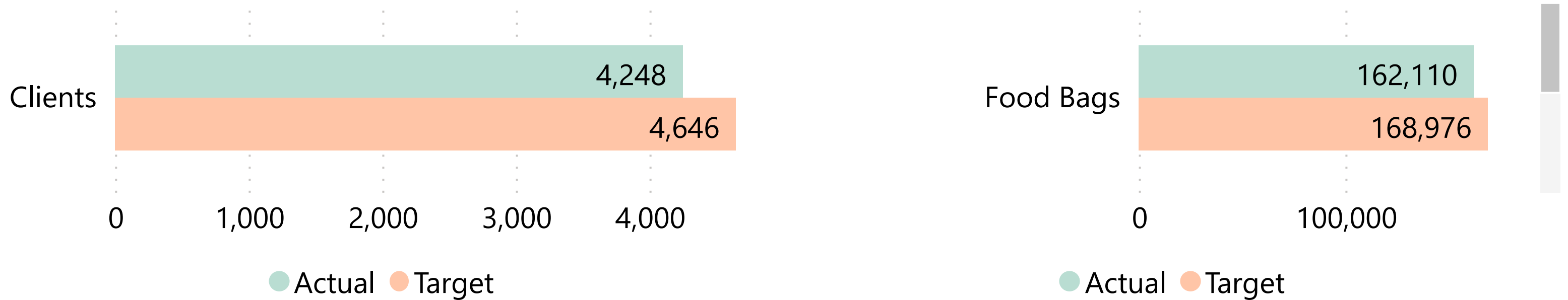
Funding

$2,008,744

Providers

6

Service Objectives

Clients
- Actual: 4,248
- Target: 4,646

(scale: 0, 1,000, 2,000, 3,000, 4,000)

● Actual ● Target

Food Bags
- Actual: 162,110
- Target: 168,976

(scale: 0, 100,000)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	956	96%	75%
Increased Food Security*	Clients are less worried about getting enough food	956	93%	85%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	956	95%	85%
Service Quality	Clients rate the quality of services as excellent or good	956	92%	80%

*Key Measurement Theme for Service Area

Note: Performance data for this program reflects information for only four providers. It does not include information for two providers newly added in FY 2021-22.
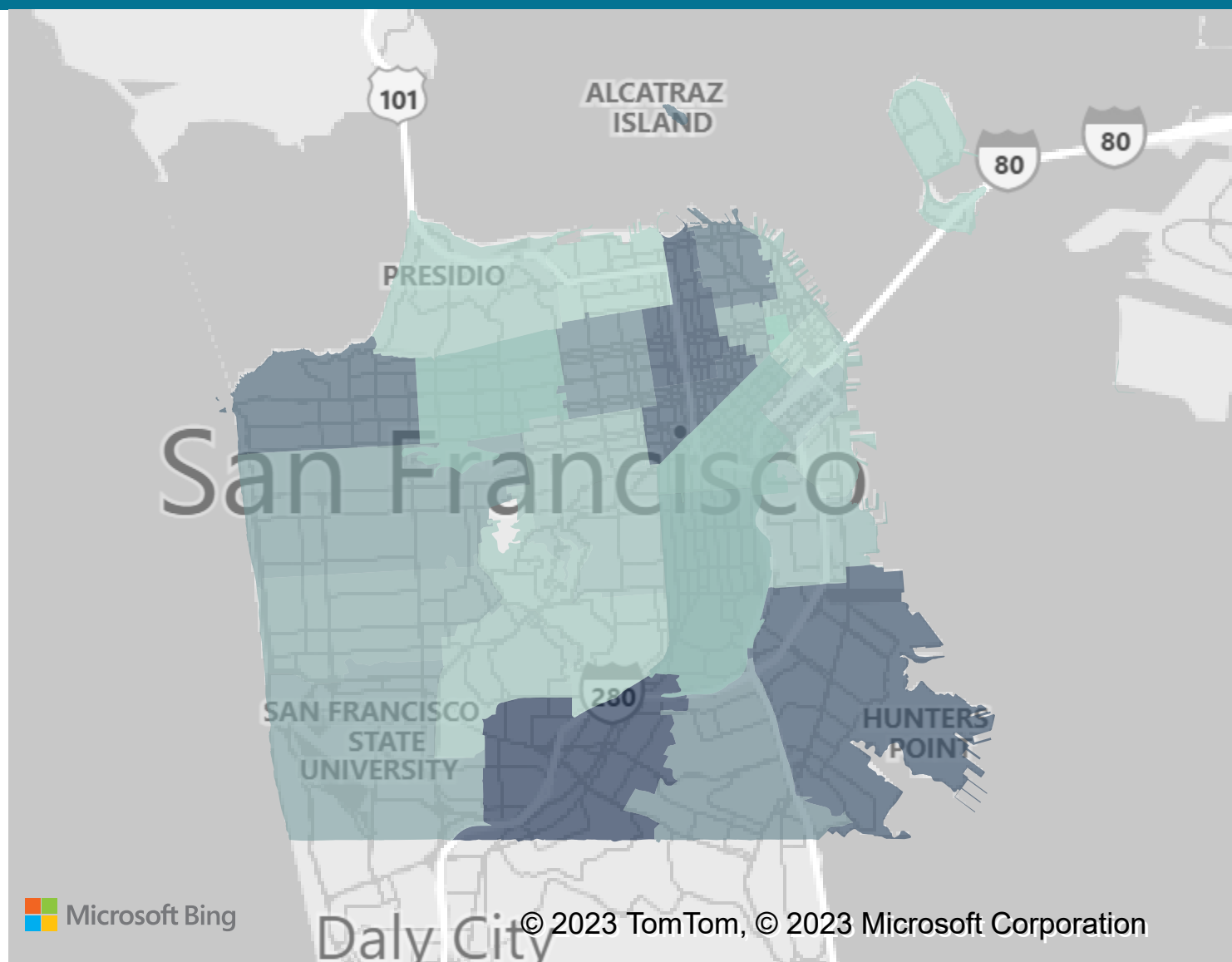
Home-Delivered Groceries
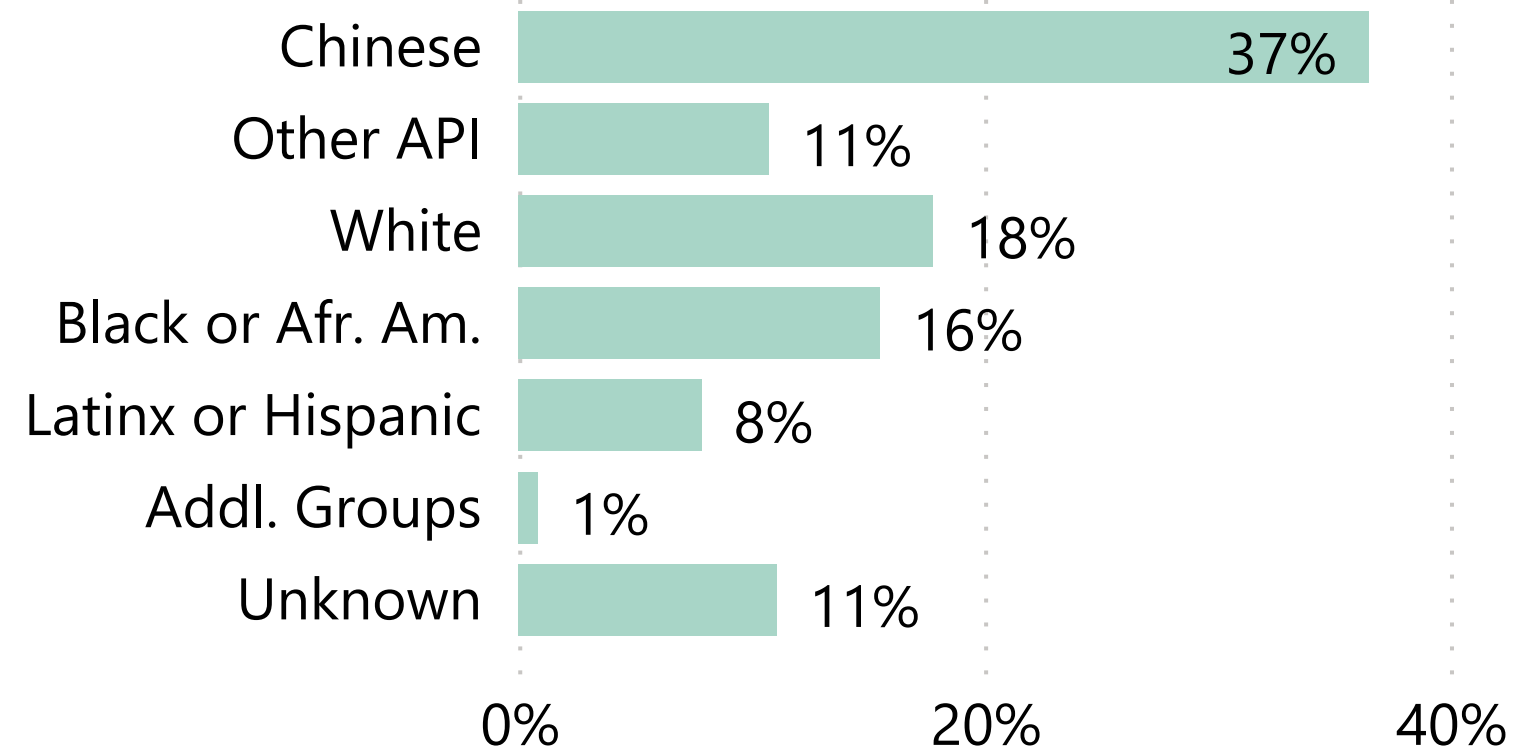**Client Profile**

Service Levels

Unduplicated Clients	4,165
Enrollments	4,326

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	37%
Other API	11%
White	18%
Black or Afr. Am.	16%
Latinx or Hispanic	8%
Addl. Groups	1%
Unknown	11%

Primary Language

Chinese	37%
English	34%
Spanish	8%
Filipino	2%
Russian	7%
Addl. Groups	5%
Unknown	7%
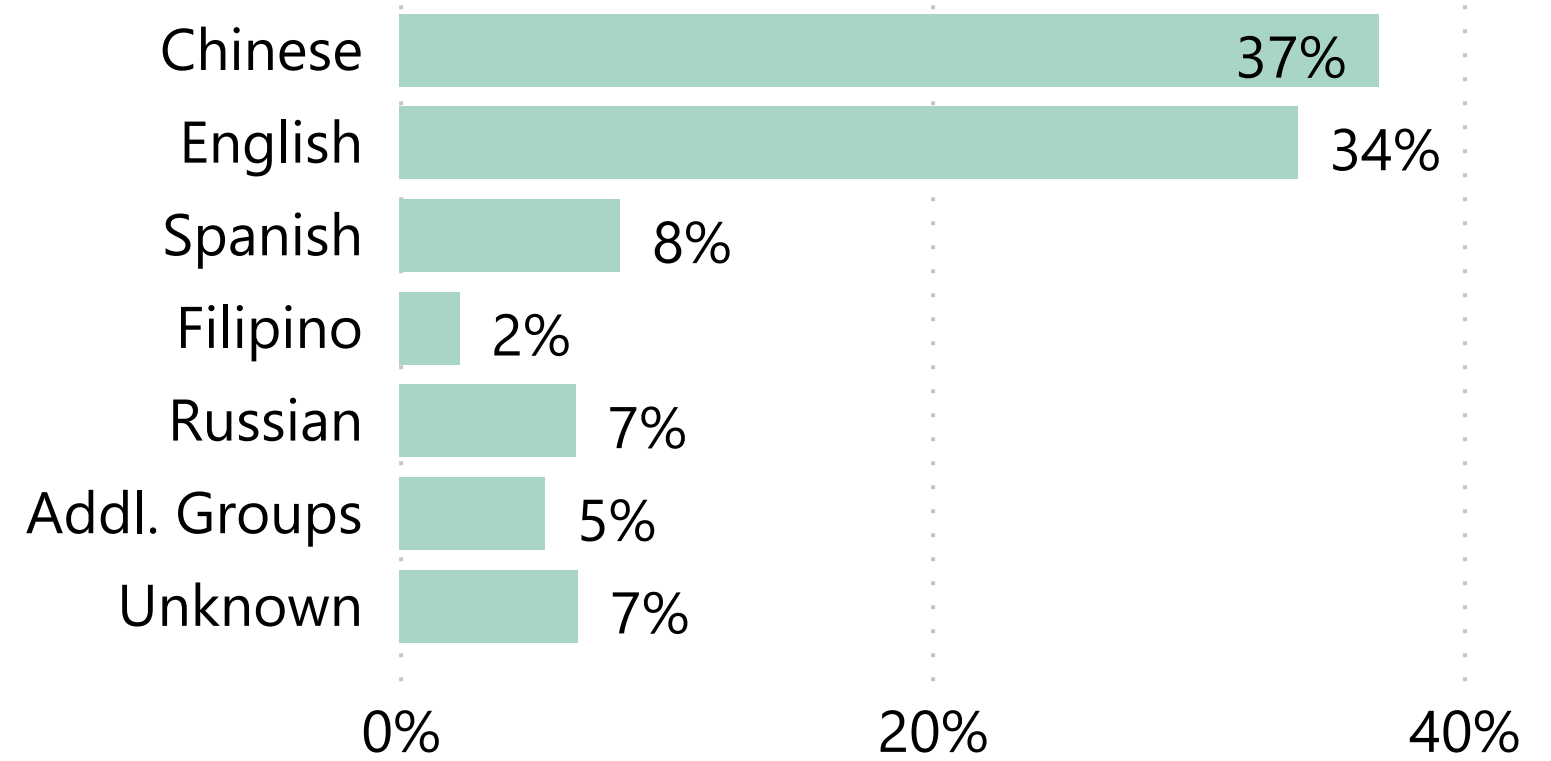
Gender Identity

Female	64%
Male	34%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	2%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	82%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	14%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	9%	28%	26%	30%	
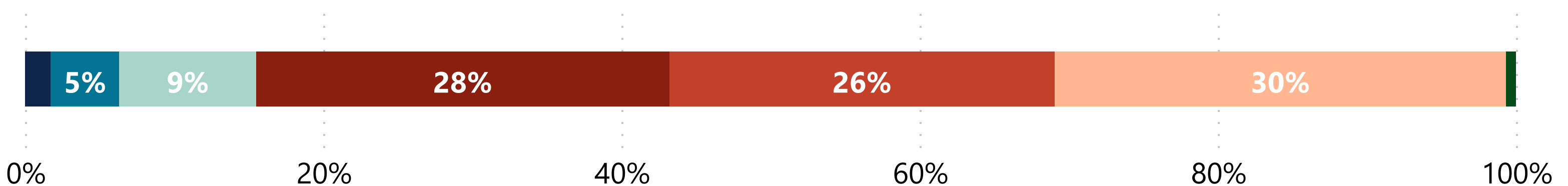
Home-Delivered Meals

The Home-Delivered Meals program delivers meals to homebound seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental impairment. Emergency home-delivered meals are also available to clients who may have immediate, short-term need for these meals, such as those individuals discharging from the hospital and returning to the community.
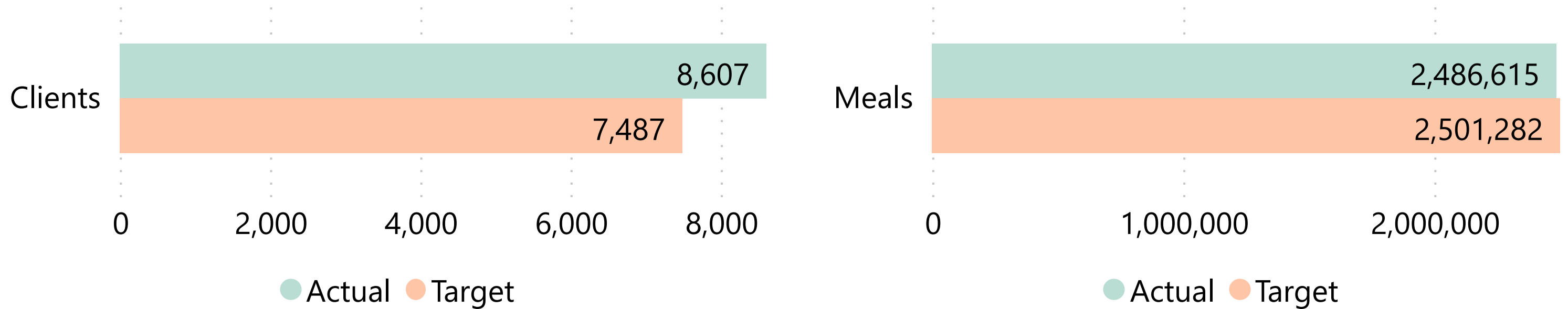
Funding
$16,505,803

Providers
9

Service Objectives

Clients — Actual: 8,607; Target: 7,487

Meals — Actual: 2,486,615; Target: 2,501,282

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	1,665	94%	75%
Increased Food Security*	Clients are less worried about getting enough food	1,927	95%	85%
Service Quality	Clients rate the quality of meals as excellent or good	1,964	90%	85%

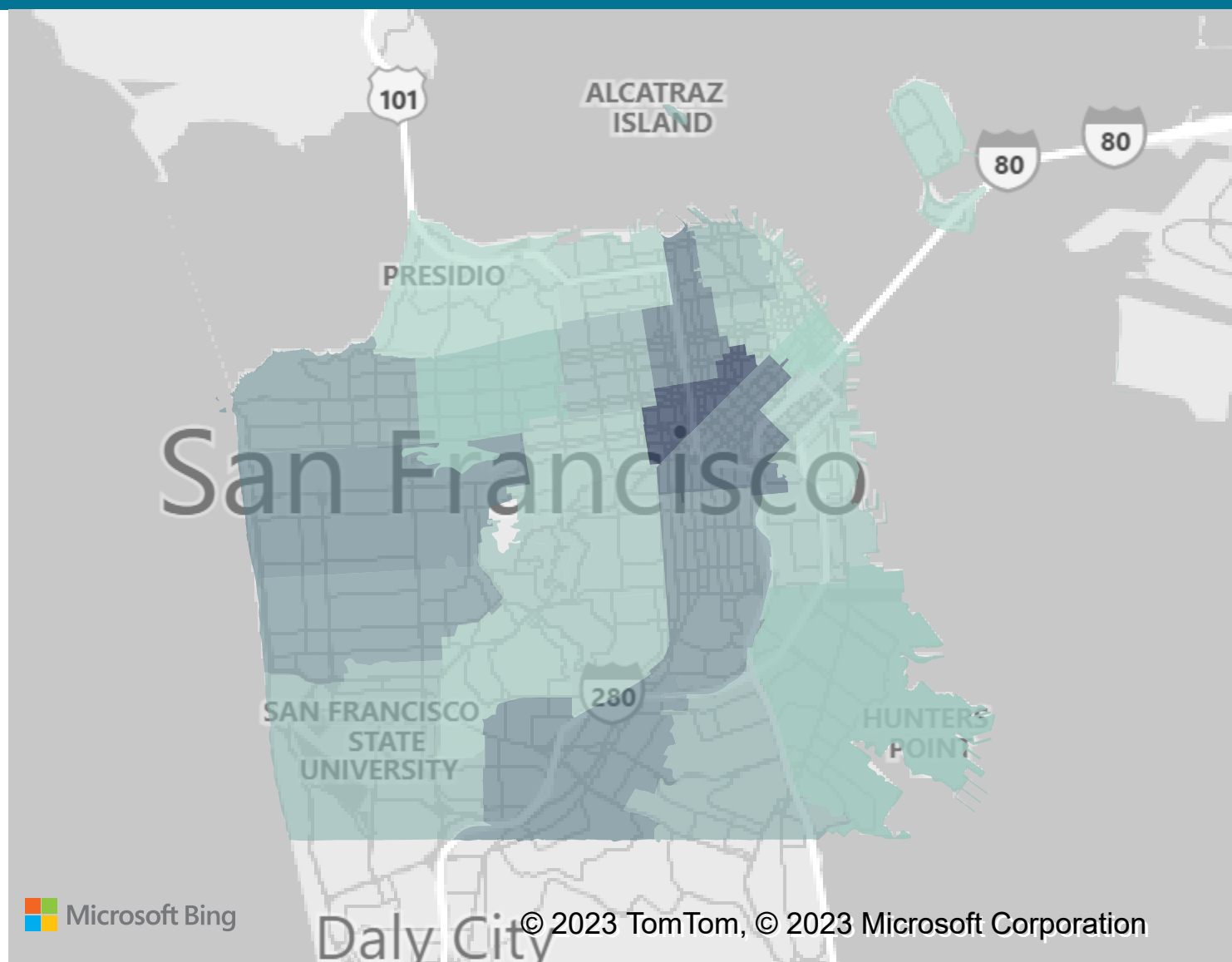*Key Measurement Theme for Service Area
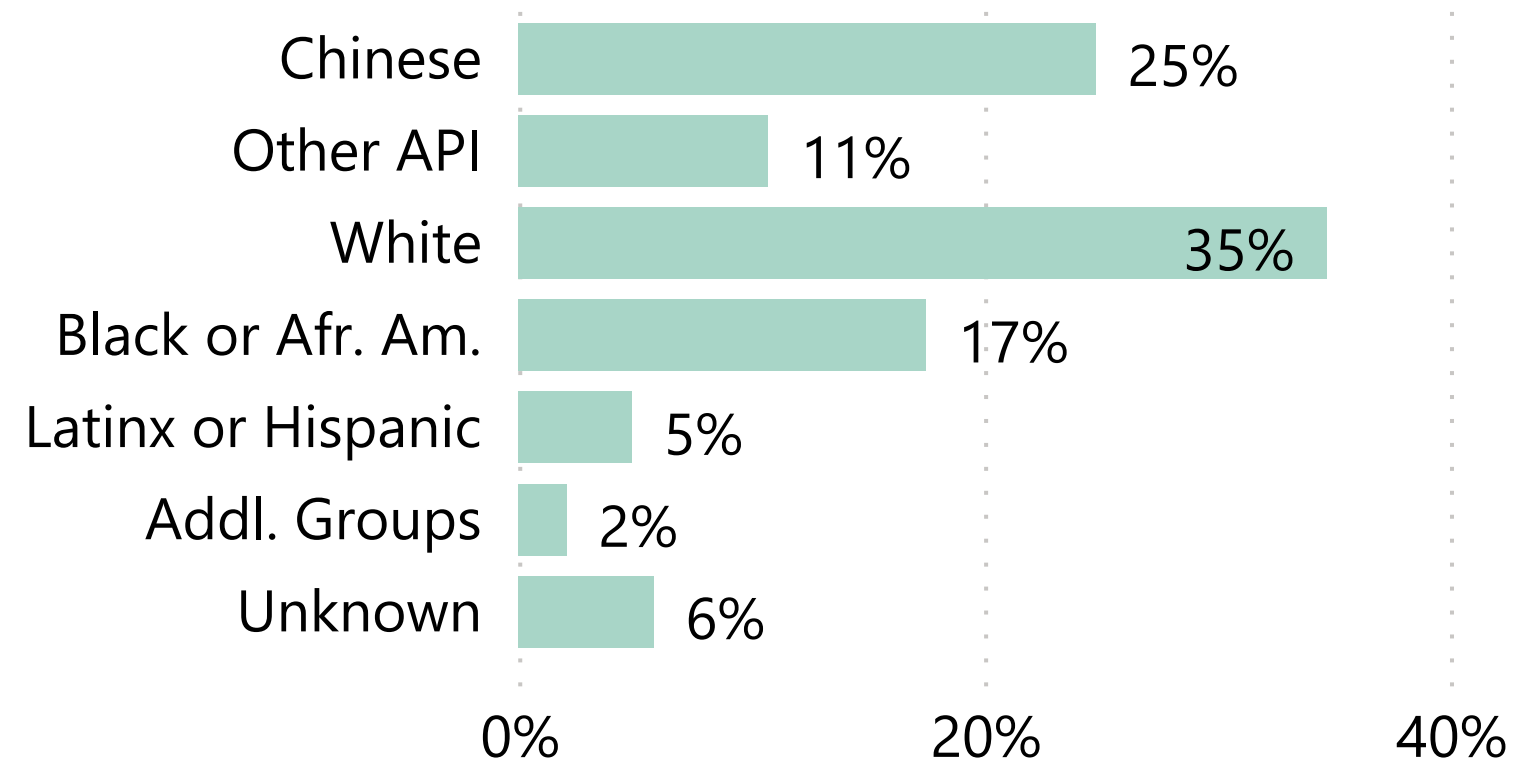
Home-Delivered Meals
Client Profile

Service Levels

Unduplicated Clients	7,074
Enrollments	8,893

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	25%
Other API	11%
White	35%
Black or Afr. Am.	17%
Latinx or Hispanic	5%
Addl. Groups	2%
Unknown	6%

Primary Language

Chinese	22%
English	58%
Spanish	8%
Filipino	3%
Russian	3%
Addl. Groups	4%
Unknown	1%
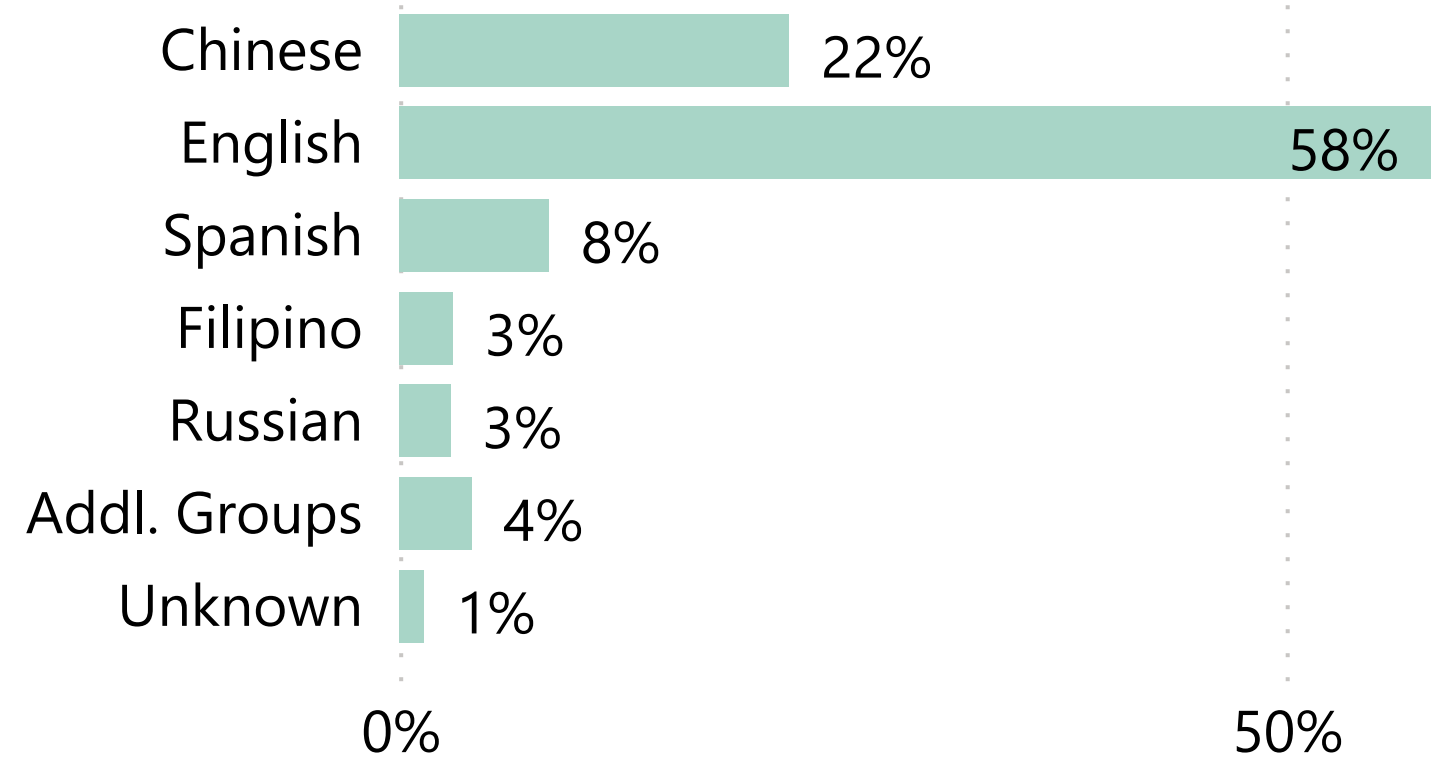
Gender Identity

Female	48%
Male	51%
Trans Female	1%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	0%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	87%
Gay/Lesbian/Same-Gender Loving	5%
Bisexual	1%
Addl. Groups	1%
Unknown	6%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

4%	10%	31%	29%	26%

Nutrition as Health

Nutrition as Health services provide nutritious meals designed to meet dietary recommendations for disease management for people who are food insecure and have a chronic health condition (such as heart disease, diabetes, or HIV). Additional, these meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes.
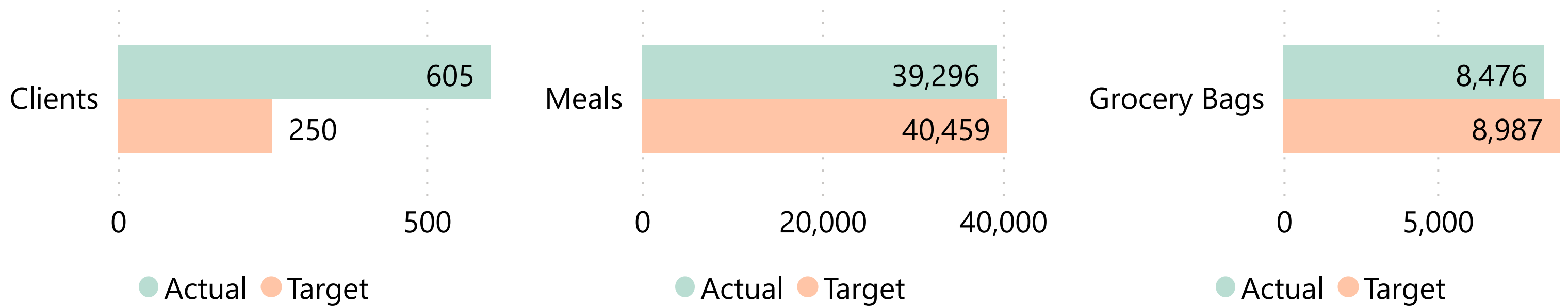
Funding

$546,364

Providers

1

Service Objectives

Clients — Actual: 605; Target: 250

Meals — Actual: 39,296; Target: 40,459

Grocery Bags — Actual: 8,476; Target: 8,987

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients develop increased knowledge of nutrition as related to management of their chronic disease	55	76%	75%
Physical Fitness & Health*	Clients demonstrate reduced risks to health due to participation in the program (e.g., weight loss/control, increased or maintain medication adherence, reduced hospitalizations)	329	93%	70%
Physical Fitness & Health*	Clients report improved or maintained overall health due to participation in the program	55	98%	75%
Physical Fitness & Health*	Clients with diabetes experience positive outcome related to disease management (e.g., reduced HbA1c, weight loss/control, increased medication adherence)	110	78%	50%

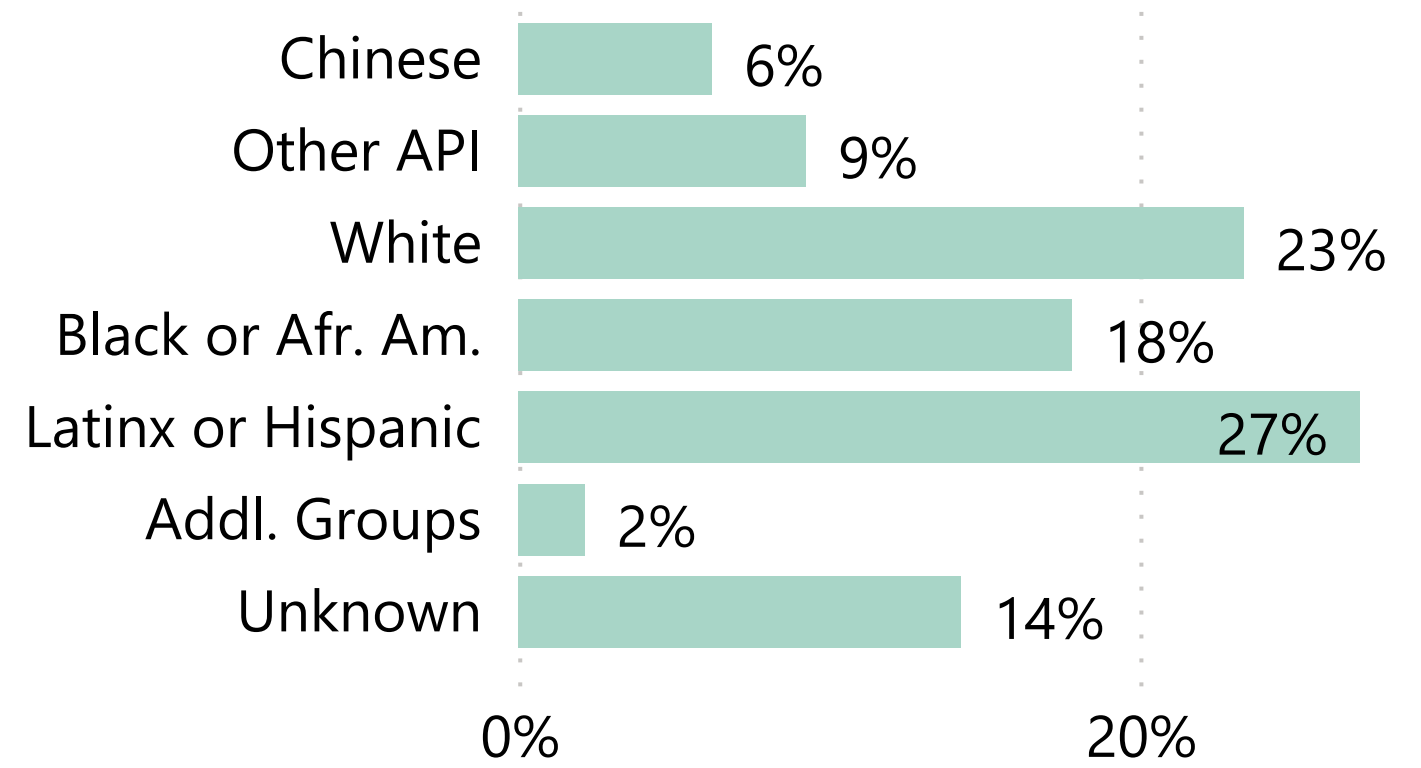*Key Measurement Theme for Service Area
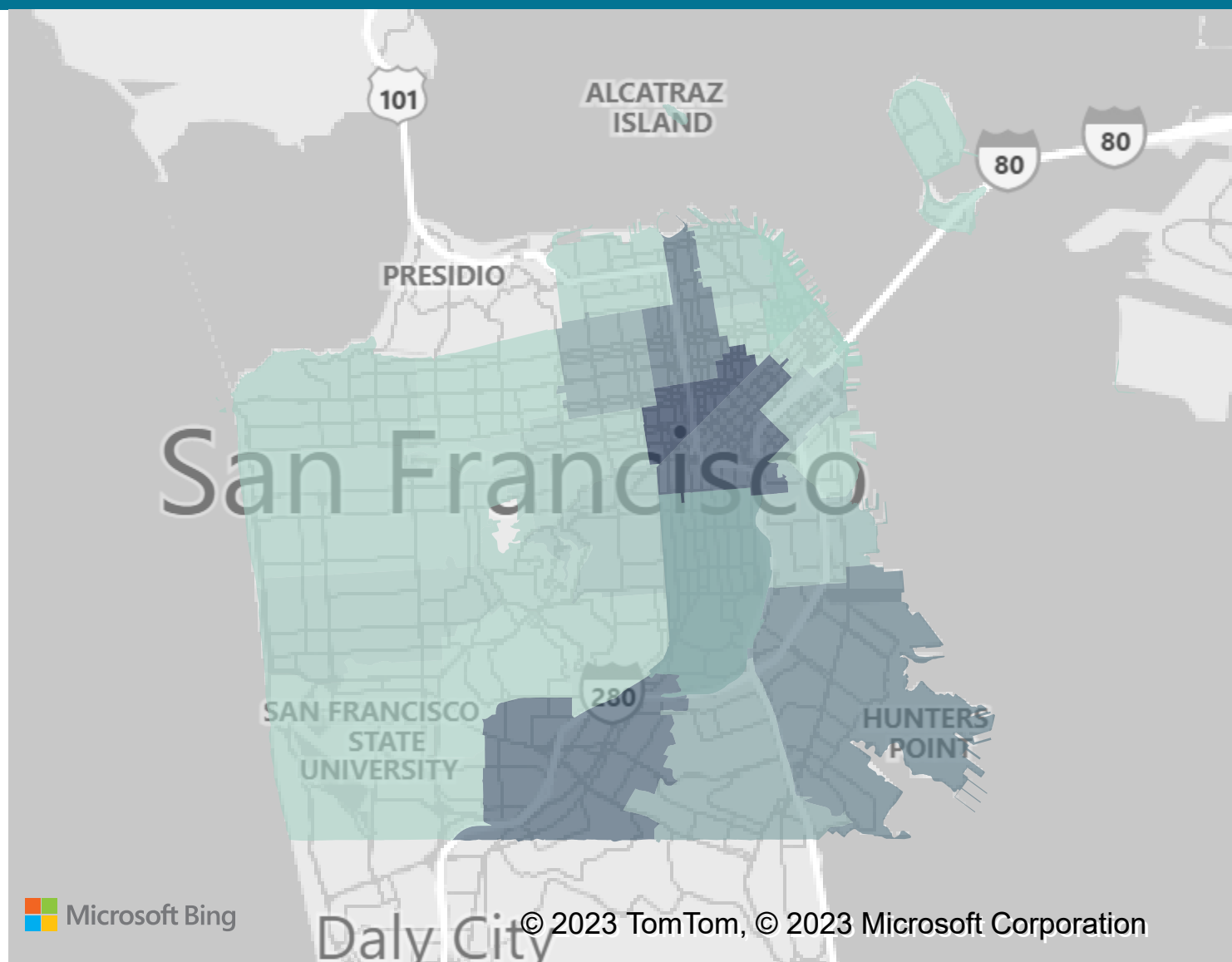
Nutrition as Health
Client Profile

Service Levels

Unduplicated Clients	561
Enrollments	1,168

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	6%
Other API	9%
White	23%
Black or Afr. Am.	18%
Latinx or Hispanic	27%
Addl. Groups	2%
Unknown	14%

Primary Language

Chinese	3%
English	28%
Spanish	7%
Filipino	1%
Russian	0%
Addl. Groups	2%
Unknown	58%
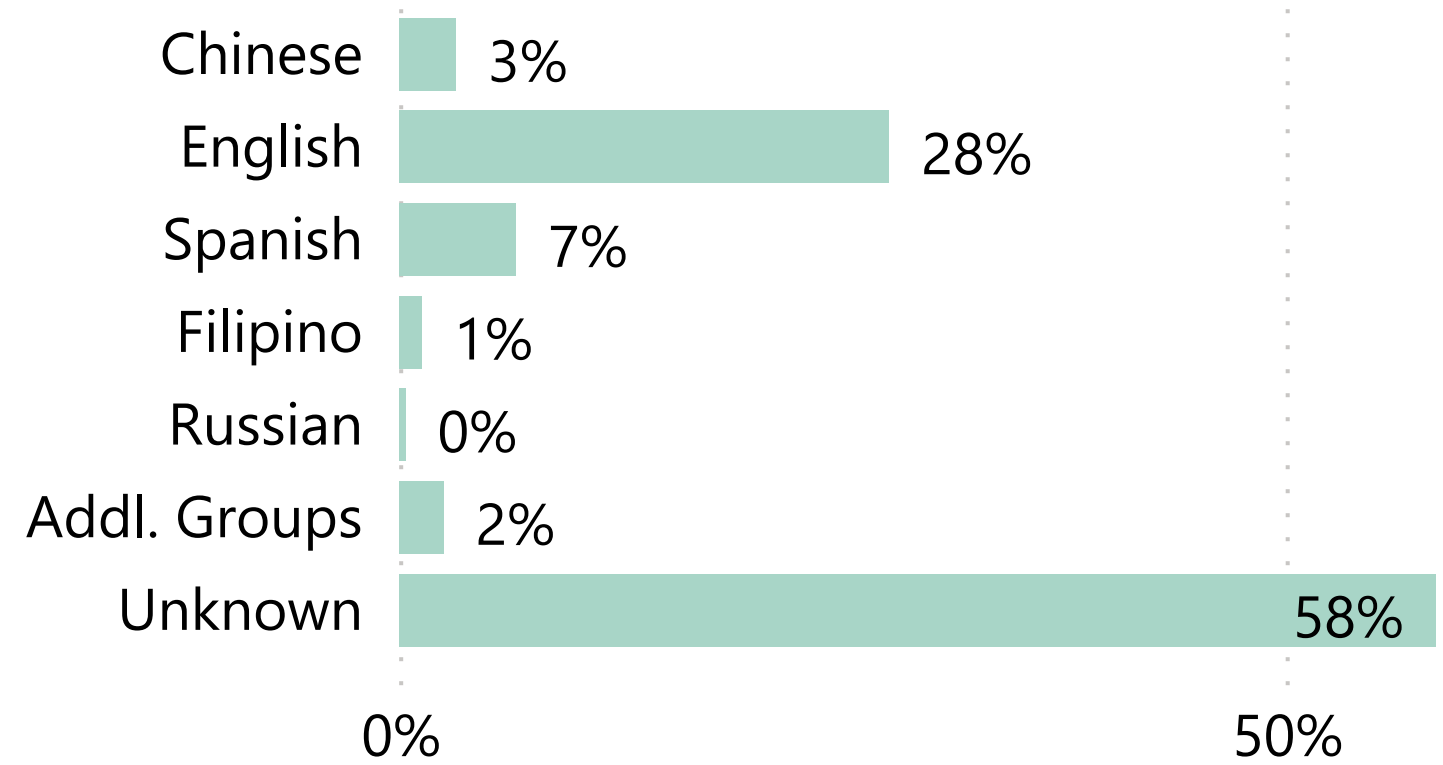
Gender Identity

Female	39%
Male	60%
Trans Female	2%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	83%
Gay/Lesbian/Same-Gender Loving	8%
Bisexual	3%
Addl. Groups	1%
Unknown	5%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-35	36-50	60-64	65-74	75-84	85+	Unknown
	24%	22%	32%	13%	4%	
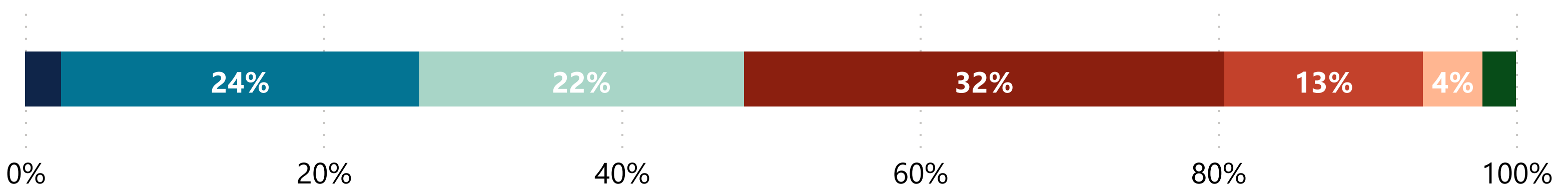
Nutrition Education

Nutrition Education provides nutrition clients with information to promote healthy food selection and eating habits. This service is primarily provided at Congregate Meal sites as public presentations or demonstrations, as well as small group discussions.
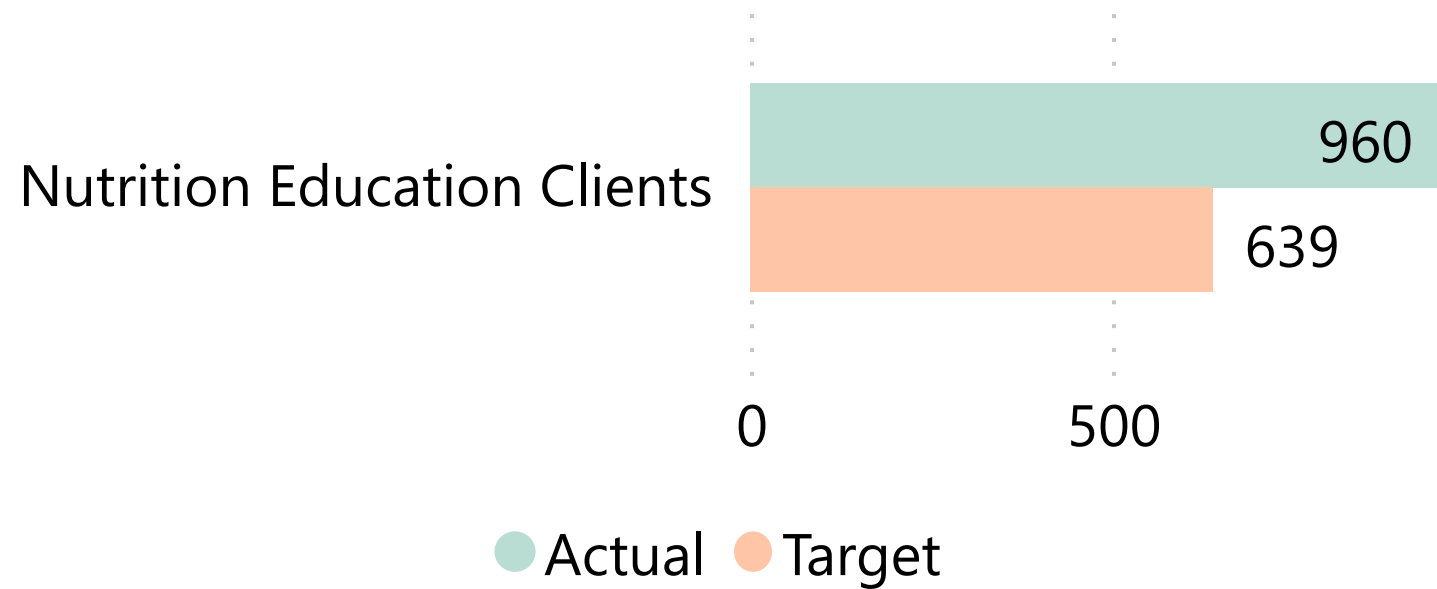
Funding

$155,493

Providers

1

Service Objectives

Nutrition Education Clients	
960	(Actual)
639	(Target)

0   500

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients feel more confident choosing foods and beverages that are beneficial to overall health	158	99%	75%
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	158	99%	75%
Healthy Nutrition Habits*	Clients report making at least one healthy change due to participation in the program	158	99%	75%
Education & Awareness of Services	Clients feel more confident accessing nutrition counseling and/or education resources	158	98%	75%

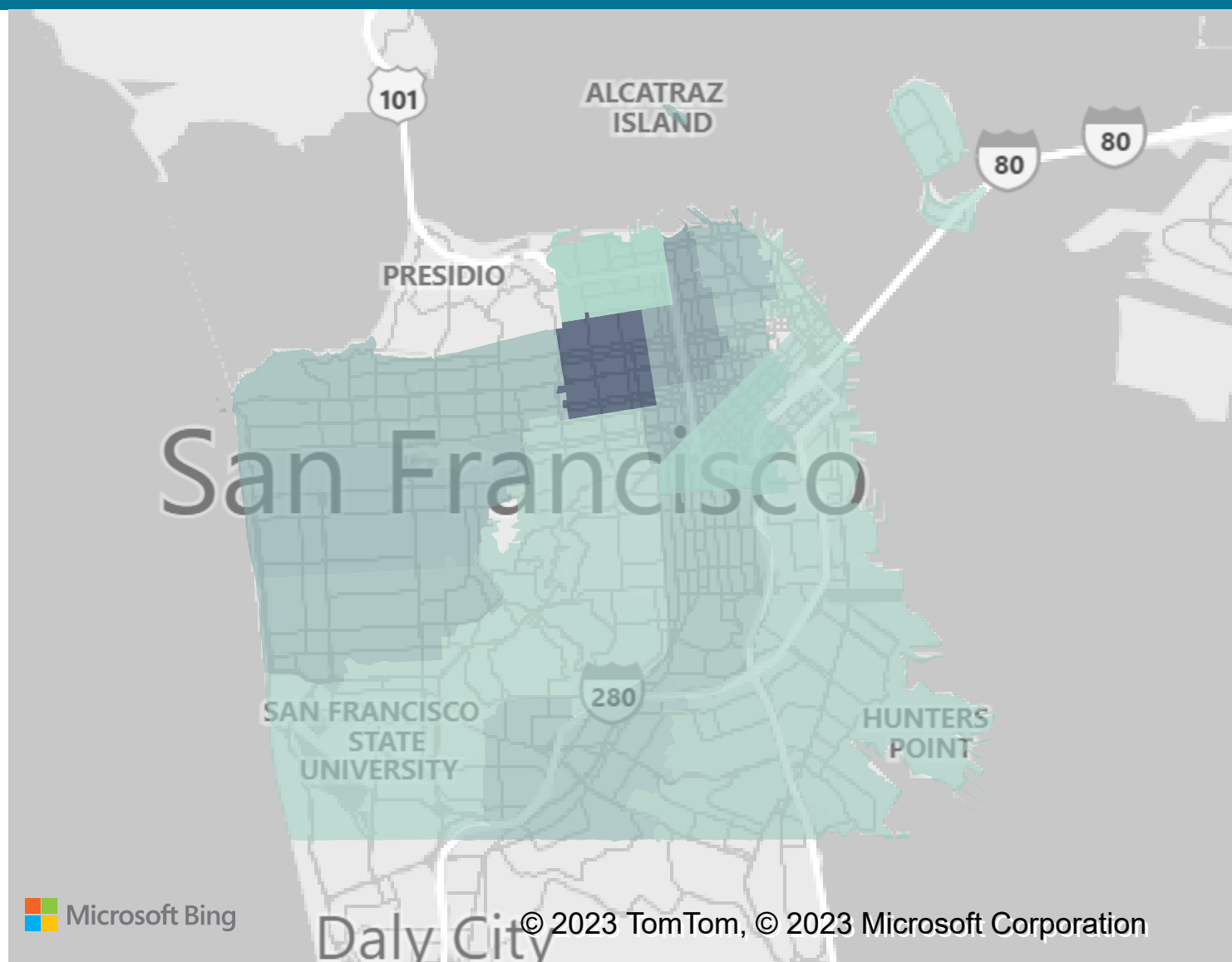*Key Measurement Theme for Service Area
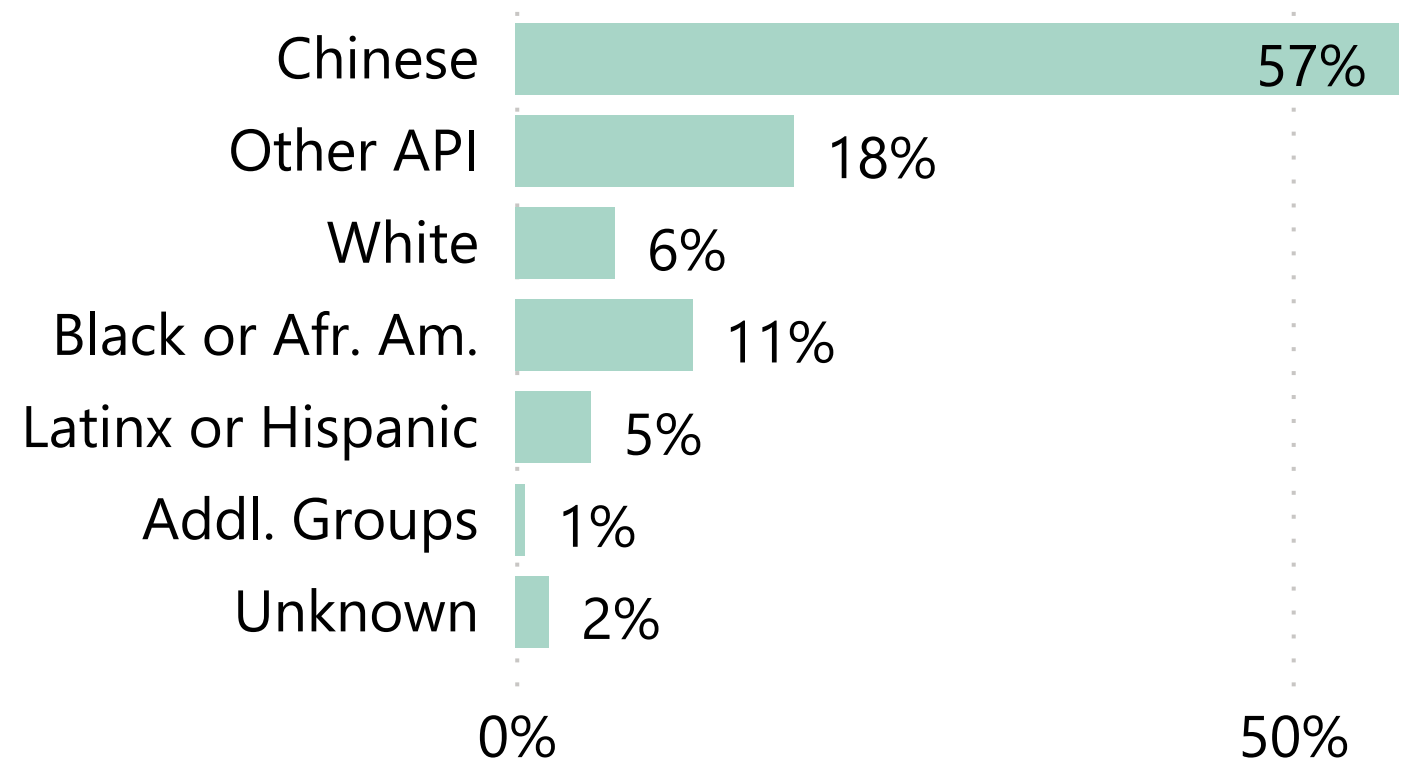
Nutrition Education
Client Profile

Service Levels

Unduplicated Clients	965
Enrollments	968

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	57%
Other API	18%
White	6%
Black or Afr. Am.	11%
Latinx or Hispanic	5%
Addl. Groups	1%
Unknown	2%

Primary Language

Chinese	51%
English	22%
Spanish	5%
Filipino	1%
Russian	2%
Addl. Groups	7%
Unknown	12%
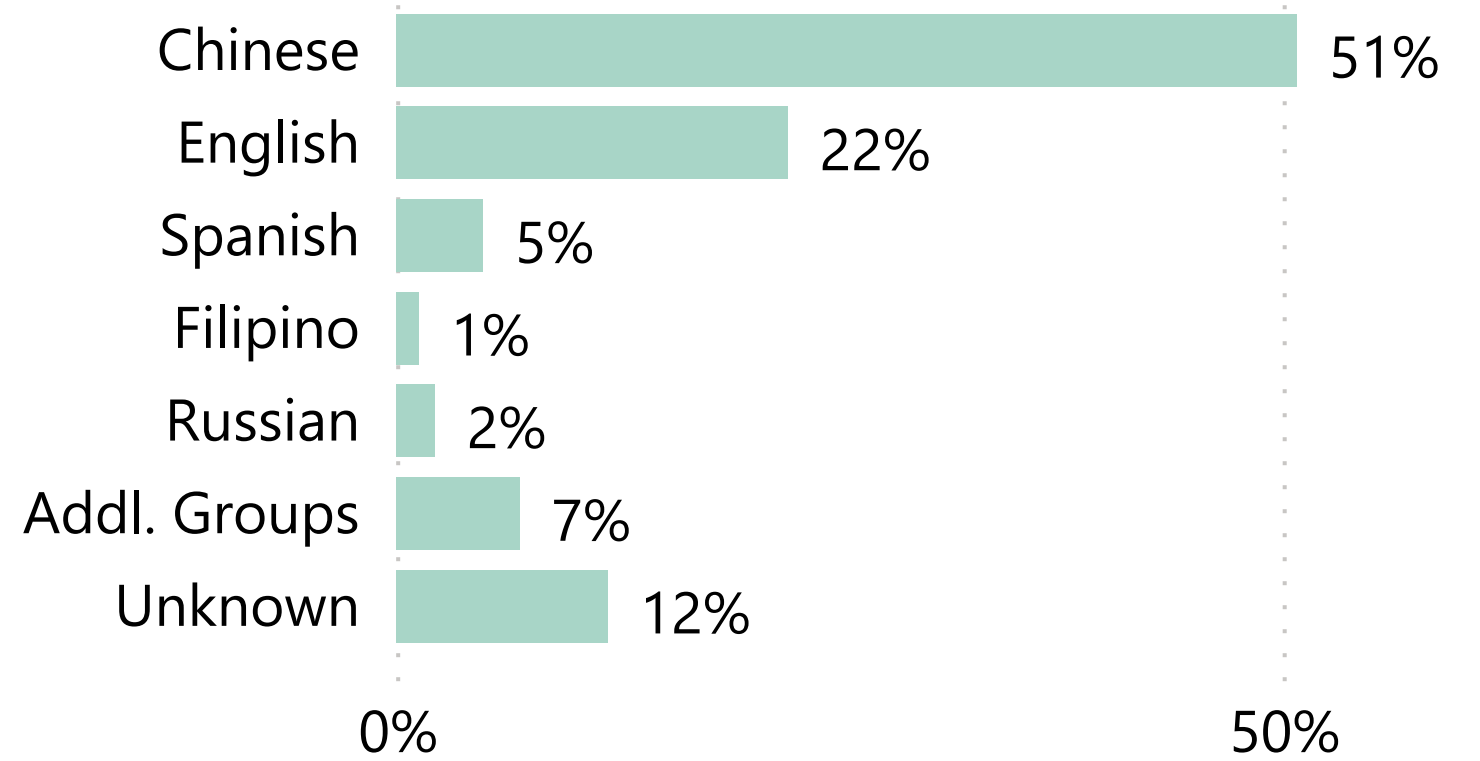
Gender Identity

Female	67%
Male	32%
Trans Female	0%
Unknown	0%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	89%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	0%
Addl. Groups	0%
Unknown	10%
Total	**100%**

Age

● 36-50　● 60-64　● 65-74　● 75-84　● 85+

8%	47%	33%	13%
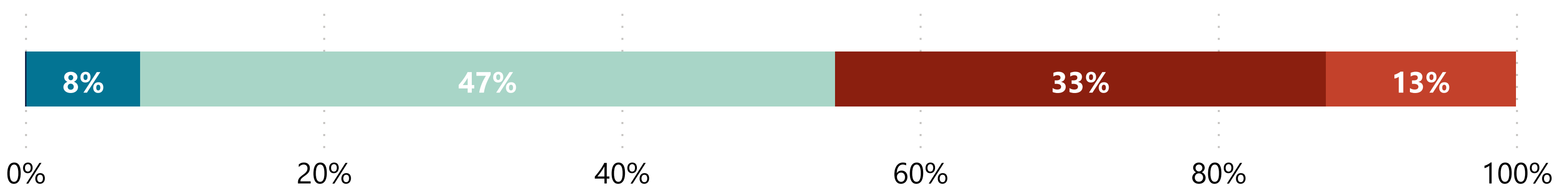
Self-Care & Safety

Self-Care & Safety services help older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.

SELF-CARE & SAFETY SERVICES
- *Adult Protective Services (APS)*
- Elder Abuse Prevention Services
- *In-Home Supportive Services (IHSS)*
- Long-Term Care Ombudsman
- *Public Administrator*
- *Public Conservator*
- *Public Guardian*
- *Representative Payee*
- Short-Term Home Care for Seniors
- Suicide Prevention & Emotional Support
- Support at Home
- Supportive Services for People with Collecting Behaviors
- Workforce Support

PRIMARY OUTCOME MEASUREMENT THEMES
- **Empowerment and Self-Determination:** Clients develop enhanced agency and use new skills to manage their personal care needs and improve their well-being.
- **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support older people and adults with disabilities in crisis situations.
- **Stability in the Community:** Clients maintain stability living in the community with limited experiences of crisis and/or institutionalization.

FY 2021-22 HIGHLIGHTS
- We served approximately 270 clients* with a total of 890 enrollments across all Self-Care & Safety services. In total, DAS allocated $4.3 million for services in this area.
- We subsidized nearly 57,900 hours of home care to 150 clients who are ineligible for IHSS through our Support at Home program. About 87% of clients experienced improved health outcomes due to their participation in the program.
- Over 60 trainees graduated from our Workforce Support program, 92% of whom demonstrated increased caregiver competencies.

DIGNITY FUND FY 2021-22: SELF-CARE & SAFETY SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
890	274	$4,253,376

Does not include services for which client-level data is not captured/available (Long-Term Care Ombudsman, Suicide Prevention & Emotional Support, Support at Home, Workforce Support)

Elder Abuse Prevention Services

The Elder Abuse Prevention program provides outreach and educational trainings to professionals and the general public to prevent and mitigate abuse of older adults and adults with disabilities. The community-based service is supported by the Adult Protective Services program. This also includes the Forensic Center, a multidisciplinary team of legal, medical, law enforcement, and social service professionals who meet regularly to collaborate on complex cases and share expertise and resources.
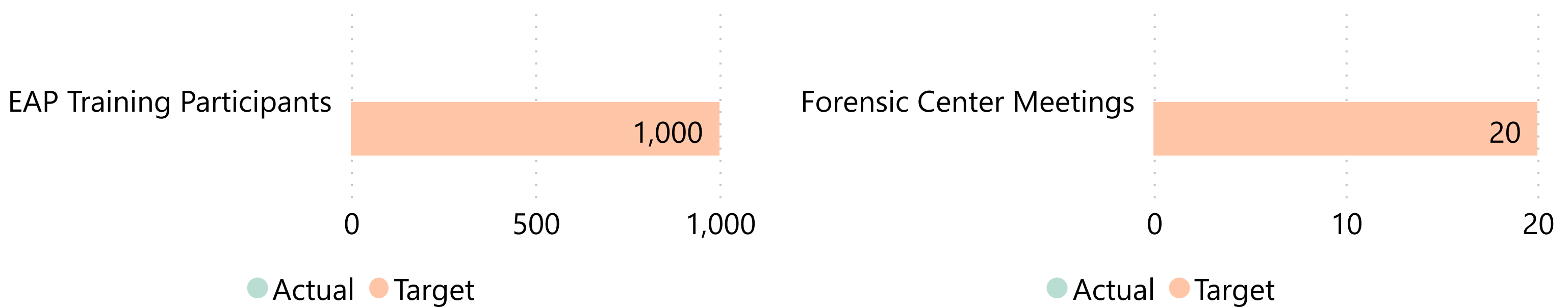
Funding
$416,847

Providers
1

Service Objectives

EAP Training Participants: 1,000 (Target)

● Actual ● Target

Forensic Center Meetings: 20 (Target)

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Elder Abuse Prevention	Provider Training and Professional Development*	Trainees report that they are more likely to report suspected abuse as a result of the training			75%
Elder Abuse Prevention	Service Quality	Trainees rate the quality of the training received as excellent or good			80%
Forensic Center	Provider Training and Professional Development*	Participants find educational components of meetings to be informative			80%
Forensic Center	Provider Training and Professional Development*	Participants report the Forensic Center and Multidisciplinary Team meetings have been useful			80%

*Key Measurement Theme for Service Area

TBD

Long-Term Care Ombudsman

The Long-Term Care Ombudsman is tasked to investigate allegations of abuse and neglect occurring in nursing homes, residential care facilities for the elderly, adult residential care facilities, and other settings in accordance with California Law.

Funding

$795,562

Providers

1

Service Objectives
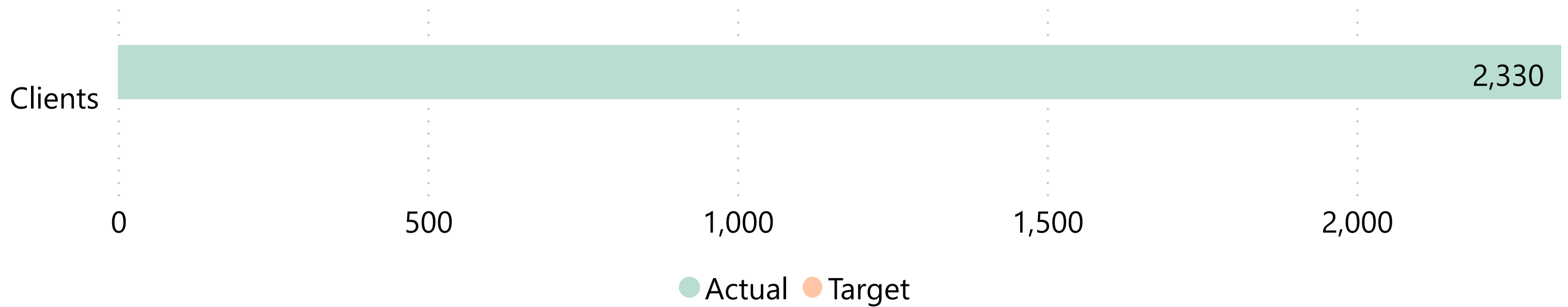
Clients — 2,330

| 0 | 500 | 1,000 | 1,500 | 2,000 |

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Complaints investigated and addressed by LTC Ombudsman are resolved to residents' satisfaction	589	76%	78%

*Key Measurement Theme for Service Area

Short-Term Home Care for Seniors

This program provides time-limited help at home with personal care, homemaker, and chore needs to allow older adults to live safely in the community, thereby preventing premature institutionalization. A program model outlined by the California Department of Aging, this is focused on older adults discharging from hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit).
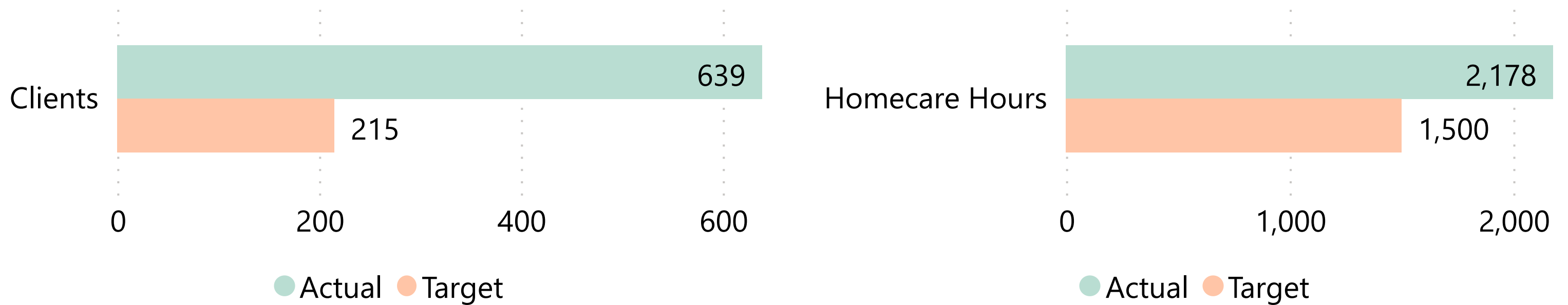
Funding
$165,739

Providers
1

Service Objectives

Clients
- Actual: 639
- Target: 215

Homecare Hours
- Actual: 2,178
- Target: 1,500

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients report the services help them remain at home	0		85%
Service Quality	Clients are satisfied with the services provided	30	94%	85%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics were not reported to DAS, and are therefore unavailable to include in this report.
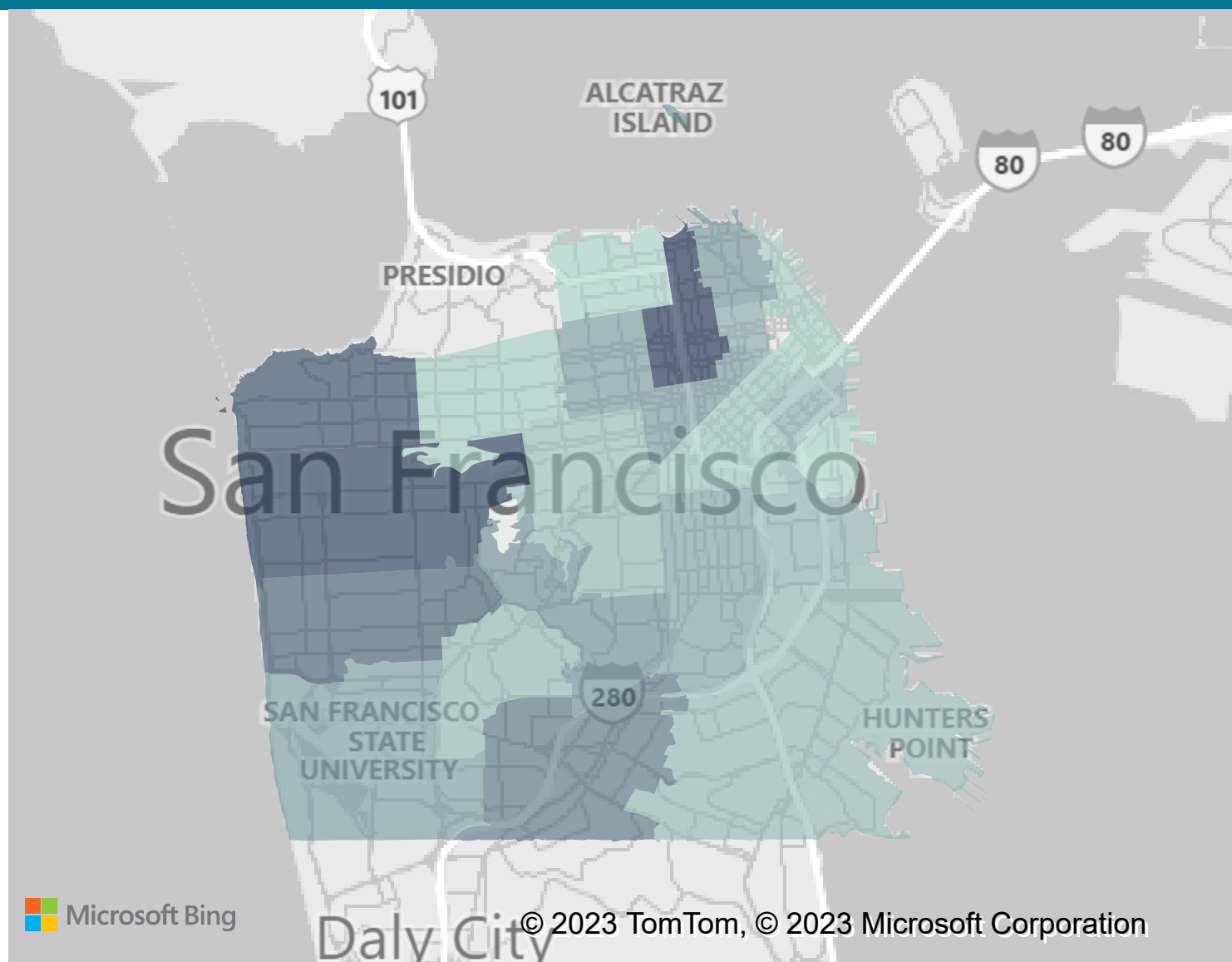
Short-Term Home Care for Seniors
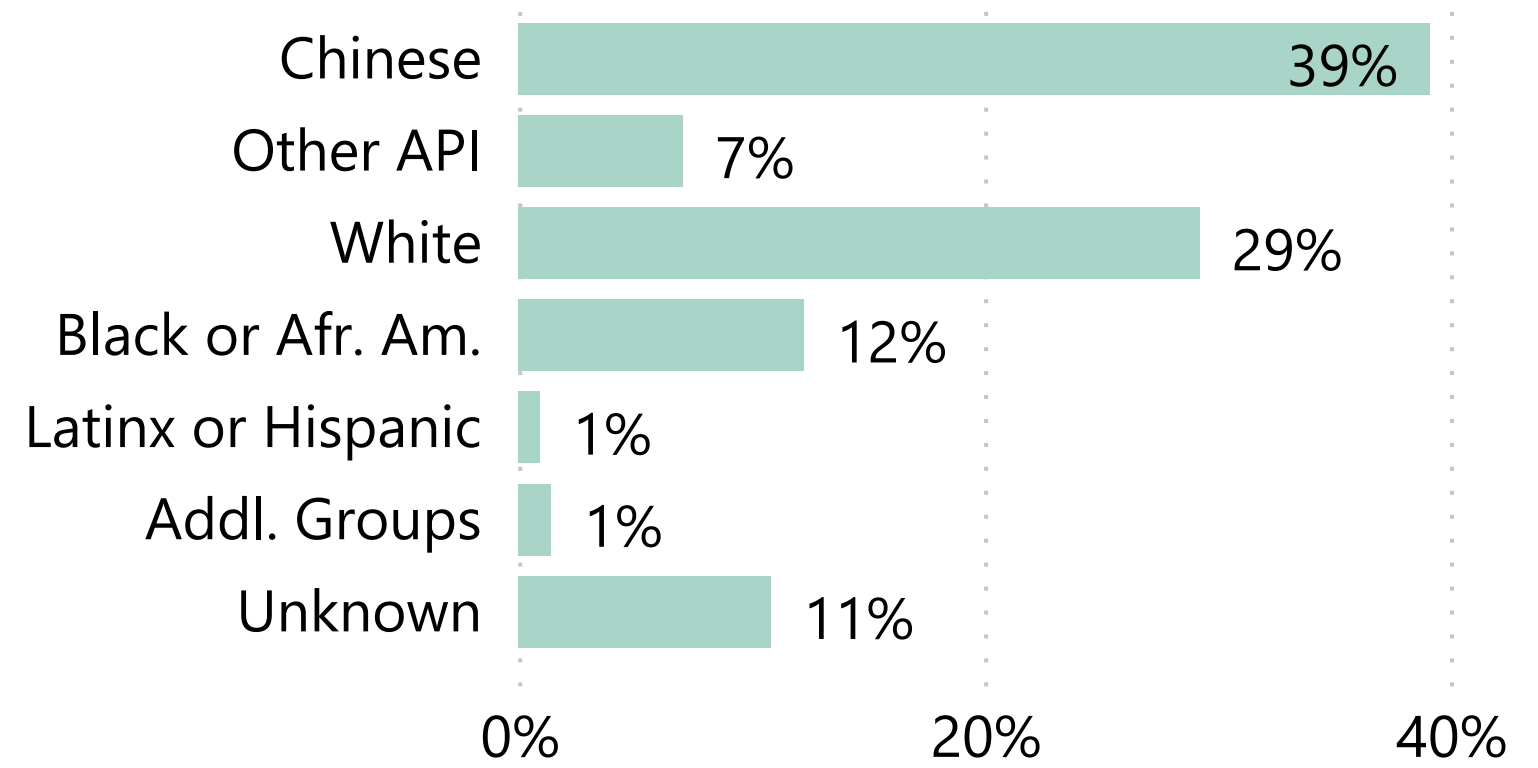## Client Profile

Service Levels

Unduplicated Clients	212
Enrollments	642

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	39%
Other API	7%
White	29%
Black or Afr. Am.	12%
Latinx or Hispanic	1%
Addl. Groups	1%
Unknown	11%

Primary Language

Chinese	35%
English	46%
Spanish	1%
Filipino	2%
Russian	2%
Addl. Groups	6%
Unknown	8%
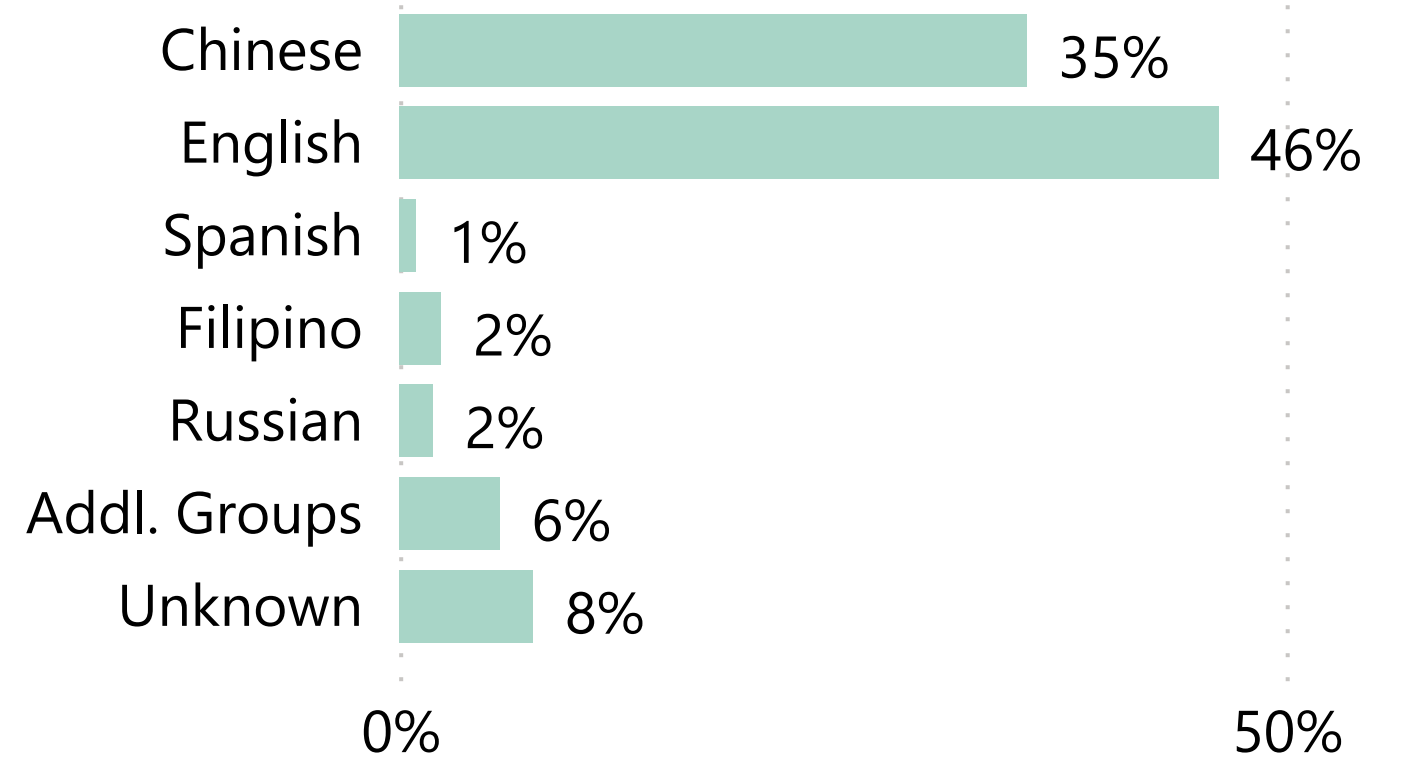
Gender Identity

Female	61%
Male	36%
Unknown	3%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	79%
Gay/Lesbian/Same-Gender Loving	7%
Bisexual	0%
Unknown	14%
Total	**100%**

Age

● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

60-64	65-74	75-84	85+
6%	36%	36%	21%

Suicide Prevention and Emotional Support

Suicide Prevention and Emotional Support services include a variety of supports, such as peer and professional psychological counseling, and grief counseling and support groups, as well as information and referral services to help connect clients with other needed supportive services. The program also provides the Friendship Line, which serves as an emergency telephone hotline for crisis intervention services, and as a warmline to reduce callers' feelings of loneliness and social isolation.
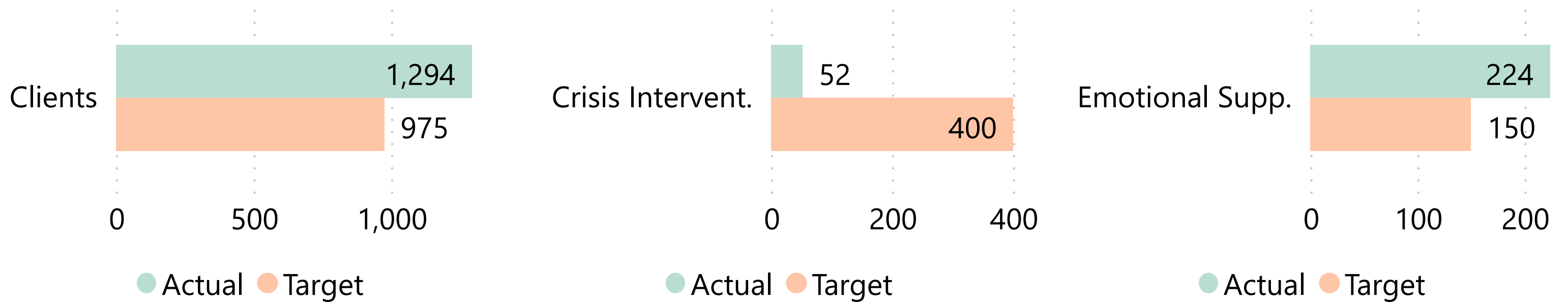
Funding
$482,353

Providers
1

Service Objectives

Clients
- Actual: 1,294
- Target: 975

0   500   1,000

● Actual ● Target

Crisis Intervent.
- Actual: 52
- Target: 400

0   200   400

● Actual ● Target

Emotional Supp.
- Actual: 224
- Target: 150

0   100   200

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Clients who participate in Grief Group Counseling develop strategies to better cope with their grief/loss			85%
Provider Training and Professional Development*	Professionals who attend trainings develop better understanding of grief, loss, and depression within the senior and disability populations			85%
Service Quality	Clients who receive Formal Emotional Support phone calls rate the quality of services as excellent or good			85%

*Key Measurement Theme for Service Area
^Number surveyed not available

Support at Home

Support at Home provides home care subsidies for people who have too much income to qualify for IHSS but not enough to afford to privately pay for home care.
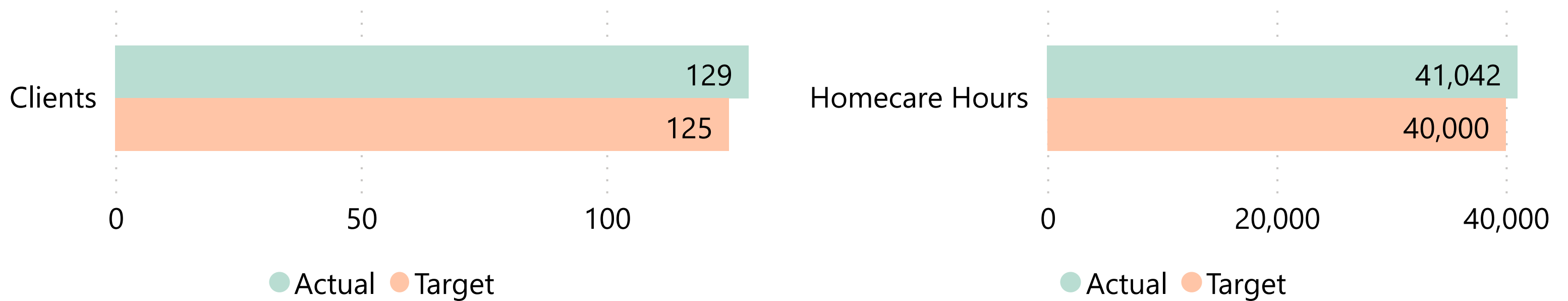
Funding
$1,843,954

Providers
1

Service Objectives

Clients
- Actual: 129
- Target: 125

Homecare Hours
- Actual: 41,042
- Target: 40,000

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients are able to remain safe at home as a result of the participation in the program	62	83%	85%
Stability in the Community*	Clients have improved healthcare-related outcomes	62	87%	85%
Service Quality	Clients are satisfied with the voucher administration process	62	90%	85%

*Key Measurement Theme for Service Area

Support Services for People with Collecting Behaviors

This program facilitates support groups and psychoeducation for individuals who compulsively acquire possessions and are unable to discard them. It also coordinates a citywide task force and provides education and training to professionals working with people with collecting behaviors (i.e., hoarding and cluttering).
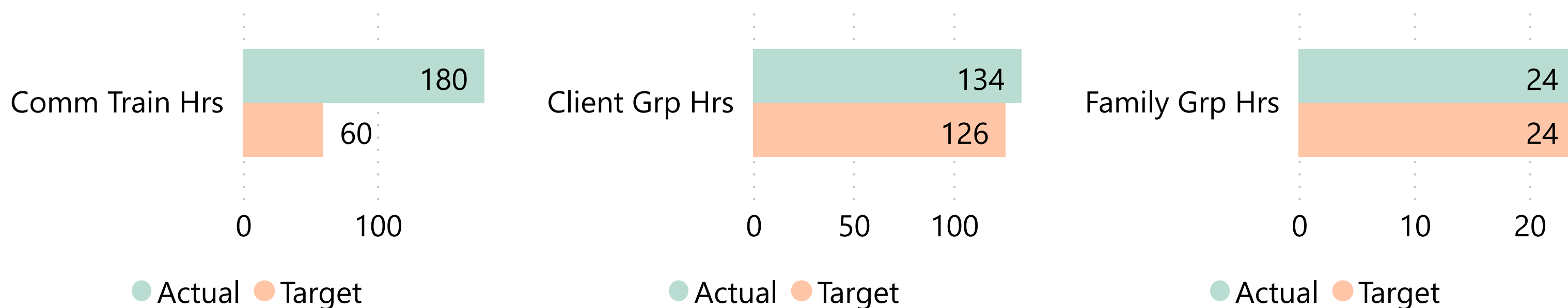
Funding
$299,497

Providers
1

Service Objectives

Comm Train Hrs
- Actual: 180
- Target: 60

(scale: 0, 100)

Client Grp Hrs
- Actual: 134
- Target: 126

(scale: 0, 50, 100)

Family Grp Hrs
- Actual: 24
- Target: 24

(scale: 0, 10, 20)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Clients participating in support and treatment groups report a reduction in their compulsive hoarding and cluttering behaviors	156	77%	80%
Empowerment & Self-Determination*	Family and friends participating in support groups feel better able to support themselves and the individual with hoarding and cluttering behaviors	295	96%	80%
Provider Training and Professional Development*	Professionals have an improved understanding of compulsive hoarding and systems linkages	64	93%	80%
Service Quality	Clients indicate information and referral services are appropriate and useful	64	93%	80%

*Key Measurement Theme for Service Area
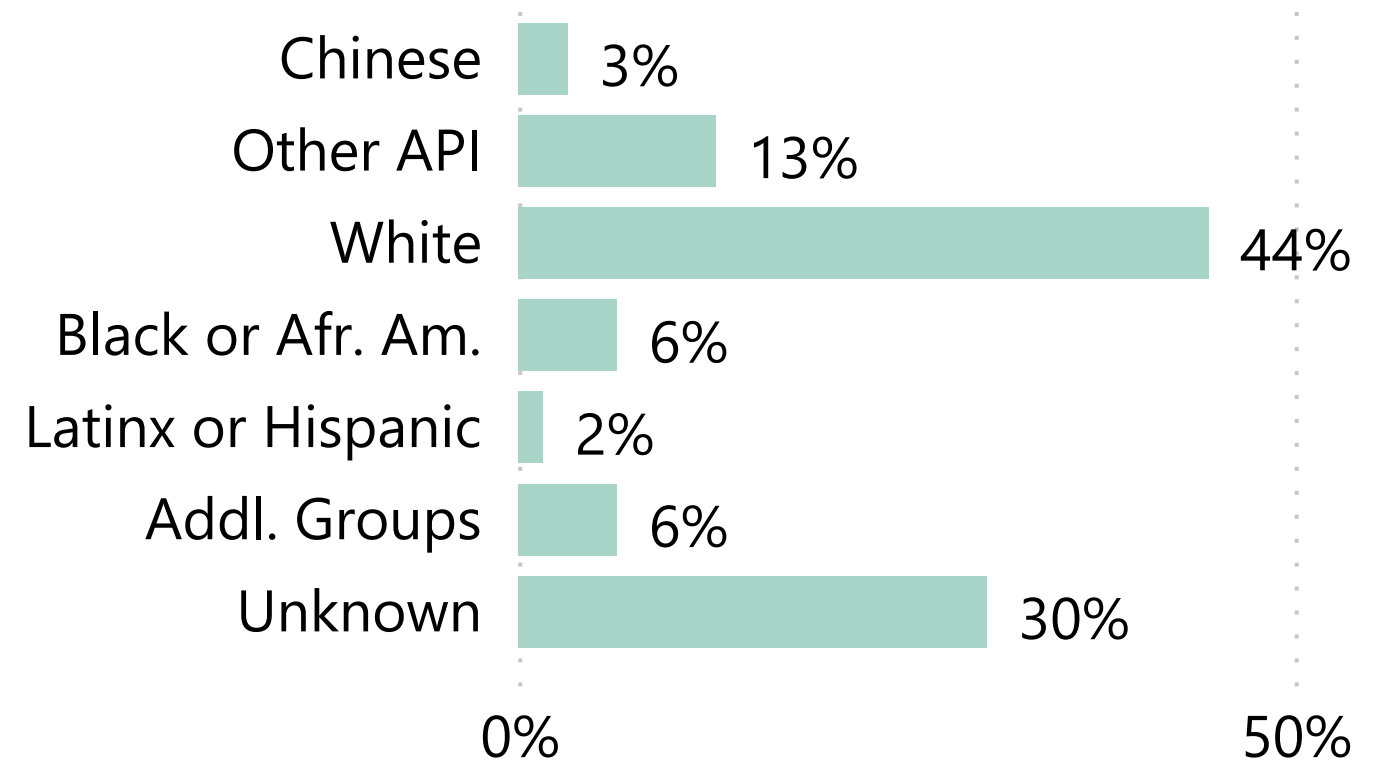
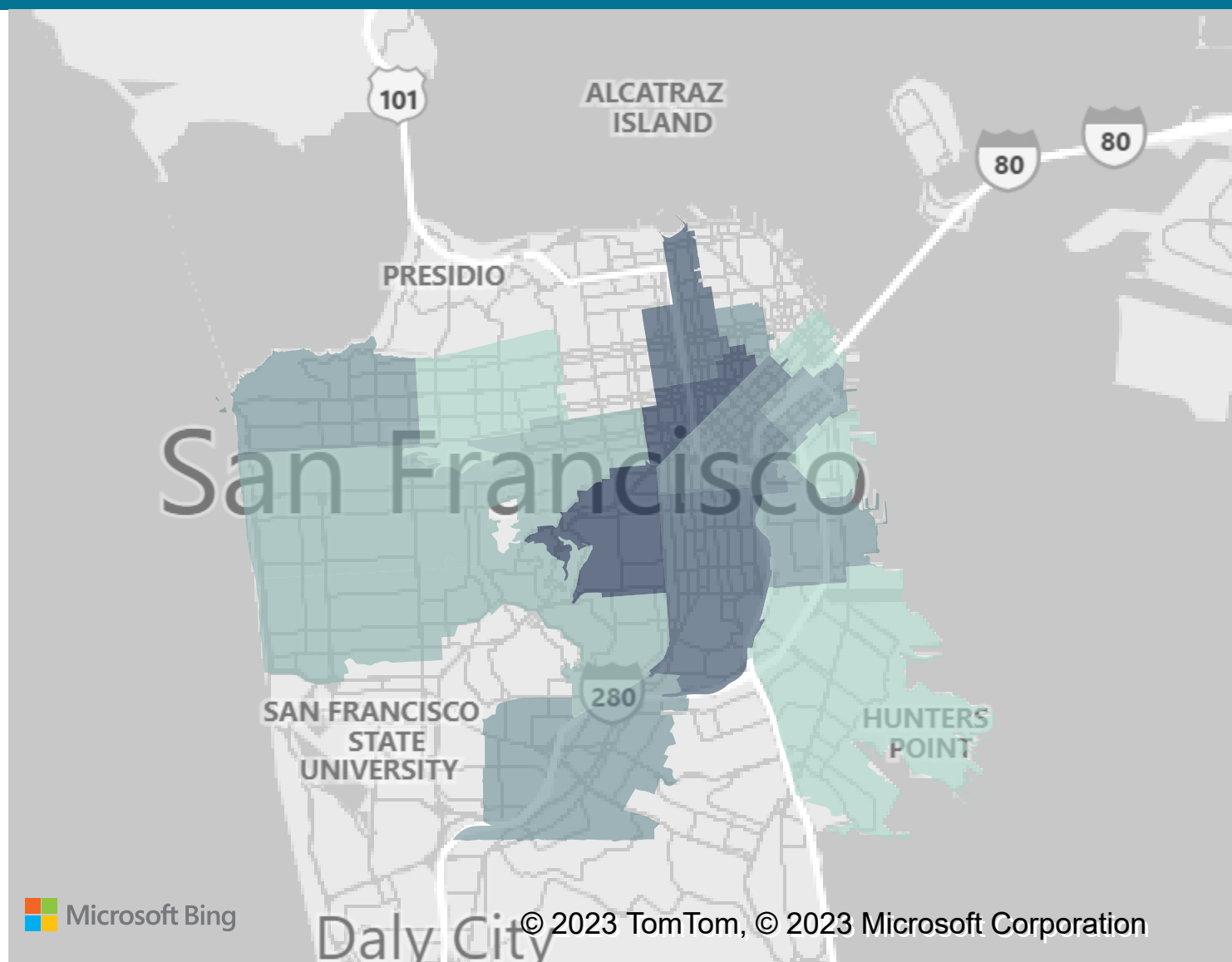# Support Services for People with Collecting Behaviors
Client Profile

Service Levels

Unduplicated Clients	63
Enrollments	66

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese 3%
- Other API 13%
- White 44%
- Black or Afr. Am. 6%
- Latinx or Hispanic 2%
- Addl. Groups 6%
- Unknown 30%

0% — 50%

Primary Language

- English 56%
- Spanish 3%
- Unknown 41%

0% — 50%
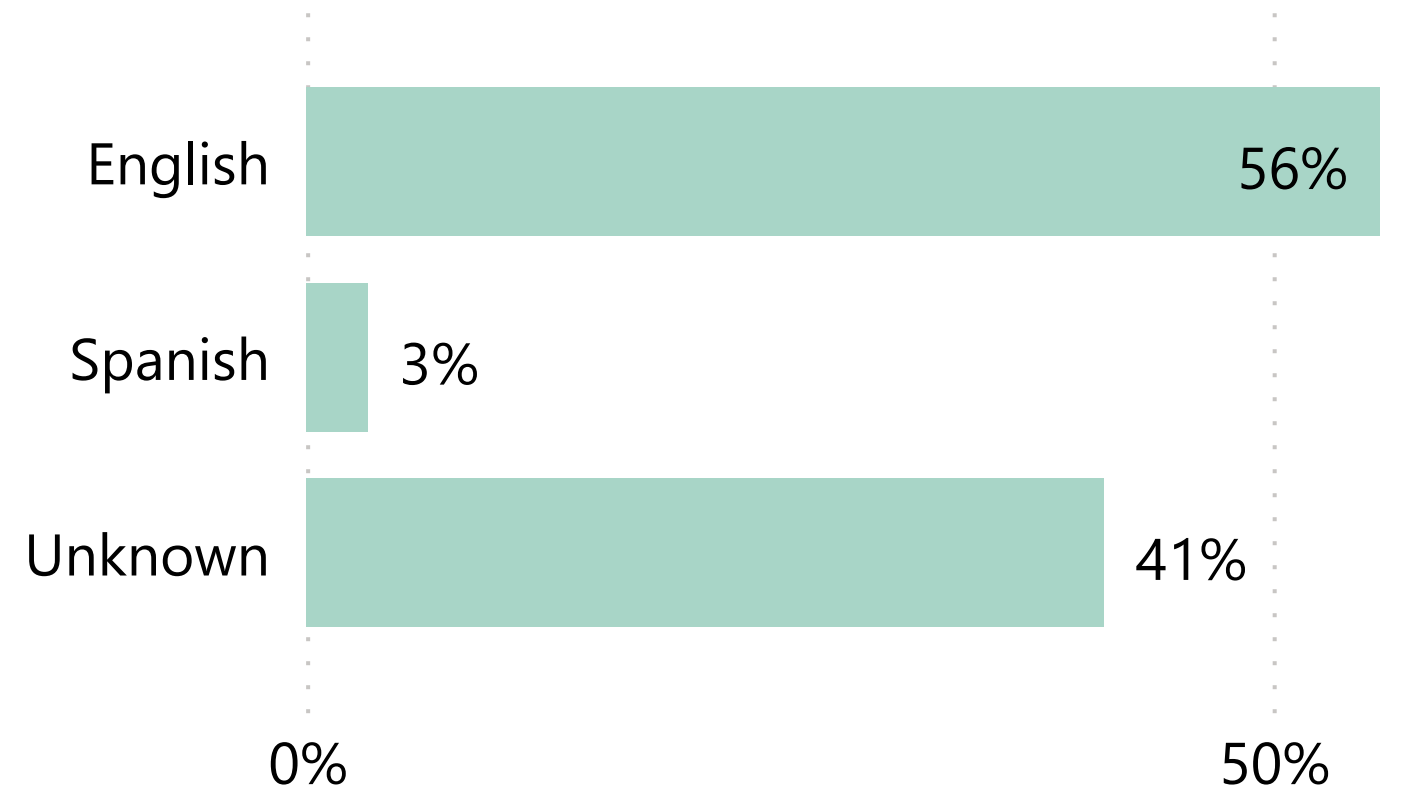
Gender Identity

Female	49%
Male	32%
Genderqueer/Gender Non-binary	3%
Unknown	16%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	38%
Gay/Lesbian/Same-Gender Loving	17%
Bisexual	6%
Addl. Groups	5%
Unknown	33%
Total	**100%**

Age

● 18-35 ● 36-50 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-35	36-50	60-64	65-74	75-84	85+	Unknown
6%	15%	19%	24%	11%	4%	22%

0%   20%   40%   60%   80%   100%
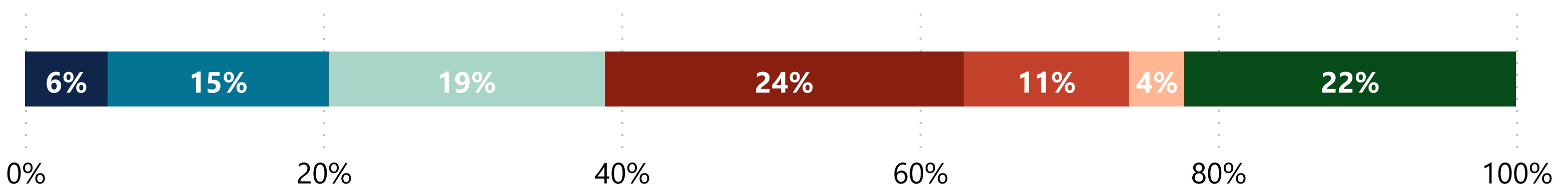
Workforce Support

The Workforce Support program is designed to strengthen the competencies of paid caregivers and home care workers who provide care to older adults and adults with disabilities in San Francisco. In addition to building basic caregiving skills, knowledge, and abilities, the training offered by the program includes education on cultural sensitivity so that caregivers may serve diverse clients, such as those with limited English-speaking proficiency.
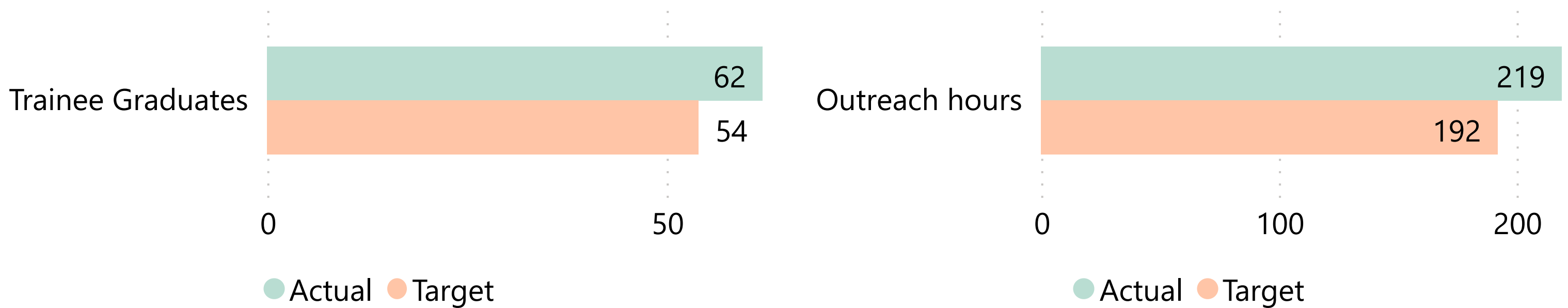
Funding
$249,424

Providers
1

Service Objectives

Trainee Graduates
- Actual: 62
- Target: 54

Outreach hours
- Actual: 219
- Target: 192

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training and Professional Development*	Trainees demonstrate increased caregiver competencies (based on pre/post assessment)	62	92%	80%
Provider Training and Professional Development*	Trainees report the program provided useful information that improved their caregiving abilities	61	100%	75%
Provider Training and Professional Development*	Trainees report they have developed additional skills to work more competently in diverse community-based and long-term care settings	58	100%	75%

*Key Measurement Theme for Service Area

Appendix A: DAS Service List

The table below lists DAS services alphabetically, and identifies which one of seven broad service areas each services falls into. It also indicates which services are Dignity Fund-eligible.

Service	Service Area	DF Eligible
Adult Day Health Center (ADHCs)	Connection & Engagement	Y
Adult Day Programs	Caregiver Support	Y
Adult Protective Services (APS)	Self-Care & Safety	N
Advocacy: Home Care	Access & Empowerment	Y
Advocacy: Housing	Access & Empowerment	Y
Advocacy: Long-Term Care	Access & Empowerment	Y
Aging and Disability Resource Centers (ADRCs)	Access & Empowerment	Y
Caregiver Respite	Caregiver Support	Y
Case Management	Case Management	Y
Chronic Disease Management Programs	Nutrition & Wellness	Y
Community Bridge	Connection & Engagement	Y
Community Connector	Connection & Engagement	Y
Community Living Fund (CLF)	Case Management	Y
Community Service Centers	Connection & Engagement	Y
Congregate Meals	Nutrition & Wellness	Y
County Veterans Service Office (CVSO)	Access & Empowerment	N
DAS Intake	Access & Empowerment	Y
Elder Abuse Prevention Services	Self-Care & Safety	Y
Employment Support	Connection & Engagement	Y
Empowerment Programs	Access & Empowerment	Y
Family Caregiver Support Program	Caregiver Support	Y
Food Pantry	Nutrition & Wellness	Y
Health Insurance Counseling and Advocacy Program (HICAP)	Access & Empowerment	Y
Health Promotion - Physical Fitness	Nutrition & Wellness	Y
Home-Delivered Groceries	Nutrition & Wellness	Y
Home-Delivered Meals	Nutrition & Wellness	Y
Housing Subsidies	Housing Support	Y
In-Home Supportive Services (IHSS)	Self-Care & Safety	N
Intergenerational Programs	Connection & Engagement	Y
Legal Assistance	Access & Empowerment	Y
LGBTQ+ Care Navigation	Case Management	Y
LGBTQ+ Cultural Competency Trainings	Access & Empowerment	Y
LGBTQ+ Financial Literacy	Access & Empowerment	Y
LGBTQ+ Legal & Life Planning	Access & Empowerment	Y

Service	Service Area	DF Eligible
LGBTQ+ Community Services in Adult Day Health Centers (ADHCs)	Connection & Engagement	Y
Long-Term Care Ombudsman	Self-Care & Safety	Y
Money Management	Case Management	Y
Naturalization	Access & Empowerment	Y
Neighborhood Choirs	Connection & Engagement	Y
Neighborhood-Based Programs	Connection & Engagement	Y
Nutrition as Health	Nutrition & Wellness	Y
Nutrition Education	Nutrition & Wellness	Y
Peer Ambassadors	Access & Empowerment	Y
Public Administrator	Self-Care & Safety	N
Public Conservator	Self-Care & Safety	N
Public Guardian	Self-Care & Safety	N
Rental Assistance Demonstration Project	Housing Support	Y
Representative Payee	Self-Care & Safety	N
Residential Care Facilities for the Elderly (RFCE) Support	Housing Support	N
Scattered Site Housing	Housing Support	Y
Senior Companion	Connection & Engagement	Y
Senior Escorts	Self-Care & Safety	Y
Senior Ex-Offender Program	Connection & Engagement	Y
SF Connected	Connection & Engagement	Y
Short-Term Home Care for Seniors	Self-Care & Safety	Y
Suicide Prevention & Emotional Support	Self-Care & Safety	Y
Support at Home	Self-Care & Safety	Y
Support Services for People with Collecting Behaviors	Self-Care & Safety	Y
Technology at Home	Connection & Engagement	Y
Transgender and Gender Non-Conforming (TGNC) Supports	Connection & Engagement	Y
Transportation	Access & Empowerment	Y
Veterans Drop-In Center	Connection & Engagement	Y
Veterans Services Connect	Housing Support	Y
Village Programs	Connection & Engagement	Y
Volunteer Visitors	Connection & Engagement	Y
Workforce Support	Self-Care & Safety	Y

Appendix B. Map of San Francisco Zip Codes
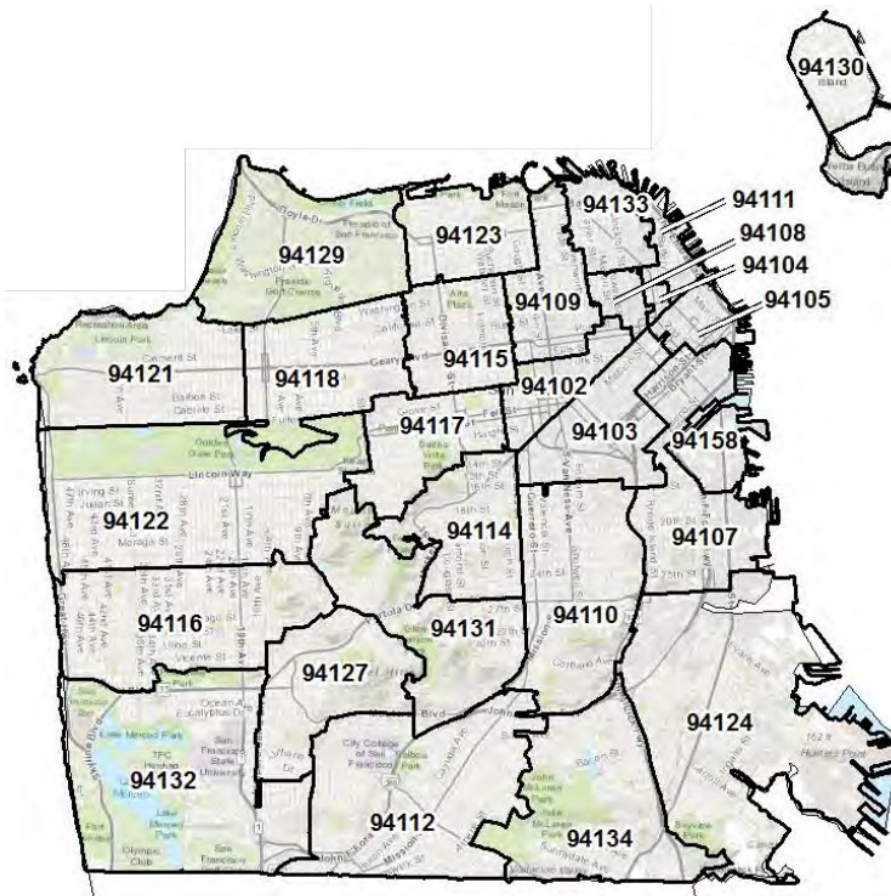
Zip Code	San Francisco Neighborhood	Zip Code	San Francisco Neighborhood
94102	Hayes Valley/Civic Center/ Tenderloin	94118	Inner Richmond
94103	South of Market	94121	Outer Richmond
94104	Financial District	94122	Sunset
94105	Rincon Hill	94123	Marina/Cow Hollow
94107	Potrero Hill/SOMA	94124	Bayview/Hunters Point
94108	Chinatown	94127	St. Francis Wood/Miraloma/ West Portal
94109	Polk/Russian Hill/Nob Hill	94129	Presidio
94110	Mission District/Bernal Heights	94130	Treasure Island
94111	Embarcadero	94131	Twin Peaks/Glen Park
94112	Ingleside/Excelsior	94132	Lake Merced/Lakeside
94114	Castro/Noe Valley	94133	North Beach
94115	Western Addition/Japantown	94134	Visitacion Valley
94116	Sunset/Parkside/Forest Hill	94158	Mission Bay
94117	Haight-Ashbury		

Appendix C. Profile of Clients Served in FY 2021-22

This appendix provides a demographic profile of individuals who participated in Dignity Fund eligible services in FY 2021-22. This profile is based on an unduplicated client count of individuals enrolled in programs tracked in the CA GetCare and SF GetCare data systems.

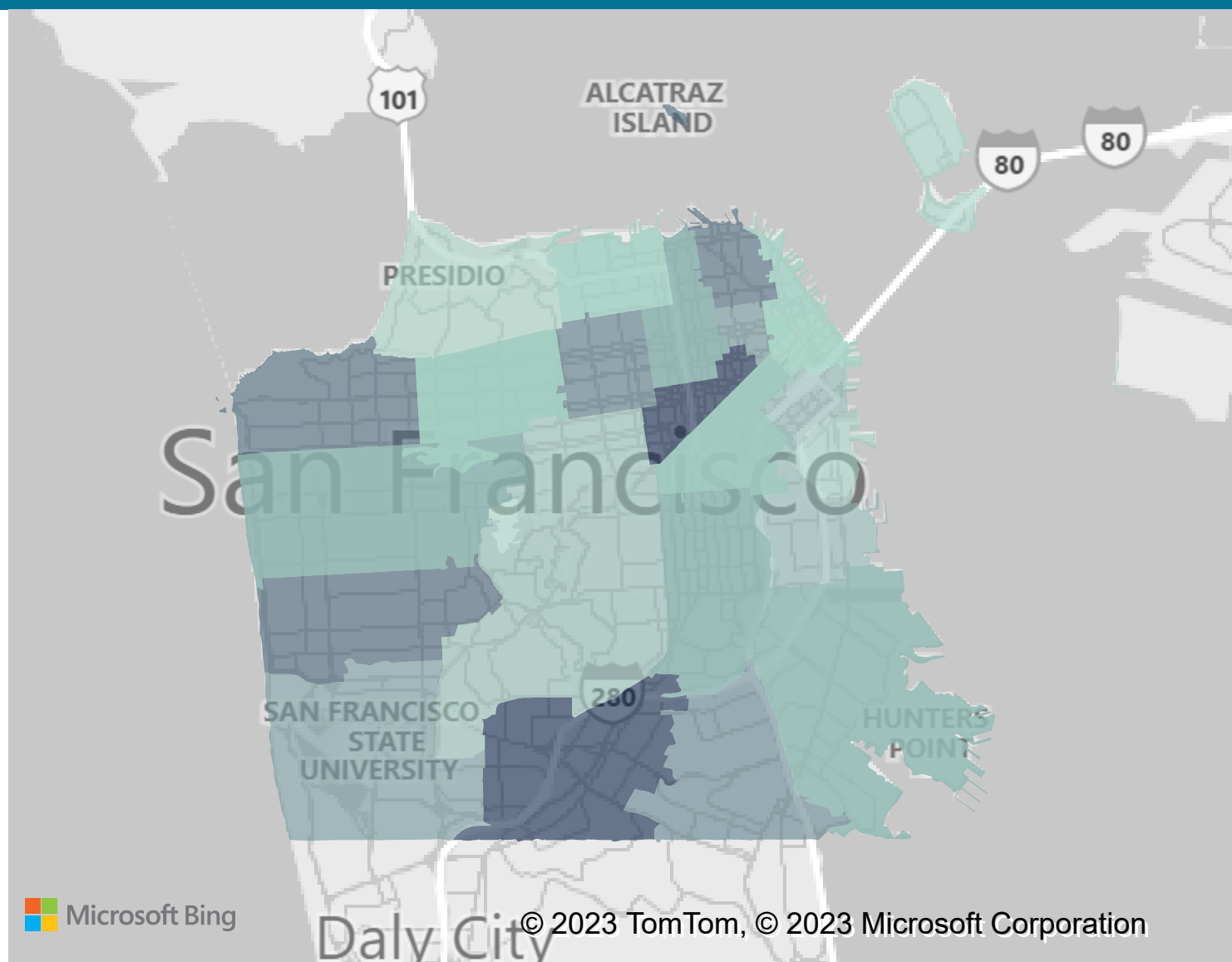Please see the following page for this client profile.
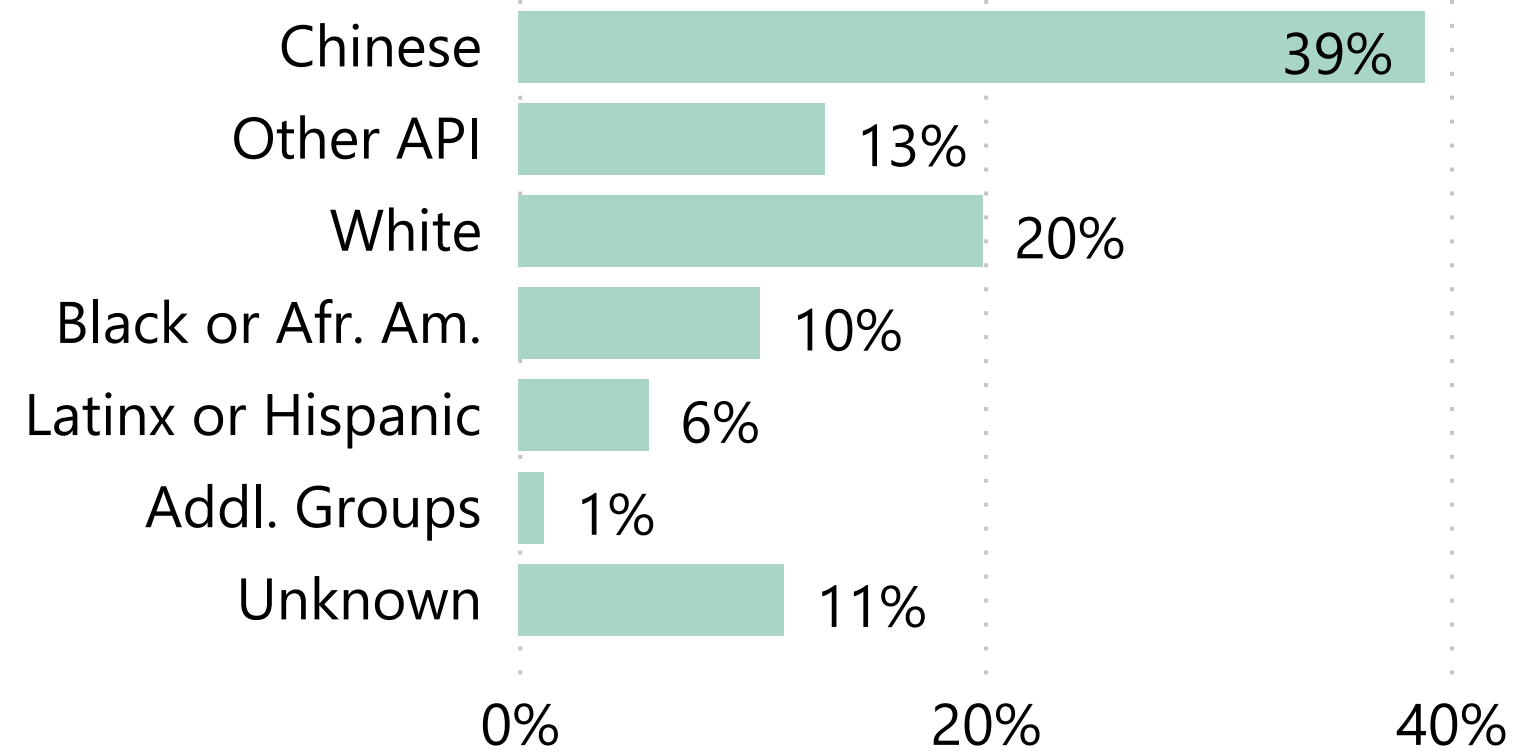
All Clients
Client Profile

Service Levels

Unduplicated Clients	39,909
Enrollments	101,195

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese: 39%
- Other API: 13%
- White: 20%
- Black or Afr. Am.: 10%
- Latinx or Hispanic: 6%
- Addl. Groups: 1%
- Unknown: 11%

Primary Language

- Chinese: 35%
- English: 33%
- Spanish: 6%
- Filipino: 3%
- Russian: 3%
- Addl. Groups: 4%
- Unknown: 16%
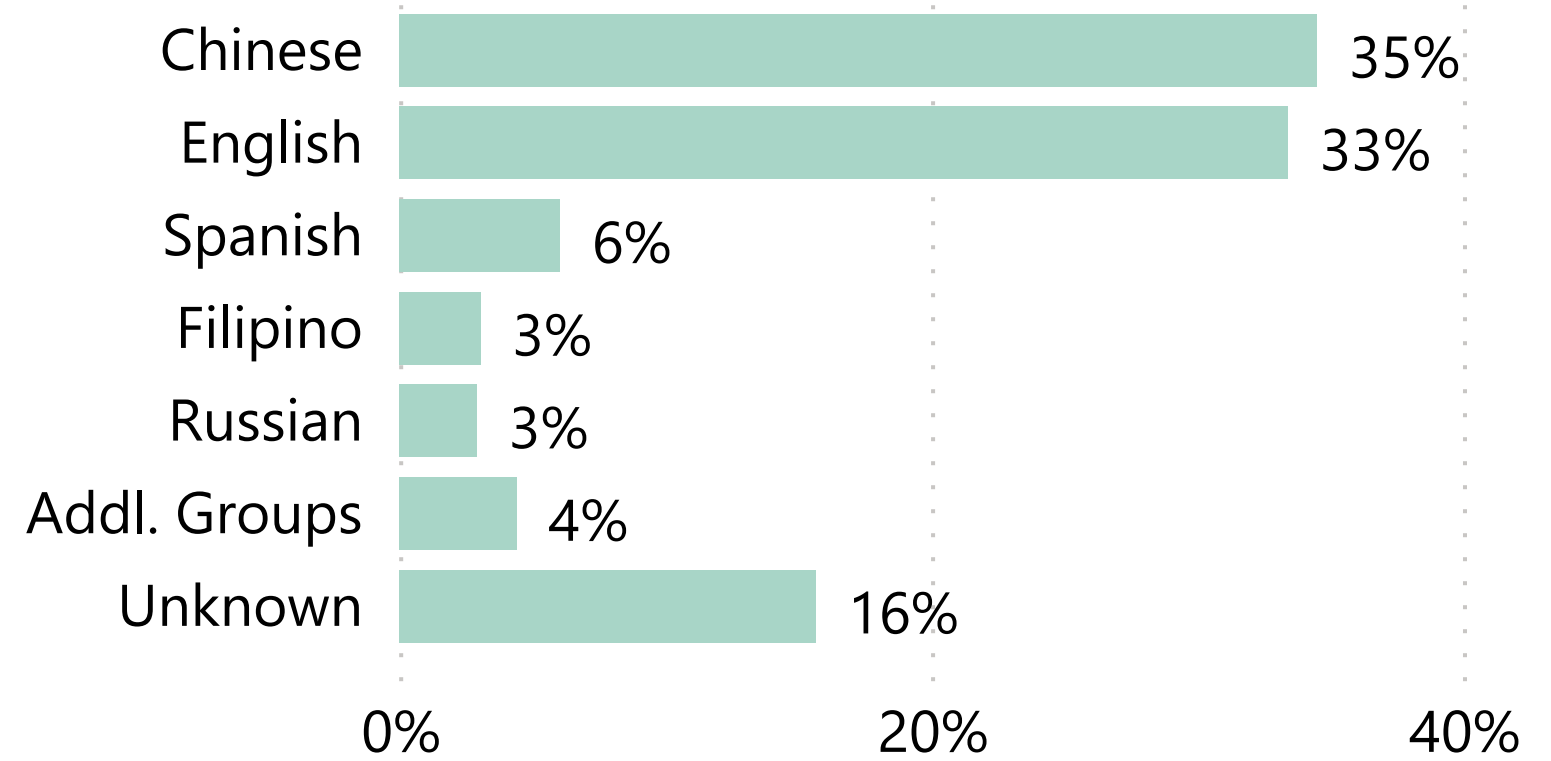
Gender Identity

Female	56%
Male	39%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	4%
Total	**100%**

Sexual Orientation

Straight/Heterosexual	79%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	16%
Total	**100%**

Age

●18-35 ●36-50 ●60-64 ●65-74 ●75-84 ●85+ ●Unknown

10%	39%	28%	16%	