



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

Dignity Fund Data & Evaluation Report

FY 2020-21

[DRAFT]



Contents

- Contents1
- Introduction2
- Background3
- Reading this Report5
- Highlights from FY 2020-21.....6
- Access & Empowerment..... 8
- Caregiver Support.....24
- Case Management & Care Navigation31
- Community Connection & Engagement39
- Housing Support66
- Nutrition & Wellness73
- Self-Care & Safety 89
- Appendix A: DAS Service List99
- Appendix B. Map of San Francisco Zip Codes101
- Appendix C. Profile of Clients Served in FY 2020-21.....102

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 services¹ in FY 2020-21. 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 began just a few short months after the outbreak of the **global COVID-19 pandemic**. FY 2020-21 was the first full fiscal year during which DAS provided services against the backdrop of this crisis. **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 2020-21* section of this report for a summary of key achievements across Dignity Fund services in this period.

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 \$418 million in FY 2020-21, DAS is supported by a staff of 372 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 services² 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 2020-21 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.sfhhsa.org/das>.

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 and assessment of caregiver needs.
- **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 2020-21 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 2020-21 (Appendix C).

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 2020-21

In FY 2020-21, DAS partnered with community providers throughout the city to deliver Dignity Fund services to more than 36,700 unduplicated individuals, across nearly 85,500 enrollments. In total, we allocated approximately \$88 million administering these programs.

DIGNITY FUND FY 2020-21: OVERALL SERVICE LEVELS AND FUNDING

Total Enrollments	Total Unduplicated Clients*	Total Funding
85,482	36,740	\$88,395,910

**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.*

Notably, **FY 2020-21 was the first full fiscal year during which DAS provided services in the evolving crisis context of the COVID-19 pandemic.** DAS staff and community providers worked tirelessly during the pandemic to ensure continuity of services while remaining responsive to public health directives and evolving community needs. Across our service network, we redirected capacity to emergency response activities and the work of adapting our programs to offer remote and eventually hybrid service delivery models. These dramatic upheavals are often reflected in our data for this reporting period, for example, in lower-than-expected service levels or in missing outcome data. Nevertheless, we also see that in many programs, service providers continued to reach a significant volume of clients despite the challenges of the pandemic — meeting and in some cases even exceeding performance targets set prior to the COVID-19 outbreak.

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 21,100 clients* across 26,500 enrollments.
 - We provided information, referral, and assistance support to over 20,900 individuals through the Aging and Disability Resource Centers and DAS Intake.
 - We provided more than 29,100 hours of Legal Assistance to nearly 1,900 clients.
- **Caregiver Support:** We served over 700 clients with a total of nearly 1,600 enrollments.
 - Adult Day Programs served clients at significantly lower than target levels due to the challenges of navigating COVID-19 site closures.
 - We provided more than 21,500 hours of respite to over 230 caregivers through the Caregiver Respite program.

- **Case Management & Care Navigation:** We served 2,100 clients with a total of 2,200 enrollments.
 - We provided 6,400 care navigation hours to more than 400 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support.
 - We provided about 160 Money Management clients more than 7,500 hours of assistance to manage their income and assets.

- **Community Connection & Engagement:** We served more than 16,100 clients* across approximately 19,600 enrollments.
 - We served over 16,100 unduplicated clients at our Community Service Centers, located at approximately 40 sites throughout the city, as well as in hybrid service formats following the outbreak of COVID-19.
 - About 89% of surveyed clients participating in our Neighborhood-Based Programs — originally pilot programs launched with Dignity Fund support — experienced positive outcomes with respect to Engagement and Socialization.

- **Housing Support:** We served about 890 clients* across a total of 930 enrollments.
 - We served approximately 2,000 clients across our 20 Rental Assistance Demonstration sites, and hosted nearly 2,100 events and activities to promote service and social connection among tenants.
 - Veterans Services Connect clients indicated in consumer surveys that services helped them feel a greater sense of connection to their residential community (96%) and develop new knowledge of services that support their independent living (91%).

- **Nutrition & Wellness:** We served more than 25,700 clients* with a total of 39,700 enrollments.
 - Our major food programs experienced increased and persistent demand for meal and grocery services in the wake of the COVID-19 outbreak. Congregate Meals, Food Pantry, Home-Delivered Groceries, and Home-Delivered Meals collectively served over 24,700 unduplicated clients across and provided 6.5 million meals and/or food bags.
 - We continued to provide Health Promotion – Physical Fitness exercise classes virtually during the temporary suspension of in-person services. About 93% of surveyed clients reported improved health and/or fitness due to their participation in these classes.

- **Self-Care & Safety:** We served approximately 190 clients* across 700 enrollments.
 - Through our Short-Term Home Care for Seniors program, we provided nearly 1,600 hours of home care to approximately 850 clients, helping them to live safely in the community and prevent premature institutionalization.
 - We launched Senior Escort services within our Peer Ambassador program to address emergent community needs arising from COVID-19-related anti-Asian hate violence.

Access & Empowerment

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.

FY 2020-21 HIGHLIGHTS

- We served 21,100 clients* with a total of 26,500 enrollments across all Access & Empowerment services. In total, DAS allocated \$11.2 million for services in this area.
- We provided information, referral, and assistance support to over 20,900 individuals through the Aging and Disability Resource Centers and DAS Intake. These programs supported a significant increase in call volume following the COVID-19 outbreak.
- We provided more than 29,100 hours of Legal Assistance to nearly 1,900 clients—meeting or exceeding service targets despite the challenges of pivoting to a virtual service delivery model.

DIGNITY FUND FY 2020-21: ACCESS & EMPOWERMENT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
26,518	21,143	\$11,154,286

* 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.

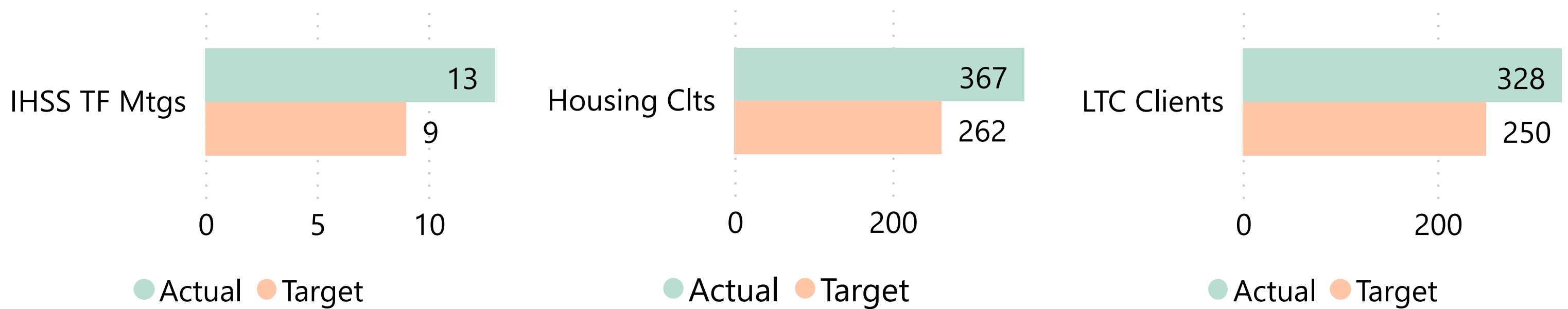
Funding

\$206,936

Providers

1

Service Objectives



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			85%
LTC Advocacy	Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities			70%
LTC Advocacy	Service Connection*	Clients seeking support report they are connected to resources that enable them to better access long-term care services			70%

*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 2020-21.

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.

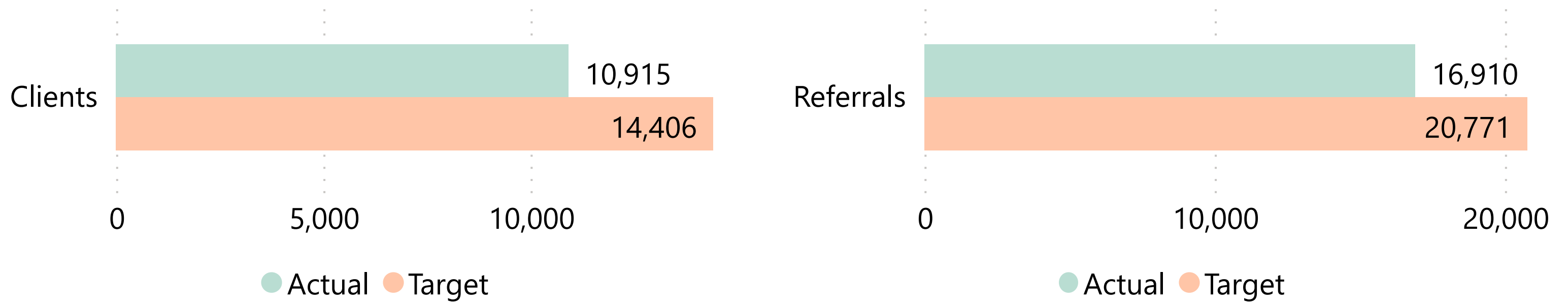
Funding

\$1,404,873

Providers

10

Service Objectives



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 2020-21.

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.

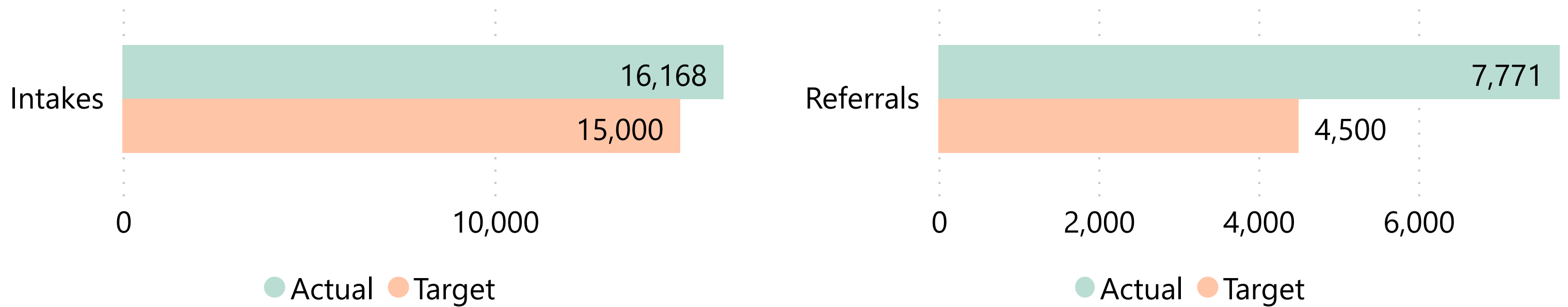
Funding

\$4,365,155

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients easily reach information and referral specialists (measured by call abandonment rate)	44111	8%	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.

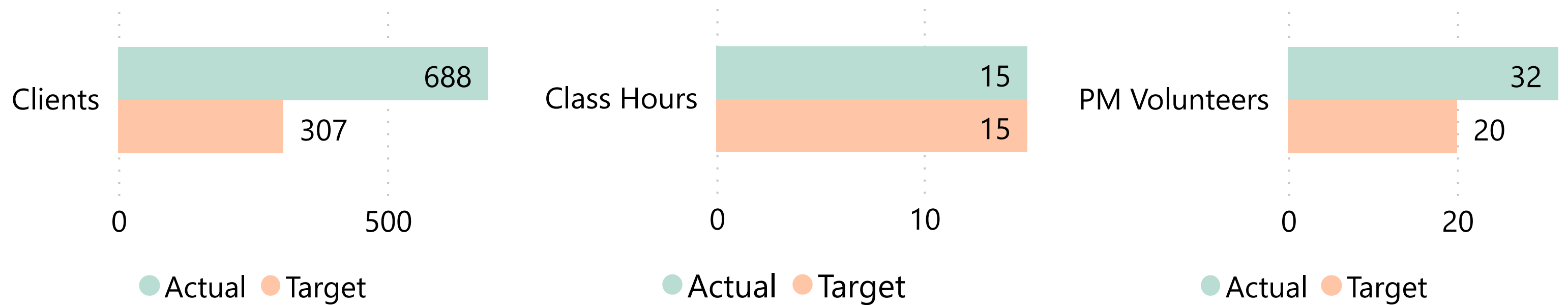
Funding

\$111,244

Providers

2

Service Objectives



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			85%
Empowerment*	Senior & Disability Survival School students volunteer for community organizations or participate in a public policy process			25%
Empowerment*	Senior & Disability University students volunteer for community organizations or participate in a public policy process			50%
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			50%

*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 2020-21.

Empowerment Programs

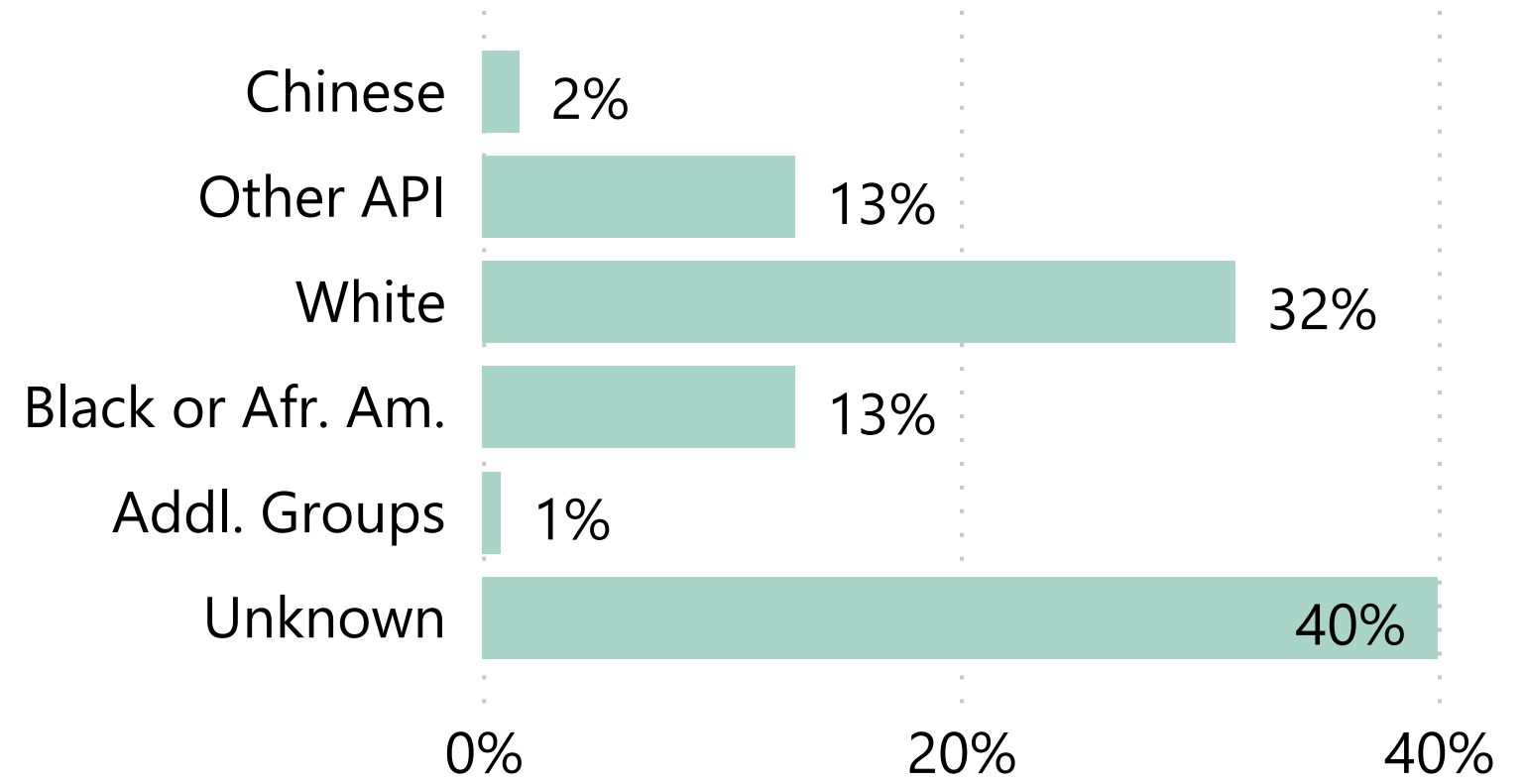
Client Profile

Service Levels

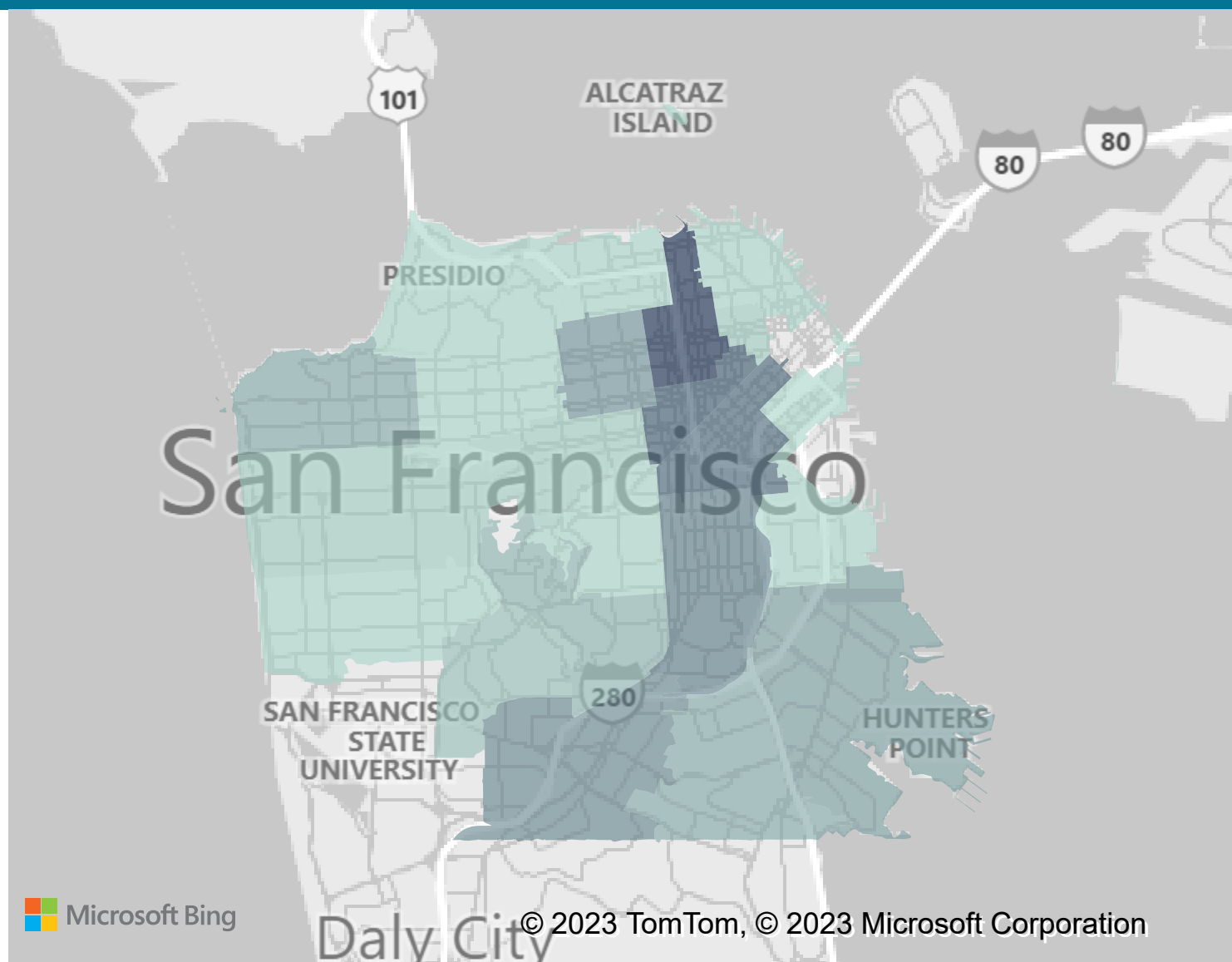
Unduplicated Clients	130
Enrollments	147

Analysis based on unduplicated clients

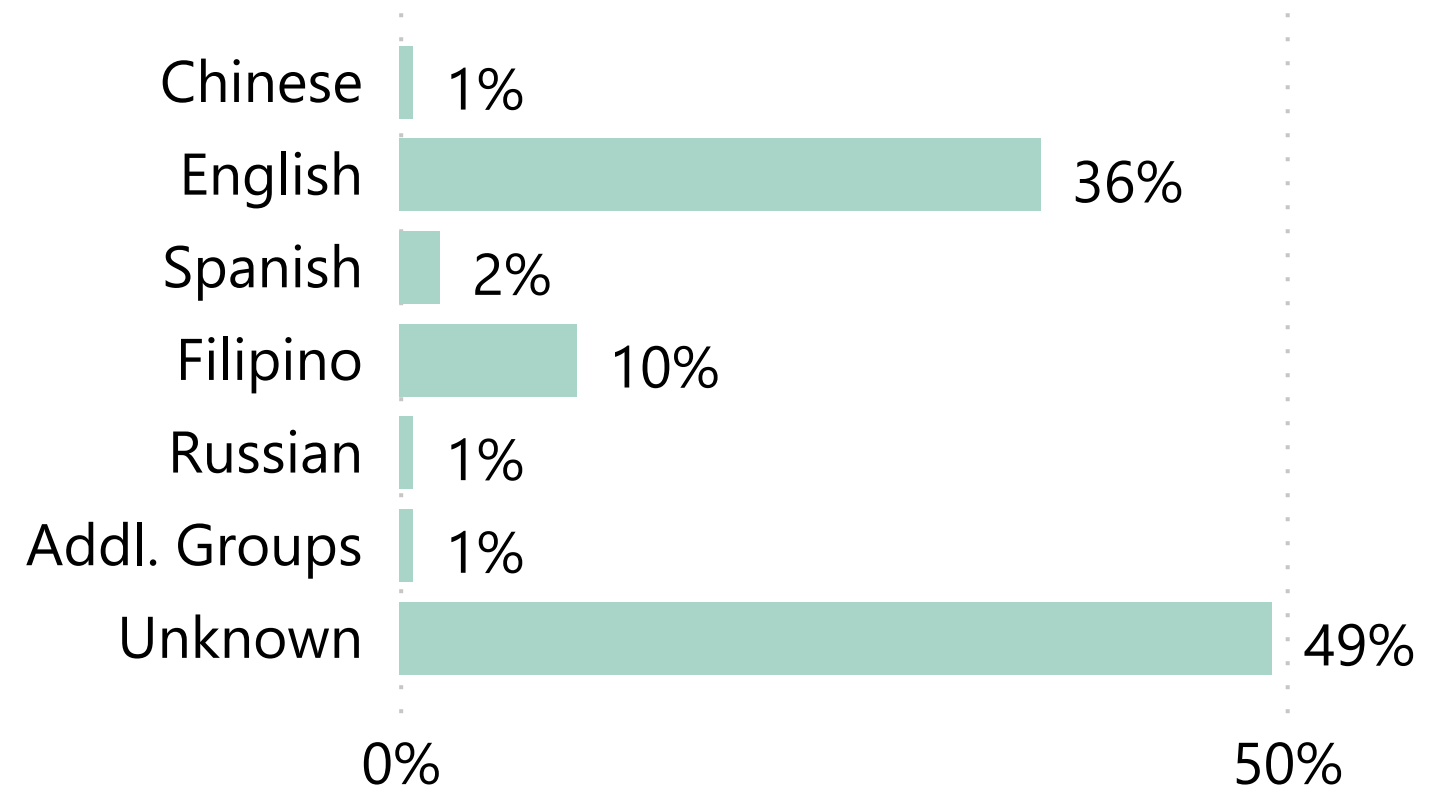
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

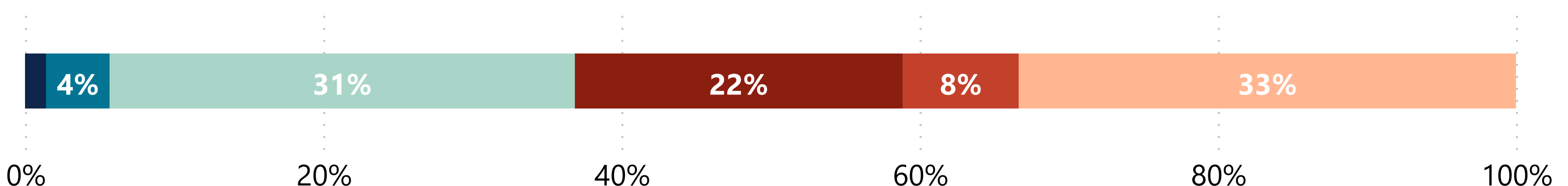
Female	55%
Male	17%
Trans Male	1%
Unknown	28%
Total	100%

Sexual Orientation

Straight/Heterosexual	45%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	2%
Unknown	50%
Total	100%

Age

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



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.

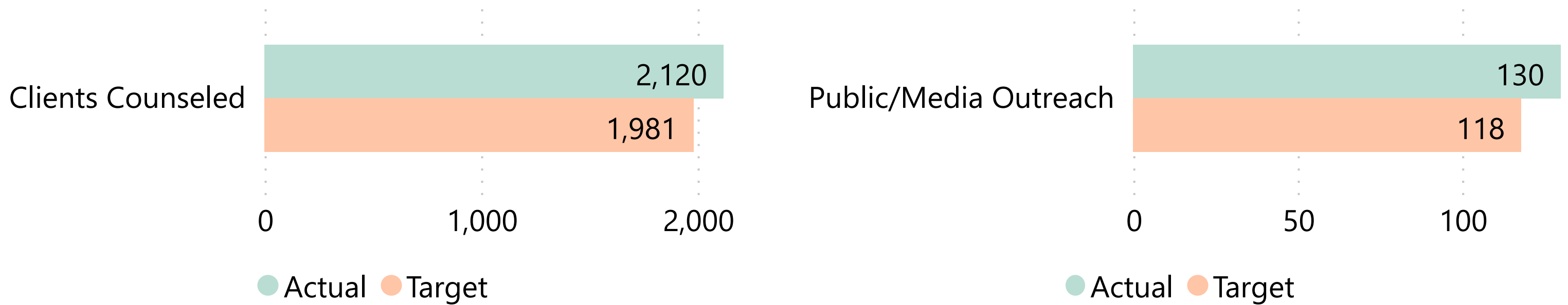
Funding

\$439,470

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients rate the outcome of their HICAP consultation as good or very good	18	100%	85%
Service Quality	Clients rate their HICAP counselor's communication skills as good or very good	18	100%	85%
Empowerment*	Clients report that MIPPA-HICAP services helped them make an informed decision	18	50%	75%

*Key Measurement Theme for Service Area

^Number surveyed not available

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.

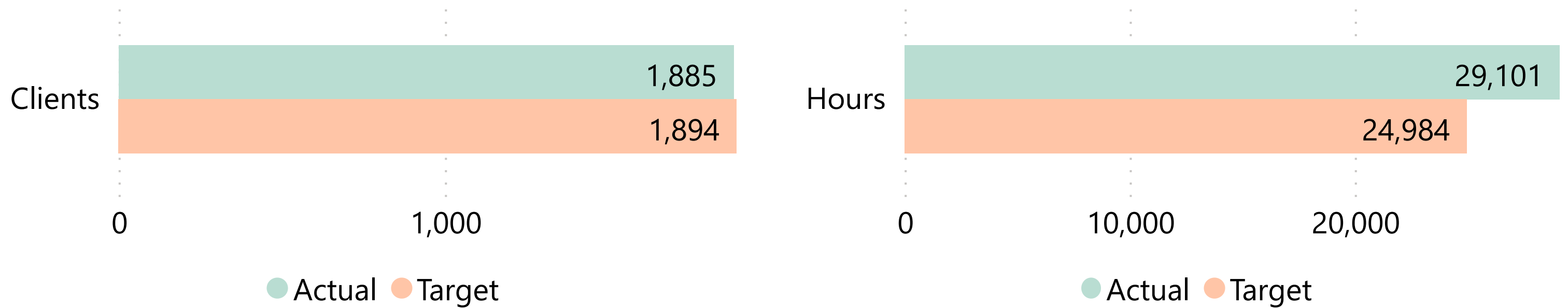
Funding

\$2,161,168

Providers

7

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Quantity/Service Objective	Percent of cases closed with a positive outcome	1134	61%	

*Key Measurement Theme for Service Area

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.

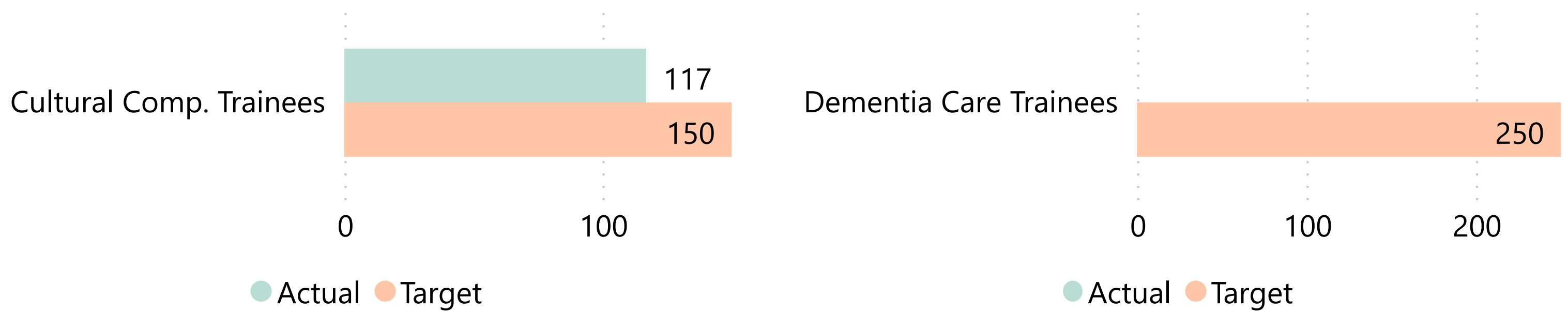
Funding

\$59,193

Providers

2

Service Objectives



Outcome Objectives

Service	*Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
LGBT Cultural Competency Training	Provider Training and Professional Development*	Agencies participating in training implement at least 1 best practice into agency policies and procedures			80%
LGBT Dementia Care Training	Provider Training and Professional Development*	Agencies participating in training implement at least 1 best practice into agency policies and procedures			80%
LGBT Cultural Competency Training	Service Quality	Trainees rate the quality of the training received as good or excellent			85%
LGBT Dementia Care Training	Service Quality	Trainees rate the quality of the training received as good or excellent			85%
LGBT Cultural Competency Training	Provider Training and Professional Development*	Trainees have helped clients to use appropriate services for LGBTQ clients with dementia after the training			85%
LGBT Dementia	Provider Training and Professional	Trainees have helped clients to use appropriate services for LGBTQ clients			85%

*Key Measurement Theme for Service Area

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

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.

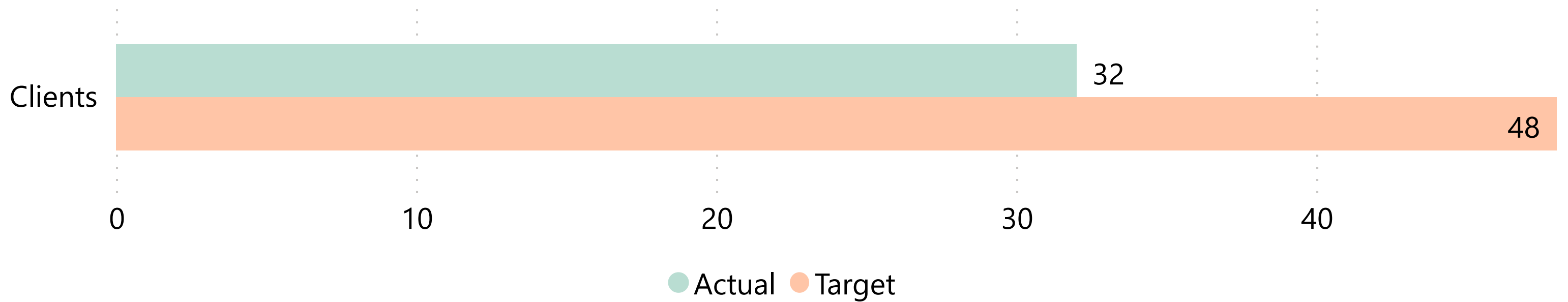
Funding

\$71,474

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	# of positive financial outcomes achieved (such as establishing a savings or checking account, increasing savings, or decreasing debt)			5700%
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 due to the COVID-19 emergency. Annual client surveys were not completed in FY 2020-21.

LGBTQ+ Financial Literacy

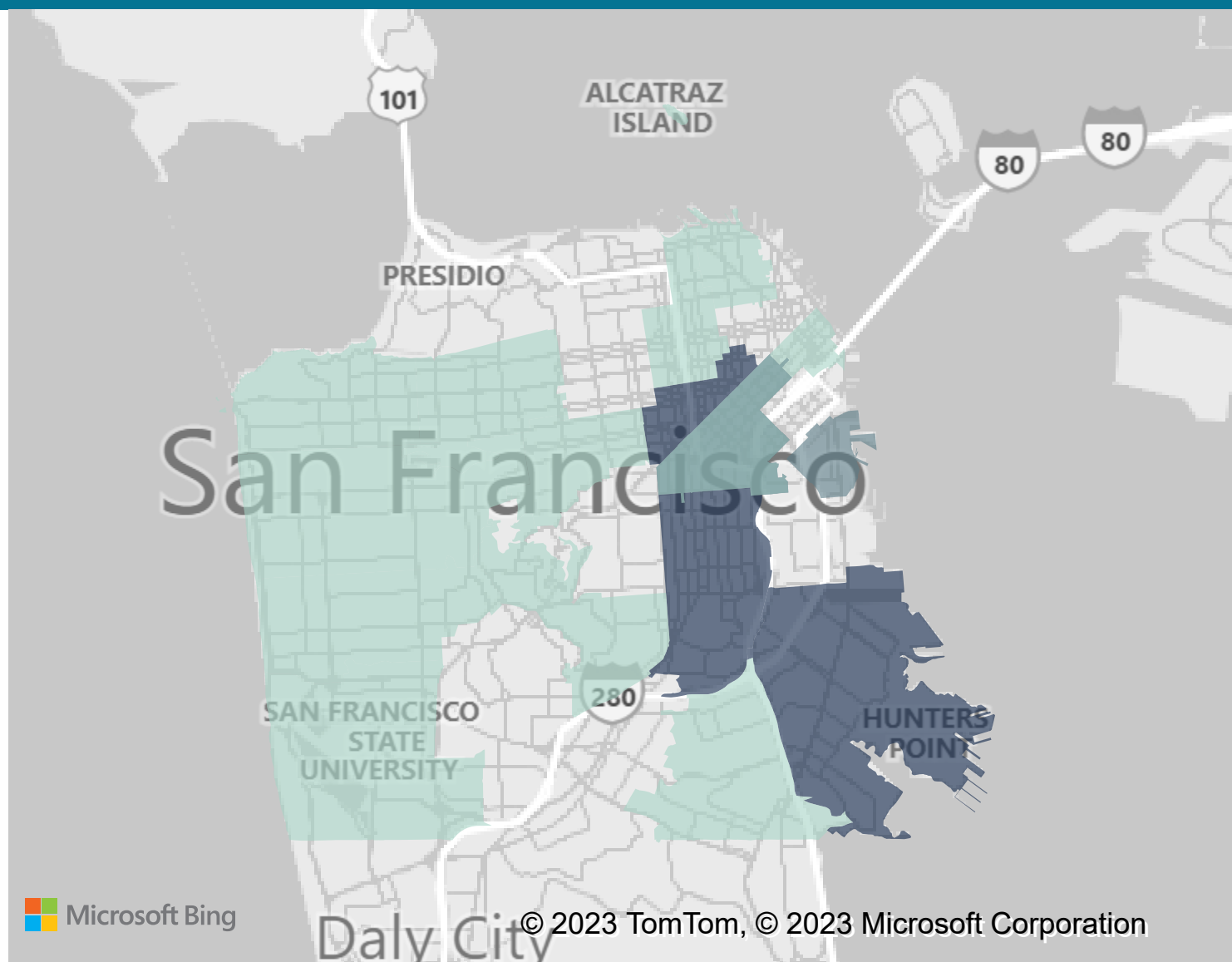
Client Profile

Service Levels

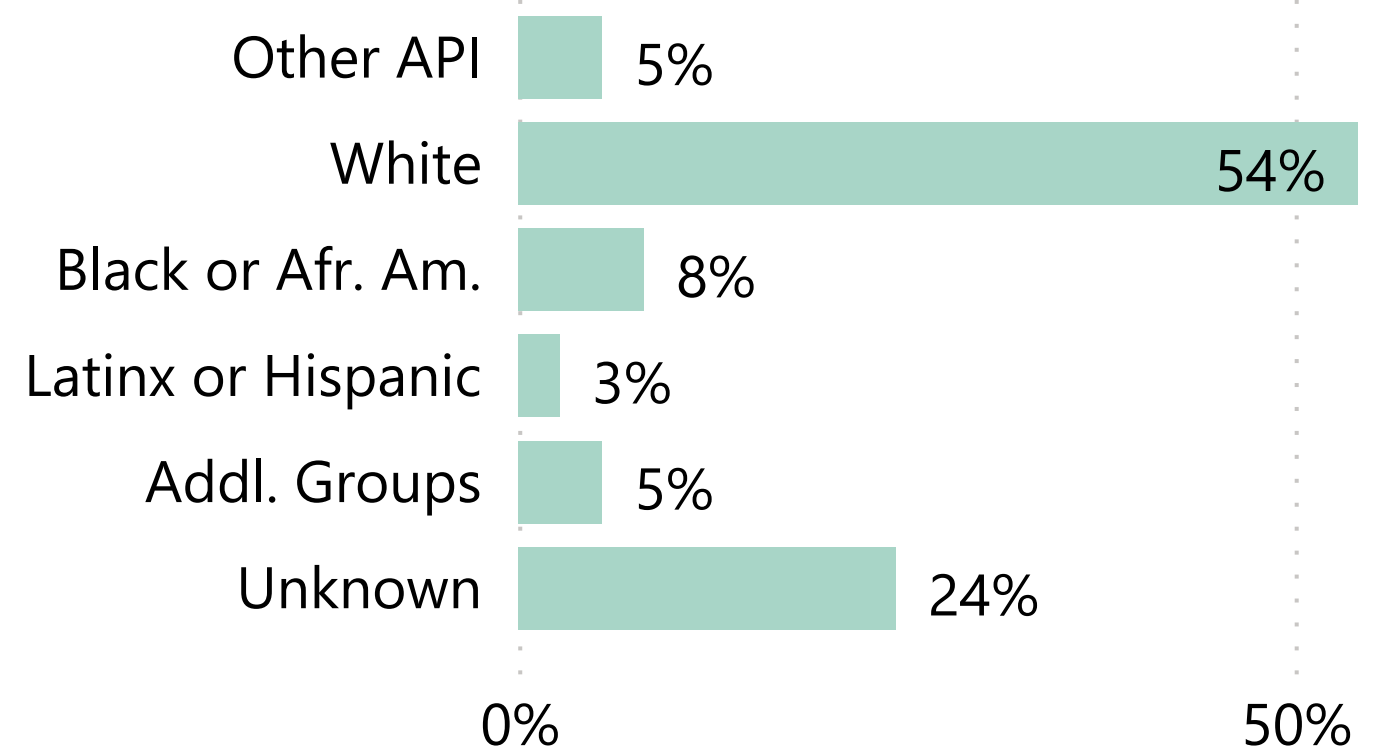
Unduplicated Clients	37
Enrollments	37

Analysis based on unduplicated clients

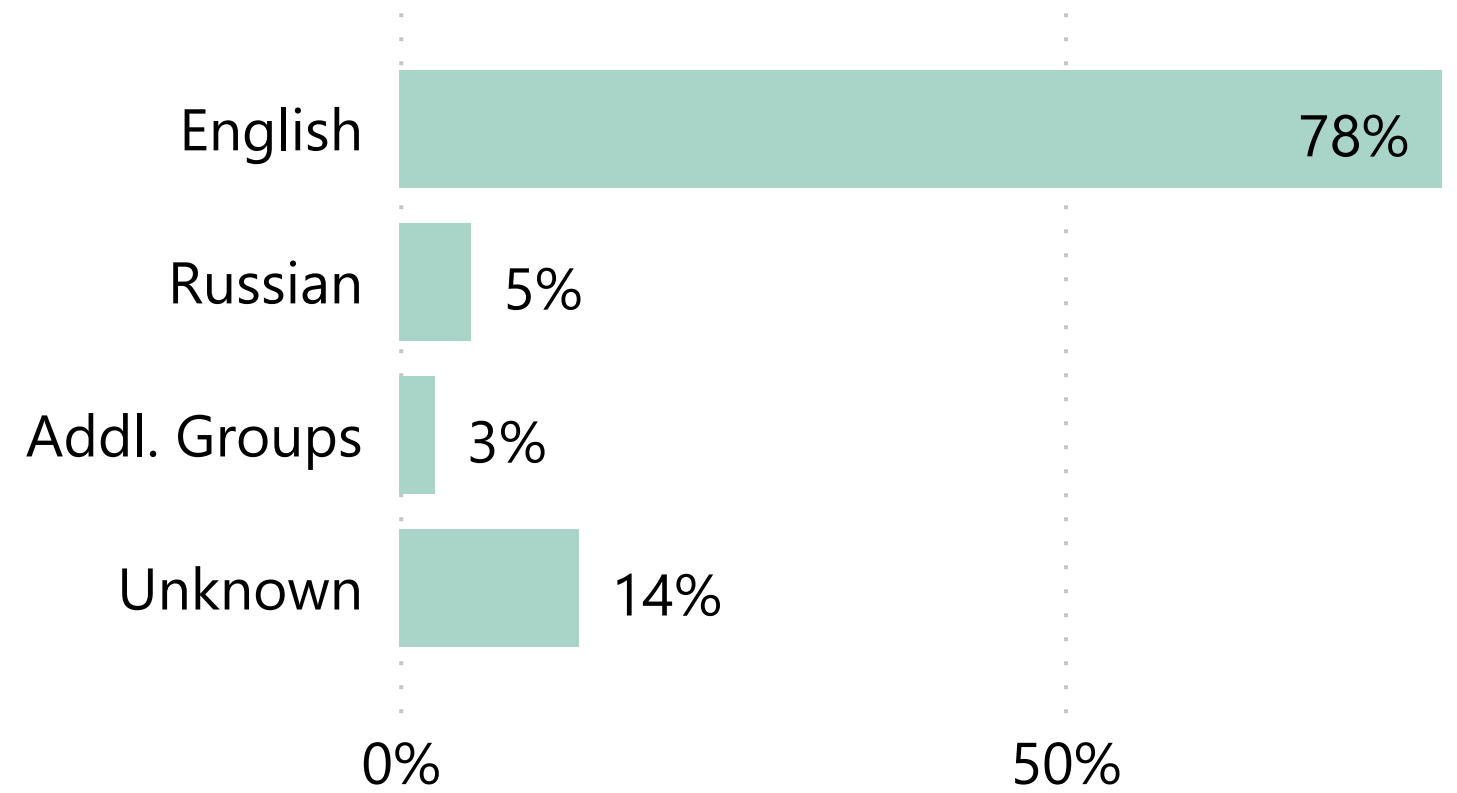
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	43%
Male	27%
Trans Female	8%
Genderqueer/Gender Non-binary	16%
Unknown	5%
Total	100%

Sexual Orientation

Straight/Heterosexual	38%
Gay/Lesbian/Same-Gender Loving	24%
Bisexual	16%
Addl. Groups	14%
Unknown	8%
Total	100%

Age

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



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.

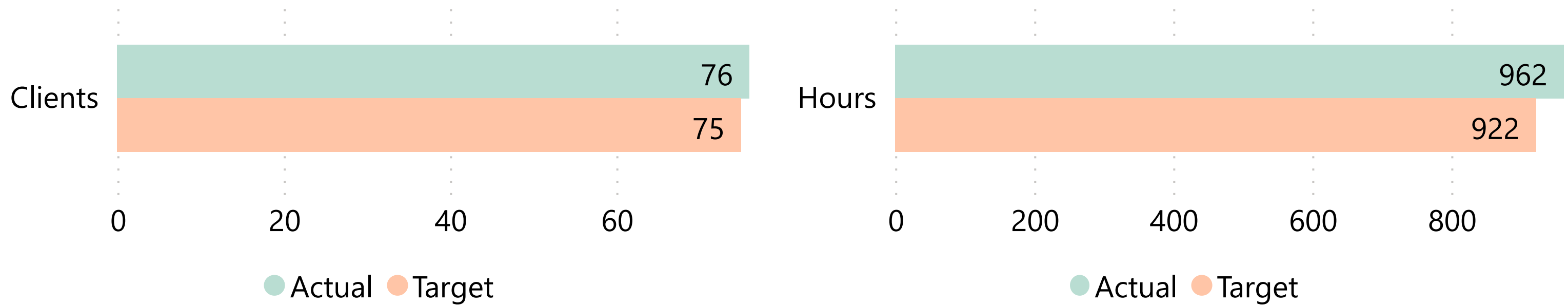
Funding

\$79,568

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients have an increased understanding of life planning services available to them			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			75%
Empowerment*	Clients feel safe and welcomed by program staff			80%
Service Quality	Clients rate the quality of services as good or excellent			80%

*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 2020-21.

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 accommodations to which they are entitled.

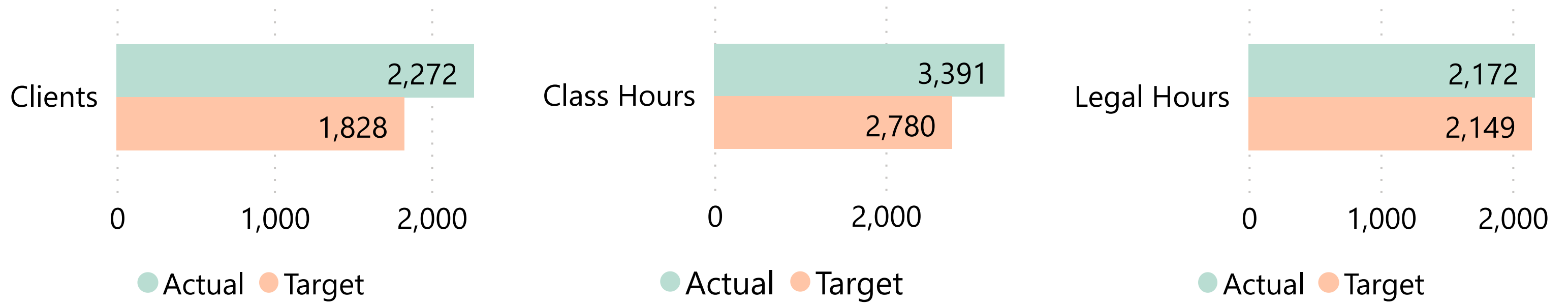
Funding

\$792,022

Providers

6

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
---------------	-------------------	------------	--------	--------

*Key Measurement Theme for Service Area

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.

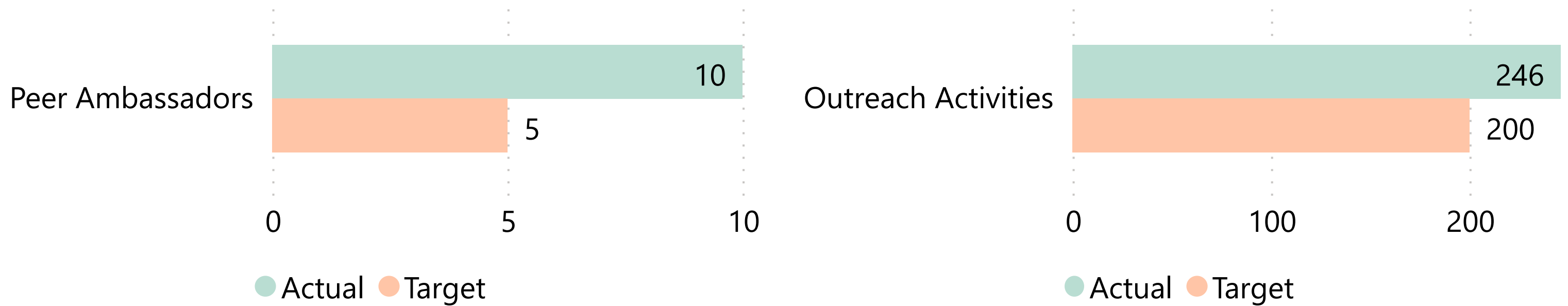
Funding

\$352,387

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization	Participants feel valued through their service as a Peer Ambassador			80%
Service Quality	Annual participant retention rate	4	75%	50%

*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.

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.

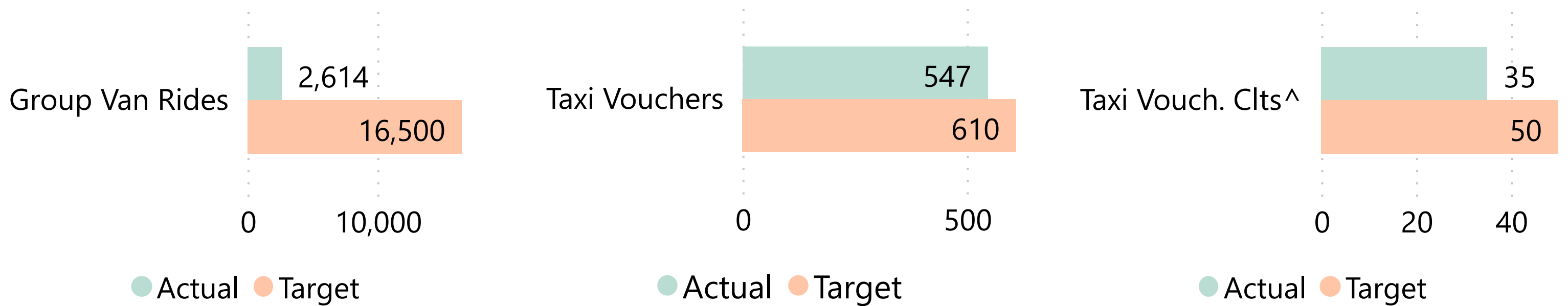
Funding

\$1,001,523

Providers

1

Service Objectives



Outcome Objectives

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

*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 2020-21.

Transportation

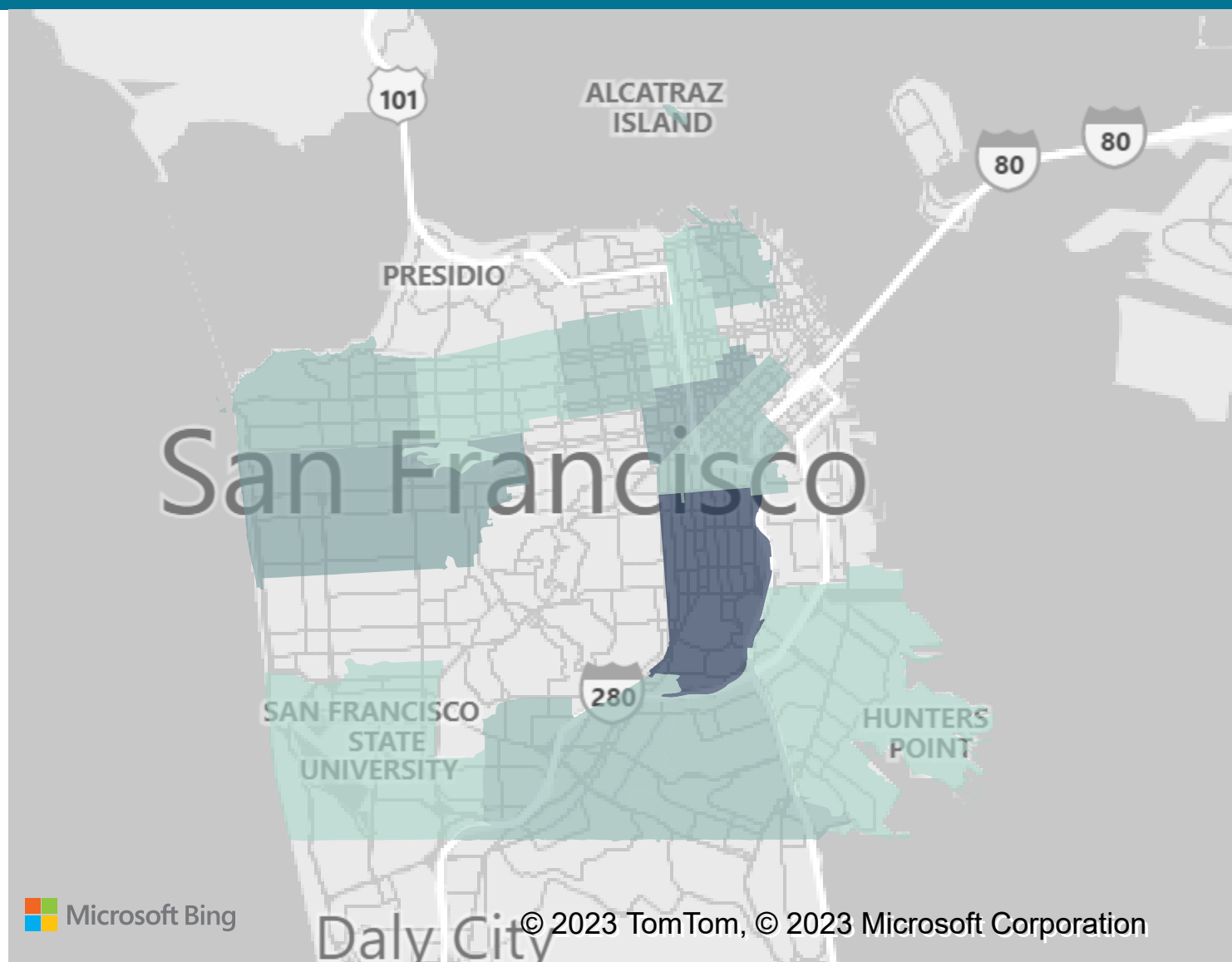
Client Profile

Service Levels

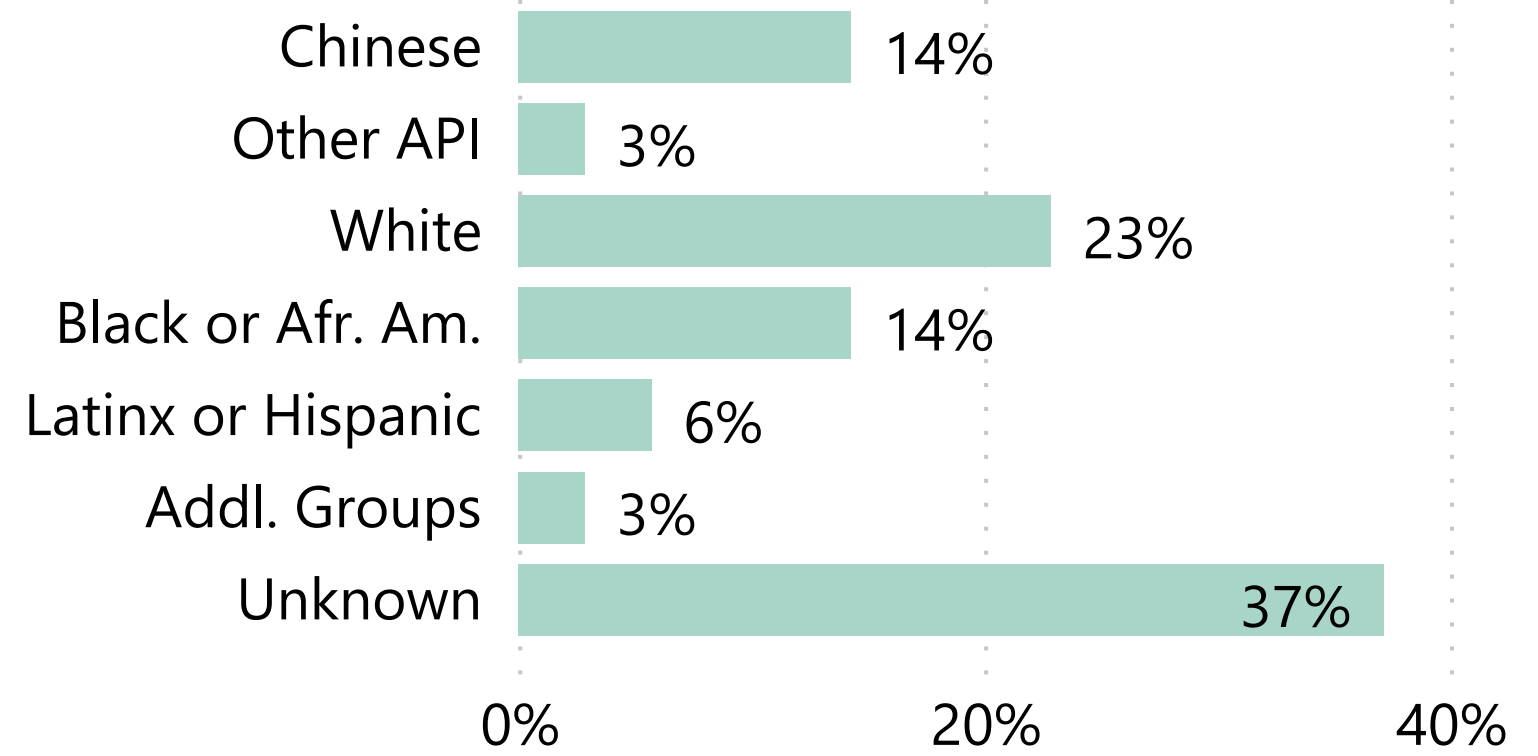
Unduplicated Clients	35
Enrollments	35

Analysis based on unduplicated clients

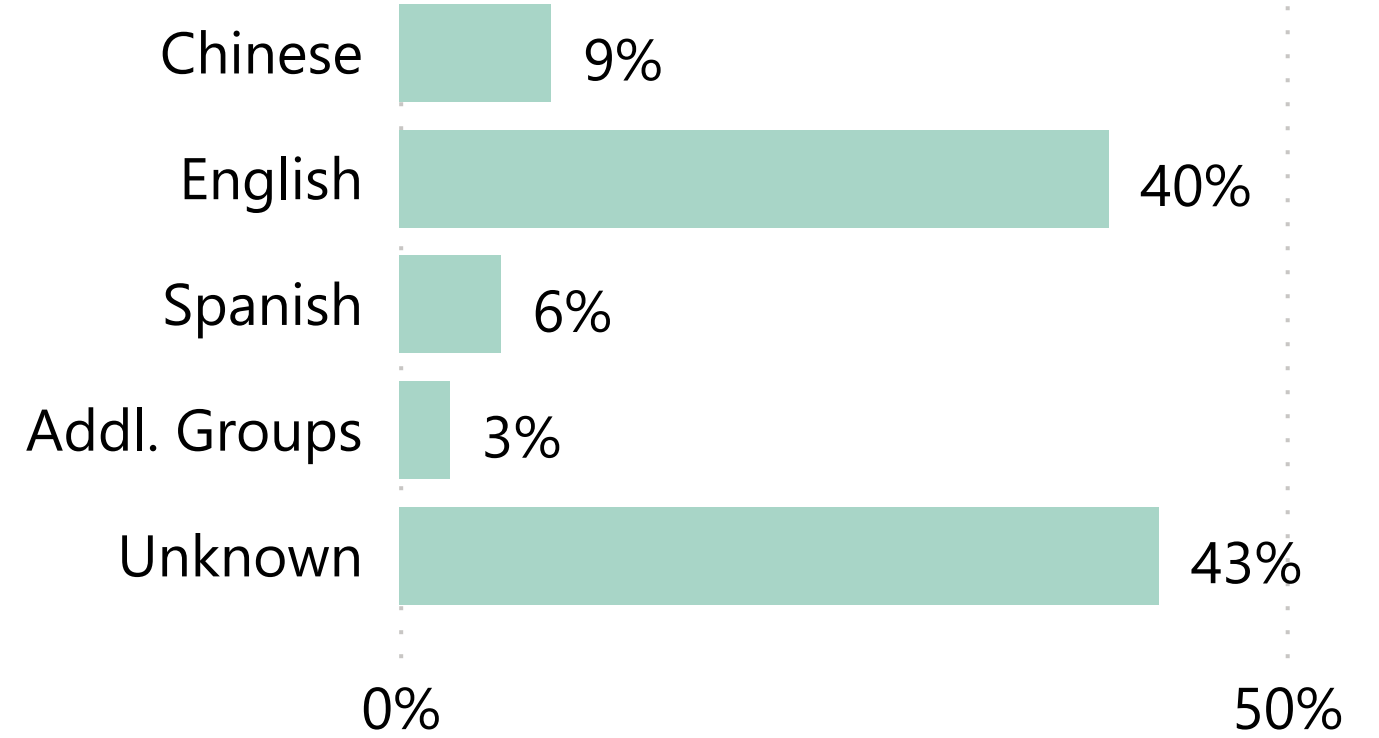
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	57%
Male	29%
Unknown	14%
Total	100%

Sexual Orientation

Straight/Heterosexual	69%
Addl. Groups	3%
Unknown	29%
Total	100%

Age

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



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 2020-21 HIGHLIGHTS

- We served over 700 clients with a total of nearly 1,600 enrollments across all Caregiver Support services. In total, DAS allocated \$2.3 million for services in this area.
- A reflection of temporary COVID-19 related site closures in this period, Adult Day Programs served clients at significantly lower than target levels. However, clients nevertheless indicated services were of high quality: for example, 100% of caregivers rated ADCRC information and counseling services as excellent or good.
- We provided more than 21,500 hours of respite to over 230 caregivers through the Caregiver Respite program. Surveyed caregivers reported a number of positive outcomes due to services: 98% reported being better able to provide quality care to their care recipient, 95% reported feeling less mental exhaustion, and 94% reported feeling less physical exhaustion.

DIGNITY FUND FY 2020-21: CAREGIVER SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients	Total Funding
1,567	746	\$2,311,236

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.

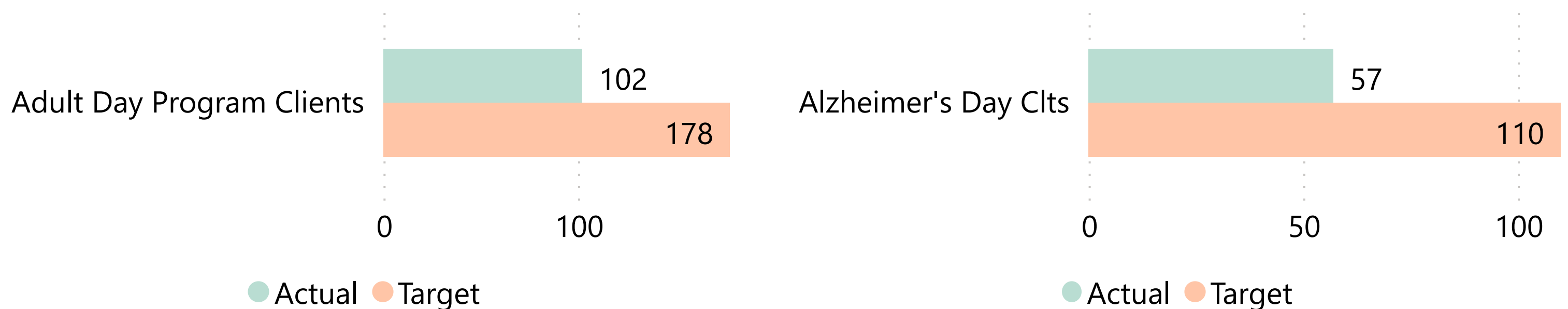
Funding

\$606,923

Providers

4

Service Objectives



Outcome Objectives

Service	*Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Adult Day Care	Quality of Life	Participants in on-site physical activities report feeling healthier due to their participation	60	97%	80%
Alzheimer’s Day Care Resource Center	Quality of Life	Participants in on-site physical activities report feeling healthier due to their participation	60	97%	80%
Adult Day Care	Service Quality	Clients rate the quality of services as excellent or good	222	48%	85%
Alzheimer’s Day Care Resource Center	Service Quality	Clients rate the quality of services as excellent or good	222	48%	85%
Adult Day Care	Service Quality	Caregivers rate the quality of information and counseling services they received from the ADCRC as excellent or good	44	100%	85%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics are unavailable due to the temporary suspension in FY 2020-21 of in-person services following the COVID-19 outbreak.

Adult Day Programs

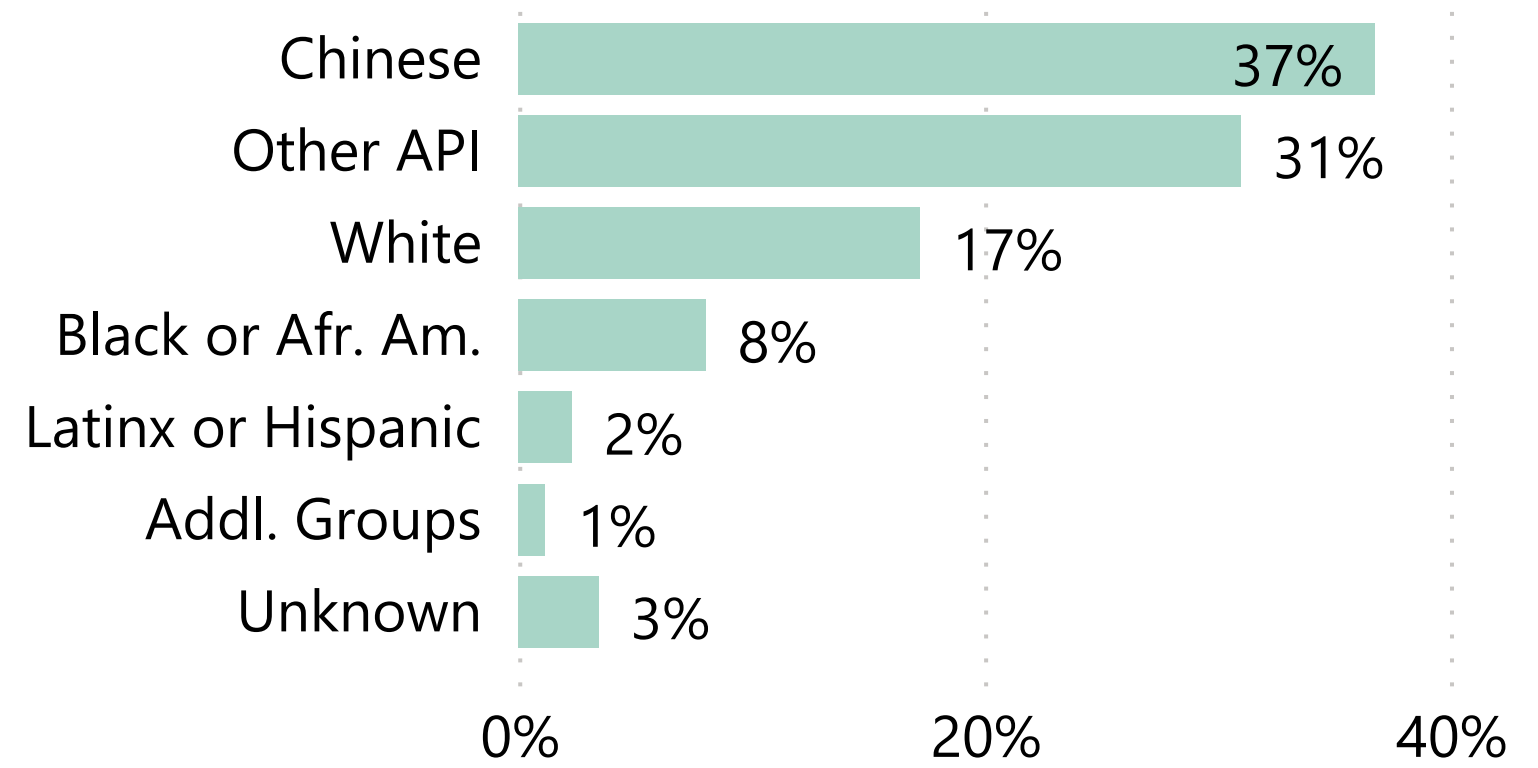
Client Profile

Service Levels

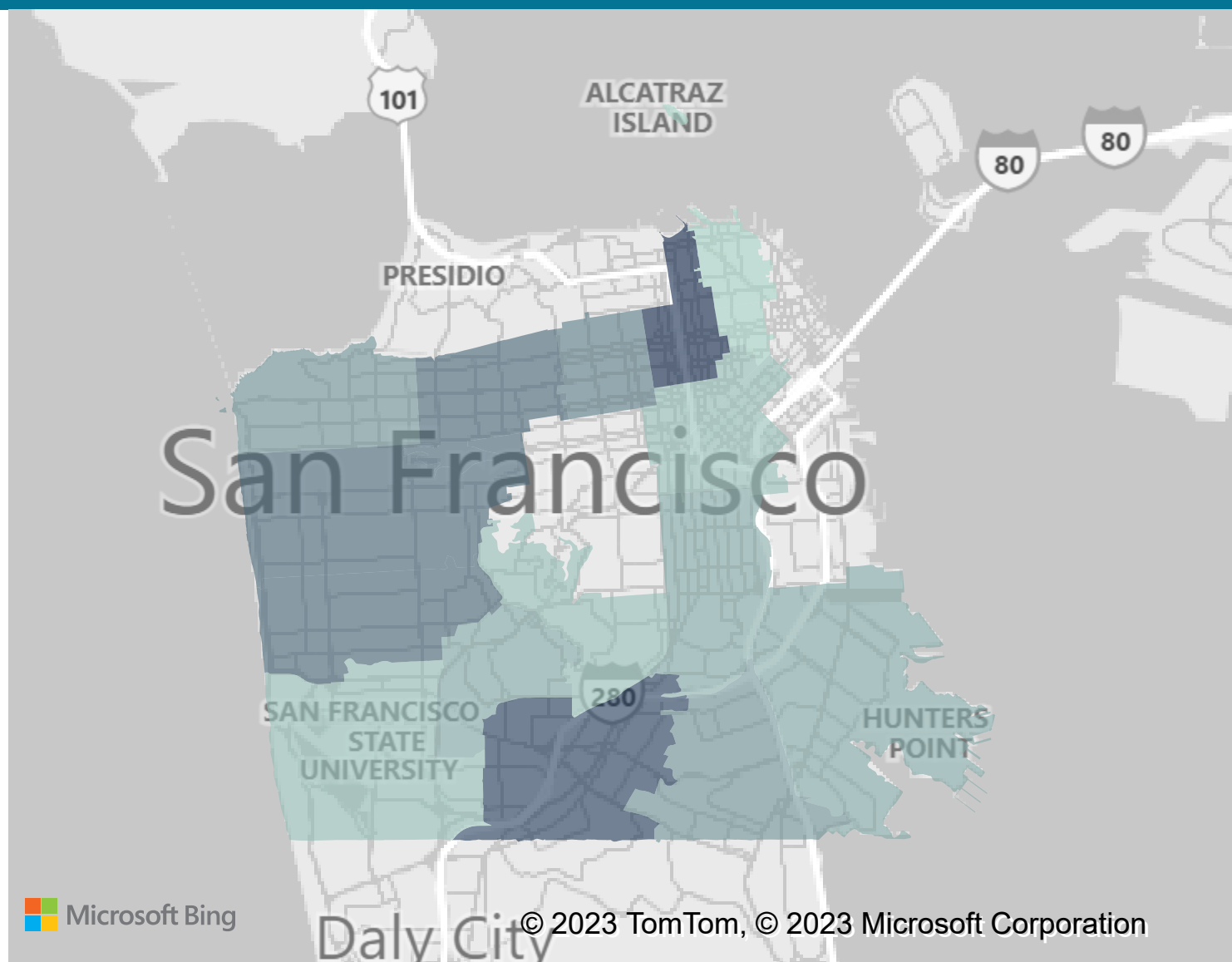
Unduplicated Clients	87
Enrollments	109

Analysis based on unduplicated clients

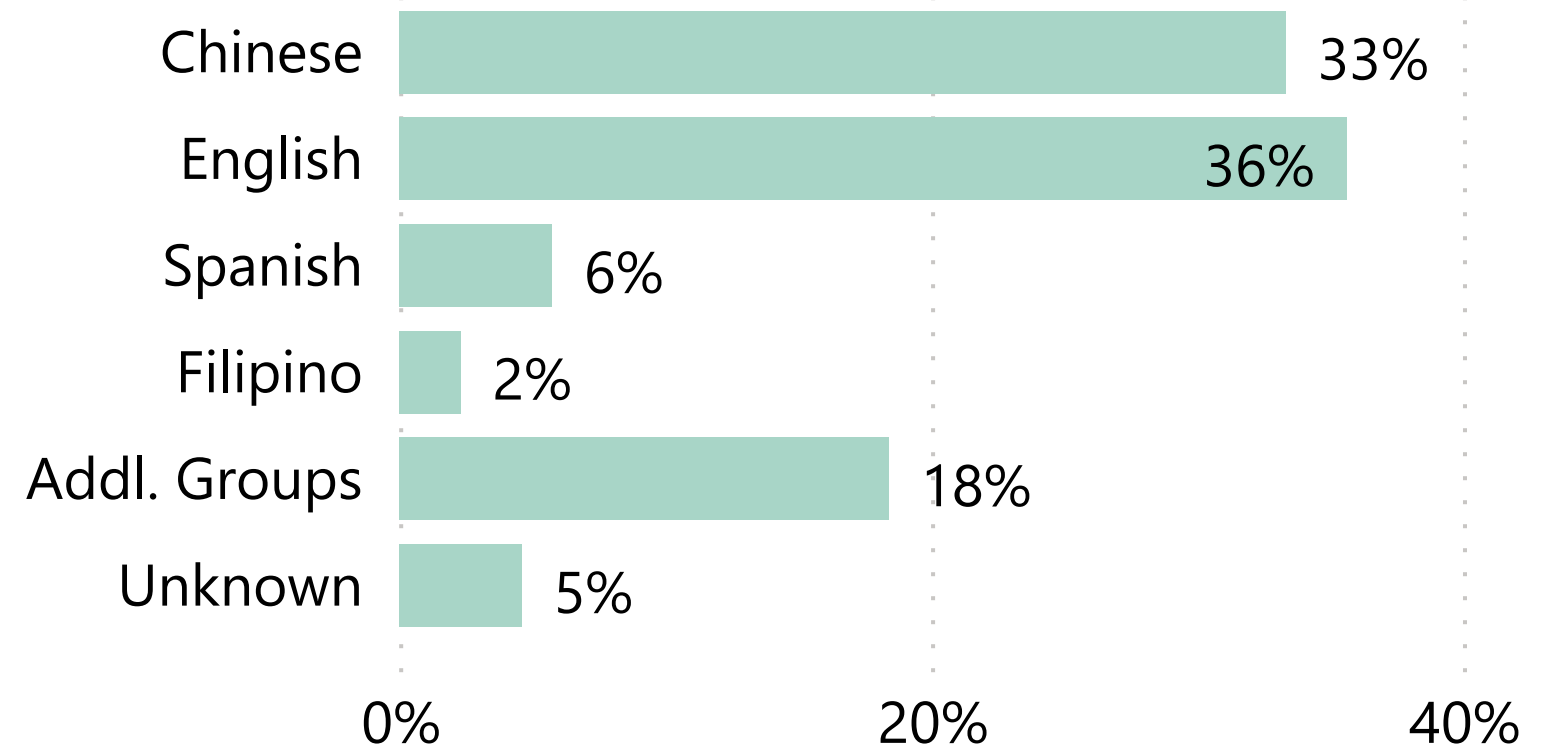
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	78%
Male	22%
Total	100%

Sexual Orientation

Straight/Heterosexual	93%
Unknown	7%
Total	100%

Age

● 60-64 ● 65-74 ● 75-84 ● 85+



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.

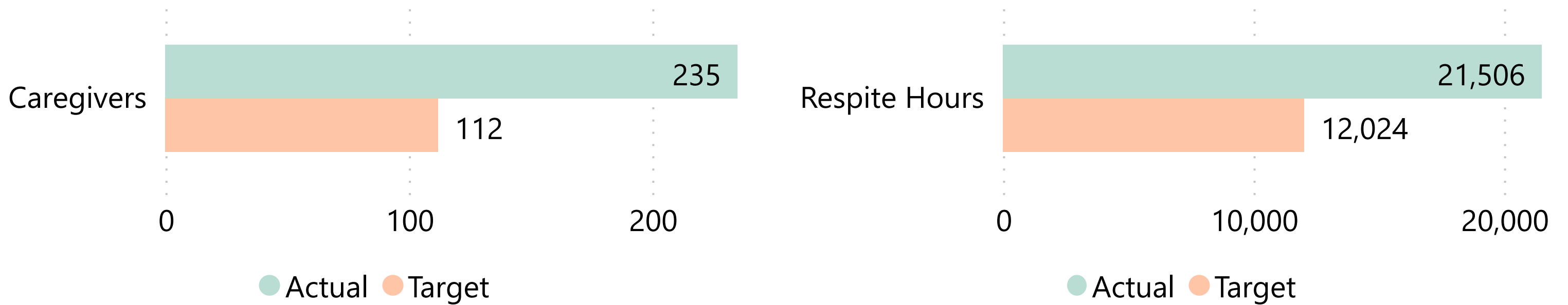
Funding

\$798,250

Providers

1

Service Objectives



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	66	98%	75%
Caregiver Health & Wellbeing*	Caregivers are able to take care of other responsibilities due to respite care	66	98%	75%
Caregiver Health & Wellbeing*	Client experience less mental exhaustion	66	95%	75%
Caregiver Health & Wellbeing*	Client experience less physical exhaustion	66	94%	50%

*Key Measurement Theme for Service Area

Caregiver Respite

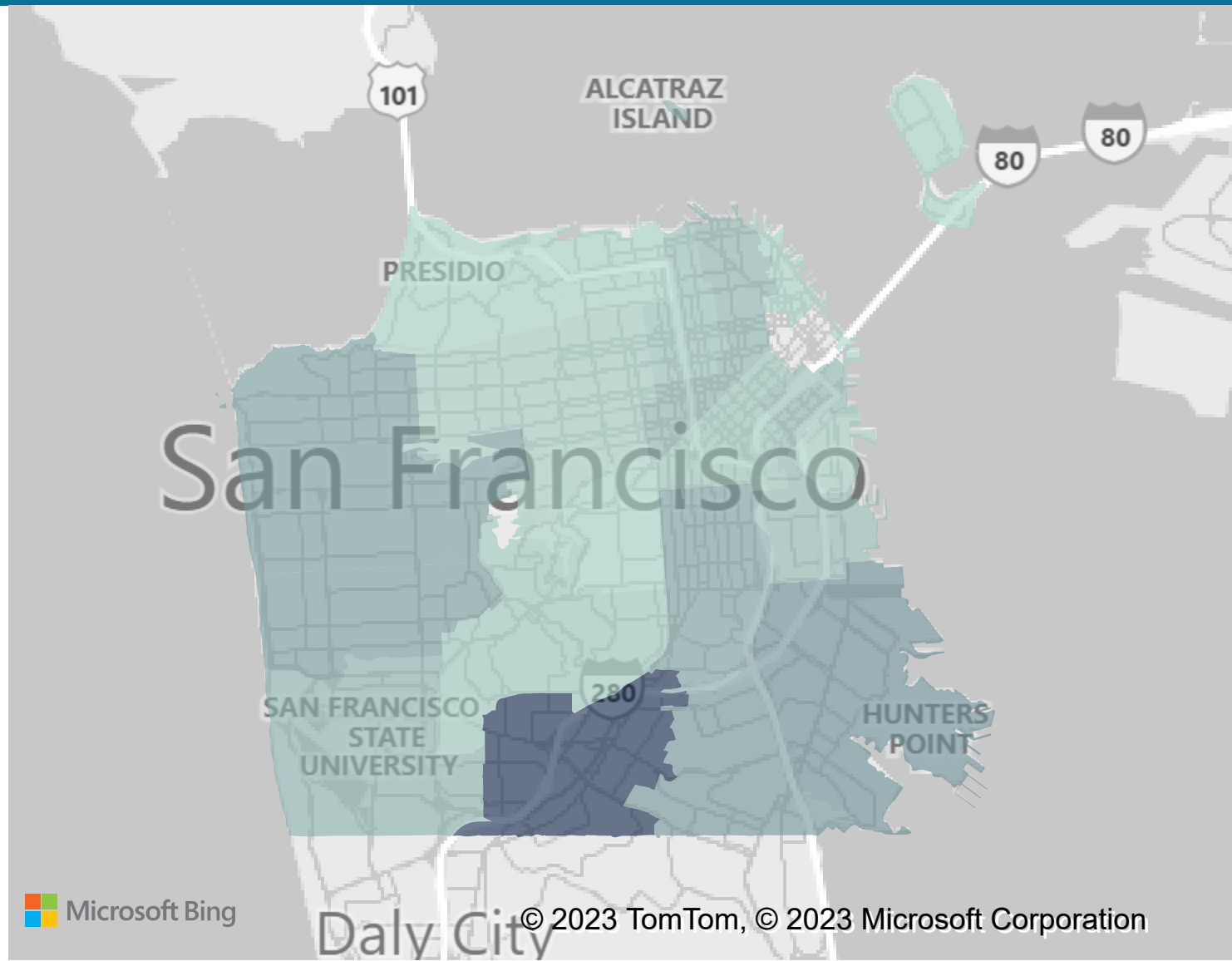
Client Profile

Service Levels

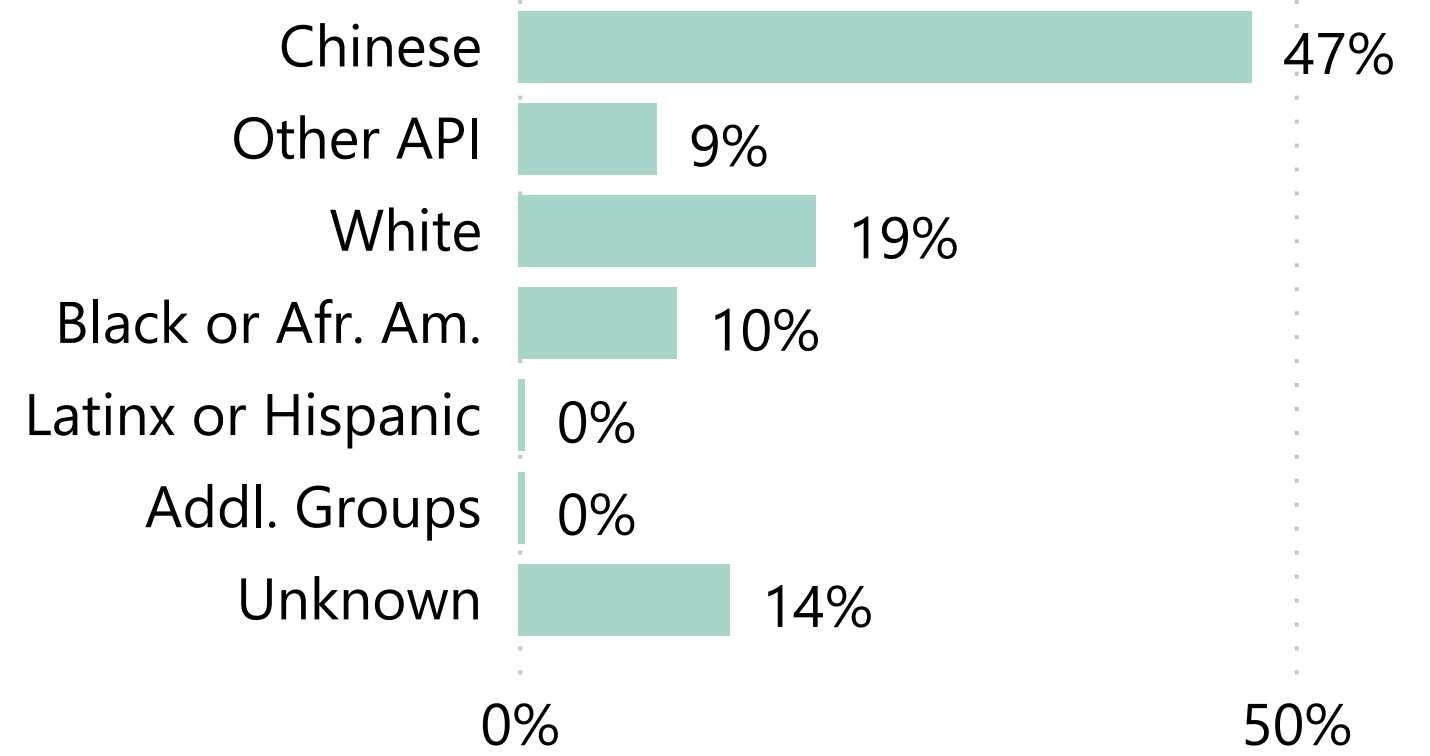
Unduplicated Clients	235
Enrollments	235

Analysis based on unduplicated clients

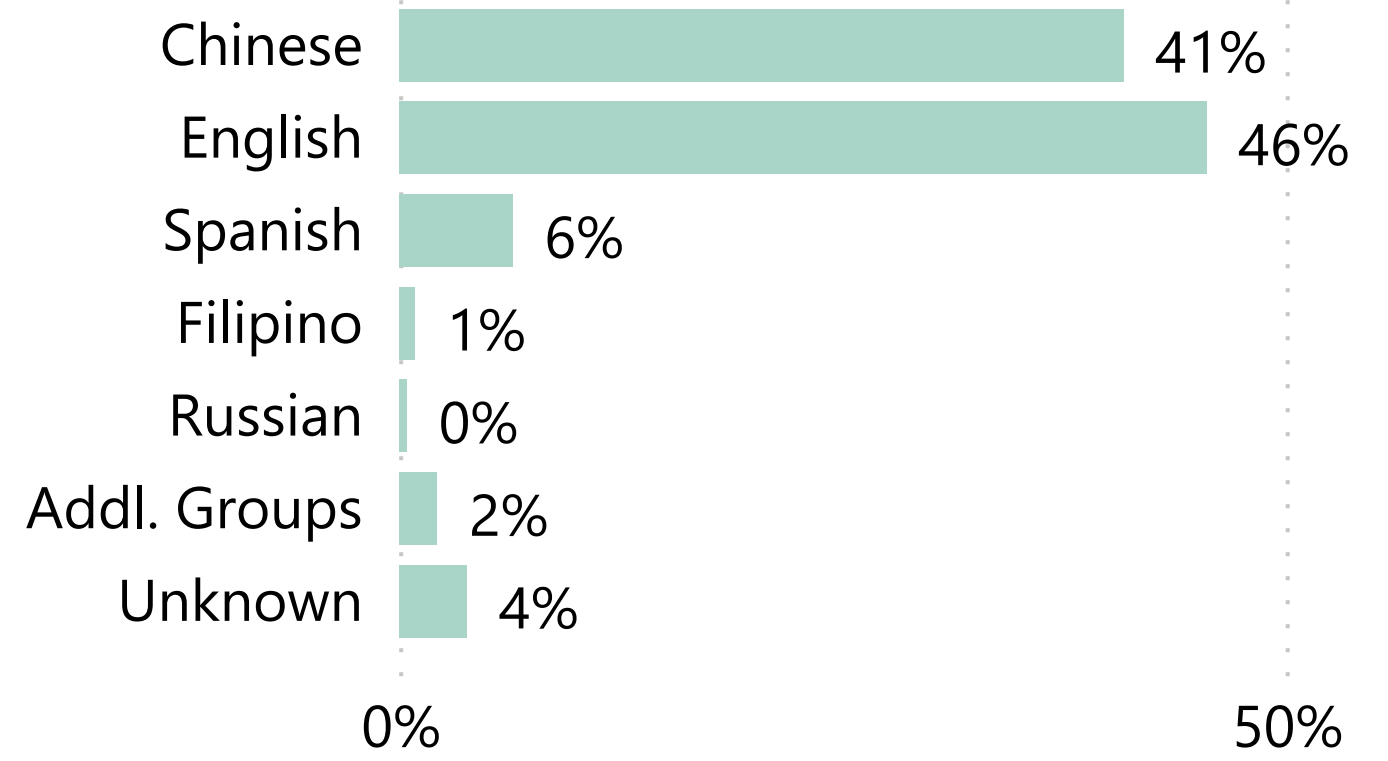
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

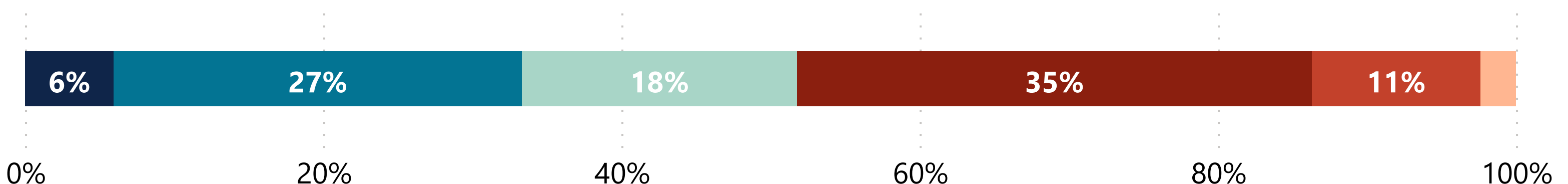
Female	82%
Male	17%
Unknown	1%
Total	100%

Sexual Orientation

Straight/Heterosexual	92%
Gay/Lesbian/Same-Gender Loving	2%
Unknown	6%
Total	100%

Age

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



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.

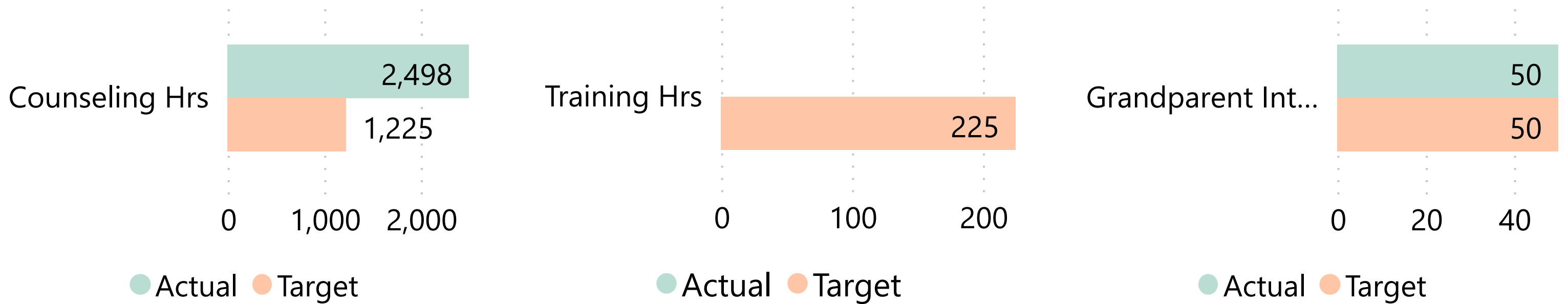
Funding

\$906,063

Providers

2

Service Objectives



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			75%
Family Caregiver Support Program	Caregiver Health & Wellbeing*	Caregivers report reduced stress and an increased sense of being cared about/valued			75%
Family Caregiver Support Program	Education & Awareness of Services	Clients developed new knowledge of available resources and services			75%
FCSP Grandparent Services	Ability to Care for Recipient*	Caregivers feel better able to be a caregiver due to services received			75%
FCSP Grandparent Services	Education & Awareness of Services	Clients developed new knowledge of available resources and services			75%

*Key Measurement Theme for Service Area

TBD

Family Caregiver Support Program

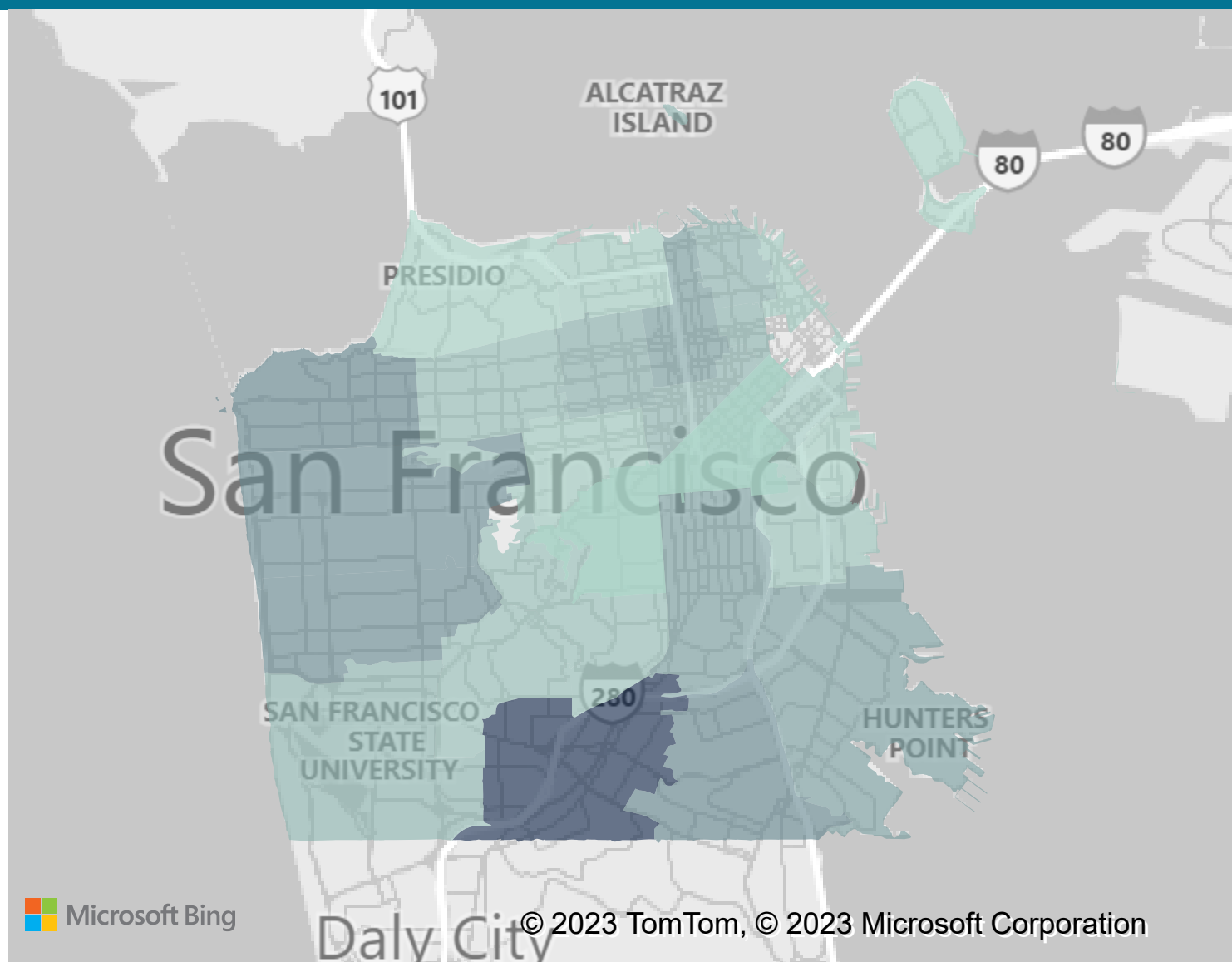
Client Profile

Service Levels

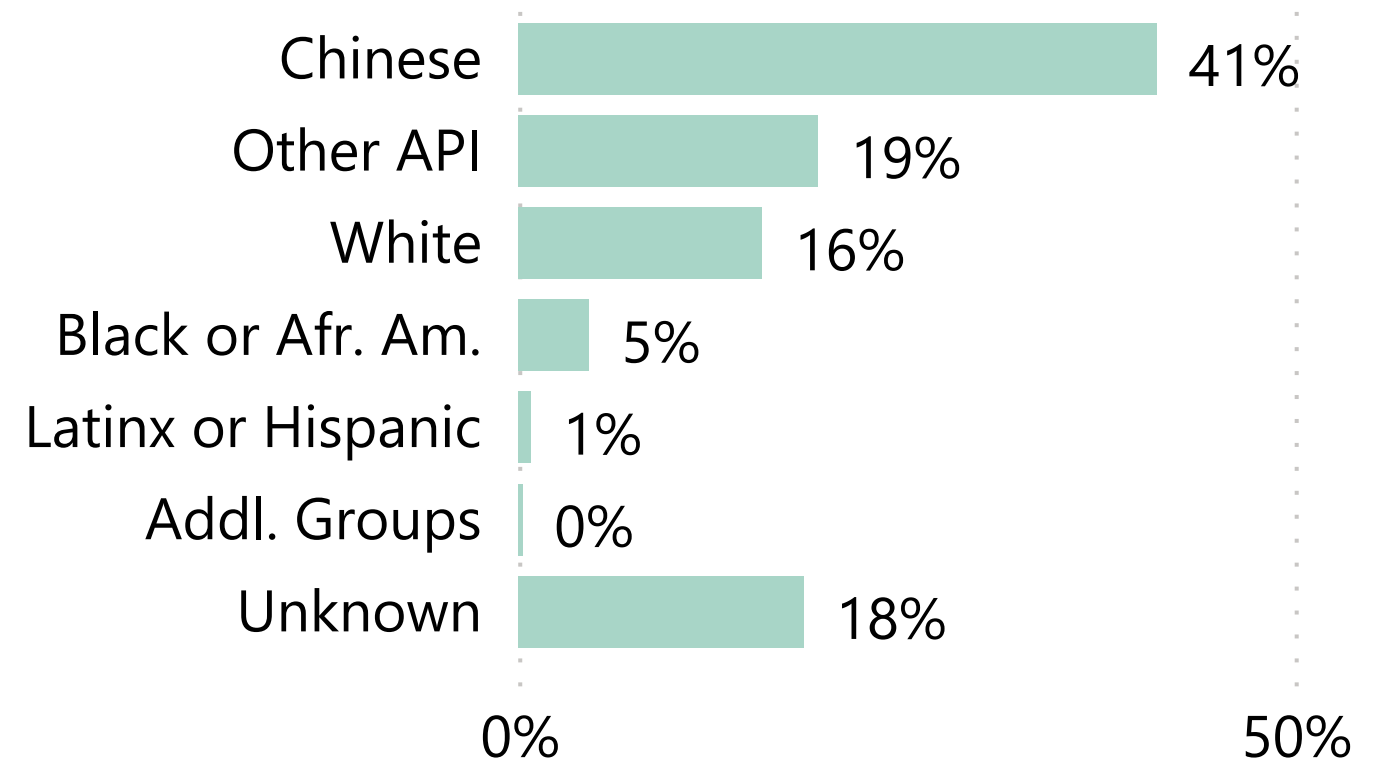
Unduplicated Clients	637
Enrollments	1,223

Analysis based on unduplicated clients

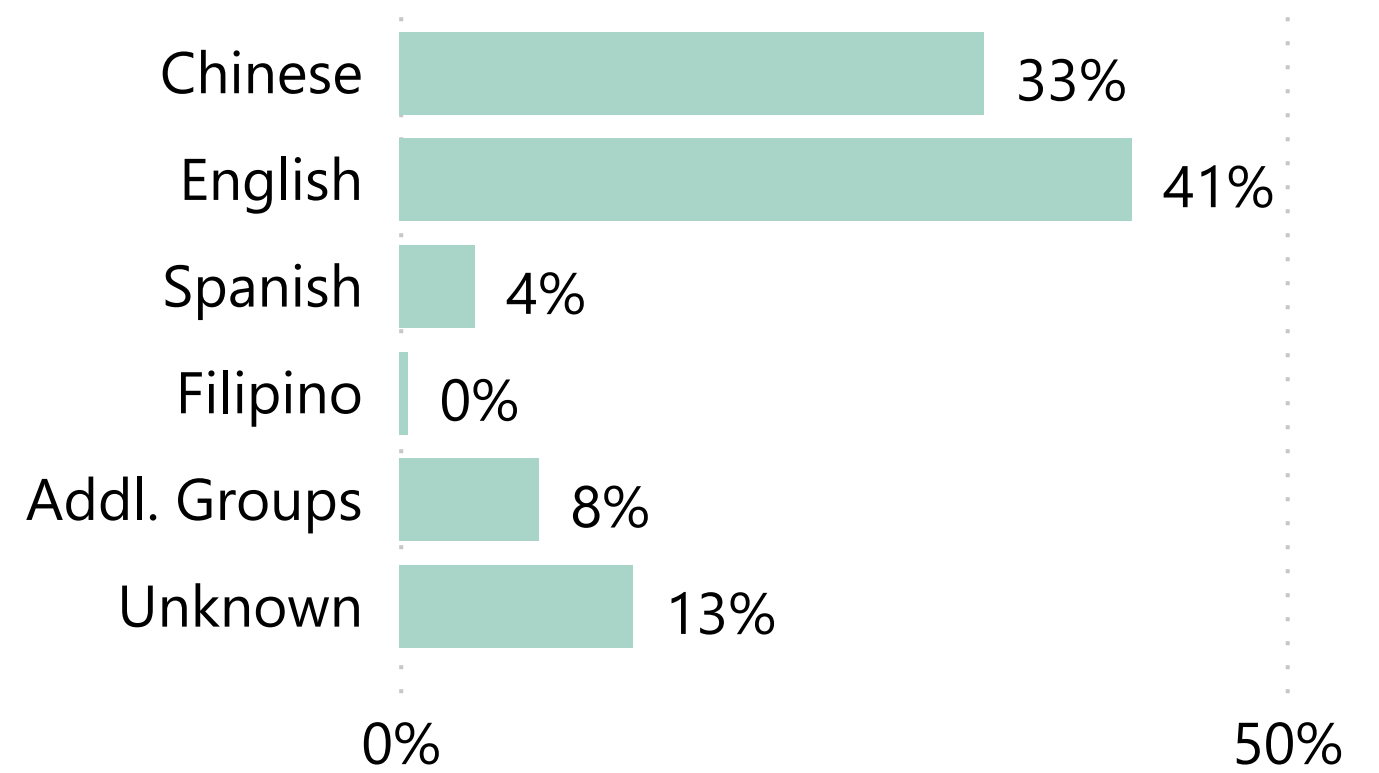
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	73%
Male	19%
Trans Female	0%
Unknown	8%
Total	100%

Sexual Orientation

Straight/Heterosexual	84%
Gay/Lesbian/Same-Gender Loving	1%
Addl. Groups	0%
Unknown	15%
Total	100%

Age

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



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 2020-21 HIGHLIGHTS

- We served 2,100 clients with a total of 2,200 enrollments across all Case Management & Care Navigation services. In total, DAS allocated \$10.9 million for services in this area.
- We provided 6,400 care navigation hours to more than 400 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 92% of surveyed clients who accessed pet support indicated they felt less isolated due to their engagement in services.
- We provided about 160 Money Management clients more than 7,500 hours of assistance to manage their income and assets — far exceeding the target of 2,190 service hours for this program.

DIGNITY FUND FY 2020-21: CASE MANAGEMENT & CARE NAVIGATION SERVICES

Total Enrollments	Total Unduplicated Clients	Total Funding
2,188	2,120	\$10,920,072

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.

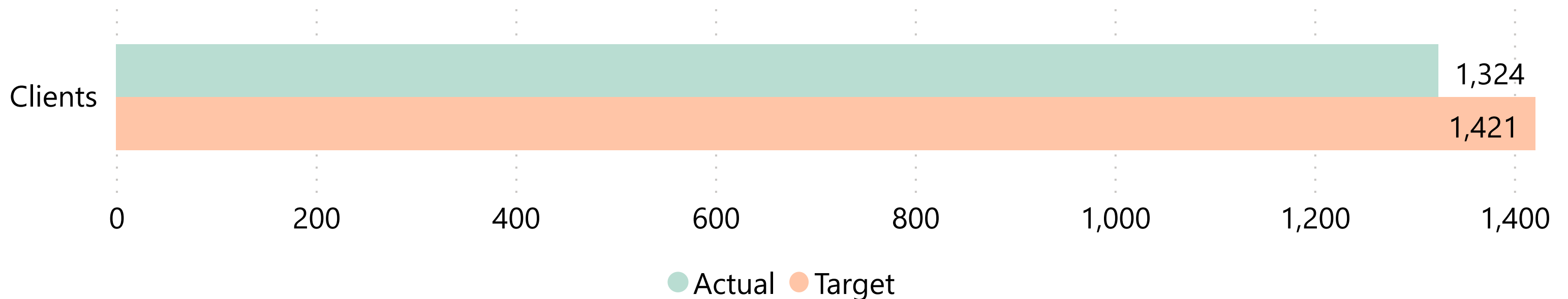
Funding

\$3,313,356

Providers

12

Service Objectives



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

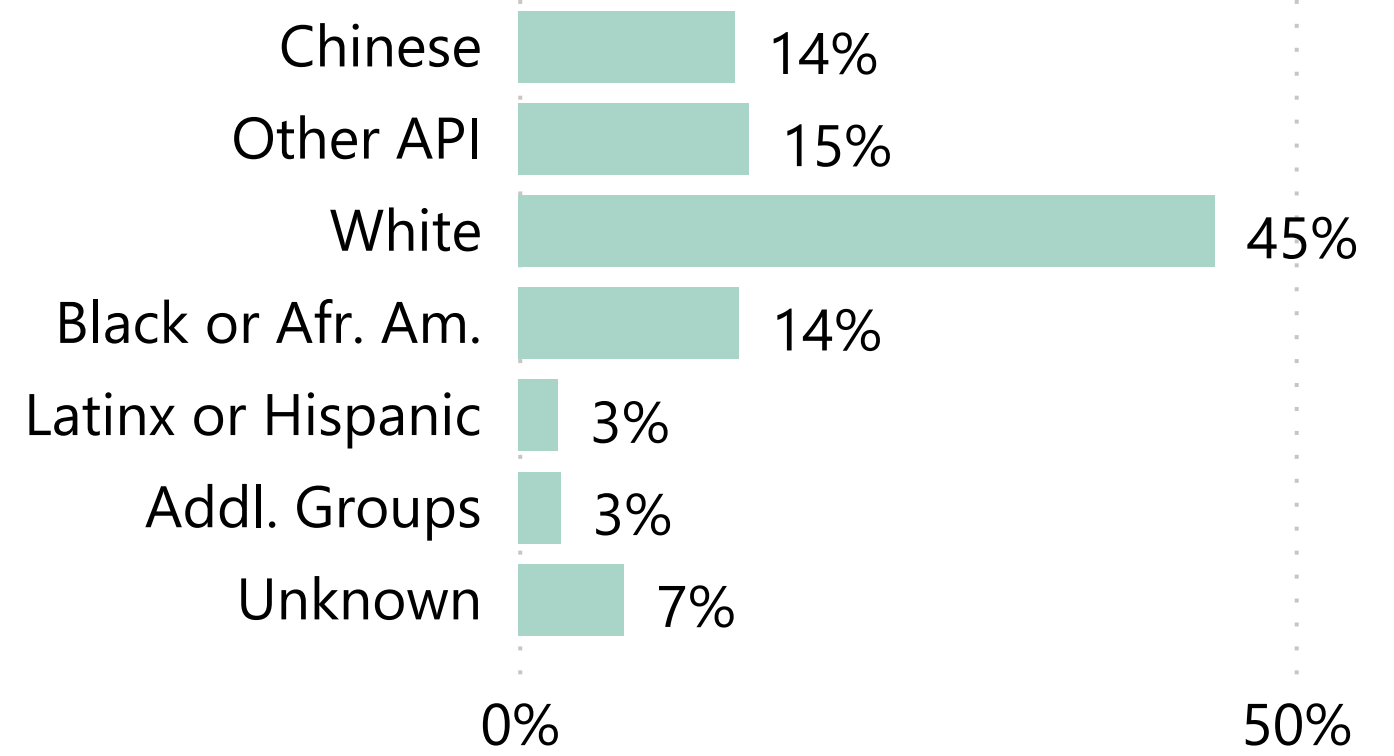
Client Profile

Service Levels

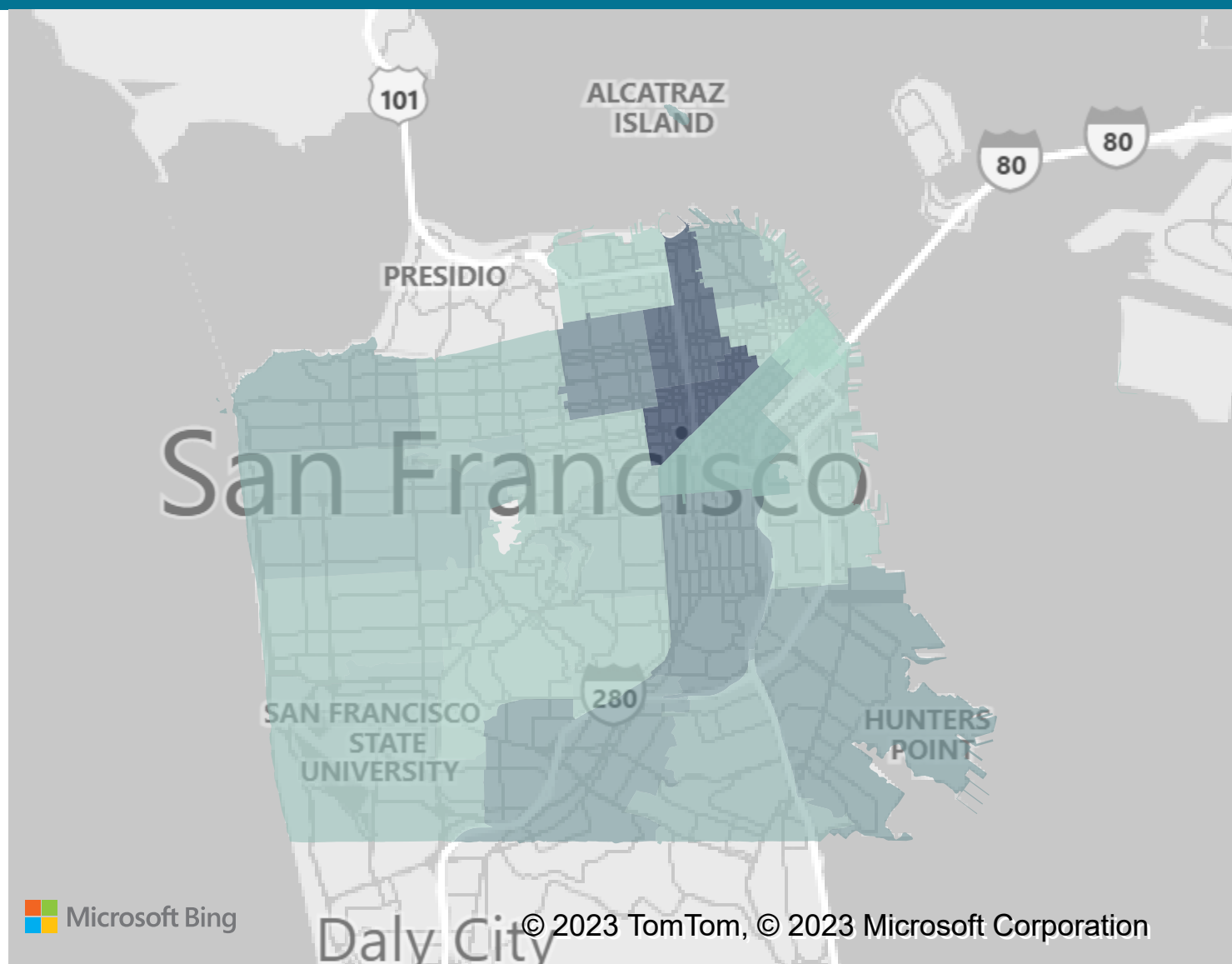
Unduplicated Clients	1,246
Enrollments	1,257

Analysis based on unduplicated clients

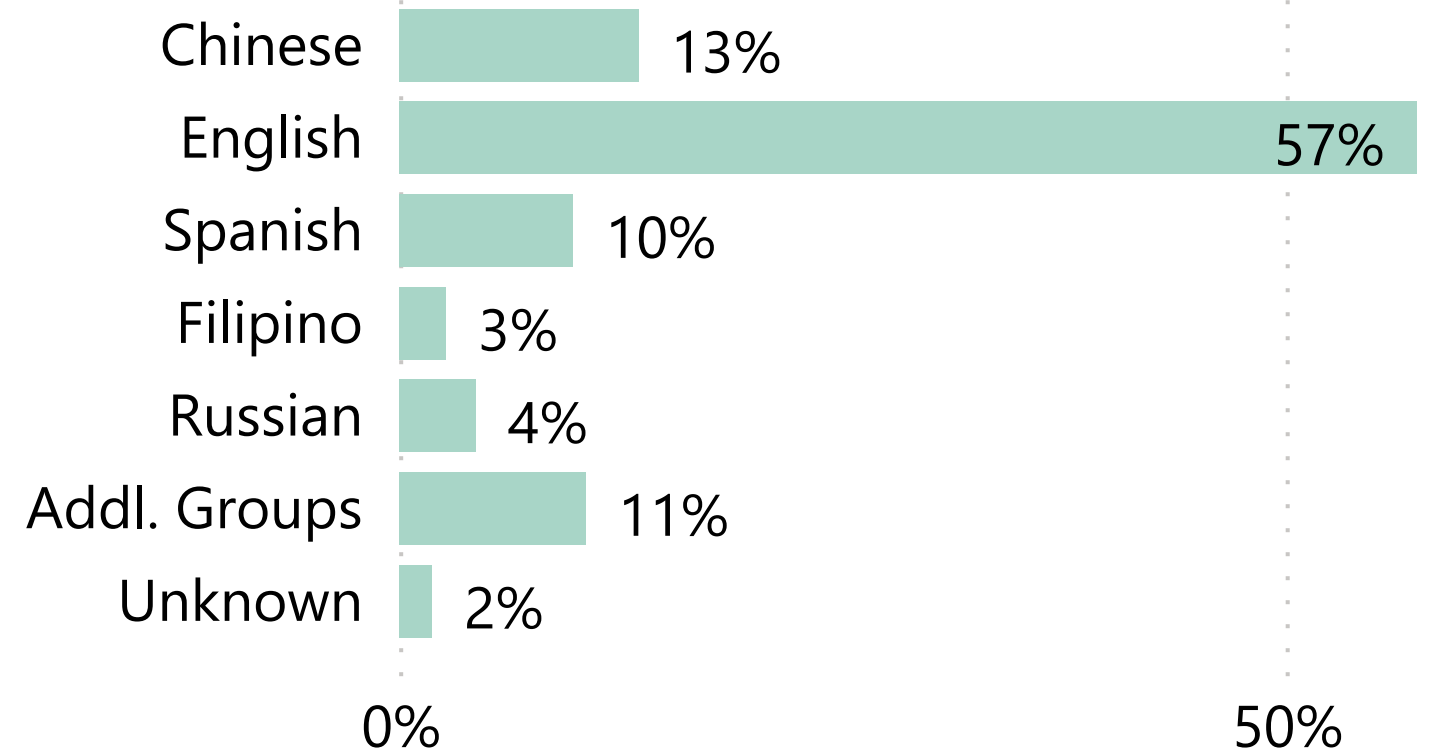
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

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

Sexual Orientation

Straight/Heterosexual	80%
Gay/Lesbian/Same-Gender Loving	9%
Bisexual	2%
Addl. Groups	1%
Unknown	8%
Total	100%

Age

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



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.

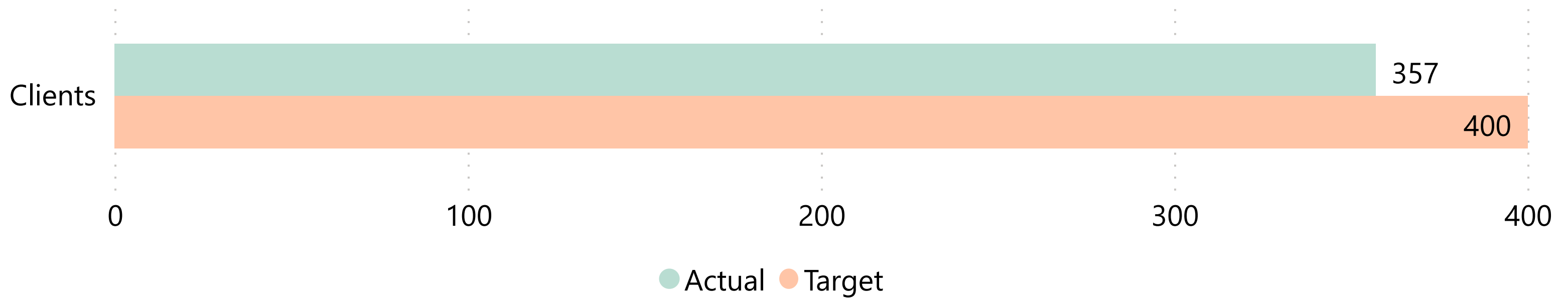
Funding

\$5,340,804

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are connected with needed resources (average rate of Service Plan item completion)	41	63%	80%
Stability in the Community*	Clients experience one or fewer unplanned admissions to an acute care hospital within a six month period	325	93%	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.

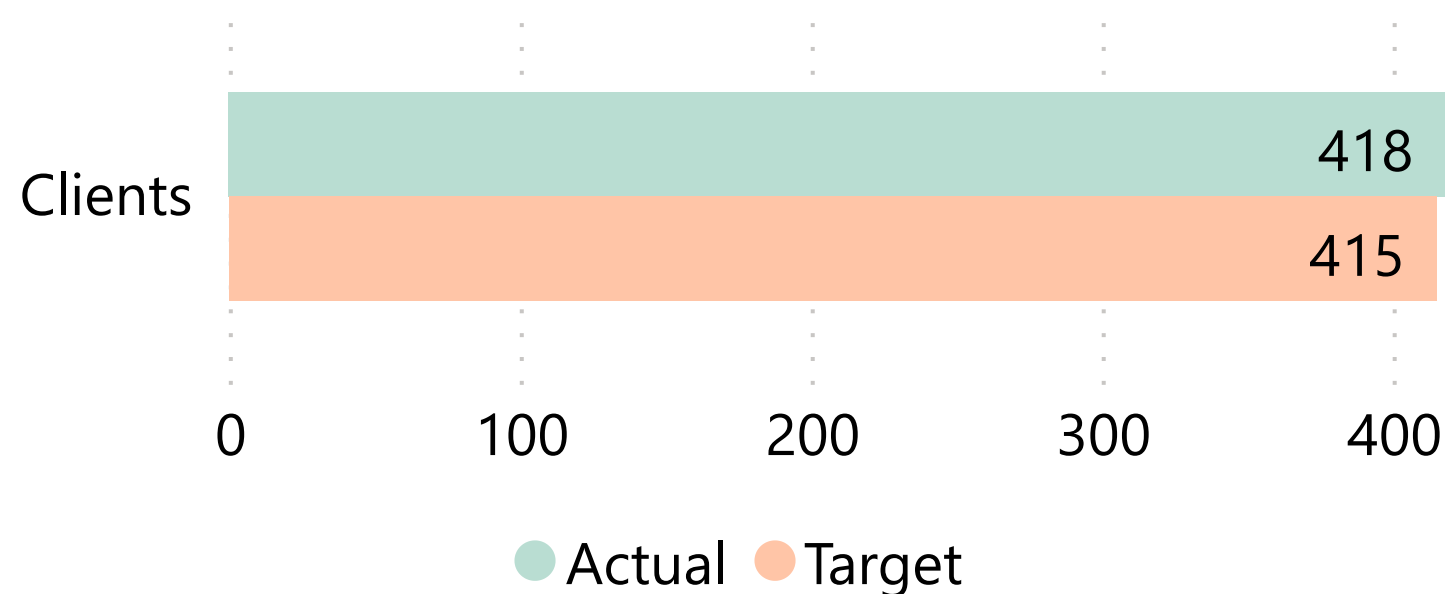
Funding

\$1,747,631

Providers

1

Service Objectives



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			75%
Quality of Life	Clients receiving animal support services are able to keep their pet	222	99%	70%
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming			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	222	92%	70%
Service Quality	Peer support volunteers report their training was comprehensive and helpful to their role in program	39	77%	73%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics are unavailable due to the COVID-19 emergency.

LGBTQ+ Care Navigation

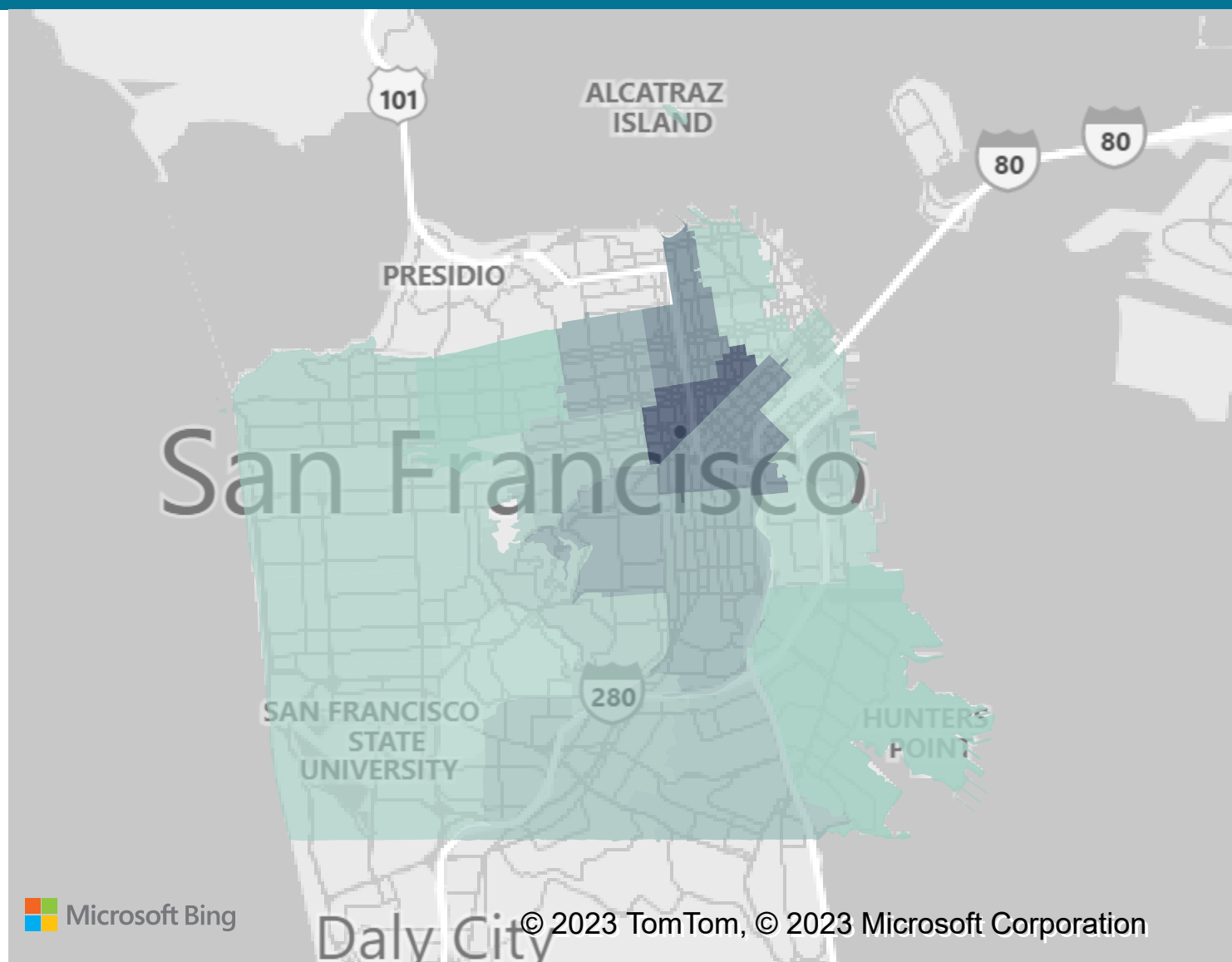
Client Profile

Service Levels

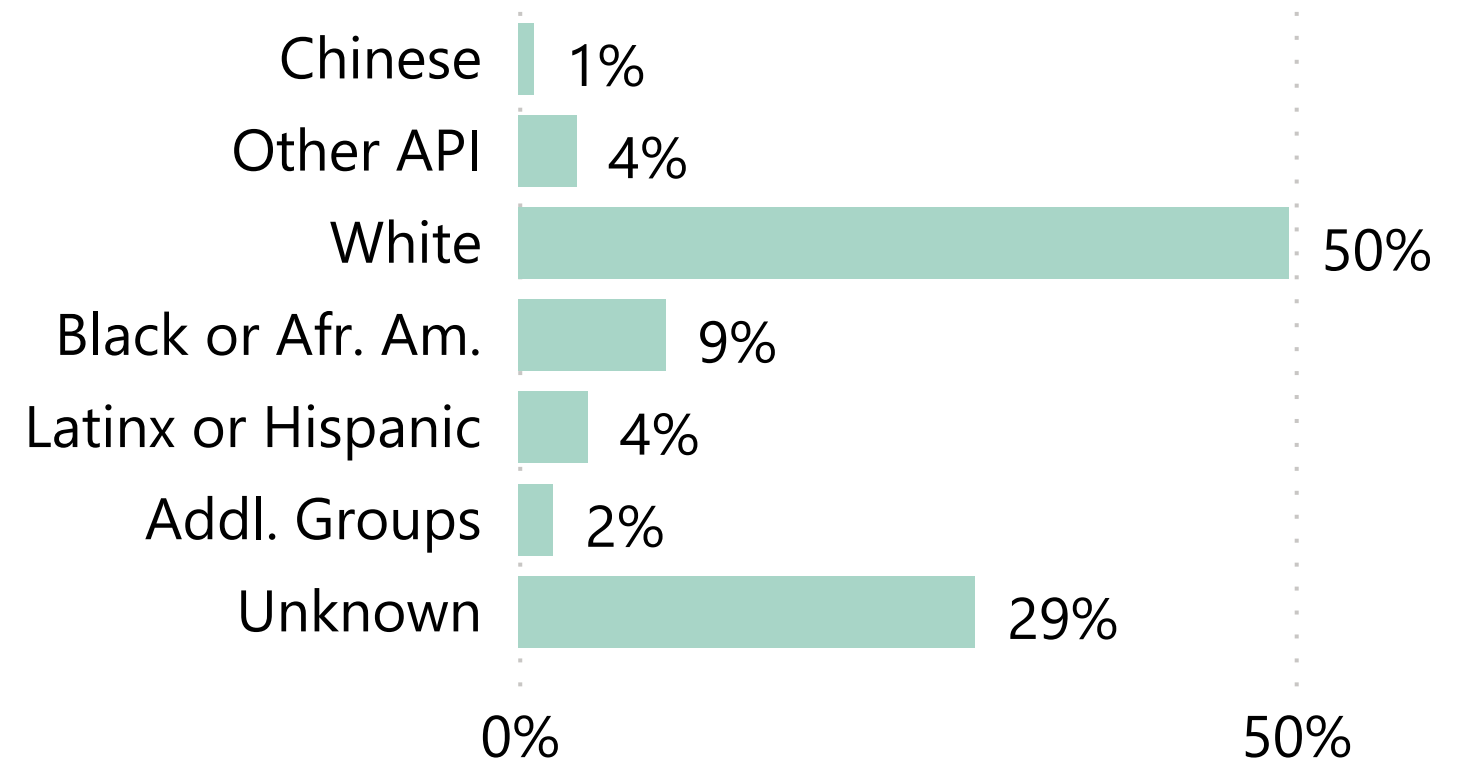
Unduplicated Clients	401
Enrollments	418

Analysis based on unduplicated clients

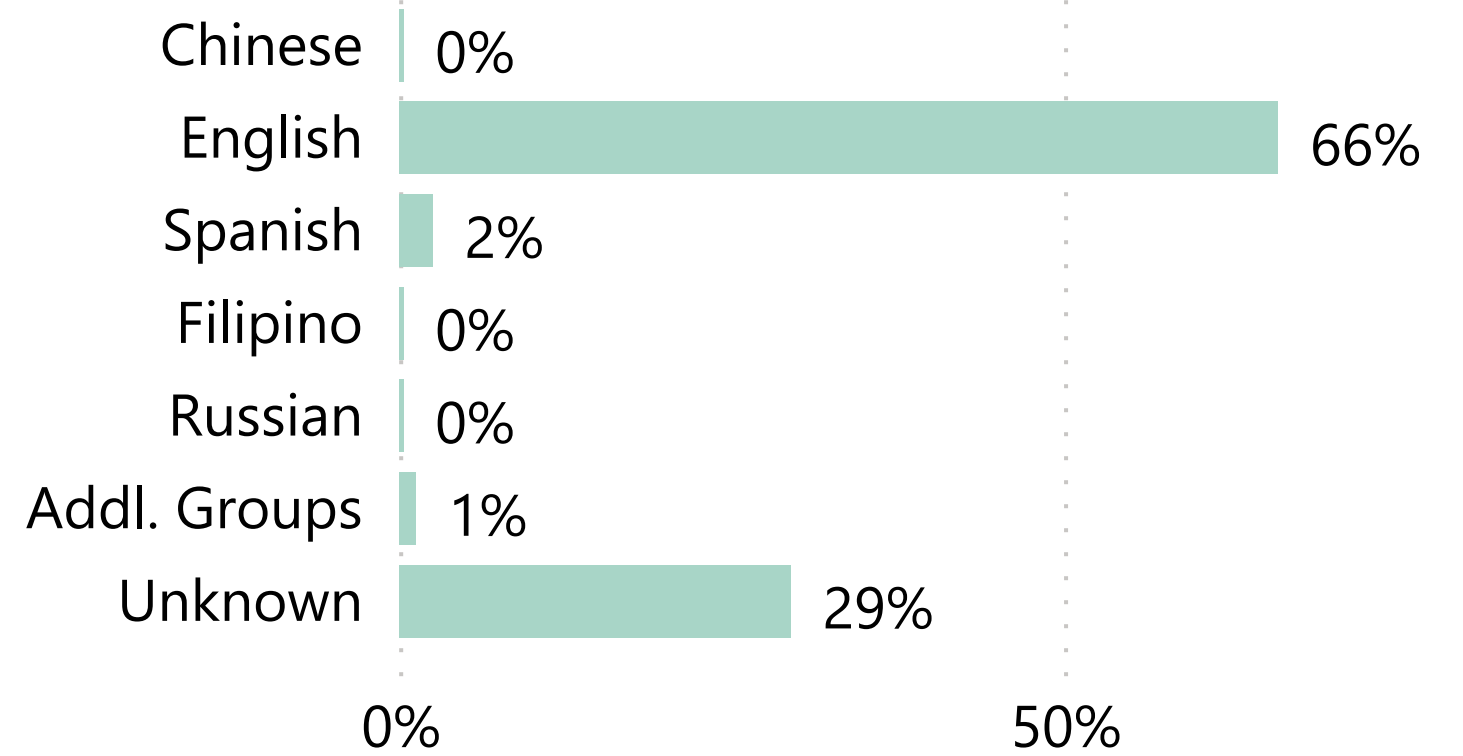
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

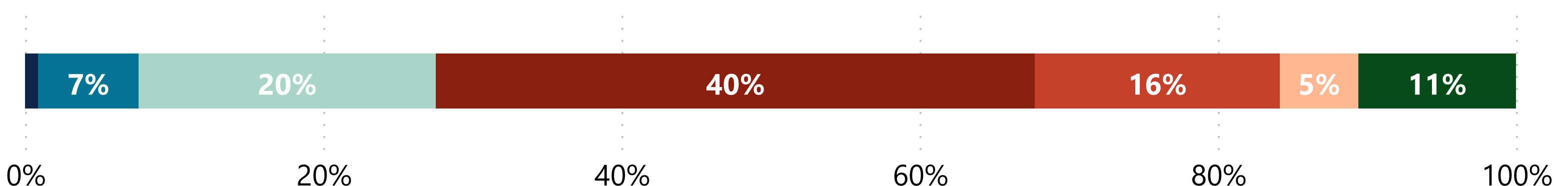
Female	35%
Male	40%
Trans Female	3%
Trans Male	1%
Genderqueer/Gender Non-binary	0%
Unknown	20%
Total	100%

Sexual Orientation

Straight/Heterosexual	30%
Gay/Lesbian/Same-Gender Loving	34%
Bisexual	6%
Addl. Groups	3%
Unknown	27%
Total	100%

Age

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



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

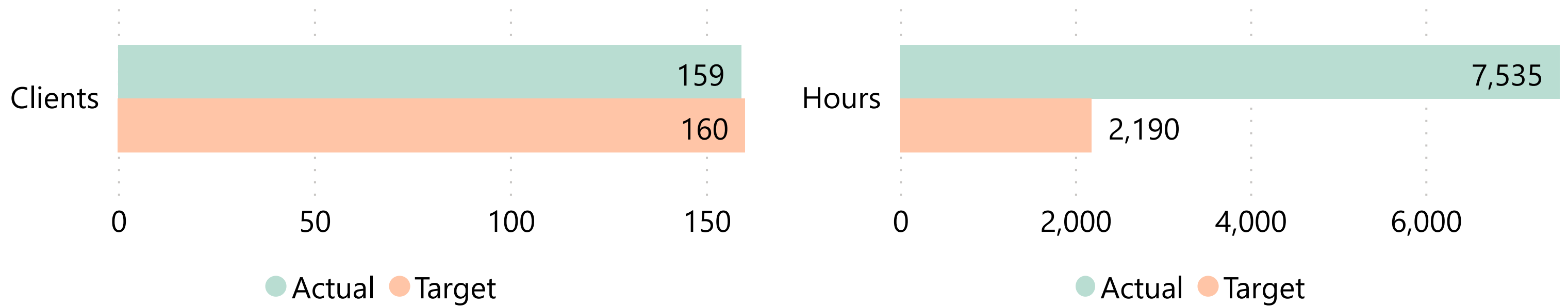
Funding

\$204,507

Providers

2

Service Objectives



Outcome Objectives

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

Money Management

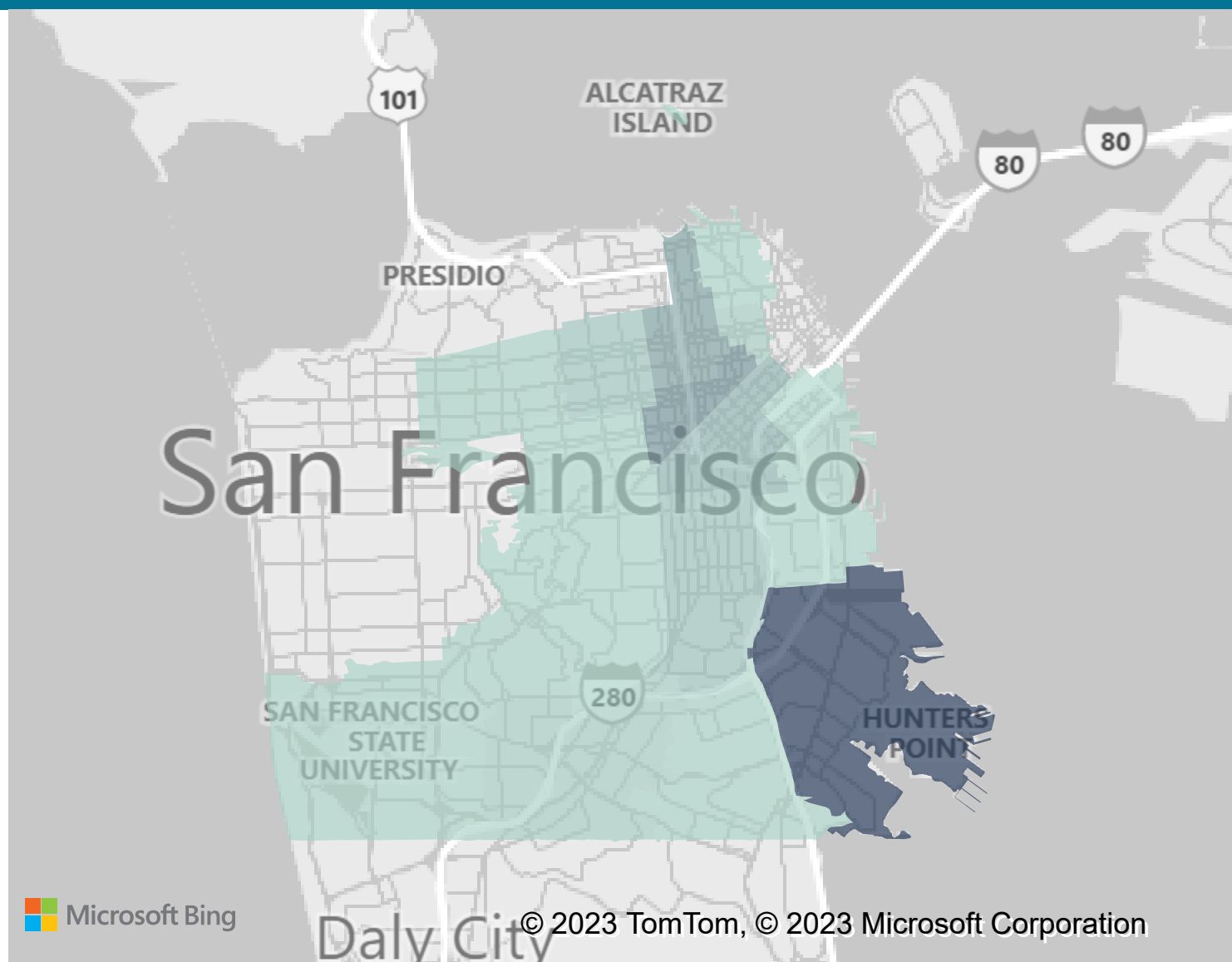
Client Profile

Service Levels

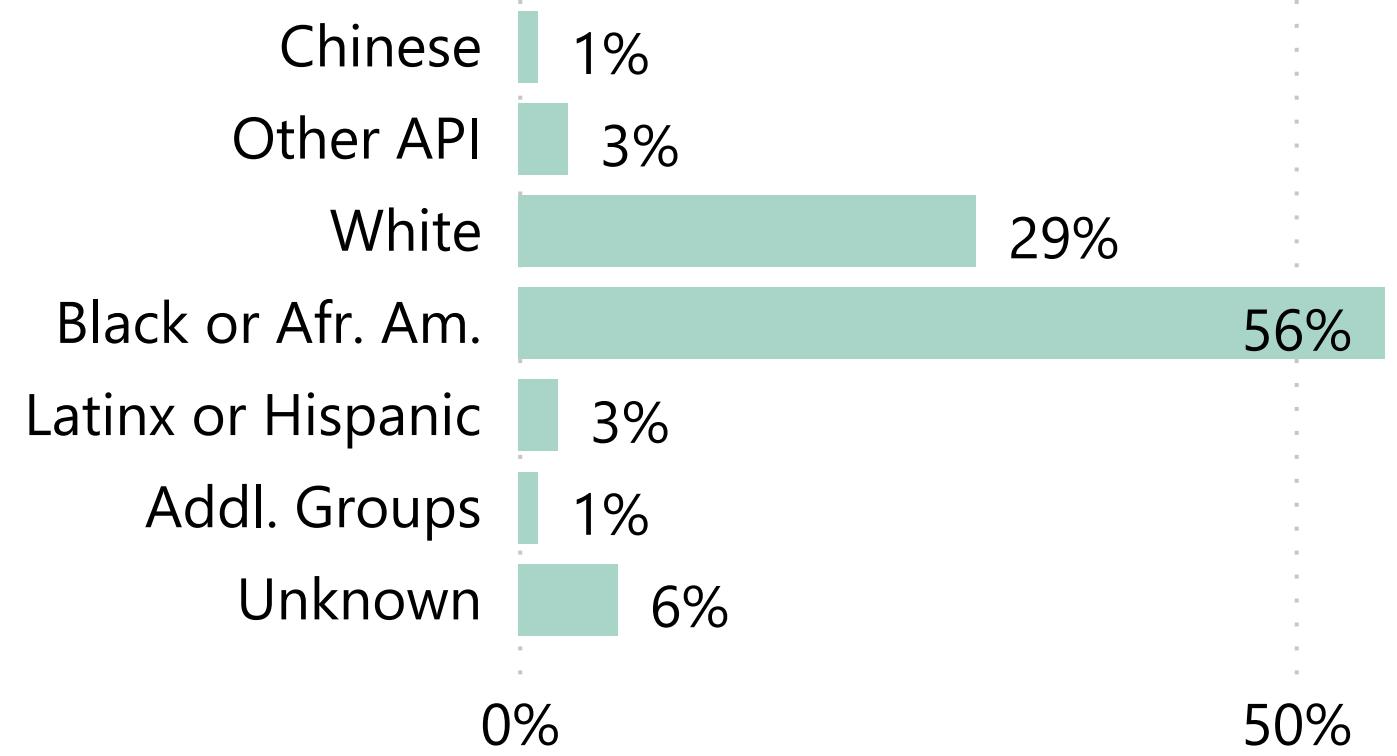
Unduplicated Clients	156
Enrollments	156

Analysis based on unduplicated clients

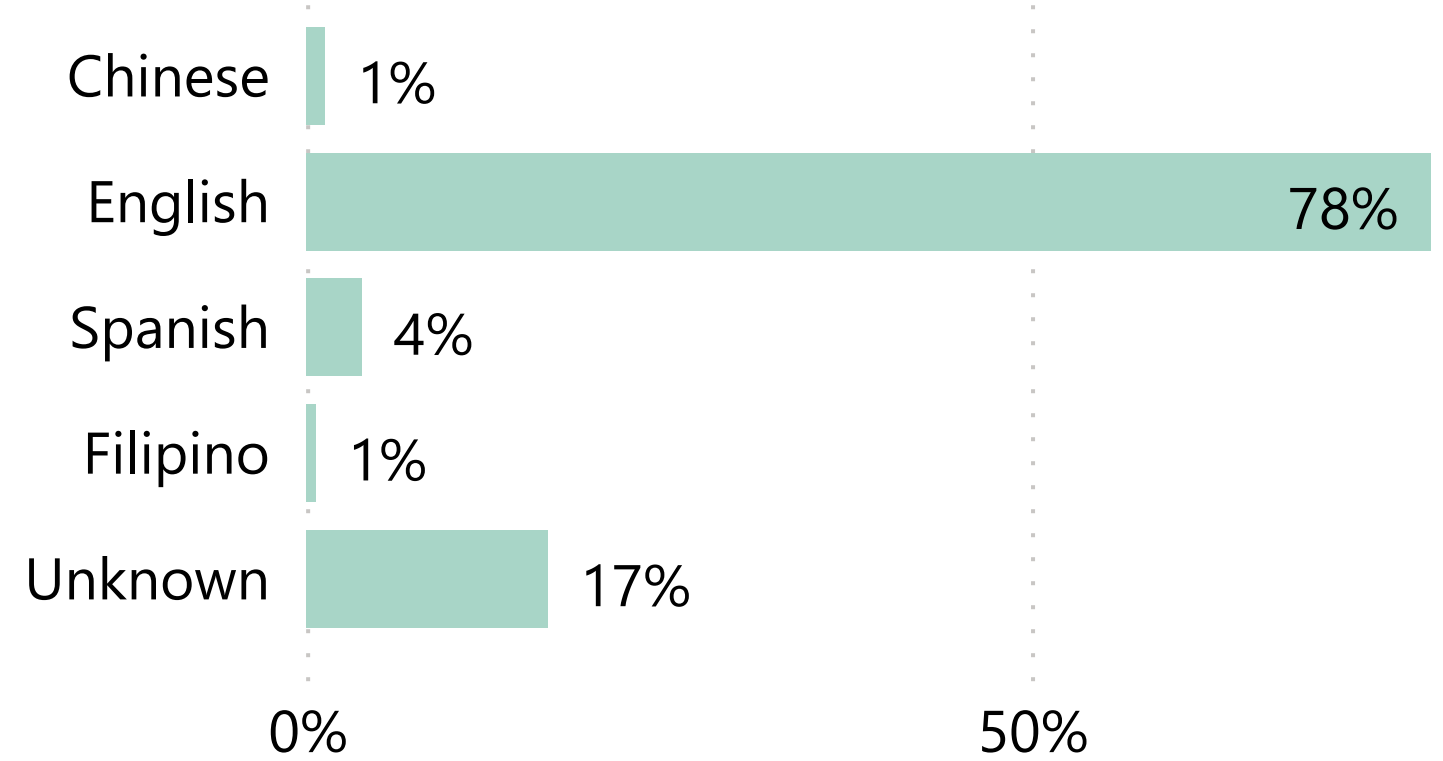
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	30%
Male	65%
Trans Female	1%
Unknown	3%
Total	100%

Sexual Orientation

Straight/Heterosexual	80%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Unknown	14%
Total	100%

Age

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



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 2020-21 HIGHLIGHTS

- We served more than 16,100 clients* with a total of nearly 19,600 enrollments across all Community Connection & Engagement services. In total, DAS allocated \$15.9 million for services in this area.
- We served over 16,100 unduplicated clients at our Community Service Centers, located at approximately 40 sites throughout the city, as well as in hybrid service formats following the outbreak of COVID-19.
- About 89% of surveyed clients participating in our Neighborhood-Based Programs — originally pilot programs launched with Dignity Fund support — experienced positive outcomes with respect to Engagement and Socialization.

DIGNITY FUND FY 2020-21: COMMUNITY CONNECTION & ENGAGEMENT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
19,587	16,149	\$15,903,692

* 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.

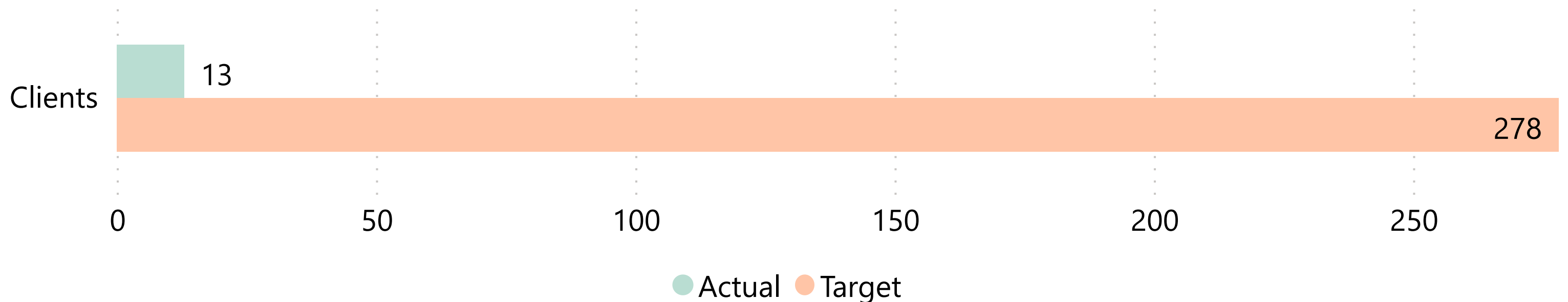
Funding

\$631,666

Providers

1

Service Objectives



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	10	85%	85%
LGBTQ+ Comm Svs in ADHCs	Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others			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.

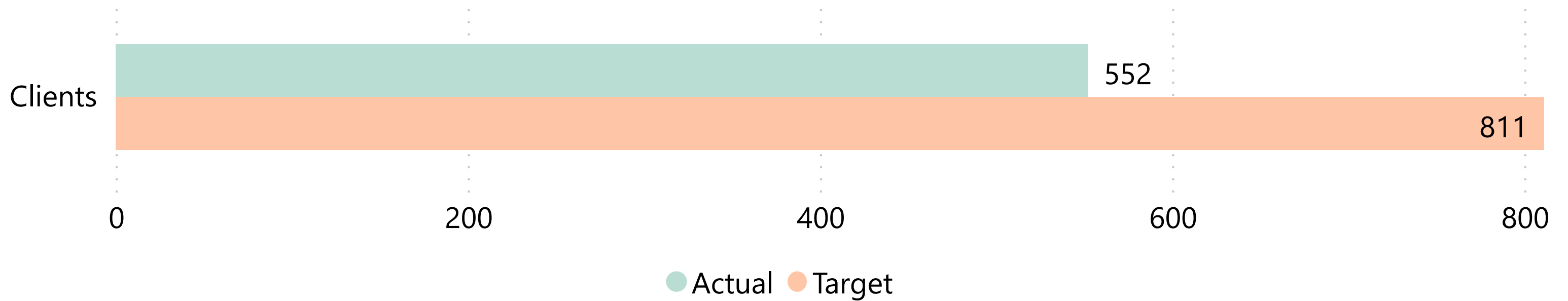
Funding

\$460,937

Providers

2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community	141	100%	75%
Stability in the Community	Clients report that services helped improve or maintain their independence and ability to live at home	141	100%	75%
Physical Fitness & Health	Clients report that services helped improve or maintain their health	141	100%	75%
Service Quality	Clients rate the quality of services as excellent or good	141	99%	85%

*Key Measurement Theme for Service Area

Community Connector

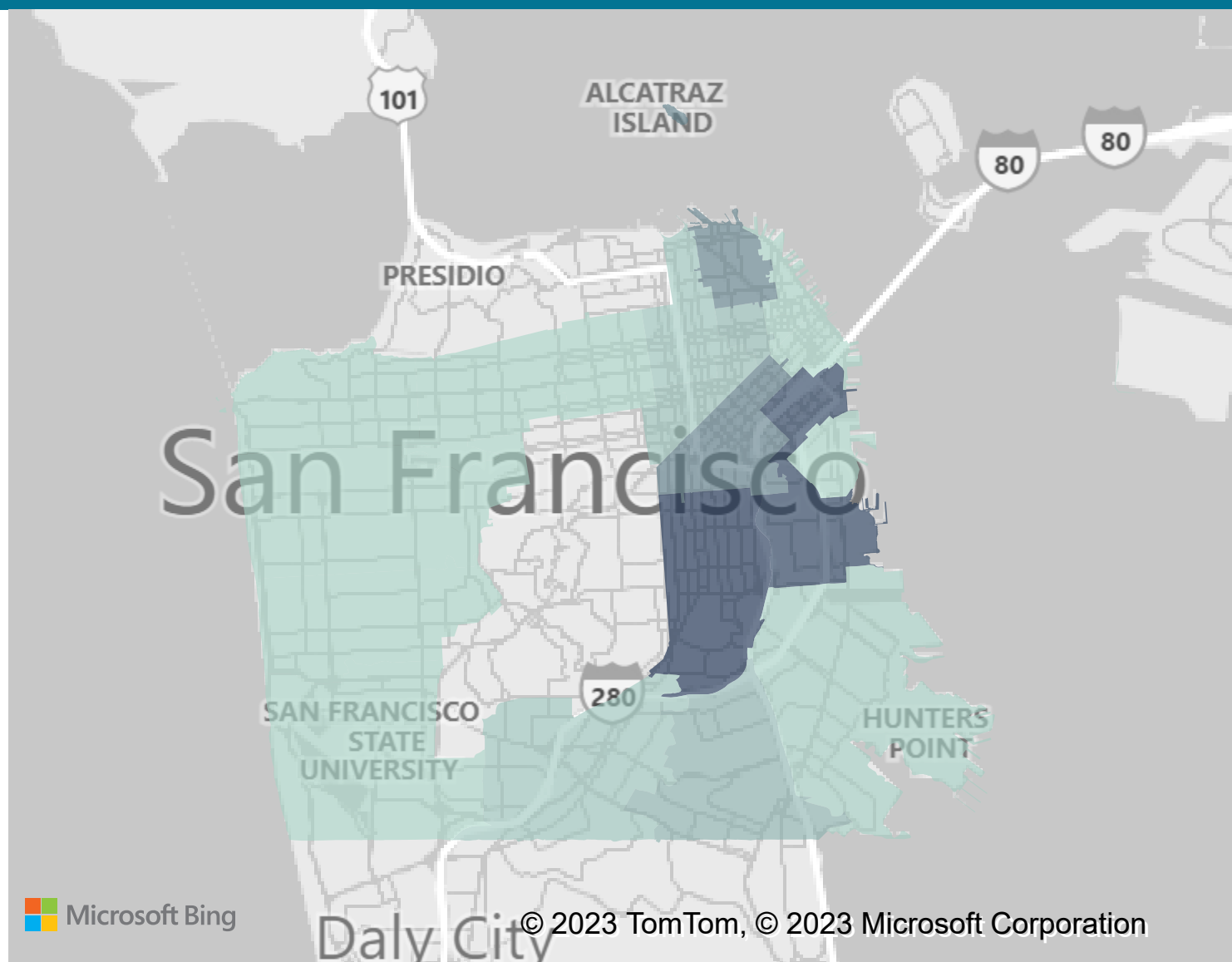
Client Profile

Service Levels

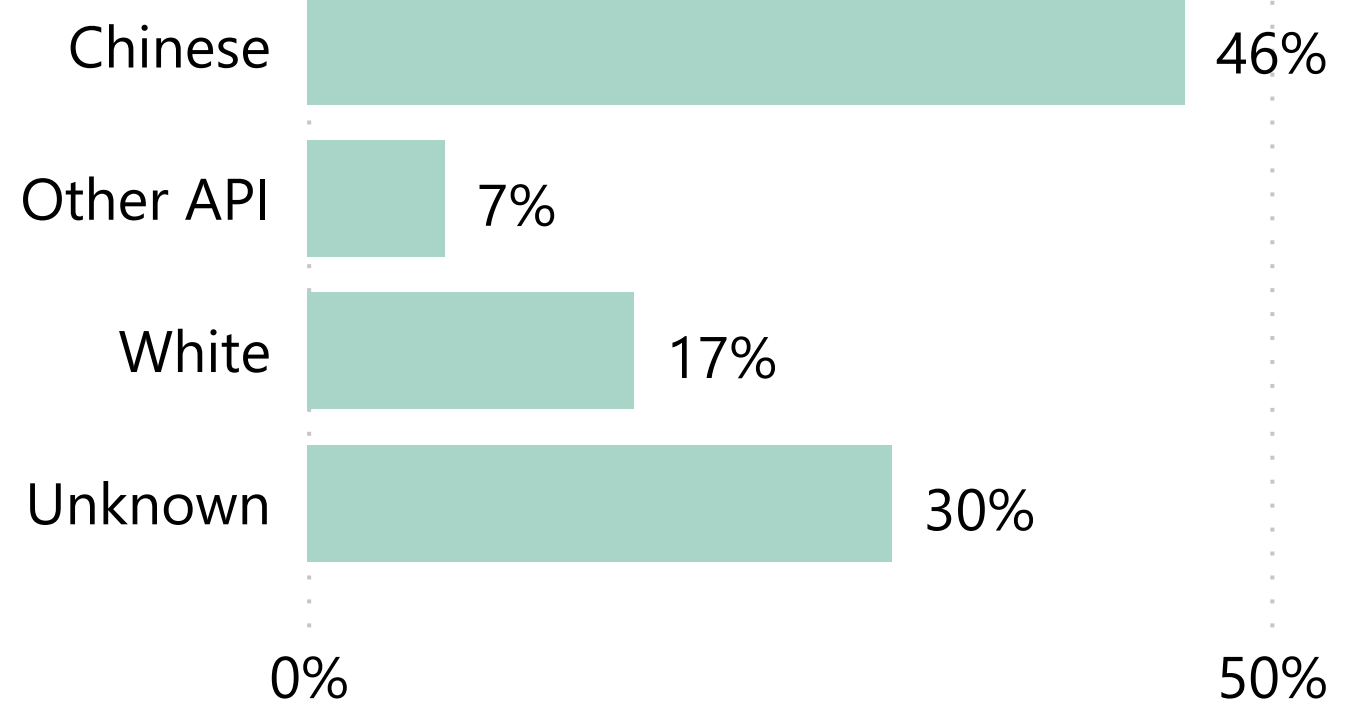
Unduplicated Clients	112
Enrollments	112

Analysis based on unduplicated clients

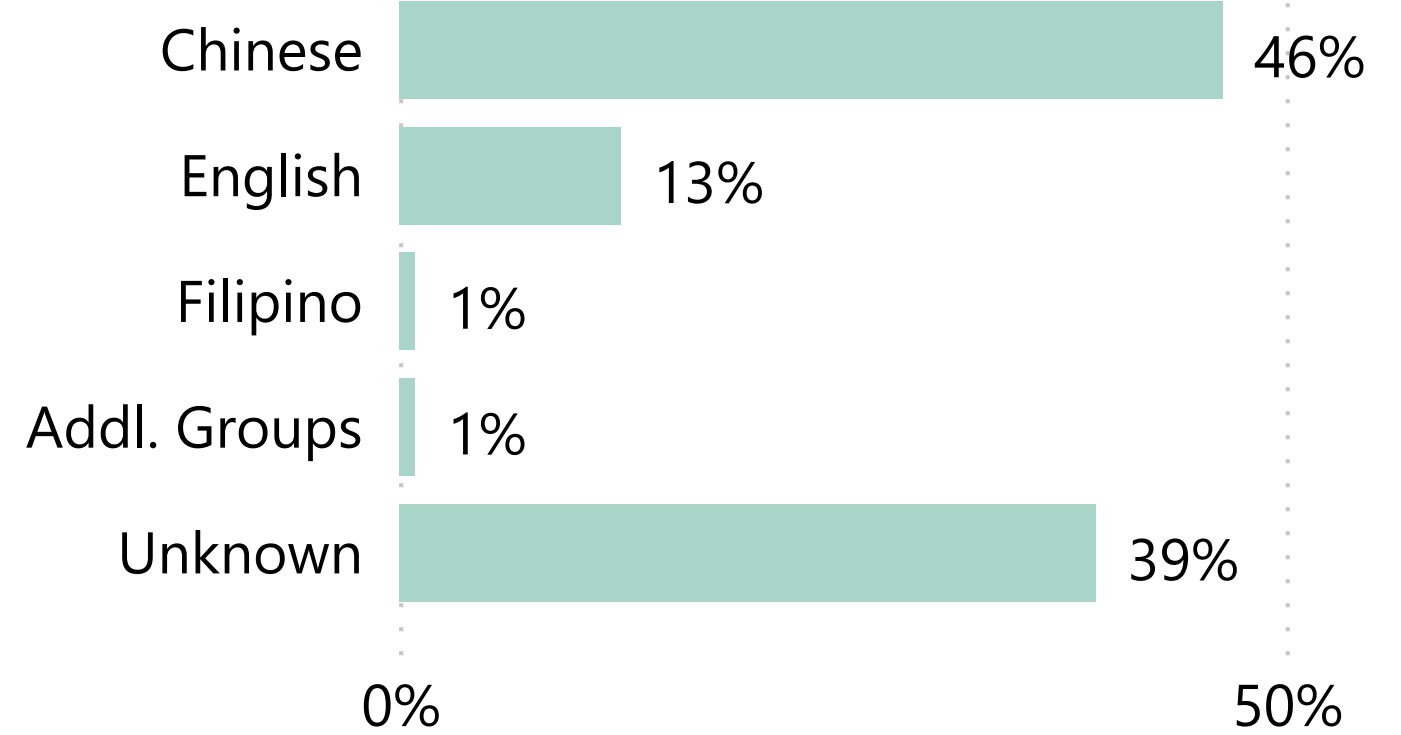
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	54%
Male	16%
Unknown	30%
Total	100%

Sexual Orientation

Straight/Heterosexual	57%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Unknown	39%
Total	100%

Age

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



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.

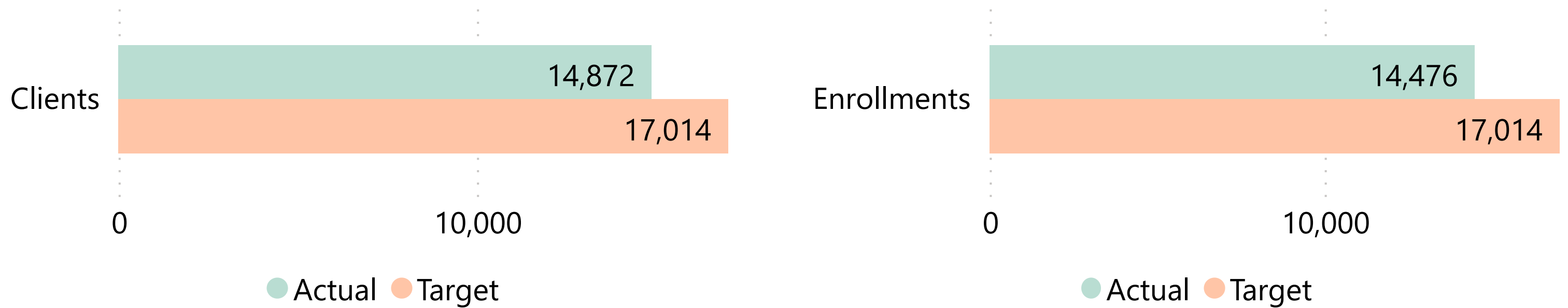
Funding

\$9,157,399

Providers

29

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others			80%
Service Connection*	Clients report that they received the support they need (e.g., services, activities)			80%
Physical Fitness & Health	Clients participating in physical activity programming report positive health impacts			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			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.

Note: Performance data for this program are unavailable due to the COVID-19 emergency. Annual client surveys were not completed in FY 2020-21.

Community Service Centers

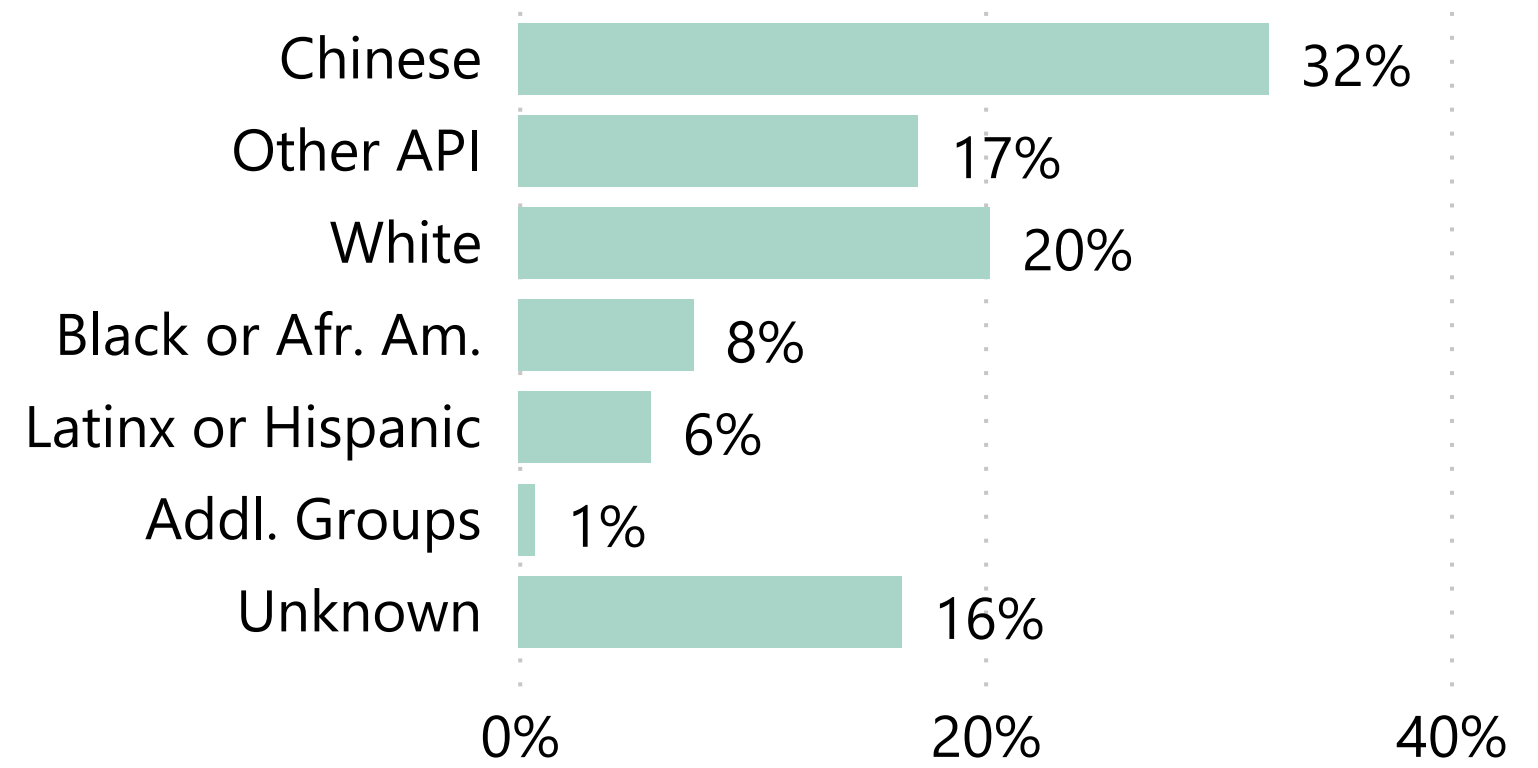
Client Profile

Service Levels

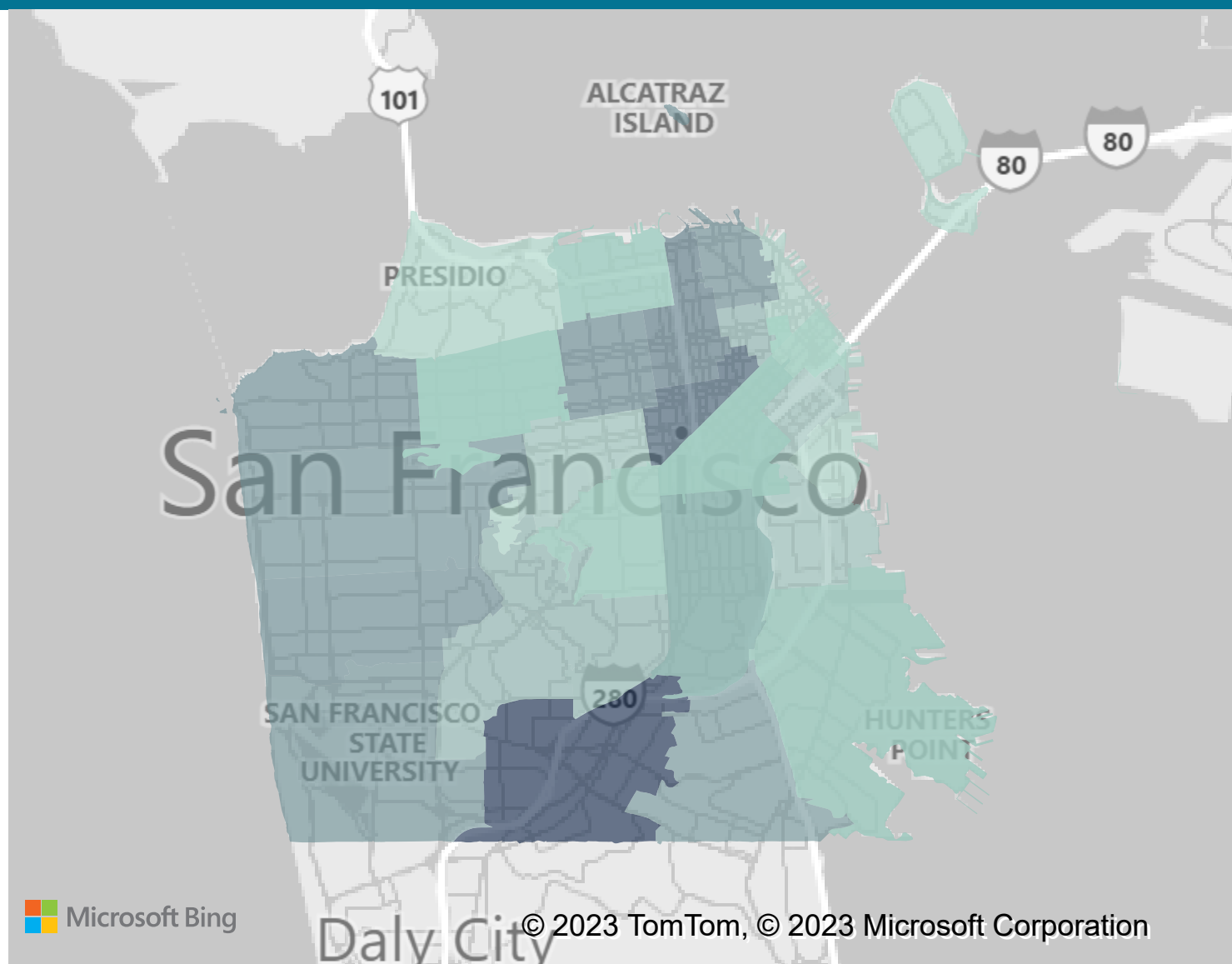
Unduplicated Clients	14,008
Enrollments	15,851

Analysis based on unduplicated clients

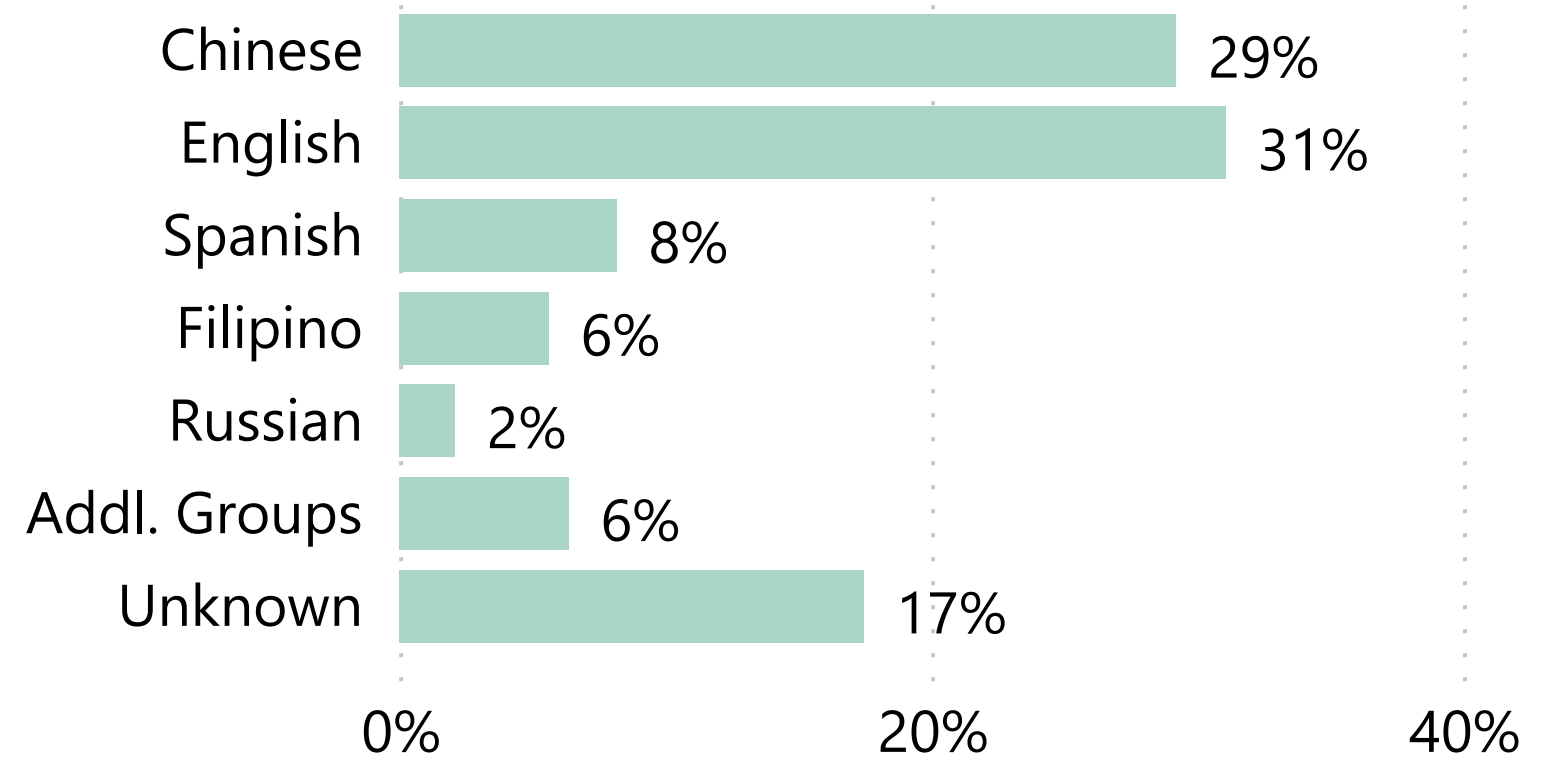
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	59%
Male	35%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	6%
Total	100%

Sexual Orientation

Straight/Heterosexual	79%
Gay/Lesbian/Same-Gender Loving	4%
Bisexual	1%
Addl. Groups	0%
Unknown	16%
Total	100%

Age

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



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

\$787,145

Providers

2

Service Objectives



Outcome Objectives

Service	*Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Employment (Reserve)	Empowerment*	Clients placed in employment setting report that this experience helped them meet their goals for enrolling in the program	18	88%	80%
Employment Support	Empowerment*	Clients placed in employment setting report that this experience helped them meet their goals for enrolling in the program	18	88%	80%
Employment (Reserve)	Empowerment*	Clients report services help mitigate or remove barriers to employment	18	100%	80%
Employment Support	Empowerment*	Clients report services help mitigate or remove barriers to employment	18	100%	80%

*Key Measurement Theme for Service Area

Employment Support

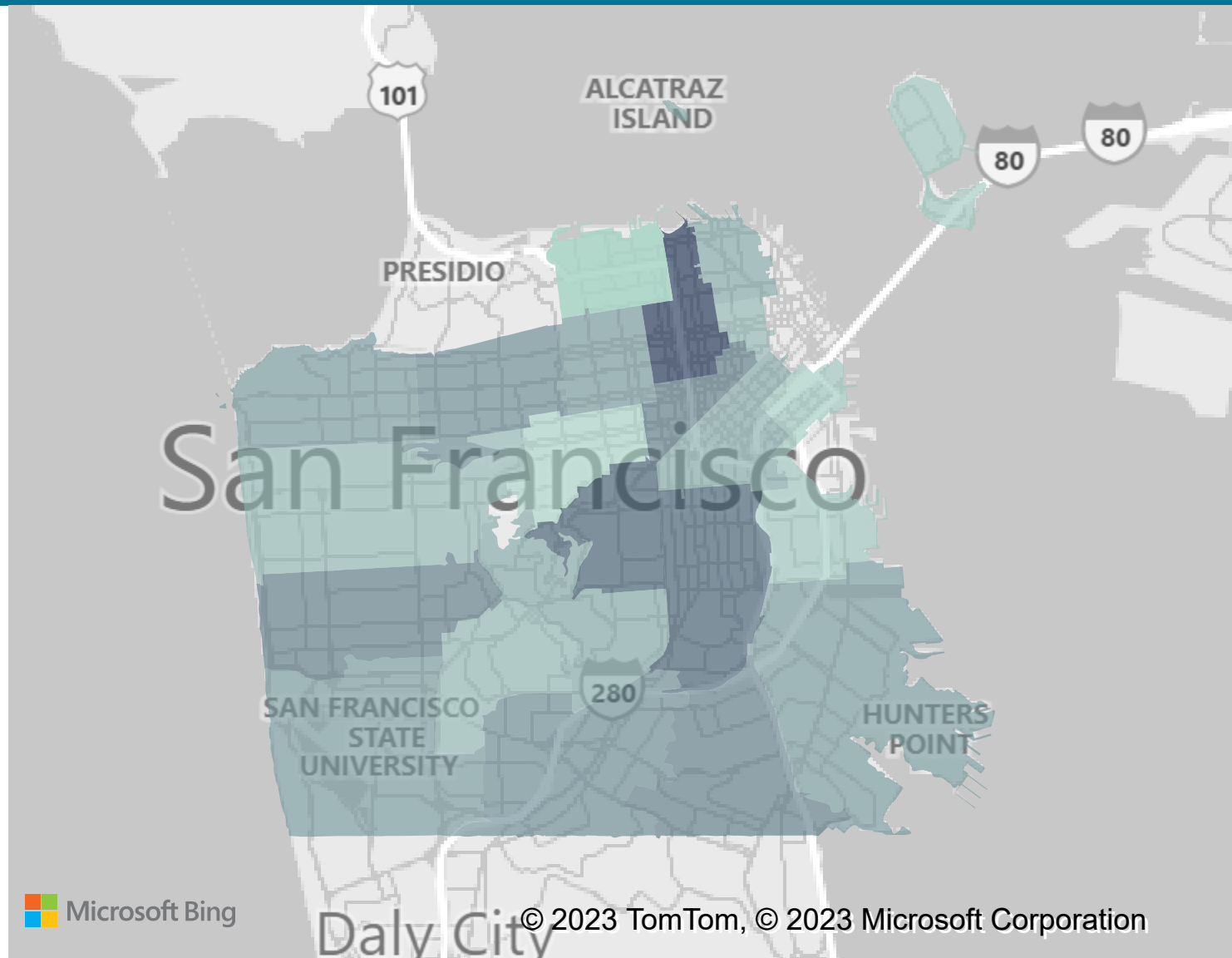
Client Profile

Service Levels

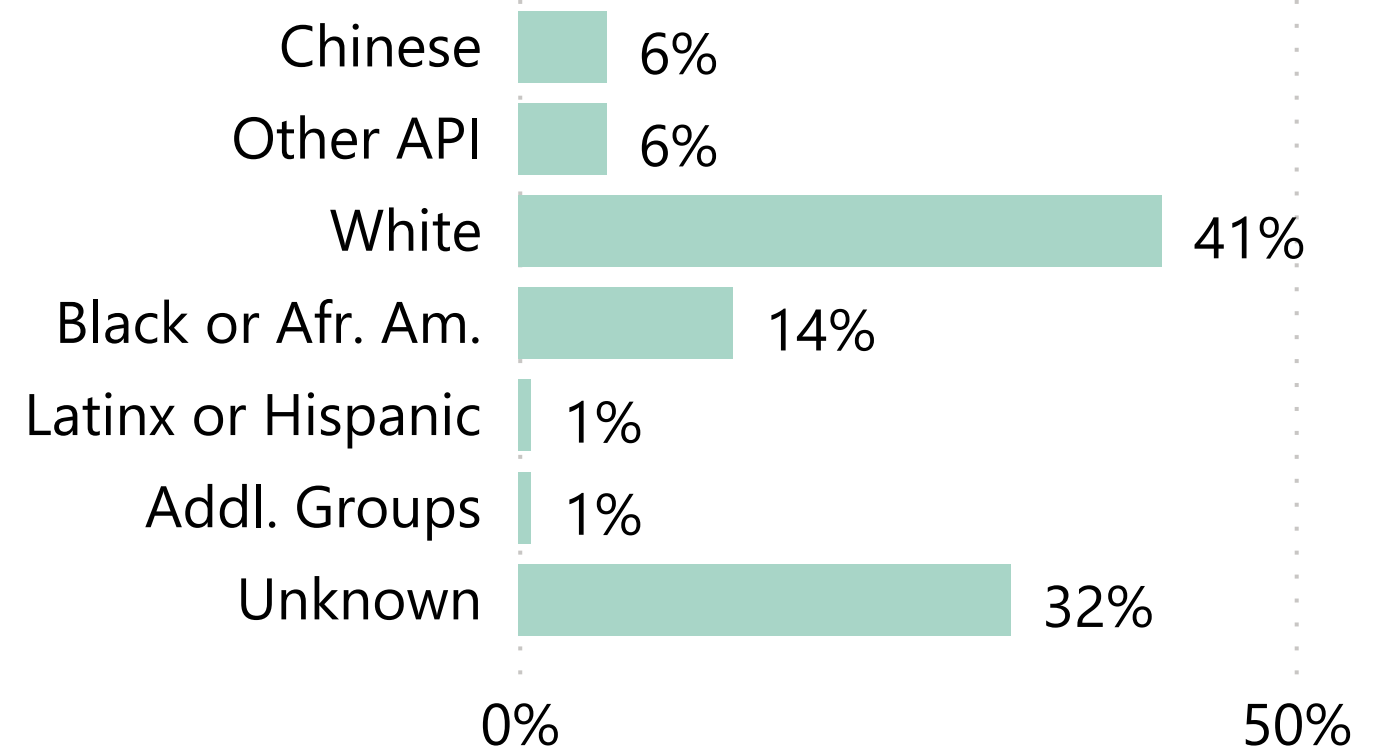
Unduplicated Clients	123
Enrollments	123

Analysis based on unduplicated clients

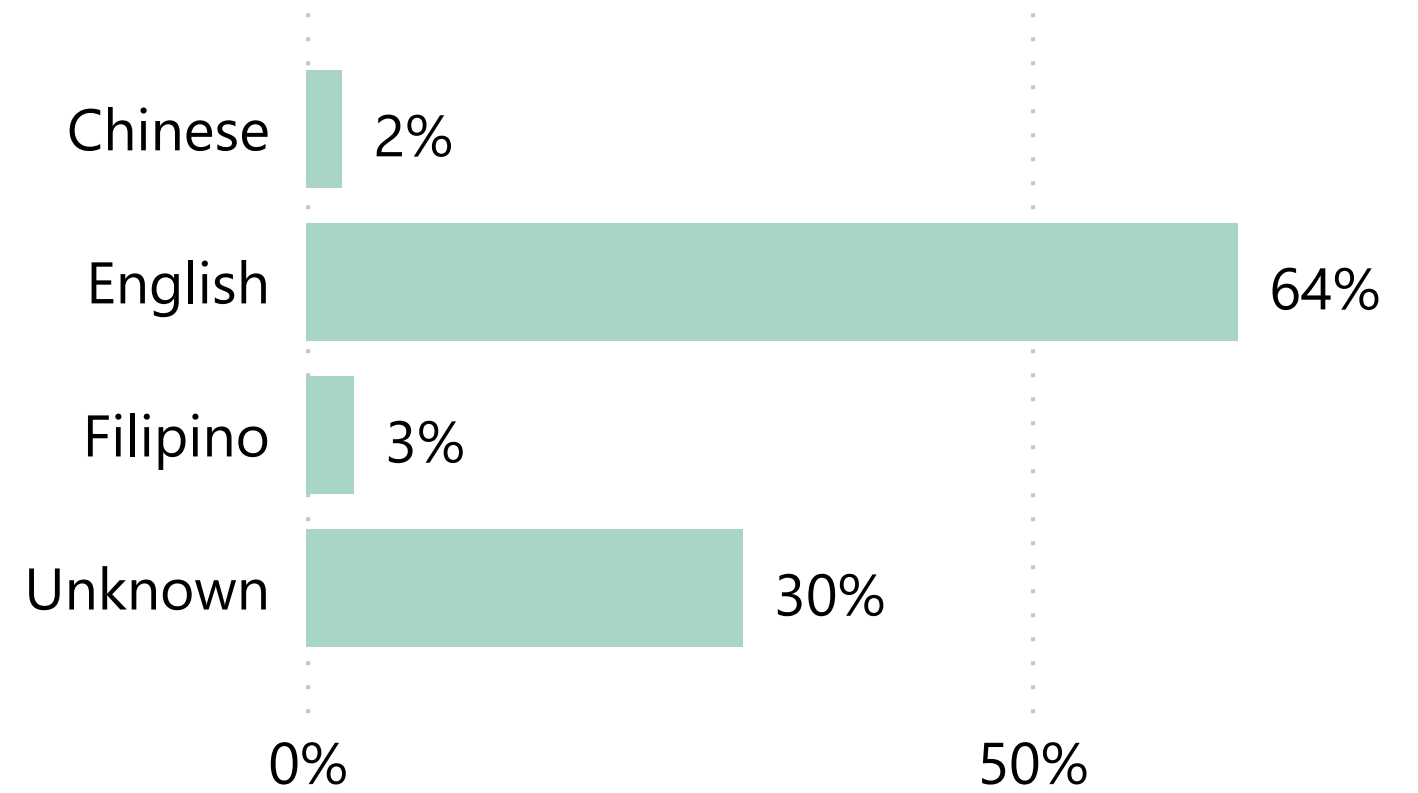
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

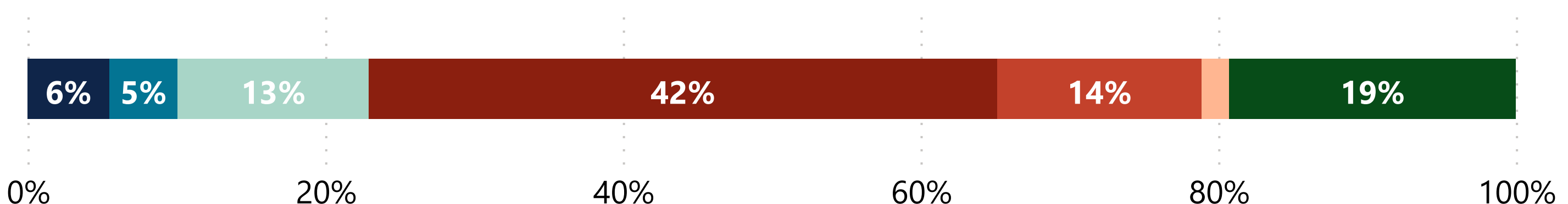
Female	44%
Male	34%
Genderqueer/Gender Non-binary	1%
Unknown	21%
Total	100%

Sexual Orientation

Straight/Heterosexual	44%
Gay/Lesbian/Same-Gender Loving	8%
Bisexual	2%
Addl. Groups	2%
Unknown	44%
Total	100%

Age

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



Intergenerational Programs

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

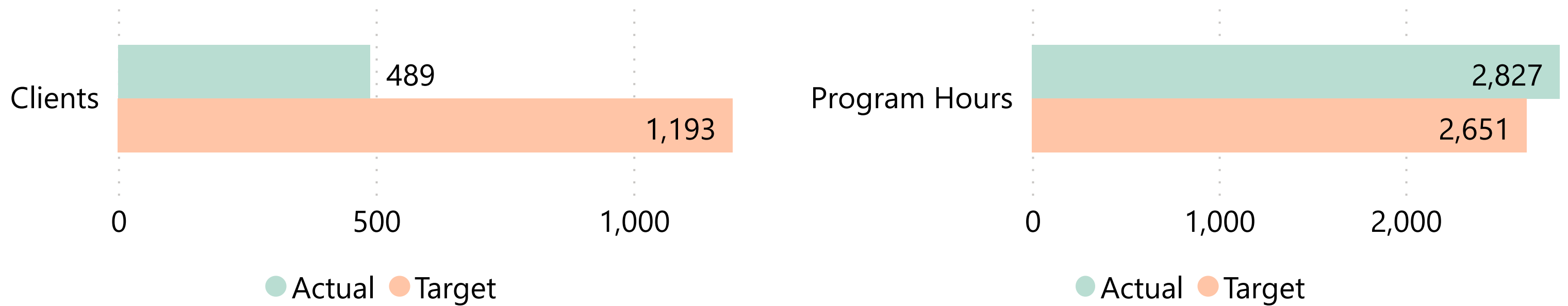
Funding

\$686,684

Providers

6

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	193	94%	65%
Engagement & Socialization*	Clients feel like valued community members due to opportunity to share their knowledge, skills, stories, etc., through this program	193	98%	60%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)			50%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics are unavailable due to the COVID-19 emergency.

Intergenerational Programs

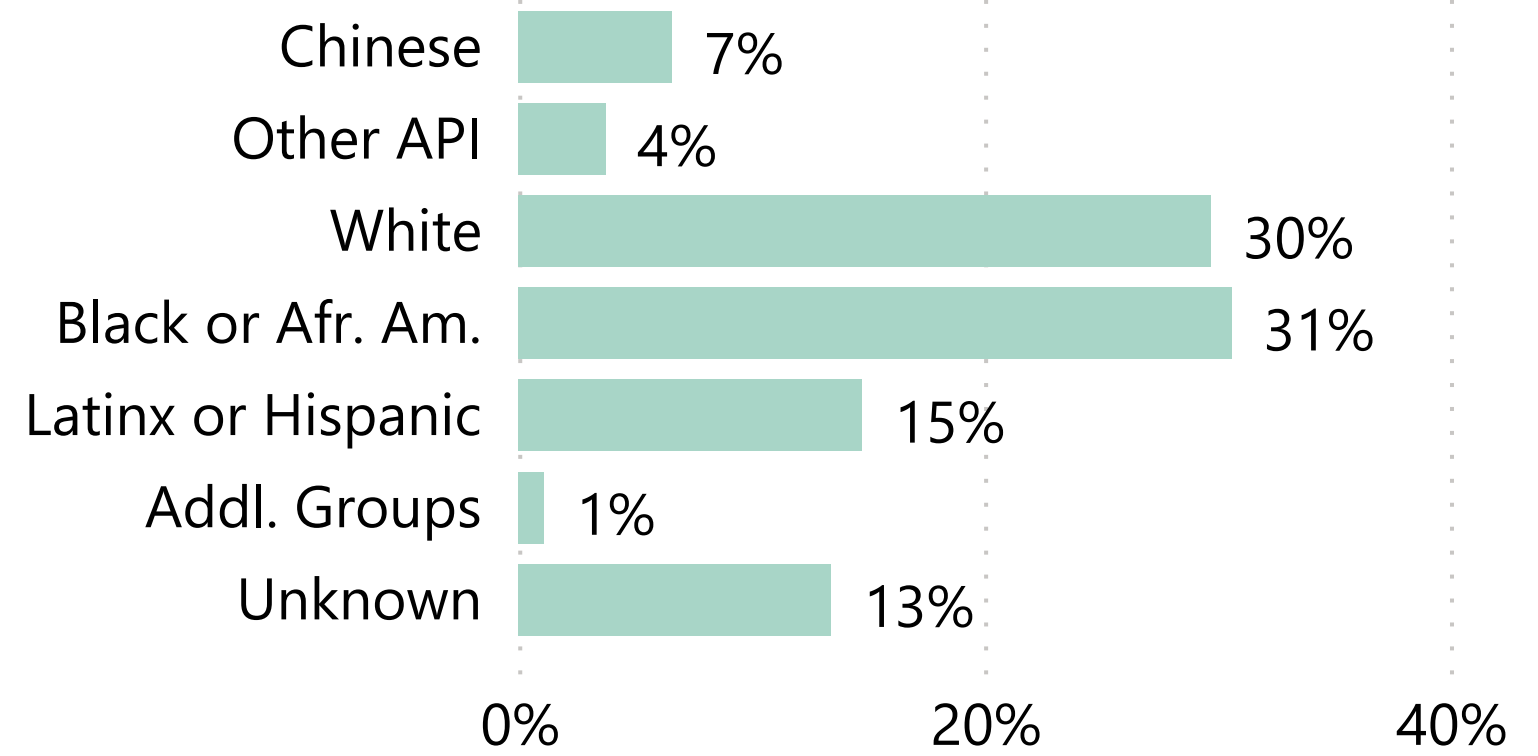
Client Profile

Service Levels

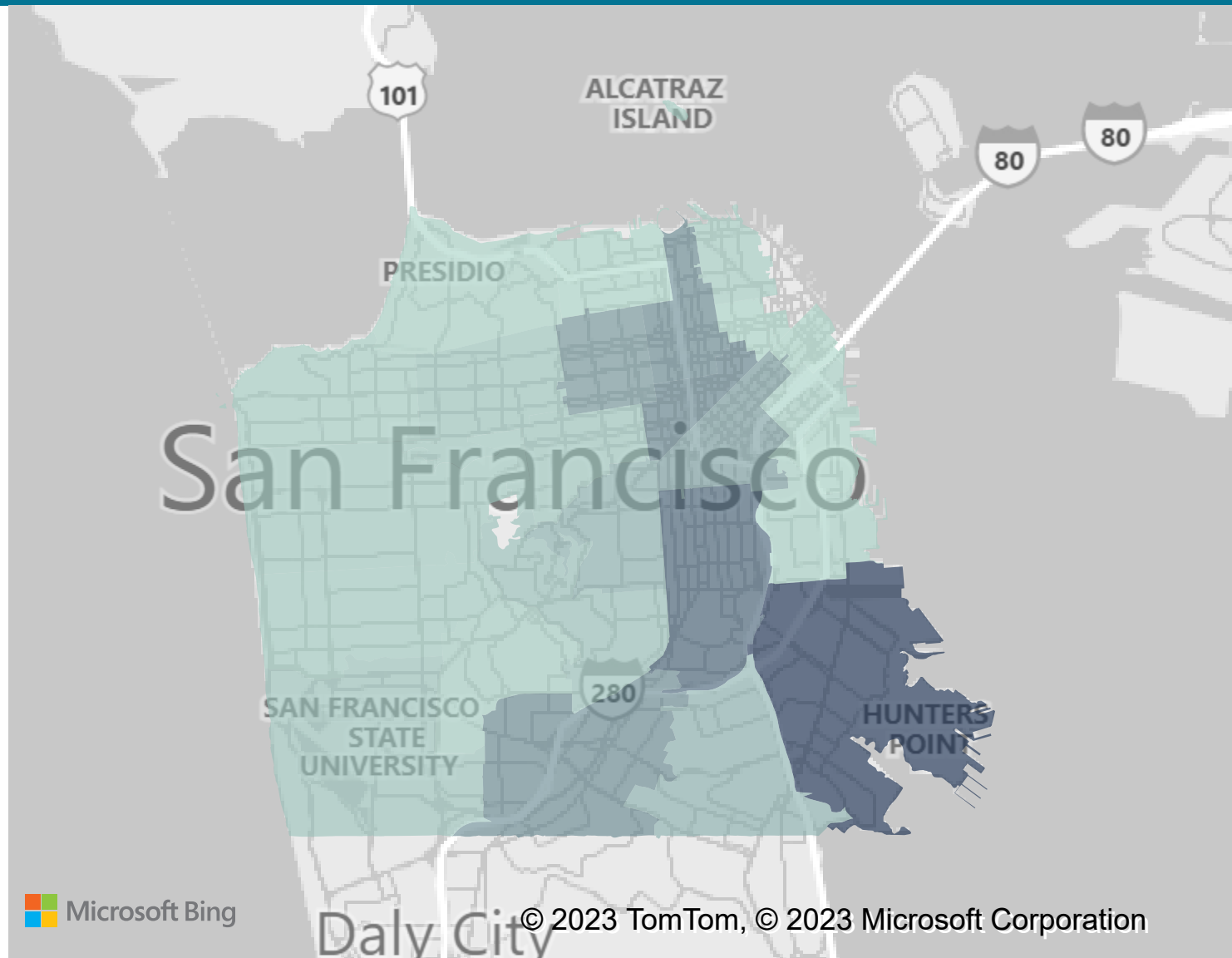
Unduplicated Clients	454
Enrollments	458

Analysis based on unduplicated clients

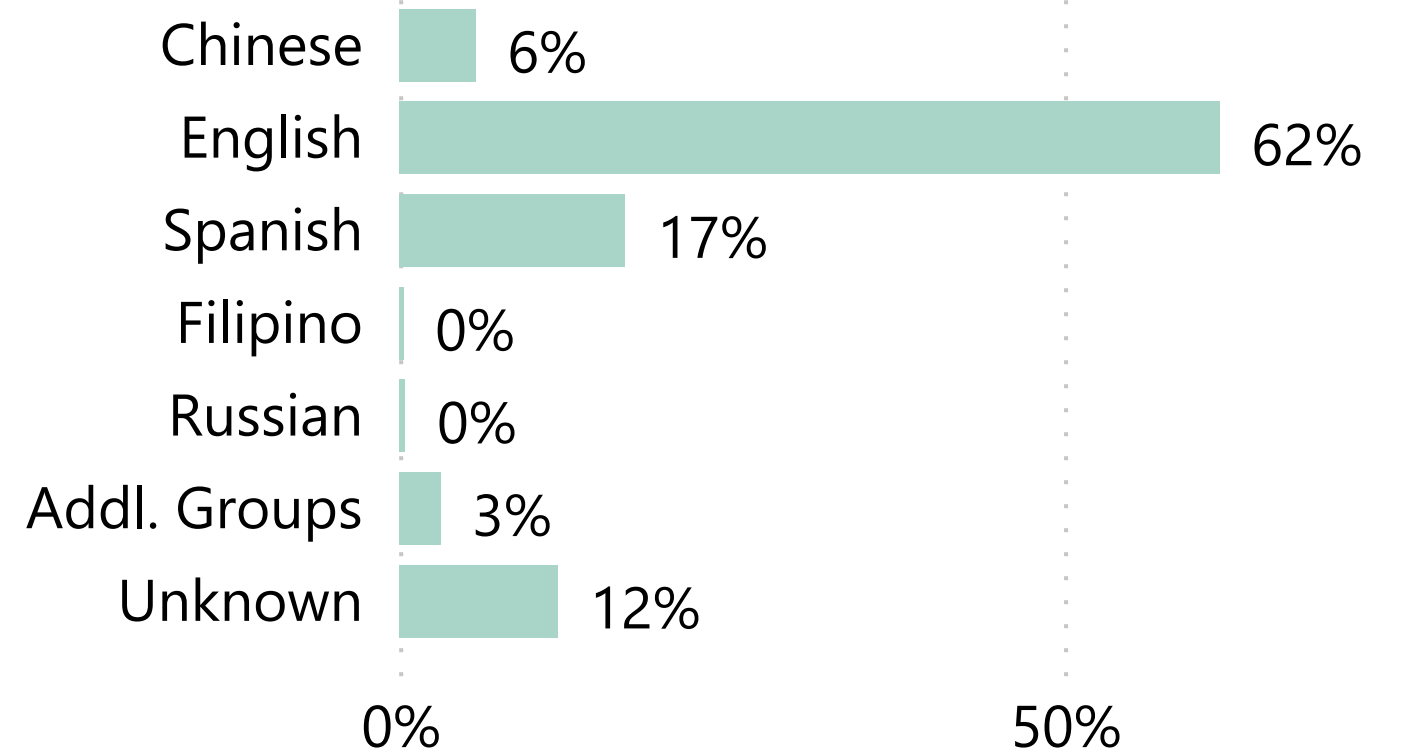
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	57%
Male	37%
Trans Female	2%
Trans Male	1%
Genderqueer/Gender Non-binary	0%
Unknown	3%
Total	100%

Sexual Orientation

Straight/Heterosexual	61%
Gay/Lesbian/Same-Gender Loving	23%
Bisexual	2%
Addl. Groups	1%
Unknown	13%
Total	100%

Age

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



Neighborhood Choirs

Neighborhood-focused or neighborhood-based choirs designed to engage older adults and adults with disabilities. Participation in 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.

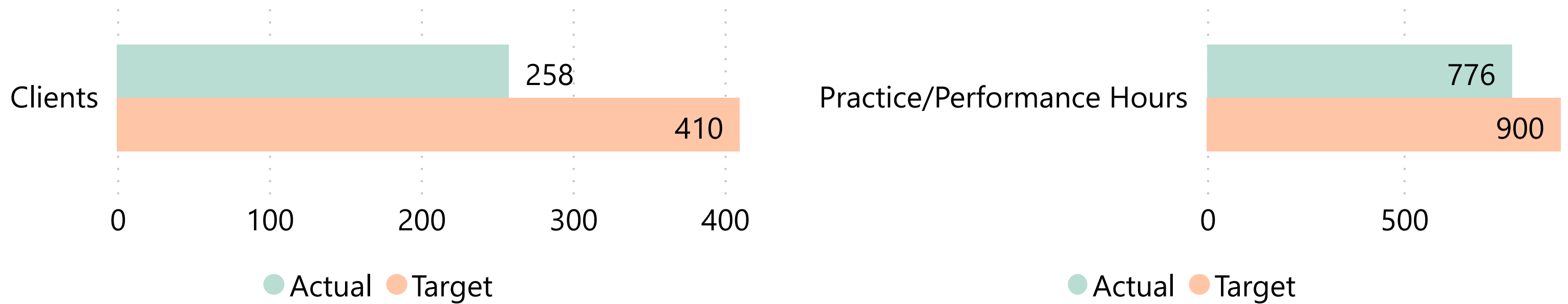
Funding

\$247,200

Providers

1

Service Objectives



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			50%
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program			90%
Engagement & Socialization*	Clients report increased opportunities for socialization and interaction due to participation in program			90%
Quality of Life	Clients feel balanced and peaceful due to participation in the program			90%

*Key Measurement Theme for Service Area

Neighborhood Choirs

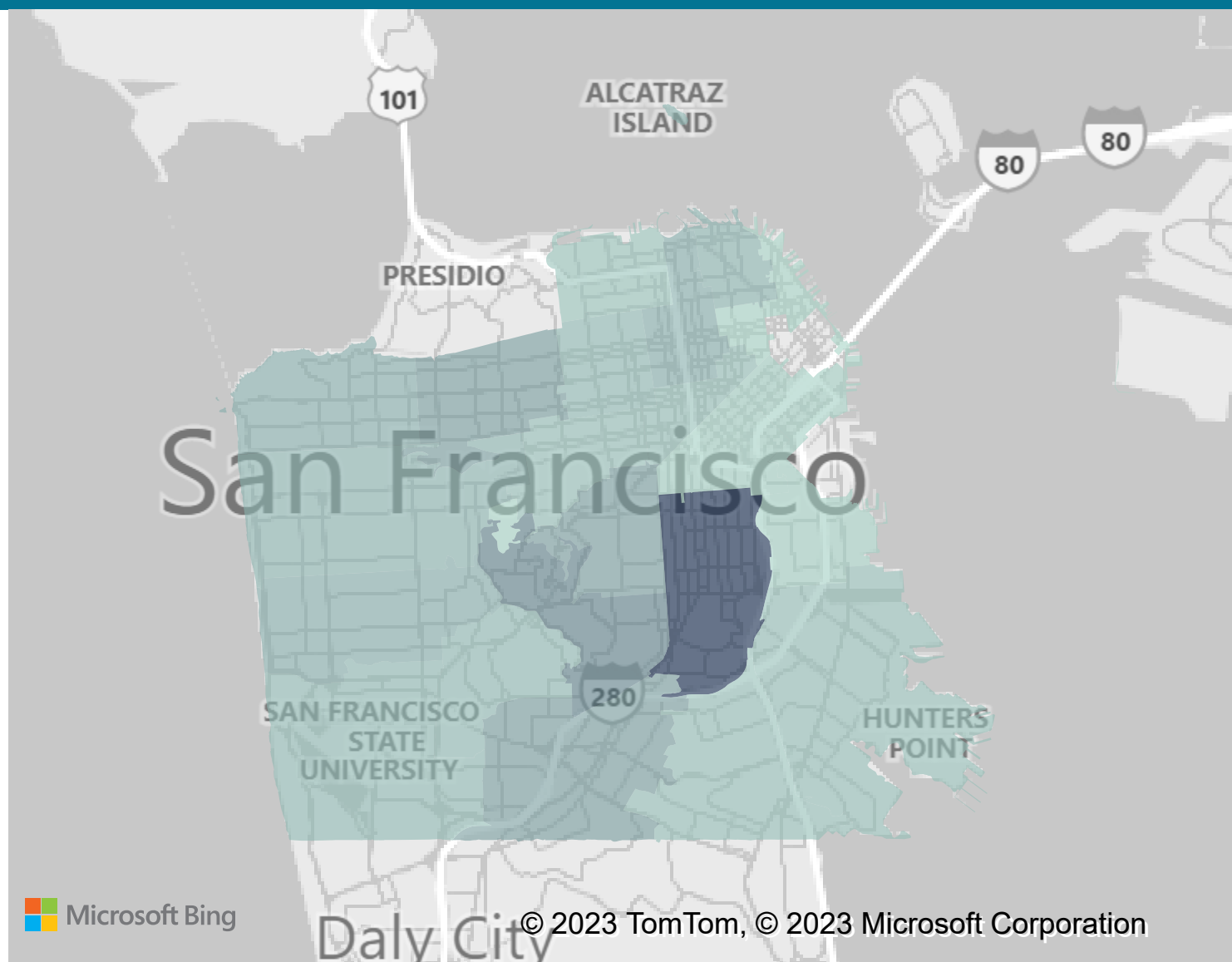
Client Profile

Service Levels

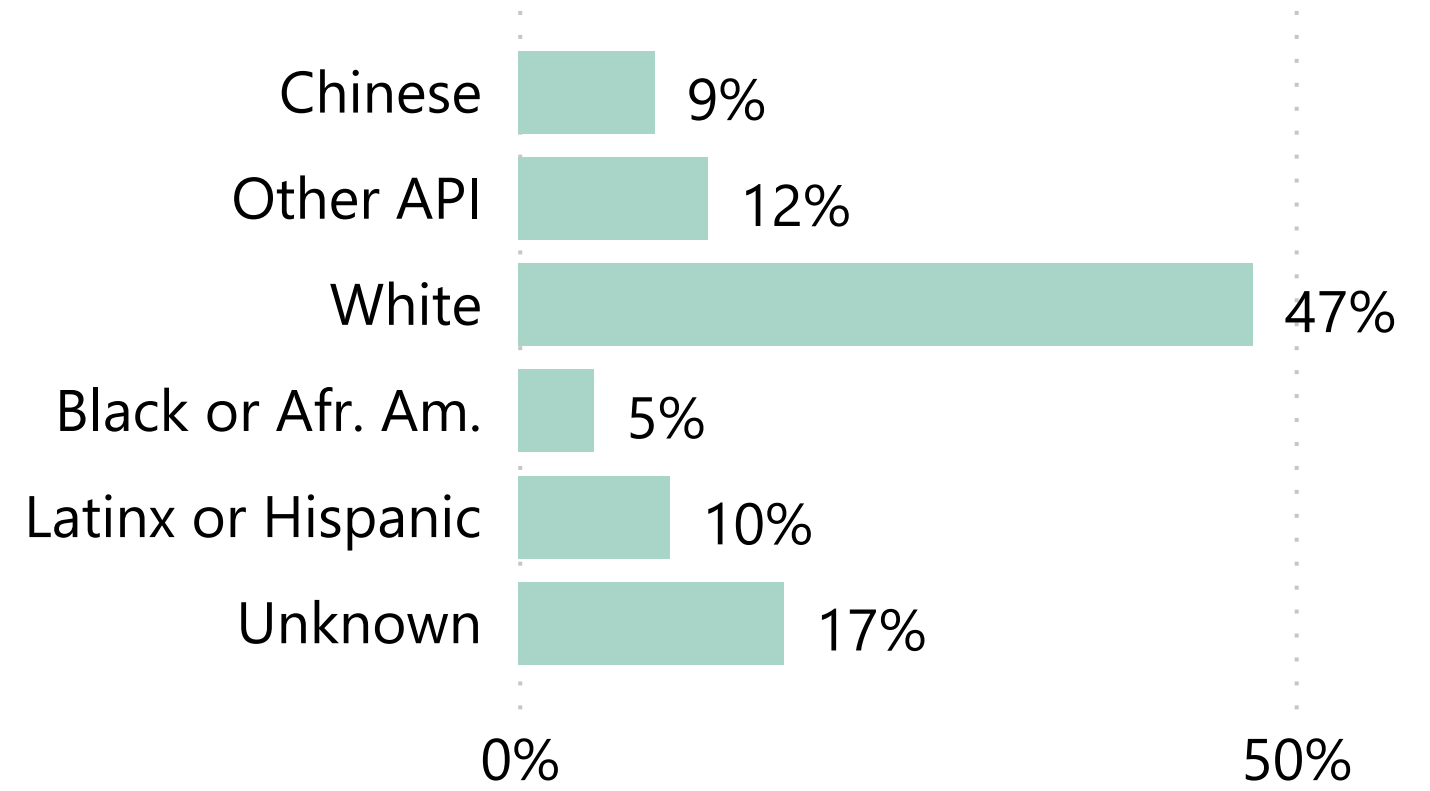
Unduplicated Clients	205
Enrollments	252

Analysis based on unduplicated clients

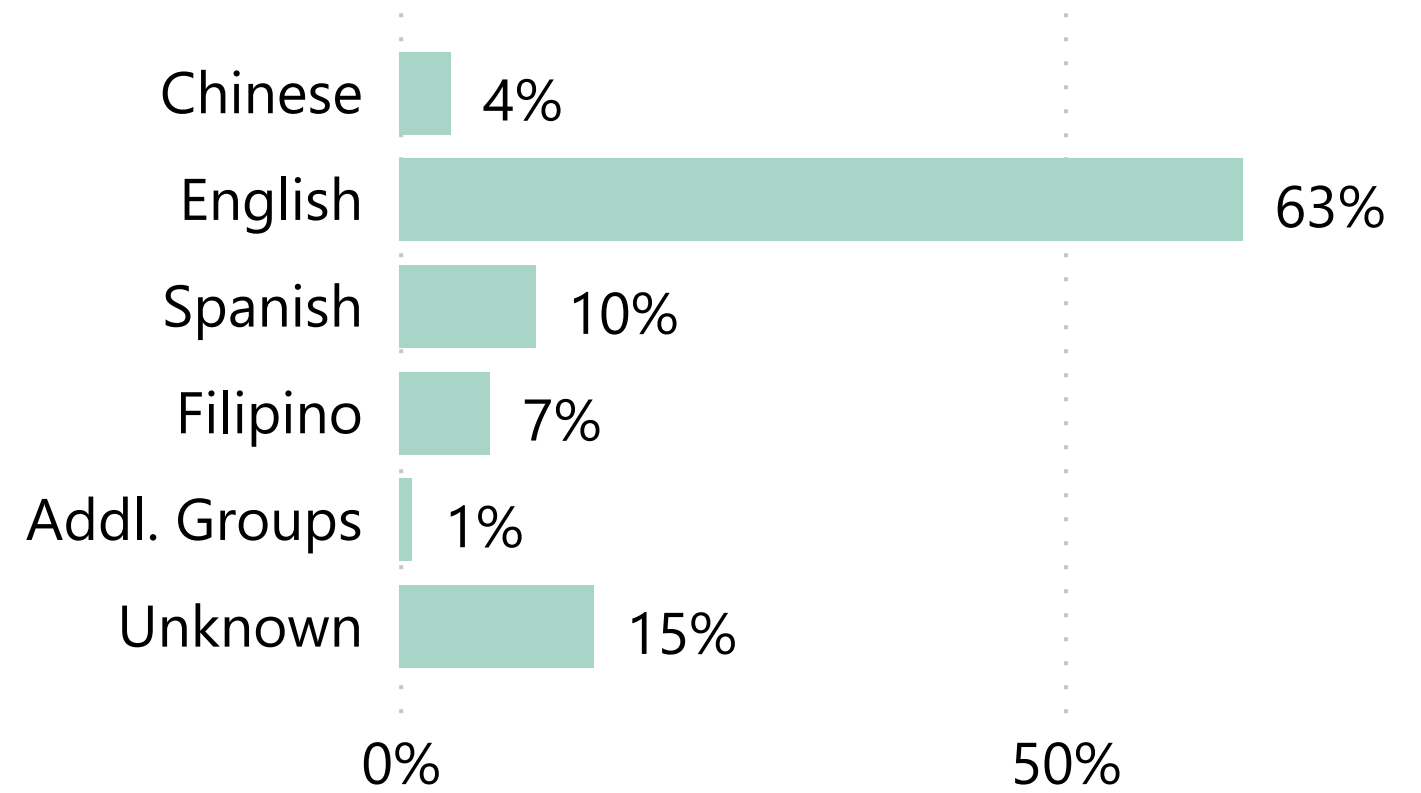
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	77%
Male	17%
Unknown	7%
Total	100%

Sexual Orientation

Straight/Heterosexual	74%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	1%
Unknown	19%
Total	100%

Age

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



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

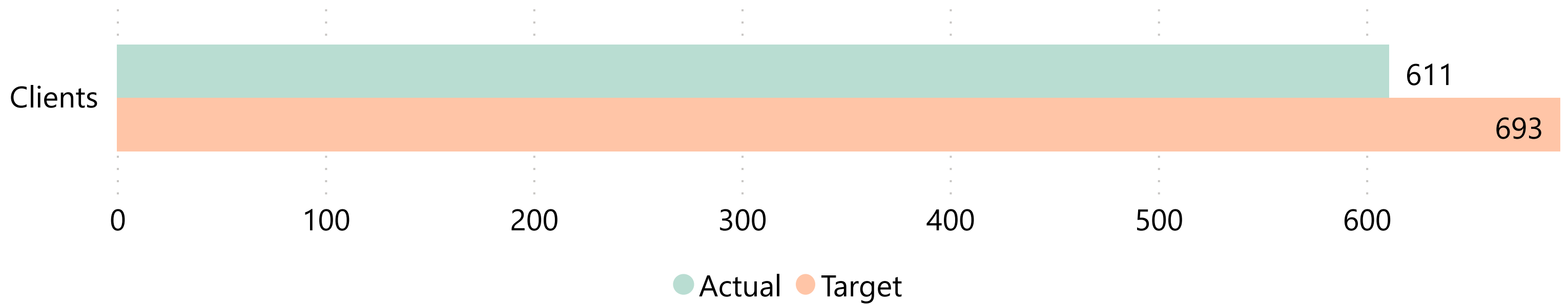
Funding

\$944,044

Providers

7

Service Objectives



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	295	94%	83%
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	321	94%	79%
Engagement & Socialization*	Clients feel they have more opportunities to contribute meaningfully to their neighborhood and/or community	289	84%	83%
Physical Fitness & Health	Clients feel healthier due to their participation in physical activities available through the program	129	97%	80%
Service Quality	Clients rate the quality of services as excellent or good	487	95%	82%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics reflects information for only six providers. Data for one provider are unavailable due to the COVID-19 emergency.

Neighborhood-Based Programs

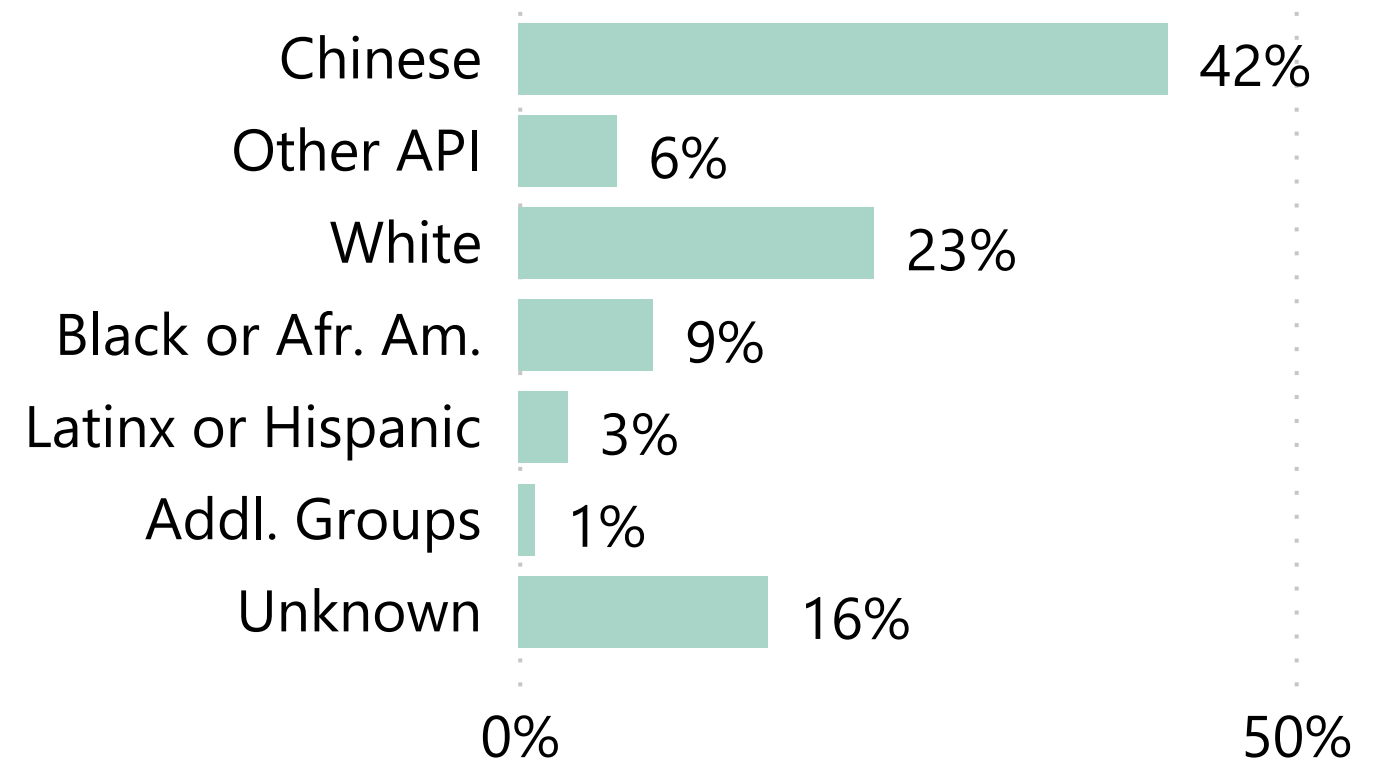
Client Profile

Service Levels

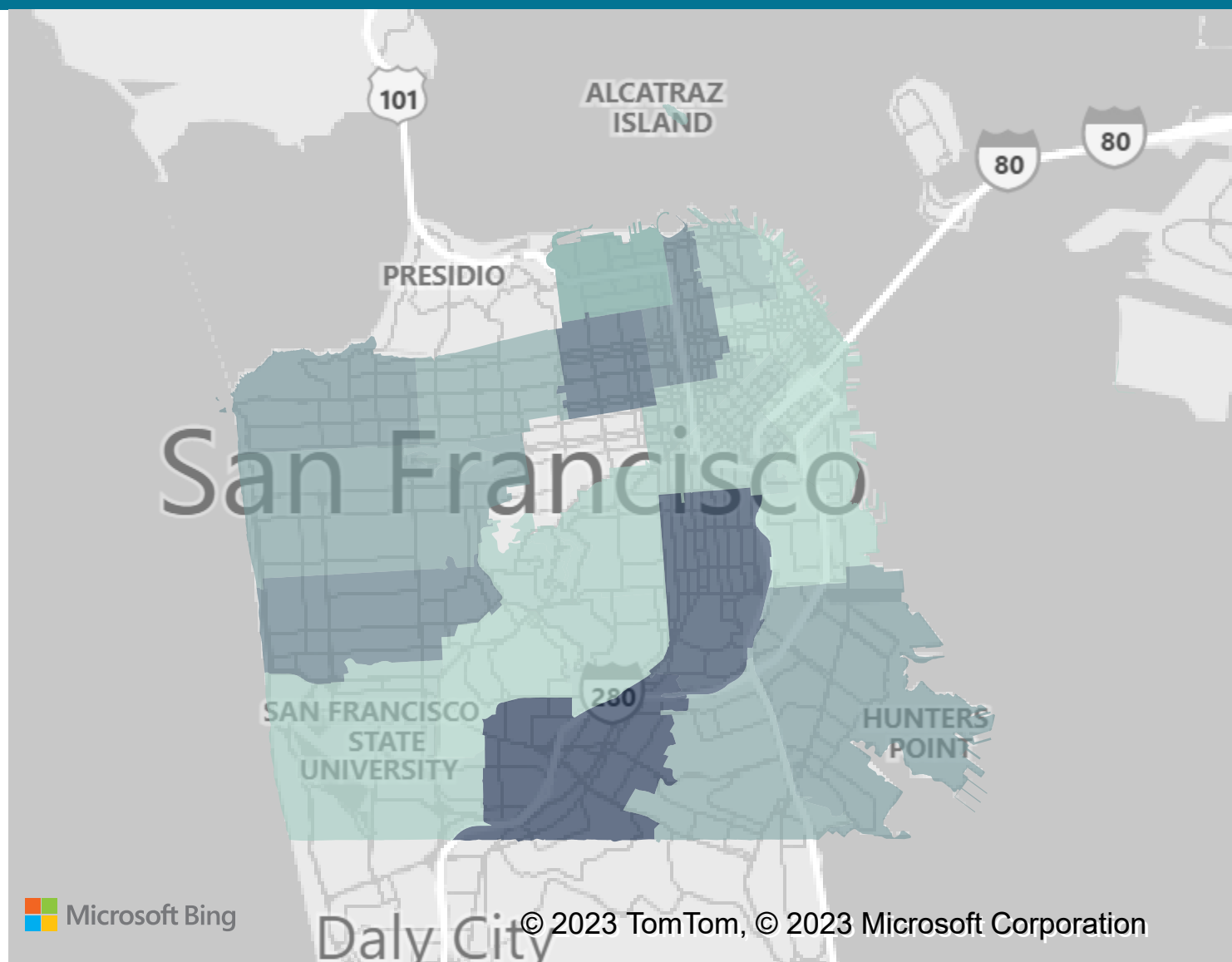
Unduplicated Clients	380
Enrollments	380

Analysis based on unduplicated clients

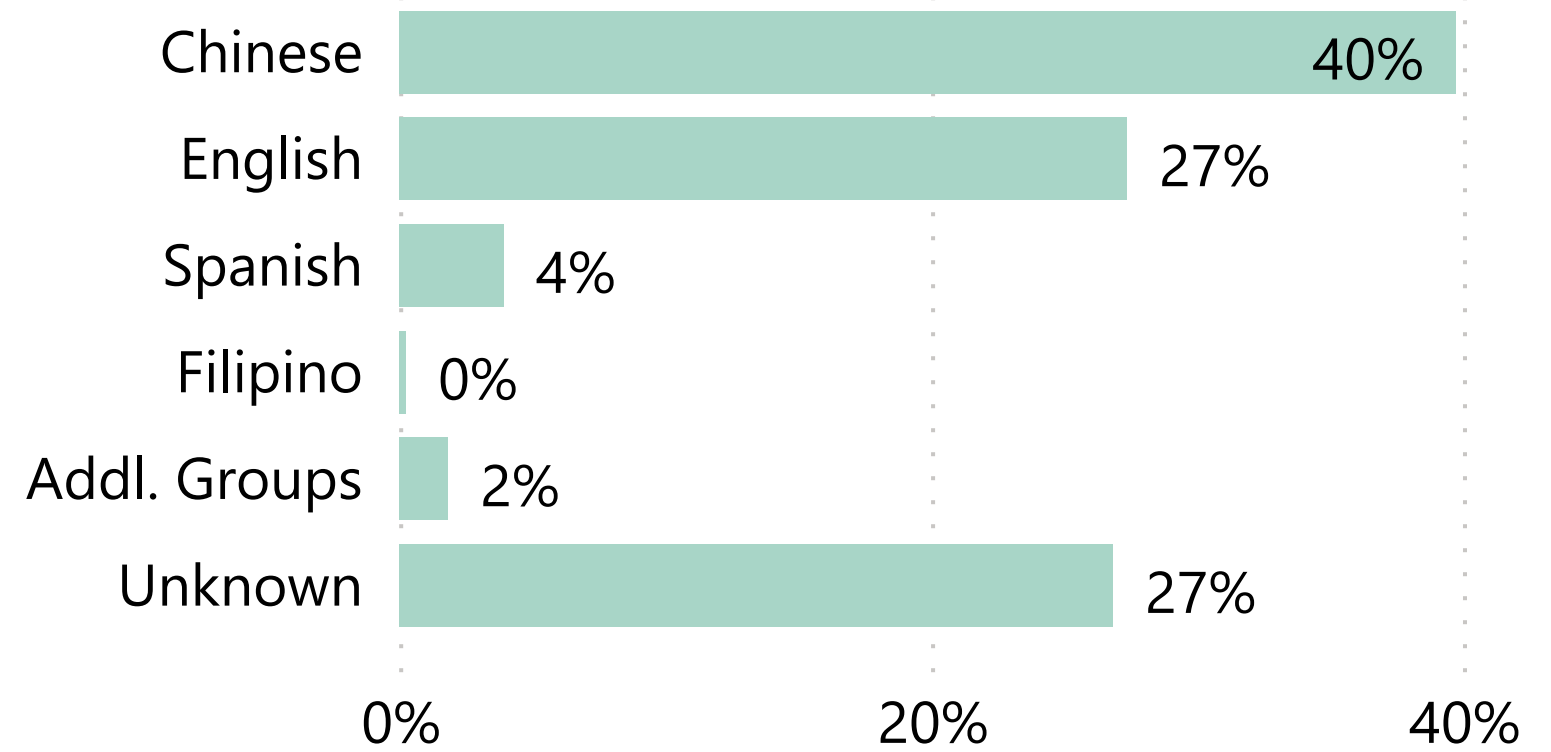
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	66%
Male	26%
Unknown	8%
Total	100%

Sexual Orientation

Straight/Heterosexual	76%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Unknown	20%
Total	100%

Age

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



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.

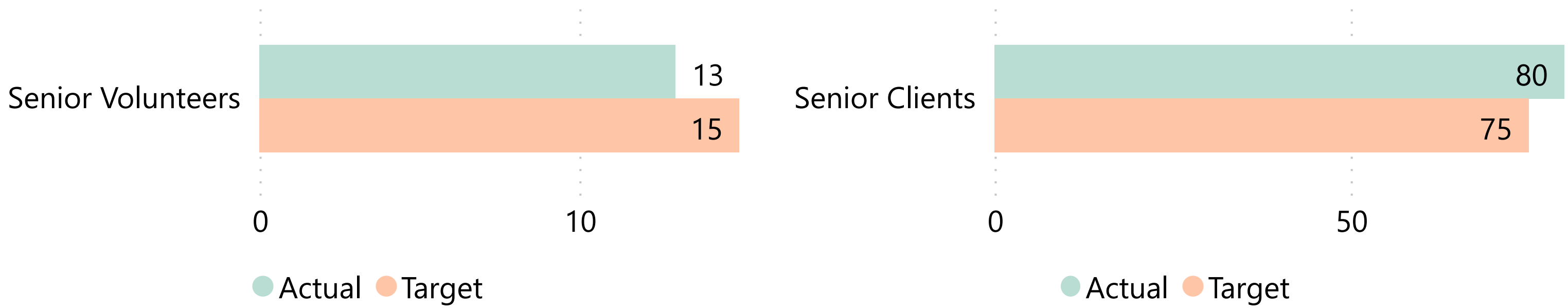
Funding

\$92,618

Providers

1

Service Objectives



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

Note: Performance data for this program are unavailable due to the COVID-19 emergency. Annual client surveys were not completed in FY 2020-21.

Senior Companion

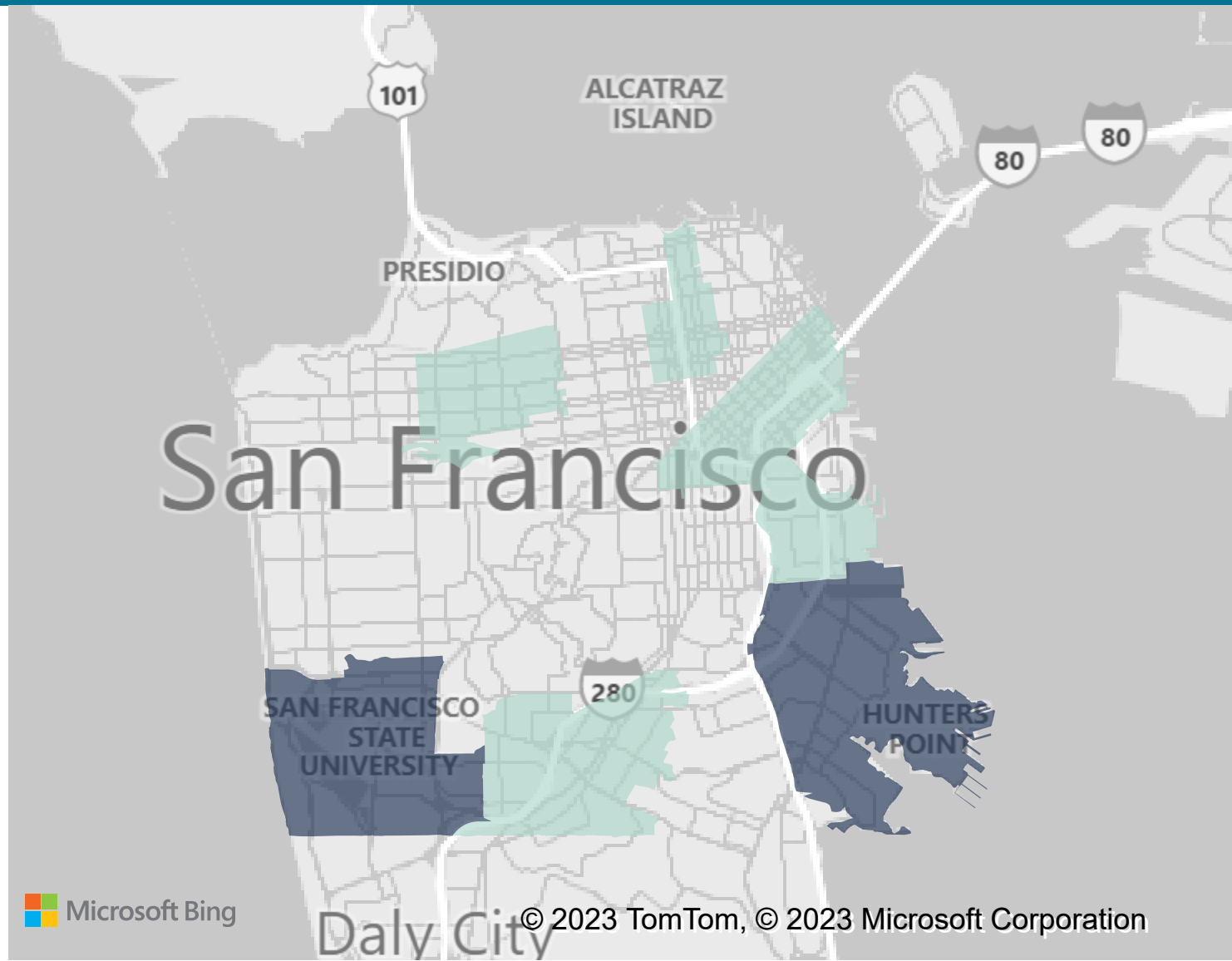
Client Profile

Service Levels

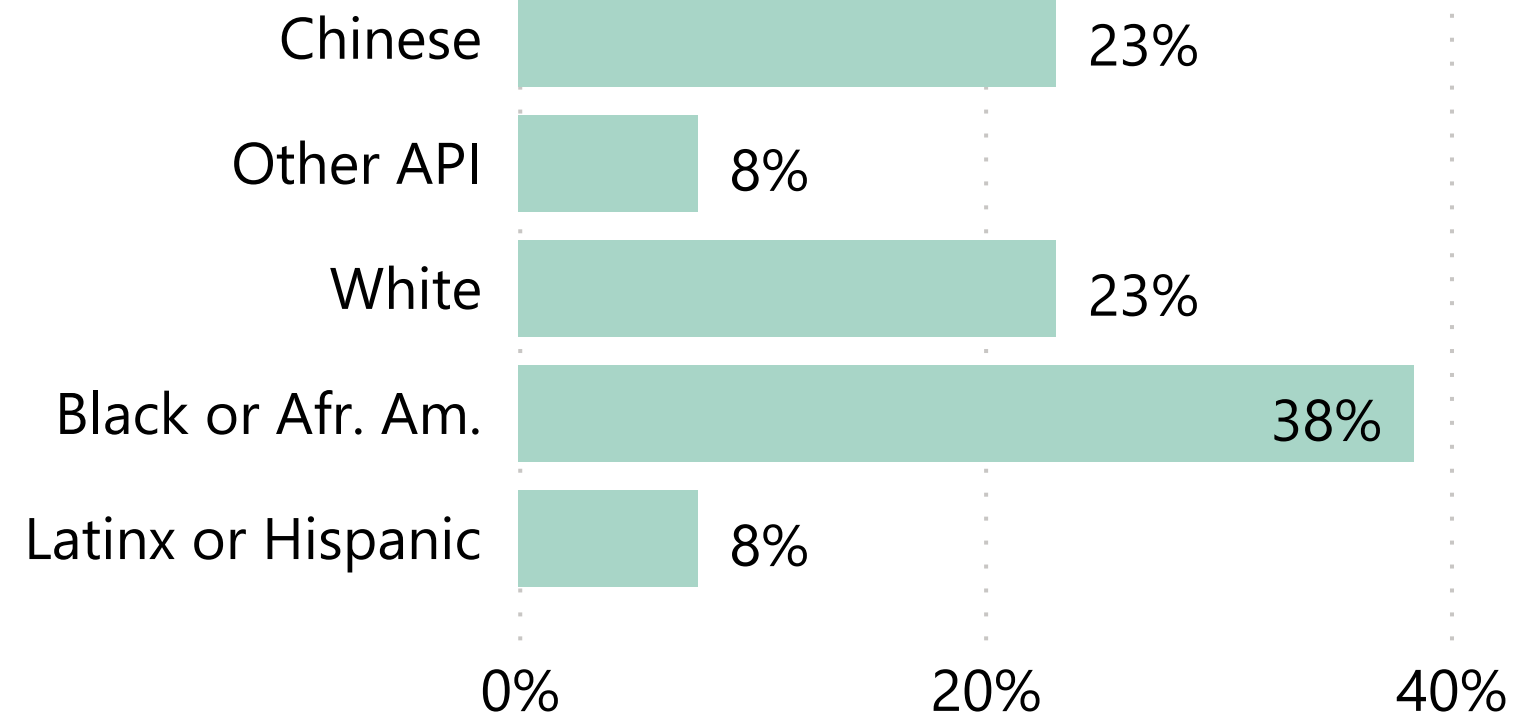
Unduplicated Clients	13
Enrollments	13

Analysis based on unduplicated clients

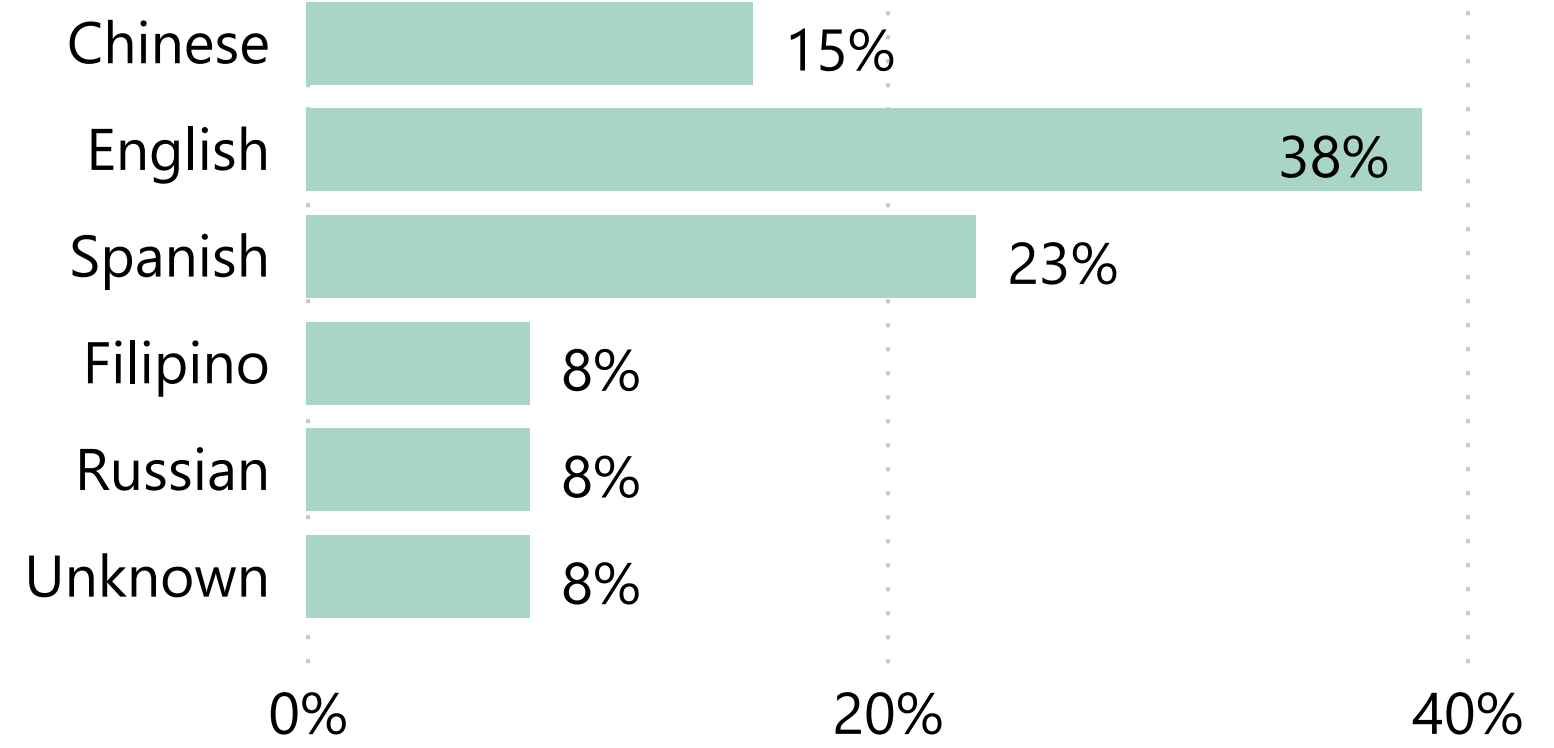
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	38%
Male	62%
Total	100%

Sexual Orientation

Straight/Heterosexual	92%
Gay/Lesbian/Same-Gender Loving	8%
Total	100%

Age

● 60-64 ● 65-74 ● 75-84



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.

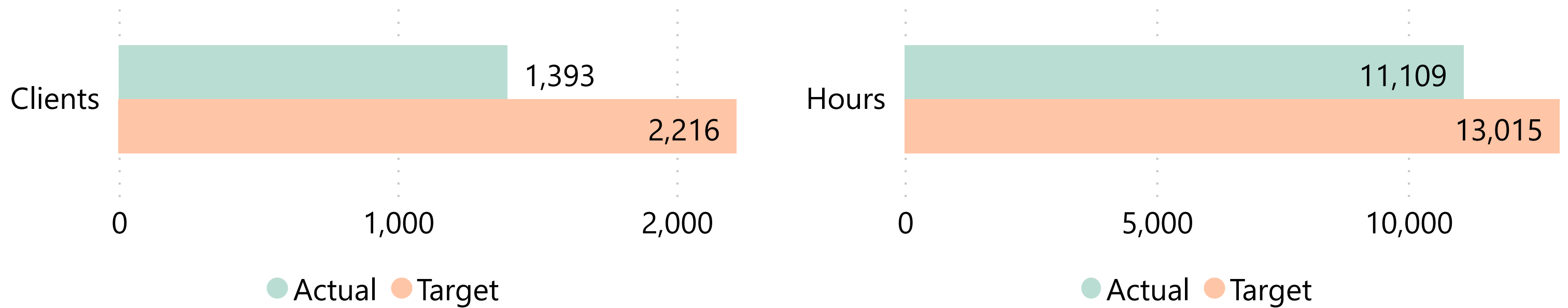
Funding

\$1,432,853

Providers

6

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients keep up to date with changing technology through the program	554	99%	75%
Empowerment*	Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g., housing, online maps, banking, and shopping)	548	98%	75%
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills learned from program	548	98%	75%
Physical Fitness & Health	Clients enhance their health and wellbeing by using learned skills to search online for programs and services	548	99%	75%

*Key Measurement Theme for Service Area

Note: Performance data for this program reflects information for only four providers. Data for two providers are unavailable due to the COVID-19 emergency.

SF Connected

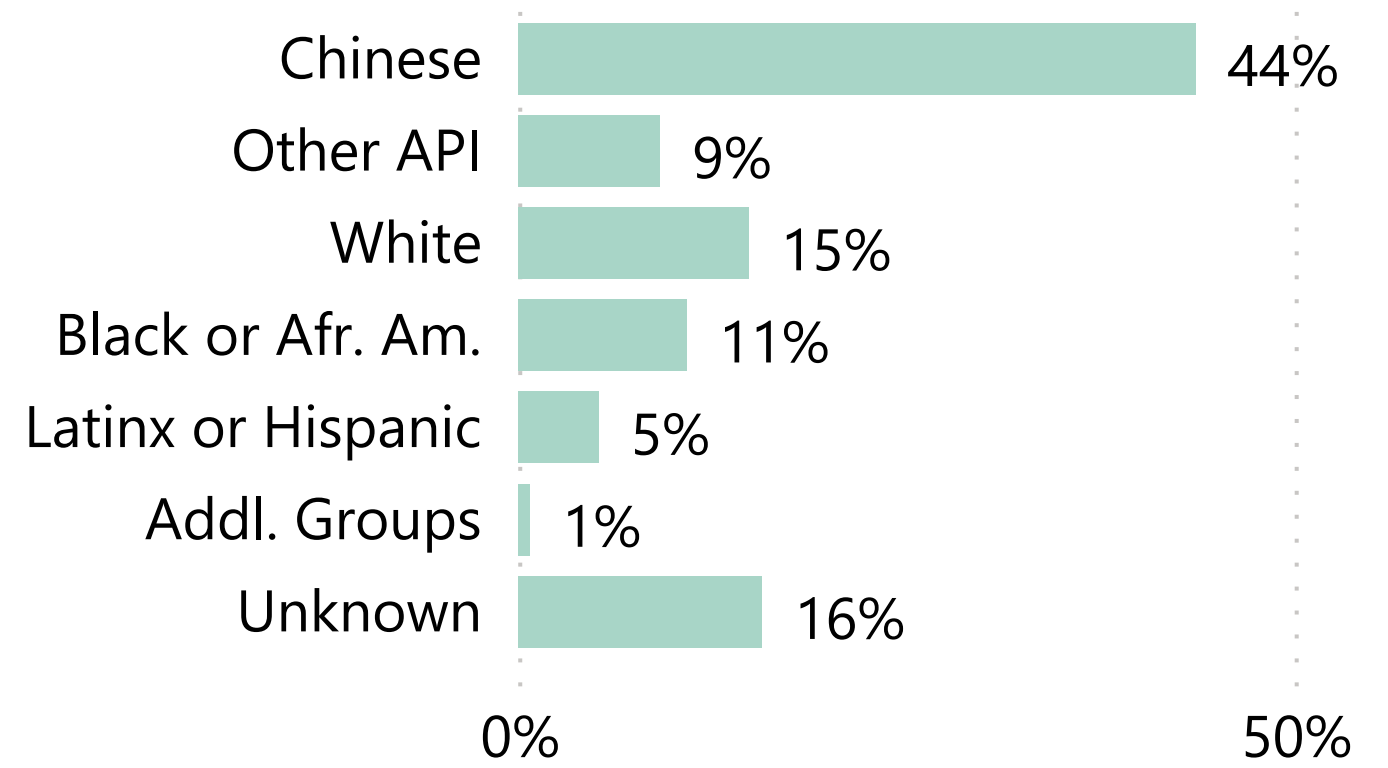
Client Profile

Service Levels

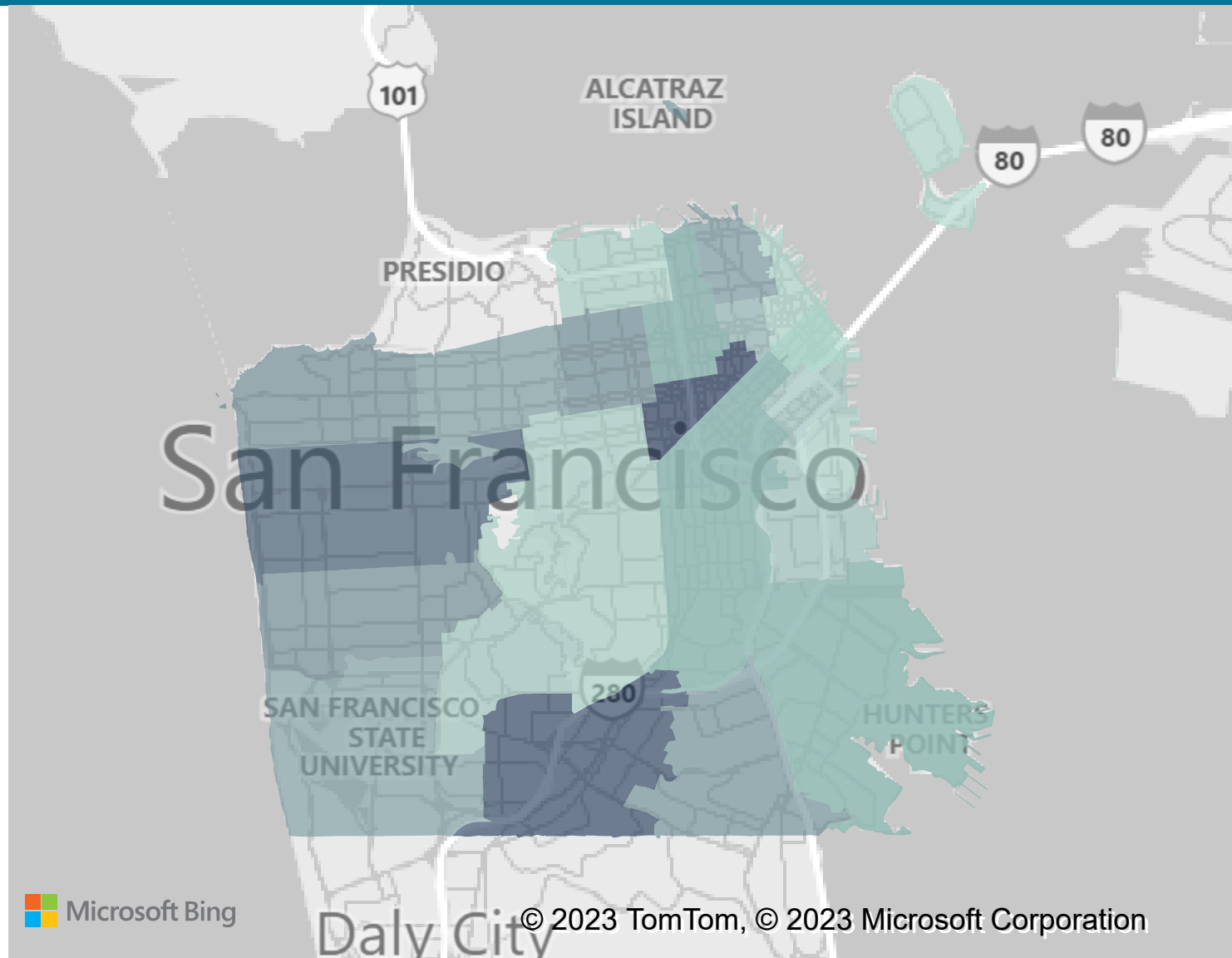
Unduplicated Clients	1,357
Enrollments	1,382

Analysis based on unduplicated clients

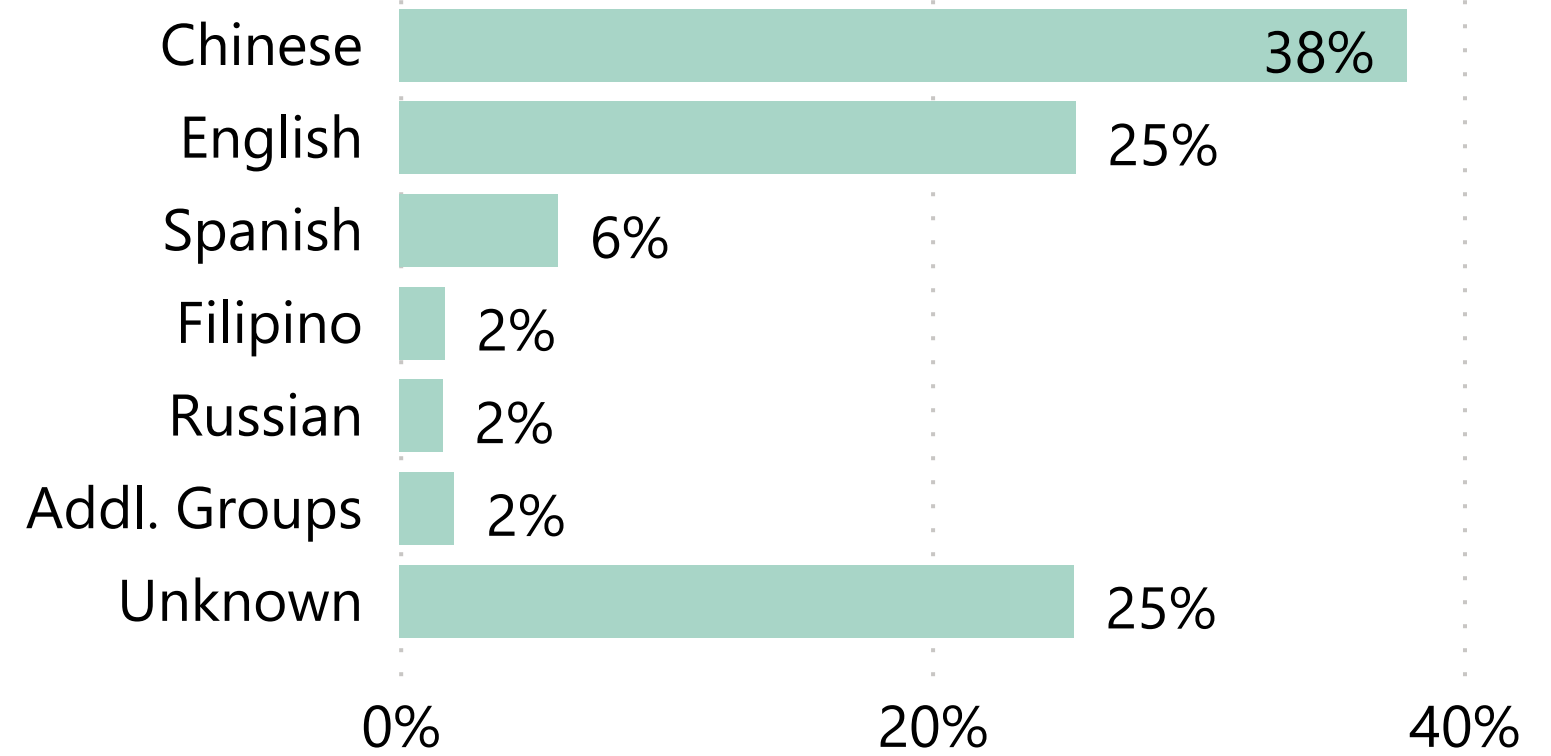
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	65%
Male	28%
Trans Female	0%
Trans Male	0%
Unknown	6%
Total	100%

Sexual Orientation

Straight/Heterosexual	70%
Gay/Lesbian/Same-Gender Loving	2%
Bisexual	1%
Addl. Groups	0%
Unknown	27%
Total	100%

Age

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



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.

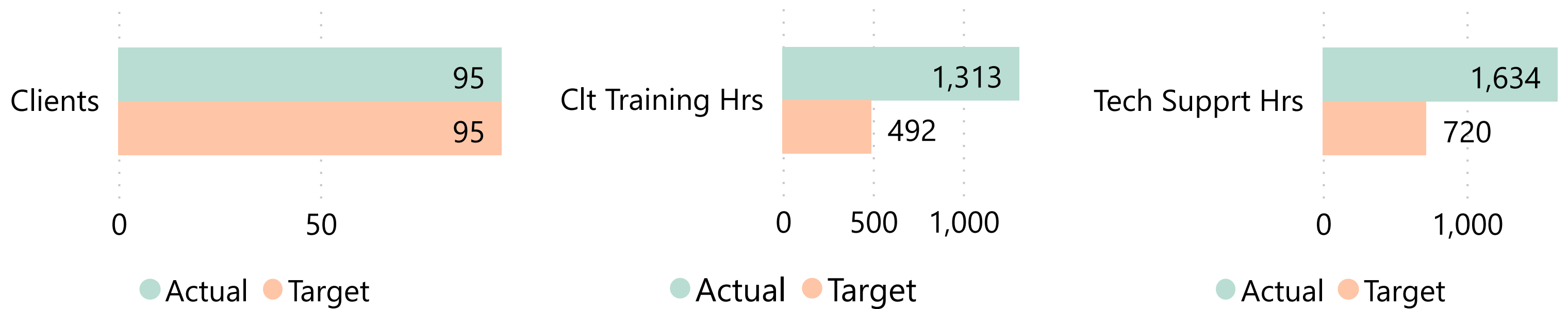
Funding

\$390,327

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report increase in self-sufficient use of technology	26	96%	65%
Empowerment*	Clients report increased self-efficacy in managing their health	26	76%	55%
Engagement & Socialization*	Clients feel a greater sense of connection to their community	26	96%	85%
Physical Fitness & Health	Clients report increased daily walking and/or movement	26	88%	65%

*Key Measurement Theme for Service Area

Technology at Home

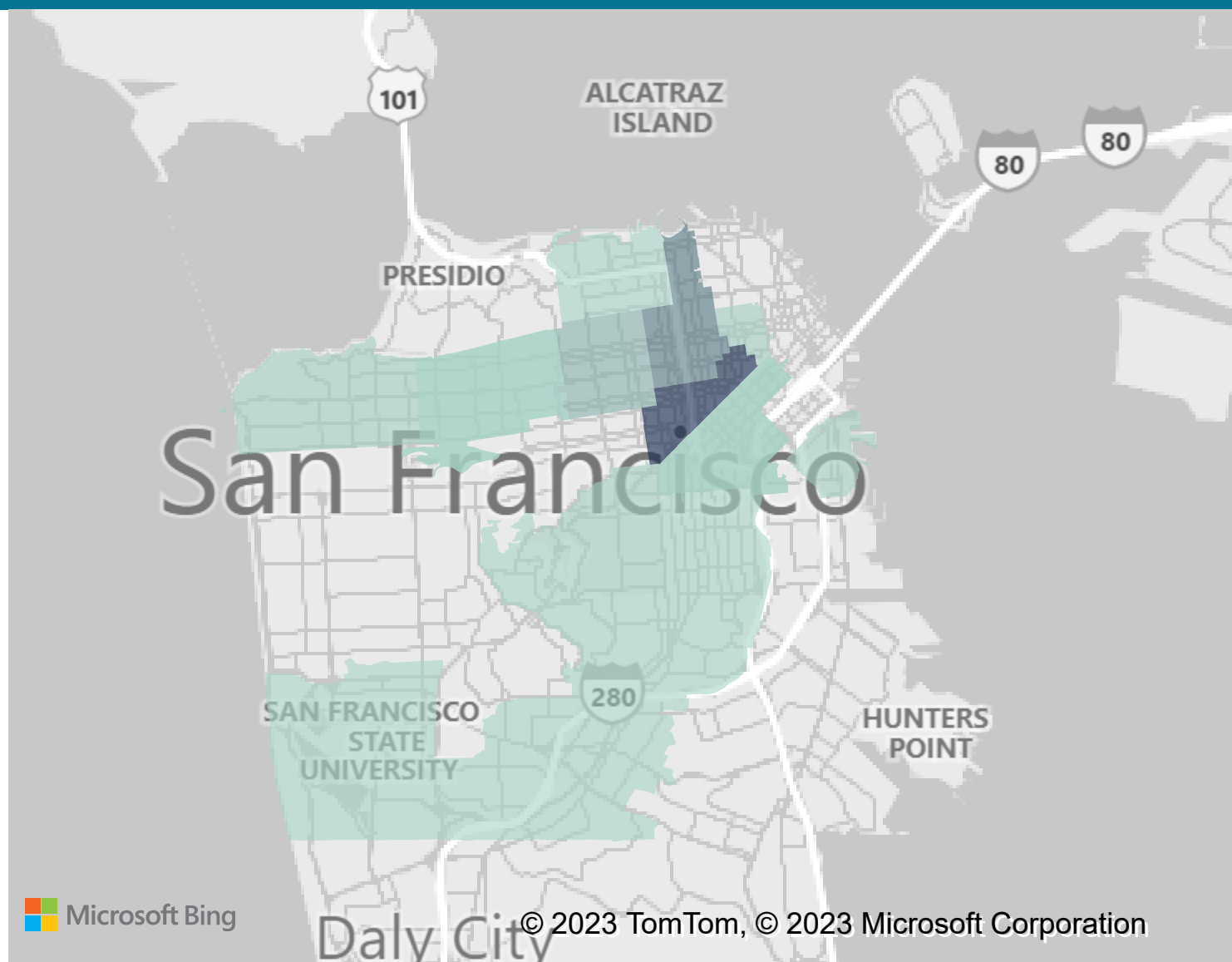
Client Profile

Service Levels

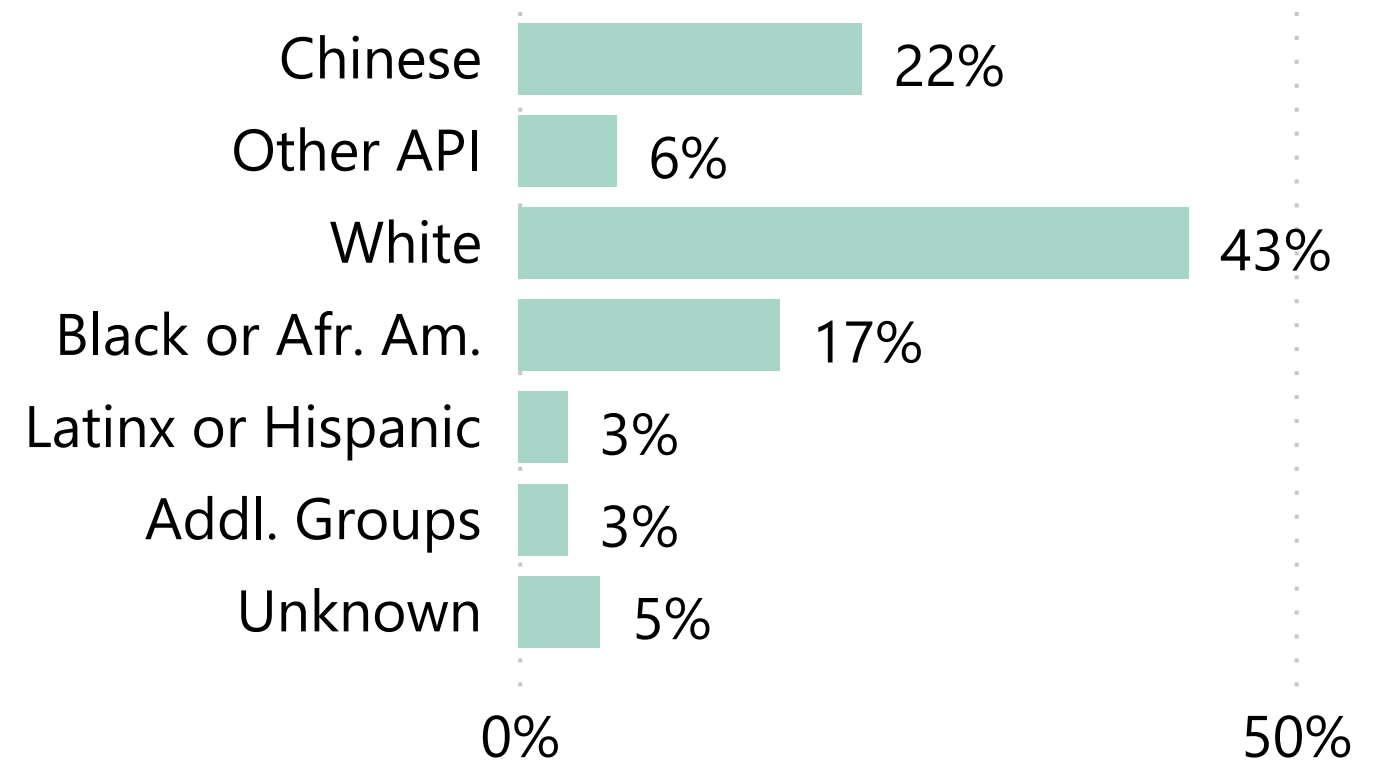
Unduplicated Clients	95
Enrollments	95

Analysis based on unduplicated clients

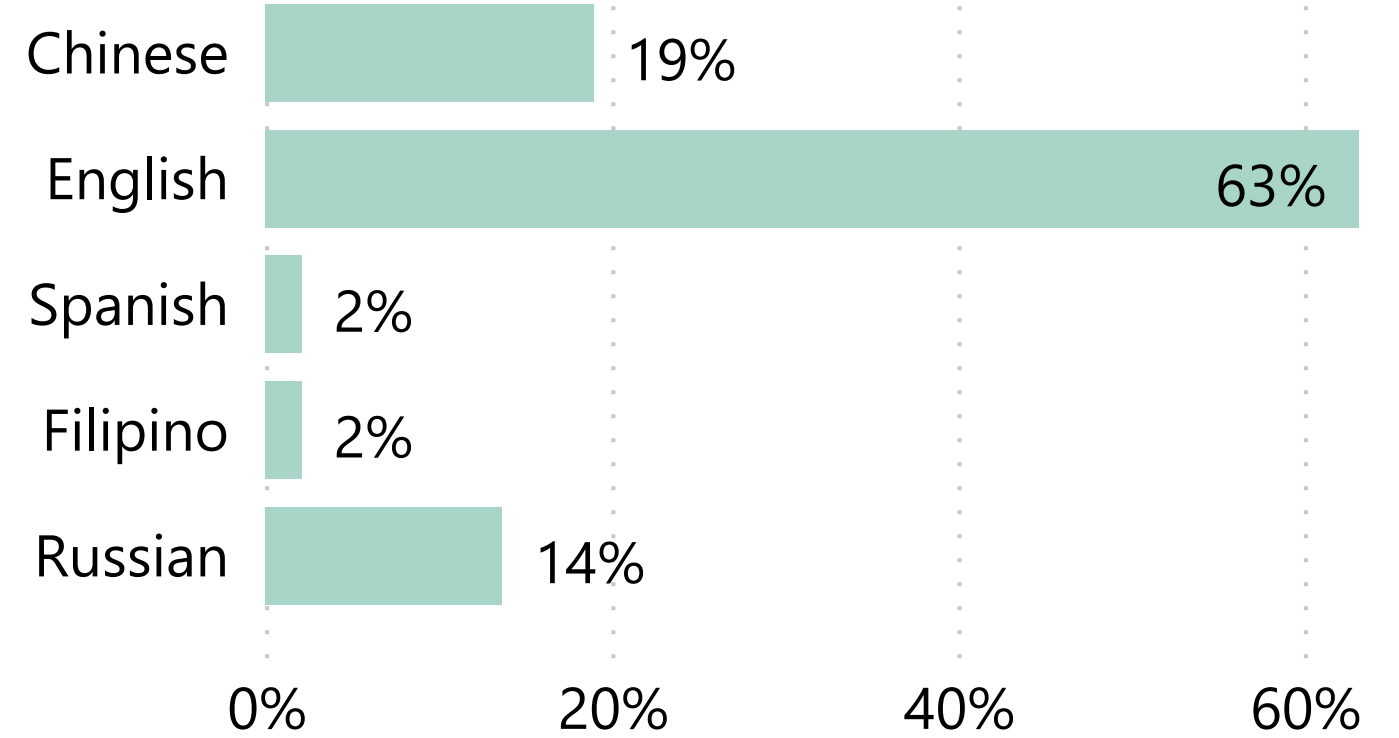
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	55%
Male	44%
Trans Female	1%
Total	100%

Sexual Orientation

Straight/Heterosexual	80%
Gay/Lesbian/Same-Gender Loving	14%
Bisexual	1%
Unknown	5%
Total	100%

Age

● 60-64 ● 65-74 ● 75-84 ● 85+



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.

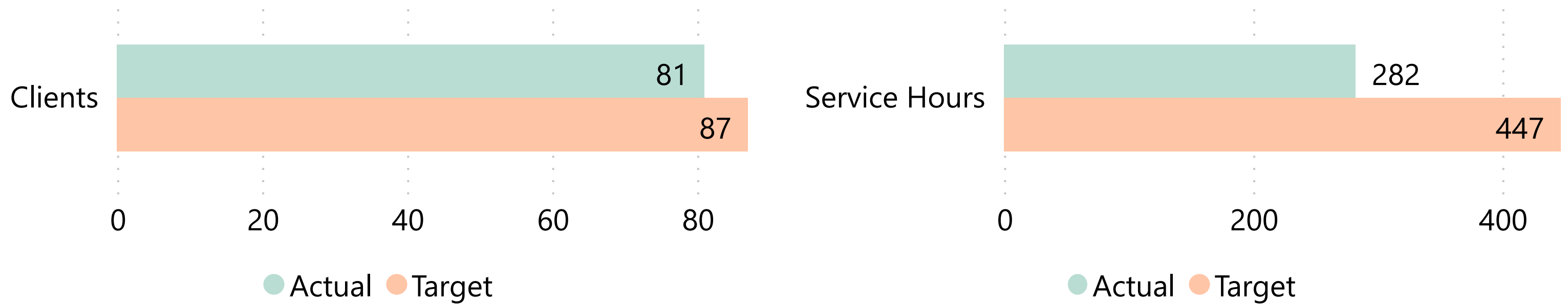
Funding

\$289,724

Providers

2

Service Objectives



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			70%
Engagement & Socialization*	Clients report increased opportunities for positive social interaction due to participation in program			70%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)			50%
Service Quality	Clients feel safe and welcomed by program staff			70%

*Key Measurement Theme for Service Area

TBD

Transgender and Gender Non-Conforming (TGNC) Supports

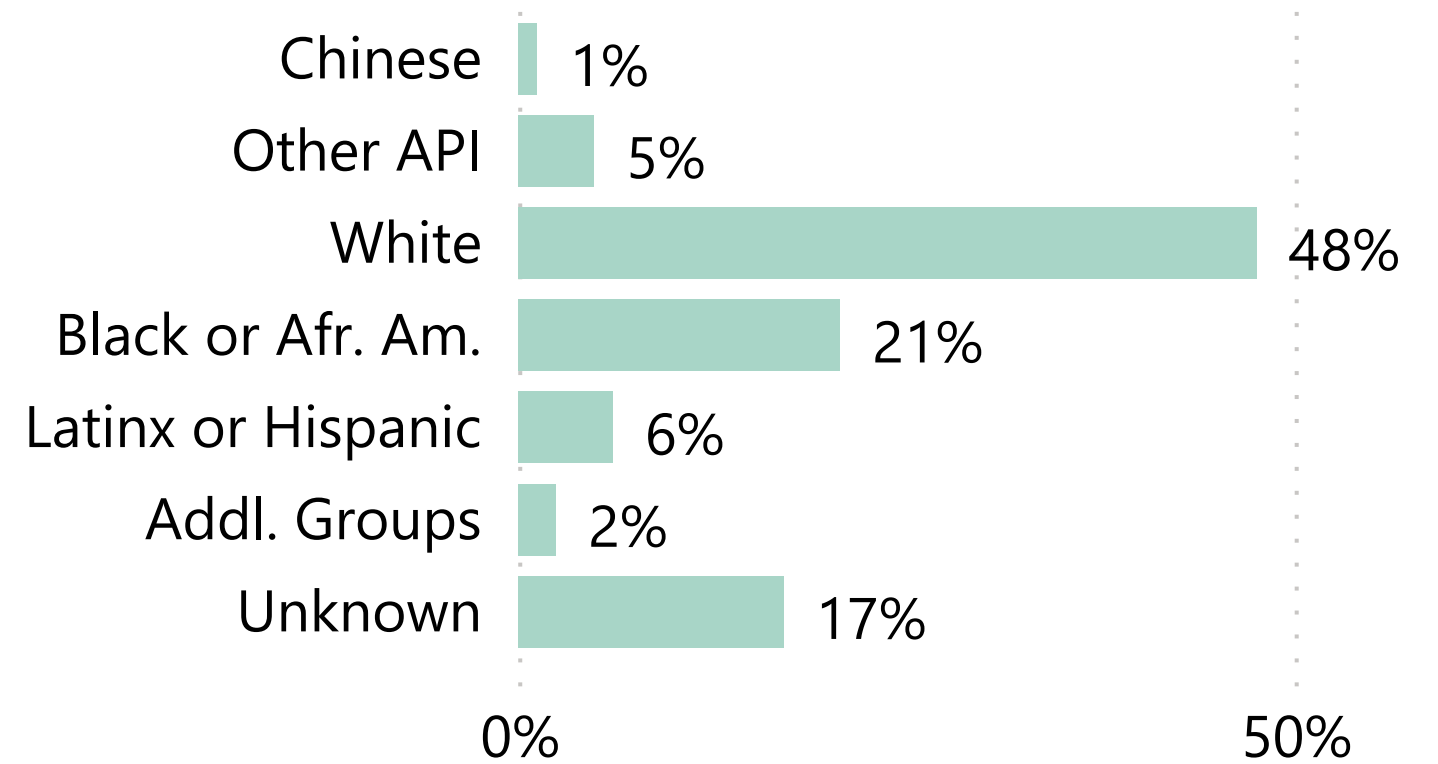
Client Profile

Service Levels

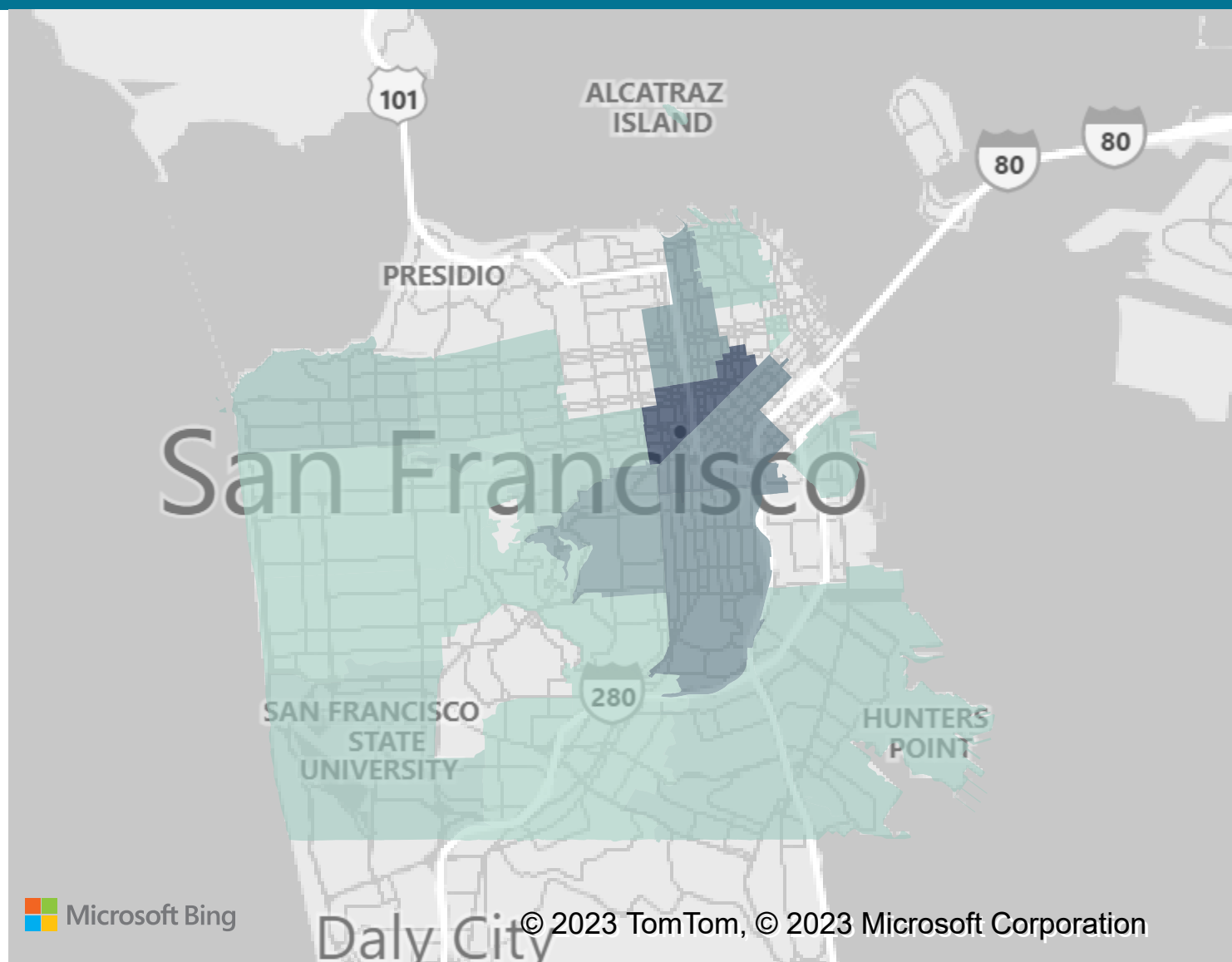
Unduplicated Clients	82
Enrollments	88

Analysis based on unduplicated clients

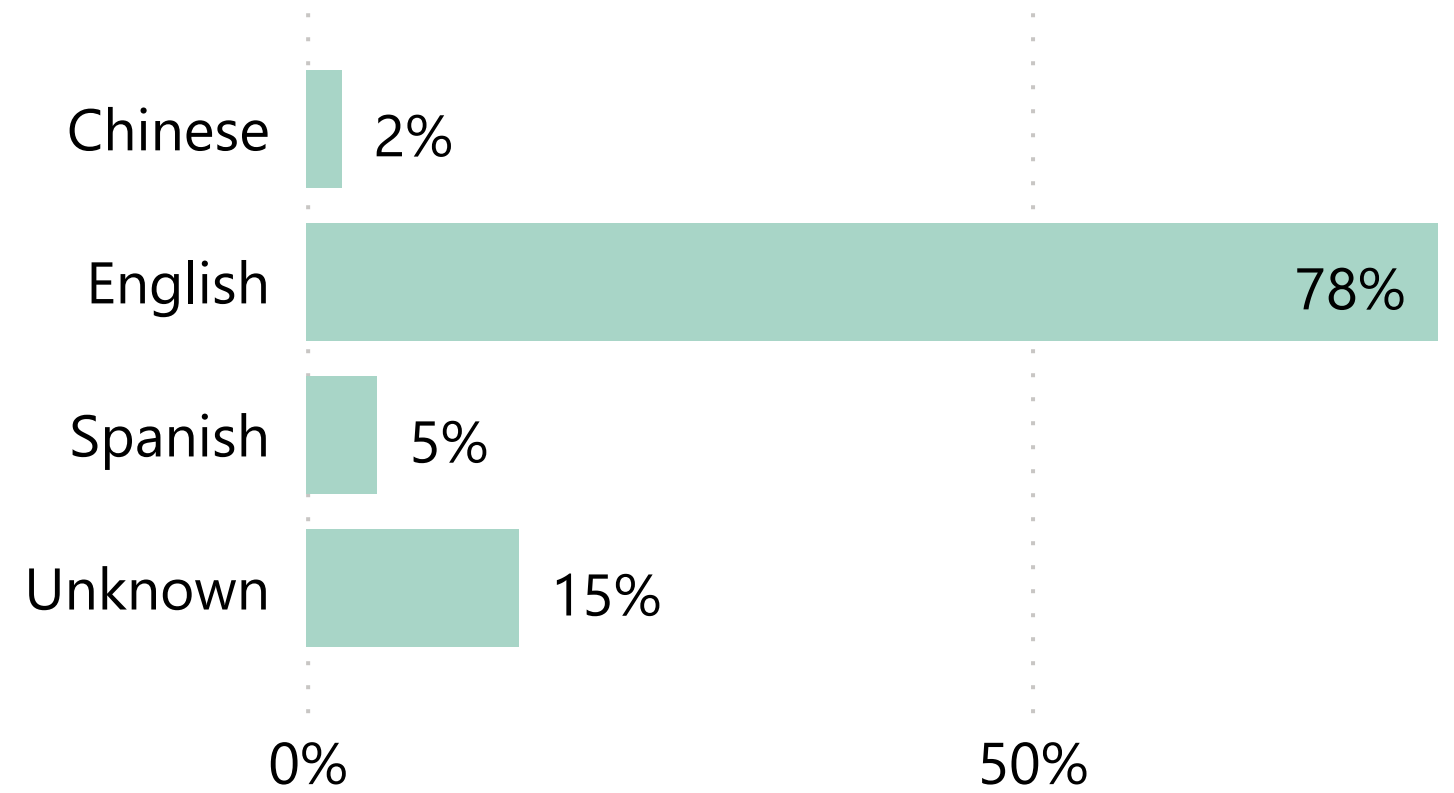
Race/Ethnicity



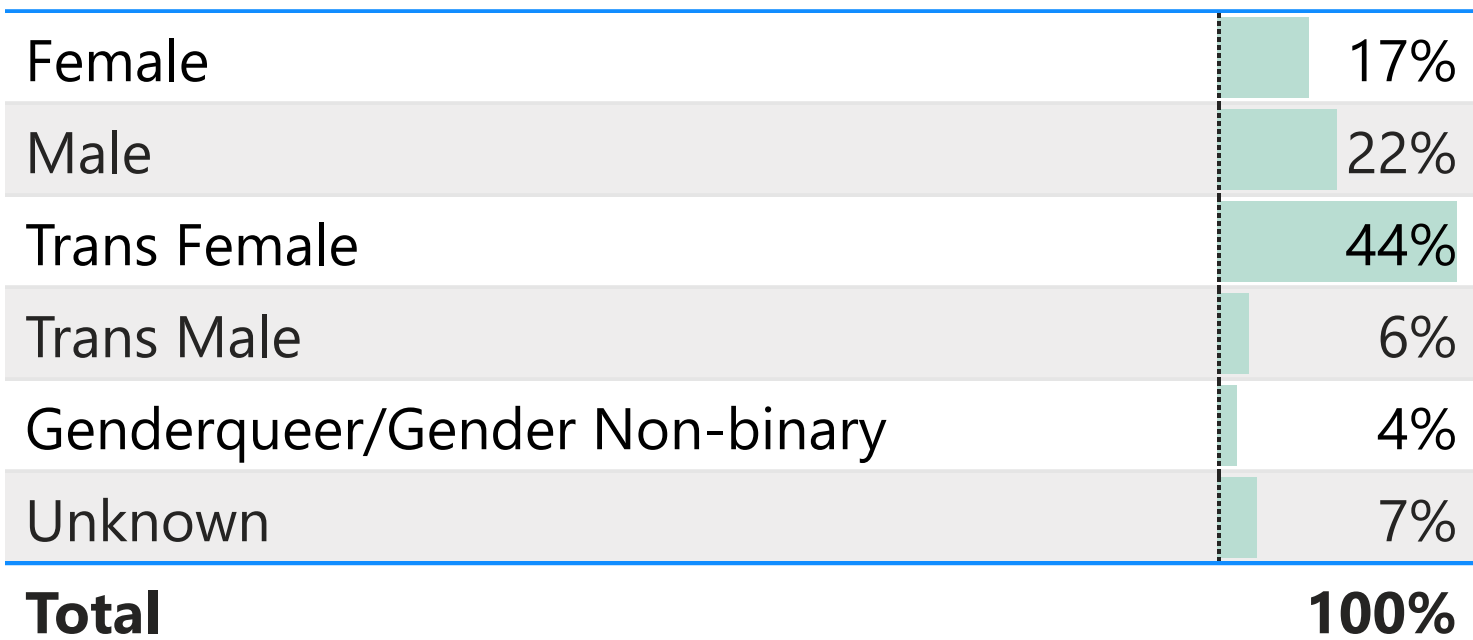
Zip Code of Residence



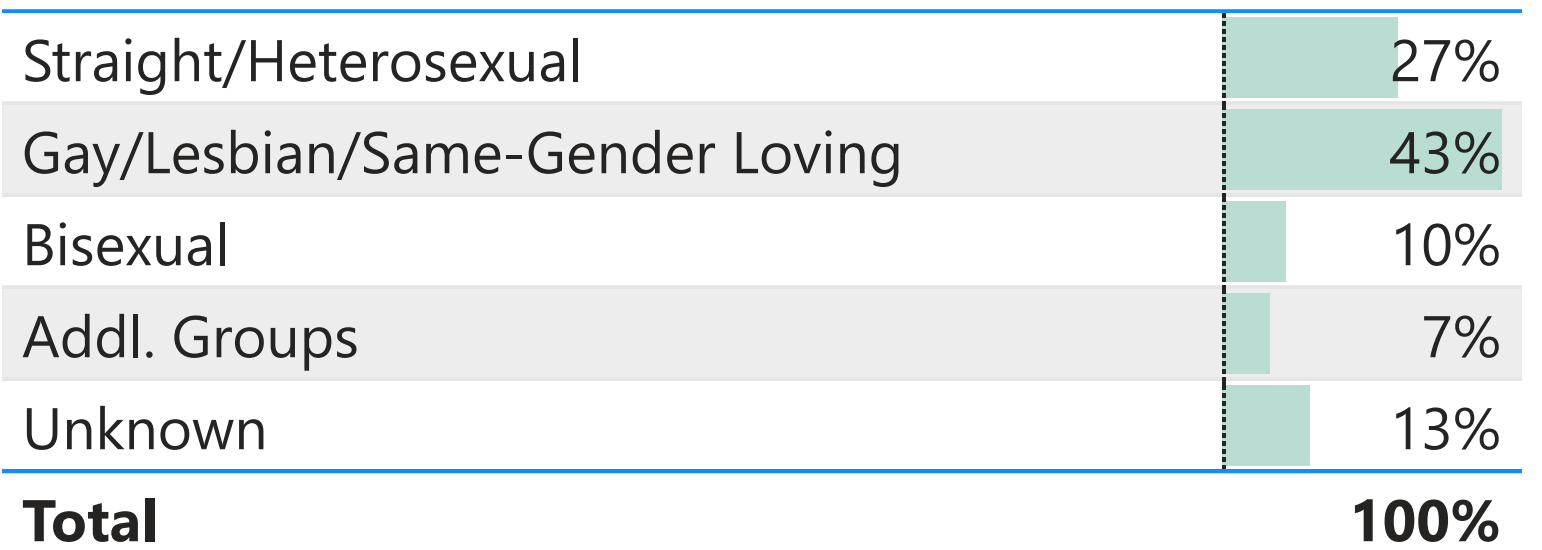
Primary Language



Gender Identity

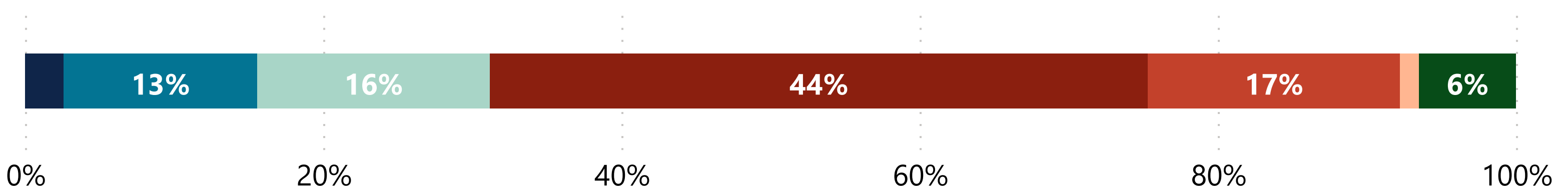


Sexual Orientation



Age

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



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.

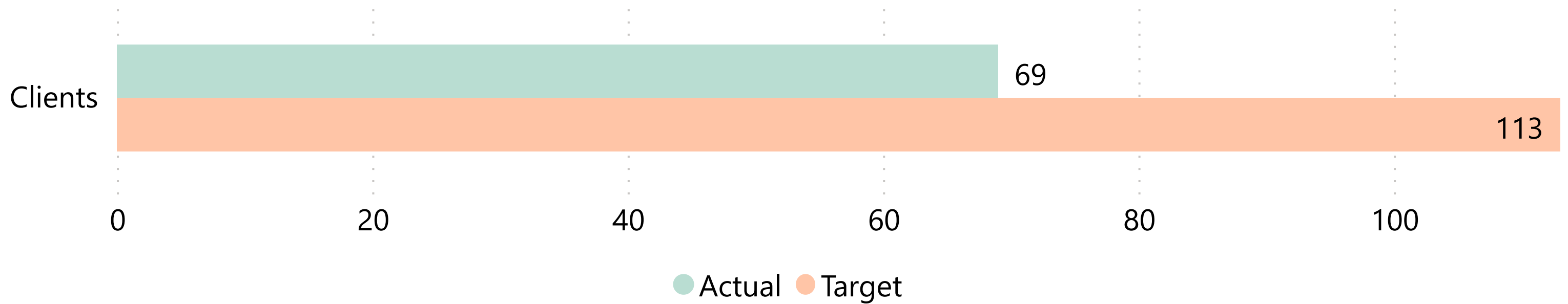
Funding

\$0

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	32	88%	75%
Service Quality	Clients rate the quality of services as excellent or good	32	94%	80%

*Key Measurement Theme for Service Area

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.

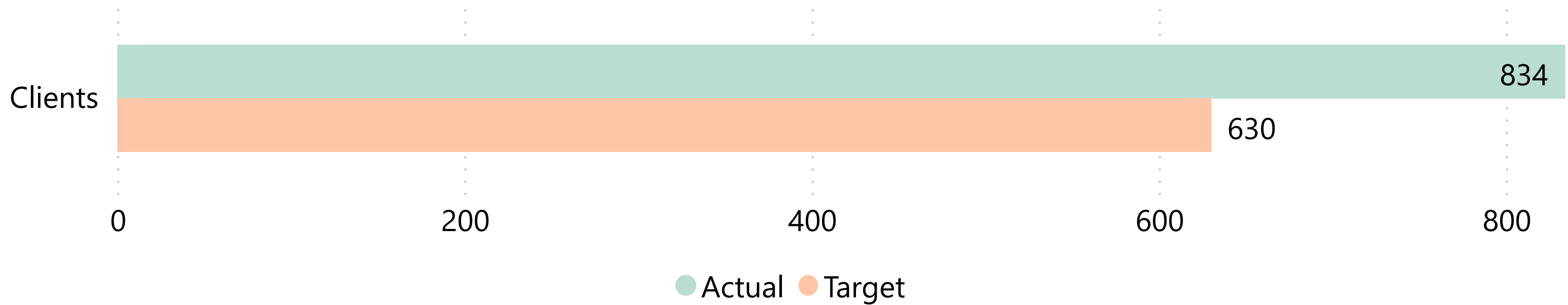
Funding

\$691,129

Providers

3

Service Objectives



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	92%	75%
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	80	98%	75%
Stability in the Community	Clients are able to maintain/increase their independence and ability to live at home	54	96%	67%
Service Quality	Clients rate the quality of services as excellent or good	80	98%	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 2020-21.

Village Programs

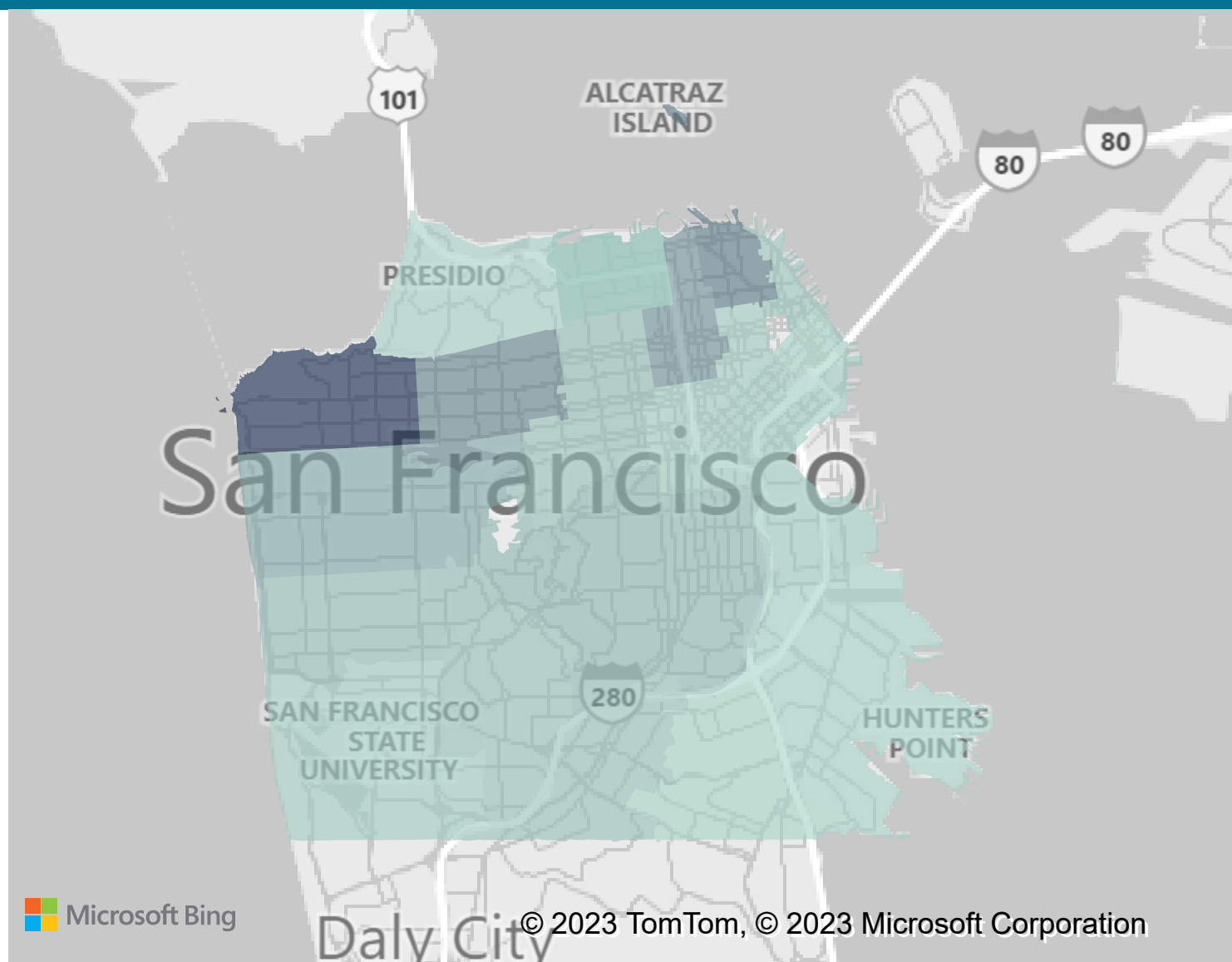
Client Profile

Service Levels

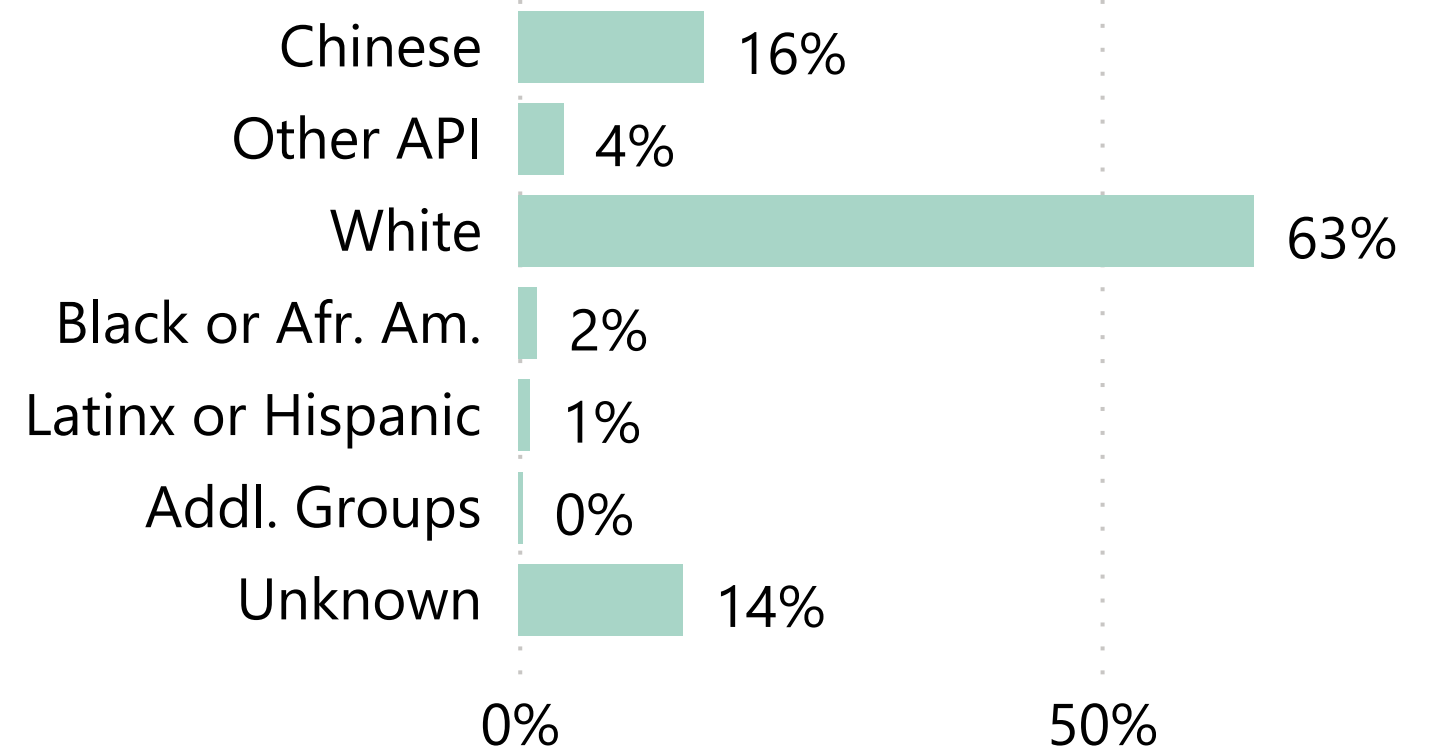
Unduplicated Clients	823
Enrollments	829

Analysis based on unduplicated clients

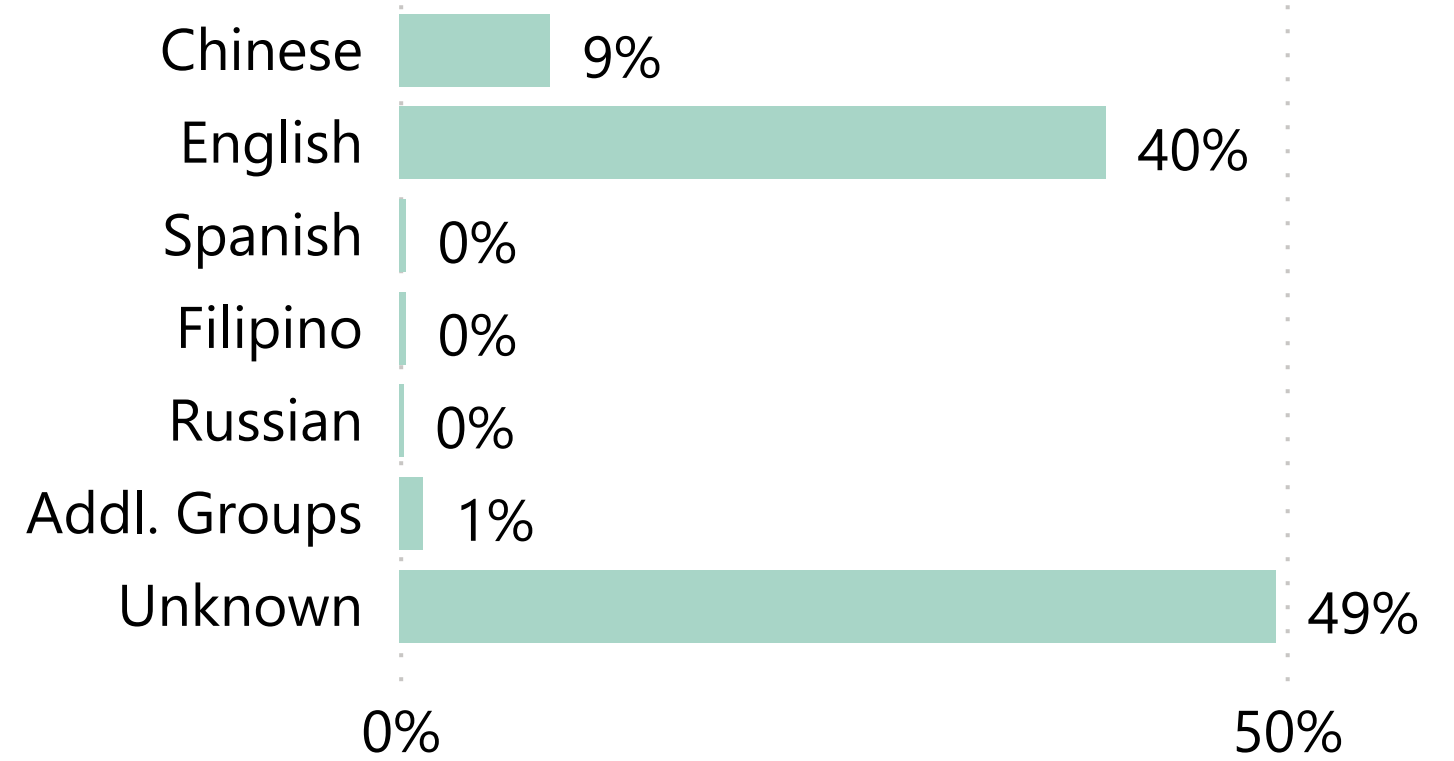
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

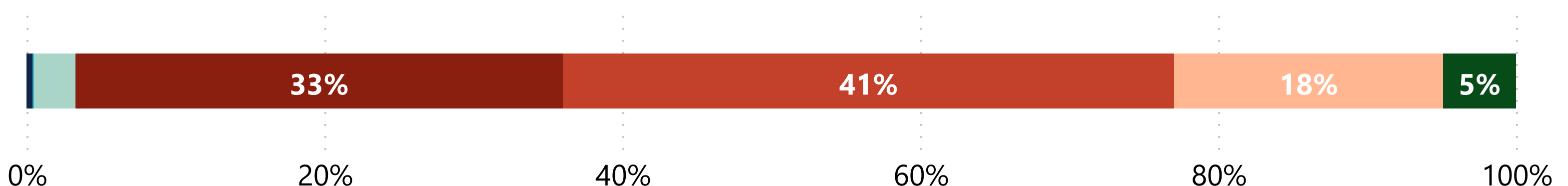
Female	70%
Male	24%
Unknown	6%
Total	100%

Sexual Orientation

Straight/Heterosexual	69%
Gay/Lesbian/Same-Gender Loving	5%
Bisexual	0%
Addl. Groups	0%
Unknown	25%
Total	100%

Age

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



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.

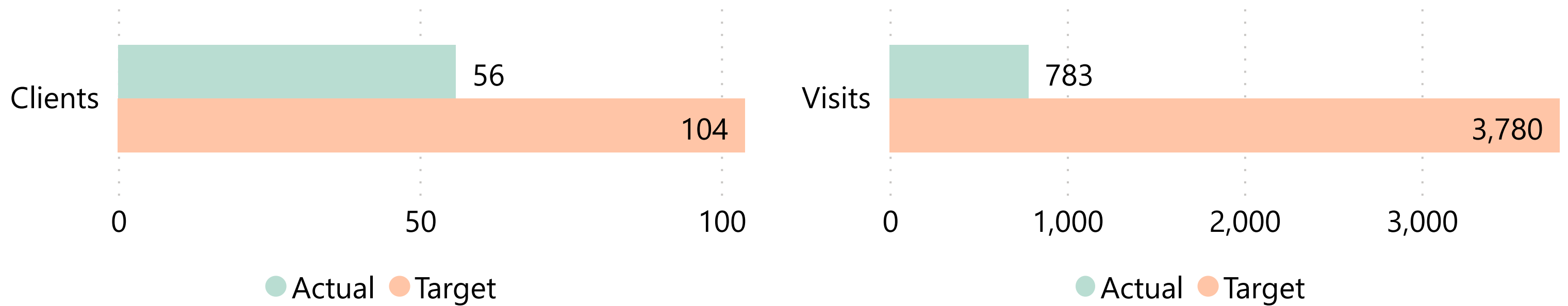
Funding

\$91,966

Providers

2

Service Objectives



Outcome Objectives

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

*Key Measurement Theme for Service Area

Note: Performance data for this program are unavailable. DAS did not complete monitoring in FY 2020-21.

Volunteer Visitors

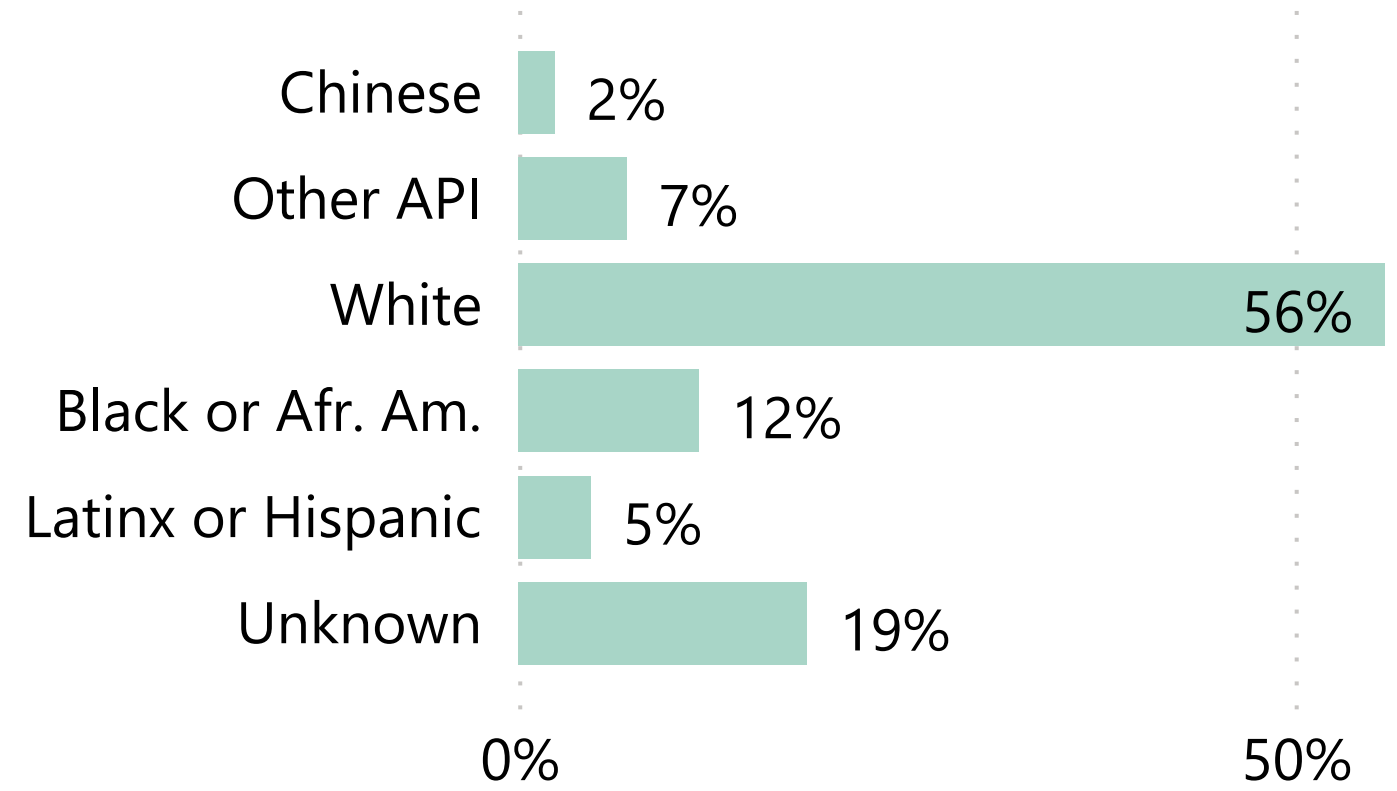
Client Profile

Service Levels

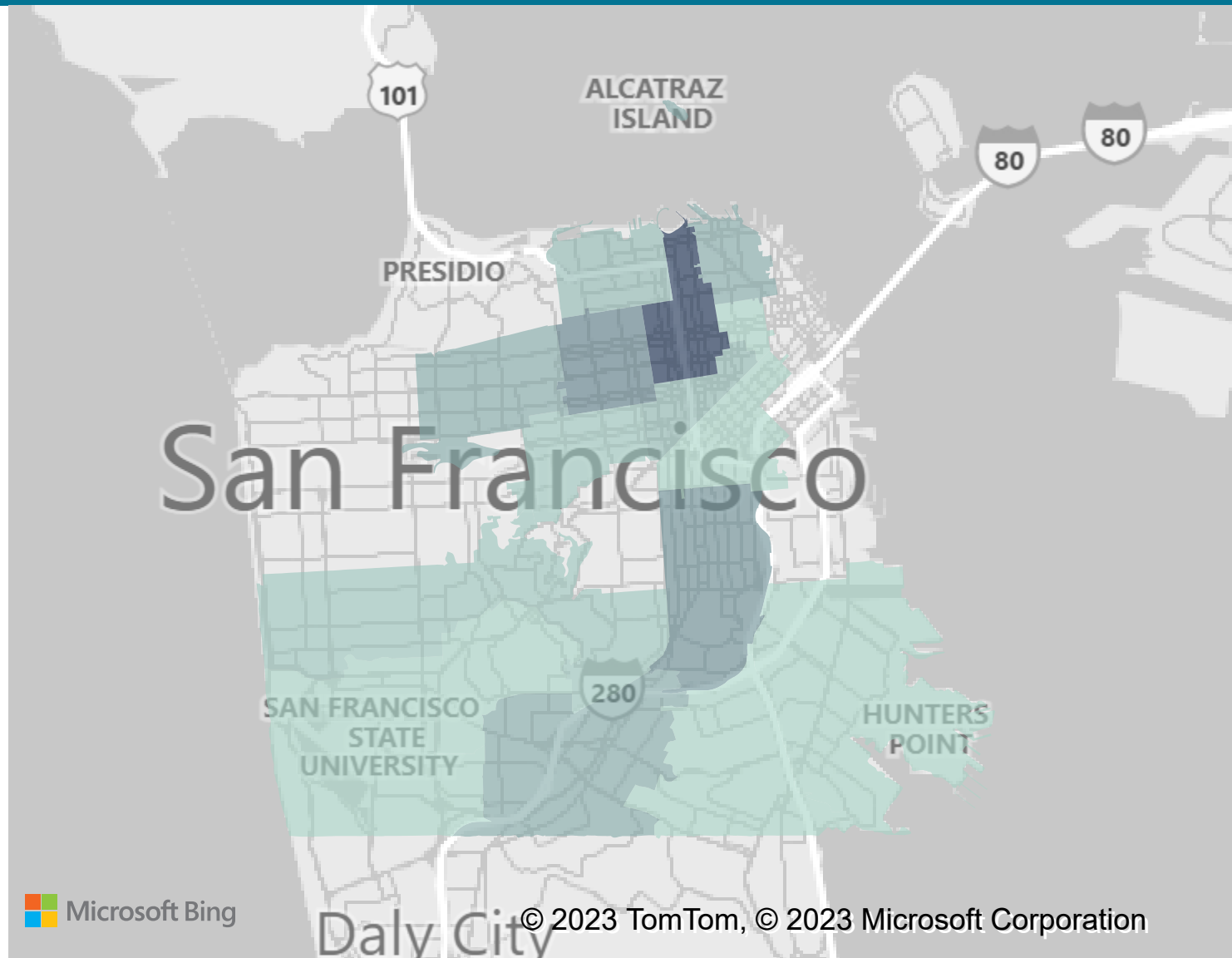
Unduplicated Clients	86
Enrollments	87

Analysis based on unduplicated clients

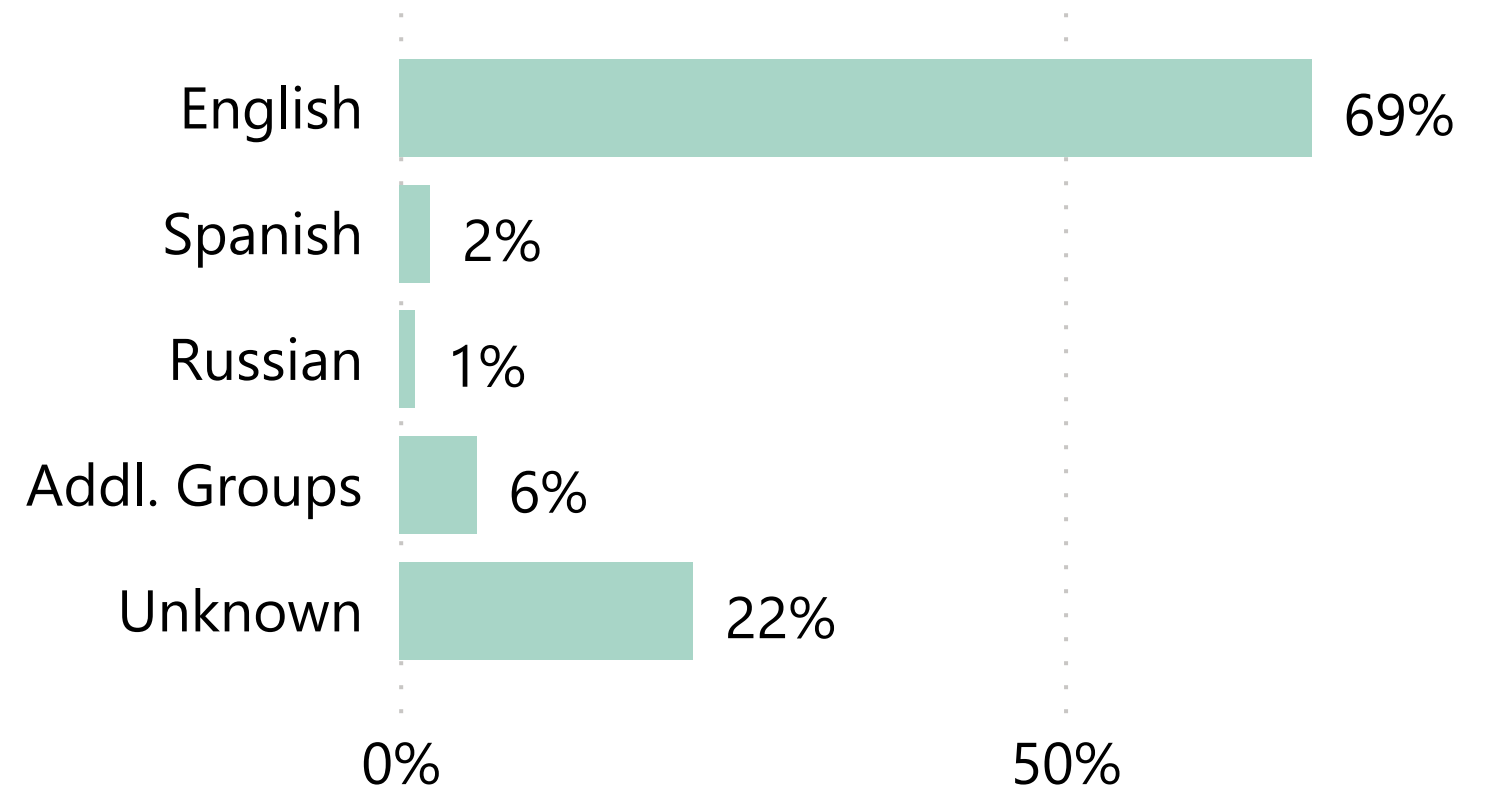
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	56%
Male	40%
Unknown	5%
Total	100%

Sexual Orientation

Straight/Heterosexual	67%
Gay/Lesbian/Same-Gender Loving	15%
Unknown	17%
Total	100%

Age

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



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 2020-21 HIGHLIGHTS

- We served about 890 clients* with a total of 930 enrollments across all Housing Support services. In total, DAS allocated \$9 million for services in this area.
- We served approximately 2,000 clients across our 20 Rental Assistance Demonstration sites, and hosted nearly 2,100 events and activities to promote service and social connection among tenants.
- Veterans Services Connect clients indicated in consumer surveys that services helped them feel a greater sense of connection to their residential community (96%) and develop new knowledge of services that support their independent living (91%).

DIGNITY FUND FY 2020-21: HOUSING SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
929	889	\$9,058,398

* 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.

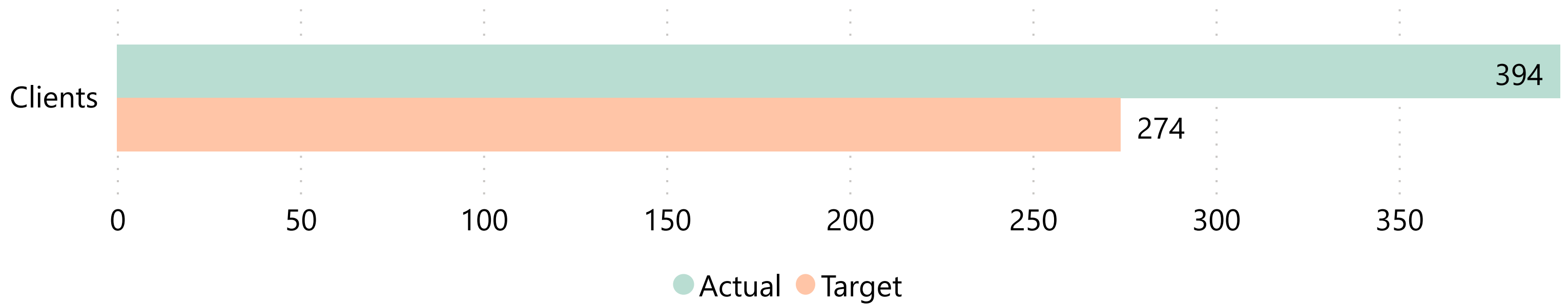
Funding

\$3,857,079

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients remain stably housed six months after entering the program (beginning of assistance)			85%
Housing Stability*	Clients remain stably housed twelve months after entering the program (beginning of assistance)			75%
Housing Stability*	Clients remain stably housed twelve months after exiting the program (end of assistance)			50%

*Key Measurement Theme for Service Area

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

Housing Subsidies

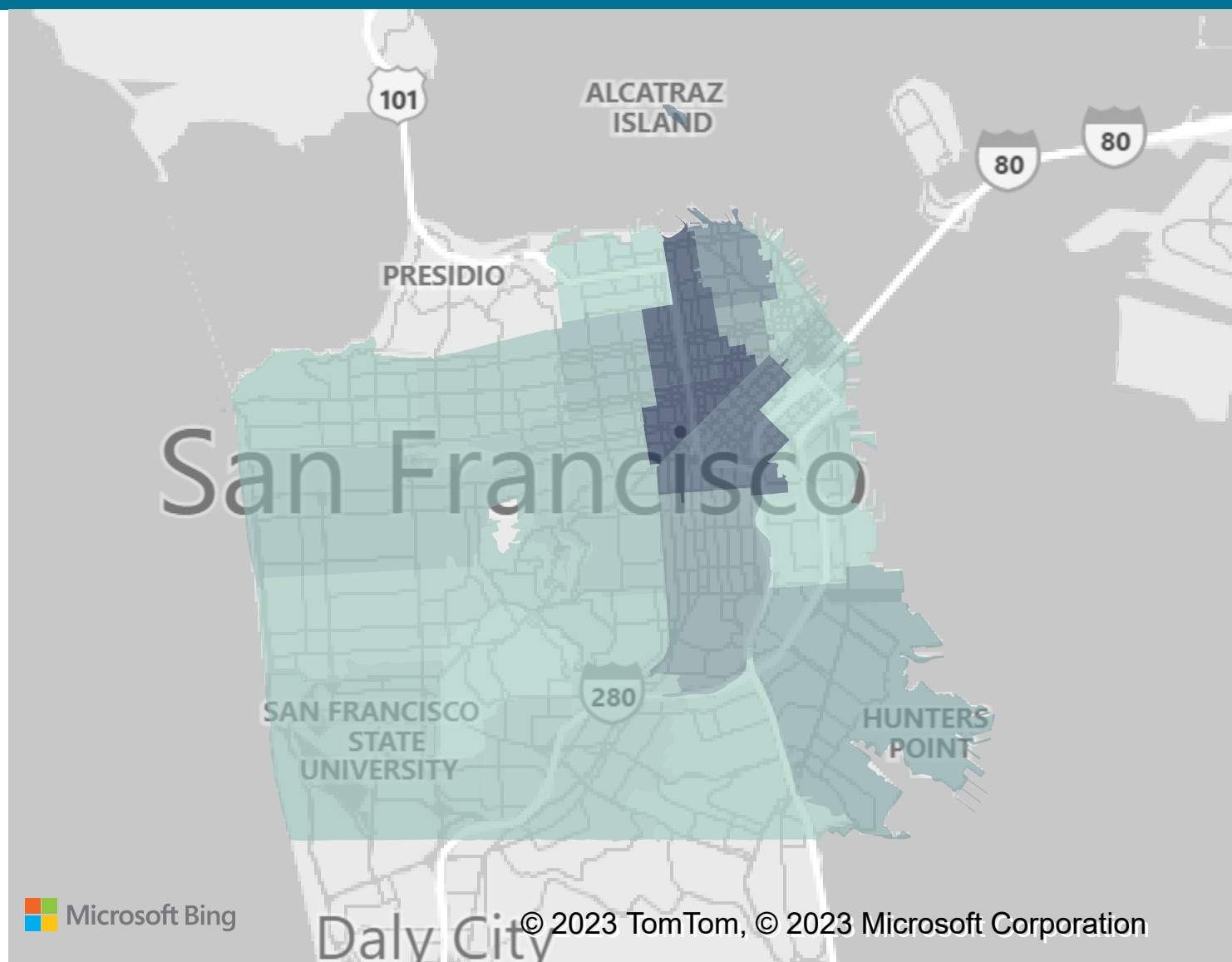
Client Profile

Service Levels

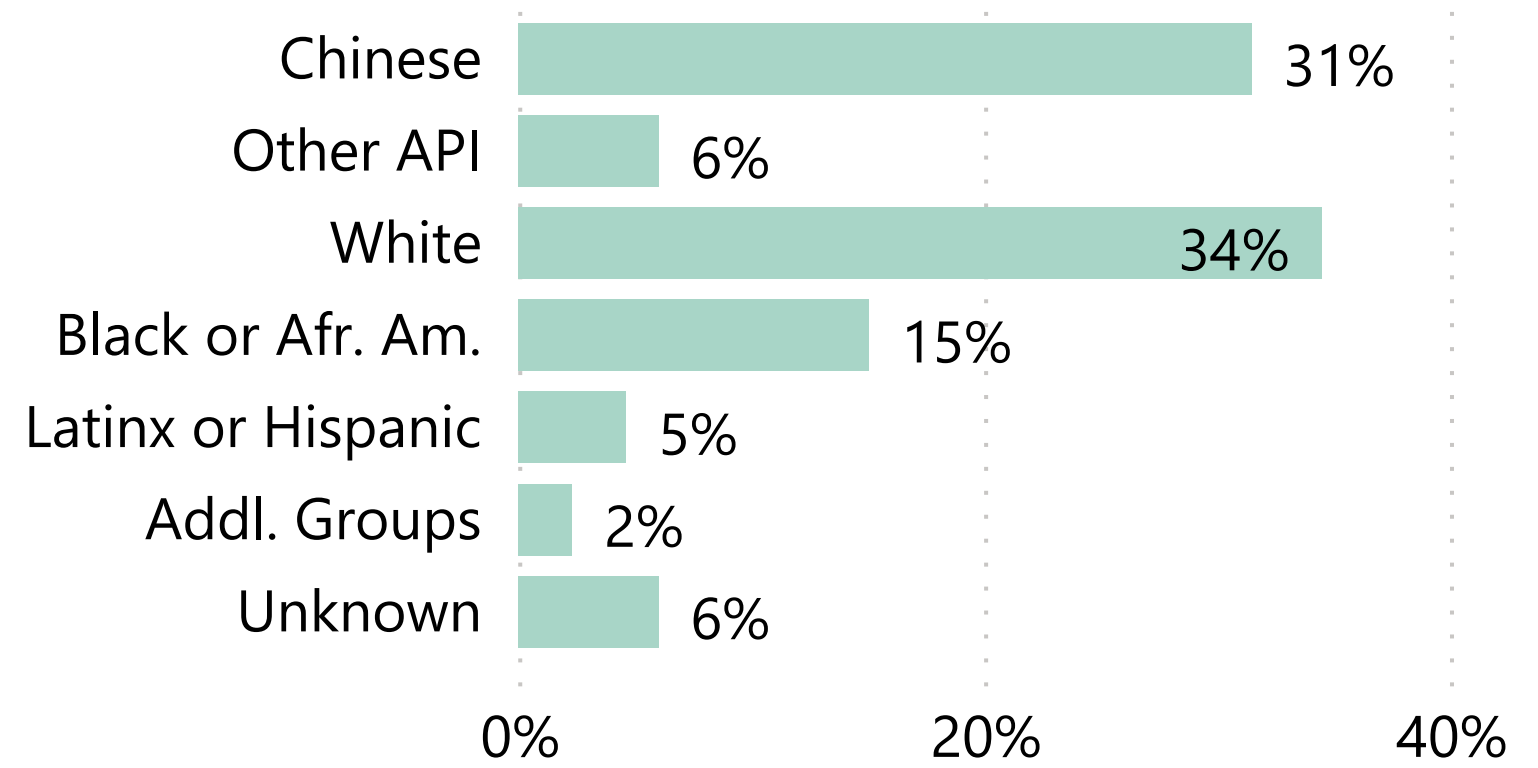
Unduplicated Clients	432
Enrollments	472

Analysis based on unduplicated clients

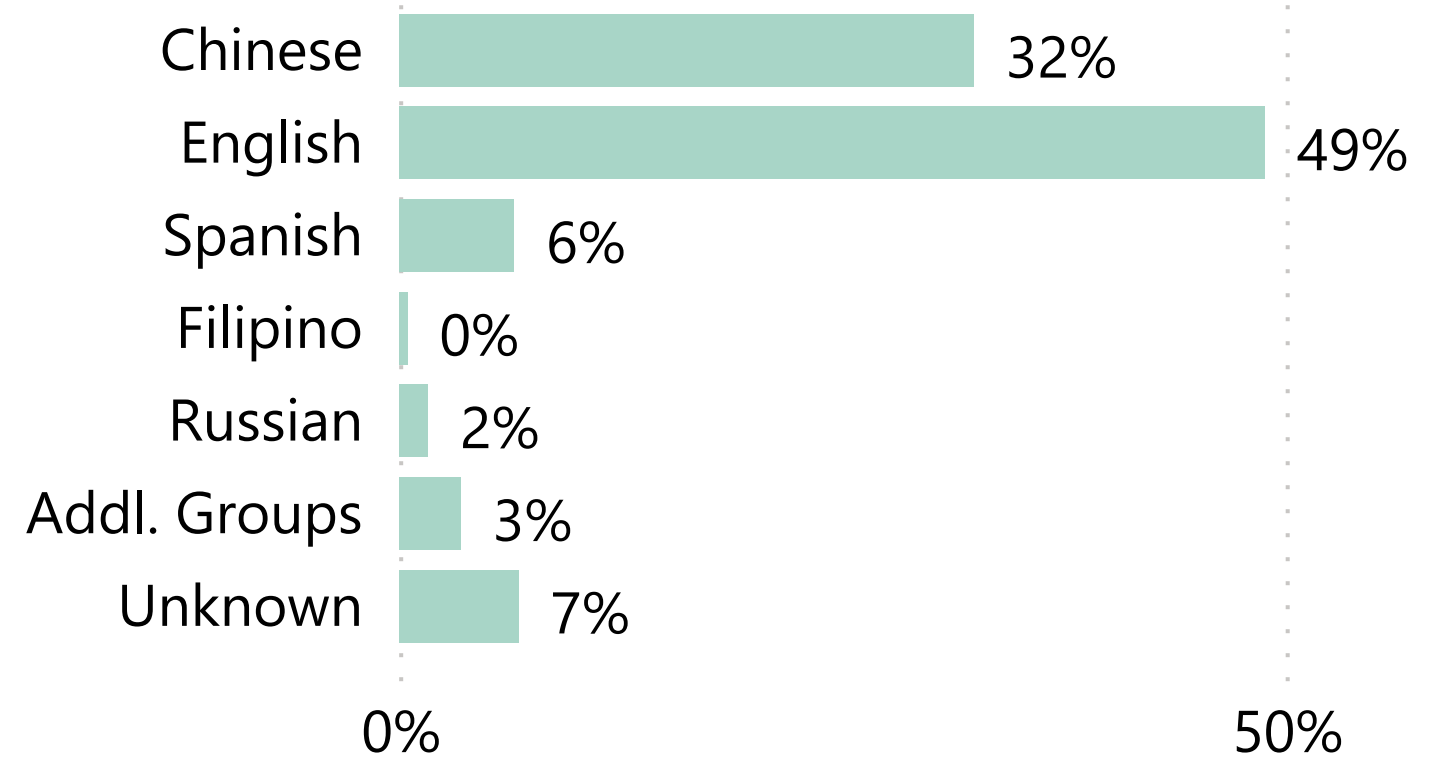
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

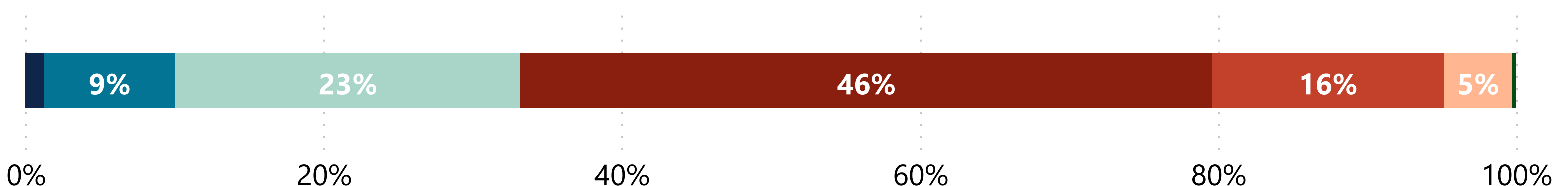
Female	48%
Male	48%
Trans Female	2%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	1%
Total	100%

Sexual Orientation

Straight/Heterosexual	71%
Gay/Lesbian/Same-Gender Loving	16%
Bisexual	3%
Addl. Groups	2%
Unknown	8%
Total	100%

Age

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



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.

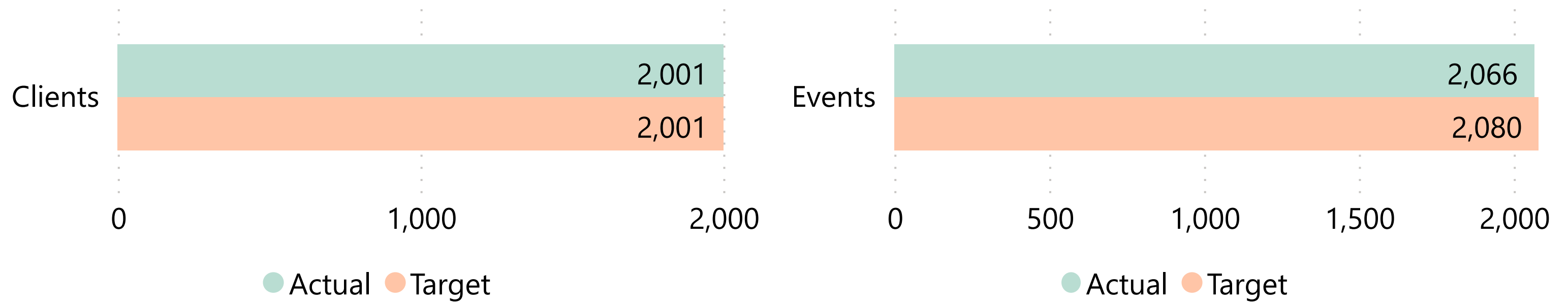
Funding

\$1,589,292

Providers

20

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients obtain and/or maintain stable housing	549	100%	95%
Service Connection*	Clients report better access to services that improve their health and wellness	358	84%	50%
Engagement & Socialization*	Clients feel connected to and involved in their tenant/resident community	356	82%	50%

*Key Measurement Theme for Service Area

Note: Performance data for some metrics reflects information for only 14 providers. Data for five providers are unavailable due to the COVID-19 emergency.

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.

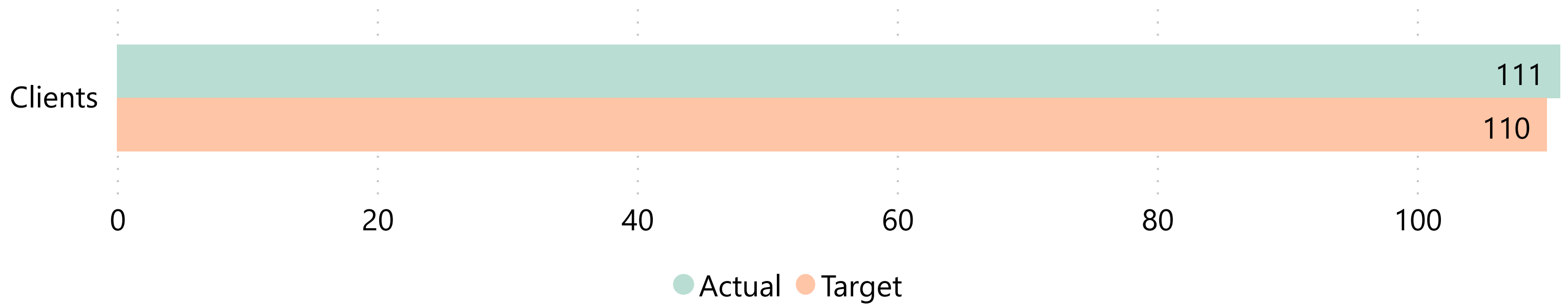
Funding

\$3,114,754

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients maintain their independent living in the community	109	100%	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)	9	100%	75%
Housing Stability*	Participants retain their housing for more than one year	109	100%	90%
Service Quality	Clients are satisfied with their housing			95%

*Key Measurement Theme for Service Area

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.

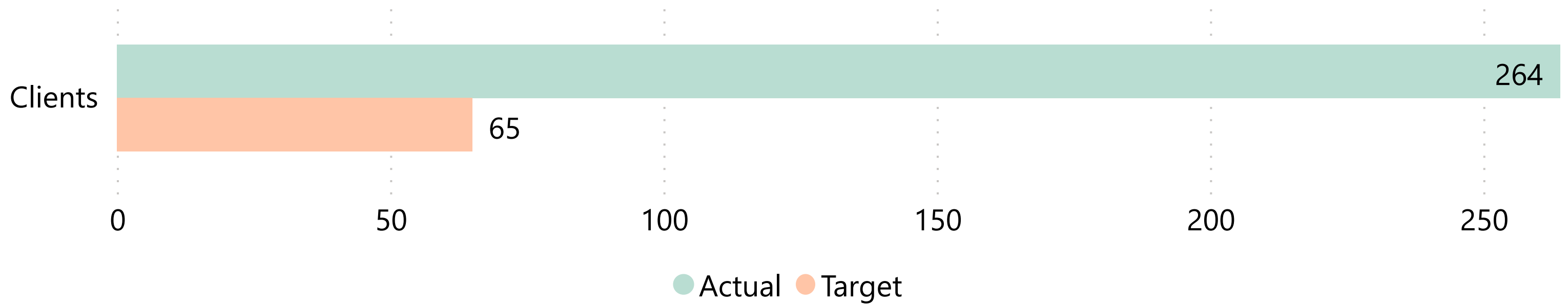
Funding

\$497,273

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients maintain their access to housing (in veterans housing or another appropriate placement)	135	99%	90%
Engagement & Socialization*	Clients feel a greater sense of connection to their residential community	135	96%	85%
Education & Awareness of Services	Clients develop new knowledge of services that support their independent living	135	91%	85%
Service Quality	Clients rate the quality of services as good or excellent	135	91%	85%

*Key Measurement Theme for Service Area

Veterans Service Connect

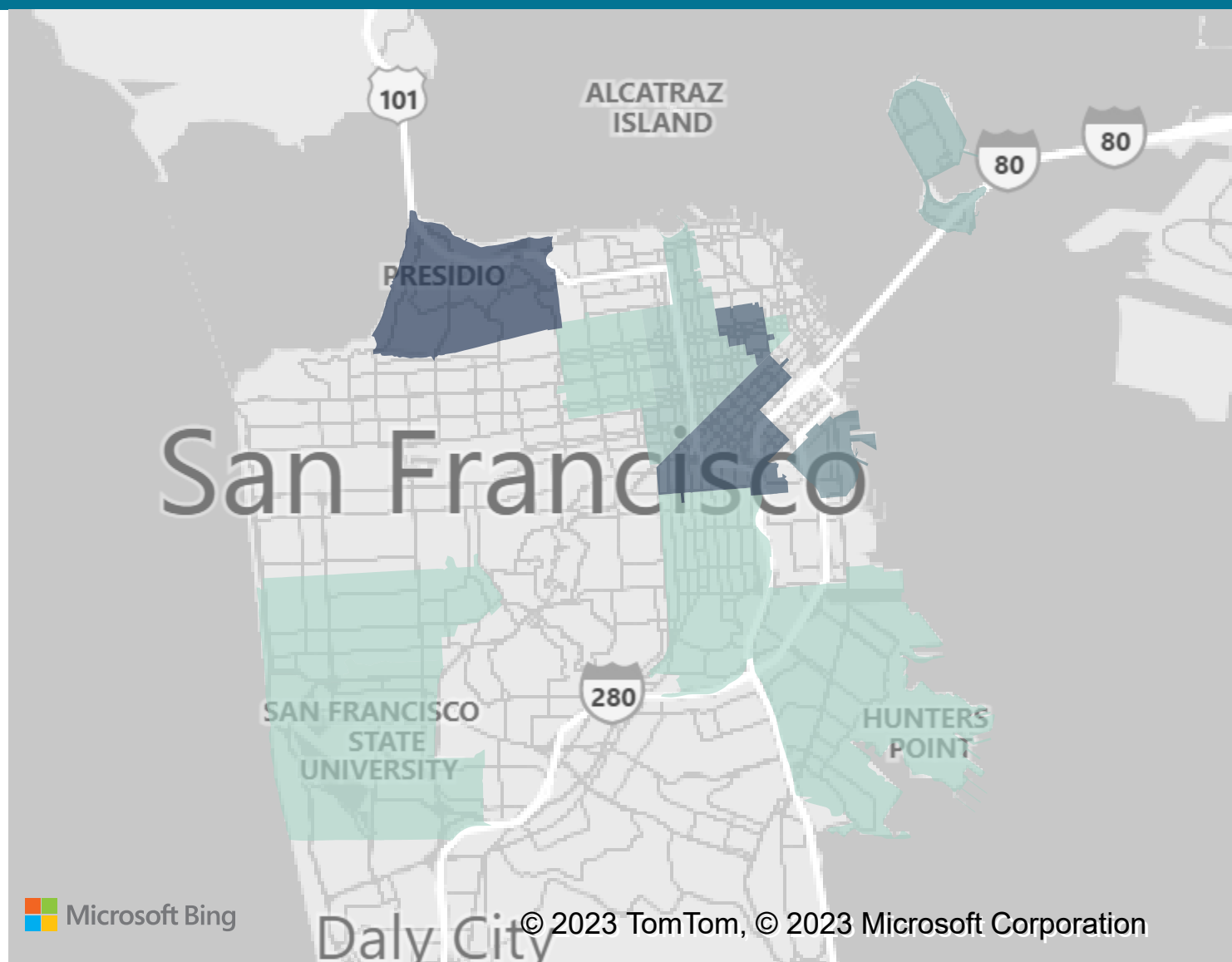
Client Profile

Service Levels

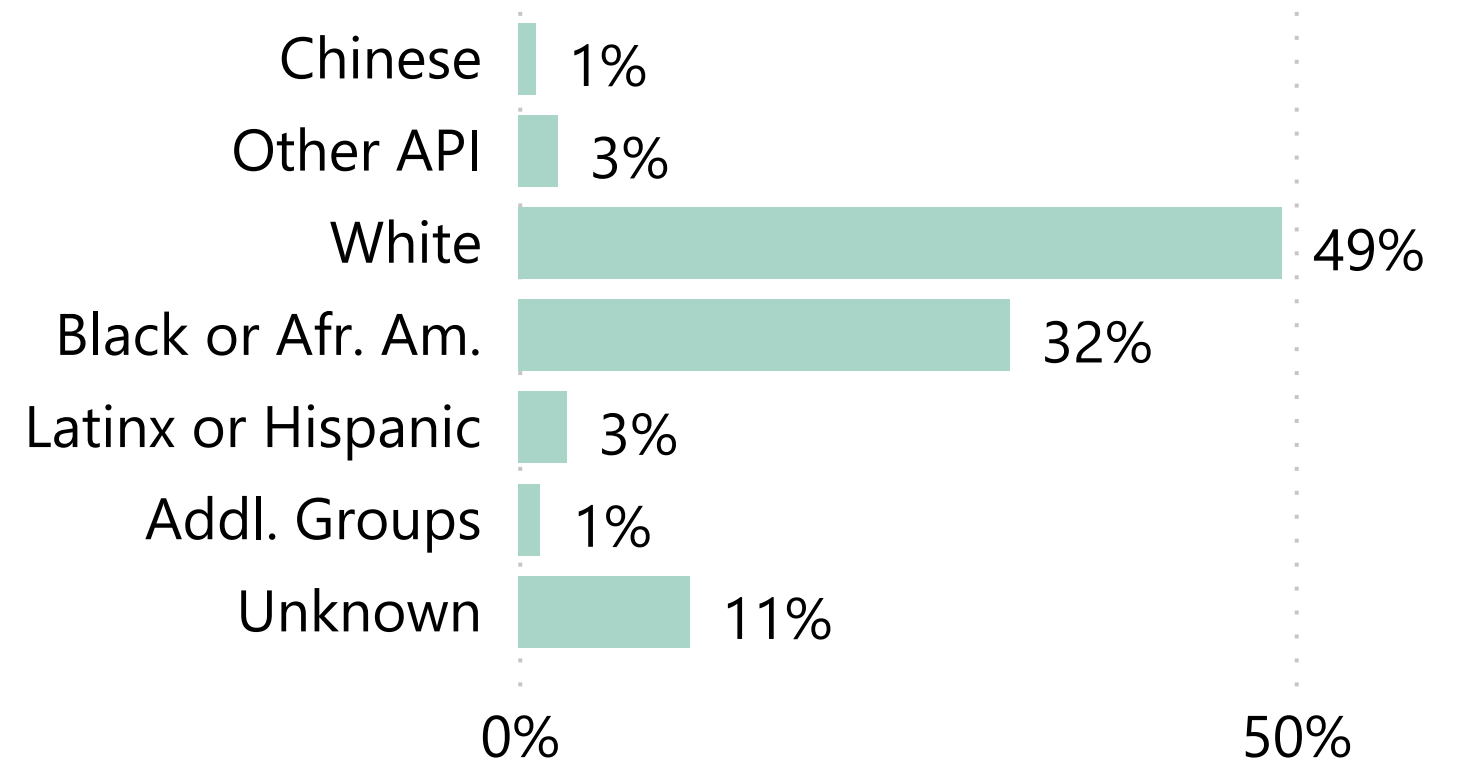
Unduplicated Clients	354
Enrollments	354

Analysis based on unduplicated clients

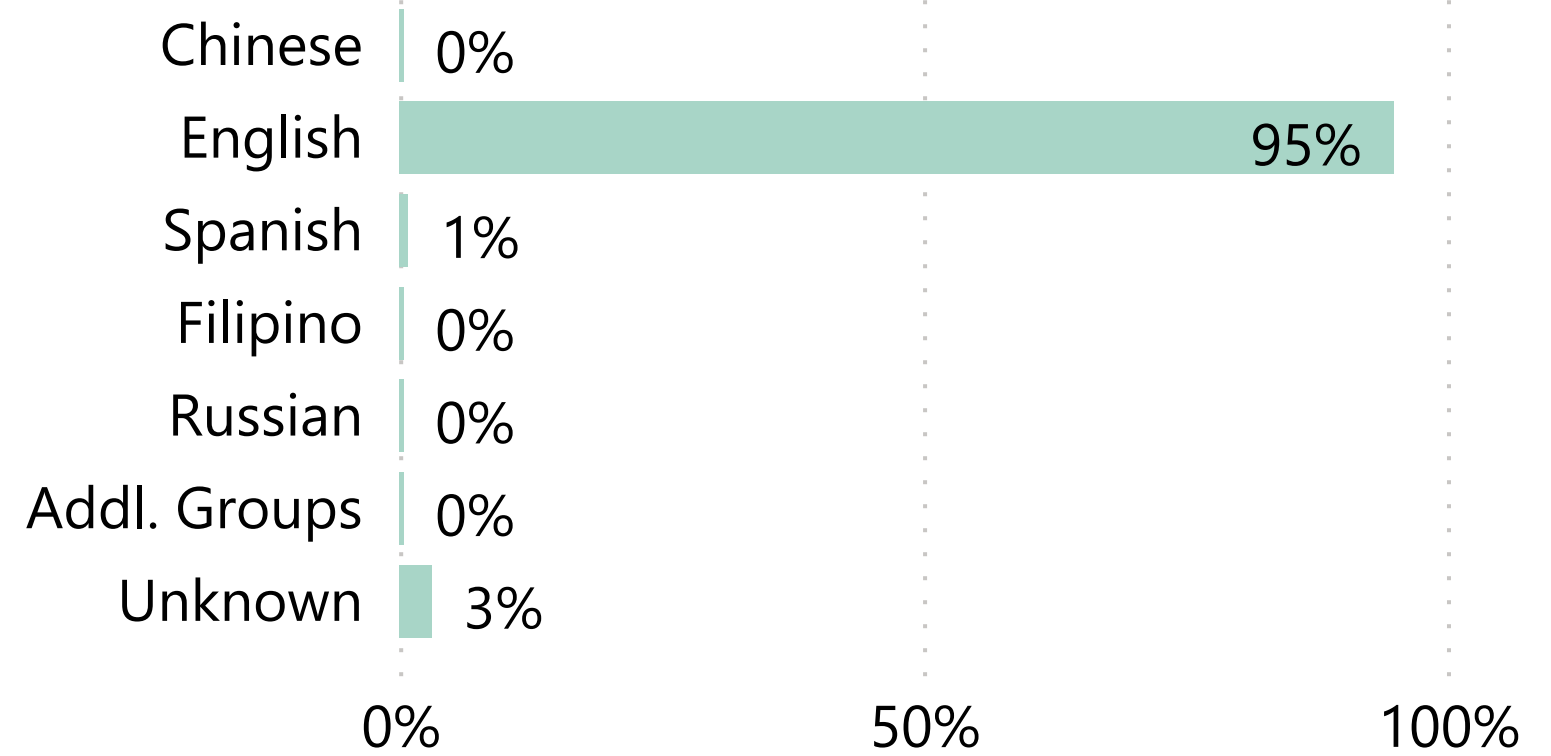
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	5%
Male	92%
Trans Female	1%
Trans Male	1%
Unknown	2%
Total	100%

Sexual Orientation

Straight/Heterosexual	72%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	2%
Addl. Groups	1%
Unknown	20%
Total	100%

Age

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



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 2020-21 HIGHLIGHTS

- We served more than 25,700 clients* with a total of 39,700 enrollments across all Nutrition & Wellness services. In total, DAS allocated \$34 million for services in this area.
- Our major food programs experienced increased and persistent demand for meal and grocery services in the wake of the COVID-19 outbreak. Congregate Meals, Food Pantry, Home-Delivered Groceries, and Home-Delivered Meals collectively served over 24,700 unduplicated clients across and provided 6.5 million meals and/or food bags.
- We continued to provide Health Promotion – Physical Fitness exercise classes virtually during the temporary suspension of in-person services. About 93% of surveyed clients reported improved health and/or fitness due to their participation in these classes.

DIGNITY FUND FY 2020-21: NUTRITION & WELLNESS SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
39,720	25,742	\$34,083,088

* 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.

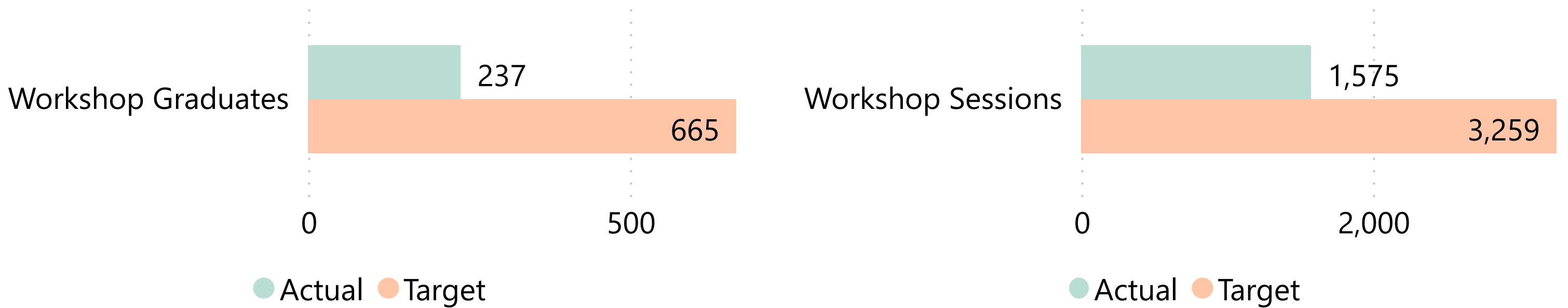
Funding

\$268,683

Providers

1

Service Objectives



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	99%	75%
Physical Fitness & Health*	Clients have more confidence managing their chronic health conditions			75%

*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.

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.

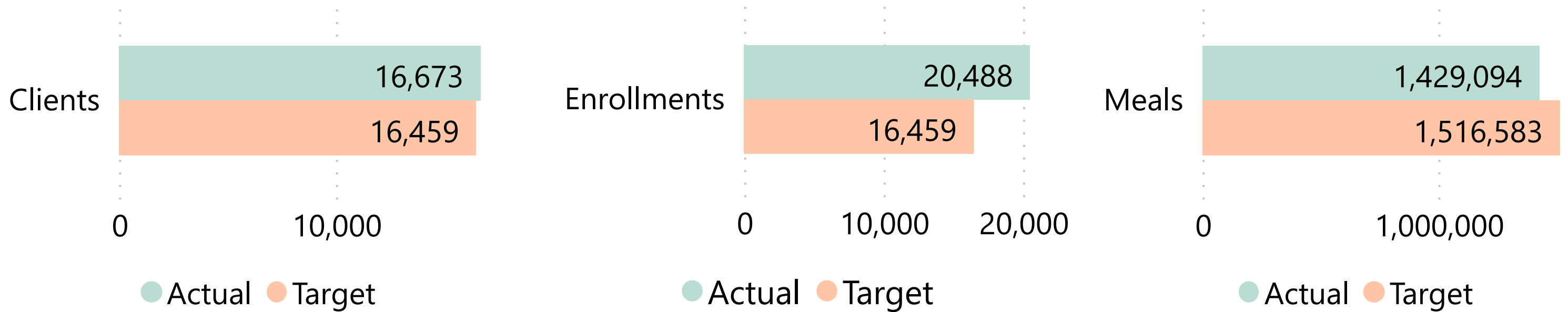
Funding

\$13,105,789

Providers

10

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	2800	92%	75%
Increased Food Security*	Clients are less worried about getting enough food			85%
Engagement and Socialization	Clients feel a greater sense of connection to their community	2653	95%	85%
Service Quality	Clients rate the quality of meals as excellent or good	2800	94%	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

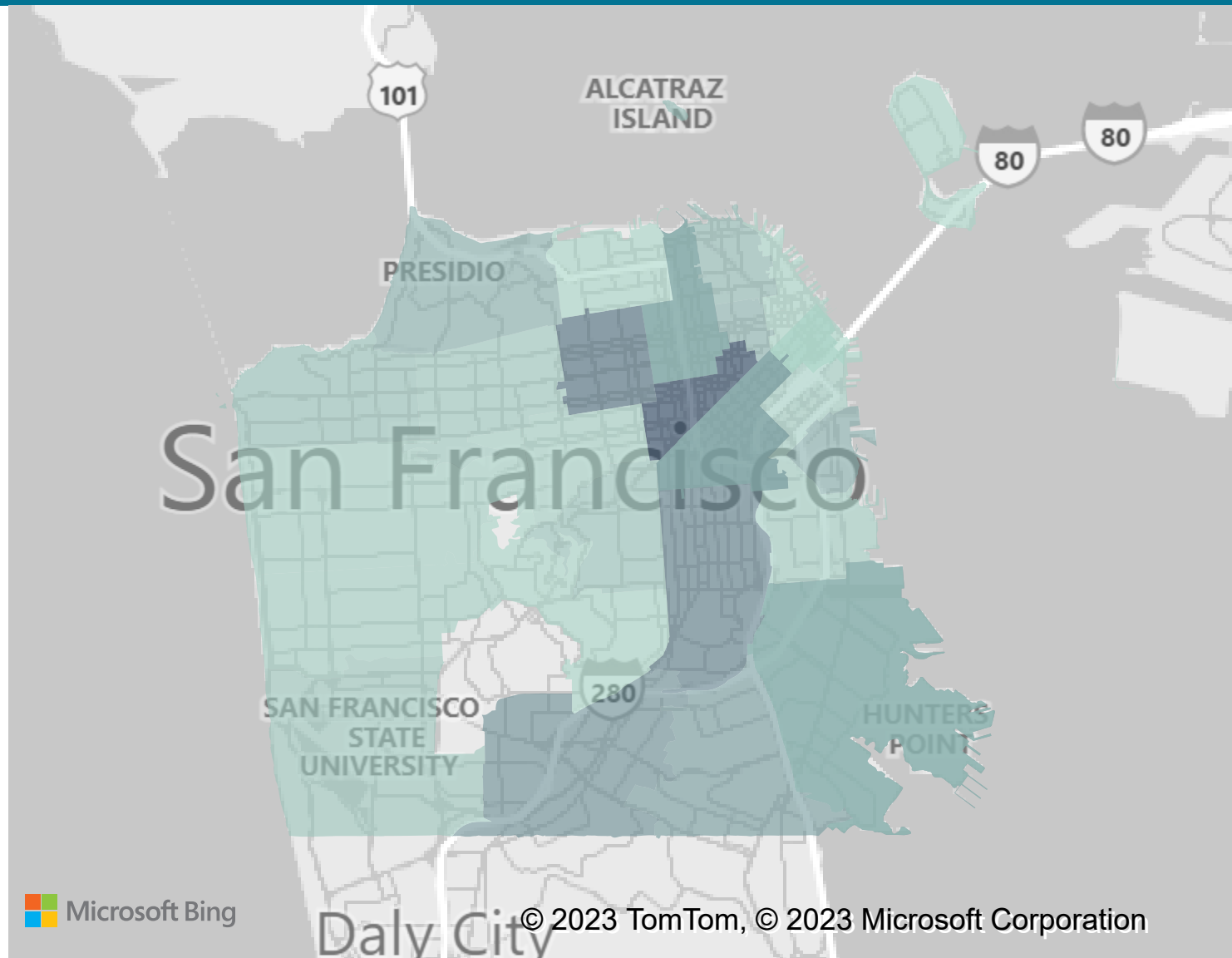
Client Profile

Service Levels

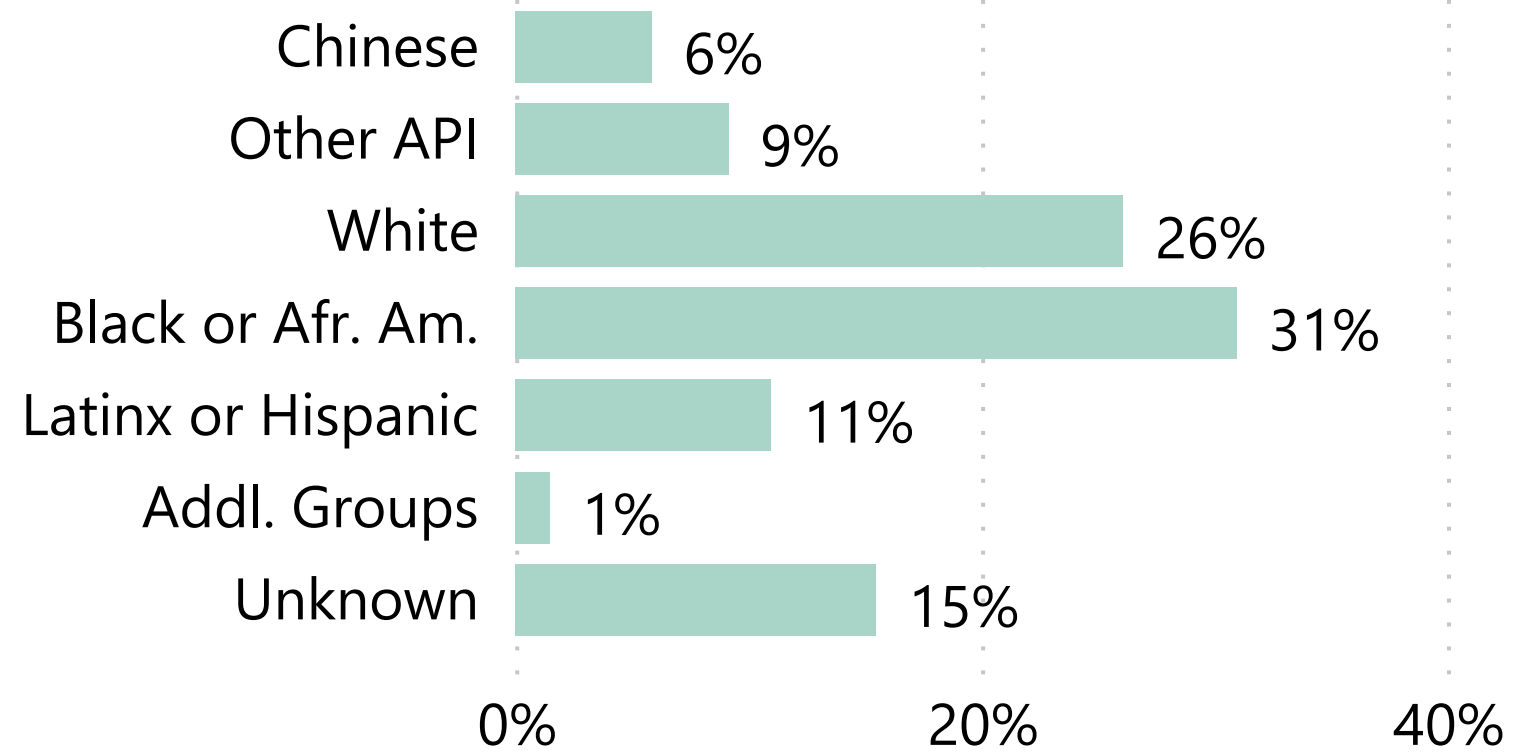
Unduplicated Clients	820
Enrollments	851

Analysis based on unduplicated clients

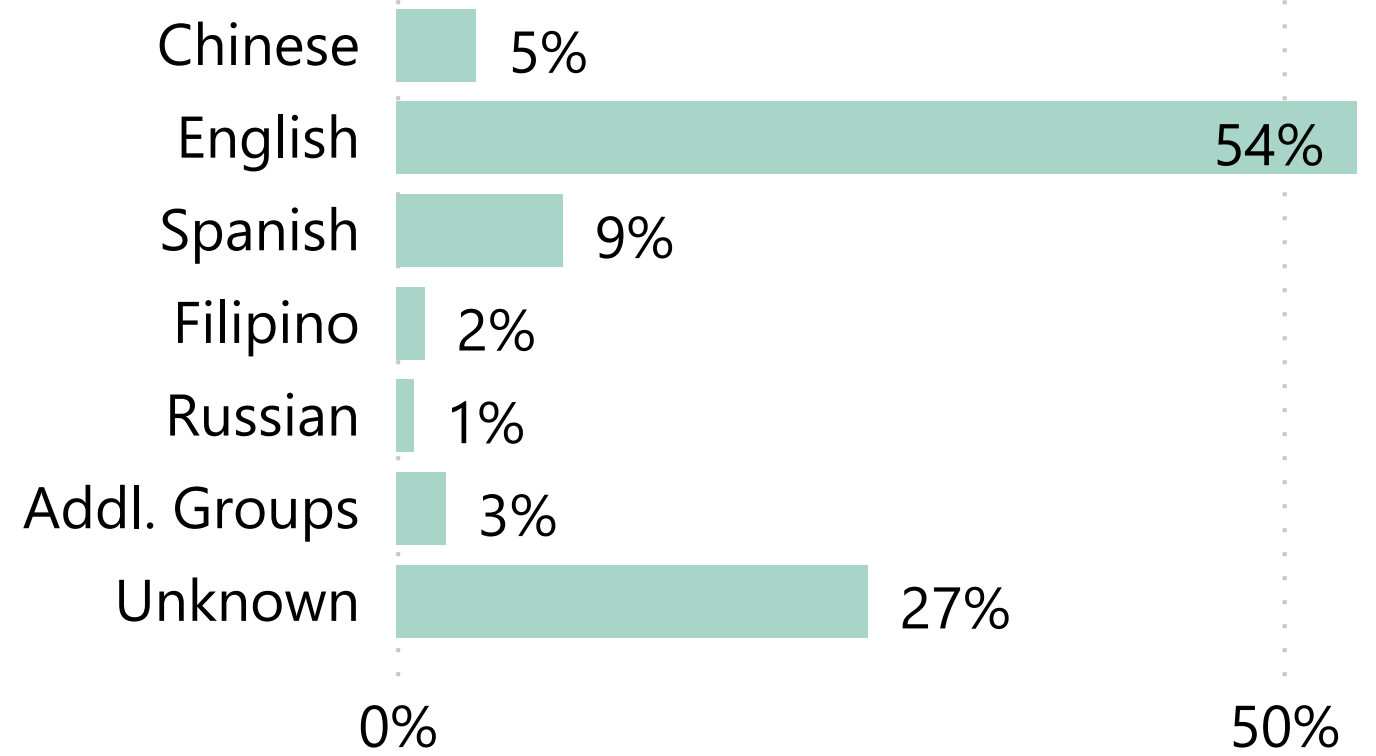
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

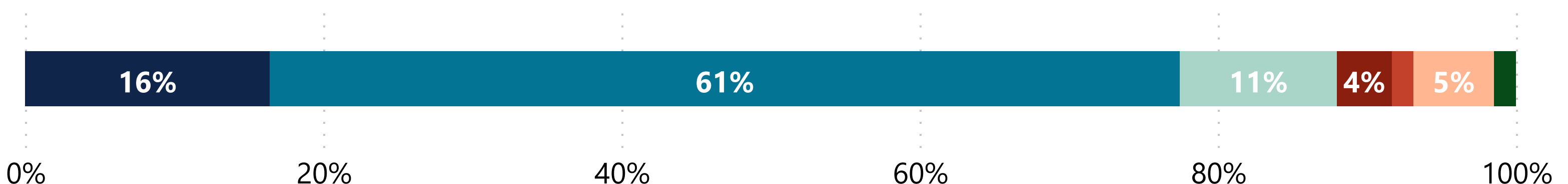
Female	34%
Male	61%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	3%
Total	100%

Sexual Orientation

Straight/Heterosexual	70%
Gay/Lesbian/Same-Gender Loving	8%
Bisexual	2%
Addl. Groups	1%
Unknown	19%
Total	100%

Age

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



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.

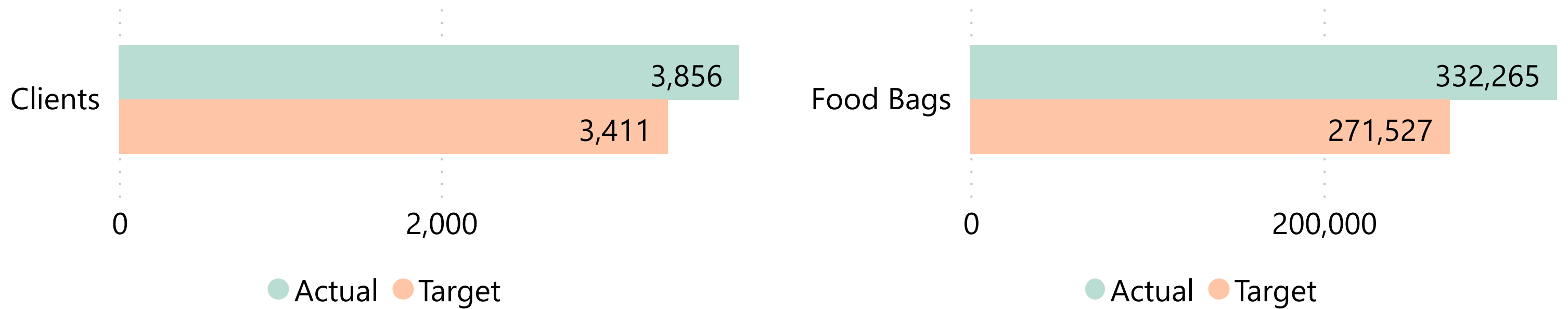
Funding

\$2,354,099

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	173	92%	75%
Increased Food Security*	Clients are less worried about getting enough food	173	91%	85%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	173	87%	85%
Service Quality	Clients rate the quality of services as excellent or good	173	94%	80%

*Key Measurement Theme for Service Area

Food Pantry

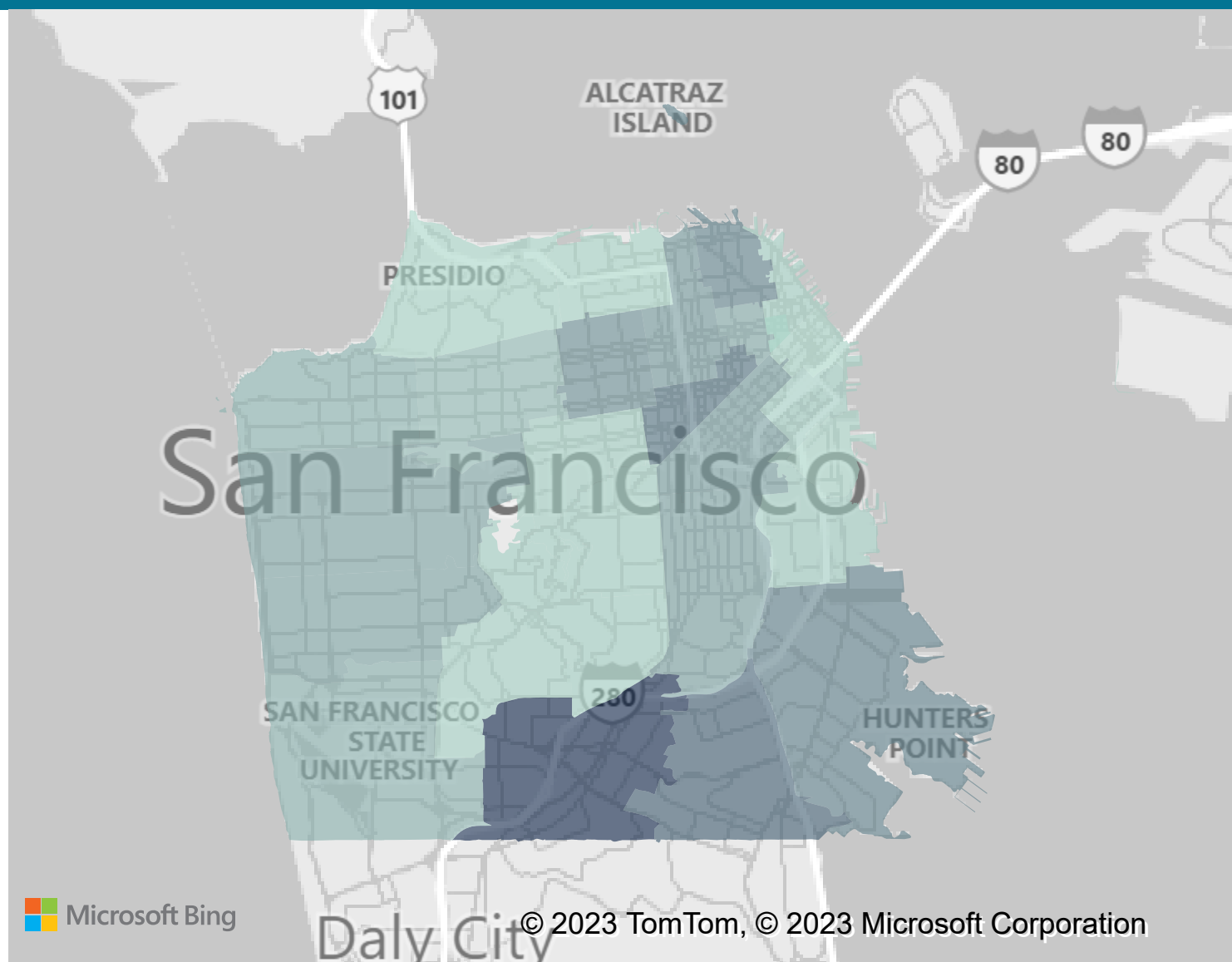
Client Profile

Service Levels

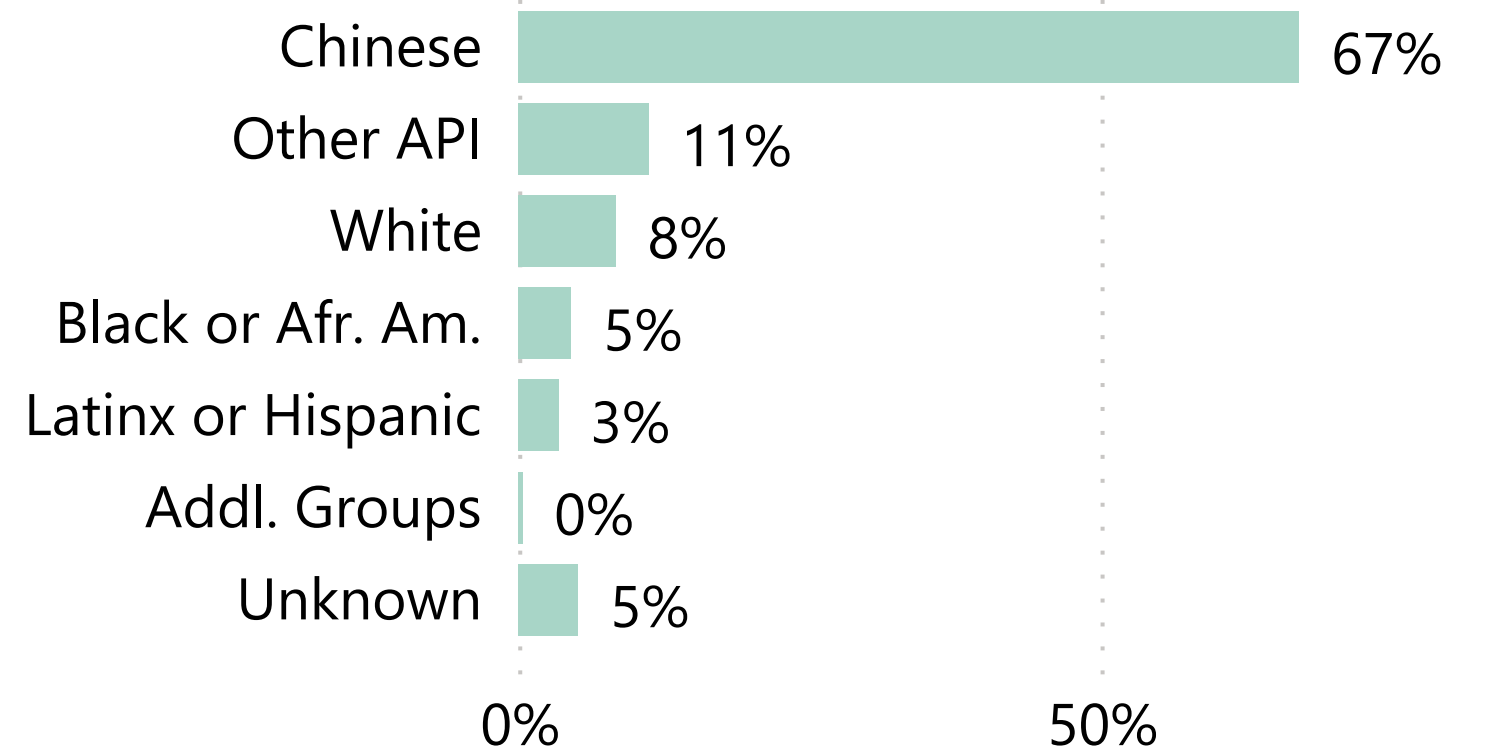
Unduplicated Clients	3,855
Enrollments	3,855

Analysis based on unduplicated clients

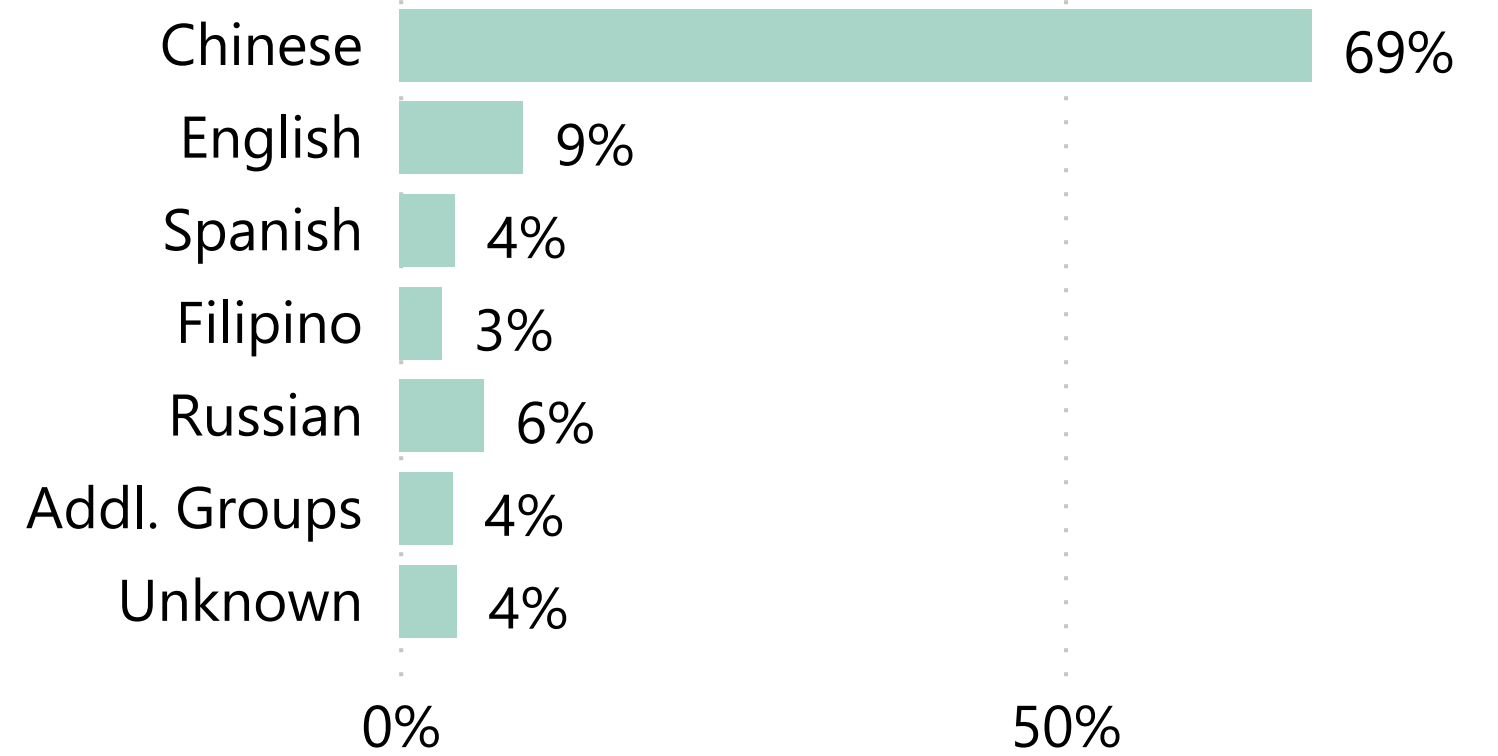
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

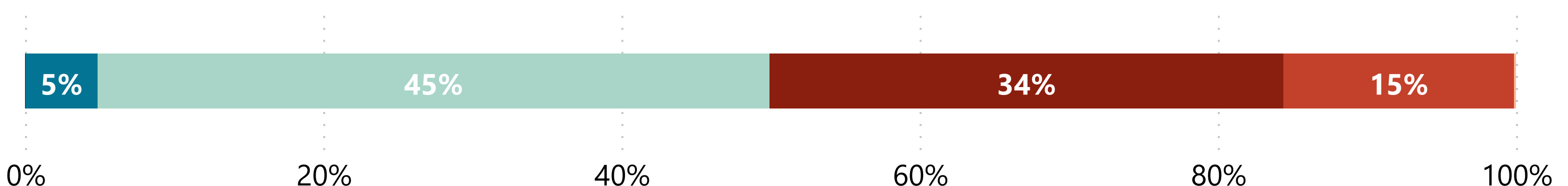
Female	70%
Male	30%
Trans Female	0%
Trans Male	0%
Unknown	0%
Total	100%

Sexual Orientation

Straight/Heterosexual	83%
Gay/Lesbian/Same-Gender Loving	1%
Bisexual	0%
Addl. Groups	1%
Unknown	15%
Total	100%

Age

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



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.

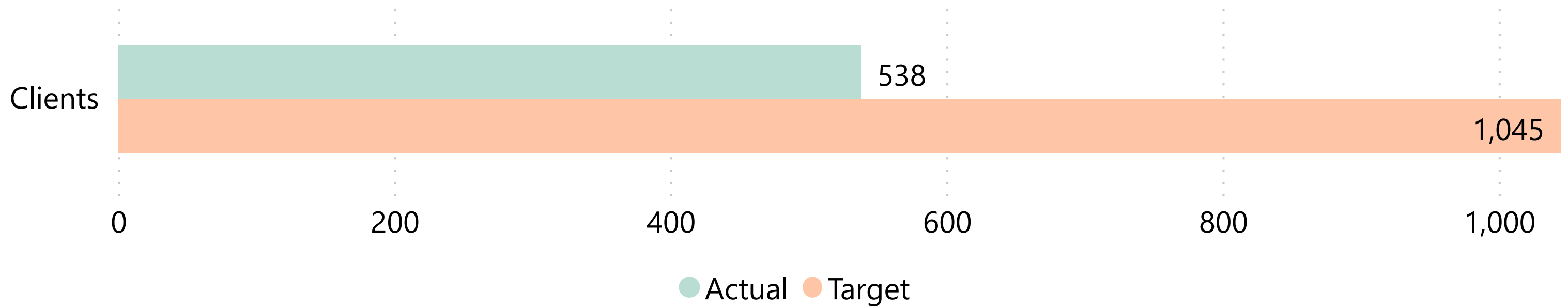
Funding

\$459,752

Providers

1

Service Objectives



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)			70%
Physical Fitness & Health*	Clients report improved health and/or fitness due to participation in group exercise classes	220	93%	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

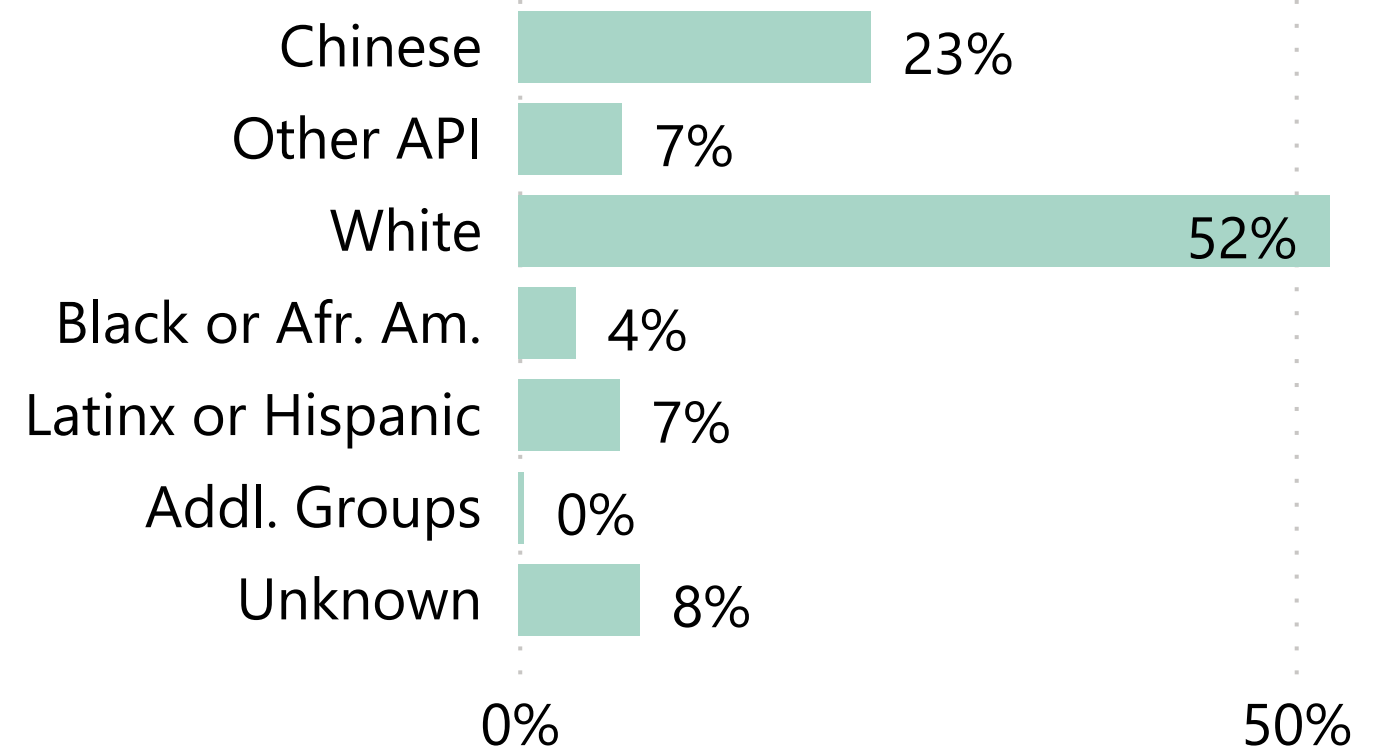
Client Profile

Service Levels

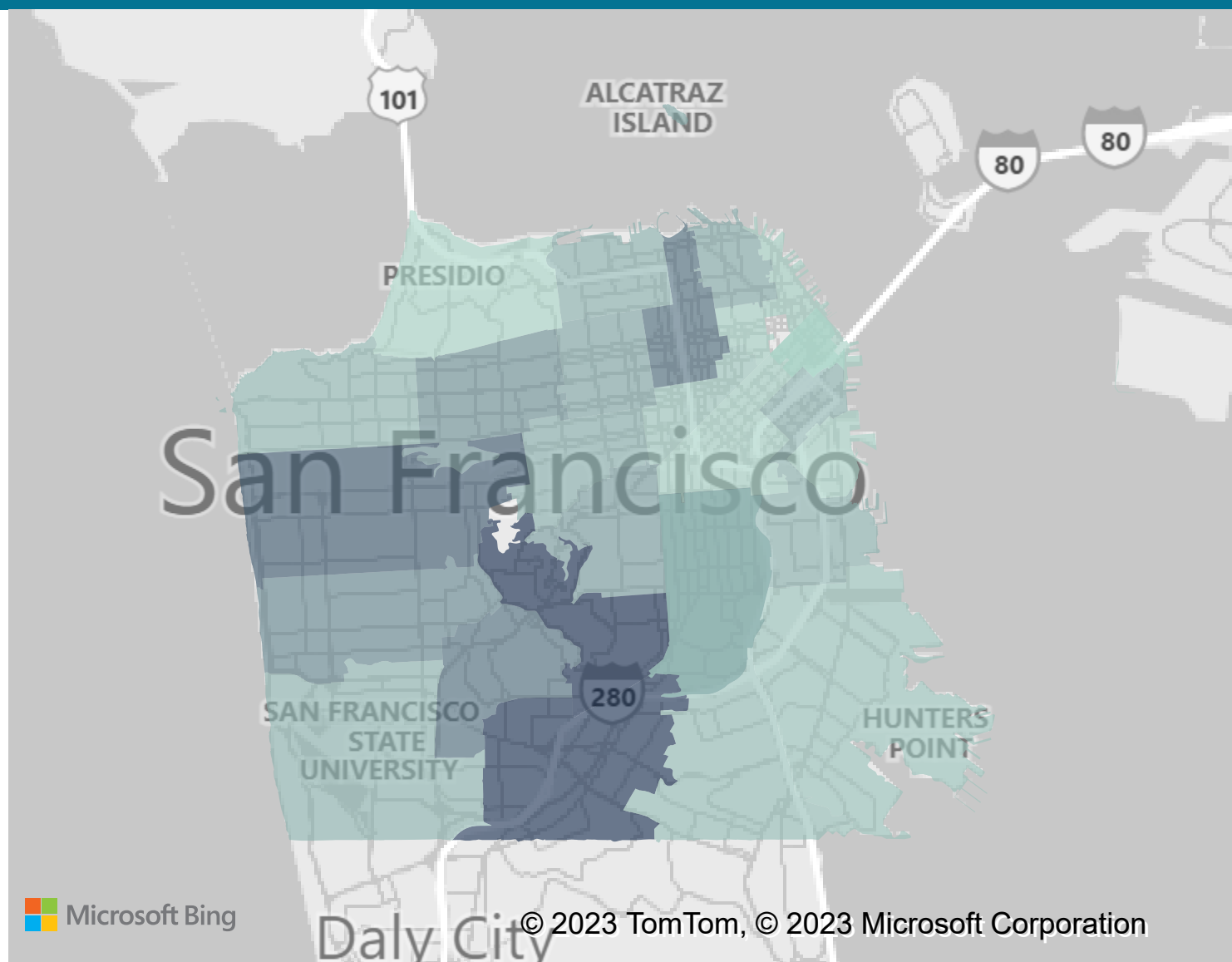
Unduplicated Clients	538
Enrollments	540

Analysis based on unduplicated clients

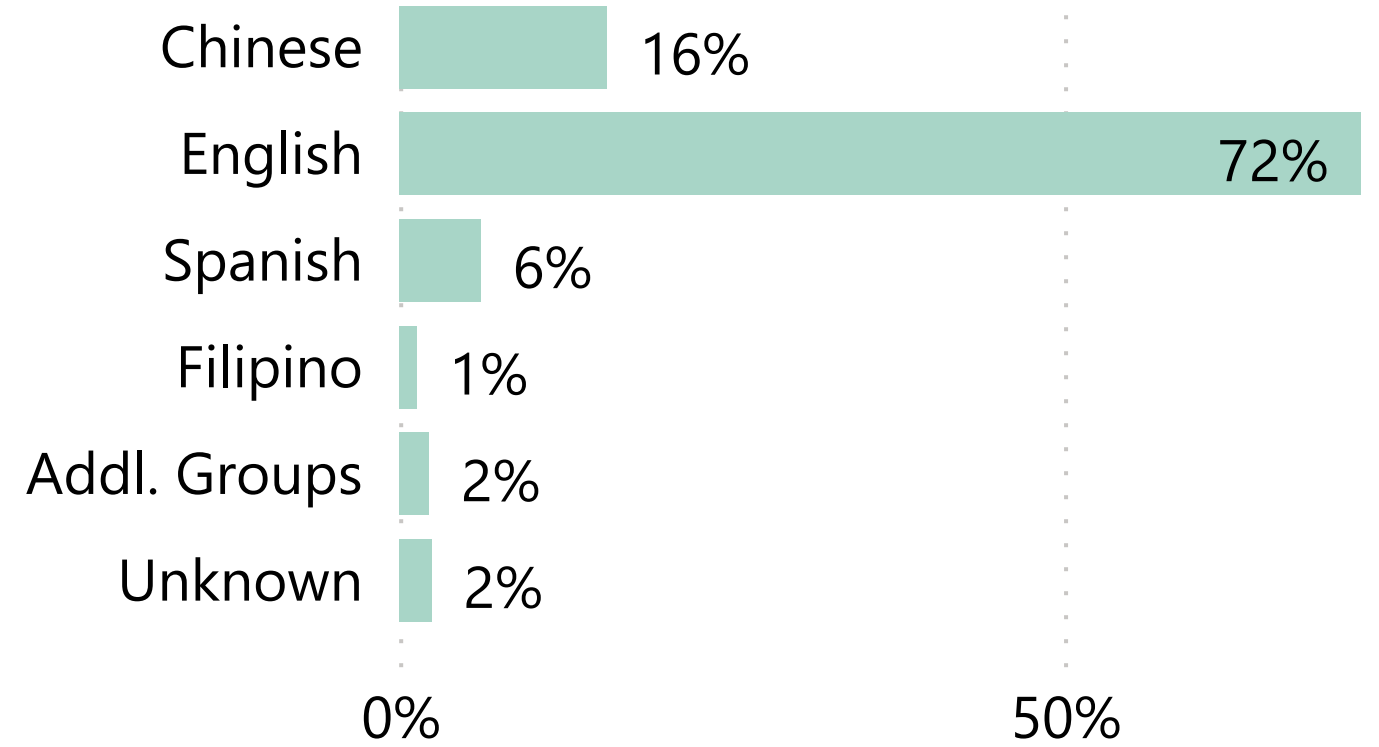
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	83%
Male	17%
Unknown	0%
Total	100%

Sexual Orientation

Straight/Heterosexual	86%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	0%
Unknown	7%
Total	100%

Age

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



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.

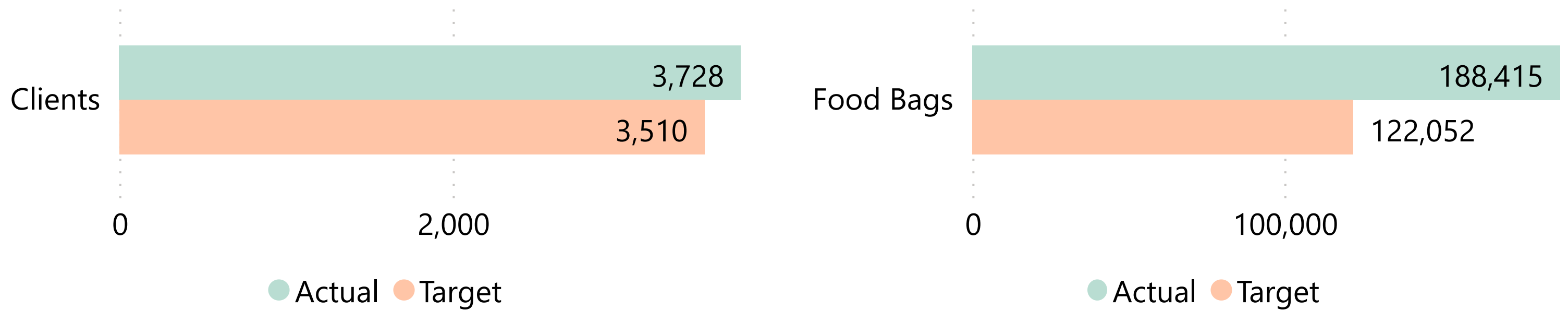
Funding

\$1,202,275

Providers

4

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	360	89%	75%
Increased Food Security*	Clients are less worried about getting enough food	360	91%	85%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	360	91%	85%
Service Quality	Clients rate the quality of services as excellent or good	360	89%	80%

*Key Measurement Theme for Service Area

Home-Delivered Groceries

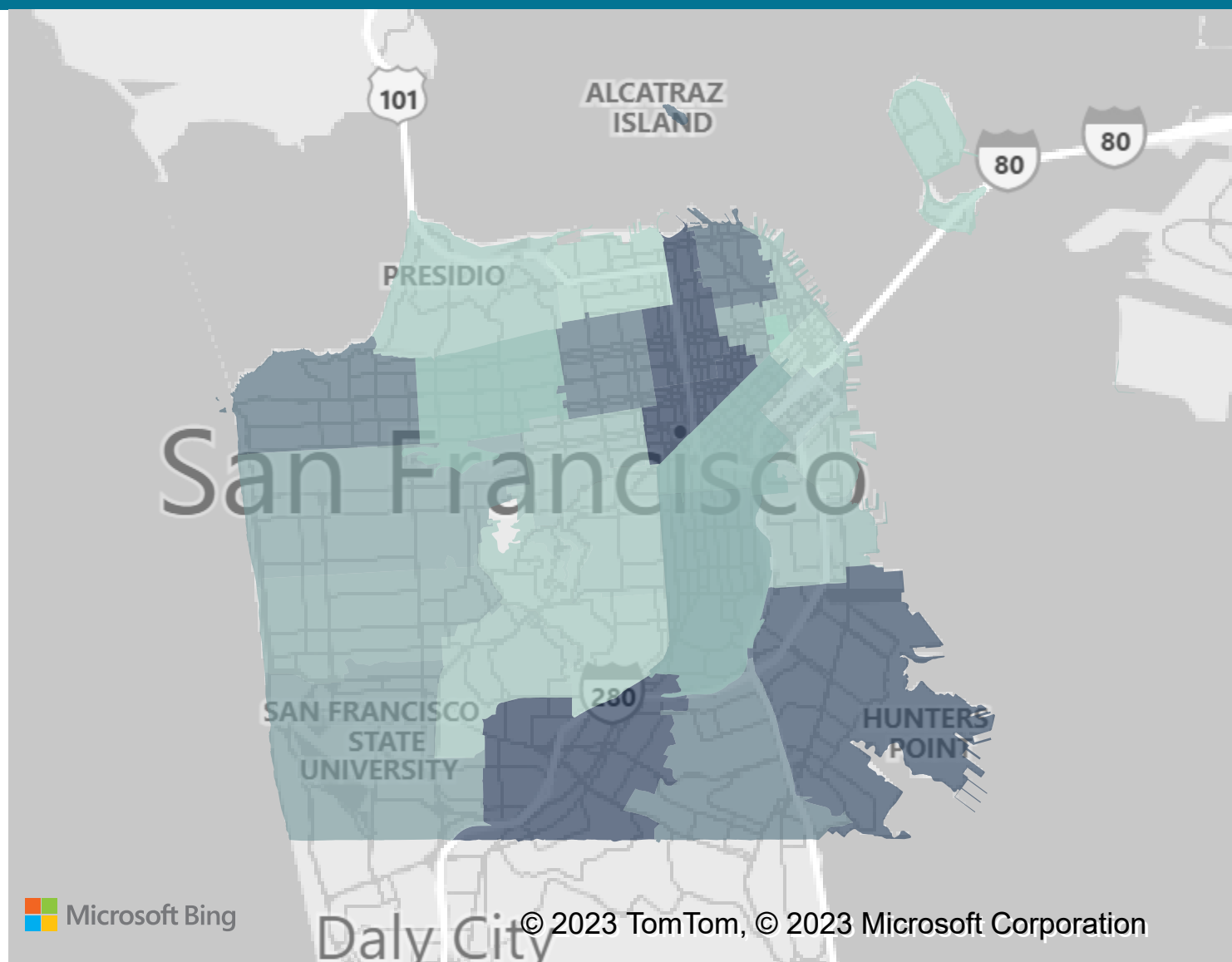
Client Profile

Service Levels

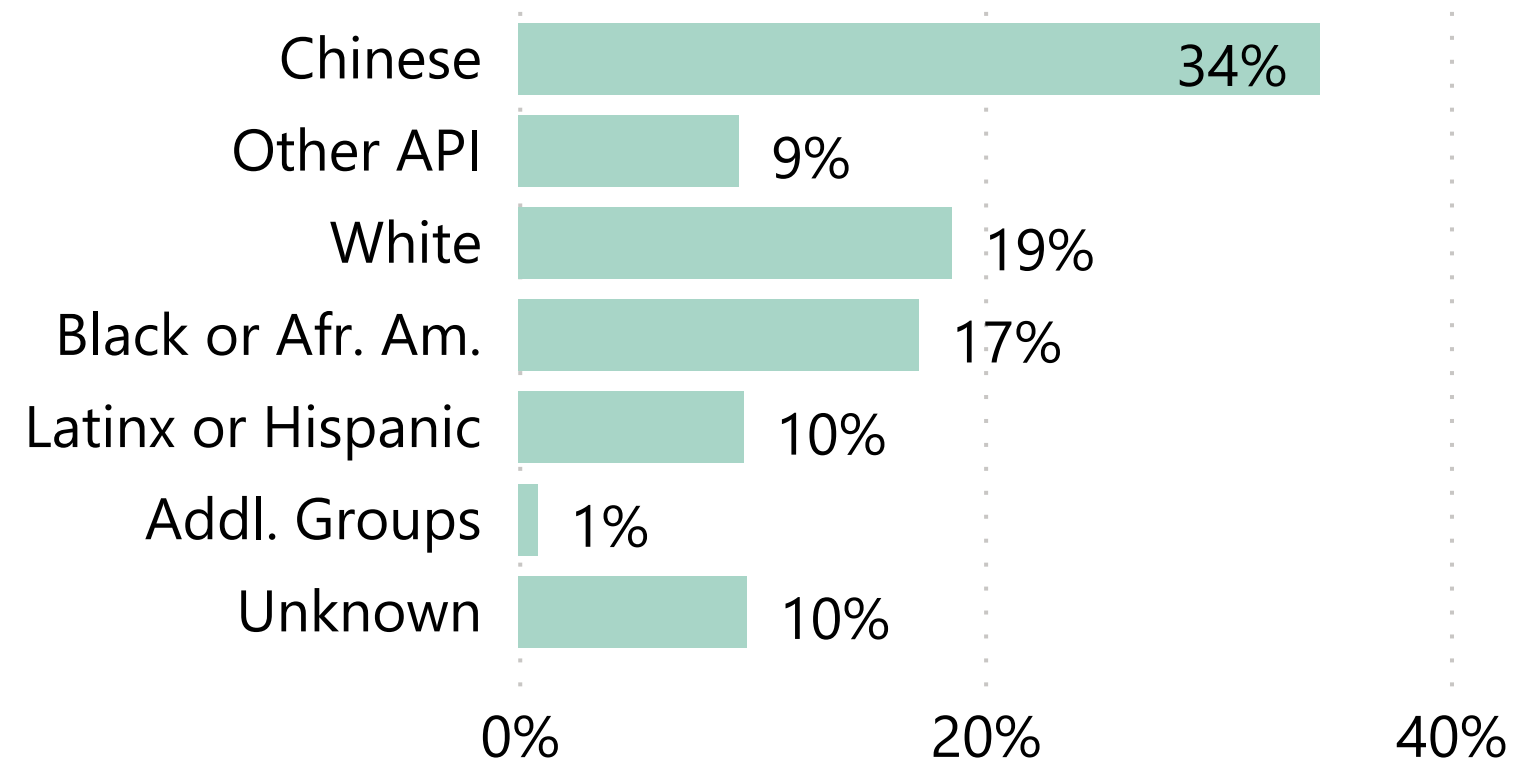
Unduplicated Clients	3,849
Enrollments	3,948

Analysis based on unduplicated clients

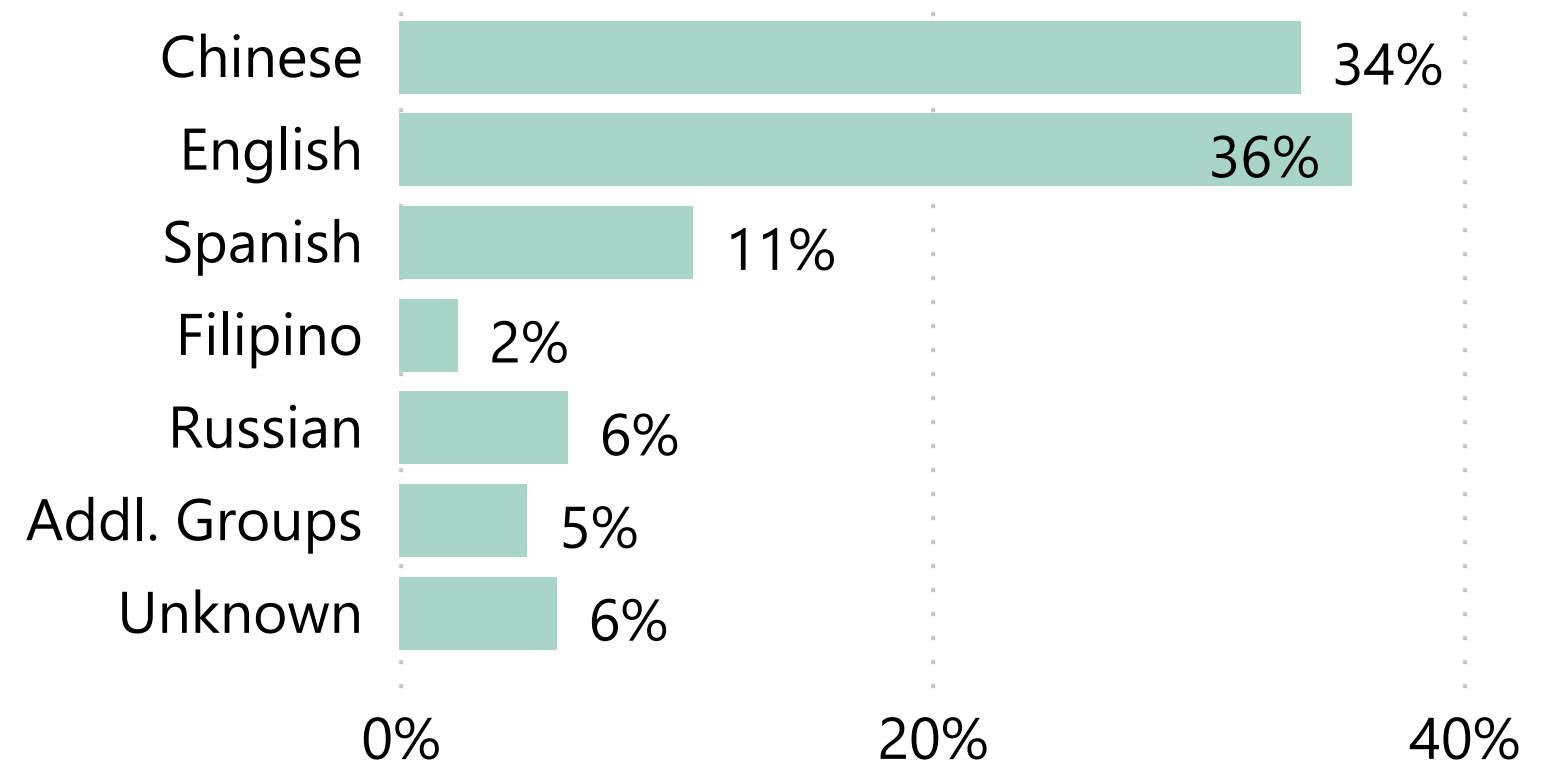
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	63%
Male	36%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	1%
Total	100%

Sexual Orientation

Straight/Heterosexual	84%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	11%
Total	100%

Age

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



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.

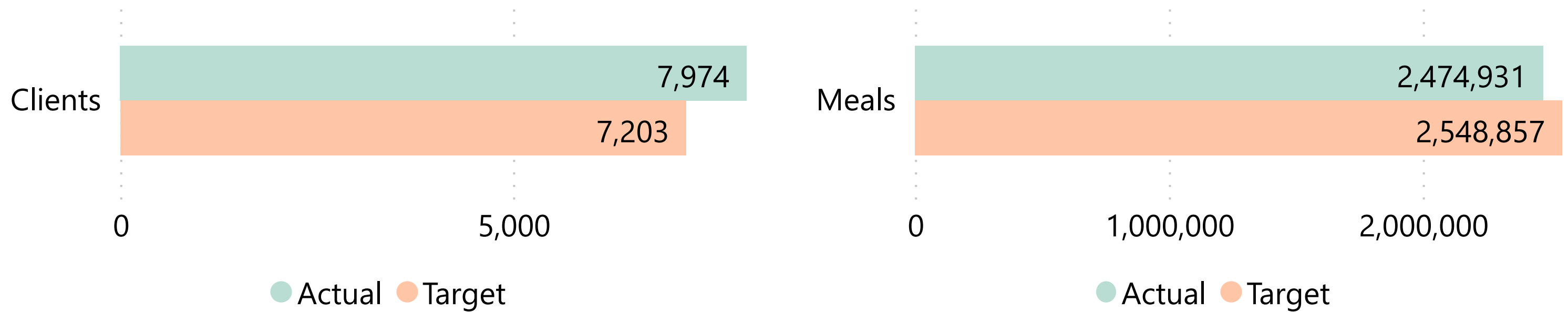
Funding

\$15,968,266

Providers

9

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	1514	91%	75%
Service Quality	Clients rate the quality of meals as excellent or good	1655	89%	85%

*Key Measurement Theme for Service Area

Home-Delivered Meals

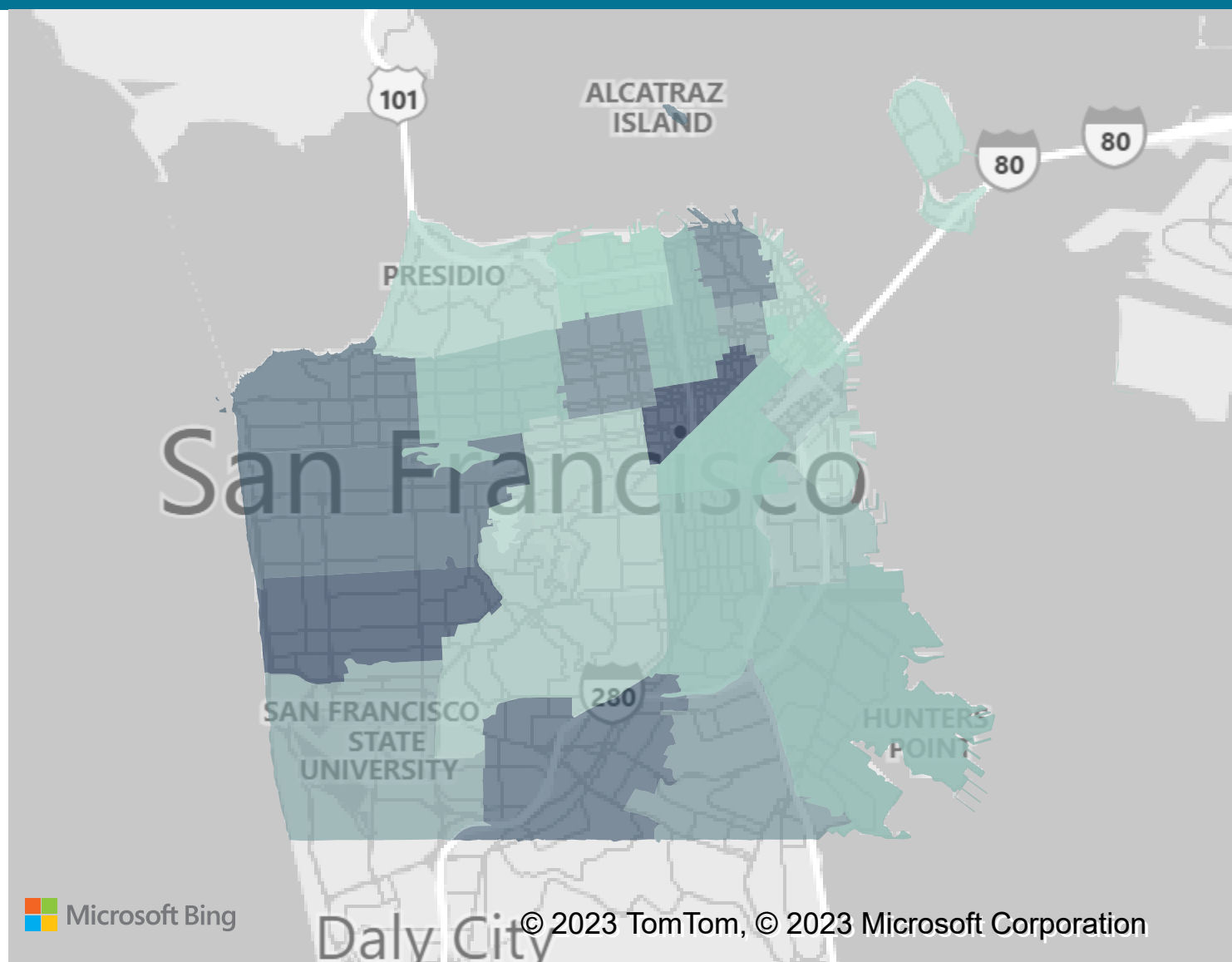
Client Profile

Service Levels

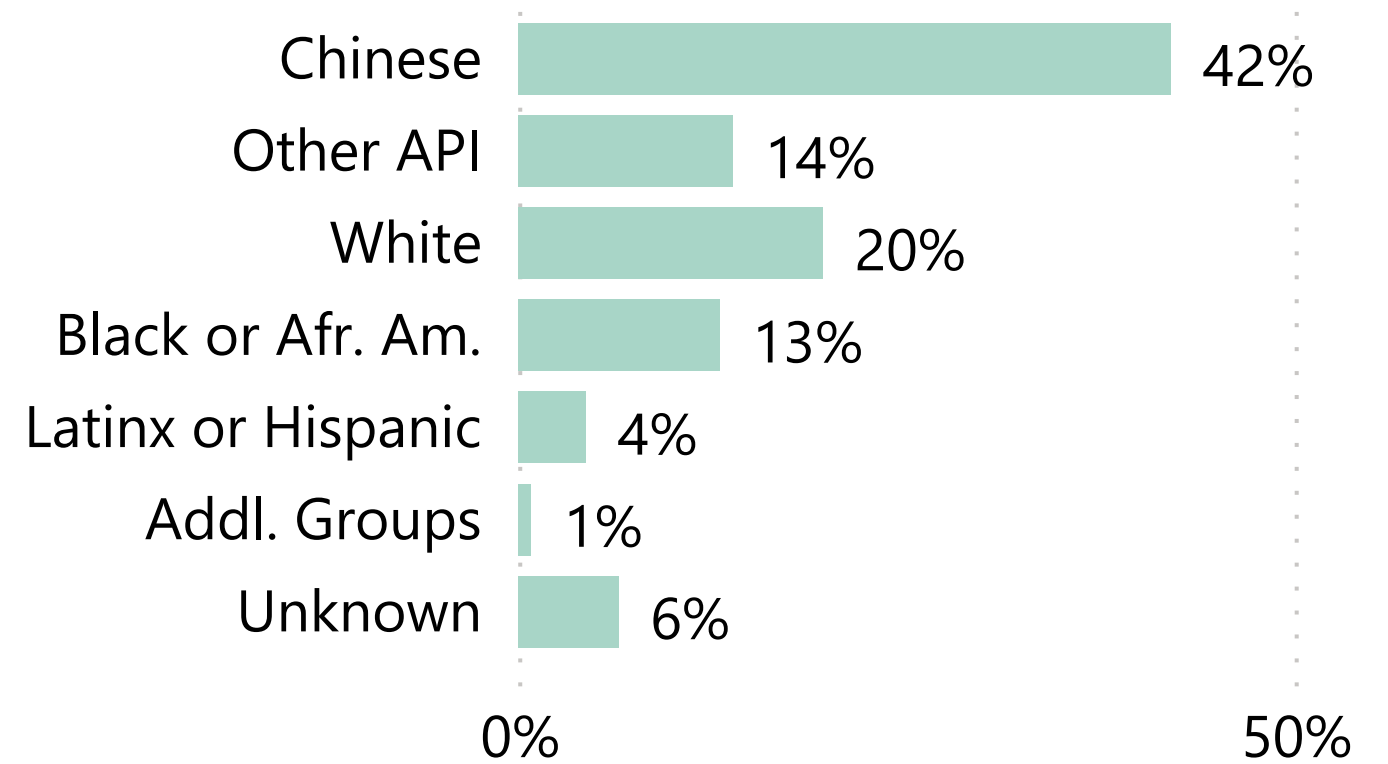
Unduplicated Clients	18,089
Enrollments	25,806

Analysis based on unduplicated clients

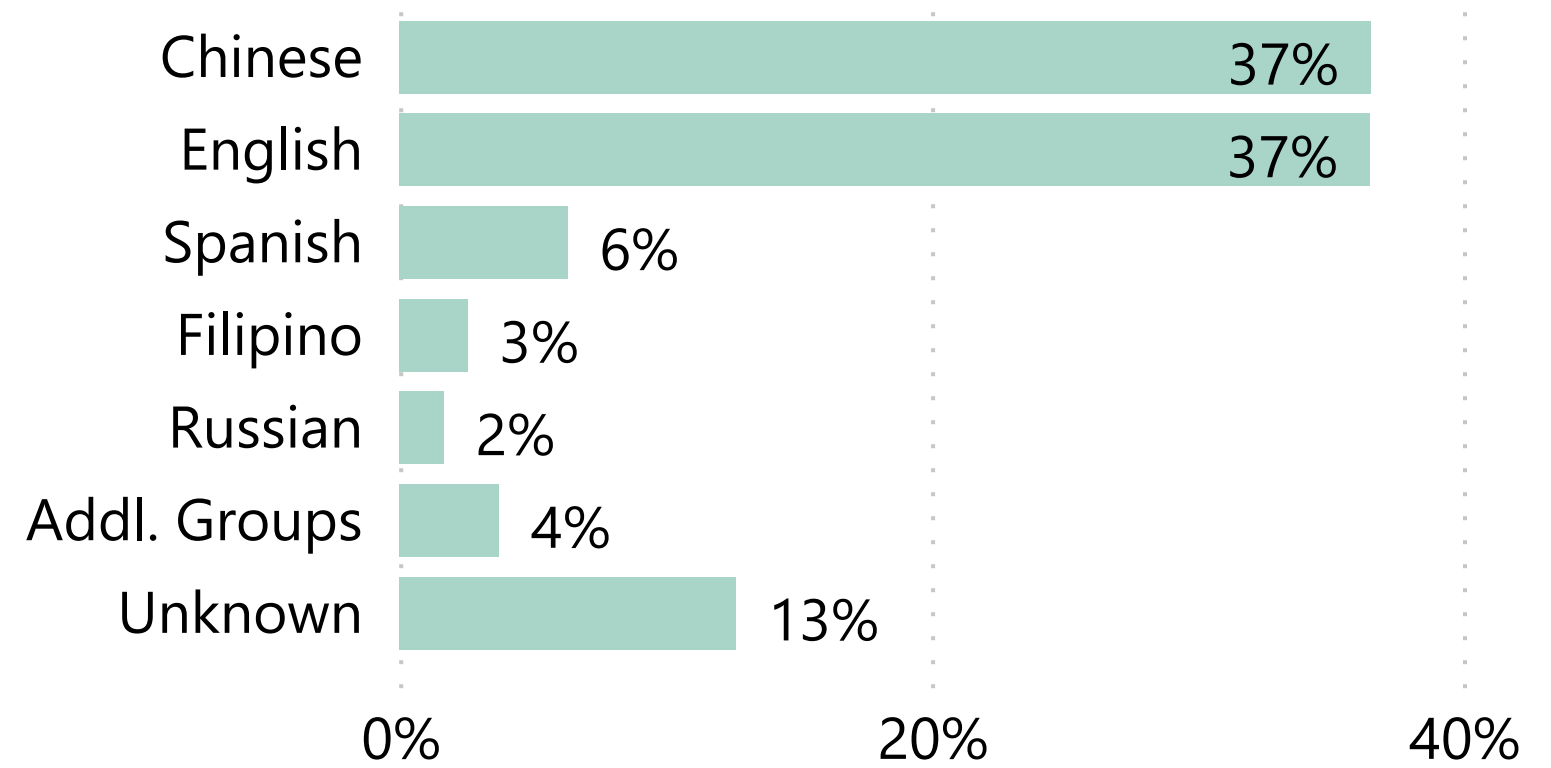
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	53%
Male	46%
Trans Female	0%
Trans Male	0%
Genderqueer/Gender Non-binary	0%
Unknown	1%
Total	100%

Sexual Orientation

Straight/Heterosexual	85%
Gay/Lesbian/Same-Gender Loving	3%
Bisexual	1%
Addl. Groups	1%
Unknown	11%
Total	100%

Age

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



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). Additionally, these meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes.

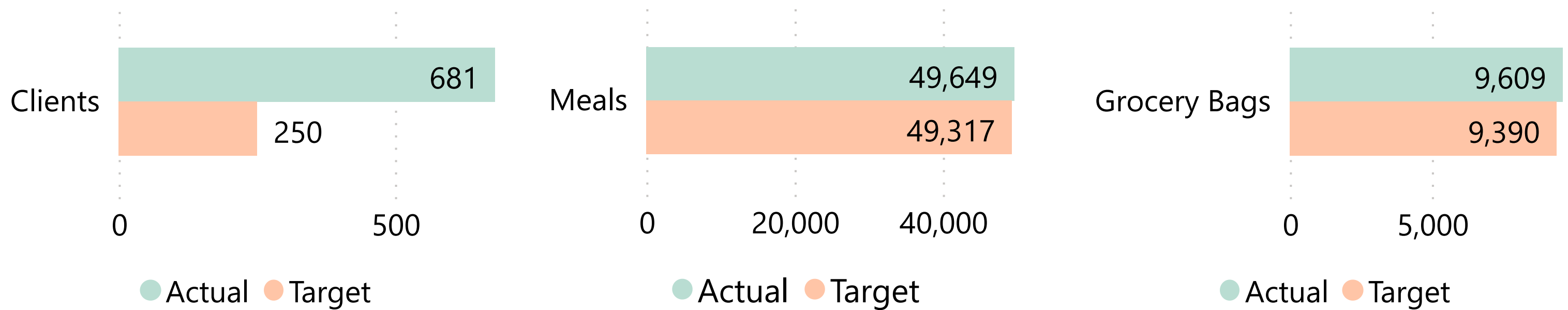
Funding

\$558,576

Providers

1

Service Objectives



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	60	78%	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)			70%
Physical Fitness & Health*	Clients report improved or maintained overall health due to participation in the program	64	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)	143	66%	50%

*Key Measurement Theme for Service Area

^Number surveyed not available

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

Nutrition as Health

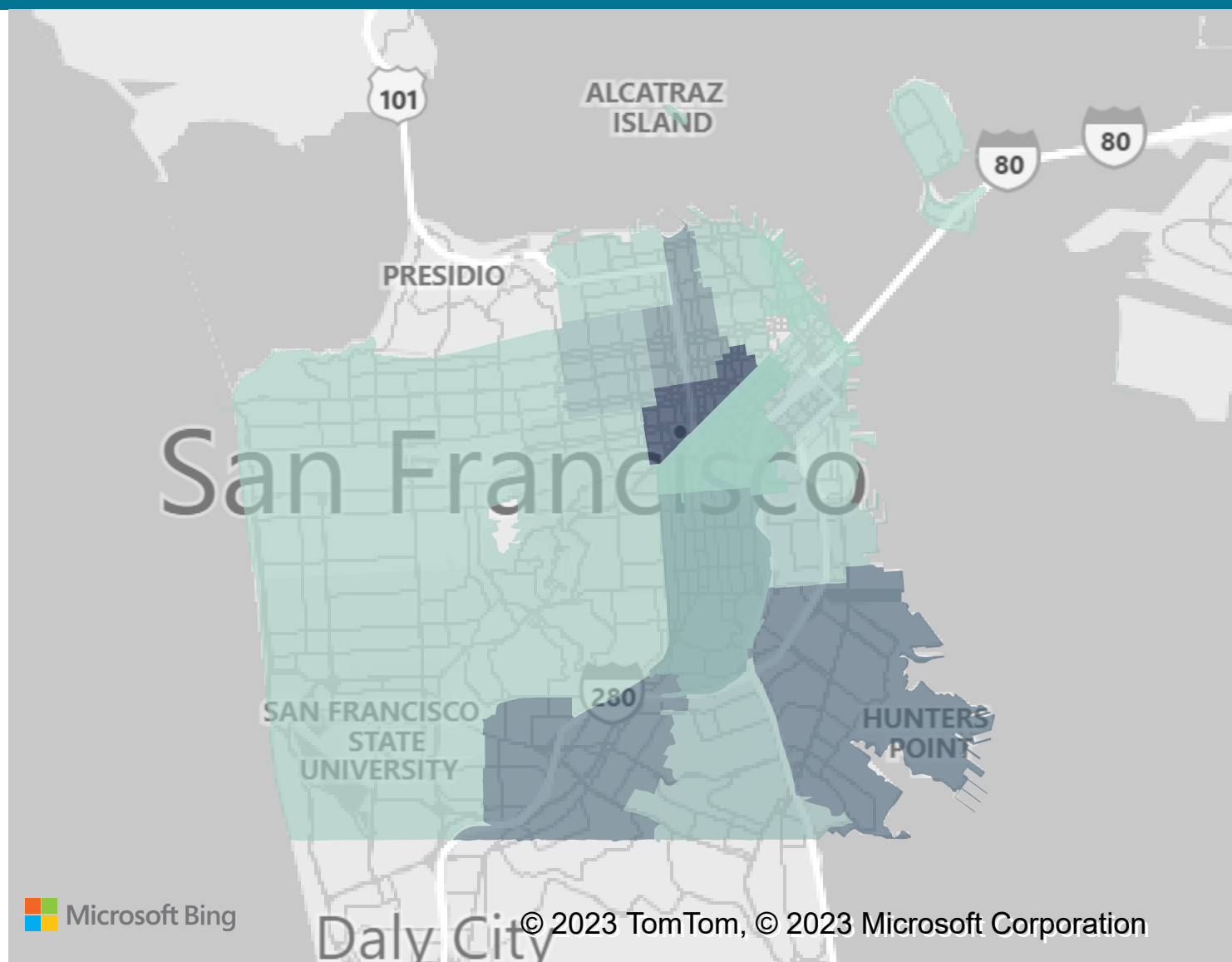
Client Profile

Service Levels

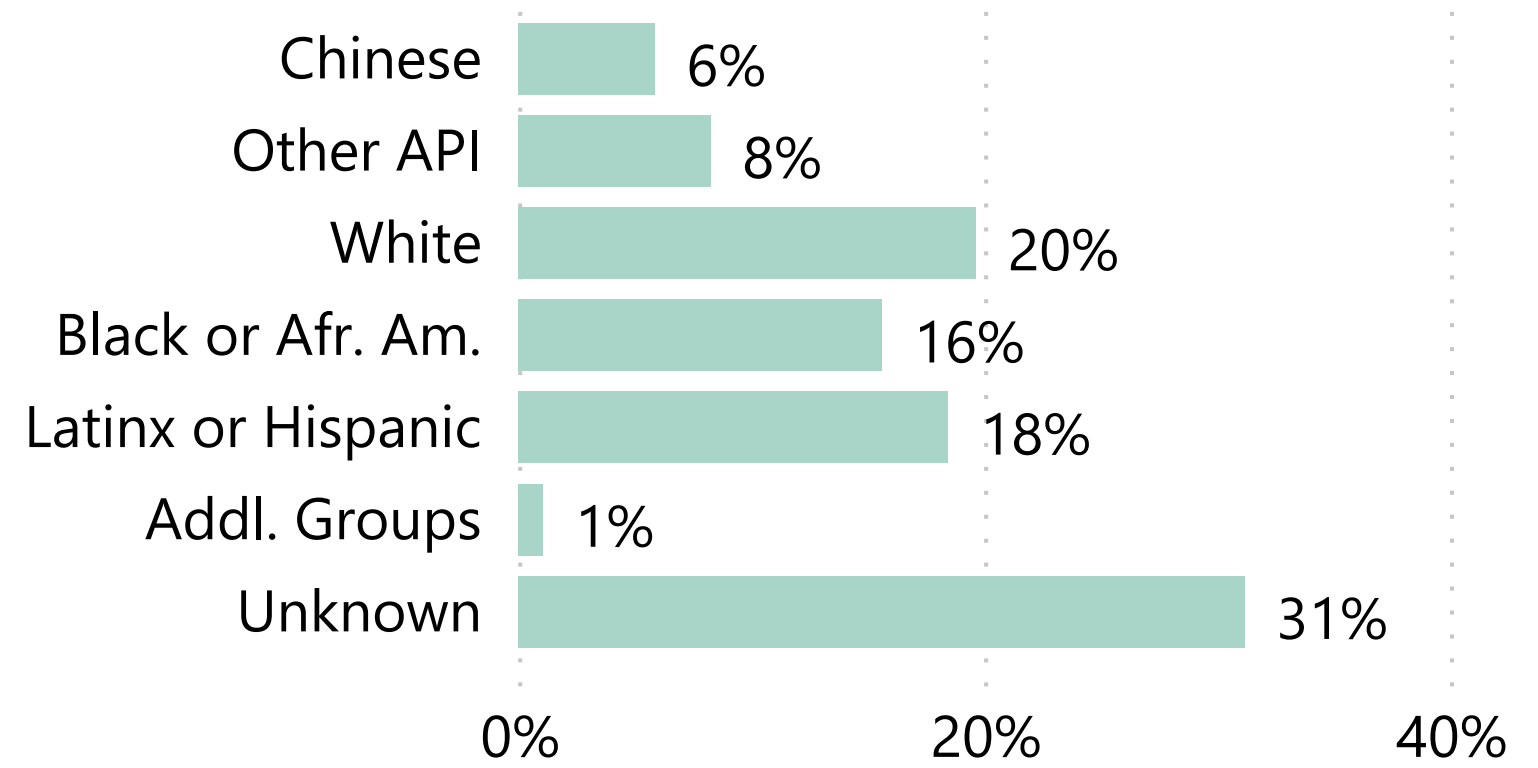
Unduplicated Clients	667
Enrollments	1,493

Analysis based on unduplicated clients

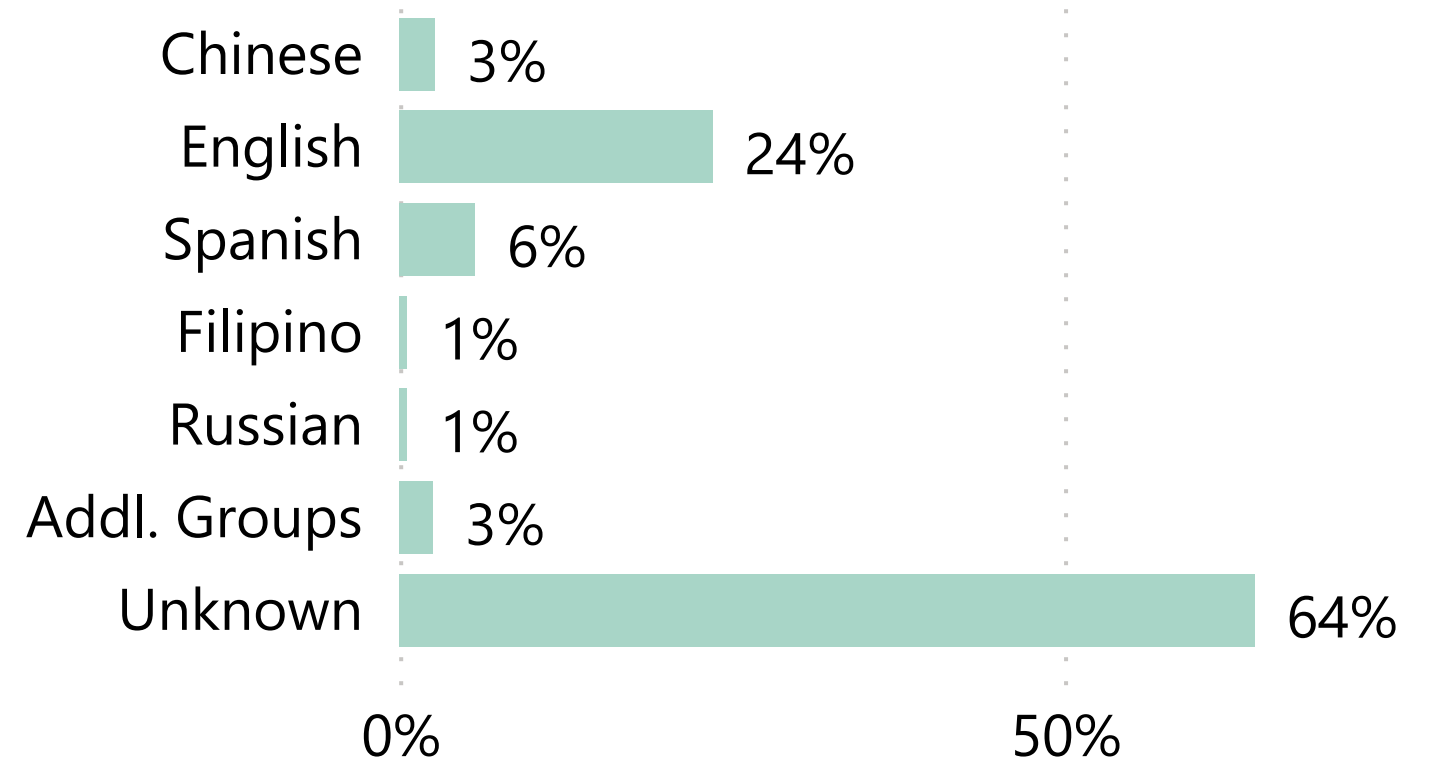
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

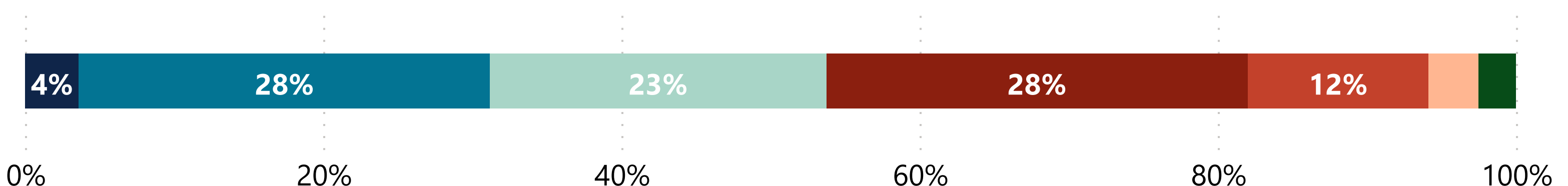
Female	40%
Male	58%
Trans Female	1%
Trans Male	0%
Total	100%

Sexual Orientation

Straight/Heterosexual	83%
Gay/Lesbian/Same-Gender Loving	6%
Bisexual	2%
Addl. Groups	1%
Unknown	7%
Total	100%

Age

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



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.

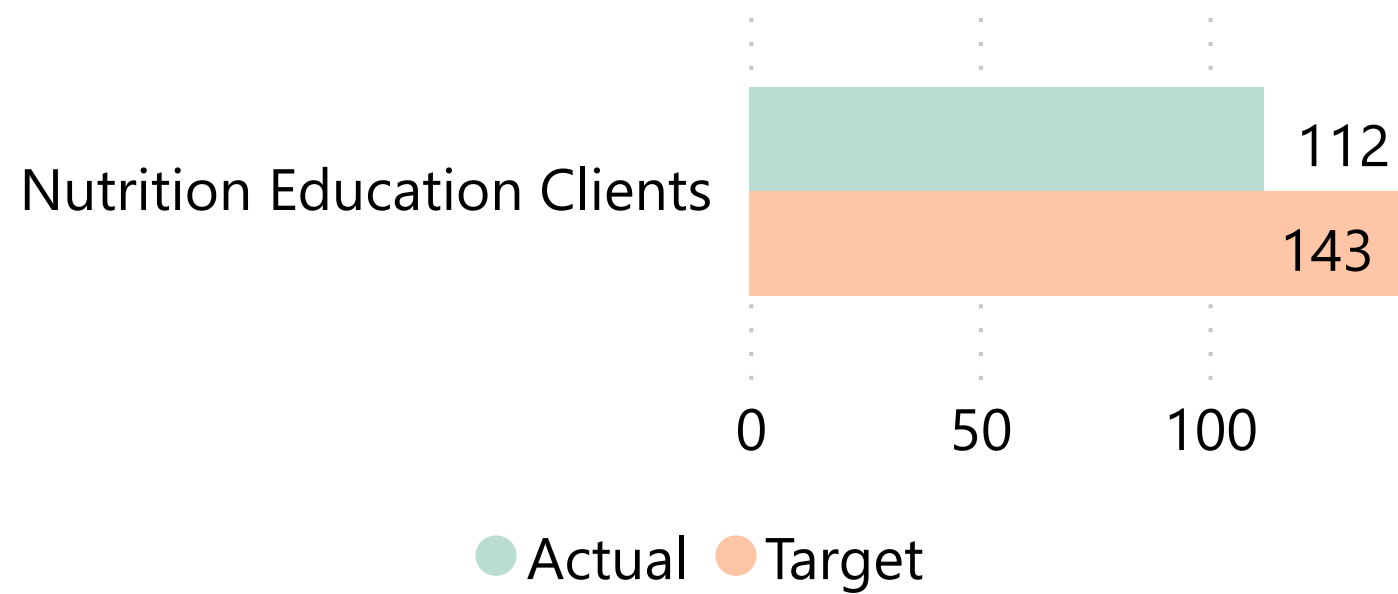
Funding

\$165,647

Providers

2

Service Objectives



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	109	99%	70%
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	109	97%	75%
Healthy Nutrition Habits*	Clients report making at least one healthy change due to participation in the program	109	96%	70%
Education & Awareness of Services	Clients feel more confident accessing nutrition counseling and/or education resources	109	98%	70%

*Key Measurement Theme for Service Area

~No specified performance target

^No number surveyed

Note: Performance data for some metrics are unavailable due to the COVID-19 emergency. The service provider did not conduct citywide nutrition education workshops in FY 2020-21.

Nutrition Education

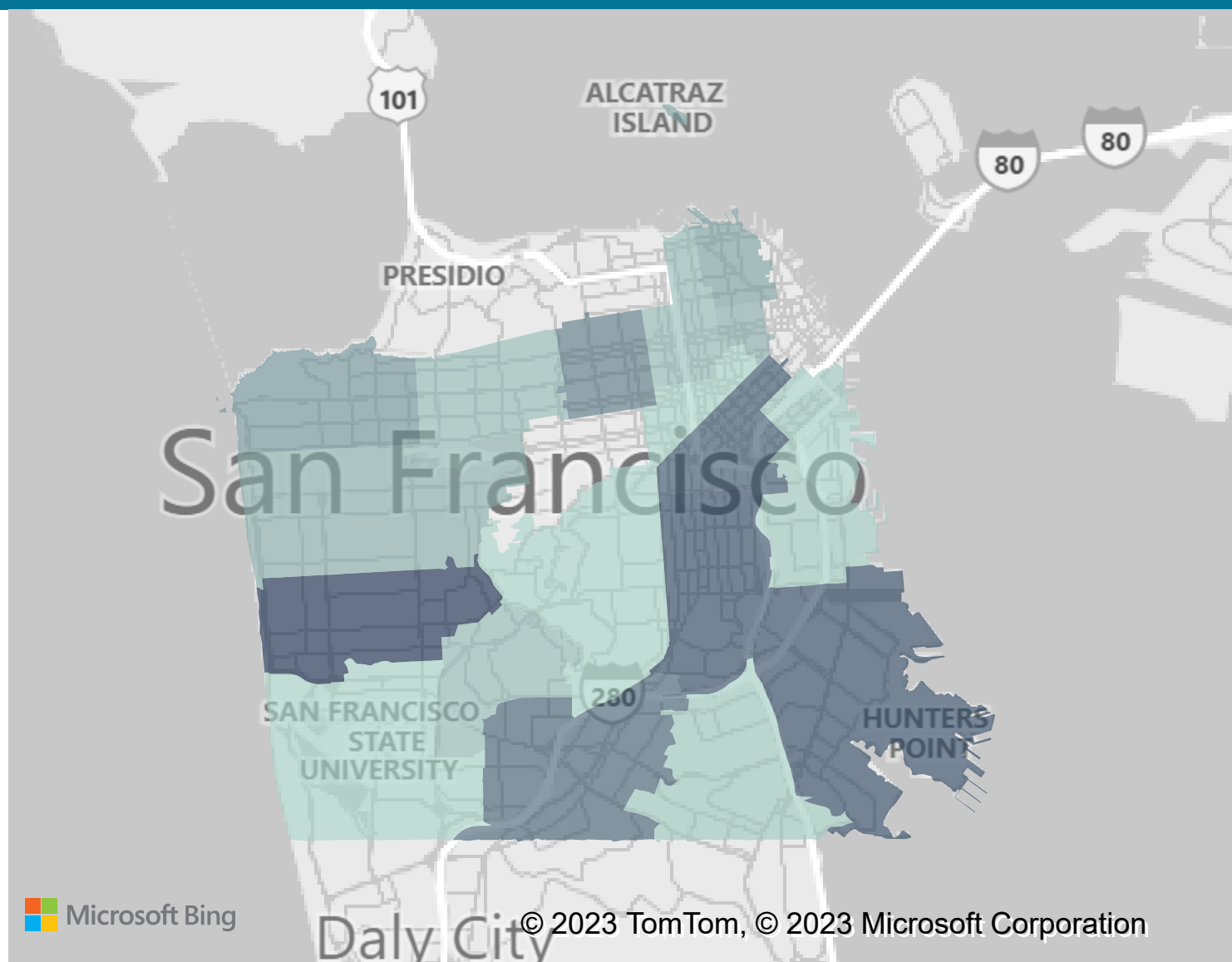
Client Profile

Service Levels

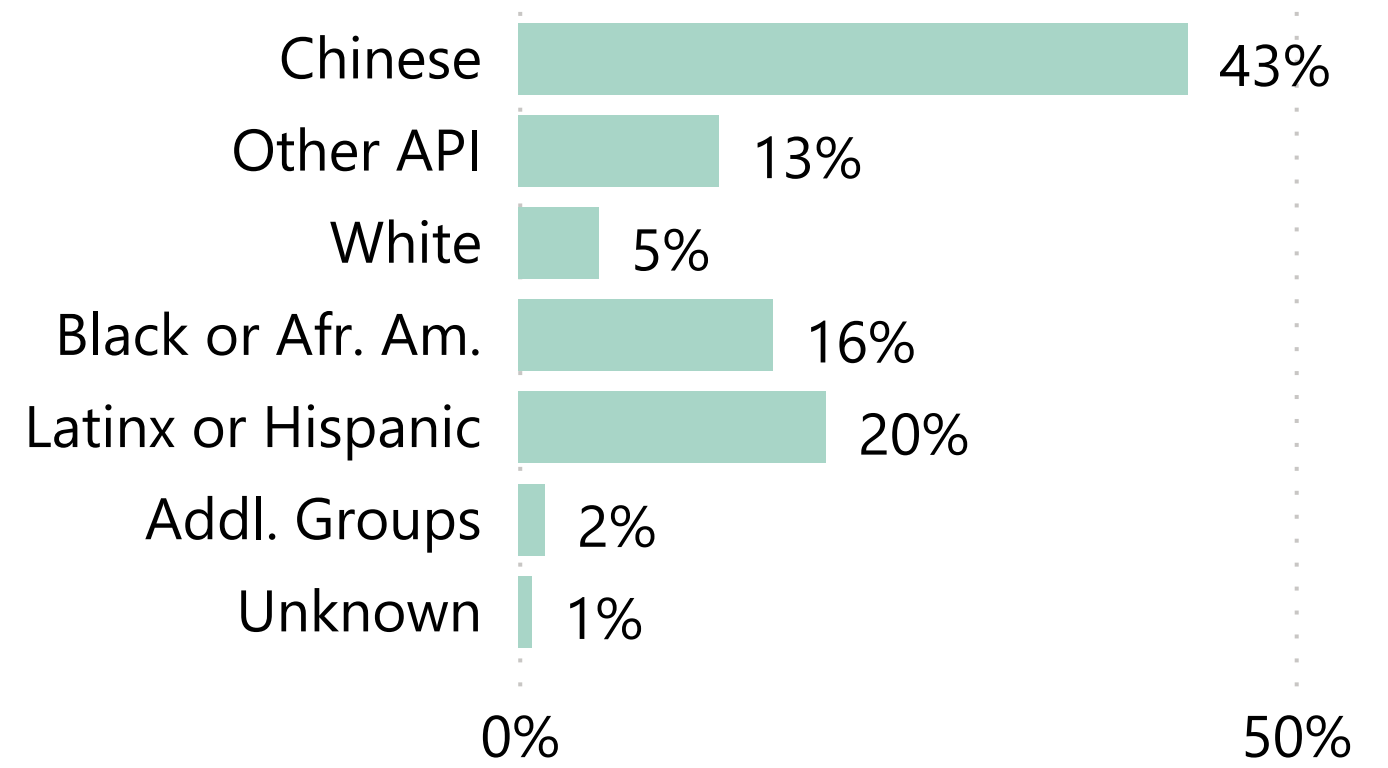
Unduplicated Clients	116
Enrollments	116

Analysis based on unduplicated clients

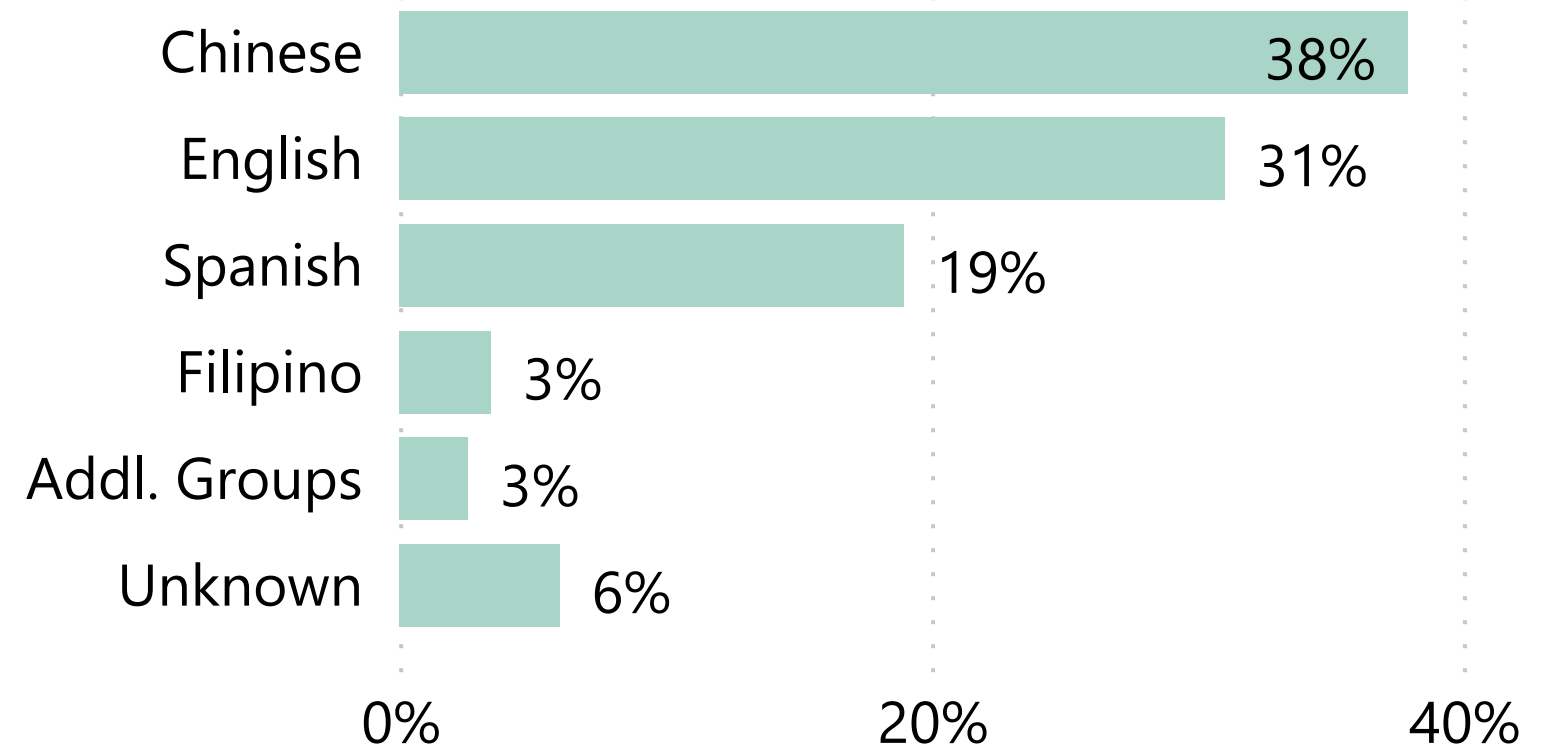
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	87%
Male	12%
Genderqueer/Gender Non-binary	1%
Total	100%

Sexual Orientation

Straight/Heterosexual	91%
Bisexual	1%
Addl. Groups	2%
Unknown	7%
Total	100%

Age

● 18-35 ● 60-64 ● 65-74 ● 75-84 ● 85+



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 2020-21 HIGHLIGHTS

- We served approximately 190 clients* with a total of 700 enrollments across all Self-Care & Safety services. In total, DAS allocated \$4 million for services in this area.
- Through our Short-Term Home Care for Seniors program, we provided nearly 1,600 hours of home care to approximately 850 clients, helping them to live safely in the community and prevent premature institutionalization.
- We launched Senior Escort services within our Peer Ambassador program to address to emergent community needs arising from COVID-19-related anti-Asian hate violence.

DIGNITY FUND FY 2020-21: SELF-CARE & SAFETY SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
700	189	\$4,034,190

* 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.

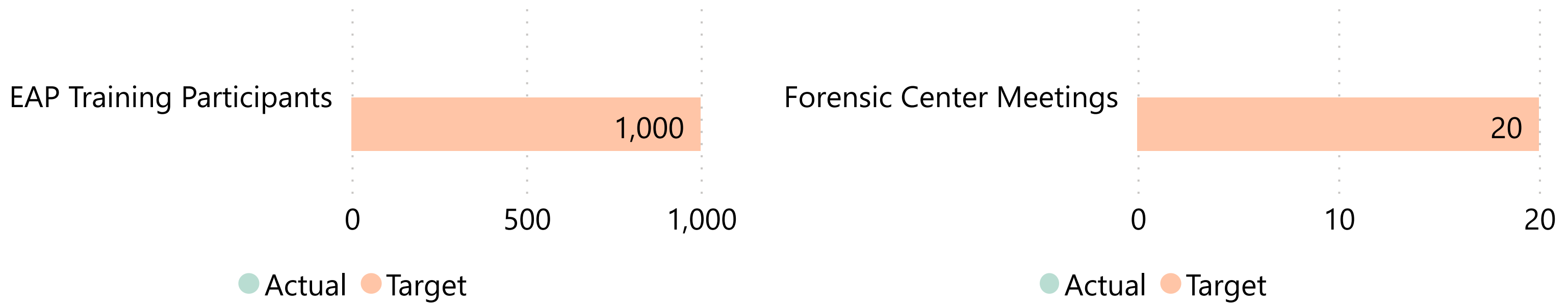
Funding

\$334,769

Providers

1

Service Objectives



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%
Forensic Center	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	Service Quality	Trainees rate the quality of the training received as excellent or good			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.

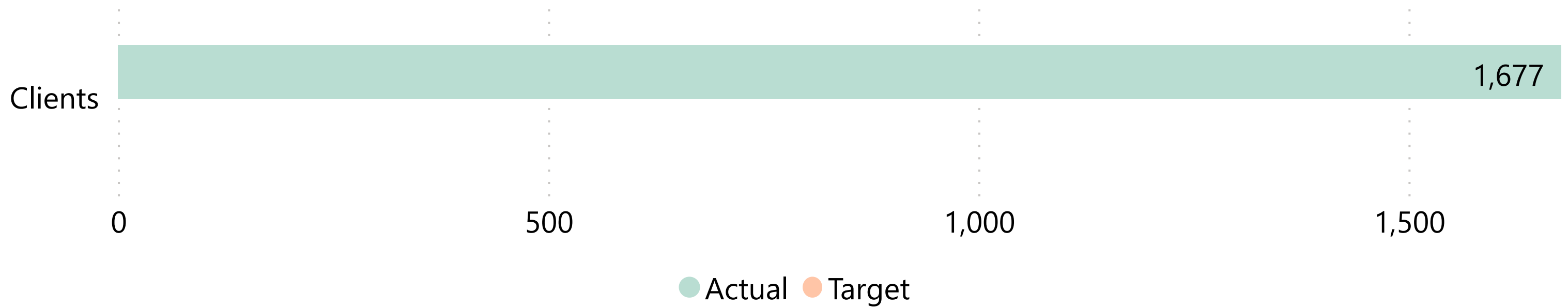
Funding

\$771,138

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Complaints investigated and addressed by LTC Ombudsman are resolved to residents' satisfaction	649	46%	70%

*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).

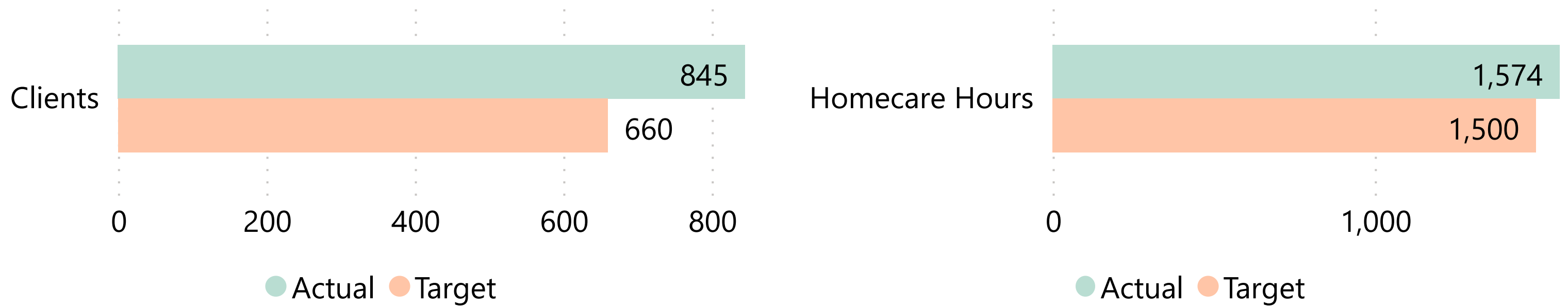
Funding

\$117,854

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients report the services help them remain at home			85%
Service Quality	Clients are satisfied with the services provided	35	100%	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

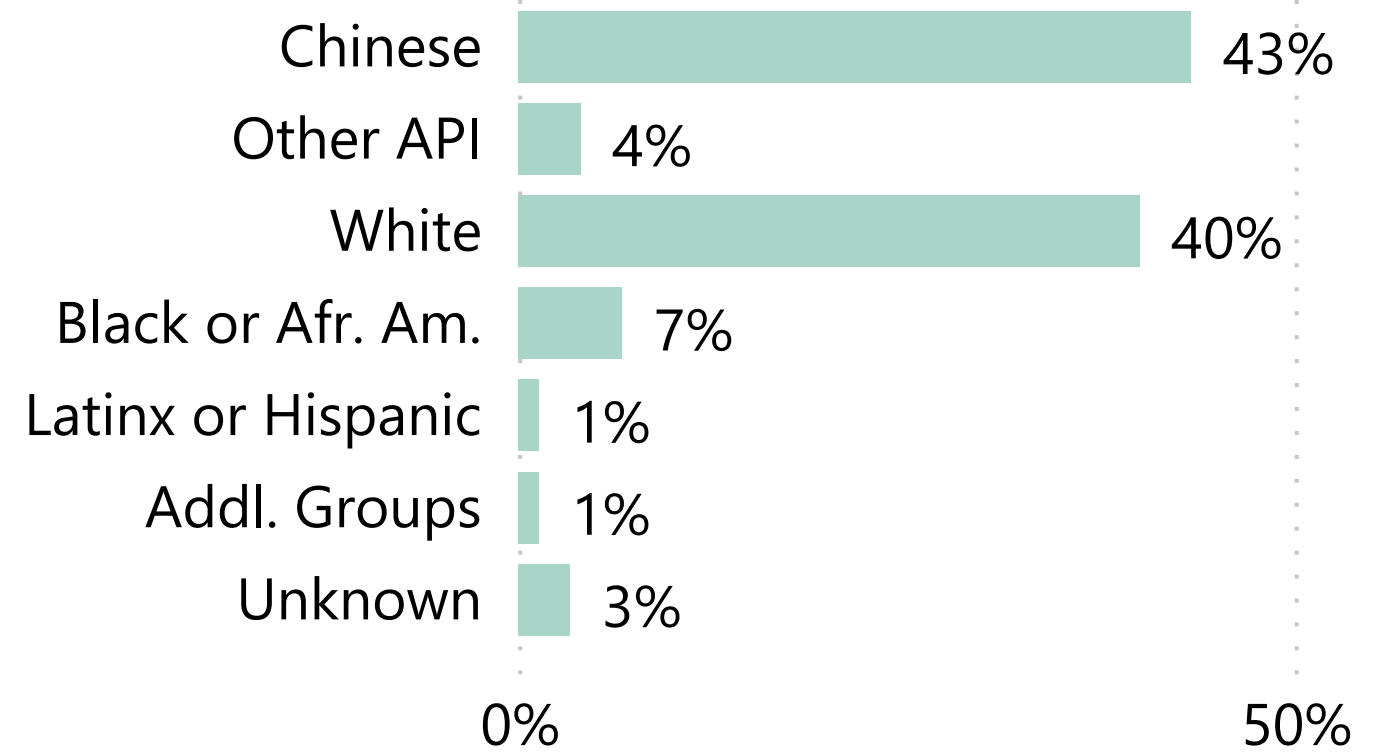
Client Profile

Service Levels

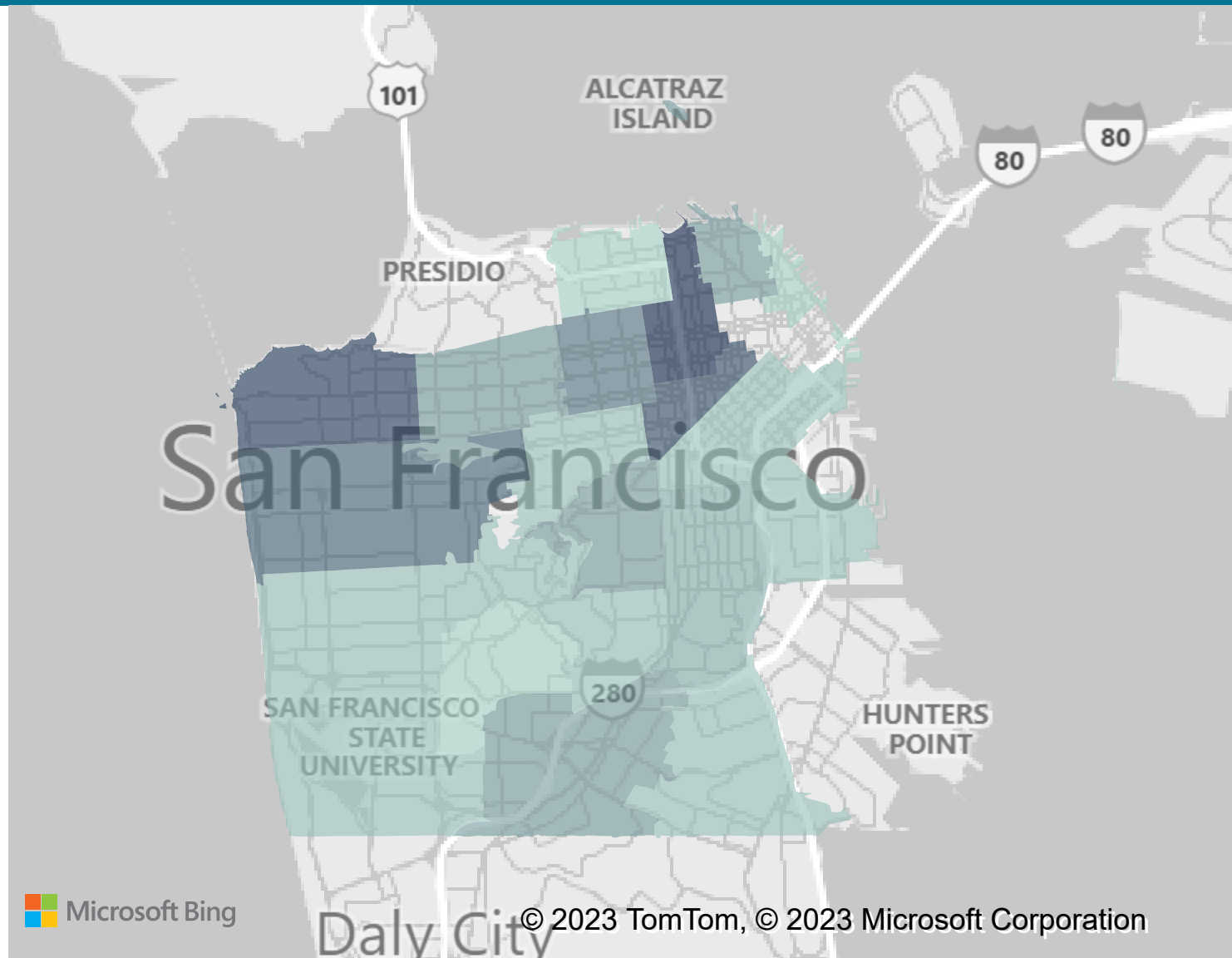
Unduplicated Clients	150
Enrollments	450

Analysis based on unduplicated clients

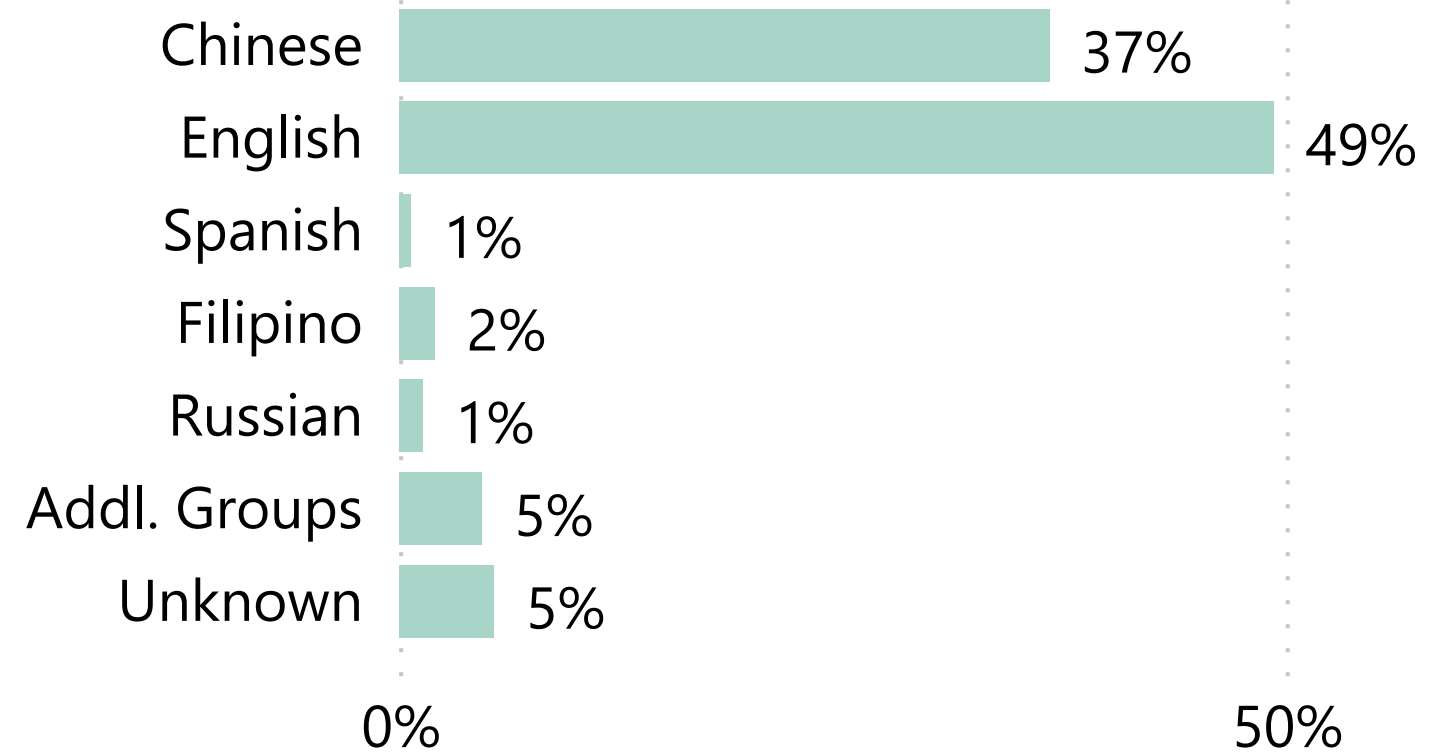
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

Female	54%
Male	45%
Trans Male	1%
Total	100%

Sexual Orientation

Straight/Heterosexual	81%
Gay/Lesbian/Same-Gender Loving	9%
Bisexual	1%
Addl. Groups	1%
Unknown	9%
Total	100%

Age

● 60-64 ● 65-74 ● 75-84 ● 85+



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.

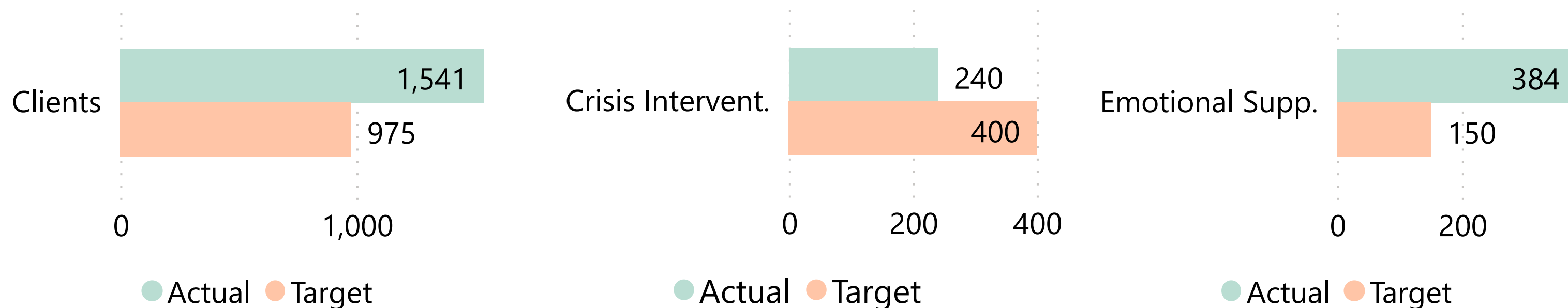
Funding

\$435,995

Providers

1

Service Objectives



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

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.

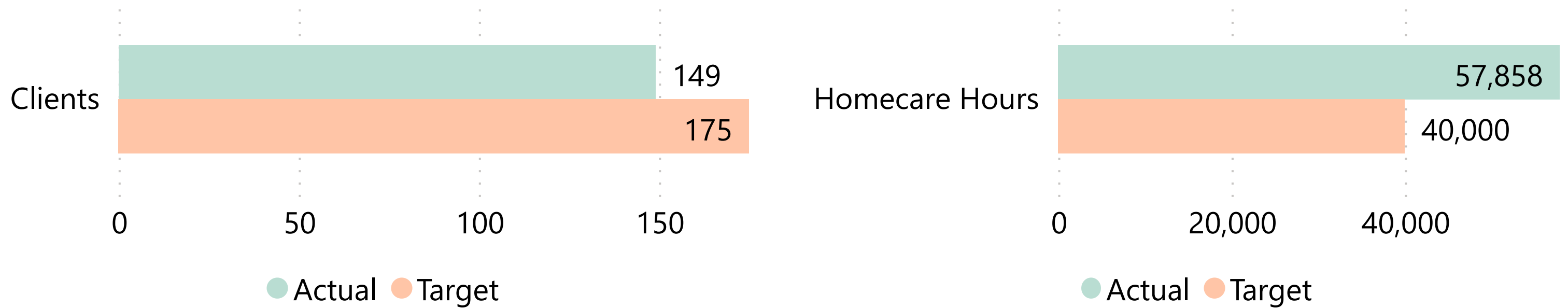
Funding

\$1,824,788

Providers

1

Service Objectives



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	76	93%	85%
Stability in the Community*	Clients have improved healthcare-related outcomes	76	93%	85%
Service Quality	Clients are satisfied with the voucher administration process	76	93%	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).

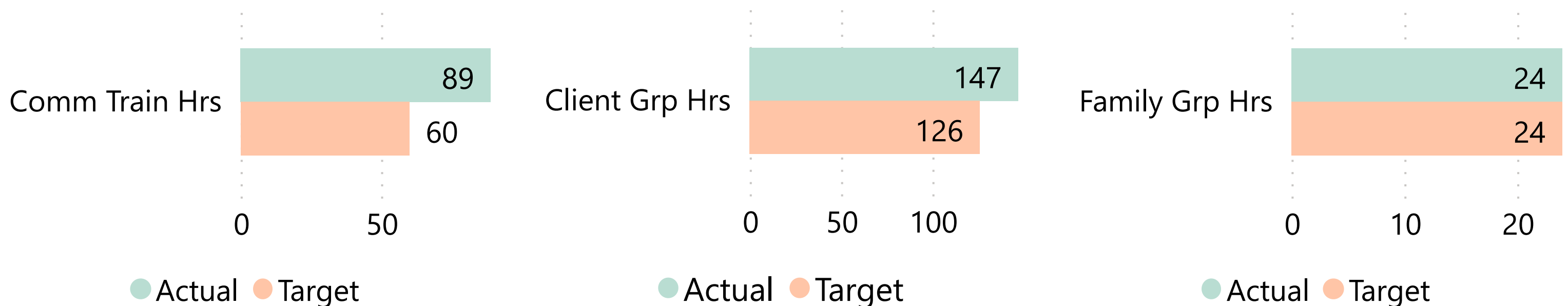
Funding

\$307,756

Providers

1

Service Objectives



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	67	90%	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	69	97%	80%
Provider Training and Professional Development*	Professionals have an improved understanding of compulsive hoarding and systems linkages	67	100%	80%
Service Quality	Clients indicate information and referral services are appropriate and useful	67	90%	80%

*Key Measurement Theme for Service Area

Support Services for People with Collecting Behaviors

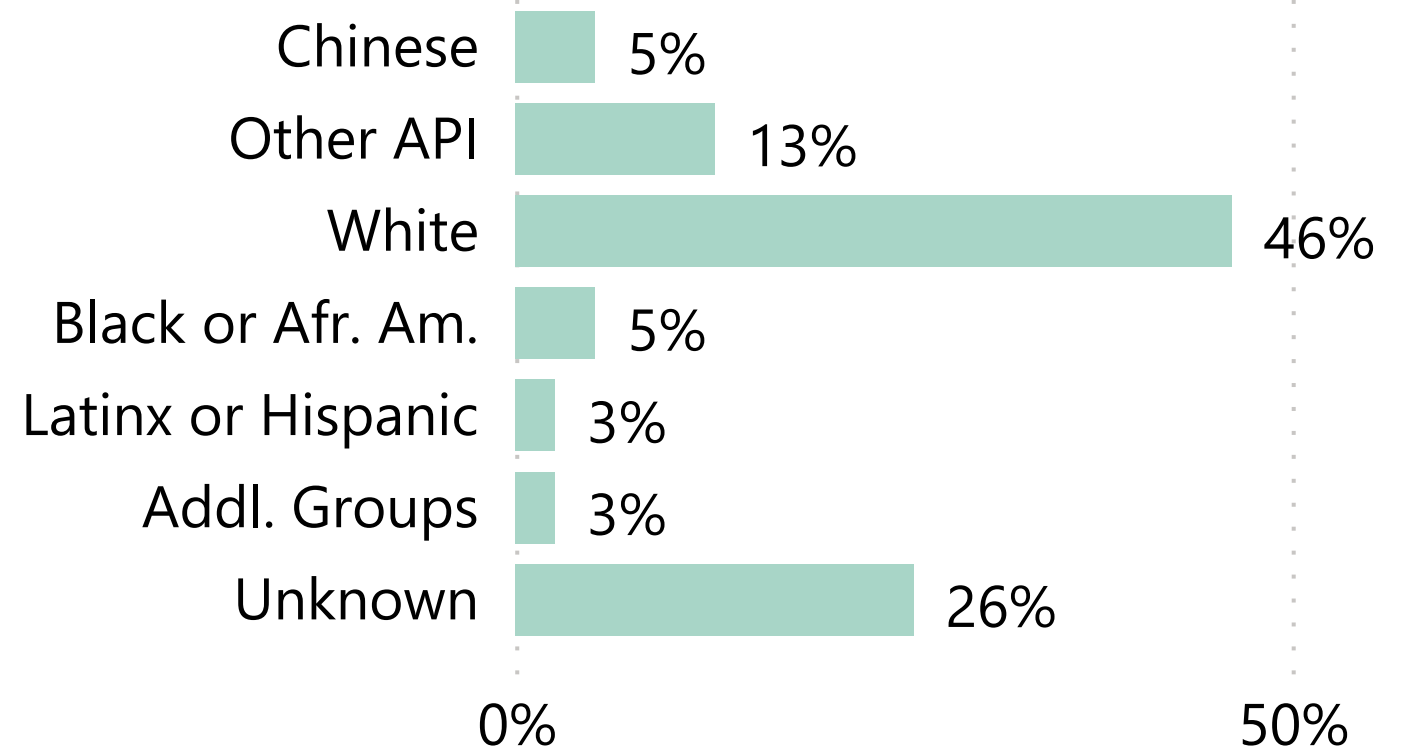
Client Profile

Service Levels

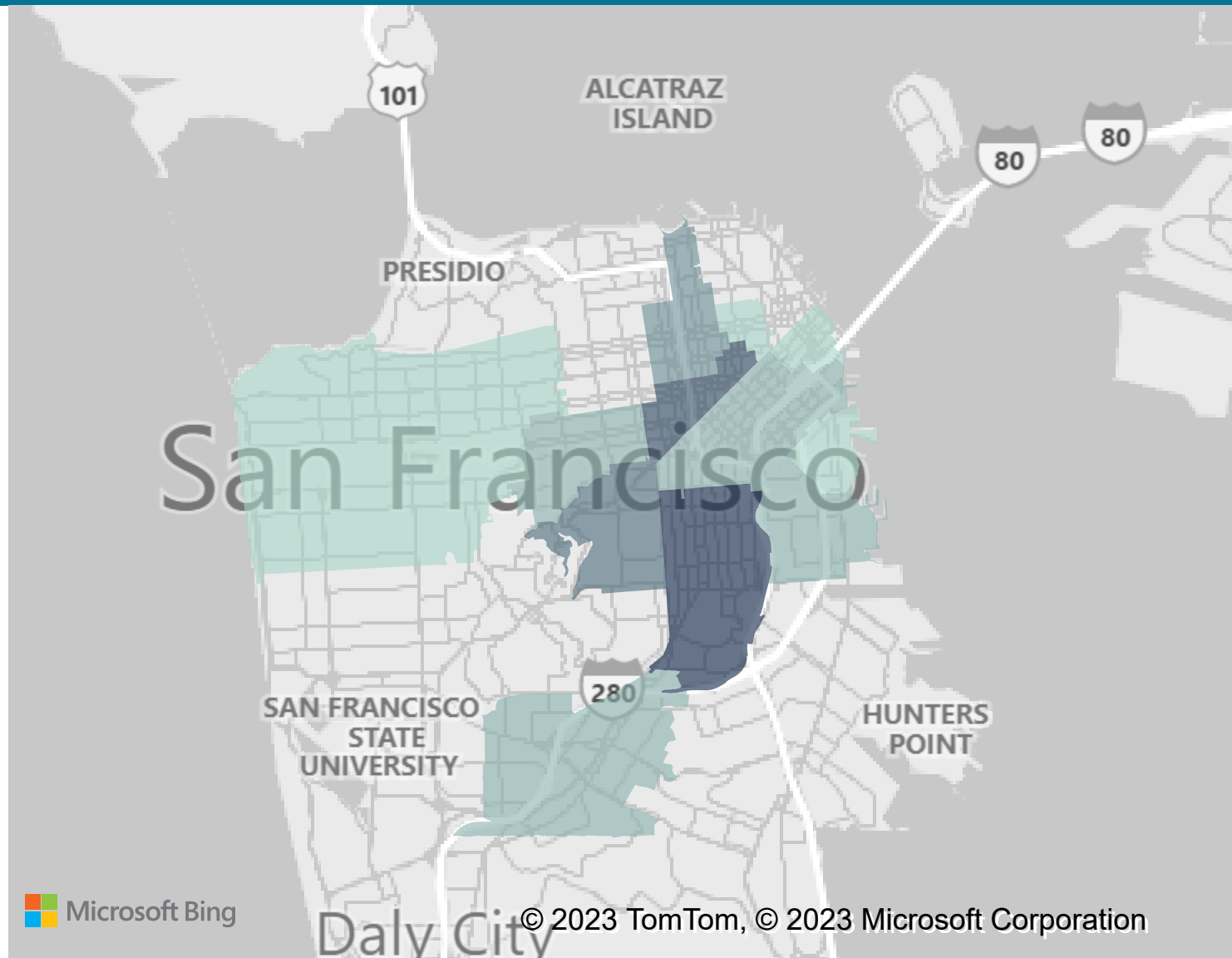
Unduplicated Clients	39
Enrollments	39

Analysis based on unduplicated clients

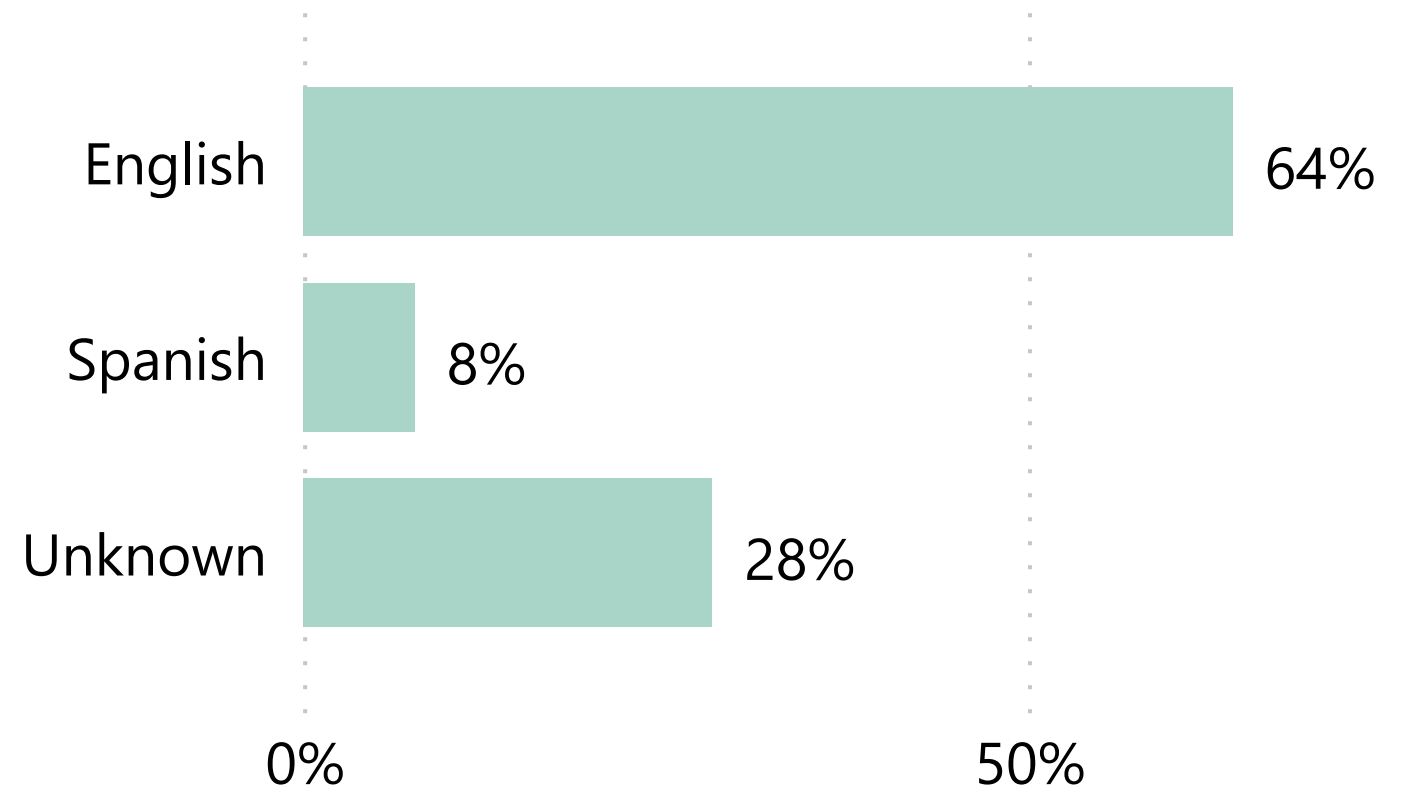
Race/Ethnicity



Zip Code of Residence



Primary Language



Gender Identity

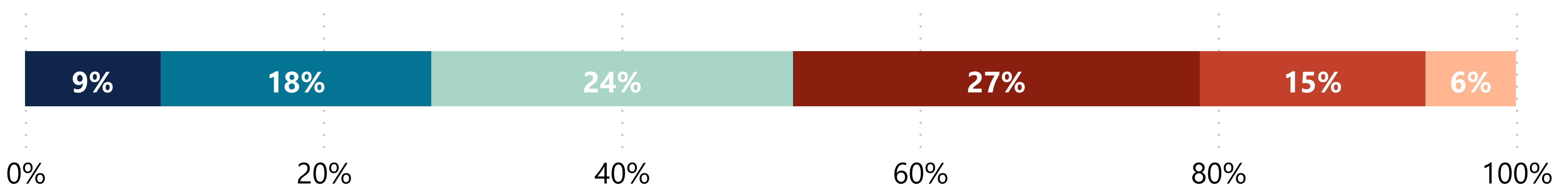
Female	49%
Male	41%
Genderqueer/Gender Non-binary	5%
Unknown	5%
Total	100%

Sexual Orientation

Straight/Heterosexual	41%
Gay/Lesbian/Same-Gender Loving	21%
Bisexual	10%
Addl. Groups	8%
Unknown	21%
Total	100%

Age

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



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.

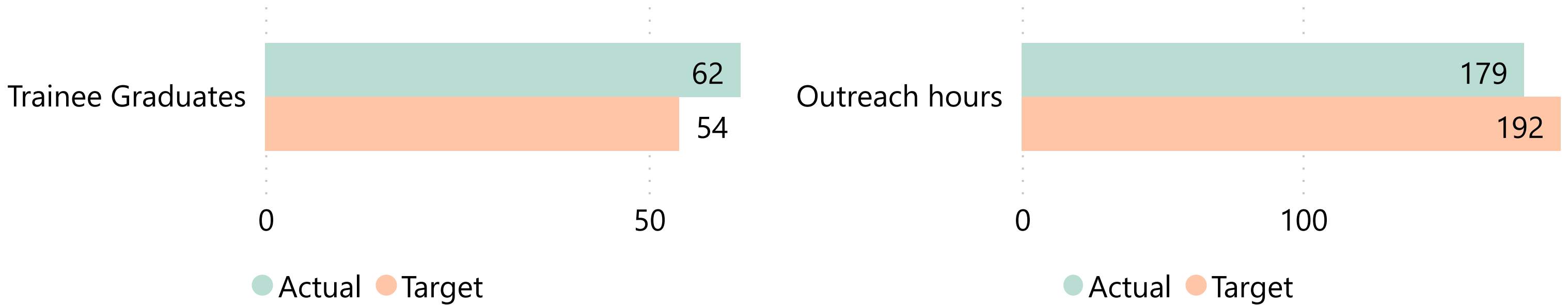
Funding

\$241,890

Providers

1

Service Objectives



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	97%	80%
Provider Training and Professional Development*	Trainees report the program provided useful information that improved their caregiving abilities	62	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	62	97%	75%

*Key Measurement Theme for Service Area

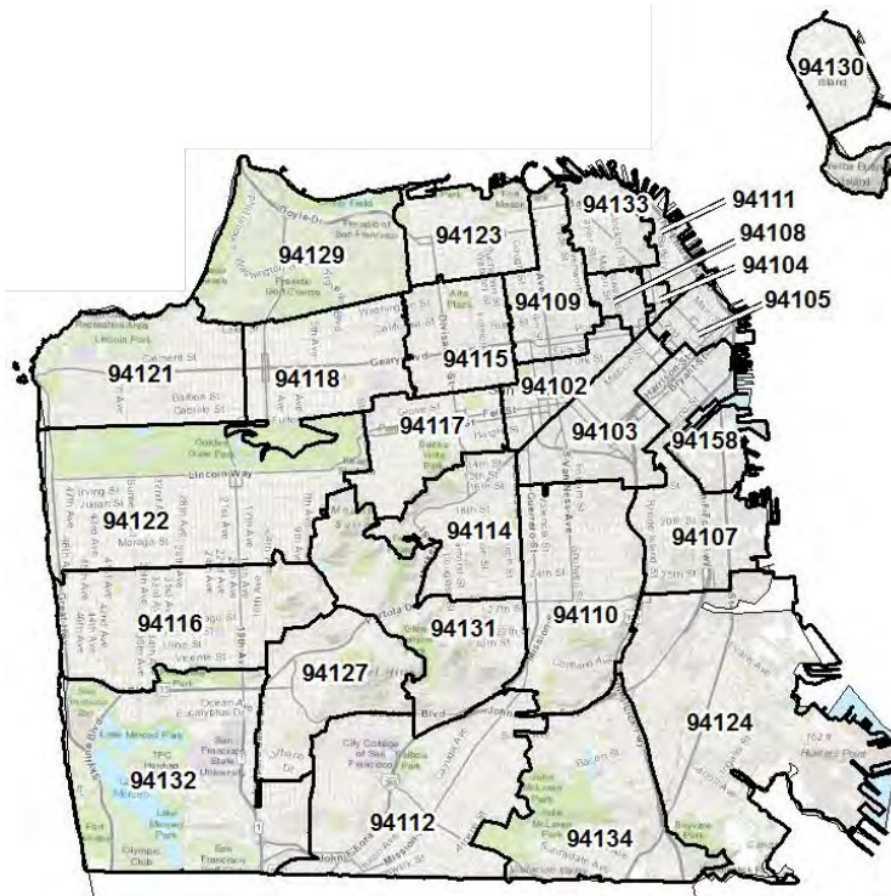
Appendix A: DAS Service List

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	San Francisco Neighborhood	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 2020-21

This appendix provides a demographic profile of individuals who participated in Dignity Fund eligible services in FY 2020-21. 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

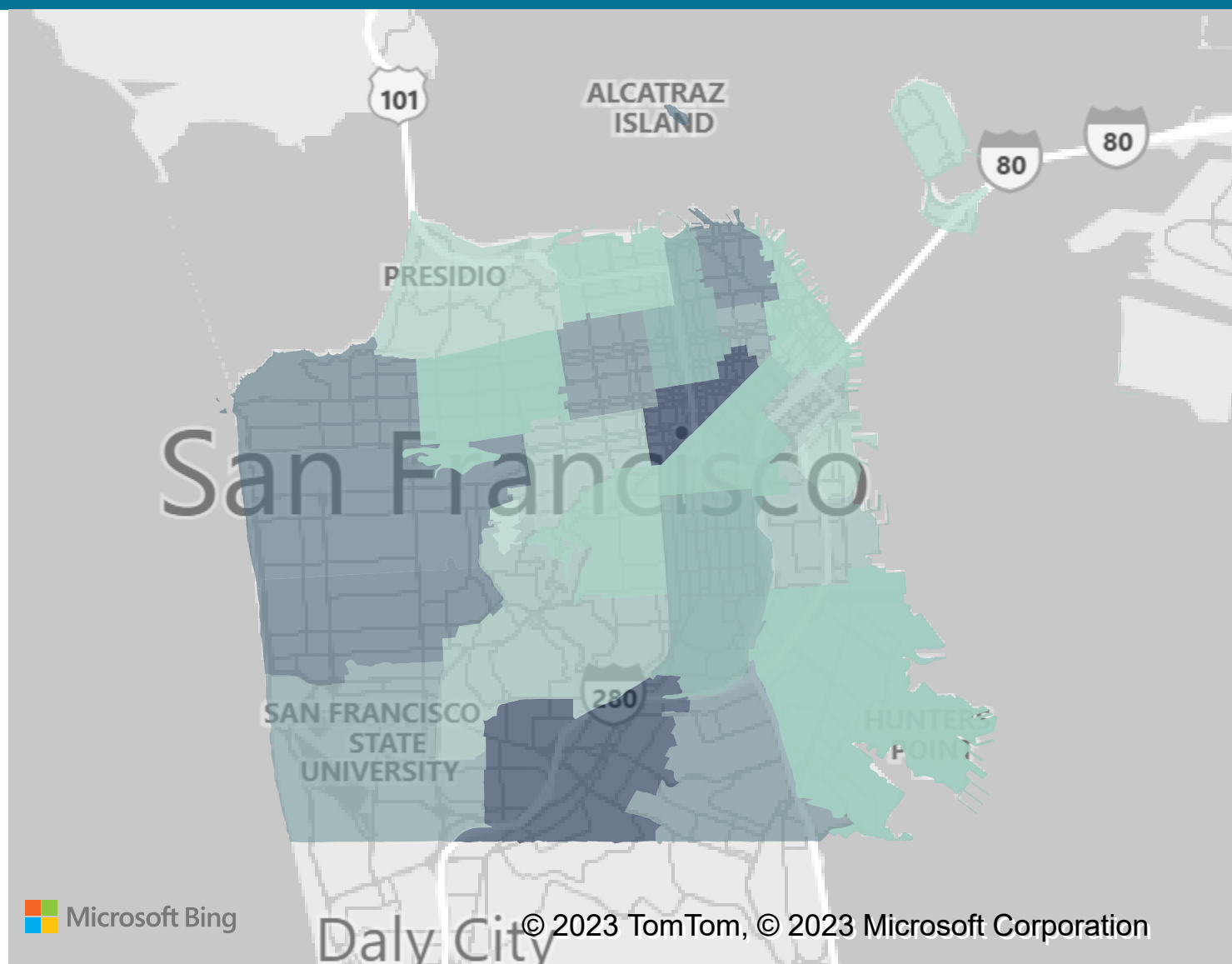
Client Profile

Service Levels

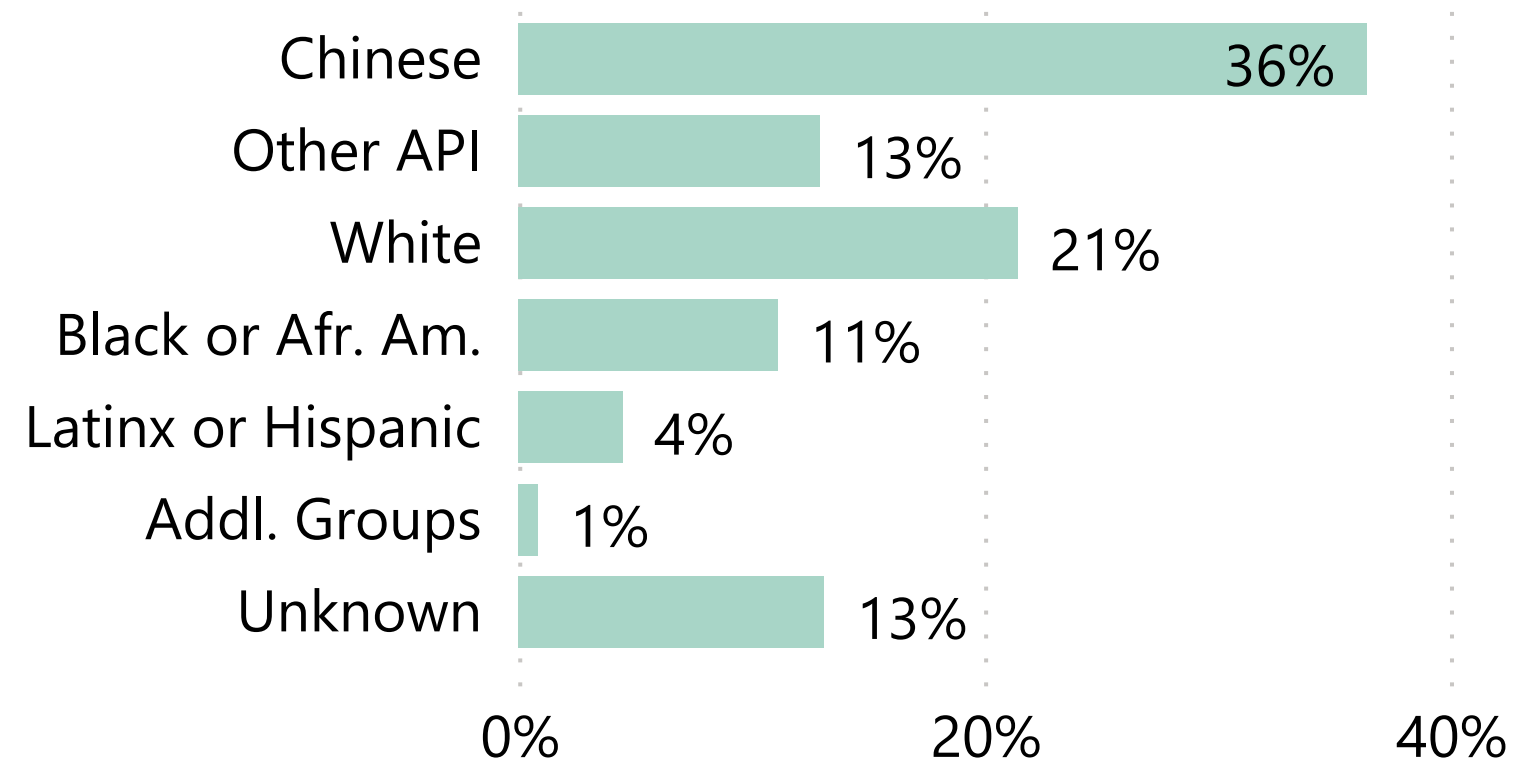
Unduplicated Clients	36,654
Enrollments	88,408

Analysis based on unduplicated clients

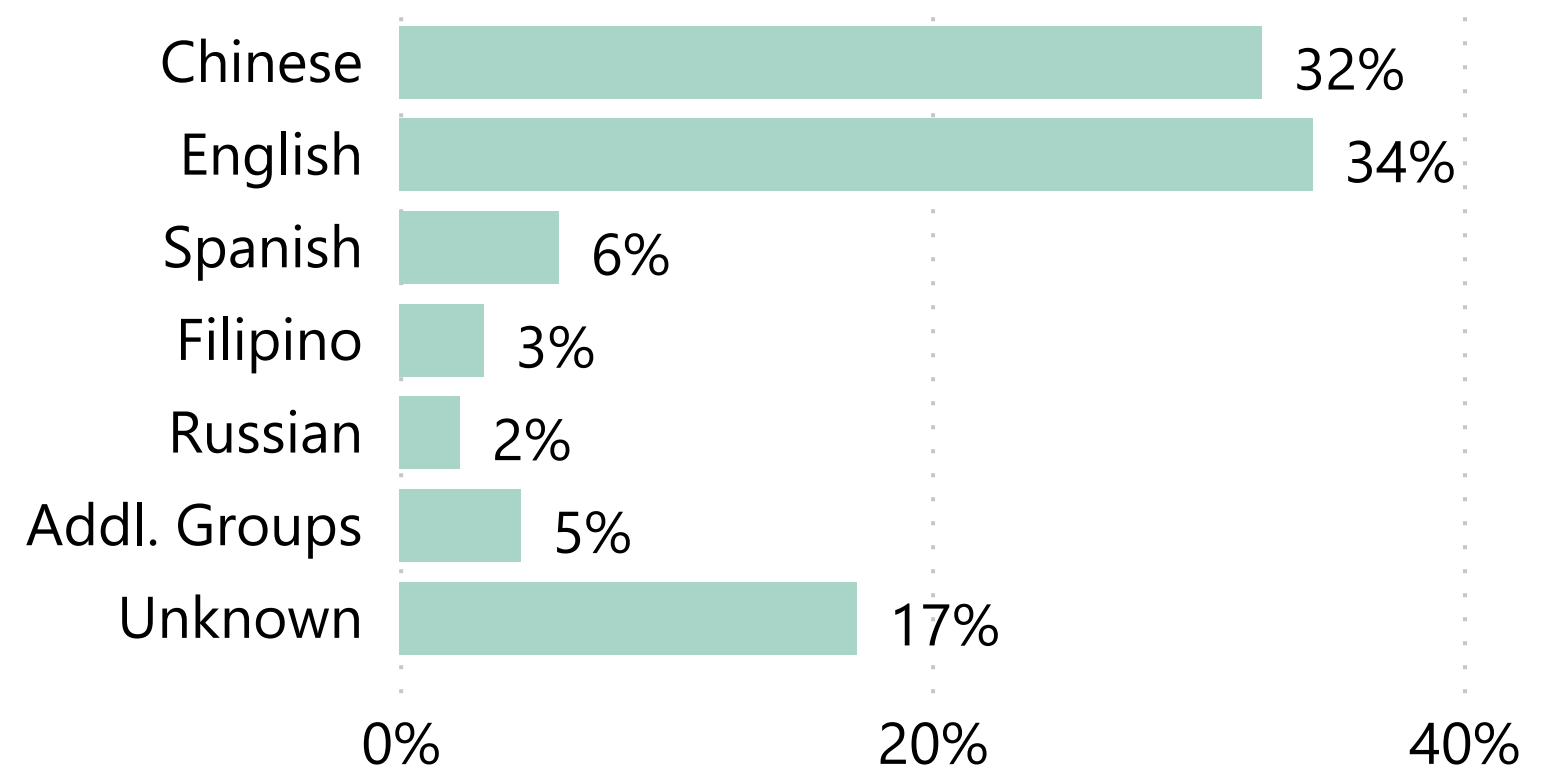
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Female	56%
Male	40%
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	4%
Bisexual	1%
Addl. Groups	1%
Unknown	16%
Total	100%

Age

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

